

# “TRANSPORTATION”



# **Transit Effectiveness Project Overview**

- **First comprehensive review of Muni in a generation**
- **Jointly sponsored by SFMTA and Controller's Office**
- **Project budget – \$3 million process**
- **Technical analysis, data based approach**
- **Stakeholder outreach, community and employee feedback**
- **Best practices from other transit systems**

## **TEP Objectives**

- **Make Muni service more reliable, convenient and attractive to our customers**
- **Contribute to SFMTA's long-term financial stability**
- **Develop 5-year roadmap to transform Muni service and better meet our customer and employee needs**

# Priority Initiatives

- **Improve Reliability.** Make service more predictable to build customer confidence before implementing proposed route changes
- **Update Muni Routes.** Redesign routes and adjust service to better match current travel patterns and transit markets
- **Reduce Travel Times.** Develop small-and large-scale strategies to reduce delay, enhance pedestrian safety, and get more service from existing resources

# Updating Muni Routes: Service Policy Framework

- **Rapid Network** – Heaviest ridership bus routes and rail lines with the most frequent service (every 5 to 10 min)
- **Local Network** – Combine with Rapid Network to create core network (service every 10 to 15 min)
- **Community Connectors** – Fills gaps in coverage and connects to core network (service every 15 to 30 min)
- **Specialized Services** – Augments all day service and addresses focused needs (includes express routes)

## Hiring/Training of Employees

- Operators – 192 (37 or 24% above attrition)
  - First time in 6 years SFMTA has had a net gain in transit operators
- Street supervisors – 26
- Maintenance – 2
- PCOs – 50 (16% increase)
- Transit Fare Inspectors – 20 (62.5% increase)
- Station Agents – 4

# **New Technologies**

- **ITMS**
- **NextMuni implementation – completed roll out to more than 300 locations across the city in August 2007**
- **Launched Google Transit partnership in April 2008 – increases public access to transit information**
- **ConnectedBus**
- **Installation of Translink card readers started November 2007**
- **Made significant progress throughout FY08 with Translink – revenue ready (September 2008) and soft launch (October 2008)**
- **AB101**

# ITMS/SFgo

- 140 traffic signals
- 16 traffic cameras
- 11 variable message signs
  
- Real-time parking data for Downtown garages
- Franklin, Gough and Polk corridors
- Emergency vehicle pre-emption at 23 intersections
  
- Oak & Fell Corridor
- Bush Street
- Pine Street
- Mission Street
- Brannan/Townsend
- Columbus Avenue
- Geary Boulevard
- Ocean Avenue
- 3rd Street
- Mission Bay Project
- Central Freeway Area



# NextMuni



# Partnership with Google



# Partnership with Cisco/ConnectedBus



# Connected Bus

- **Developed and showcased Connected Bus in partnership with Cisco Systems in February 2008**
- **95 percent emissions-free hybrid vehicle that helps offset up to 55,000 car trips (270 tons of carbon emissions) each year**
- **High-speed Internet access for all customers**
- **Live NextMuni updates (route information, wait times, and more) via touch screen**
- **“Green Gauge” provides information on the environmental impact of Connected Bus as it travels through San Francisco**

# TransLink



Public Trial Phase – Coming Soon

# AB101 - Forward Facing Cameras



136 citations issued since March 2008

# Capital Investment

## 3<sup>rd</sup> Street Phase Two

### Central Subway

- Final environmental document certified by the SF Planning Department in early August

Muni Metro East – Completed construction of the facility; opened September 27

### Bus Rapid Transit

### Twin Peaks Tunnel/West Portal

Other upgrades and rehabilitation projects launched/completed to protect public safety and infrastructure investment

