



SFMTA
Municipal
Transportation
Agency

Board of Directors Workshop

February 3, 2015

County Fair Building, Golden Gate Park

Today's Agenda

- Strategic Plan Update
- San Francisco Transportation Trends
- Vision Zero Update
- Muni Forward
- Major SFMTA Capital Project Updates
- Public Outreach & Engagement Team Strategy
- Employee Survey Results
- Legal Training



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Strategic Plan Update

SFMTA's FY 2014 Growth

- + **Approx. 3% increase** in average weekday transit boardings
- + **35 Bikeshare stations** with 350 bicycles available
- + **12.25 miles** of new or enhanced bicycle paths, lanes, or routes
- + **315 bicycle racks** on sidewalks
- + **5 intersections** with new traffic signals
- + **25 intersections** with new pedestrian countdown signals
- + **111 new taxi medallions** issued
- + **5 road diets** covering 6.37 miles
- + **52 traffic calming projects** completed
- + **1.6 miles of red carpet lanes** over 3 locations in San Francisco
- + **112 motor coaches** replaced and additional **51 motor coaches** rehabilitated in FY 2014
- + **Approximately 100 new jobs** in planning, building, operating, regulating and maintaining the transportation system

Safety - Key Performance Indicators



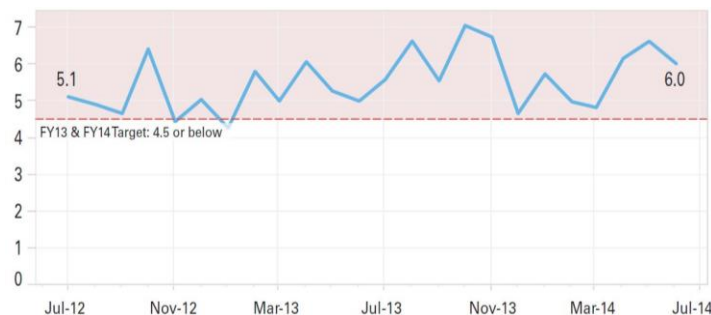
Muni Security Incidents per 100,000 Miles

- **FY2014:** Decline in incidents.
- **Since July:** slight increase in Sept., but overall decline in incidents.



Workplace Injuries per 200,000 Hours

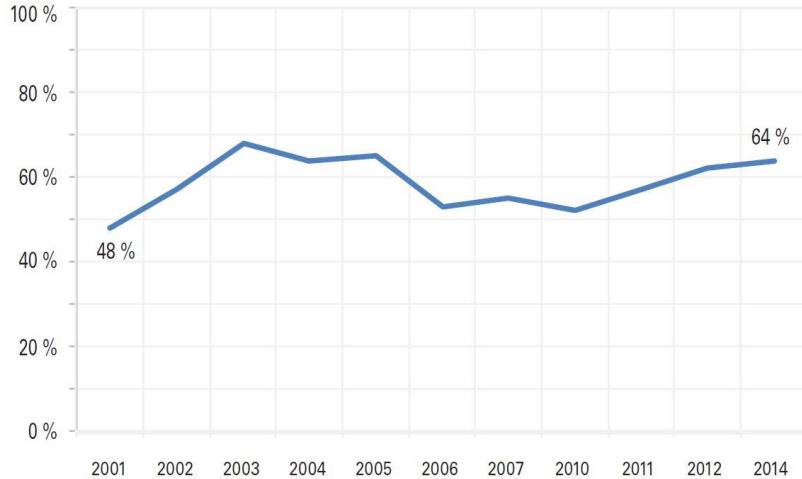
- **FY2014:** Goal met.
- **Since July:** increase in Sept. and Oct., but remains under target level.



Muni Collisions per 100,000 Miles

- **FY2014:** No improvement.
- **Since July:** no improvement.

Travel Choices - Key Performance Indicators



Customer Rating on Overall Satisfaction with Transit Services

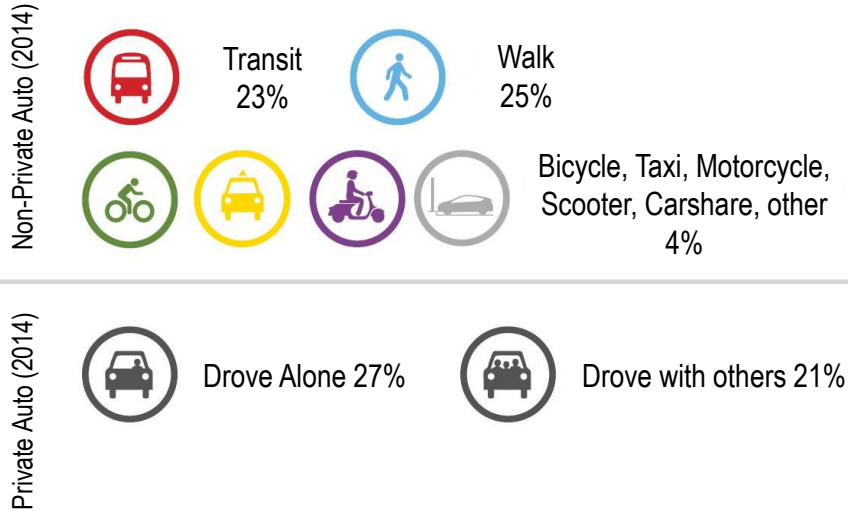
- **FY2014:** Improved customer satisfaction.
- **Since July:** maintained constant level of customer satisfaction.



Percent of Transit Trips with Bunches and Gaps

- **FY2014:** No improvement.
- **Since July:** No improvement.

Travel Choices - Key Performance Indicators

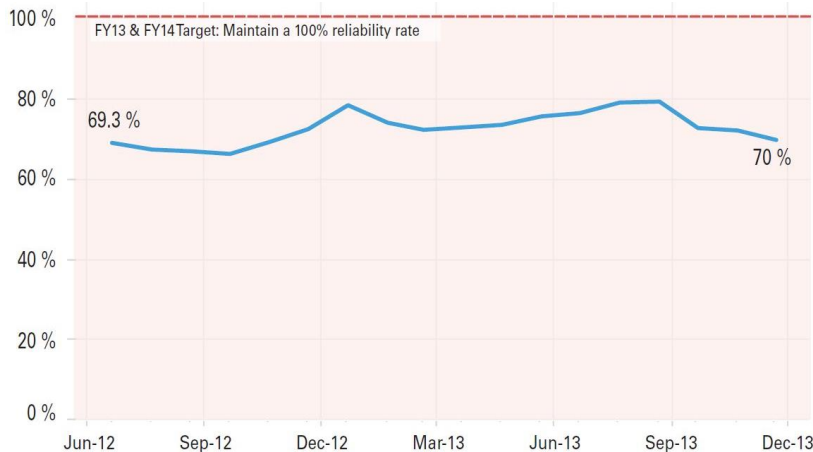


Non-private Auto Mode Share

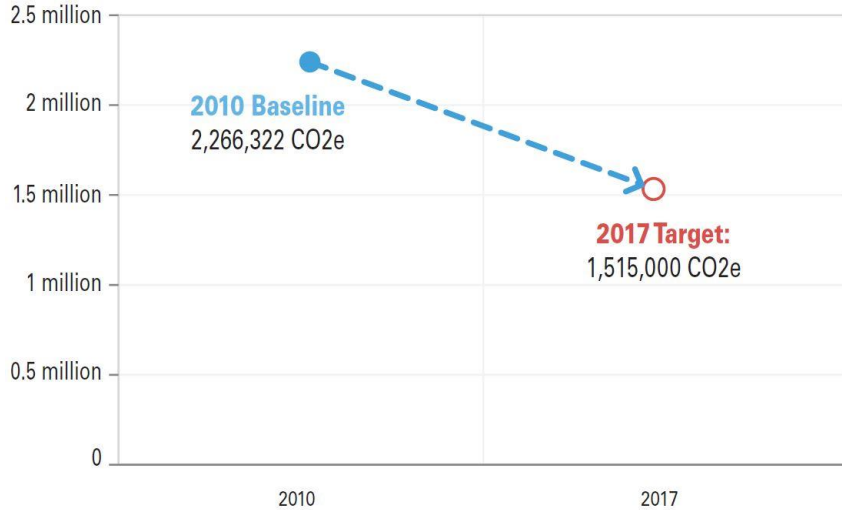
- **FY2014:** Set baseline.
- **Since July:** Met target of 50% active transportation use.

Reliability Rate of SFpark Spaces

- **FY2014:** Improved space availability.
- **Since July:** No new data.

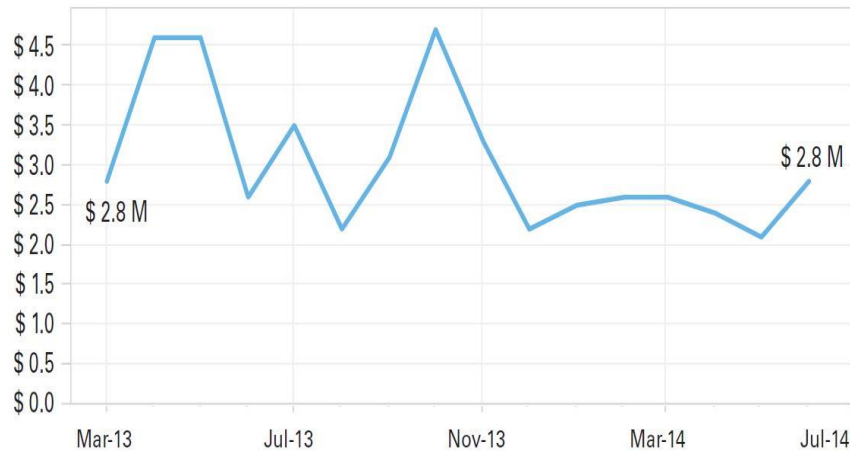


Livability- Key Performance Indicators



Metric Tons of CO2e for Transportation

- **FY2014:** Set baseline.
- **Since July:** No new data.



Economic Impact of Muni Delays

- **FY2014:** Fewer major delays.
- **Since July:** continued reduction in major delays.

Livability- Key Performance Indicators



Transit Cost per Revenue Hour

- **FY2014:** Increased cost to deliver transit service.
- **Since July:** No new data.

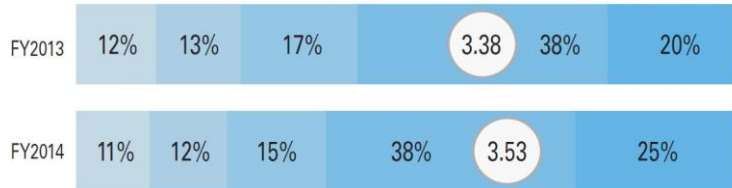


Structural Operating and Capital Deficits

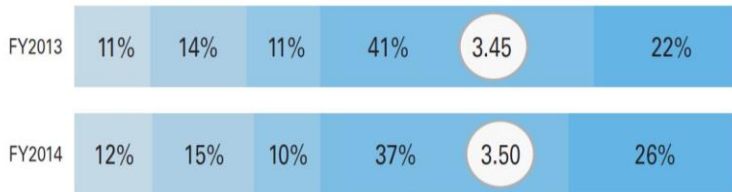
- **FY2014:** Met one of two targets.
- **Since July:** No new data.

Service - Key Performance Indicators

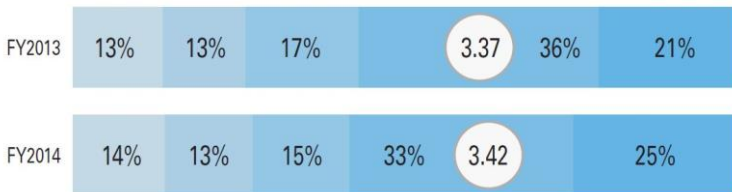
I have access to information about agency accomplishments, current events, issues and challenges:



I have the information and tools I need to do my job:



Overall satisfaction as an employee of the SFMTA:

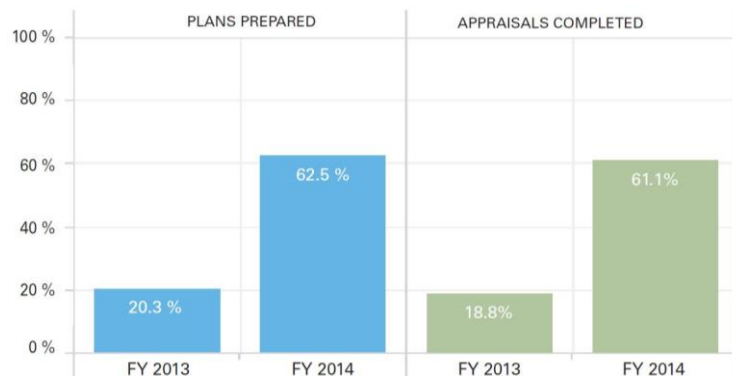


Employee Ratings, scale of 1 to 5

- **FY2014:** Improved employee satisfaction.
- **Since July:** No new data.

Completed Performance Plans and Appraisals

- **FY2014:** Increased number of plans and appraisals.
- **Since July:** performance plans for over 30% of employees.



Since the Last Workshop:

- Adoption of Vision Zero citywide
- Legislation of the Transit Effectiveness Project and launch of Muni Forward
- Success at the polls for the Transportation 2030 initiative
- Evaluation of the *SFpark* pilot program
- Improvement in SFMTA Project Delivery processes
- Expansion of SFMTA Transtat program to include Transit, Capital Projects, and the Strategic Plan Implementation
- Implementation of POETS





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San Francisco Transportation Trends

City and County of San Francisco

- **2013 estimated SF population:** 837,442; *expands to over 1 million during the day*
- **San Francisco covers just 0.7% of the region's land area but contains:**
 - 11% of the region's population
 - 18% of the region's employment
- **379,583 housing units in 2014**
(+5,437 units from 2012)
- **612,660 jobs in 2013**
(+26,400 jobs from 2012)
- **FY 2014 average daily Muni ridership:** 702,000
- **Registered vehicles in SF (2013):** 463,833



Regional Growth Projections to 2040

2010 Regional Population: 7,150,739

Plan Bay Area

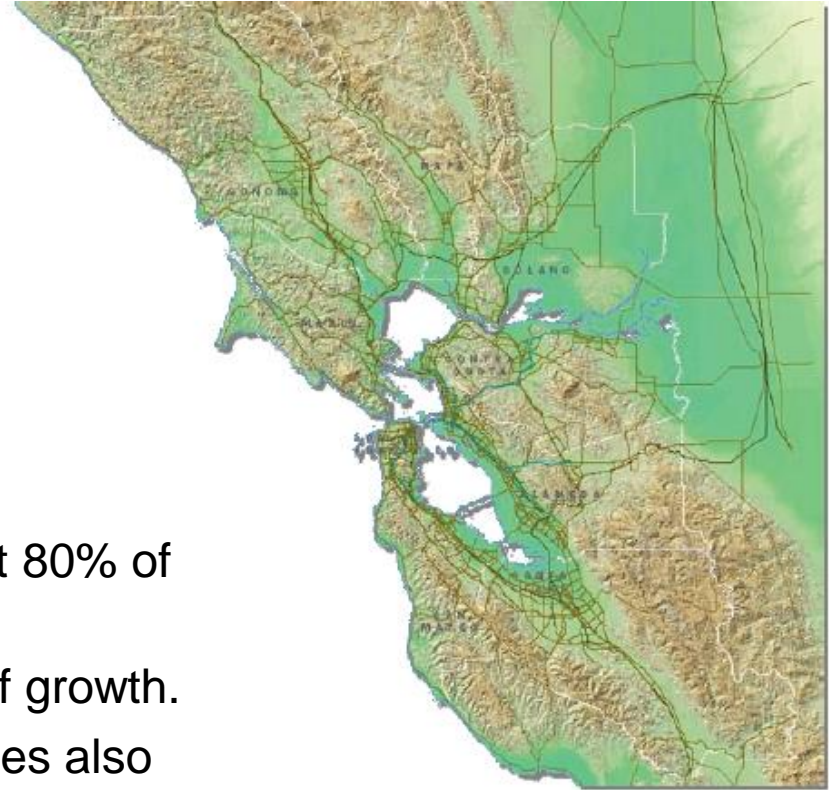
- + 2.1 million people
- + 1.1 million jobs
- + 660,000 housing units

Regional Growth Strategy

- Priority Development Areas absorb about 80% of housing; 66% of new jobs.
- San Francisco accounts for about 15% of growth.
- San Jose, Oakland, and medium size cities also contribute significantly to new housing & jobs.

San Francisco's Role

- + 280,000 new residents
- + 191,000 jobs > 6,500 new jobs annually
- + 92,410 housing units > 3,000 new units annually



Growing faster than expected



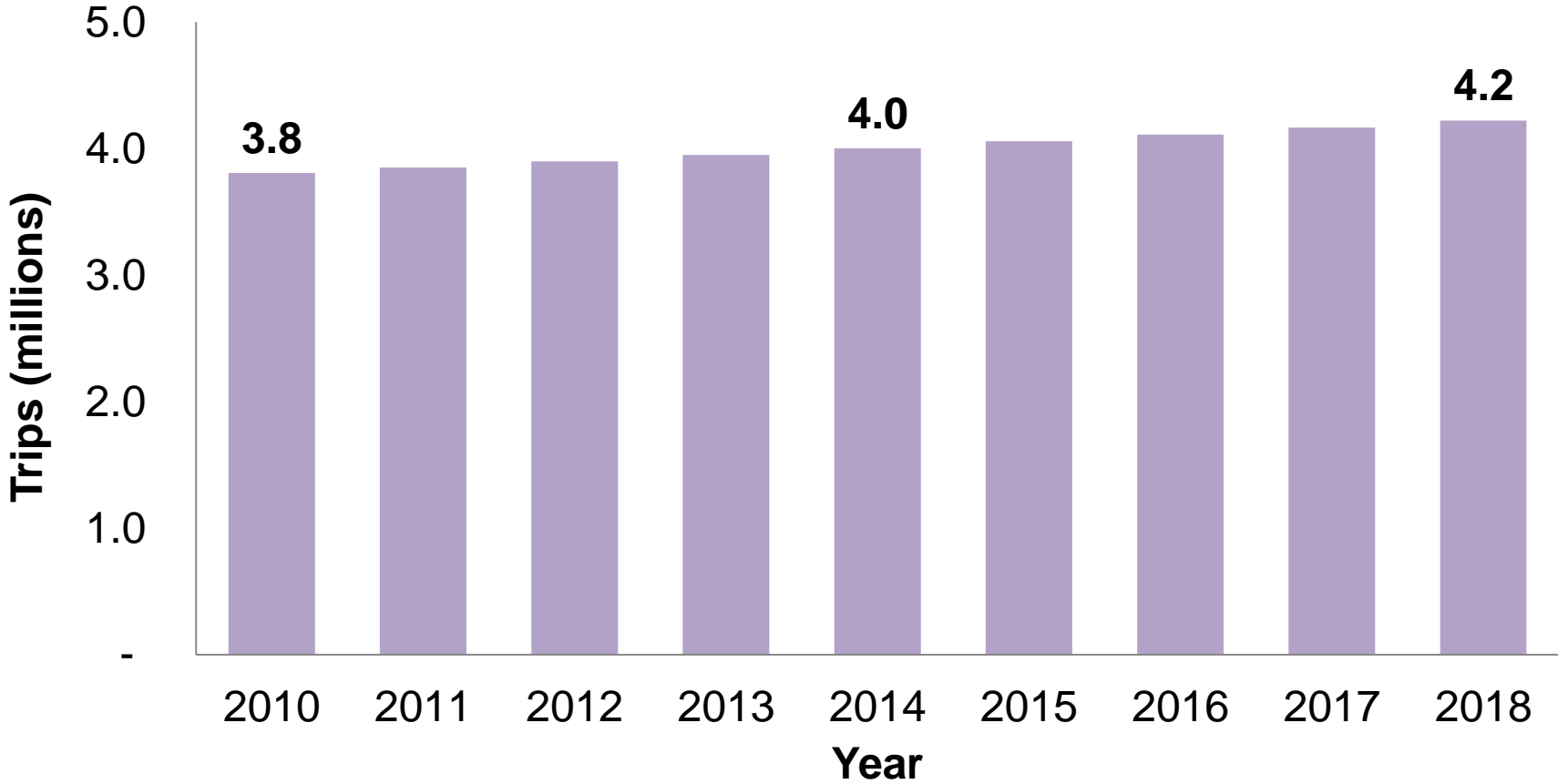
New construction in 2013 was 26% over the 10-year average



Employment in 2013 was up 7%, 17% over the last decade

Mode Analysis Travel Trends

Daily Trips to, from and within San Francisco



*Source: SF – CHAMP (2010); US Census Population Estimates

Average Trip Distance



2.8 miles



3.4 miles



0.9 miles

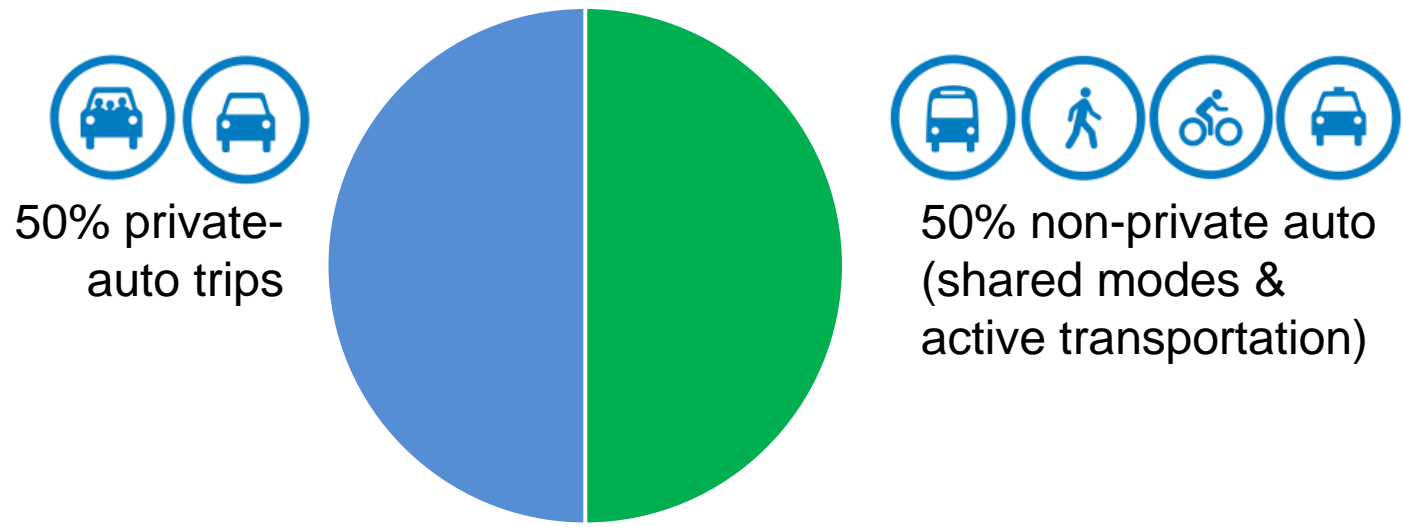


2.3 miles

Many driving trips may be able to be made by transit, biking, and walking.

Strategic Plan Objective 2.3: Mode Share

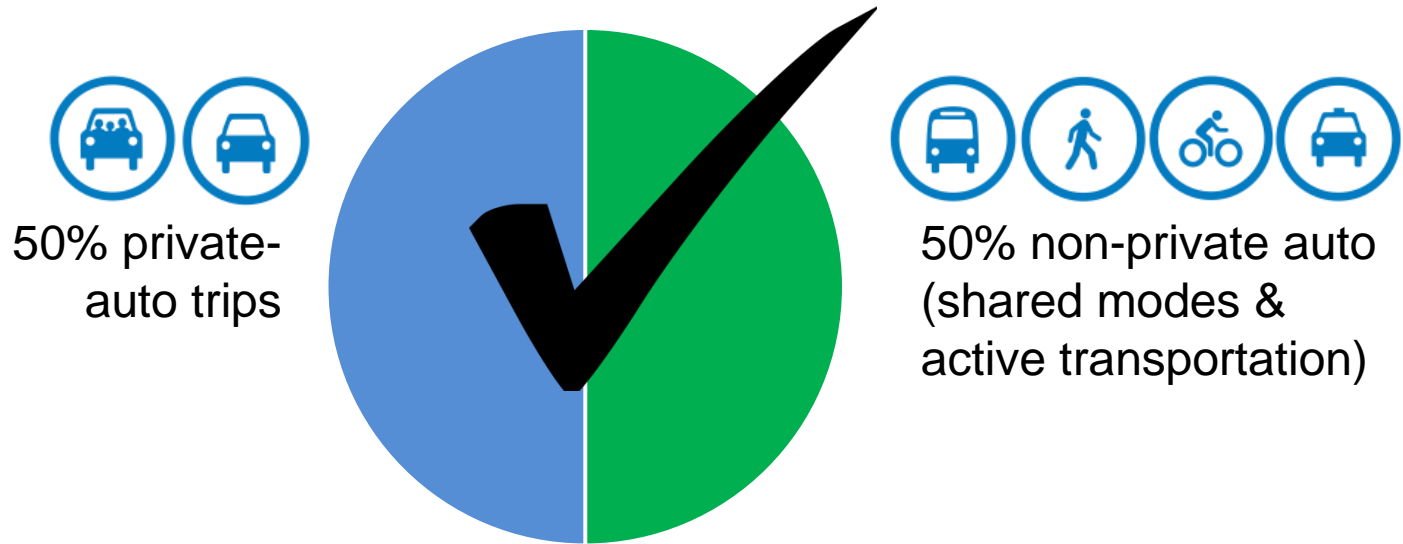
Increase use of all non-private auto modes



FY 2018 Target

2015 Status Update

San Francisco is at the target mode share level



FY 2018 Target

Why?

