

A Year of Movement

Fiscal Year 2017-2018 Annual Report



SFMTA

Our Vision

Excellent transportation choices for San Francisco.

900+



Muni buses

186



Muni light rail trains: (149 Bredas; 37 Siemens LRV4s)

40



Cable cars

448



Miles of bikeway

51



Historic streetcars

142



Paratransit vehicles

Our Mission

We connect San Francisco through a safe, equitable and sustainable transportation system.

WHO WE ARE

6,000 

SFMTA employees

2,550



Operators

314



Parking control officers

190



Crossing guards

Our Strategic Approach

Using the FY 2013-2018 SFMTA Strategic Plan as a framework for action, we:

- Recorded the lowest number of traffic fatalities since the city began tracking data in 1915
- Delivered more hours of transit service than any year in the city's history
- Continued to replace and expand the entire fleet of Muni light rail vehicles and buses
- Surpassed the city goal of 50 percent of trips made by sustainable modes of travel
- Adopted the Transportation Sector Climate Action Strategy

The SFMTA's work is guided by San Francisco's:

- Transit-First policy,
- Vision Zero commitment
- Climate Action Strategy

Goal 1: Safety

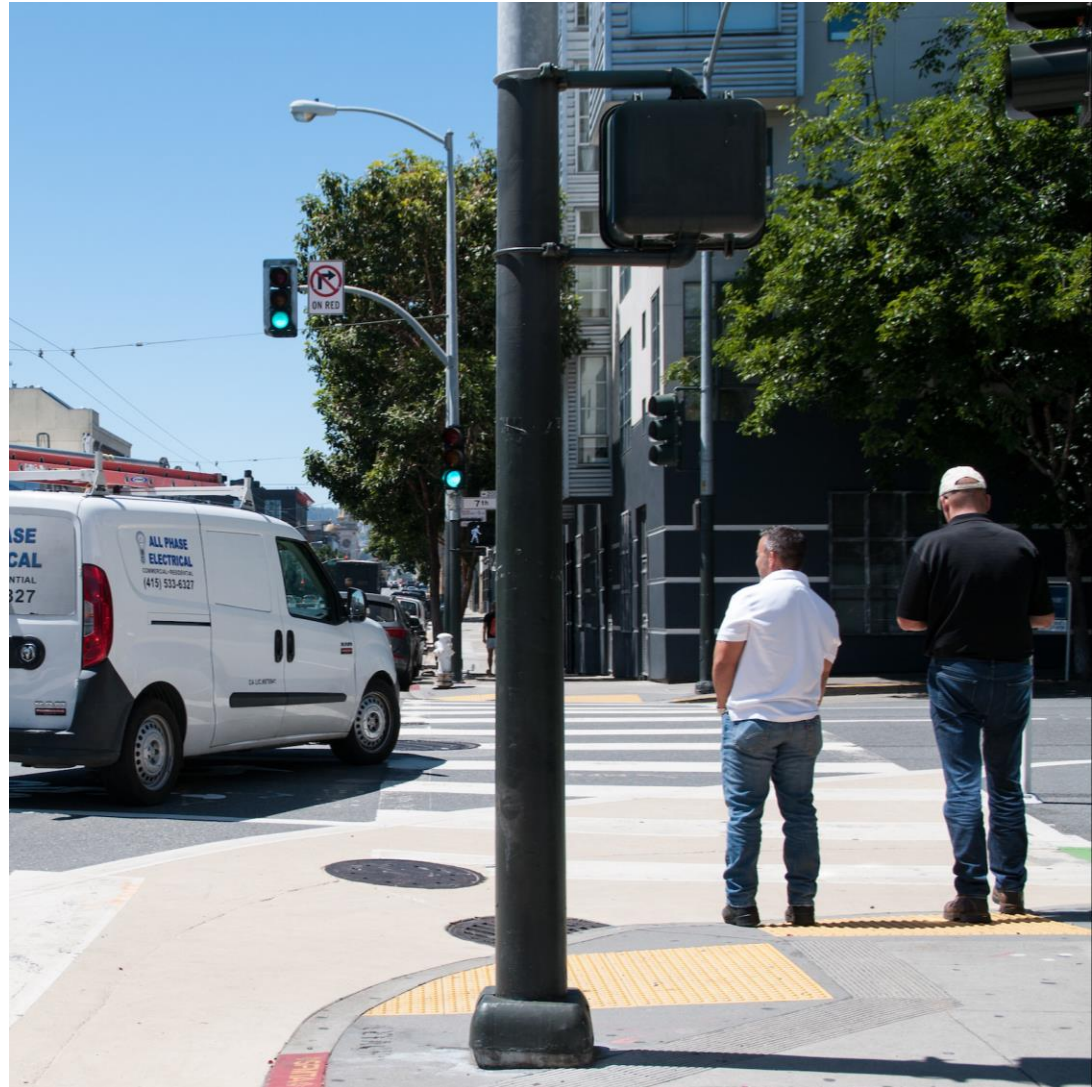
Create a safer transportation experience for everyone.