### New Transit Shelters

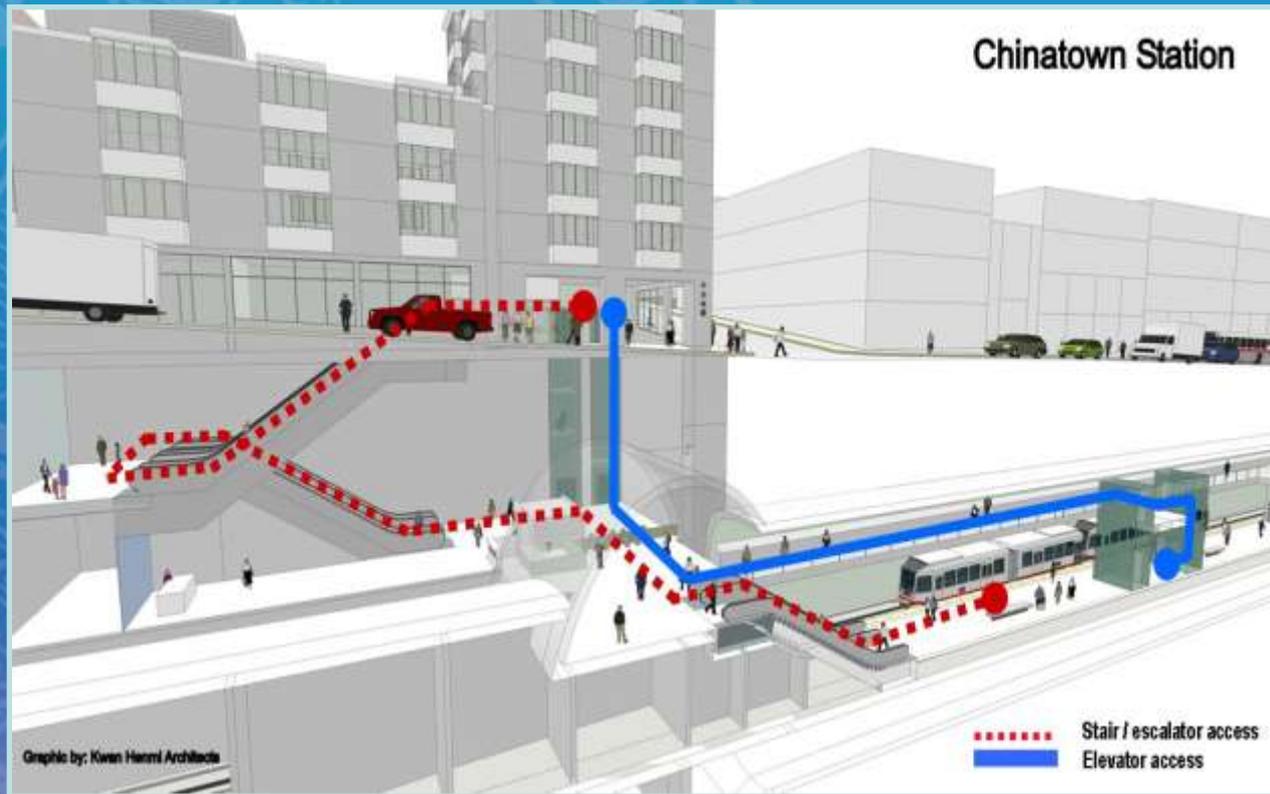
### Transbay Joint Powers Authority (TJPA)

- Design competition was completed this year; Pelli Clarke Pelli selected

# 3<sup>rd</sup> Street Light Rail



# Central Subway



# Muni Metro East



# Muni Metro East



# West Portal Station Improvements



Before



After

# West Portal Station Improvements



Before

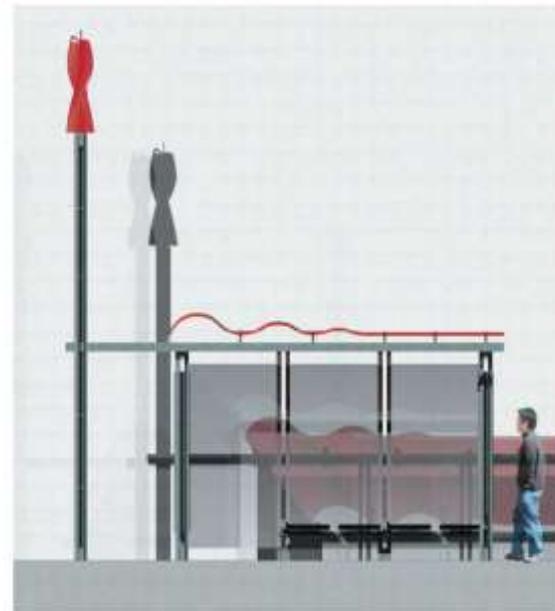


After

# New Transit Shelters



San Francisco Transit Shelters:  
12' Flat Shelter with Wind Turbine



# Bike Share



# Double Decker Bus



# CultureBus



# Improving Muni Safety

- **Safety is first priority—increase to 6.43 collisions per 100,000 miles from 5.97 per 100,000 miles from FY 07 to FY 08 not acceptable**
- **Working with leadership of Operators' union TWU Local 250-A on multiple fronts to enhance safety**
- **Heightened communication with Operators via safety bulletins and accident charts at divisions and radio announcements and management contacts on the system**
- **Comprehensive public awareness campaign launched with print, radio, television and web ads in English, Spanish and Chinese**
- **Request for Proposals for firm with transit safety expertise to conduct comprehensive safety review and implement improvements**
- **National recruitment for Chief Safety Officer**