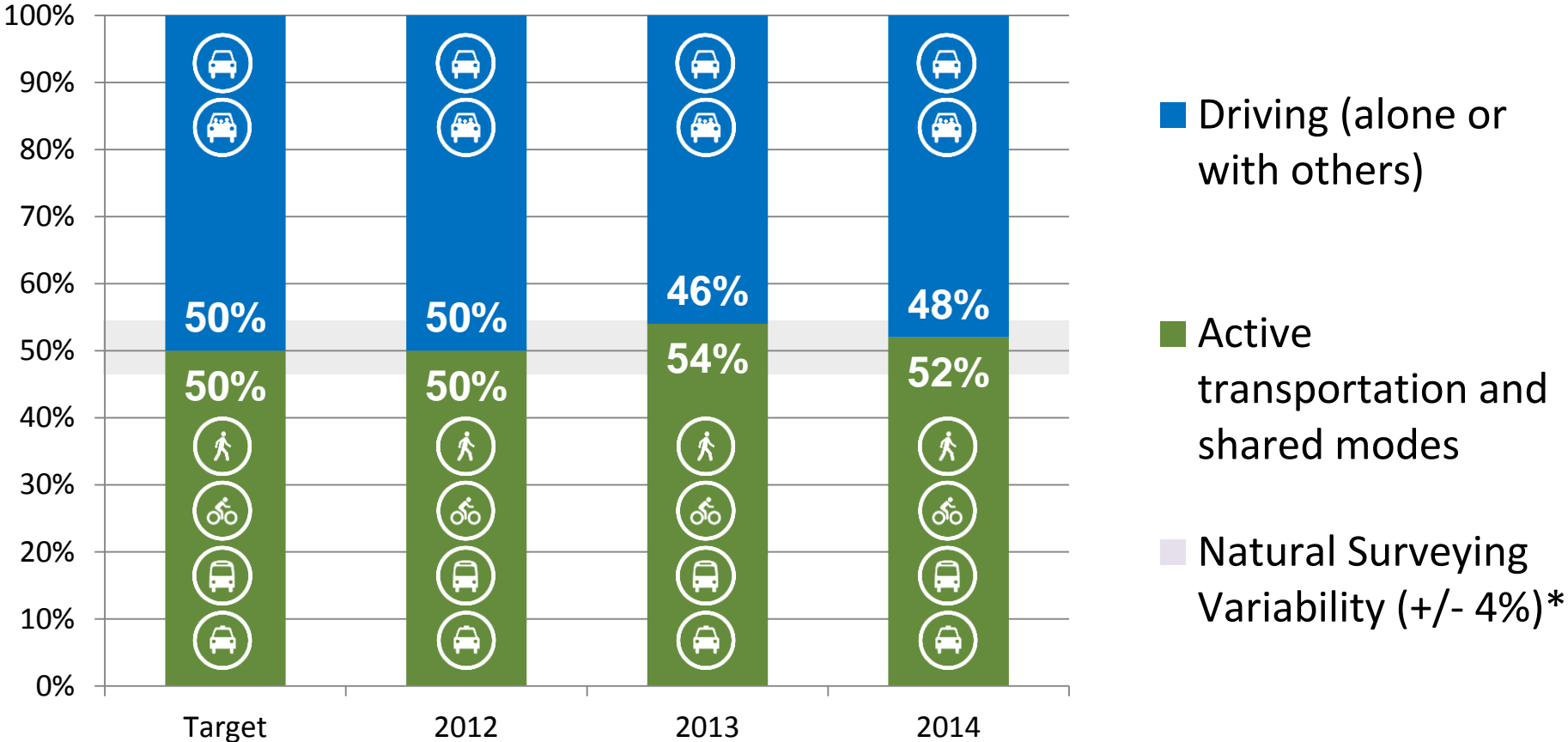
1. Improved evaluation approach
2. More current data
3. Changing travel behavior
4. New transportation improvements, technologies and services
5. Increasing population and trips
6. Rising constraints on the transportation system

SFMTA is resetting the baseline

- **Original baseline data: 62% private auto trips**
 - Source: SF-CHAMP travel model
 - Largely driven from the region-wide Bay Area Household Travel Survey (BATS), and other large-scale survey data, such as the US American Communities Survey
 - Comprehensive updates for BATS available every 5 – 15 years
- **Updated evaluation baseline: 50% private auto trips**
 - San Francisco trip-focused Travel Decision Survey
 - Consultant developed survey for annual evaluation of Strategic Target 2.3
 - Compared to US ACS data: evaluation is inclusive of all trip types and is based on actual trips taken

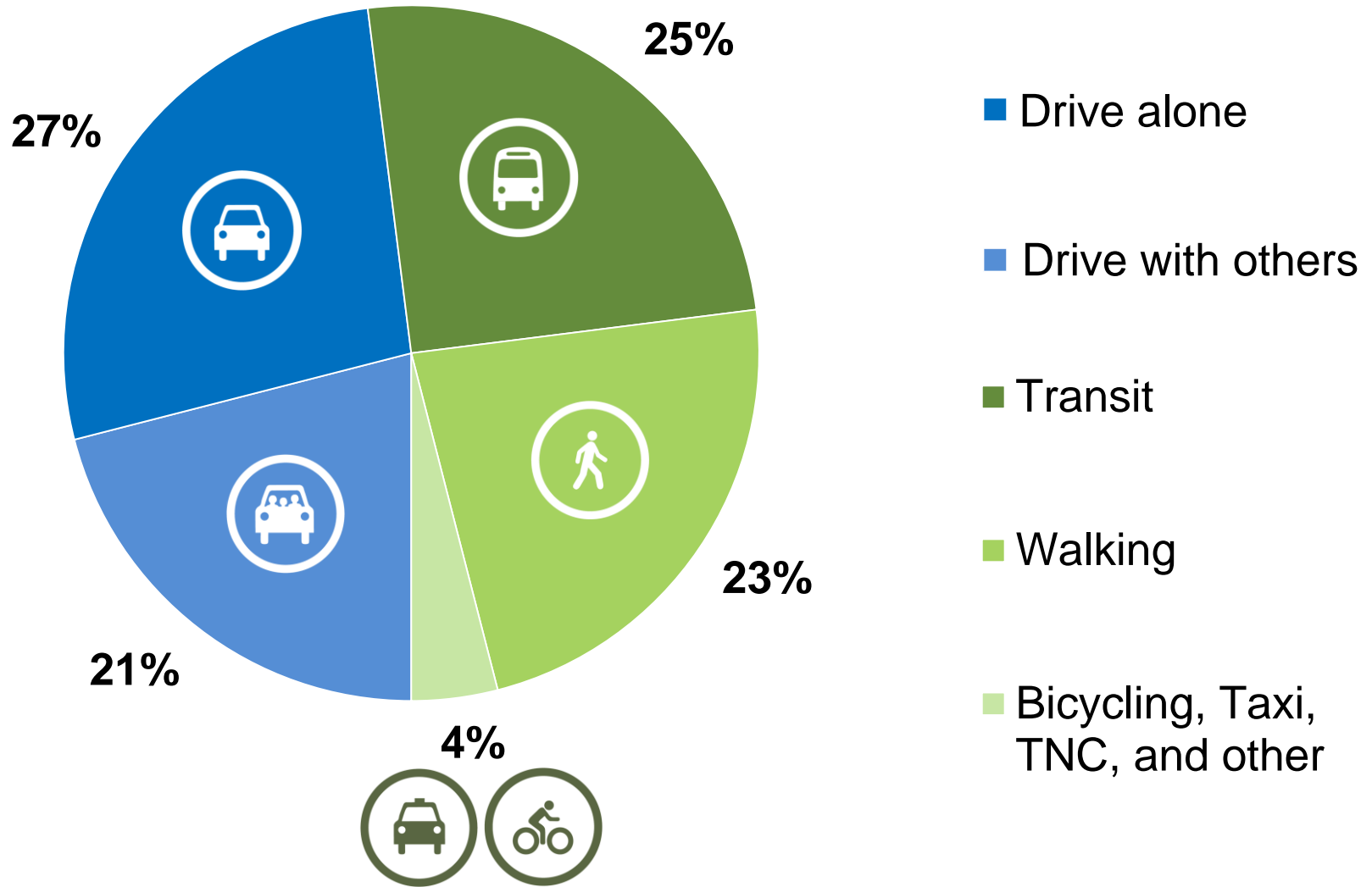
SF Travel Decision Survey results

The SF Travel Decision Survey has shown target-level results with every survey from 2012 - 2014.



*Natural surveying variability for an actual mode split of 50% driving, 50% active transportation and shared modes, for a survey of 750 participants, is +/- 4%

2014 Travel Decision Survey Findings



Driving & Parking



**48% of all
trips are by
private
vehicles**



Challenges:

- The Bay Area is among **top 5 most congested regions in the nation** and private vehicles, bicycles, and transit vehicles often **travel in the same lanes**
- **Failing to yield to people walking** accounts for 41% of the collisions where motorists are at fault.
- **Circling for parking** accounts for an average 30% of driving



**25% of all
trips are by
transit**



Challenges:

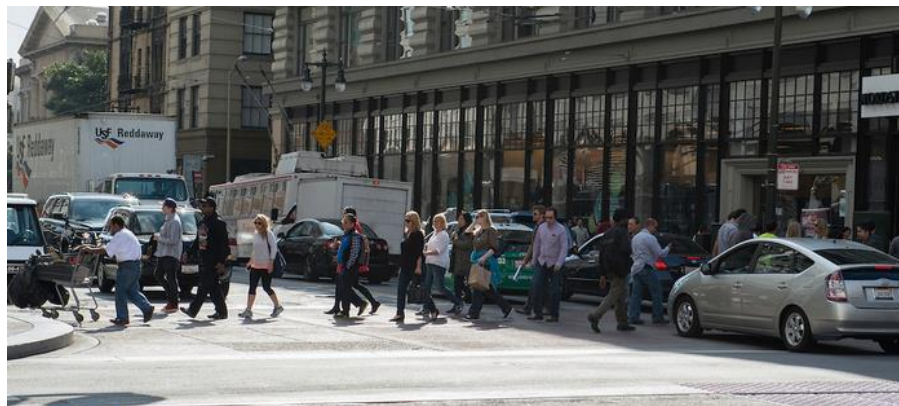
- **Aging fleet and infrastructure** means high maintenance costs and ongoing need for investment
- **Limited right-of-way** on major corridors make it difficult to dedicate space to transit
- Muni ridership up 7% since 2010, and **demand exceeds capacity** on the Muni Metro

Walking



**23% of all trips
are walk-only**

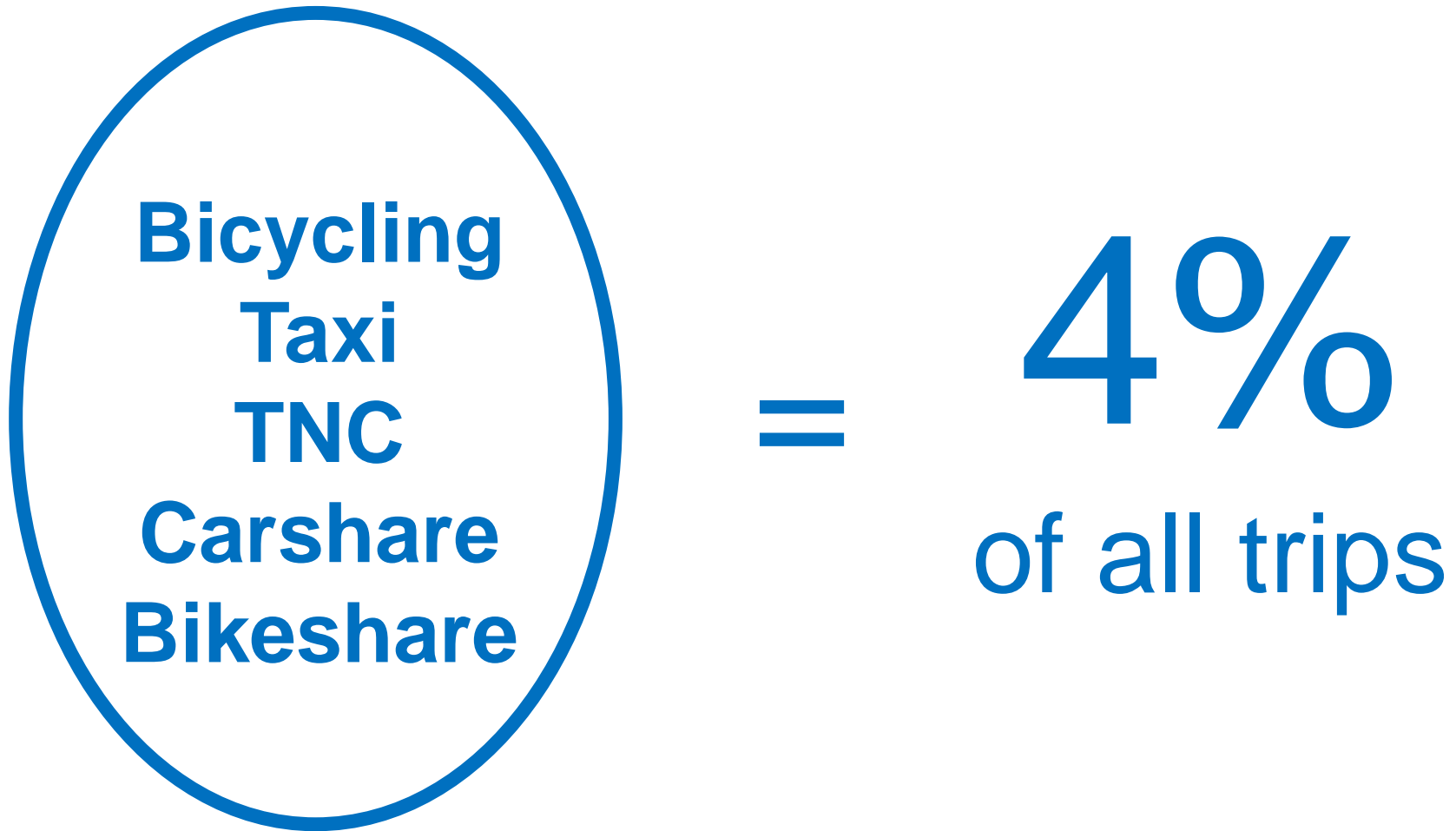
**All transit and drive trips start
and end with a walk, too.**



Challenges:

- **60% of severe and fatal pedestrian injuries occurred on 6% of the streets**
- Collisions at **high traffic speeds** are more likely to cause serious or fatal injuries to people walking

Bicycling and Shared Modes

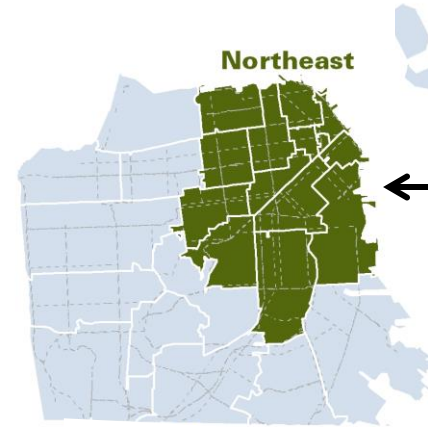


Single year Travel Decision Survey data will not be used to evaluate change for these transportation types until individual travel type usage grows beyond the margin of error.

Bicycling



**5 million trips
by bicycle** were
counted by the 18
automated bicycle
counters in 2013



**Core
Bicycle
Area**
(4% of all trips are
bicycle trips)

Challenges:

- The **fragmented network** leads to a lack of consistency in comfort levels along the network
- **Limited right-of-way** on major corridors make it difficult to dedicate space to bicycling
- **The hilly topography** makes it difficult for a broad range of people to bicycle throughout the city



20% of San Franciscans use taxis at least monthly



Challenges:

- 73% of SF residents have tried a taxi but **overall use is declining.**
- Taxis more heavily relied on **for residents in the northeast core**

Transportation Network Companies (TNCs)



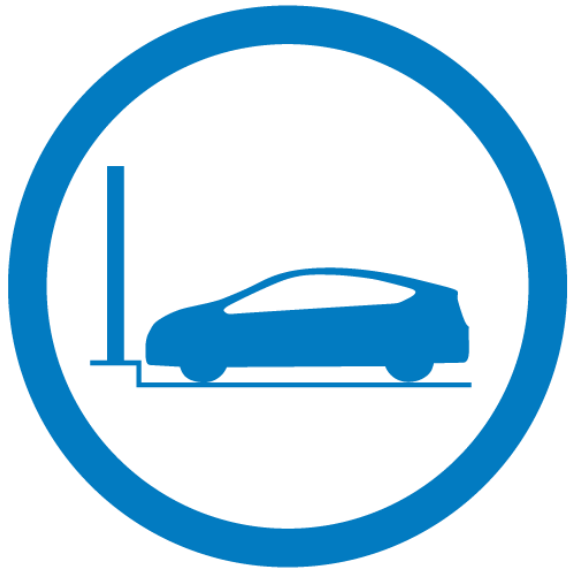
25% of San Franciscans use TNCs at least monthly



Side•car

Challenges:

- **State-level regulation** of these newer transportation services
- **TNCs growing in market share since 2012** and use is higher for residents of the northeast core
- **Lack of accessible vehicles** limit use of TNCs



6% of San Franciscans use carshare at least monthly



Challenges:

- **Limited right-of-way** make it difficult to dedicate space for carshare vehicles
- **Limited number of available vehicles** and carshare pod locations throughout the city hamper widespread use



4% of San Franciscans have tried Bay Area Bike Share



Challenges:

- **350 bicycles in 35 stations in San Francisco** only in Downtown and SoMa areas
- Sale of the Equipment & Software Provider and the Operations & Maintenance Contractor have **slowed expansion**
- Current **scale of investment** in bike sharing does not meet demand nor realize the benefits that would increase exponentially with scale

Should the FY 2018 Mode Share Target be reset?

- Daily trips are growing by approx. 50,000 each year
- Just staying at the 50/50 target depends upon **significant and continued investment** in shared modes and active transportation.
 - Investing in street safety and complete streets projects
 - Increasing transit reliability and capacity
 - Adding protected facilities to the bicycle network
 - Supporting transportation choices through active transportation and shared mobility facilities



**VISION
ZERO
SF**

Through Vision Zero SF we commit to working together to prioritize street safety and eliminate traffic deaths in San Francisco by 2024

VISION ZERO UPDATE: SFMTA BOARD WORKSHOP

FEBRUARY 3, 2015

SUMMARY OF PROGRESS

Engineering

- 24 projects in 24 months:
10 projects are complete
- Interactive dashboard posted online

Education

- Safe Streets SF kicked off enhanced, focused, enforcement activities. Over 950 people have currently taken the pledge for safe streets as a part of the program.
- Developed scope and timeline for a citywide safety education strategy and is on schedule is to have a draft for review by the end March 2015.

Enforcement

- As of September 30, 2014, there has been a 54% increase in citations issued (*as compared to the same period in 2013*)
- Kicked off year-long enhanced effort to control intersection and crosswalk blocking in coordination with SFPD enforcement of similar violations

Evaluation

- High Injury Network complete with Pedestrian, Bicycle, Vehicle and Motorcycle Data. Initiated rail data integration.

Policy

- Opportunities for State Legislation to support Vision Zero goals

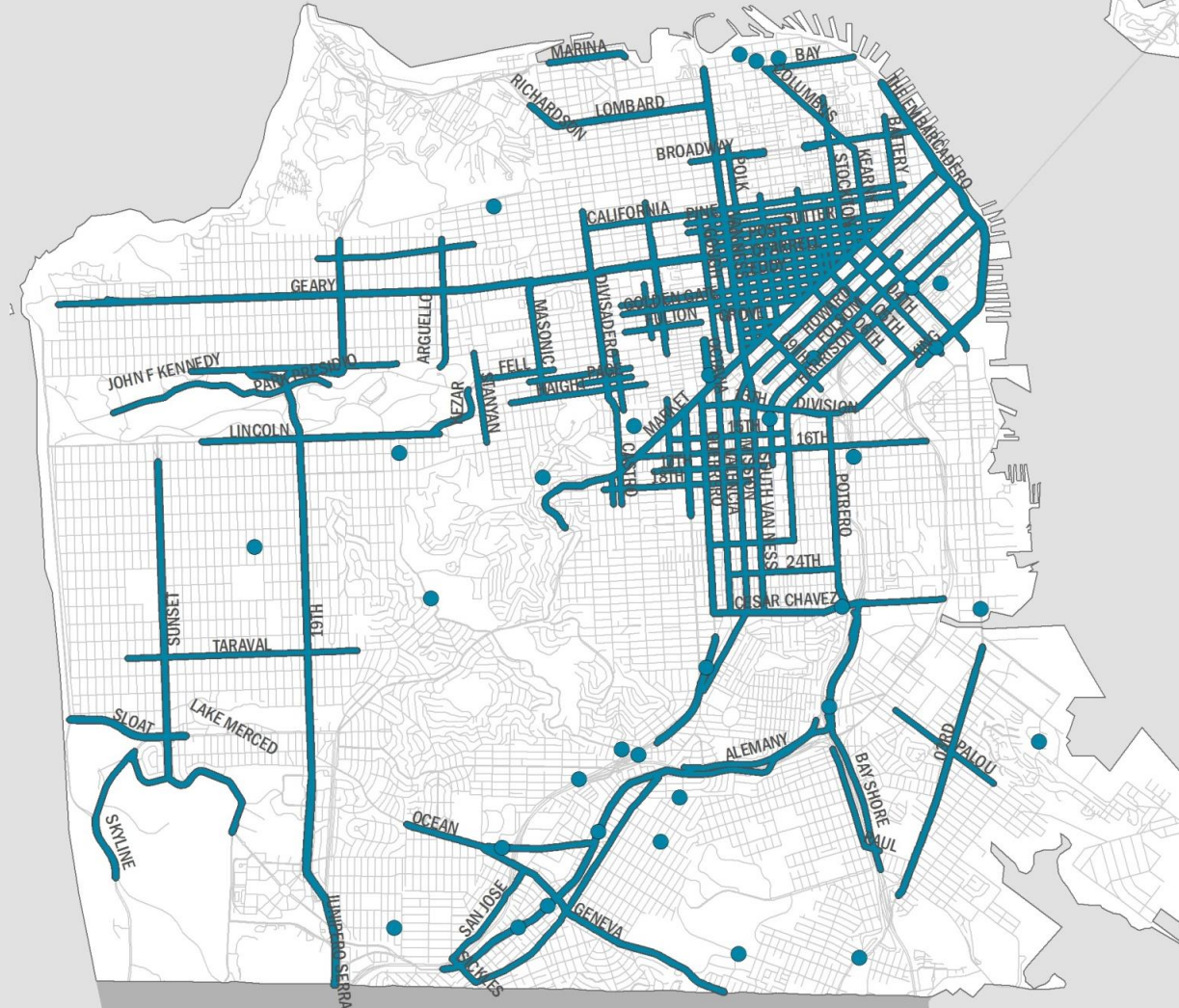
VISION ZERO HIGH INJURY NETWORK

12% of street miles*

Severe/Fatal Injuries:

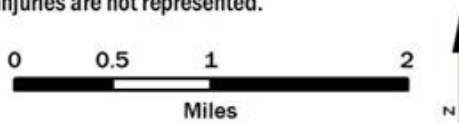
- 70% People in Vehicles
- 76% People on Motorcycles
- 72% People Walking
- 74% People Riding Bikes

* non-freeway



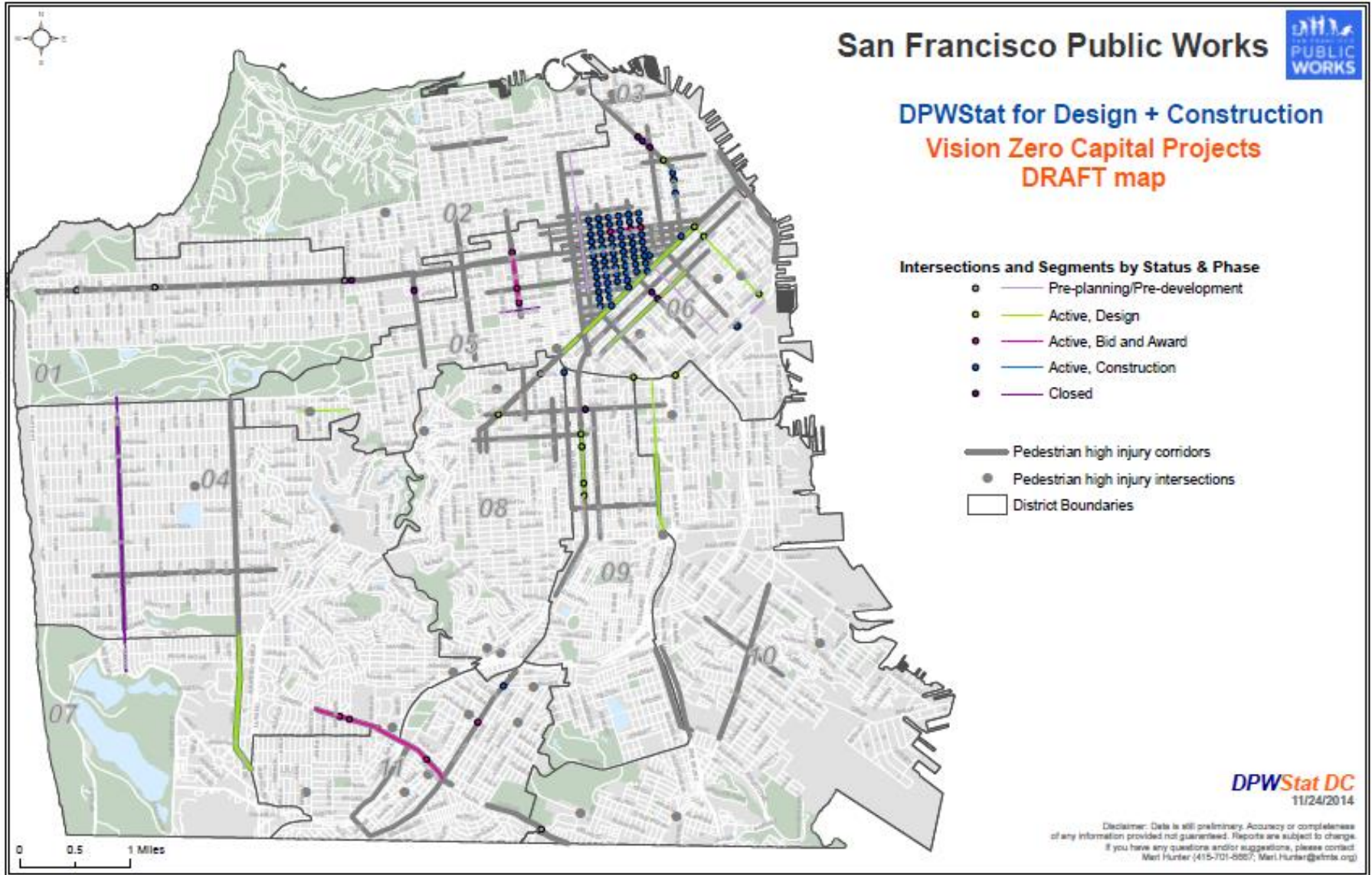
- Vision Zero High Injury Intersection
- Vision Zero High Injury Network

Freeways (grade separated) and their associated injuries are not represented.