Committed to Vision Zero

Making San Francisco's Streets Safer for All:

- 70 miles of safer streets
- 5.5 miles of bikeways on 8th, Turk, Folsom, Masonic and more
- 983 red curbs to make pedestrians more visible
- 350 crosswalks upgraded for higher visibility
- 15 new safety zones painted
- Increased pedestrian countdown signal time from 3.5 feet per second to 3 feet per second



Safe Streets for All to Enjoy

Vision Zero SF:

- 12 outreach and education campaigns
- Six advertising campaigns
- 52 community outreach events
- 15,000 people reached with multilingual, on-the-street outreach



FOR SAFE RIDING

Our Vision Zero Motorcycle Safety Education campaign won several awards this year

Making Muni Safety Improvements



Security

- Muni security incidents reached a five-year low

Safety

- New LRV4 vehicle simulators to facilitate training operators
- Incident Response Unit cross-trained to identify issues and reduce collisions
- 301 Muni operators recognized through the Safe Driver Awards
- Race to Zero Award recognizing the division with most significant decrease in collisions over the previous quarter

Goal 2: Travel Choices



Make transit and other sustainable modes of transportation the most attractive and preferred means of travel.

Growing the Fleet

Expanded the Muni LRV4 fleet

- Put 42 new Siemens LRV4s into service as the first step toward replacing the entire fleet

Deployed new, larger Muni vehicles citywide

- 60-foot buses on the 1AX/1BX, 9R San Bruno & 30 Stockton routes
- Added two-car trains to the T Third Street line

Reduced the average age of buses from 12 years to 6 to enhance reliability and improve the customer experience

Increased service on the 8, 8AX/8BX



Investing in Rapid



As a result of investments in Rapid routes, ridership on those lines has increased by 8 percent over the last two years

Completed Transit Signal Priority Projects

- 1 California (Laurel Village)
- 30 Stockton (Chestnut Street)
- 5 Fulton Rapid– Mid-Route (6th to Market)
- T Third Street
- More than 85 intersections in total

1.4 New Miles of Red Transit-Only Lanes

Grew ridership, especially on Rapid lines

- 13% Growth in ridership 5R Fulton Rapid, 14R Mission Rapid and 38R Geary Rapid over last two years

Agency Plan to Improve Muni

In response to service disruptions over the summer, Muni established a **90-day plan** to improve service reliability

Increase service delivery by 5% (96% or above)

95%

Reduce gaps on Rapid bus lines by 5% (12% or below)

12%

Reduce gaps on Metro rail by 3% (20% or below)

21%

Improve on-time performance on low frequency routes by 5% (63% or above)

55%

Reduce preventable collisions by 5% (68 per month or fewer)

54*

*Final collision data is still pending, but is currently projected to meet the target. Data shown is October data

Adding Value for Customers



New Fare Benefits

- New \$5 One-Day Pass, discounts on 1, 3 and 7 Day Passport for customers using MuniMobile or a Clipper card
- Extended transfer time from 90-minute window to 2 hours

Better Trip Information

- Launched a real-time display of the status of elevators at all Muni Metro stations [SFMTA.com/Elevator](https://www.sfmta.com/elevator) and new digital signs
- Passenger Information System now broadcasts next-stop announcements on all new LRV4 trains

Building out the Bike Network

- Over 23 miles of bikeways added or upgraded, including 5.5 miles on 8th, Folsom and Masonic
- 584 new bike racks installed
- Supported changes to state law to increase the number of bicycles Muni buses can carry from two to three

- ***Bicycling Magazine: Best Bike Cities in America (#2)***
- ***National Geographic: Top 10 Cities for Cycling***



Regulating Emerging Mobility



- Powered Scooter Share Permit Pilot Program
- Stationless Bikeshare Permit Pilot
- On-Street Shared Vehicle Permit Program
- Private Transit Vehicle Permit Program

Parking Smart in SF



- Reduced parking fines & fees for low-income households
- Implemented Demand-Responsive Parking Pricing expanding citywide
- Initiated Residential Parking Permit Reform
- Installed PARCs technology to city-owned parking garages

Goal 3: Livability

Improve the quality of life and environment in San Francisco and the region.