# Traffic Safety

- **Five new signals installed; 15 additional new signals under construction**
- **26 upgrades underway with expected completion in 2009**
- **Over 20 traffic calming devices installed including speed humps, median islands, and sidewalk bulb-outs; 15 neighborhood plans being prepared for implementation**

## **Pedestrian Enhancements**

- **55 intersections throughout the city are now equipped with Accessible Pedestrian Signals**
- **60 additional by the end of 2009; 16 on Market St.**
- **Added pedestrian signals to 33 intersections, which brings the total to nearly 900 out of 1,154 total signals. Installation of signals at 20 additional intersections is underway.**

# Emissions Reductions

- **Operate the cleanest transit agency in California based on per-passenger emissions**
- **Including hybrid-electric buses, cable cars, trolley buses, and streetcars, Muni's fleet is now 50% electric, and operates the largest zero emissions bus fleet in US (330 buses)**
- **Operates the largest municipal biodiesel bus fleet in the US (520 buses), and has converted 600 revenue and non-revenue vehicles to B20 biodiesel since June 2007**

# CarShare



# Electric Vehicles (EV)



# Electric Vehicles (EV)

- ❑ **Nine-step policy plan for transforming the Bay Area into the Electric Vehicle (EV) Capital of the U.S.**
- ❑ **Commercial availability of electric cars from major auto companies is targeted to begin in 2010.**
- ❑ **Investment in the Bay Area will total \$1 billion when the system is fully deployed.**
- ❑ **Plan will help achieve energy independence, protect the environment by reducing greenhouse gas emissions, and boost the economy by providing jobs in an emerging manufacturing sector.**

# Muni – 100% Biodiesel



# Bike Plan 2010



# Congestion Pricing



## **SFpark**

- **Initiated prototypes meters and sensors at first pilot site at California and Steiner parking lot, including payment by credit and debit cards in addition to coins and parking cards**
- **Completed the Columbus Avenue meter and sensor pilot project**
- **Initiated pay-by-cell phone pilot project in the Inner Richmond, West Portal, and Marina neighborhoods**

# Ridership and Revenue Enhancements

- Total boardings in FY08 were 220 million – highest ridership in 5 years
- Ridership from FY07 to FY08 grew by 13.5 million boardings
- FY08 revenues \$25.5 million higher than budgeted; \$8.8 million in expenditure savings compared to budget
- Revenues for transit cash fares and pre-sale fare media increased by \$8.1 million (5.7%) and \$13.9 million above budget

# Key Performance Standards

- On time performance flat; 70.6% vs 70.8%
- Scheduled service hours delivered has improved to 95.9% from 94.3%
- Operator availability has improved with the assistance of our extra board – to 96.0%
- Maintenance continues to improve, with vehicle availability edging up to 99.96%
- Customer satisfaction has increased slightly to 55%

# First-Ever SFMTA 2-Year Budget

- **FY09 budget is \$100 million higher than FY08 budget**
- **\$13 million in new revenue from parking citation increase**
- **\$1.5 million savings to budget as a result of management reductions**
- **Operational savings**
  - **Deactivated 402 cell phone accounts and developed a Cell Phone Eligibility Policy. Continuing to review cell phone inventory, and eliminate accounts accordingly**
  - **Analyzed garbage bills and conducted a Recycling Plan Pilot Program at Kirkland that will save SFMTA \$61,000/year**
  - **Division directors now actively monitor OT and sick leave expenditures on a monthly basis via reports**

# **Taxi Commission – MTA Merger**

**Final step to fully integrate all surface transportation work into a single agency**

**Proposition A (2007)**

**Legislation by end of 2008**

**Merger 90 days after approval**

# 19<sup>th</sup> Avenue Improvements

- Upgrade 34 signals from Junipero Serra Boulevard to Lake Street to improve pedestrian and motorist safety
- Replace aging signals
- Installing pedestrian countdown signals
- 26 intersections
- \$8.6 million investment in safety
- Lower the speed limit from 35 to 30 MPH on 19th Avenue between Lincoln Way and Sloat Boulevard
- Pedestrian-friendly bulb outs & landscaping along the corridor

# Doyle Drive