Source: SFDPH 2014; Statewide Integrated Traffic Records System (SWITRS) 2008-2012

City and County of San Francisco Department of Public Health: Environmental Health Program on Health, Equity, and Sustainability - www.sfphe.org



CHANGES IN CITY PROCESSES

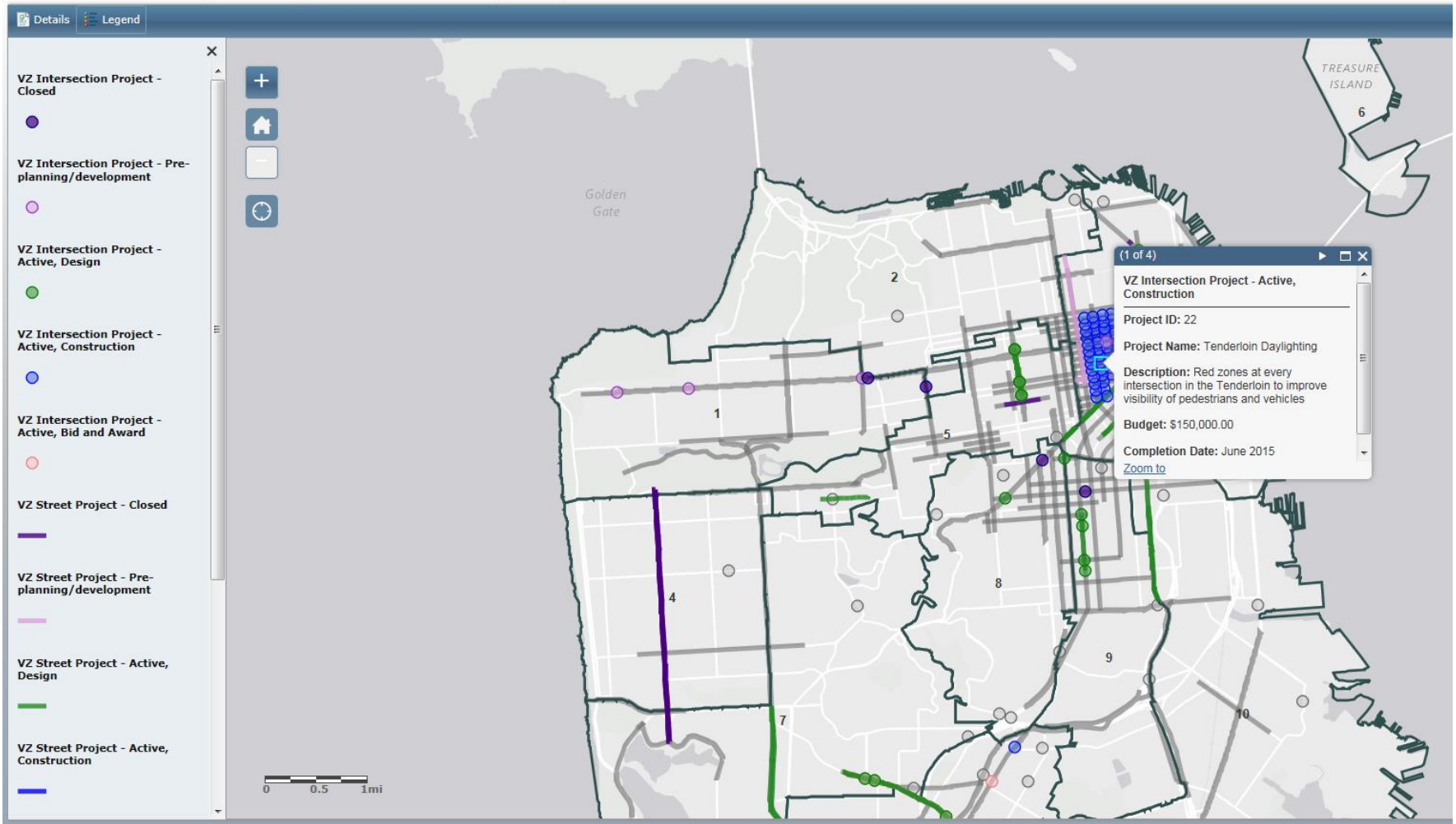
- Expanded coordination between SFMTA, Public Works, and Dept. of Public Health data tracking
- Development of interagency project pipeline to track the budget, phase and projected completion date for each project in support of the Vision Zero policy
- Interagency reporting to Vision Zero Committee

Project information analyzed to ensure interagency project delivery is timely, effective and equitable across the city:

- Project count by mode share
- Project count by District
- Percent of High Injury Corridor Segments by District

INTERACTIVE DASHBOARD

Vision Zero Capital Improvement Projects, San Francisco



PROJECT DELIVERY: WHAT HAS CHANGED?

Issue	New direction
Funding	<p>Streamlined funding of design and construction</p> <p>Improved relationship between SFMTA and SFCTA</p> <p>Dedicated funding in 2014 Propositions A and B</p>
Coordination	<p>Alignment of SFMTA, SFDPW, and SFPUC at scoping stage</p> <p>SFMTA integrating safety scope into all Muni Forward work</p>
Public process	<p>SFMTA engagement strategy focuses on identifying and convening broad stakeholder groups early</p> <p>Important role for BOS helping frame Vision Zero</p>
Environmental review	<p>CEQA reform aligns environmental process with Vision Zero values</p>

2 YEAR ACTION STRATEGY: ENGINEERING

Objectives:

- Implement treatments and redesign corridors that minimize opportunity for conflict among people who walk, bicycle, drive and take transit so In the event of collision, the consequence is not a severe injury or fatality.
- Identify and act on improvements to accelerate project delivery

Action Examples	Lead Agency	Participating Agency	Milestone
Implement safety treatments along at least 13 miles of the High Injury Network annually, including Phase I of WalkFirst	SFMTA, SFDPW		Q4 2015, Q4 2016
Complete Living Labs pilot and develop strategy to engage with private sector, specifically for developing and/or utilizing technology to advance goals of Vision Zero	SFMTA, SFPUC	Mayor's Office	Q2 2015
Implement universally beneficial treatments citywide (e.g. daylighting, signal timing, high visibility crosswalks and proper bus stop lengths)	SFMTA	SFDPW	Ongoing

2 YEAR ACTION STRATEGY: ENFORCEMENT

Objectives:

- Increase street user awareness of their responsibility to the safety of others and themselves.
- Cite and admonish violations, using a data-driven approach. Focus on violations of the CA Vehicle Code and the SF Transportation Code that are identified as causative and associated factors in severe and fatal collisions.

Action Examples	Lead Agency	Participating Agency	Milestone
SFMTA Parking Control Officer (PCO) program will formalize means by which PCOs may be assigned Vision Zero-supporting duties-like <i>Don't Block the Box</i>	SFMTA	SFPD	Q4 2014 – Q4 2015
Provide a report regarding the progress made toward Vision Zero including, but not limited to: <ul style="list-style-type: none"> • Number of traffic citations given (by total and by mode) • % of collisions attributed to 1 of the 5 primary collision factors • Number of operations around school facilities and senior zones 	SFPD		Q1 2015
Fully implement Crossroads for electronic collision data reporting and real-time data sharing with SFMTA and SFDPH	SFPD	SFMTA, SFDPH	TBD

2 YEAR ACTION STRATEGY: EDUCATION

Objectives:

- Provide a forum for the development of a citywide safety education strategy
- Coordinate and collaborate with Vision Zero partners (city departments, public agencies, community) to ensure that there is awareness of all upcoming educational activities

Action Examples	Lead Agency	Participating Agency	Milestone
Develop a citywide education strategy	SFMTA	SFDPH, SFPD, SFUSD, DA, SFCTA, SFE, SFFD	Q2 2015
Expand education campaign underway, e.g. Safe Streets SF pledge, Large vehicle safe driving including all transit vehicles and municipal vehicles	SFMTA, SFDPH	SFPD	Q1 2016
Develop a funding strategy to institutionalize Vision Zero education activities	SFMTA, SFDPH	Funding Working Group	Q2 2016

EVALUATION AND MONITORING

Objectives:

- Monitor and analyze collision data to identify causal factors and high injury locations.
- Monitor progress on and evaluate the efficacy of Vision Zero Engineering, Enforcement, Education and Policy efforts and need for refinement.
- Coordinate with Subcommittees, City agencies and Community Stakeholders to ensure accuracy, relevance, and efficiency of data systems and reporting.

Action Examples	Lead Agency	Participating Agency	Milestone
Pilot a comprehensive Transportation-related Injury Surveillance System and integrate findings into TransBASESF.org.	SFDPH	SFMTA, SFPD	Q4 2015
Develop a web-based system to post Vision Zero Monitoring Data, including timely reporting of fatalities and annual reporting of other key metrics.	SFDPH, SFMTA, SFDPW	Controller’s Office	Q1 2015 – Q3 2015
Institutionalize and continue to expand the capacity of TransBASESF.org as the central repository of monitoring, evaluation, and injury data in support of Vision Zero.	SFDPH	SFMTA, SF Planning, SFDPW, SFCTA, SFDPW, SFPUC	Ongoing

2 YEAR ACTION STRATEGY: POLICY

Objectives:

- Identify policy initiatives that partners can support and mobilize behind at the local state, and federal levels to advance awareness of Vision Zero.
- Develop enabling policy to accelerate programs and projects to meet Vision Zero.

Action Examples	Lead Agency	Participating Agency	Milestone
Advance Automated Safety Enforcement initiative at the state level	SFMTA	Mayor's Office, BOS, SFPD, SFDPH	Q1 2015
Partner with Office of Traffic Safety, Caltrans, SafeTrec, Department of Motor Vehicles, CHP, CDPH, CalSTA and MTC to advance goals <ul style="list-style-type: none"> • Convene on-site workshop/assessment with regional, state and national leadership on Vision Zero administrative and legal issues 	SFMTA, SFDPH, SFPD, SFCTA	Mayor's Office, BOS	Ongoing
Review development projects' impact on pedestrian and bicycle safety <ul style="list-style-type: none"> • Encourage project sponsors to design projects such that they maximize pedestrian and bicycle safety consistent with adopted codes and policies 	SF Planning	SFMTA, Mayor's Office of Economic and Workforce Development	2016

ACCOUNTABILITY & BENCHMARKS

Milestones to be reported back quarterly at the Vision Zero Committee, SFMTA Board and Task Force Meetings

Additional Annual Benchmarks:

Outcomes

Total severe and fatal injuries by neighborhood, mode and by age

Medical costs at SF General Hospital for transportation collisions

Interim Progress Metrics

85th percentile of speeds on San Francisco Streets

Number of engineering projects implemented, and miles of streets/intersections receiving safety improvements

Citations issued: a) per SFPD officer, b) by violation type and by police district

Investigation and prosecution of vehicular manslaughter (# of prosecutions)

Public awareness of Vision Zero, its principles and traffic safety laws (Public perception survey)

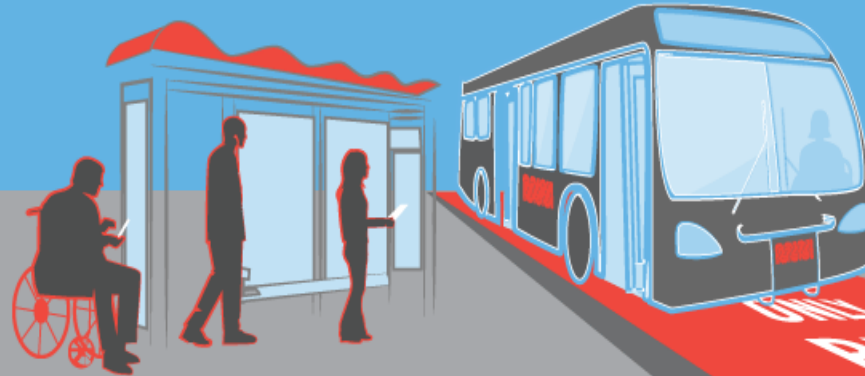
Policy change made at local and state levels to advance Vision Zero (# of policies enacted)

BEYOND 2016

Achieving Vision Zero:

The city is committed to identifying and incorporating best practices into long term planning effort to achieve Vision Zero. By mid 2016, the next iteration of the Two Year Action Strategy will be initiated and will incorporate these best practices.

MUNIFORWARD

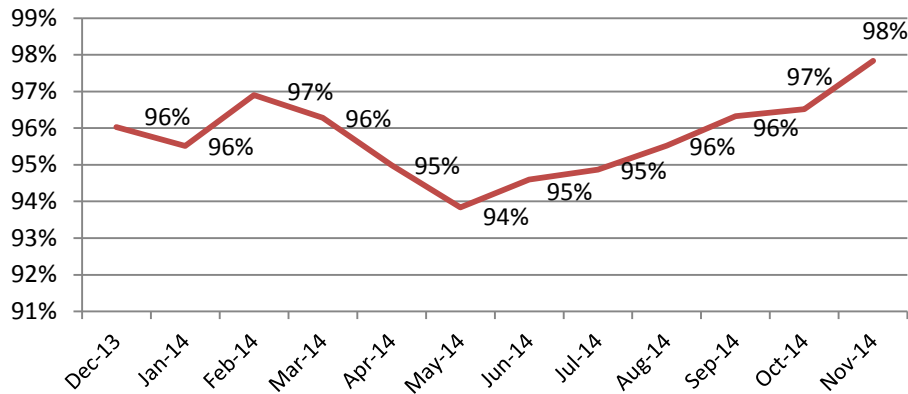


MUNI FORWARD

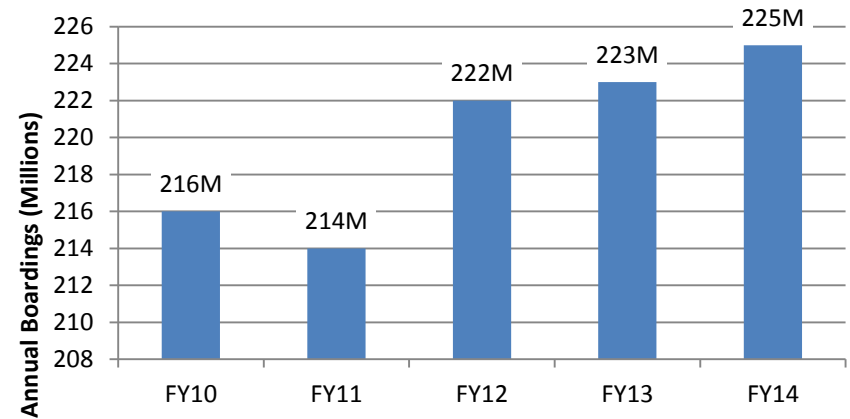
**Delivering Better Service
for Our Customers**

GAINING MOMENTUM – SERVICE INVESTMENTS PAYING OFF

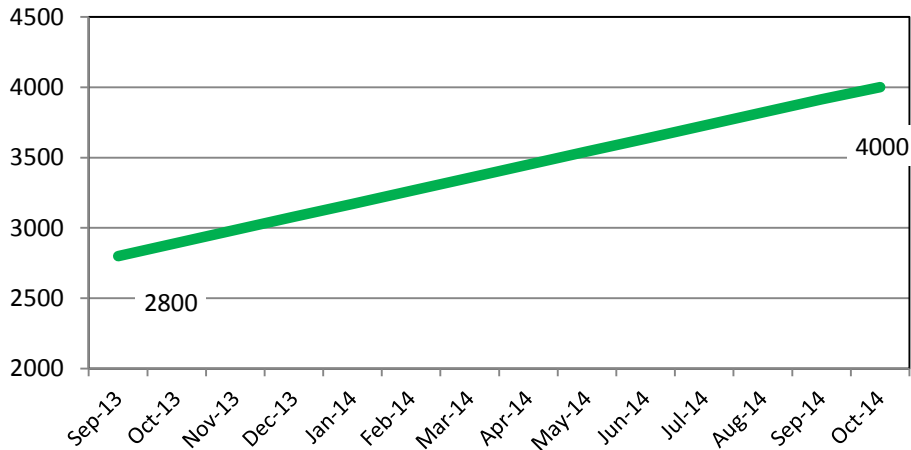
Over 98% of scheduled, promised service on the street



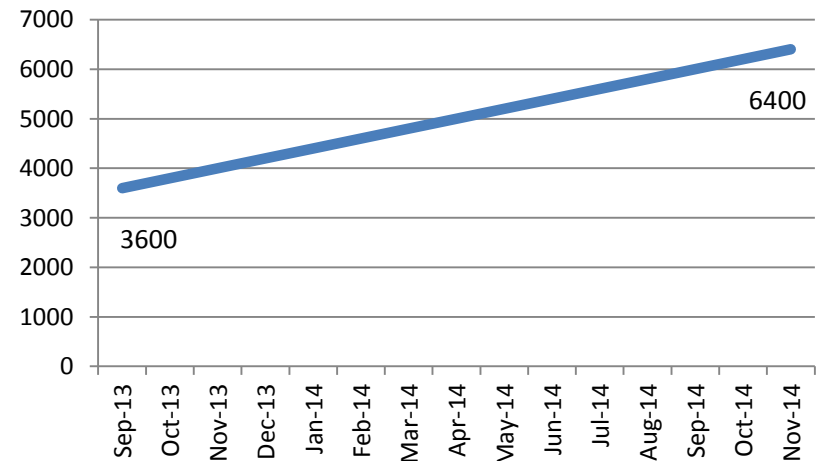
Ridership is at a five year high!



Light Rail Mean Distance Between Failures Improved 40%



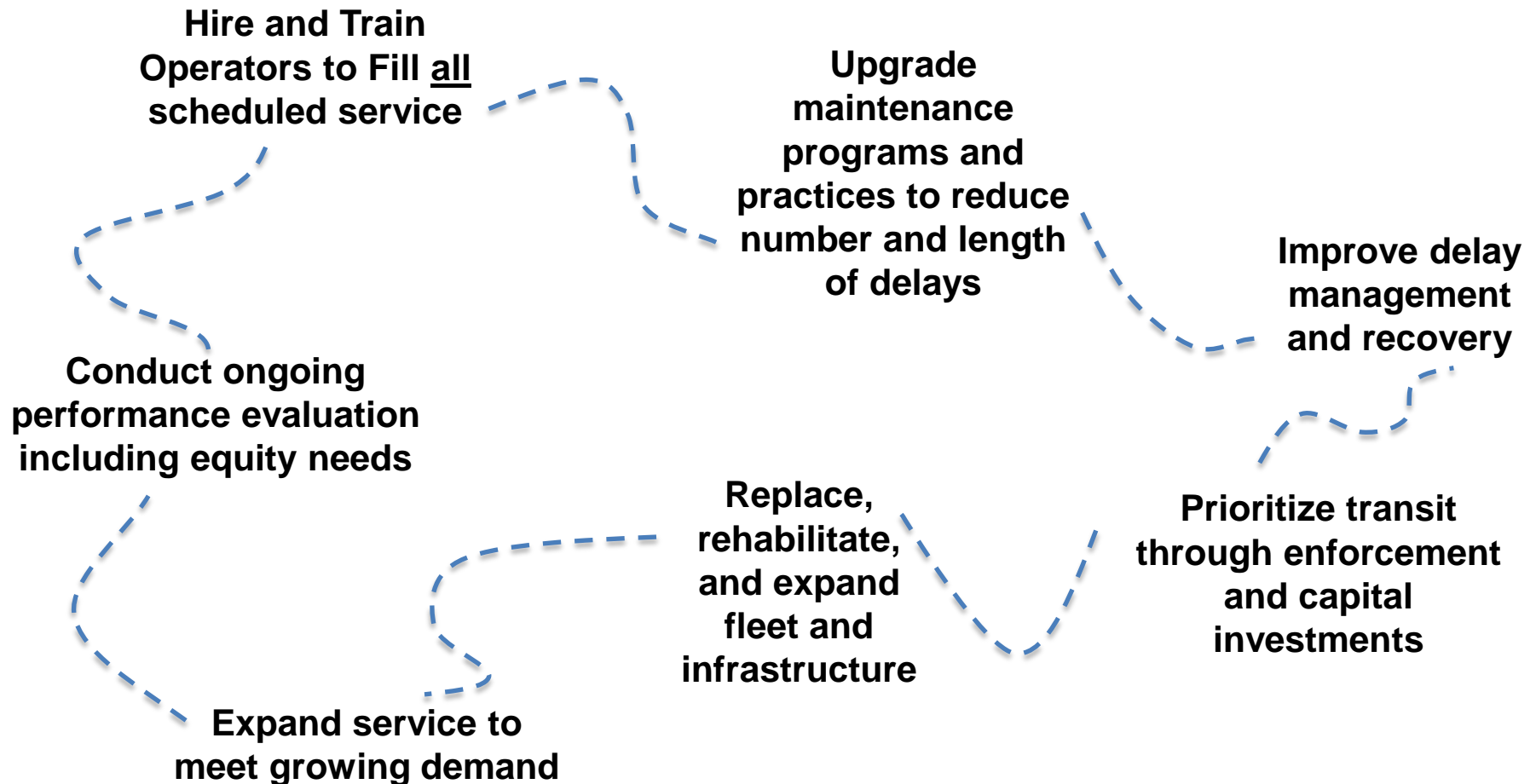
Rubber Tire Mean Distance Between Failures Improved by over 75%



NOW IS THE TIME FOR SUSTAINED, FOCUSED IMPROVEMENT AND BETTER SERVICE



ROAD MAP TO RELIABLE SERVICE



RELIABILITY ENHANCEMENTS DELIVERED & ON THE WAY!

- Full operator staffing this Spring
- 112 new buses here, 121 coming Spring this year
 - 60 articulated trolley coaches
 - 61 articulated hybrid motor coaches
- Focused vehicle component repair initiatives to reduce breakdowns
- Red lanes on 3rd, Market, Church, Geary/O'Farrell and signal priority on 14/14L, 8x, 38/38L
- New light rail vehicles ordered & total replacement of rubber tire fleet planned



TRANSIT PRIORITY STREETS ON THE WAY

- Legislated, preparing for construction
 - N Judah on Irving Street
 - 6/71 on Haight
 - 9/9L on Bayshore, Potrero, 11th
 - 10/12 Sansome Contraflow Lane
 - 5/5L on Fulton
- Coming to SFMTA Board in February
 - 5/5L on McAllister
- Outreach Underway
 - 14/14L Mission (Inner Mission)
 - 22 Fillmore (16th Street)
 - 28 19th Avenue
 - 30 Stockton



Fast Track Project completed on Columbus. More on the ground within the next 18 months.