Our Environmental Story

- Greenest transit fleet in North America
- Transportation Sector Climate Action Strategy
- Electric charging stations on municipal properties
- Green Zone Pilot
- Electric Vehicle Roadmap
- Zero Emission Fleet Policy: All-electric bus fleet by 2035

**American Public Transportation Association (APTA)
Transportation Platinum
Sustainability Certification**



Modernizing Facilities and Infrastructure

Major Projects Completed

- Islais Creek Bus Facility
- Green Facility Upgrade
- Twin Peaks Tunnel Retrofit
- Sunset Tunnel Improvement Project
- Balboa Park Eastside Connection



Converting SFMTA Property to Affordable Housing

New housing and mixed-use projects being developed along transit corridors

- Upper Yard
- 4th & Folsom
- Moscone Garage



Goal 4: Service



Create a workplace that delivers outstanding service.

For Wellness in the Workplace

A group of five San Francisco MTA employees in uniform are smiling and posing for a photo. From left to right: a man in a light blue uniform shirt, a woman in a dark blue uniform jacket, a man in a light blue uniform shirt and cap, a woman in a light blue uniform shirt, and a man in a dark blue uniform jacket and glasses. They are all wearing patches that say "SAN FRANCISCO" and "MTA".

**2018 Silver Award,
San Francisco Healthy
Mothers Workplace
Coalition**

- Road to Fitness programming for field employees
- Wellness Rooms at a growing number of agency locations
- Flu clinics for over 800 SFMTA employees
- Two blood drives

One Agency, Connected

- New SFMTA brand and logo
- Going the Extra Mile – GEM Employee Recognition Award
- Muni Safe Driver Awards
- Workplace values now part of the Strategic Plan

Workplace Values:
Respect, Inclusivity, Integrity



Engaging Communities

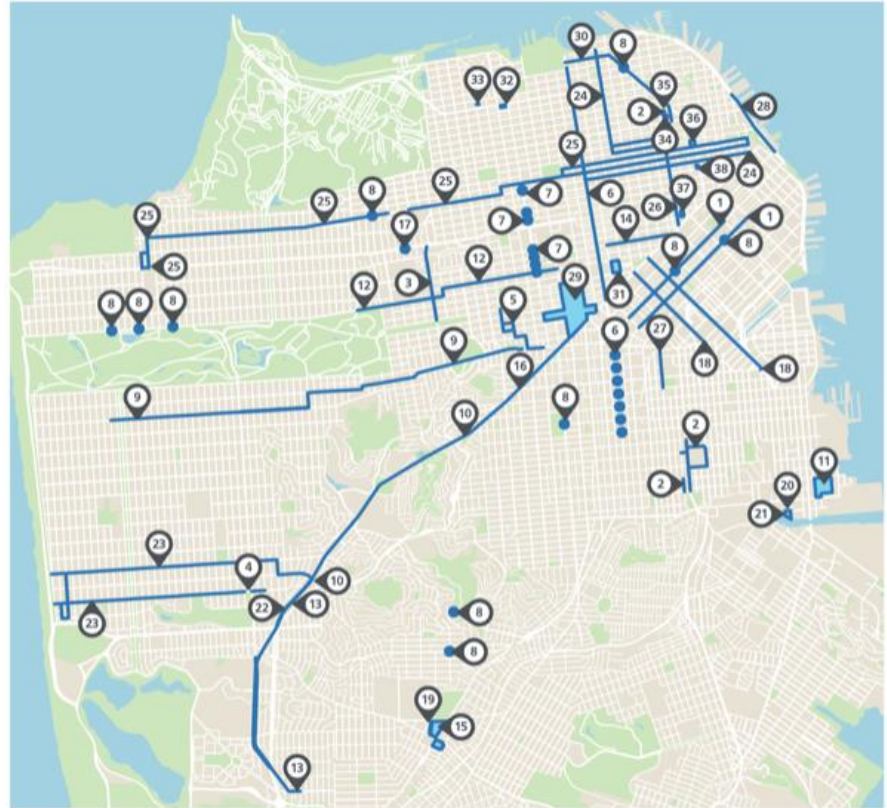


- Public Outreach and Engagement requirements
- Community Response
- Construction Mitigation Program (in conjunction with OEWD, Public Works and SFPUC)