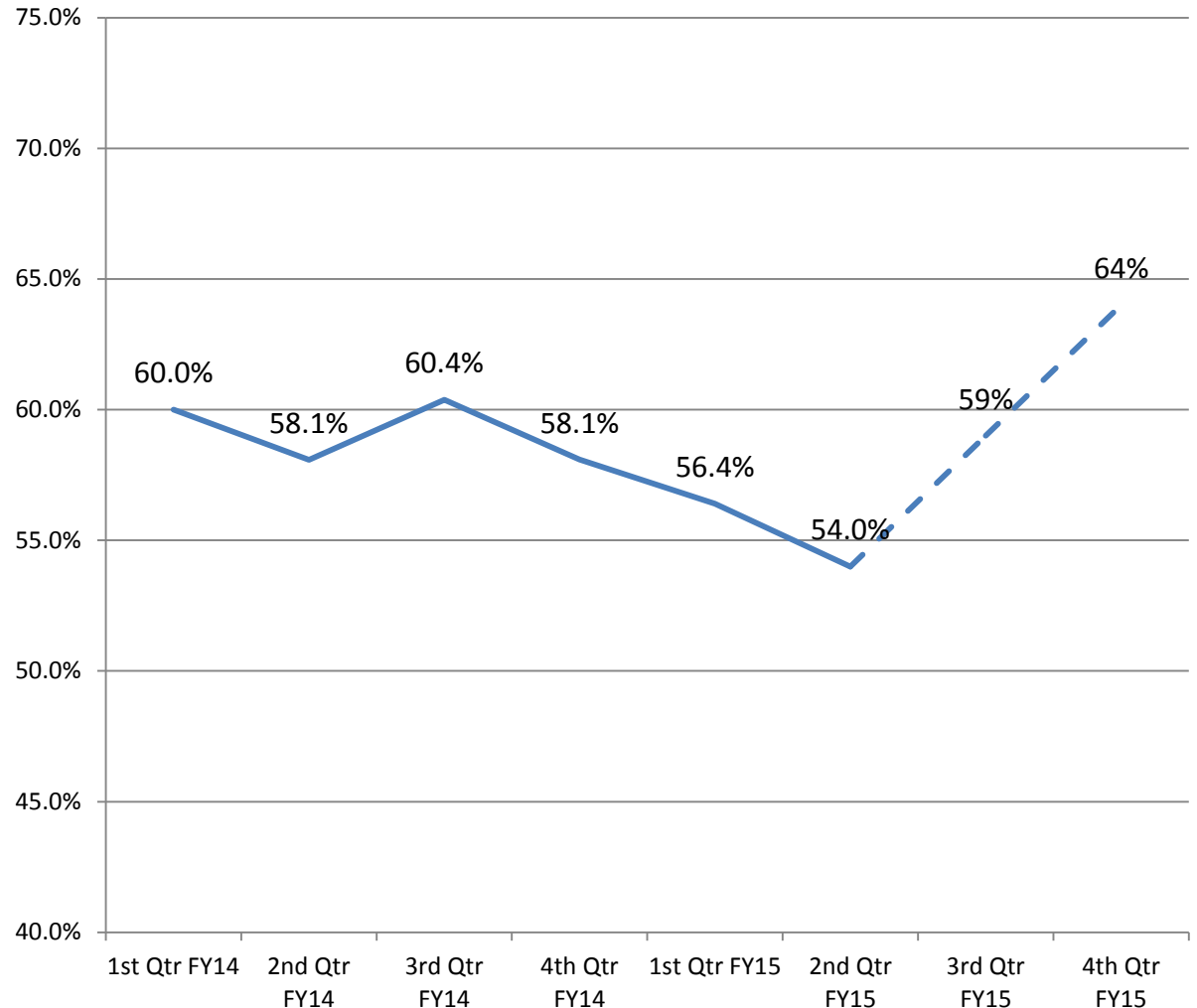


ON TIME PERFORMANCE (OTP)

Goal to increase OTP to 64% this year.

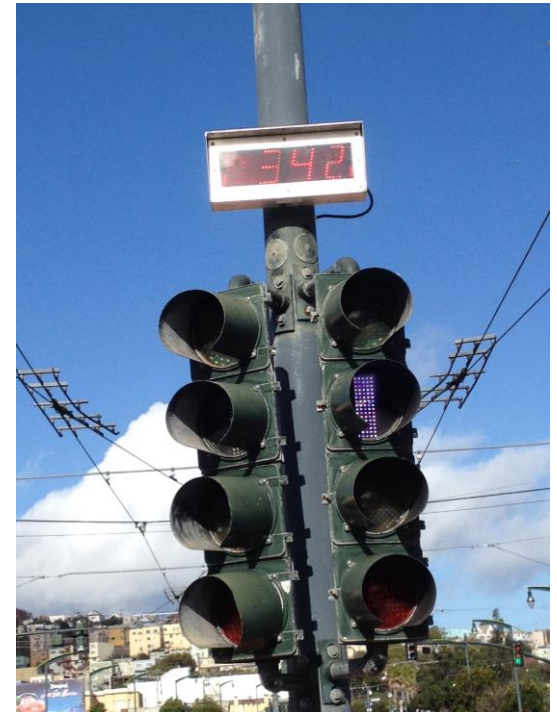
Actions:

- Fill all scheduled service
- Reassessment of schedules
- Reinforce timeliness in training
- Reassessment of supervision deployment
- Continued focus on improving MDBF



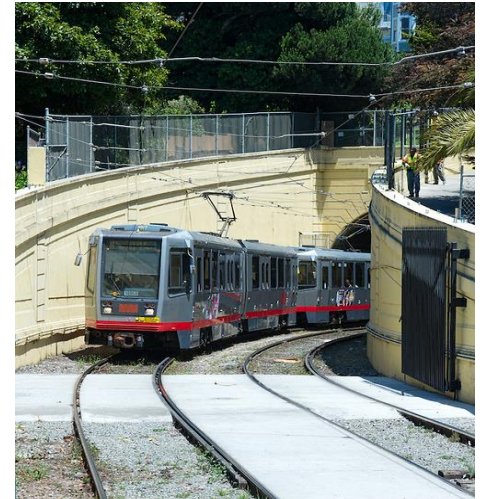
RELIABILITY & CAPACITY IMPROVEMENTS

- Operator training increasing to fill all scheduled service
- Expanding alternative seating configuration on LRVs, expecting completion on 10 cars in Spring 2015
- Increasing focus on timeliness
 - Installing clocks at terminals to reinforce timely departures
 - Shifting Operator relief points to supervised locations
- Assessing and adjusting schedules to buffer against system delays



RELIABILITY & CAPACITY IMPROVEMENTS

- Sunset Tunnel and Twin Peaks Tunnel rail rehabilitation to improve reliability and safety
- Enhancing Muni Metro East maintenance facility to increase capacity



RAIL CAPACITY STRATEGY

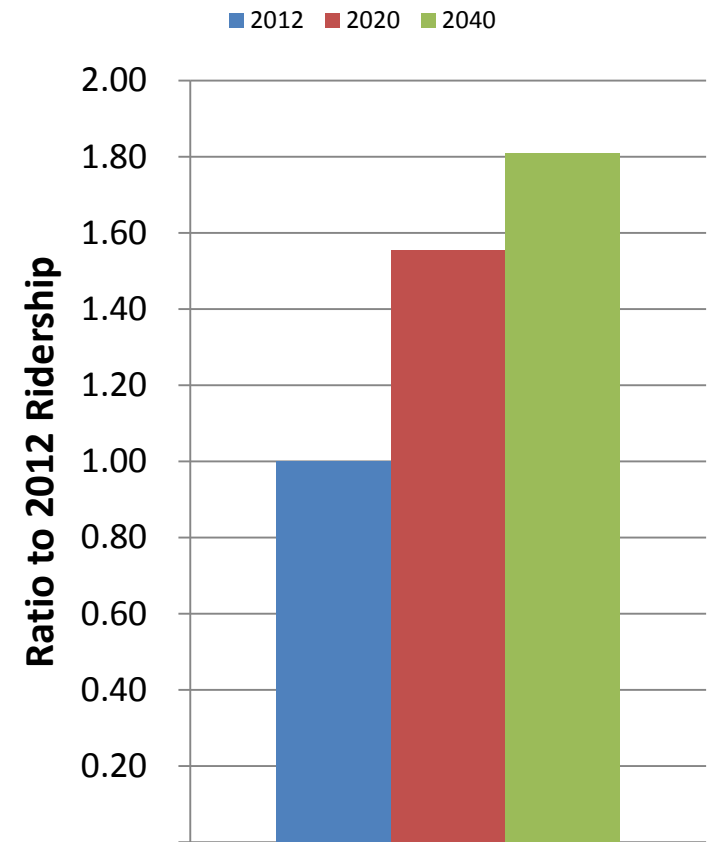
- Rail Capacity Technical Panel reviewed infrastructure and operational barriers to increase capacity on each line
- Prioritized near-term (0-5 year) capacity enhancements
- Focus on bottlenecks and system flexibility (e.g., West Portal)
- Benefit of infrastructure improvements will complement new LRV procurement



RAIL CAPACITY STRATEGY

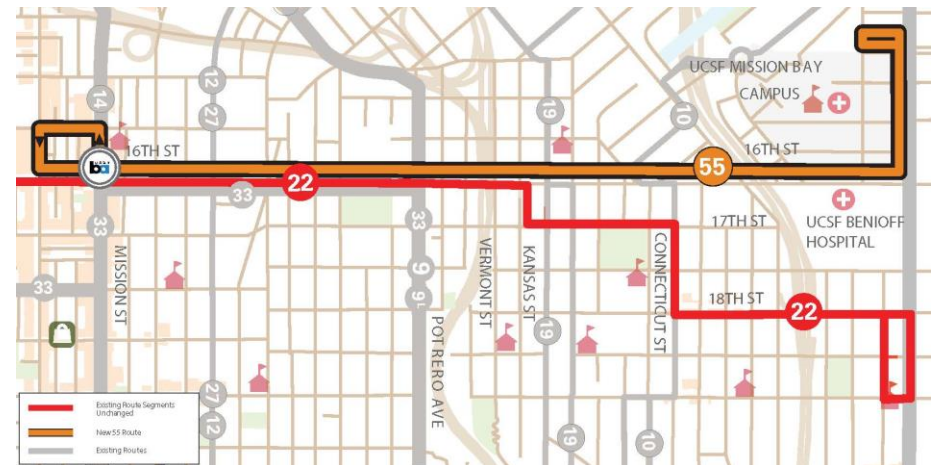
- Rail demand expected to almost double by 2040
- Mid & long term (10-20+ year) capacity improvements under development
- Expansion corridors also being evaluated
- Final recommendations will inform SF Bay Area Core Capacity Study and Regional Transportation Plan

Forecasted Daily Light Rail Boardings



SERVICE EXPANSION DELIVERED

- January 31 – New connection to Mission Bay!
- More service on the 44 O'Shaughnessy
- Better restroom options for our Operators
 - 57 gaps in 2012, reduced to 3 gaps in 2015, through leases, licenses, no-charge restrooms and Operator Convenience Station Project
 - Operator Convenience Station Project: 15 locations



SERVICE EXPANSION ON THE WAY

- April 2015 – More service for over 100,000 daily customers on the 5L, 8X, 22, 30X and 38L
- Service increases planned for:
 - April 2015: Crowding relief
 - Fall 2015: New connections
 - Winter 2016: More service, bigger buses
- Data based approach combined with community feedback and equity priorities



VEHICLE MAINTENANCE IMPROVEMENTS

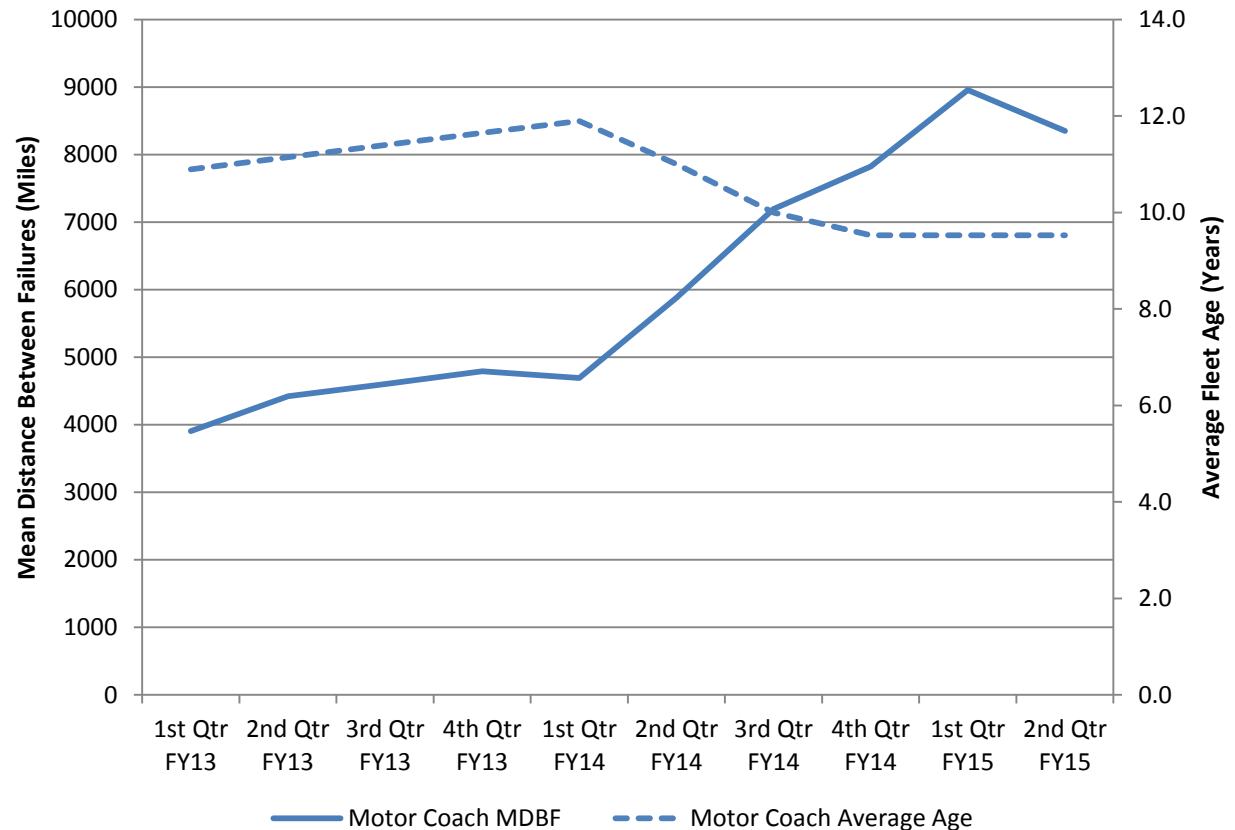
- Rehabilitation and focused initiatives leading to reduced breakdowns for bus and rail
- Retired oldest and least reliable 60 ft. trolley coaches
- Enhancing preventative maintenance program for LRVs
- Re-scoped Breda rehabilitation
 - Focus on wheel/brakes systems, HVAC, and propulsion systems – most “bang for the buck”
 - In-house doors and steps campaign progressing



VEHICLE PERFORMANCE IMPROVEMENTS

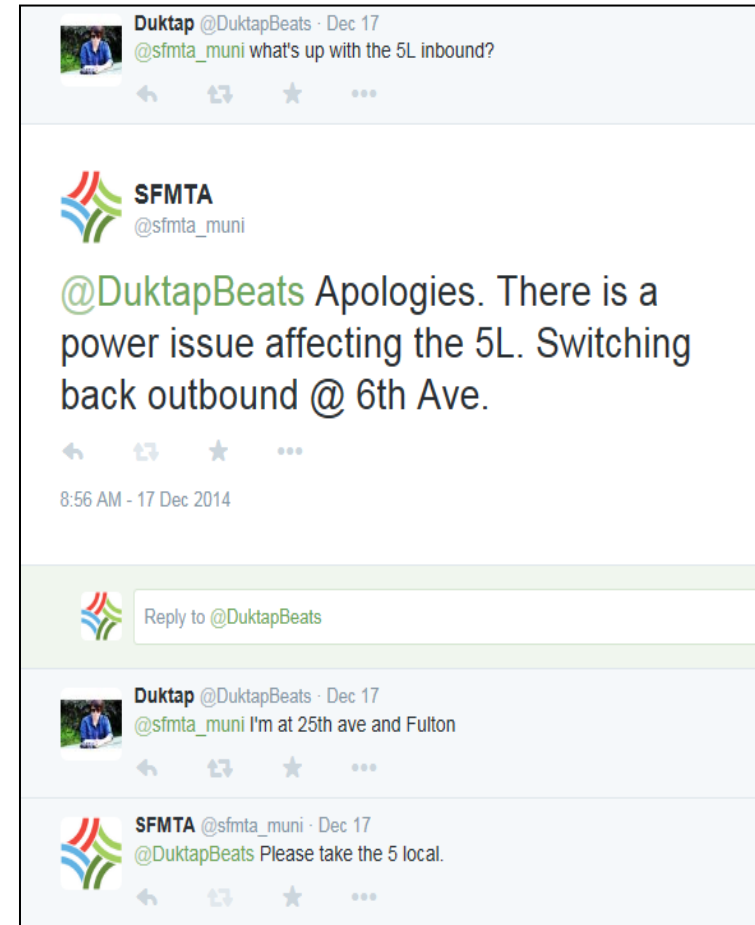
Motor coach performance has more than doubled as fleet age has declined with new buses and focused maintenance

Motor Coach Mean Distance Between Failure by Quarter



DELAY REDUCTION & COMMUNICATIONS

- Improved customer communications during delays
 - Training operator & station agent staff
 - Evaluating implementation of automated announcements on vehicles
- Troubleshooting improvements
 - Completed rail inspectors troubleshooting training
 - Rolling out Operator troubleshooting program in new year
 - Implementing rail inspector vehicle operations training
- Cable Car incident checklist and review for all disruptions



CUSTOMER INFORMATION

- New signs planned for all stops system-wide
- Rapid stop branding planned for Limited-stop bus routes and Muni Metro



MUNI RAPID

14R MISSION RAPID
To San Jose Ave
Daly City
Daily ~ 6AM-6:30PM

14 MISSION
To San Jose Ave
Daly City
24 Hours Daily

14X MISSION EXPRESS
To San Jose Ave
Daly City
M-F ~ 4PM-6PM only

49 VAN NESS/MISSION
To City College
Daily ~ 5:30AM-Midnight

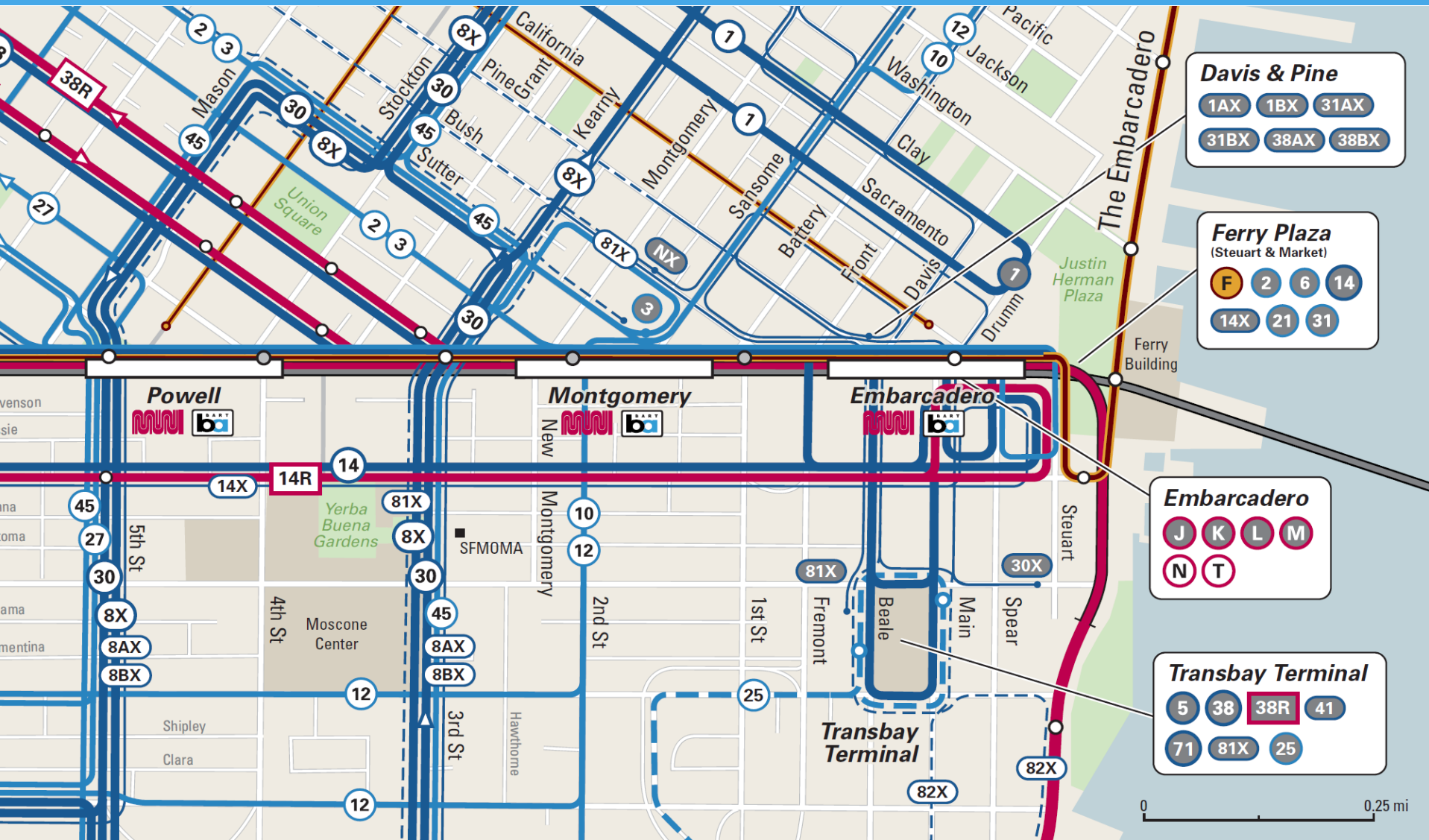
52 EXCELSIOR
To Persia & Prague
M-F ~ 6:30AM-11PM

Mission St & Silver Ave

311 中文 / Español / Français / 日本語 / 한국어 / ਪੰਜਾਬੀ / Tagalog / ភាសាខ្មែរ / മലയാളം / বাংলা / ગુજરાતી / తెలుగు / བོད་སྐད་ / ལྷོ་ཁྱེད་སྐད་ / ལྷོ་ཁྱེད་སྐད་ / ལྷོ་ཁྱེད་སྐད་

Next Muni? 511, say "departure times" #15621

LAUNCHING NEW MAP THIS SPRING



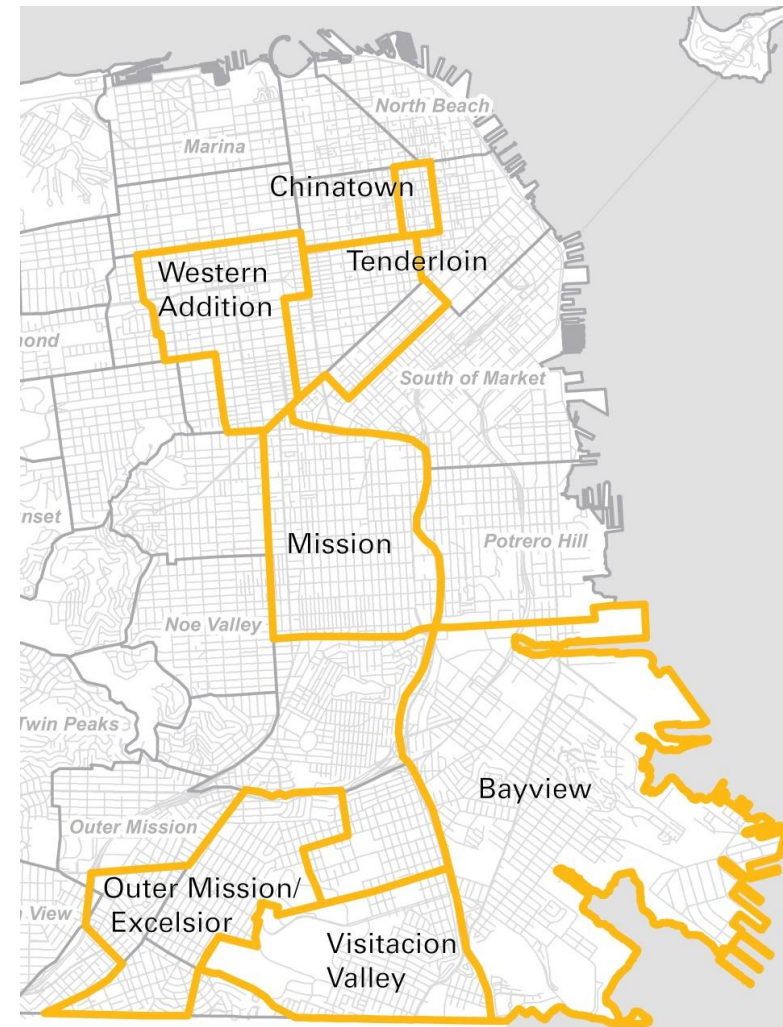
SAFETY AND COORDINATION

- Revising Bus Rule Book, expecting completion by Spring 2015
- Operator cab camera installation completed on light rail fleet
- Revamping Operator Accident Review Process
- SFMTA wide coordination for special events and emergencies
 - Incident Command System (ICS) model implementation



EQUITY STRATEGY

- Partnering with community organizations to enhance transit service in low income and minority neighborhoods
- Initial evaluation and recommendations this Spring
- Outreach in Summer/Fall 2015 to inform FY16/17 budget



BOARD DIRECTION DRIVING RESULTS AND RENEWING OUR TRANSIT SYSTEM

- Filling our promised schedule and rolling out more service
- Improving service management
- Infrastructure improving
- Vehicles are here and more coming

Challenges still ahead to continuing momentum on improving Muni, our City, and meeting mode shift goals

- Significant infrastructure improvements will be required
- Additional service demand will need to be accommodated
- Technology Integration

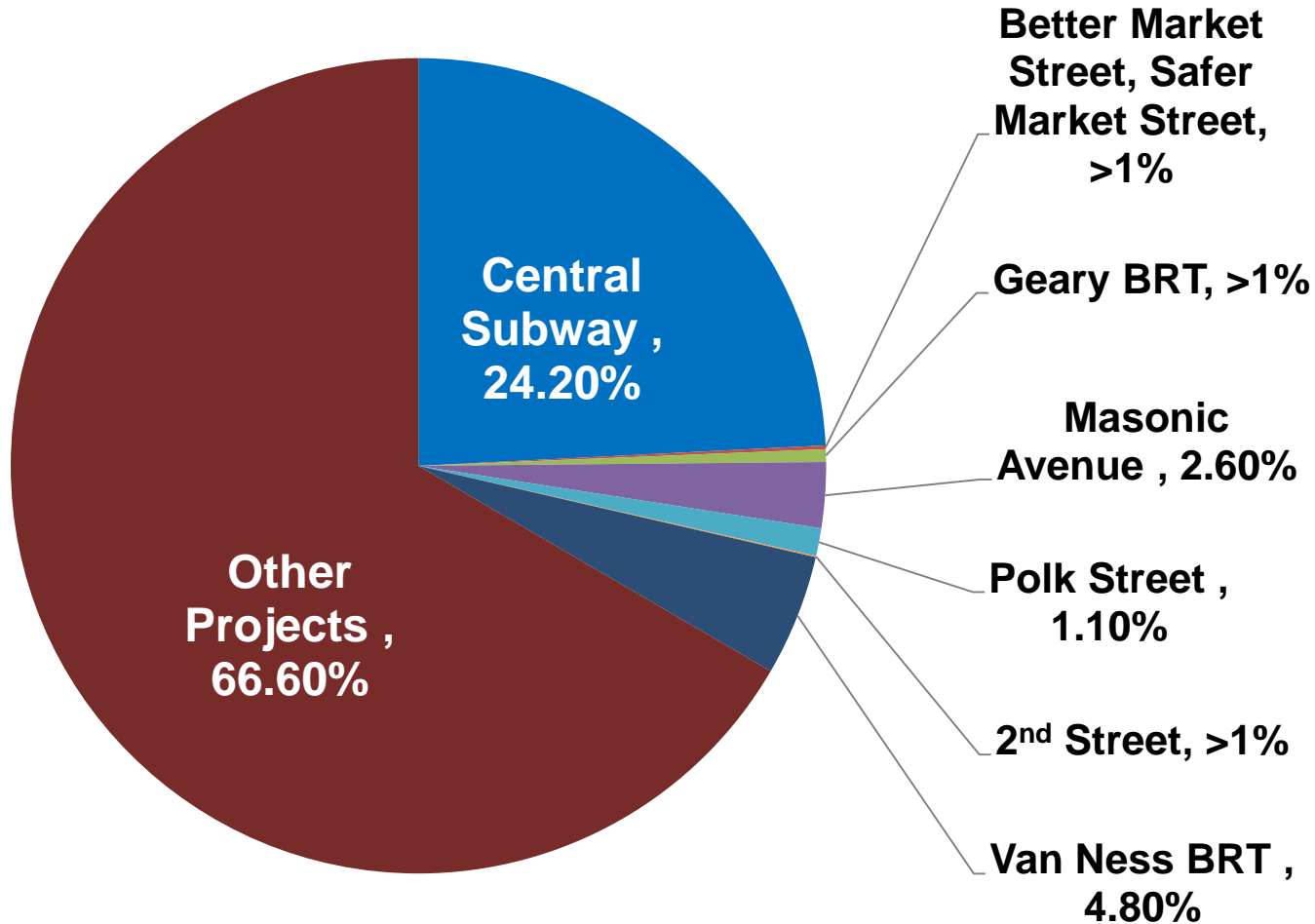


SFMTA
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Major Capital Corridor Projects

Capital Improvement Program Budget

Fiscal Year 2015 Total: \$840M



CENTRAL SUBWAY

Project Background

- Central Subway is Phase 2 of the T Third line
- Will provide a direct, rapid transit link from the Bayshore and Mission Bay areas to SoMa, Union Square and downtown.
- Four new stations will be built along the 1.7-mile Central Subway Project alignment:
 - 4th and Brannan Station at 4th and Brannan streets
 - Yerba Buena/Moscone Station at 4th and Folsom streets
 - Union Square/Market Street Station on Stockton Street at Union Square
 - Chinatown Station at Stockton and Washington streets

Construction Photos



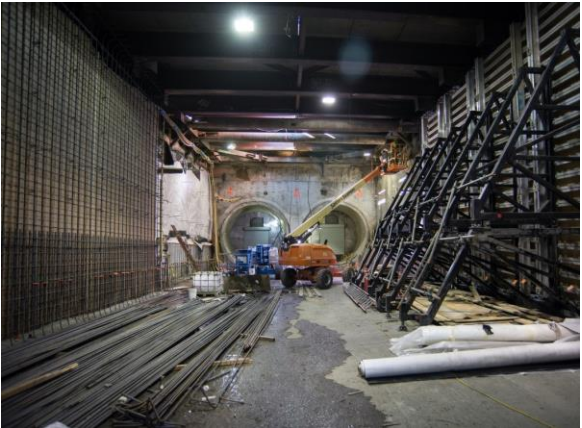
1. Retrieval Shaft



2. Chinatown Station



3. Yerba Buena/Moscone Station



4. Launch Box/Portal



5. Union Square/Market Street Station



6. Surface, Track and Systems

What's next?

Tunnel Contract:

- 2015: Substantial completion of contract in May 2015

Station Contract:

- 2015 – 2018: Major station construction
- 2015 – 2017: Construction of Surface, Track and Systems

VAN NESS BUS RAPID TRANSIT (VN BRT)

VN BRT - Project Purpose

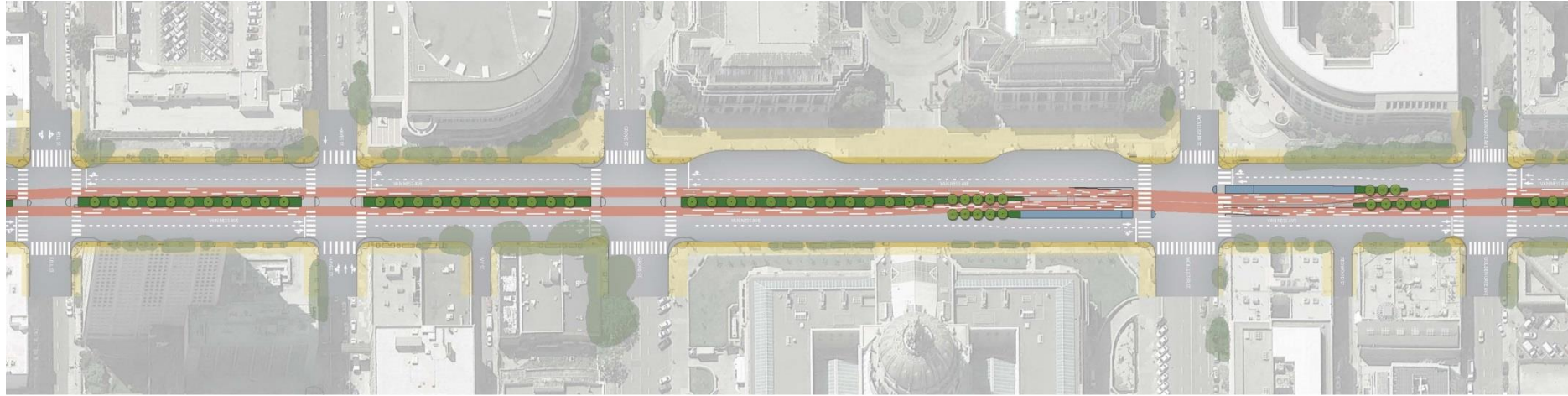
Van Ness Ave. is San Francisco's most important north-south arterial—a state highway and regional connection with 16,000 daily Muni customer boardings

Project Goals:

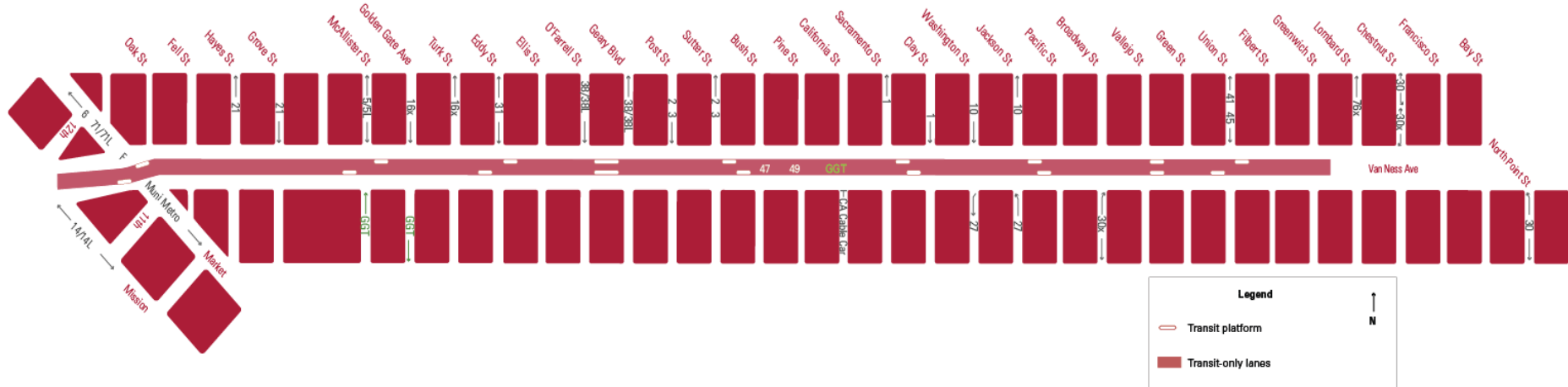
- Improve connectivity and accessibility for the 47 and 49 Van Ness
 - Separate transit from traffic with dedicated center-running transit lanes
 - Reduce delays associated with loading and unloading, traffic signals
 - Improve transit reliability by 50% and travel times by 32%
- Improve pedestrian comfort, amenities, and safety
- Accommodate safe multimodal circulation and access within the corridor
- Enhance urban design and identity of Van Ness Avenue



VN BRT - Project Location



Center-running designated transit lane with right-side loading/center median and limited left turns at nine BRT stations on Van Ness Avenue, from Mission to Lombard Streets



VN BRT - Project Schedule and Funding

- **Project is currently in Design phase**
 - Ongoing in-reach and community outreach, wayfinding for low vision/blind community, utility work, preconstruction, and tree selection process
 - 65% Design submitted
 - 95% Design due May 2015
 - CM/GC RFP released January 2015
- **VN BRT is Fully Funded**
 - Core Project Valued at \$162 Million
 - Total Van Ness Corridor Improvement Valued at \$261 Million



VN BRT - What's Next?

- Complete city and state permitting
- Secure Small Starts Grant Agreement for construction
- Negotiate guaranteed maximum price
- Begin construction late 2015



BETTER MARKET STREET

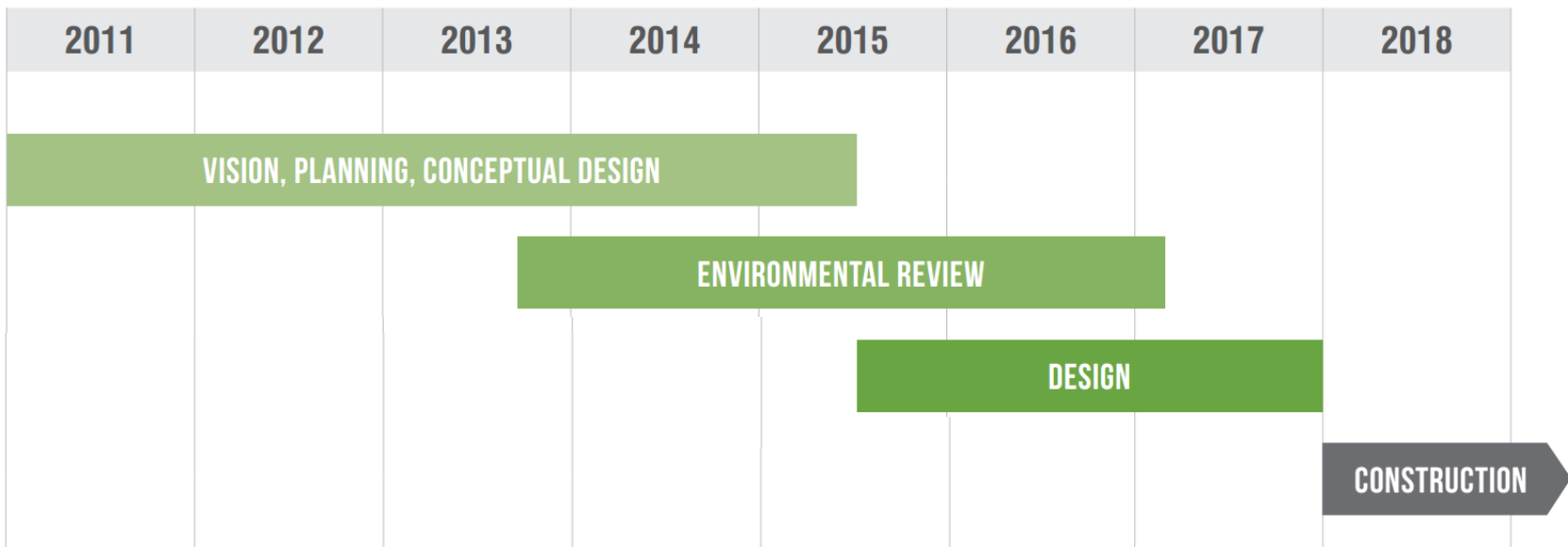
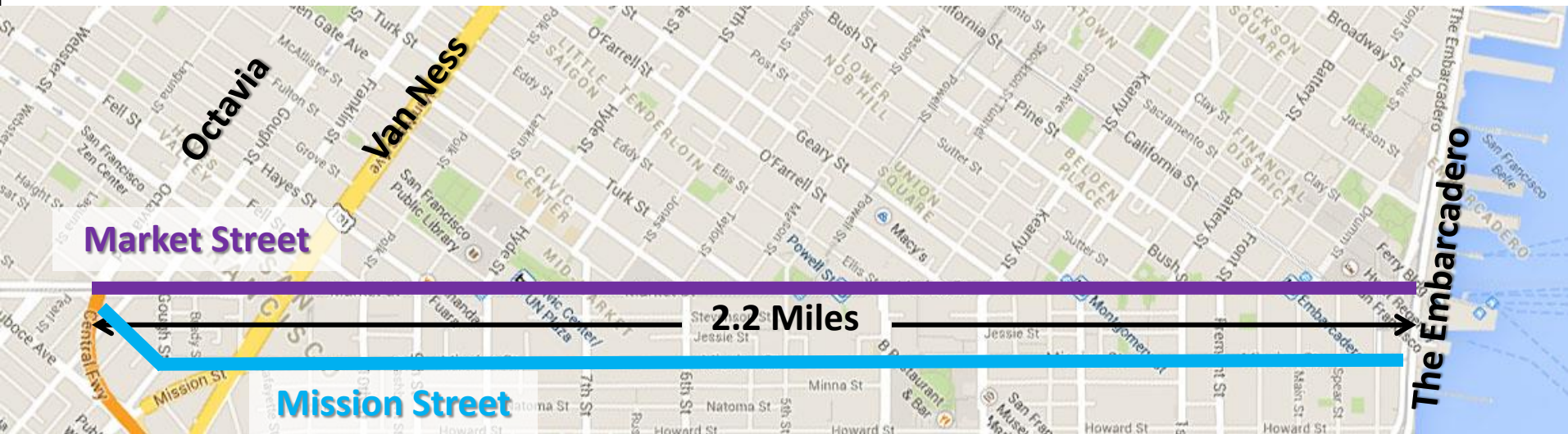
Better Market Street - Background

Redesign Market Street between Steuart and Octavia to:

- Provide faster, more reliable public transit; increase transit capacity.
- Improve accessibility and pedestrian safety; enhance pedestrian experience
- Improve bicycle safety; increase bicycle capacity
- Enhance public realm experience

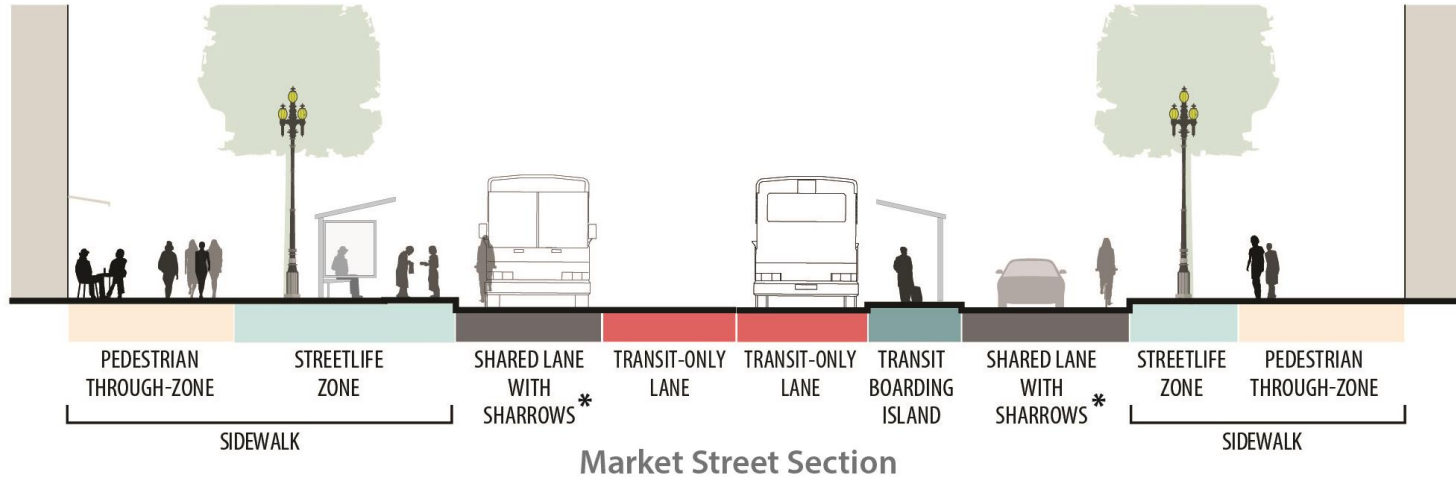


BMS – Project Limits & Schedule

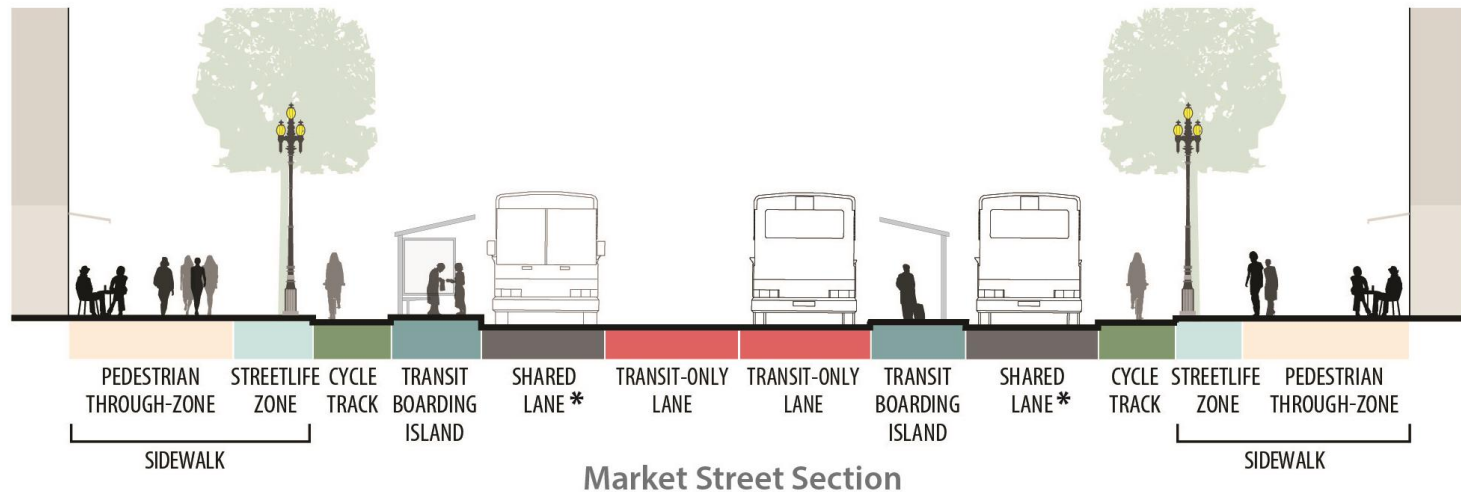


BMS – Market Street Design Options

Design Option A: Market Street Shared Lane

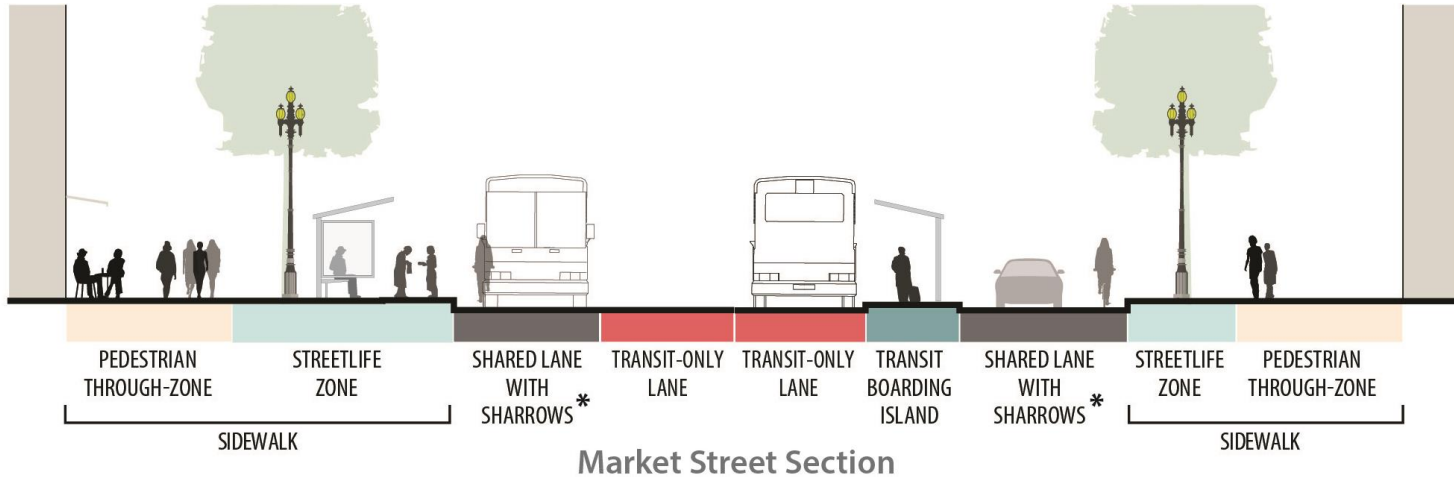


Design Option B: Market Street Cycle Track

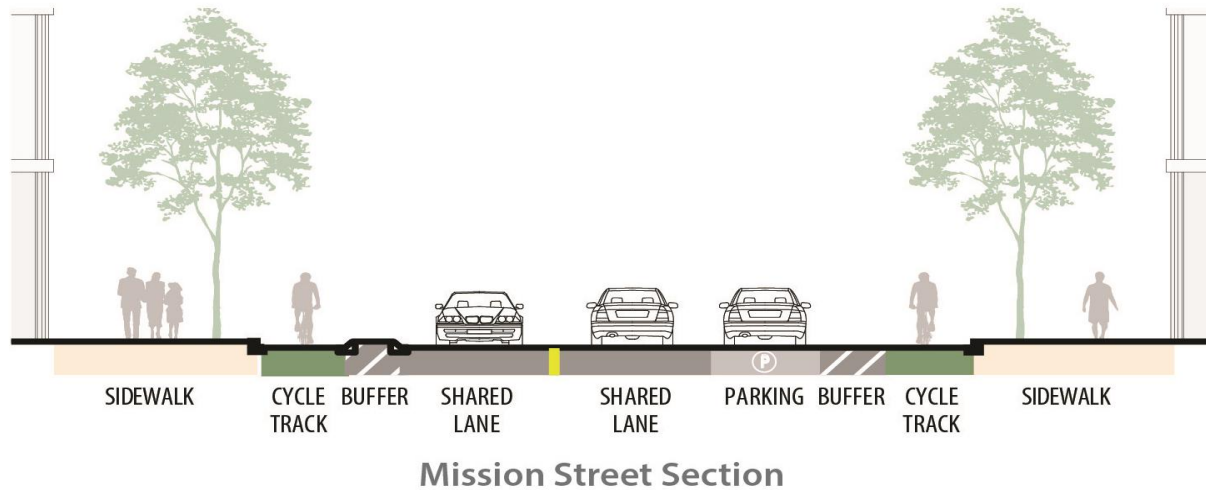


BMS – Mission Street Alternative

Design Option A: Market Street Shared Lane



PLUS: Mission Street Cycle Track



BMS – Current Status and Next Steps

- **January 2015:** Publish NOP
 - Comment period through mid-February
- **Fall 2015:** Select Staff Recommended Alternative
- **Winter 2016/17:** Complete Environmental Review and Conceptual Design
- **2017:** Complete Detailed Design
- **2018:** Begin Construction

SAFER MARKET STREET

Safer Market Street - Background

- Vision Zero Corridor project
- Improves safety through reduced conflicts across all modes
- Focuses on critical segment of Market Street with highest number of collisions