Three 2018 San Francisco Collaborative Partnering Awards

Completed: Major Projects

- 1 California Transit Priority Improvement Project
- 5 Fulton Rapid-Mid-Route
- 30 Stockton Transit Priority Improvement Project
- 8th St. Safety Project, Near-Term
- Embarcadero Enhancement Project, Near-Term
- Folsom-Howard Streetscape Project, Near-Term
- L Taraval Rapid Project Safety Improvements, Near-Term
- Masonic Ave. Streetscape Project
- Octavia Blvd. Enhancement Project
- Turk St. Safety Project, Near-Term
- Upper Market St. Street Safety Project, Near-Term
- Vicente St. Bicycle and Pedestrian Safety Project
- Wiggle Neighborhood Green Corridor Project



On the Horizon: Major Projects

- 2nd Street Improvement Project
- 6th Street Pedestrian Safety Project
- 7th Street & 8th Street Safety Project
- 16th Street Improvement Project
- Better Market Street Project
- Central Subway
- Folsom-Howard Streetscape Project
- Geary Boulevard Improvement Project
- Geary Rapid Project
- L Taraval Rapid Project
- Polk Streetscape Project
- Octavia Boulevard Enhancement Project
- Safer Taylor Street
- Townsend Corridor Improvement Project
- UCSF Mission Bay Platform Upgrade
- Upper Market Street Safety Project
- Van Ness Improvement Project



Funding



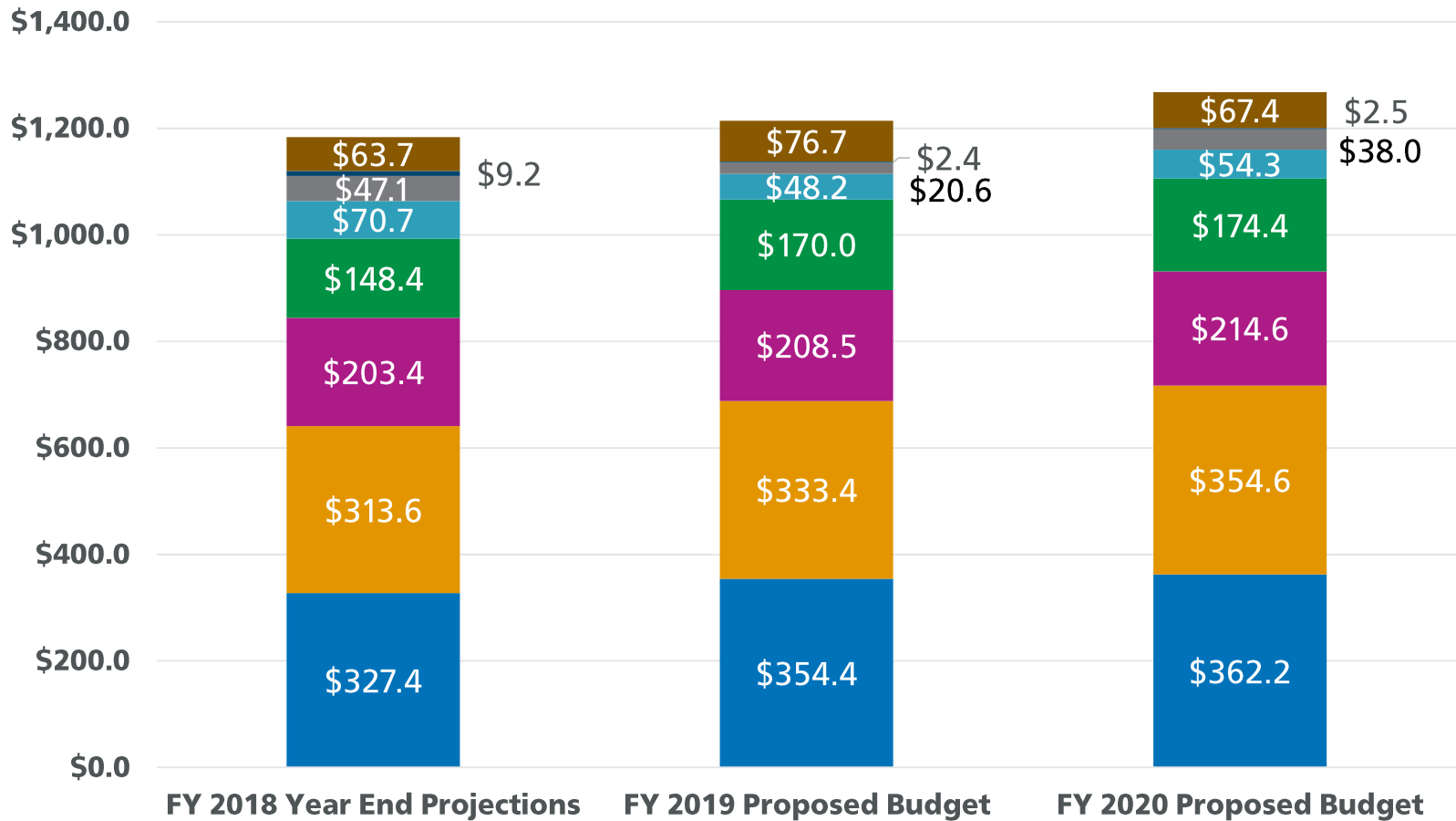
April 2018: SFMTA Board of Directors approved \$1.2 billion two-year operating budget for FY2019-20

November 2018: Voters approved or reaffirmed vital transportation funding

- California voters rejected Proposition 6
- Bay Area voters approved Regional Measure 3

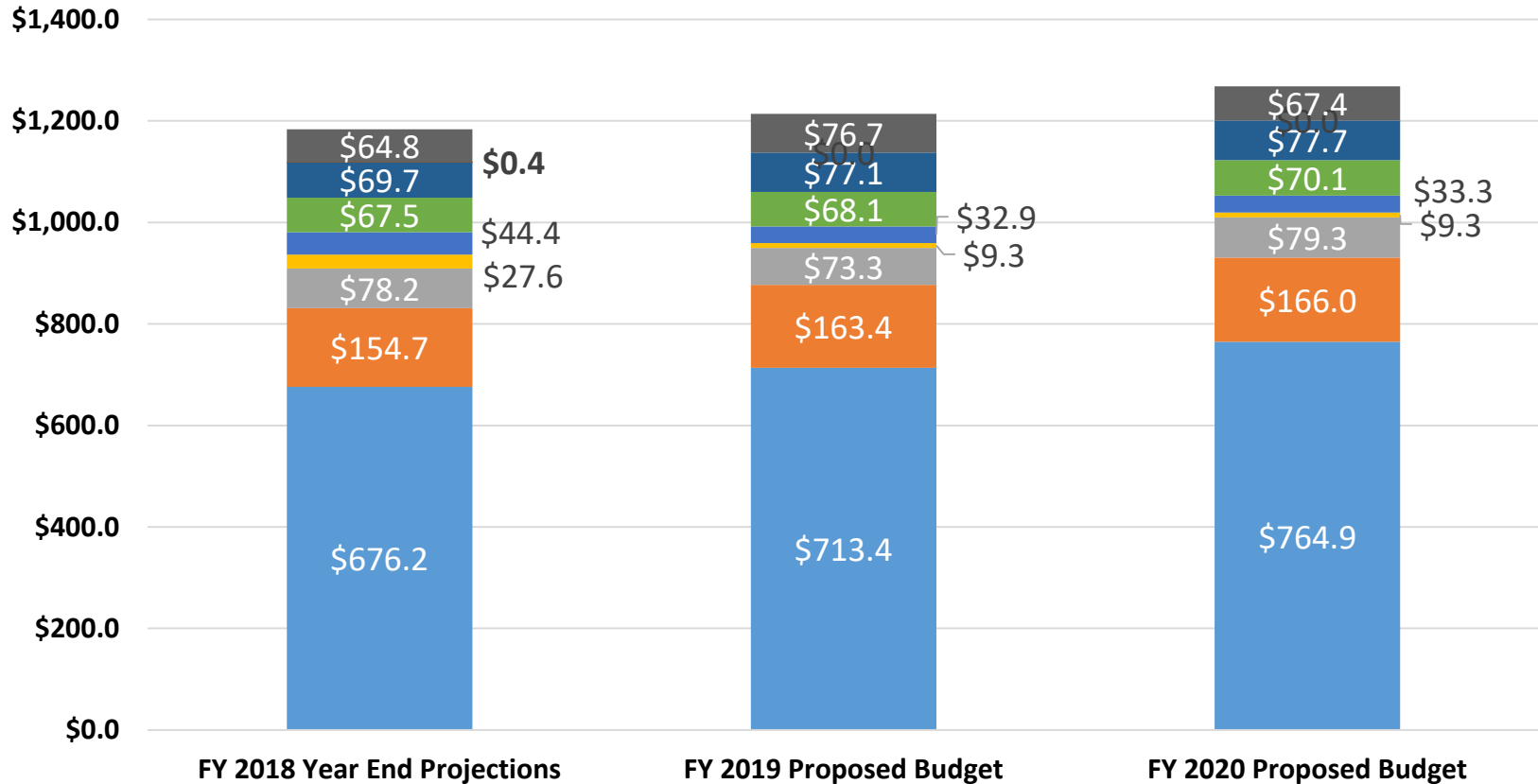
The SFMTA maintains the highest credit rating of any transit agency in the United States