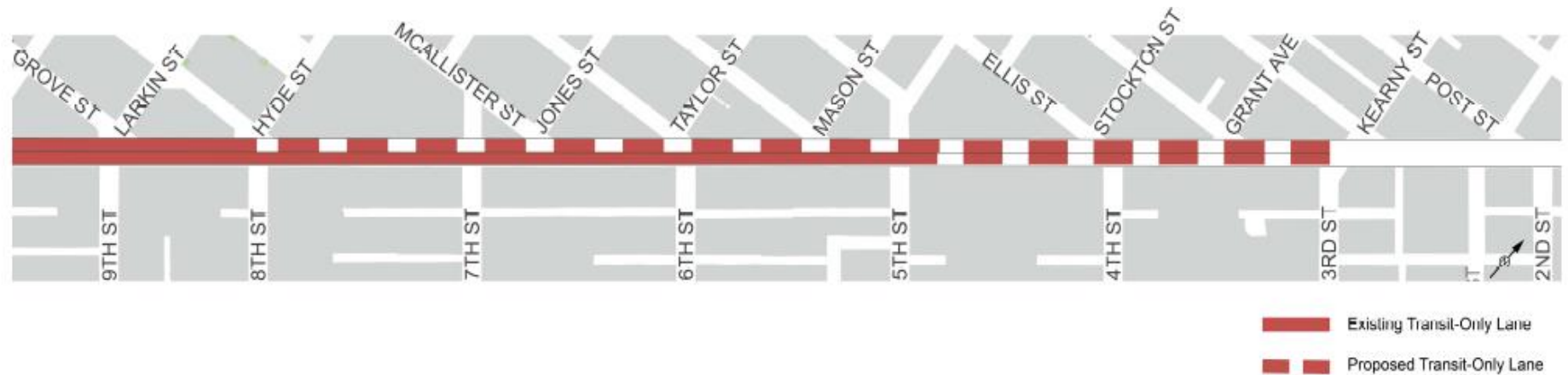
SMS – Project Proposal



- Private Vehicles generally not allowed to turn onto Market between 3rd and 8th Streets
- Buses, Taxis, delivery vehicles and paratransit would be exempt

SMS – Project Proposal continued

- Transit-only lanes would be extended to reduce lane changes and improve transit travel times



SMS – Current Status and Next Steps

- **Fall 2014:** two rounds of outreach
- **February 2015:** Environmental completed
- **March 2015:** Public Hearing
- **April 2015:** present to the SFMTA Board
- **Spring/summer 2015:** Implementation



GEARY BUS RAPID TRANSIT

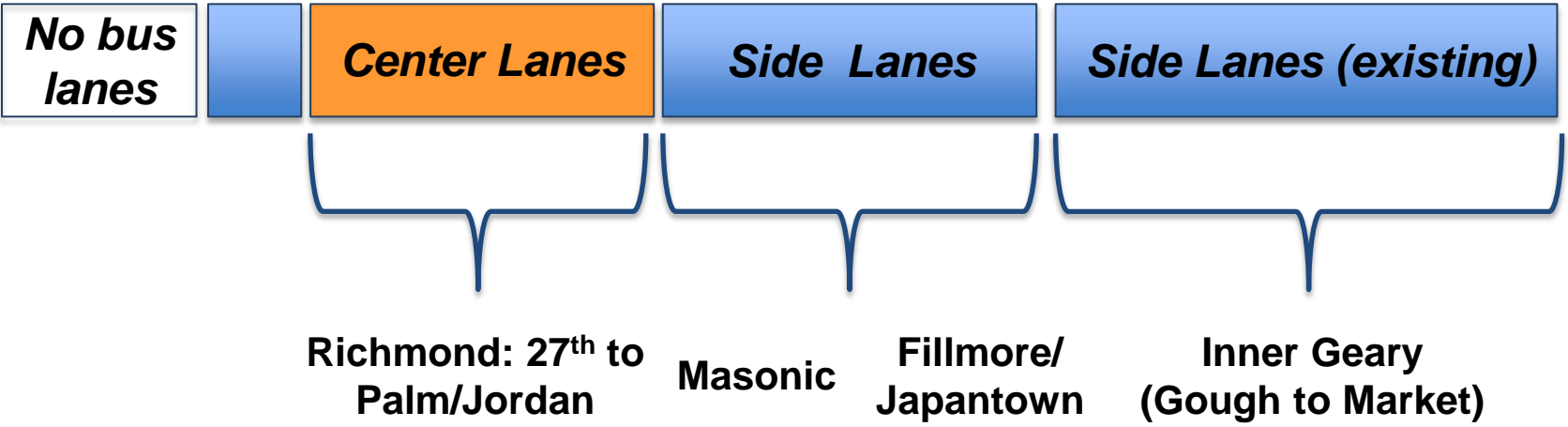
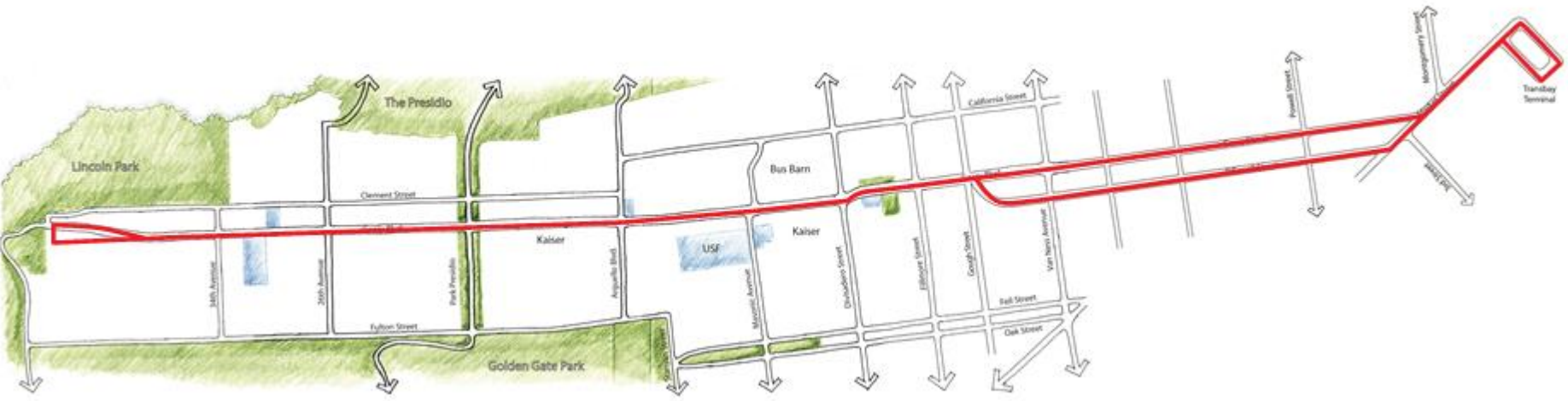
Geary BRT - Background

- 6.5 mile transit corridor
- 50,000+ daily riders
- **Estimated benefits:**
 - Travel time: 25% savings
 - Reliability: 20% reduction in travel time variability
 - Ridership: 10%+ gains forecasted



Geary BRT - Recommended Alternative

- Upcoming Draft EIR will present Staff-recommended Alternative with preferred configuration by segment



Geary BRT - Current Status and Next Steps

2014	Muni Forward Improvements: Colored lanes Market to Gough, Transit Signal Priority
2015	Capital Vision Zero improvements (ped signals, ped/bus bulbs) Service plan improvements New low-floor buses
2016	Final EIR (pending agreement)
2016/ 2017	Initiate Small Starts Grant Application



Geary BRT - Current Status and Next Steps

2016 -
2017
*after
approval
of EIR*

- Phase 1 - Early Delivery Improvements
- Red Lanes extended where possible between Gough and Stanyan
 - Bus stop changes
 - New or extended bus bulbs at BRT stops
 - Pedestrian signals

2018 –
2019

- Phase 2 - Full Build-out
- Center running lanes
 - Pedestrian bulbs
 - Complete Transit-only lanes
 - Queue-jump signals



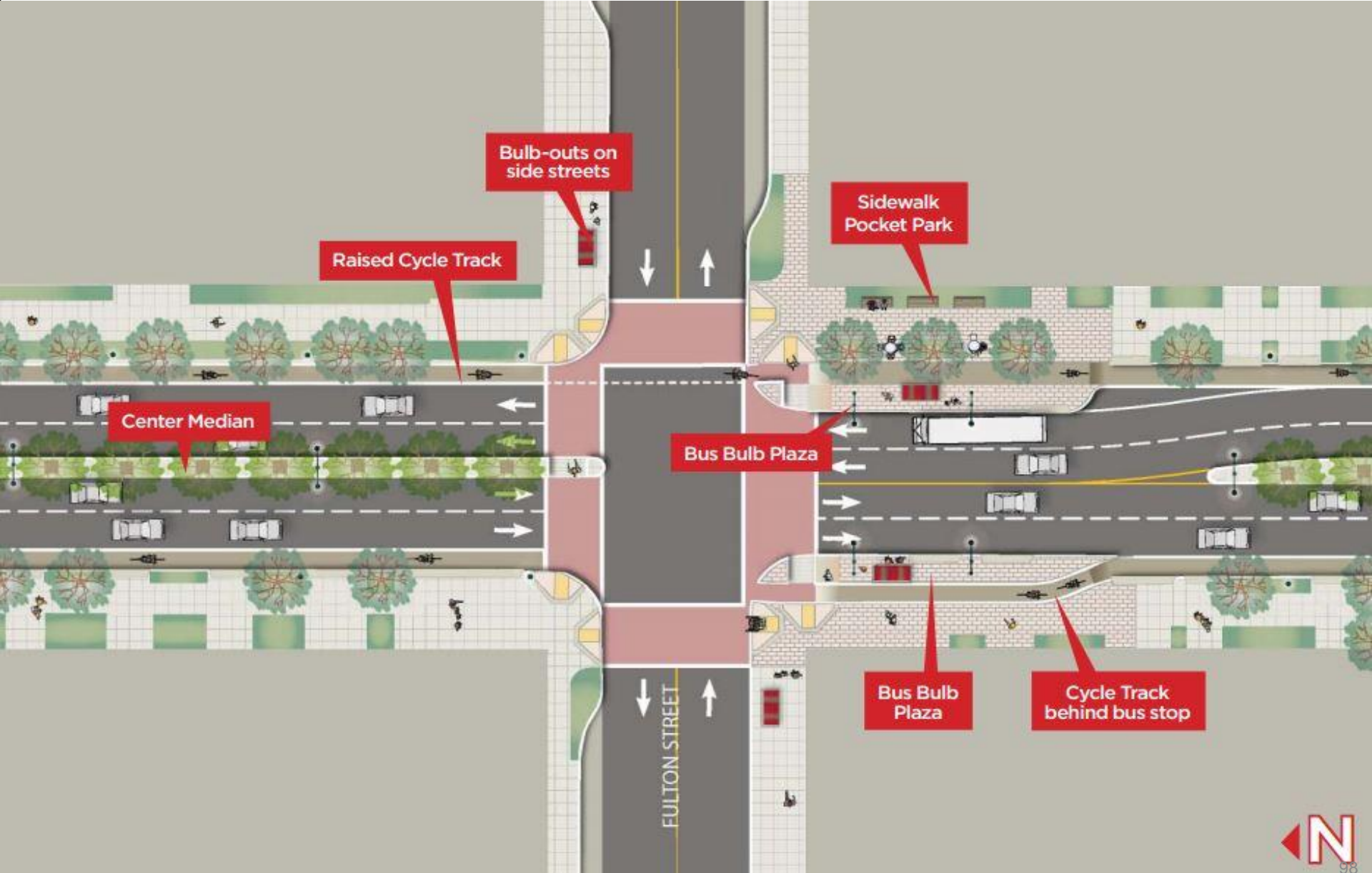
Note: Schedule is contingent on funding

MASONIC AVENUE STREETSCAPE PROJECT

Masonic Avenue - Project Overview



Masonic Avenue - Planned Improvements



Masonic Avenue - Planned Improvements



Masonic Avenue - Planned Improvements



Masonic Avenue - Project Timeline

MTAB Approval:
September 2012

Detailed Design:
Spring 2015

Construction:
Start: (est.) Summer 2015
Finish: (est.) early 2017



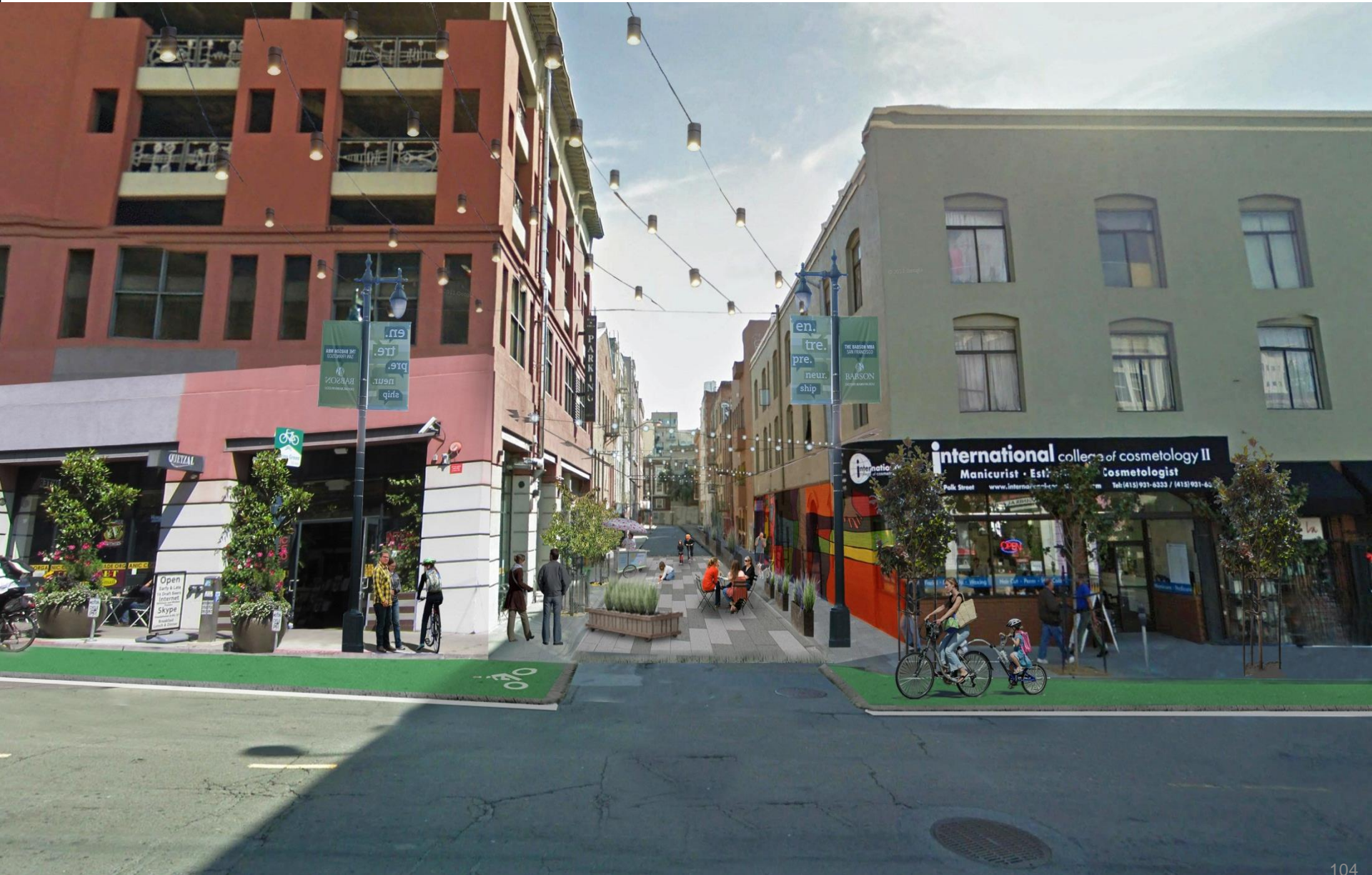
POLK STREETScape SAFETY PROJECT

Polk Streetscape Project Overview

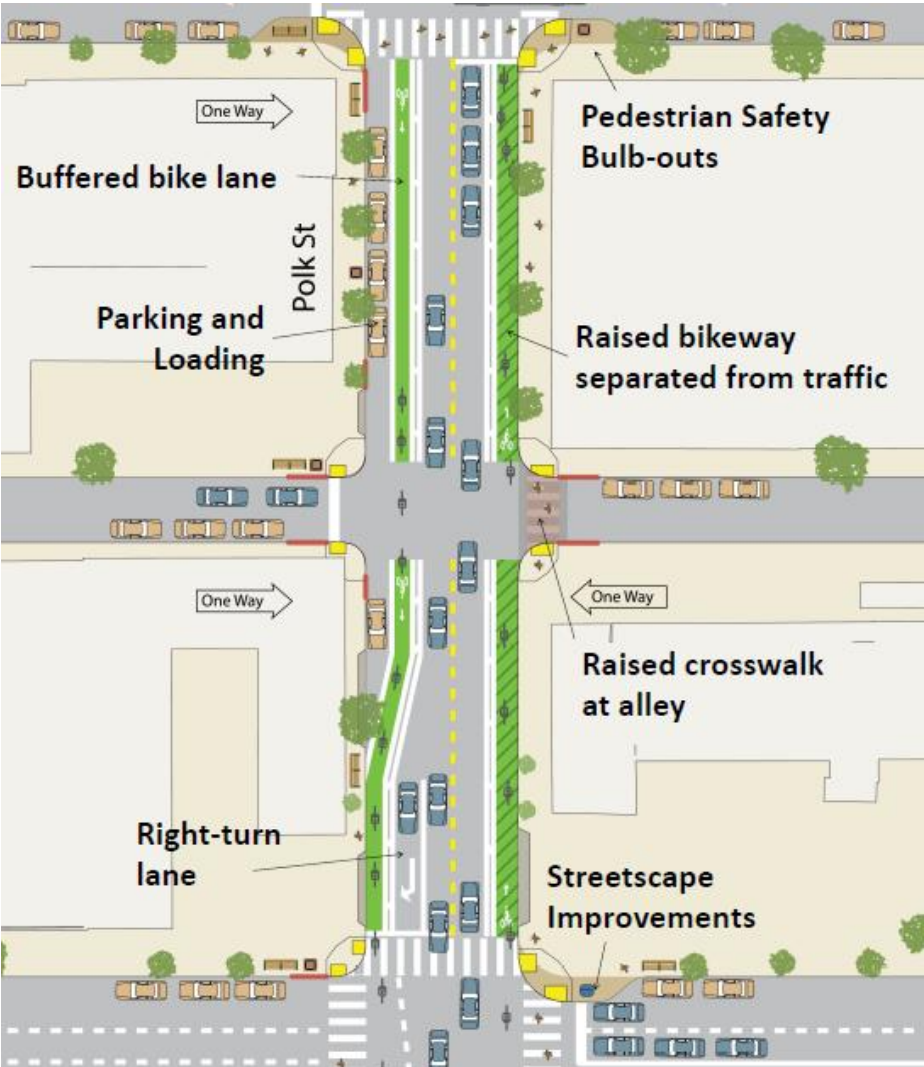


SFMTA Photography Department | sfmta.com/photos

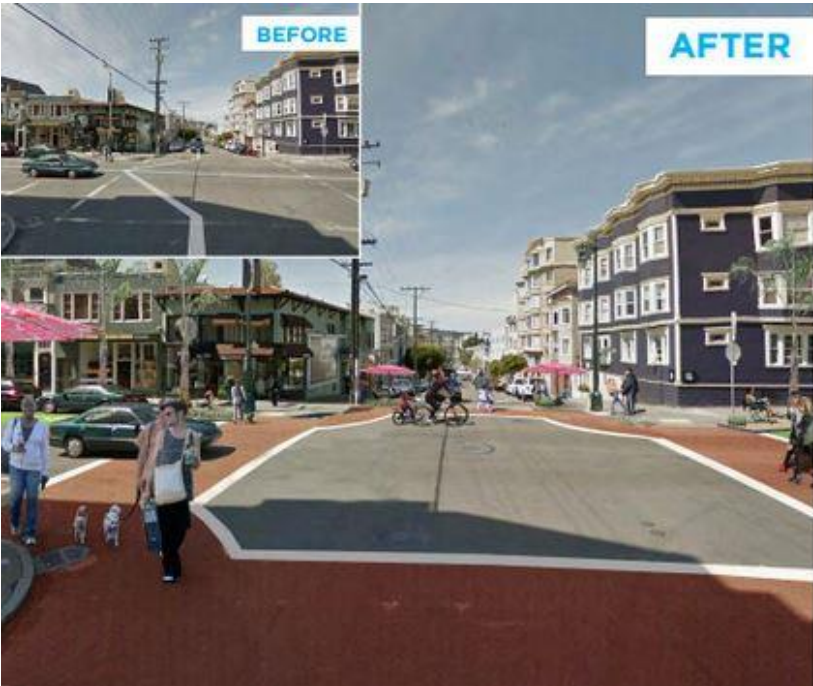
Polk Streetscape Project Overview



Polk Streetscape Project Proposed Improvements



Polk Streets Project Proposed Improvements



Polk Streetscape Project Timeline

- Planning: 2012-2014
- Environmental Review:
 - 2014 (complete)
- SFMTA Board Approval:
 - February or March 2015
- Construction :
 - Start: (est.) Summer 2016
 - Finish: (est.) Winter 2017



SECOND STREET IMPROVEMENT PROJECT

2nd Street Improvement Project Overview



2nd Street Improvement Project - Existing Conditions



2nd Street Improvement Project Proposed Improvements



2nd Street Improvement Project Timeline

Planning : 2012-2013

SFMTA Board Approval:
Winter 2016

Environmental Review:

Start: Spring 2013

Finish: Fall 2015

Construction :

Start: (est.) Fall 2016

Finish: (est.) Fall 2017



URBAN PLANNING INITIATIVES

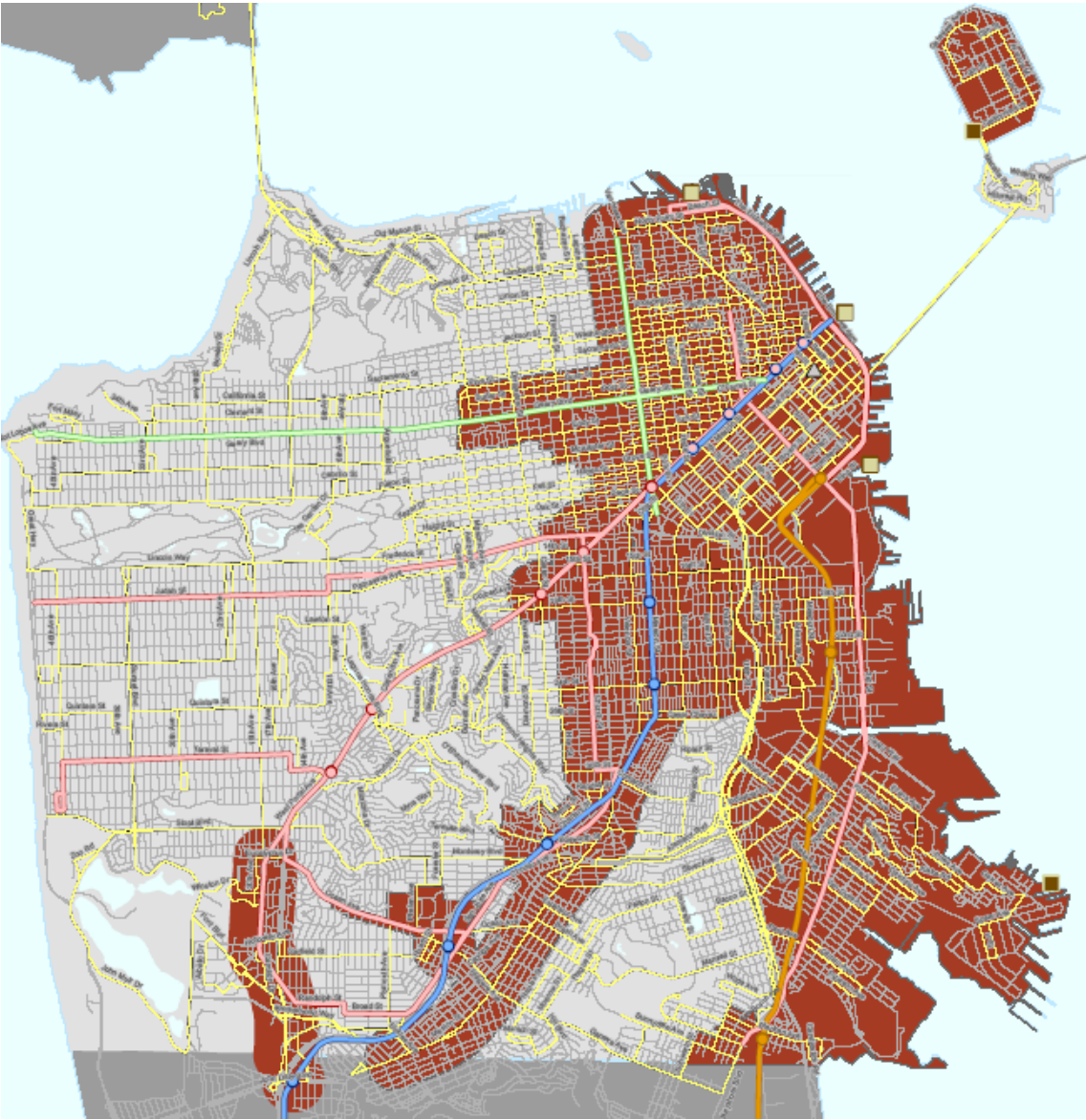
Projects from Major New Developments

- 19th Avenue/M Ocean View Realignment
- Geneva-Harney Bus Rapid Transit

Transportation Demand Management

Waterfront Transportation Assessment

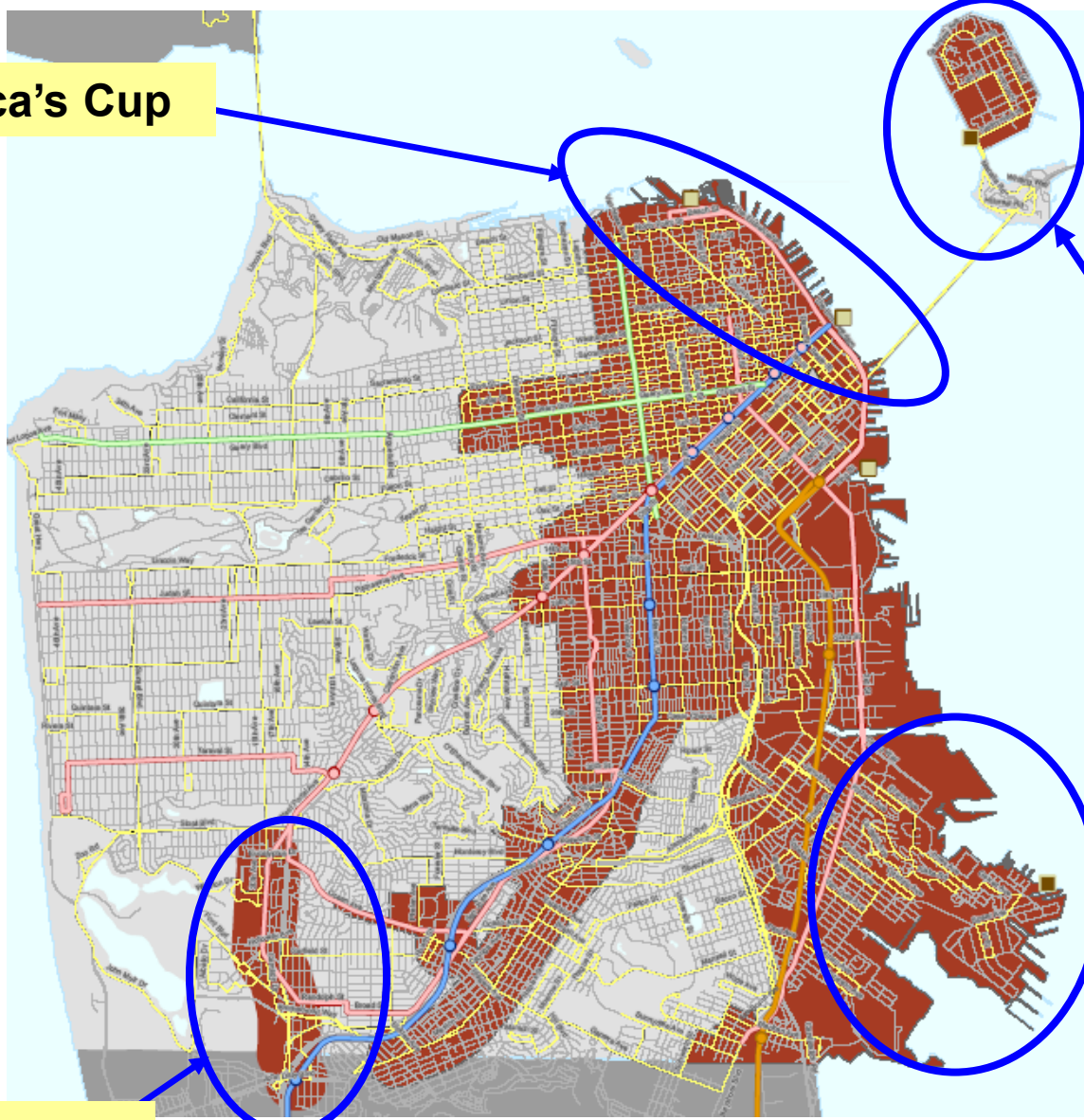
Development & Transportation Integration



**ABAG & MTC
Priority
Development
Areas and
UPI Projects**

Development & Transportation Integration

America's Cup



ABAG & MTC
*Priority
Development
Areas and
UPI Projects*

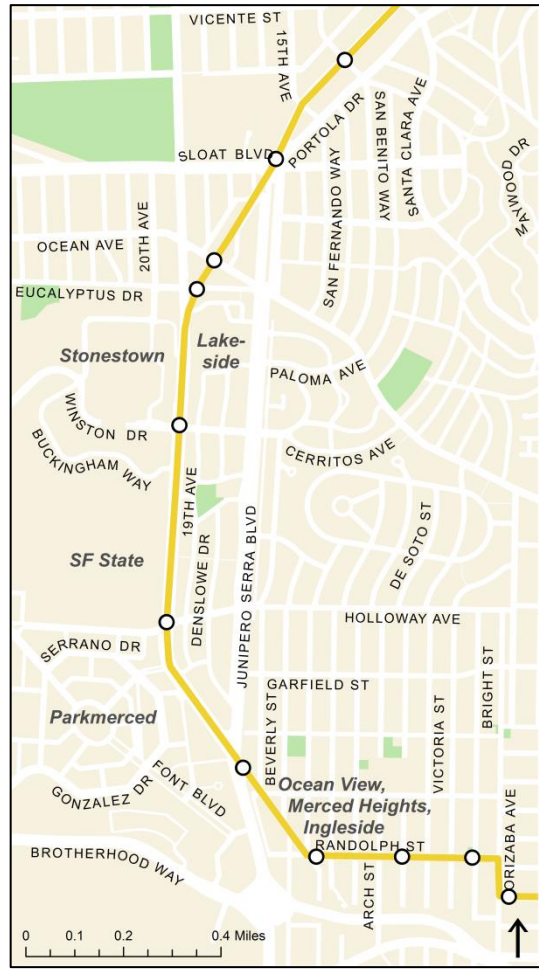
Treasure
Island /
Yerba Buena
Island

Candlestick
Point /
Hunters Point
Shipyard

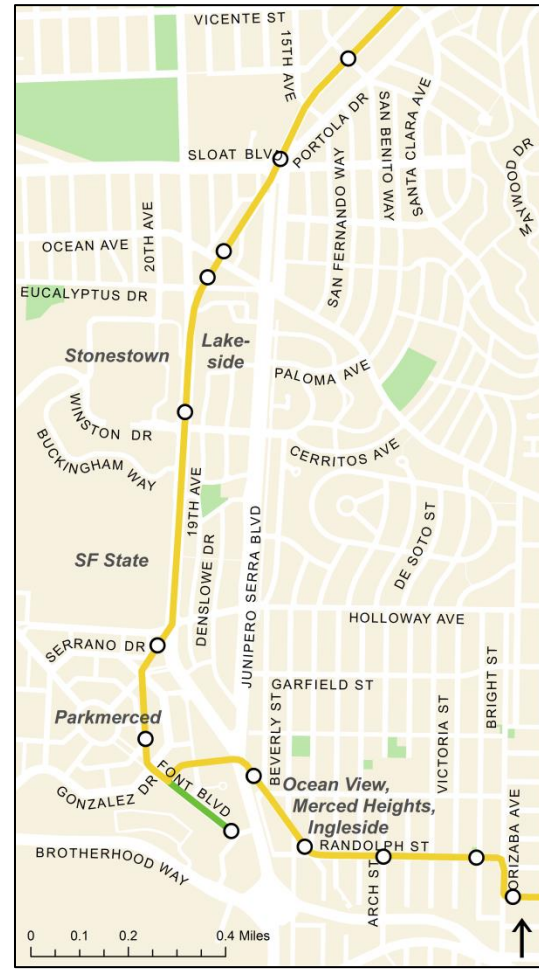
Parkmerced

19th Avenue/M Ocean View Realignment

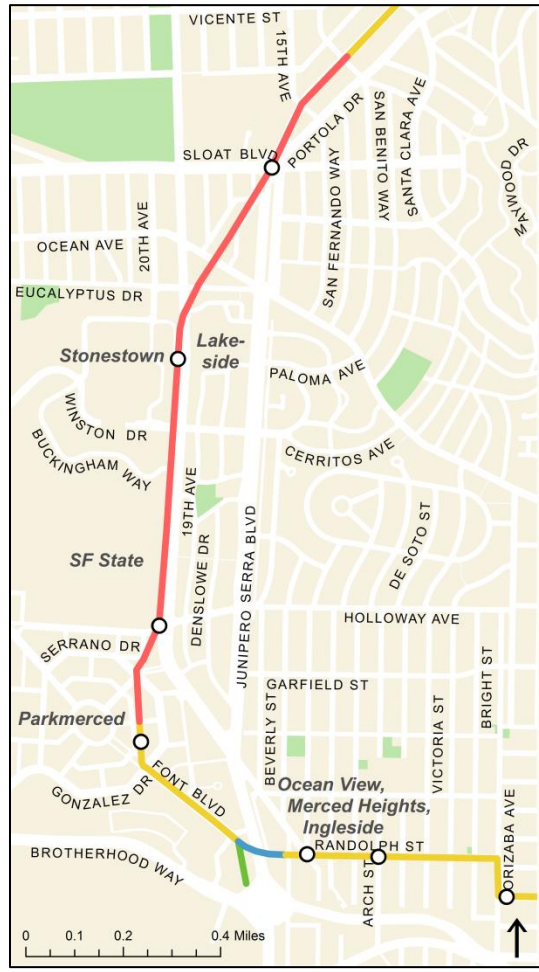
Today



Parkmerced Approved

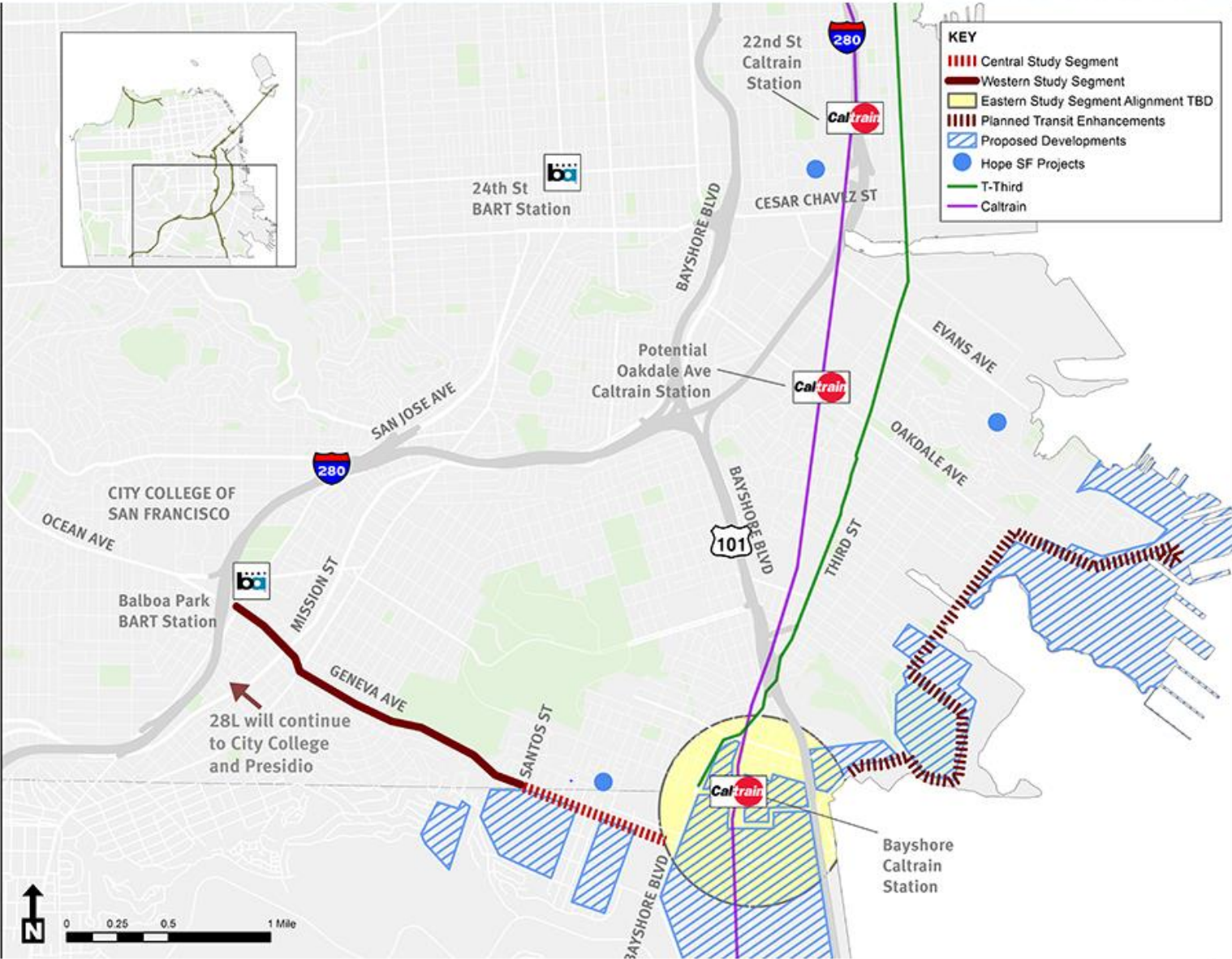


Proposed Subway-Bridge



- Subway
- Bridge
- Surface
- Tail Track
- Stations/Stops

Geneva-Harney Bus Rapid Transit



Geneva-Harney BRT study area



Map Source: San Francisco County Transportation Authority

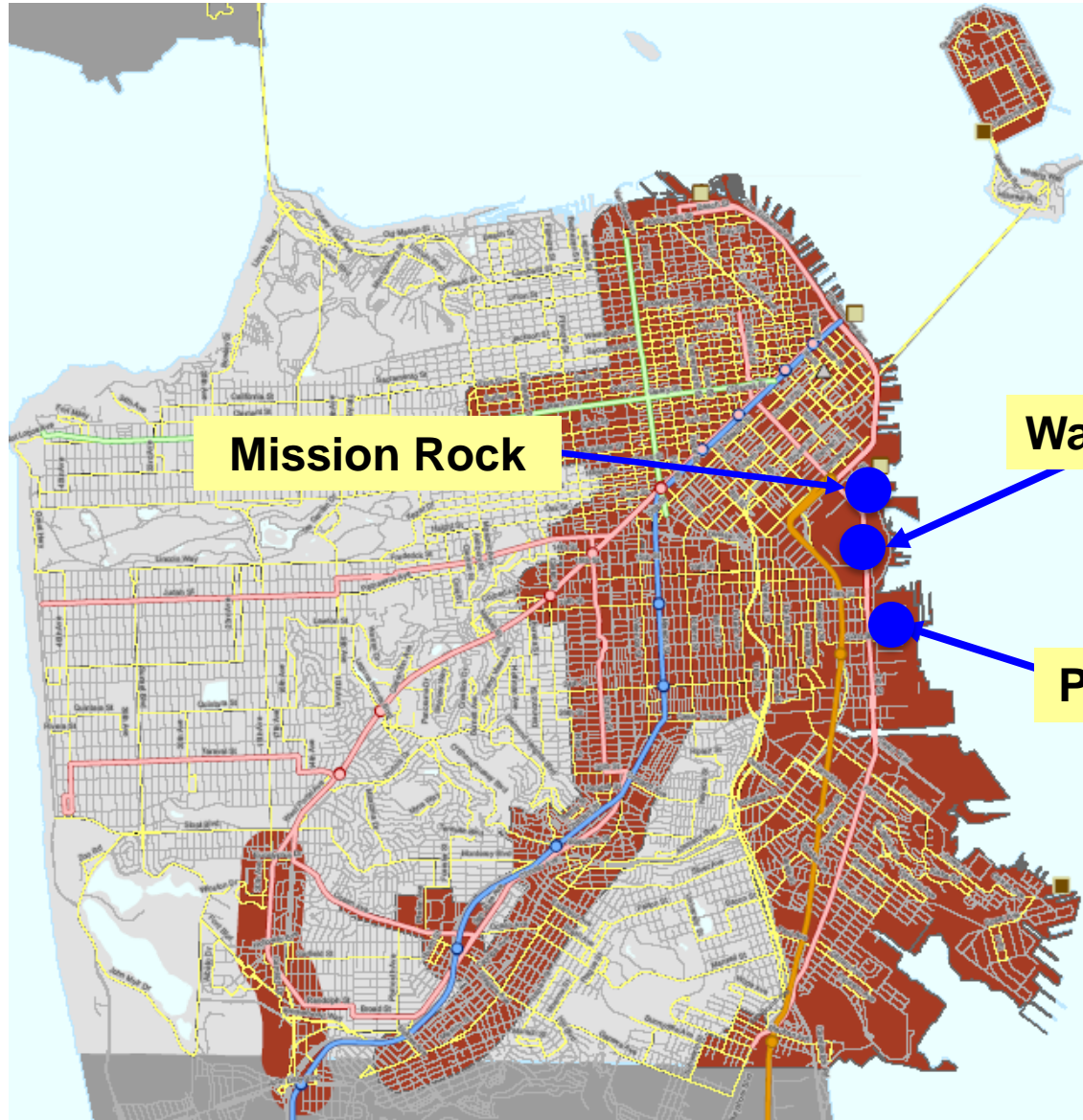
TDM for New Development

Example of TDM Toolkit

- Reduce On-site Parking Supply
- Subsidize Transit Passes
- Subsidize Bike Share /Car Share Membership, Stations
- Shuttle / Vanpool
- Provide Delivery Services
- Commute Reduction Programs
- Parking/Parking Pricing
- Communications to Residents/Tenants



Waterfront Transportation Assessment (WTA)



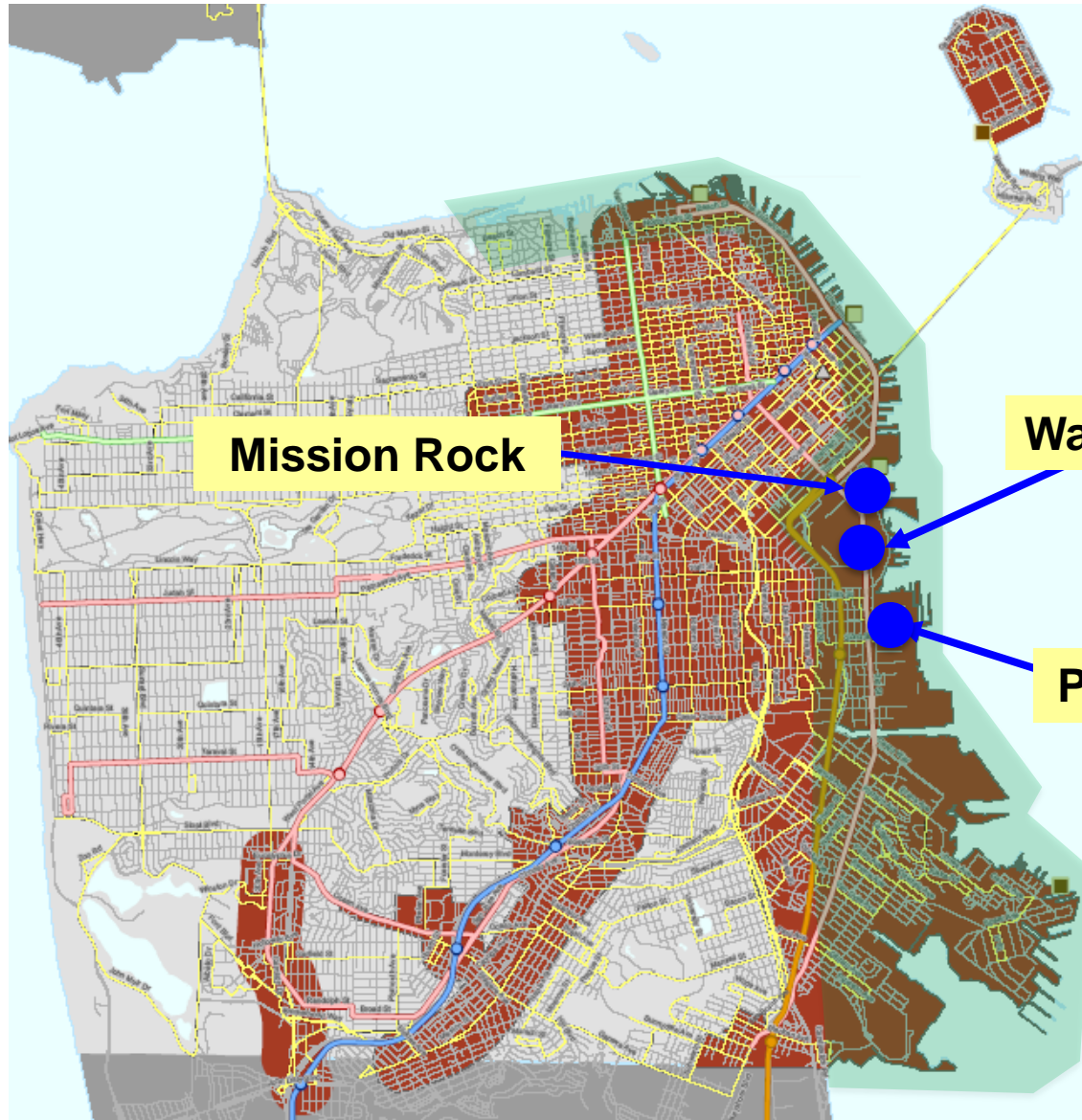
New Major Projects & the Waterfront Transportation Assessment

Mission Rock

Warriors Arena

Pier 70

Waterfront Transportation Assessment (WTA)



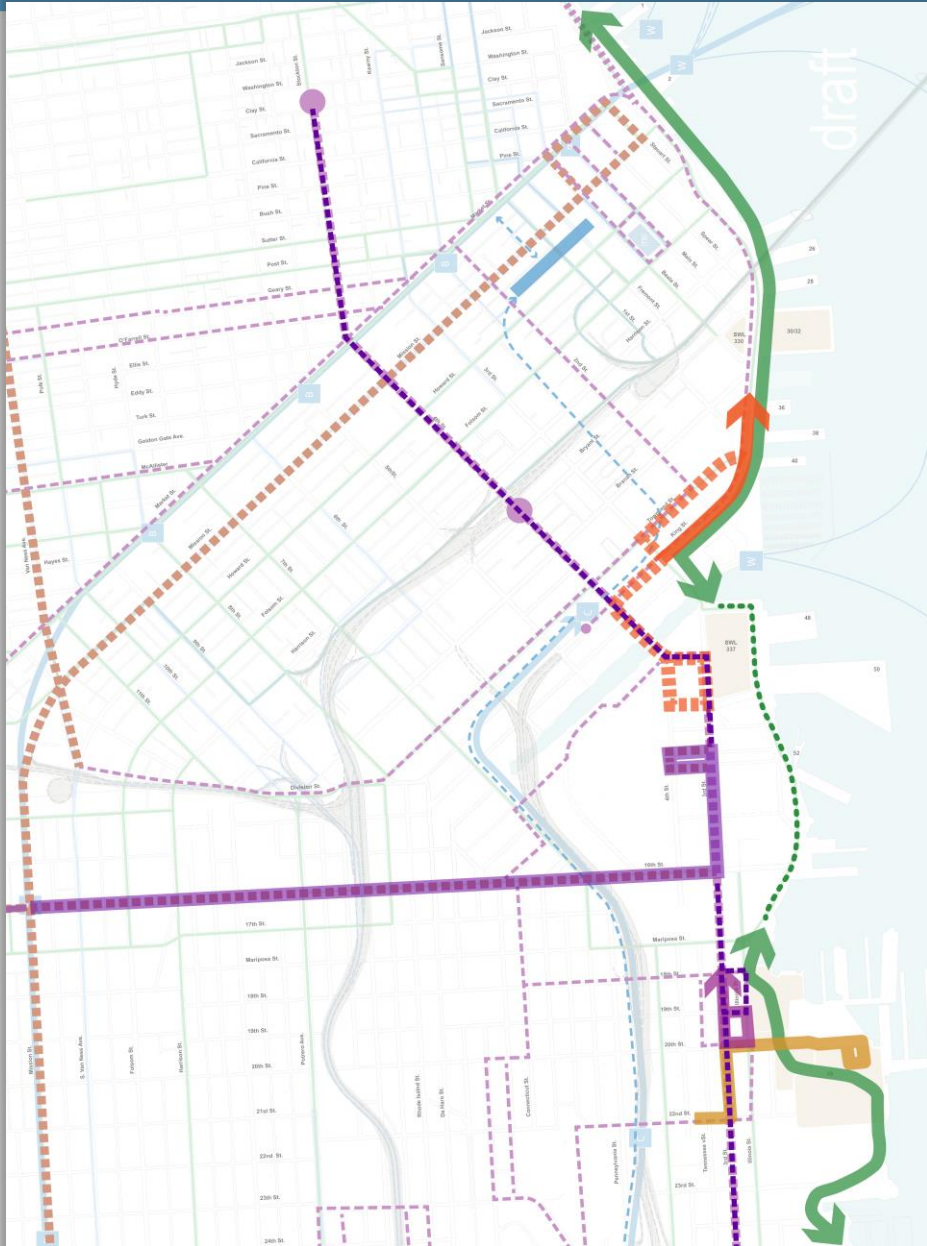
New Major Projects & the Waterfront Transportation Assessment

Mission Rock

Warriors Arena

Pier 70

WTA - Phase 1: Set Goals & Strategies



- Inventory the “Pipeline”
- Vet with Community, Agencies
- Identify Gaps and Strategies to Fix Them

STRATEGY DESCRIPTION	STRATEGY JUSTIFICATION
Stanyan to better serve future development in the Central Waterfront area.	This project would increase accessibility to transit for new residents and employees in the Central Waterfront area.
late, environmental clearance for extension of 22-Fillmore from Caltrain Station at 4th Street and King Street. This project may impact overhead wire system with light rail. This project may also be needed for the 22-Fillmore extension to Mission Bay in the TEP.	This project would connect the 22-Fillmore to the Caltrain Station at 4th Street and King Street.
west transit service (i.e. 12-Folsom) in SoMa to support existing service along Folsom Street, where current service terminates. This service would be discussed at 10.3 Meeting)	East-west SoMa service would enhance local connectivity for Transbay District, Rincon Hill, South Beach residents. As the streets around the I-80 Freeway off- and on-ramps are heavily impacted by regional traffic, this service could provide alternatives to driving for local residents and reduce traffic conflicts.
FACILITIES	
rate/secure Muni Operator restroom where terminal locations are identified	This project would provide adequate terminal operator restrooms for Muni operators, which can help with on time performance and service delivery.
grades at Kirkland Yard to improve its appearance and presence	This project would include multiple urban design improvements and upgrades. Upgrades could include new fencing; sidewalk improvements such as widening, bulbouts, and landscaping; improved and attractive signage; and lighting.
ransio and/or /close funding gap per EIRs for relevant MTA	n/a or tbd
sit Division (formerly M-13)	incorporated into F-3 above
BIKES	
Planning Kick off Nov 2013	Through the construction of a two-way, separated dedicated bikeway along the Embarcadero, the Promenade will become a more secure place for pedestrians, free of the danger of cyclists. The goal of this project is to create a multi-modal boulevard, making it safer and enjoyable for all modes of transportation.
sharing station(s) to serve population and demand increases	

Bike Facility on Lefty O'Doul Bridge (3rd St.)