Operating Revenue



- Parking and Traffic Fees & Fines
- General Fund Transfer
- Transit Fares
- Operating Grants
- Other (Advertising, Interest and Service Fees)
- Use of Available Fund Balance
- Taxi Services
- Capital Projects

Operating Expenditures



- Salaries and Benefits
- Materials and Supplies
- Rent and Building
- Services from City Departments
- Capital Projects

- Contracts and Other Services
- Equipment and Maintenance
- Insurance, Claims, Payments to Agencies and Other Items
- Use of Reserves

FY 19-23 CIP by Capital Program (\$M)

Capital Program (\$M)	FY19	FY20	FY21	FY22	FY23	2-Year Total	5-Year Total
Central Subway	\$43.0	\$41.0	\$0.0	\$0.0	\$0.0	\$84.0	\$84.0
Facility	\$32.2	\$53.5	\$93.6	\$28.1	\$21.0	\$85.7	\$228.3
Fleet	\$184.4	\$98.8	\$145.9	\$216.5	\$253.0	\$283.2	\$898.6
Others	\$6.9	\$10.5	\$8.4	\$8.3	\$6.7	\$17.4	\$40.8
Parking	\$0.9	\$0.0	\$0.0	\$0.0	\$0.0	\$0.9	\$0.9
Signals	\$6.6	\$27.9	\$16.7	\$5.5	\$4.4	\$34.5	\$61.1
Streets	\$40.6	\$54.2	\$105.8	\$42.4	\$32.1	\$94.8	\$275.2
Taxi	\$0.5	\$0.2	\$0.2	\$0.2	\$0.2	\$0.7	\$1.3
Transit Fixed Guideway	\$57.6	\$59.5	\$90.6	\$82.3	\$89.6	\$117.2	\$379.7
Transit Optimization	\$140.9	\$285.1	\$215.6	\$135.5	\$46.9	\$426.0	\$823.9
Total	\$513.5	\$630.8	\$676.8	\$518.7	\$453.9	\$1,144.3	\$2,793.8



Capital Budget



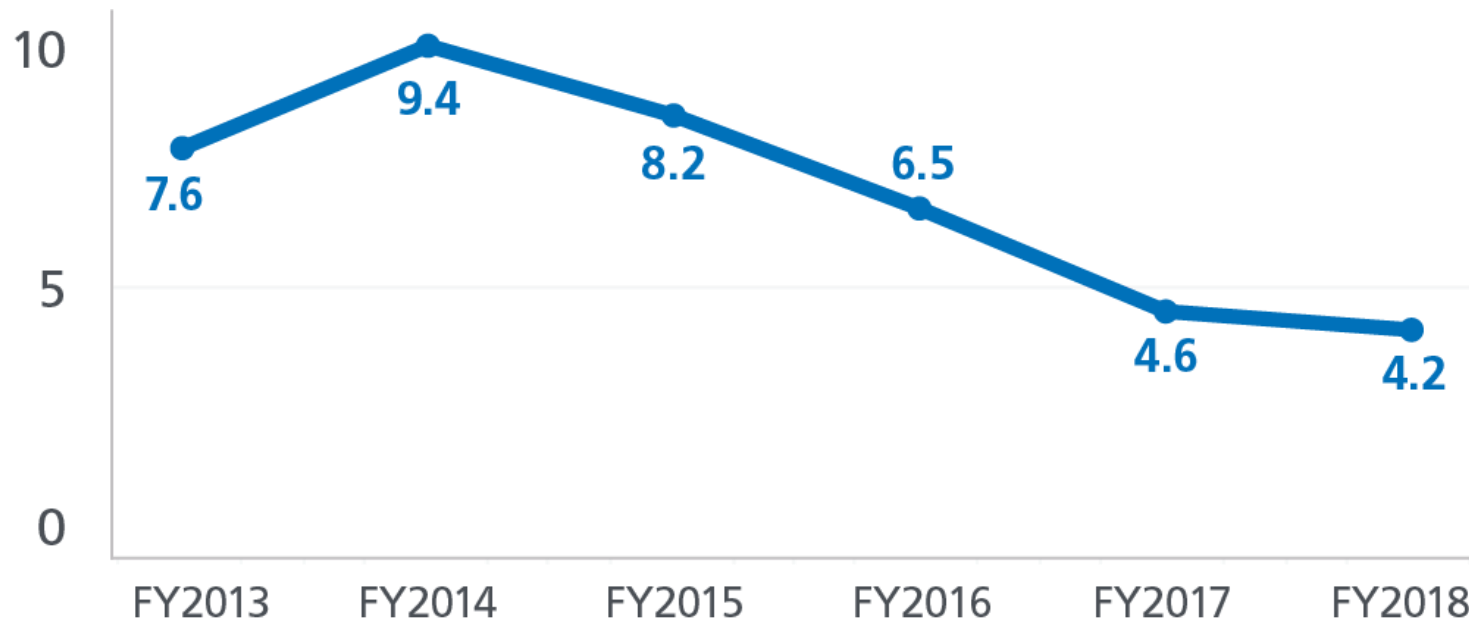
Thank You

An aerial photograph of a busy city intersection. The scene shows multiple lanes of traffic with cars, a tram, and pedestrians. A large white bus is visible in the lower left. The word "Appendix" is overlaid in large white text in the center. The background includes a building with a green awning, a parking lot, and a red-paved area with a yellow tram. Green bicycle lane markings are visible on the road.