Bike Facility on Third Street Lefty O'Doul Bridge to connect north and south bike route across Mission

This bike facility provides bicycle connectivity between north and south of Mission

WTA - Phase 1: Turning Strategies into Solutions 122

S.F. weighs campaign to keep cars from clogging intersections

S.F. trying to keep drivers out of busy intersections

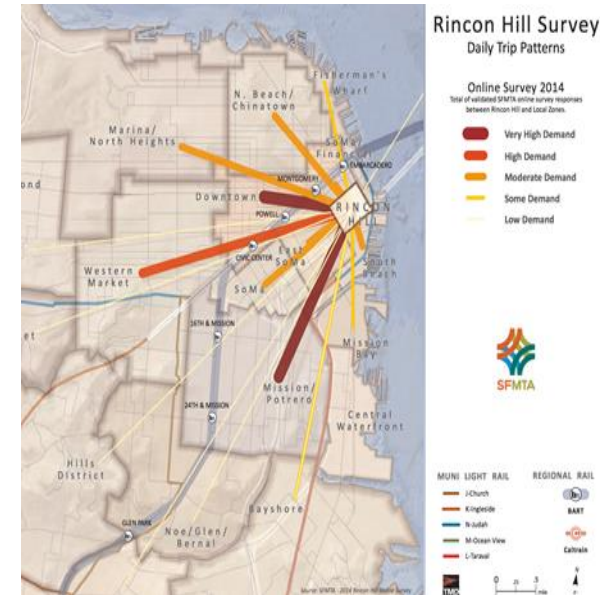
Michael Cabanatuan Updated 7:41 am, Monday, September 15, 2014



Intersection Gridlock Enforcement Pilot (Summer 2014)



Rincon Hill Transit Study (underway)



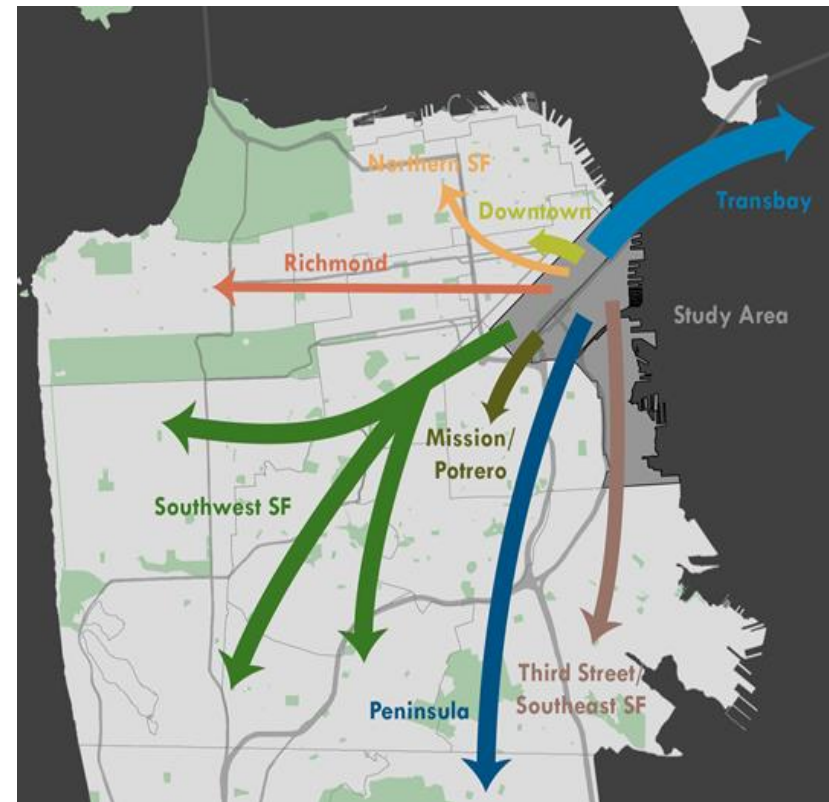
Embarcadero Enhancement Project (underway)



WTA - Phase 2: Needs & Solutions Analysis

What will it take to accommodate transportation demands of future growth?

- **Deliver** what has been committed:
 - *Safer, Accessible Streets*
 - *Reliable, Rapid Muni*
 - *Local & Regional Transit Extensions*
- **Implement** Transportation Demand Management
- **Focus** on Transit Core Capacity
- **Manage** Freeway Impacts on City Streets
- **Link** Transportation Improvements to Development Impacts





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Public Outreach & Engagement Team Strategy (POETS)

“ We will have better-trained staff and improved communications to support smart decision-making with greater transparency for our customers and partners.”

- *The SFMTA Strategic Plan*

POETS Objectives

1

Build trust and relationships by better meeting and managing public and stakeholder's expectations

Create a consistent model for public outreach and engagement that can be leveraged across all transportation modes and divisions

2

3

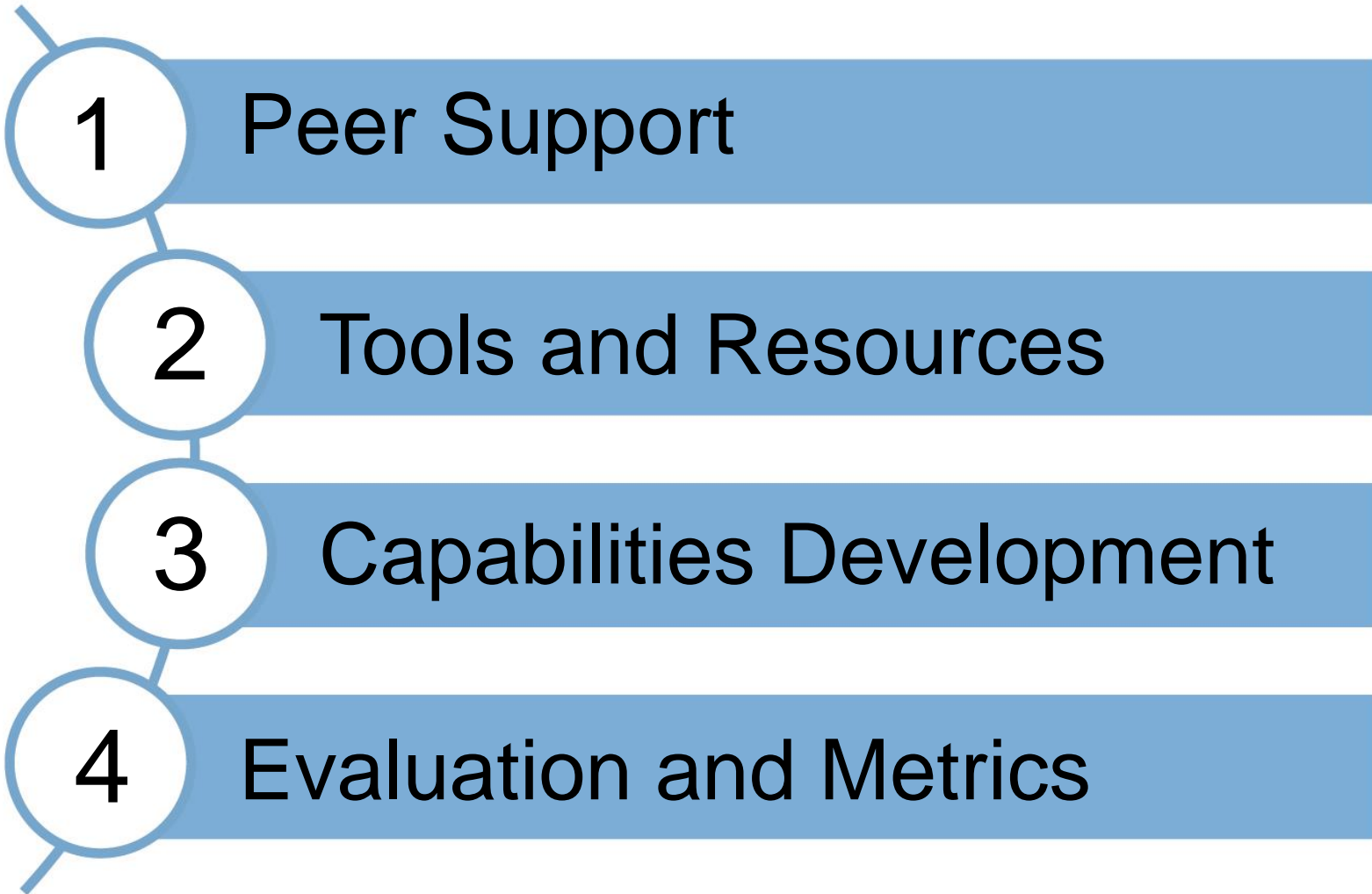
Identify and deliver useful tools and resources to support engagement and outreach

Developing POETS

- Peer and best practices reviews
- Board of Supervisor aides, community partners and city staff feedback
- External stakeholder feedback
- Internal Project Managers interviews and surveys
- Community meetings observation
- Communications planning process flow



Strategic Approach



Peer Support

- POETS Peer Working Group is steering the implementation of the program
- 43 Peer Group members with passion, experience and expertise to support their colleagues on outreach and community engagement

Peer Group Members

Adrienne Heim	Grahm Satterwhite	Lucien Burgert
Ben Jose	Henry Kim	Lulu Feliciano
Betty Chau	Janet Martinsen	Matt Brill
Britt Tanner	Jarvis Murray	Matt West
Bryant Woo	Jason Gallegos	Miguel Espinoza
Cameron Samii	Jay Lu	Neal Patel
Carli Paine	Kate Elliott	Patricia Fieldsted
CJ Lucke	Kate McCarthy	Paul Rose
Cathal Hennessy	Kathleen Sakelaris	Peter Gabancho
Cristina Padilla	Kathryn Studwell	Rachel Hyden
Darton Ito	Kelley McCoy	Raphael Craig
David Greenaway	Kenny Ngan	Tess Kavanagh
Deanna Desedas	Lauren Mattern	Tom Folks
Erin Miller	Lisa Chow	
Frank Lau	Lolita Sweet	

Tools & Resources

- **One-stop Online Resources**

- Public Outreach Notification Standards
- Project Needs Assessment
- Communications Planning
- Outreach checklist
- Stakeholder contact list
- Translation resources

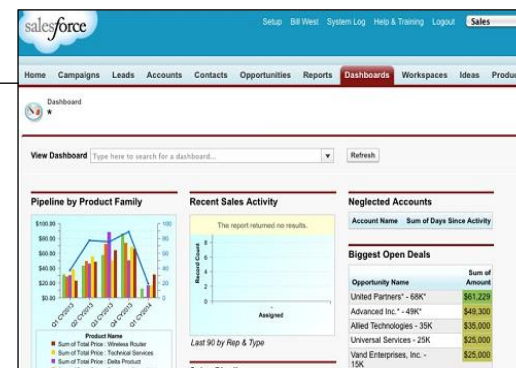


- **Customer Alerts & Notifications**



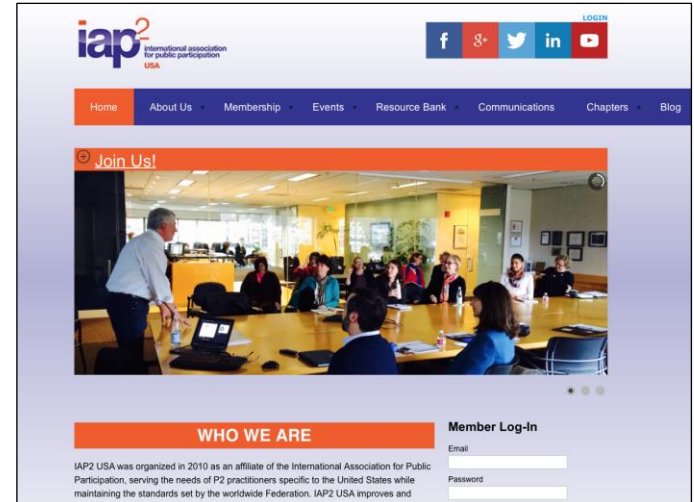
- **Customer Relationship Management**

- Piloting database tracking of constituent inquiries and issues



Capabilities Development

- **Formal Public Participation Training**
 - Increase sensitivity to public engagement process and needs
 - Deepen the collective understanding of stakeholder expectations for public engagement and outreach efforts
 - Build internal capabilities and confidence to handle outreach well
- **Staff-led Webinars**
 - Pre/Post Community Meetings, Presenting to Boards and Commissions
 - Communications Standards, Website 101, Media Relations, Social Media, etc.



Evaluation & Metrics

- **Grant from Davenport Institute to support evaluation process**
- **Core measures to track progress**
 - Surveys
 - Feedback from 311, BOS
 - CRM tracking
 - Key milestones
 - Project delivery
- **Community Relationship Development**
 - District-level community liaisons to support engagement process





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FY2014 Employee Engagement Survey

“In order to deliver outstanding services, the SFMTA must create a collaborative and engaging work environment that trains, encourages, and supports its staff at all levels, while holding each other and the Agency accountable.”

- FY2013 – FY2018 Strategic Plan

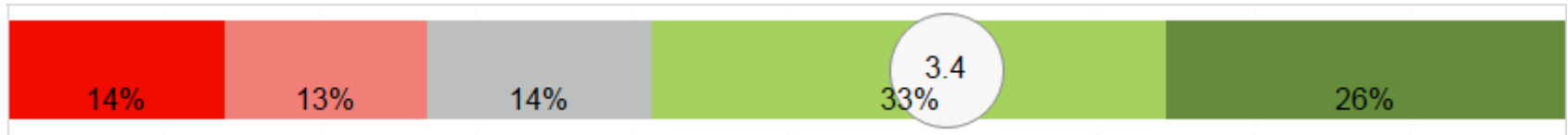
Goal Four: *Create a workplace that delivers outstanding service*

- Objective 4.1: Improve internal communications
- Objective 4.2: Create a collaborative and innovative work environment
- Objective 4.3: Improve employee accountability
- Objective 4.4: Improve relationships and partnerships with our stakeholders

KPIs: Employee survey metrics

Agency-wide Results

Overall Employee Satisfaction



59% of employees stated they were somewhat or very satisfied with working at the SFMTA

27% of employees stated they were somewhat or very dissatisfied with working at the SFMTA

Ratings Key

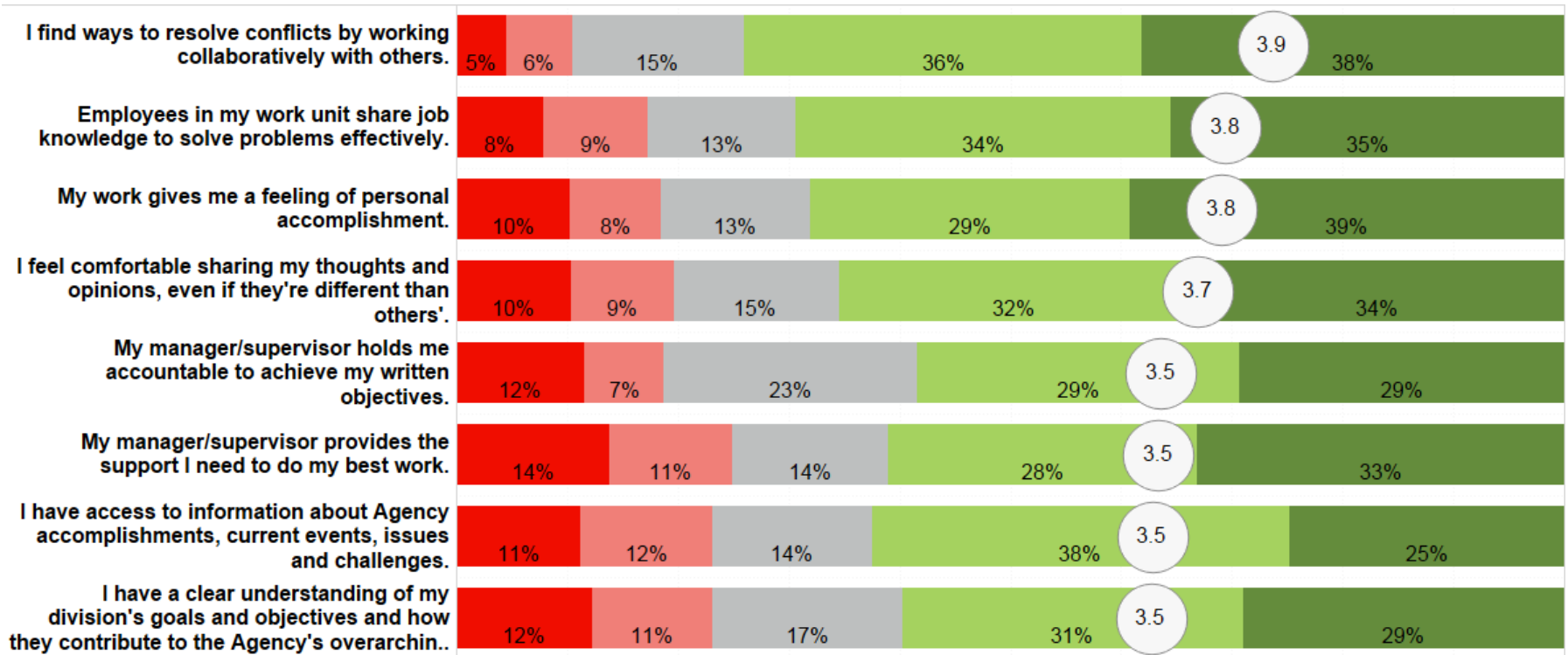
- Strongly Agree or Very Satisfied
- Somewhat Agree or Somewhat Satisfied
- Neither Agree nor Disagree or Neutral
- Somewhat Disagree or Somewhat Dissatisfied
- Strongly Disagree or Very Dissatisfied

*Percentages & averages are weighted by division headcounts.

Response Rate

Division	% Response (2014)	# Respondents (2014)	% Response (2013)	# Respondents (2013)
Transit/Muni	16%	602	19.7%	695
Sustainable Streets	47.3%	471	53.7%	467
Finance & Information Technology	54.1%	193	65.2%	223
Human Resources	79.6%	78	50%	65
Capital Programs & Construction or Central Subway Program	55.7%	68	96.2%	101
System Safety	100%	21	100%	25
Taxi & Accessible Services	100%	28	100%	23
Communications	88.5%	23	85%	17
Office of the Director, Government Affairs, Board Secretary	100%	23	100%	13
No Division Specified		24		38
Agency-Wide	28.3%	1,531	33.1%	1,667

Agency-wide Results

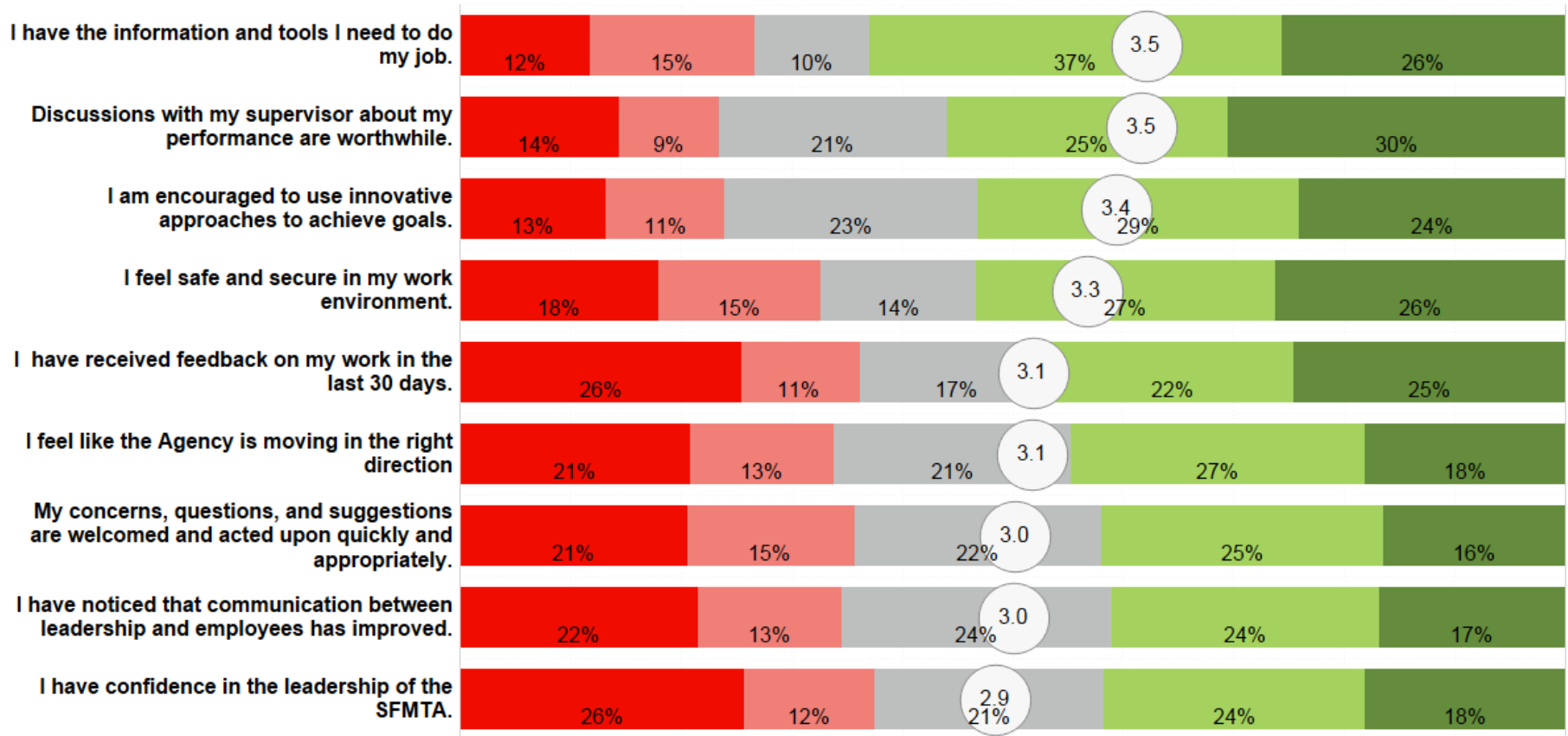


Ratings Key

- Strongly Agree or Very Satisfied
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Agency-wide Results



Ratings Key

- Strongly Agree or Very Satisfied
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*Percentages & averages are weighted by division headcounts.

Strongest Results

- I find ways to resolve conflicts by working collaboratively with others (74%)
- My work gives me a feeling of personal accomplishment (68%)
- Employees in my work unit share job knowledge to solve problems effectively (69%)

Areas of Opportunity

- I have confidence in the leadership of the SFMTA (38%)
- I have noticed that communication between leadership and employees has improved (35%)
- My concerns, questions, and suggestions are welcomed and acted upon quickly and appropriately (34%)

Factors Most Highly Correlated with Satisfaction

Rank	2014 Survey	R ²	2013 Survey	R ²
1	I have confidence in the leadership of the SFMTA.	56.2%	I have confidence in the leadership of the SFMTA.	49.4%
2	I feel like the Agency is moving in the right direction.*	55.1%	My concerns, questions, and suggestions are welcomed and acted upon quickly and appropriately.	43.7%
3	My concerns, questions, and suggestions are welcomed and acted upon quickly and appropriately.	49.4%	I have noticed that communication between leadership and employees has improved.	40.9%
4	I have noticed that communication between leadership and employees has improved.	44.2%	My work gives me a feeling of personal accomplishment.	40.9%
5	My manager/supervisor provides the support I need to do my best work.	43.5%	My manager/supervisor provides the support I need to do my best work.	40.7%

Notes: *this question was new for the 2014 survey.

R² is a statistical measure showing the relationship between two factors (higher numbers indicated a greater correlation)

Accountability

- “Every individual must accept and put in their share of workload.”

Communication

- “Listen to what [our] needs are to perform our duties required by SFMTA.”

Hiring & Promotion

- “Make it easier to hire good people.”

Training & Professional Development

- “Pair some of the veteran drivers with the new drivers. To show them and teach them the ropes.”

Support

- “Better equipment, cleaner bathrooms, clean buses, and cleaner yards.”

Employee Morale

- “Let employees know they are appreciated.”

Leadership

- “Employees should have more interaction with upper management and input into policies and practices.”

Conclusions

- No significant change from FY2013 results
- Decrease in participation rates
- Clear call for action, focusing on:
 - Employee engagement and communication
 - Problem-Solving
 - Collaboration
 - Respect
 - Recognition
 - Ownership



Next Steps

Advance the SFMTA Culture Initiative

- **Three tracks:**
 - Frontline engagement
 - Leadership skill development
 - Collaborative problem-solving

- **Three values:**
 - Ownership
 - Collaboration
 - Respect





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Prop A Legal Training