Appendix

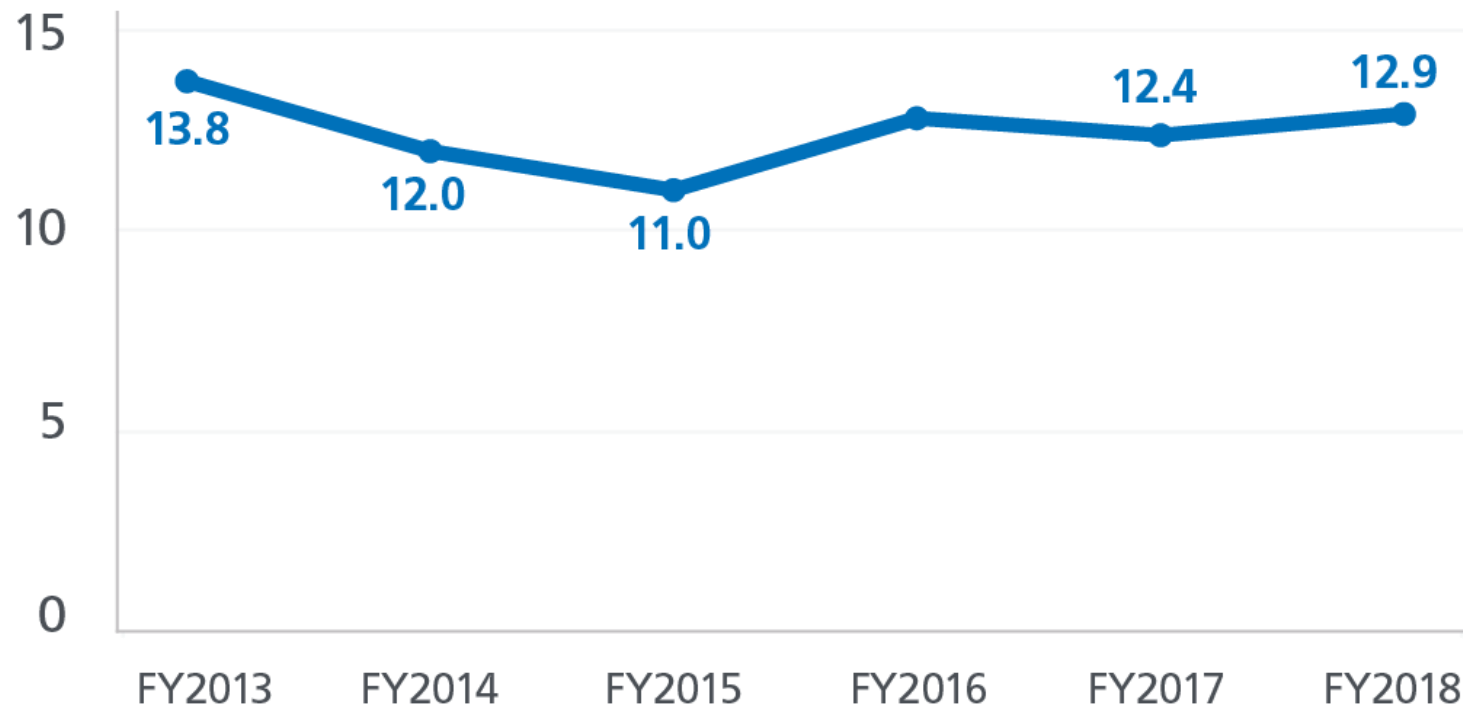
Goal One: 2018 Safety KPIs

Objective 1.1.1 Muni Security Incidents per 100k Miles



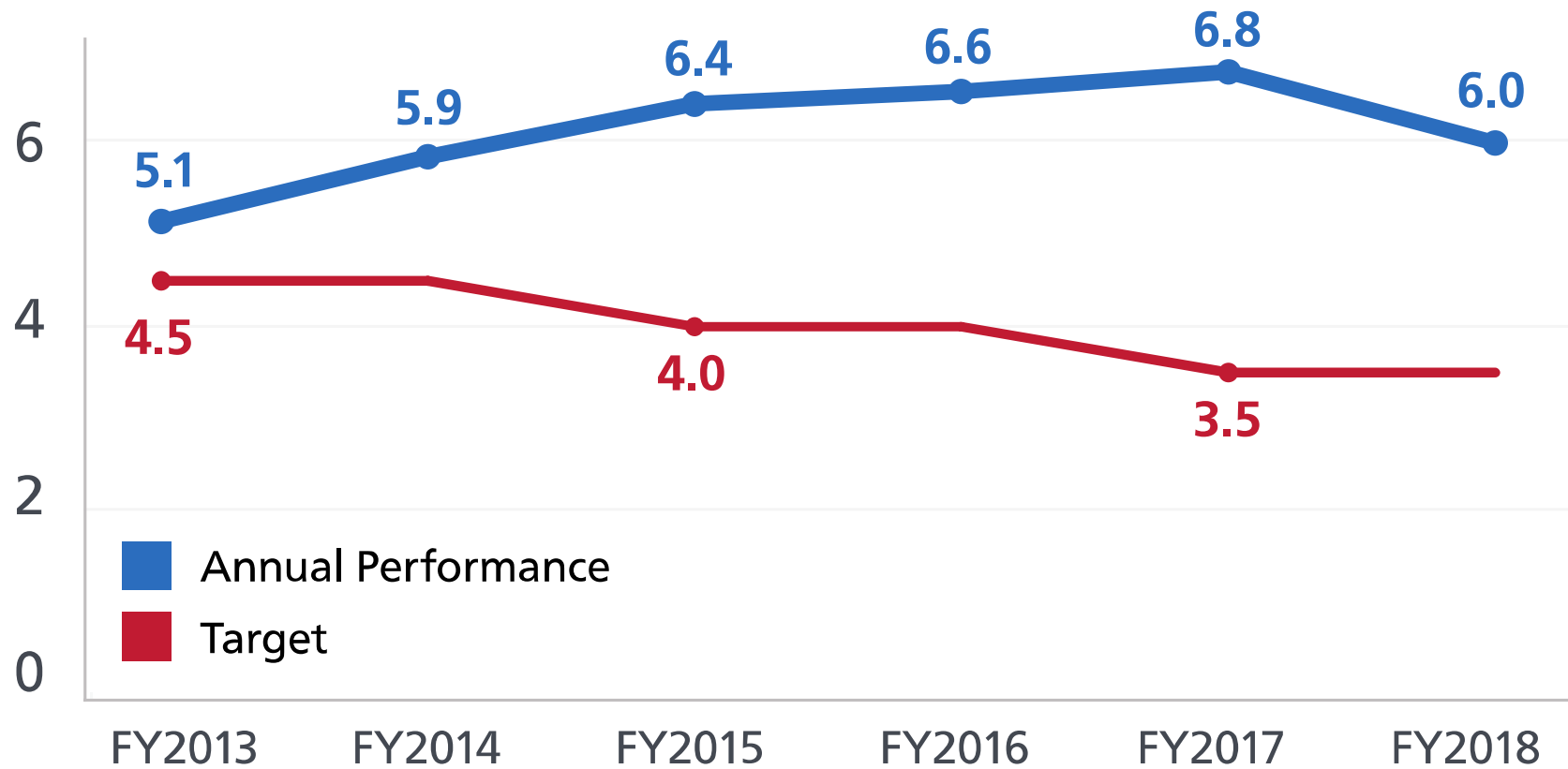
Goal One: 2018 Safety KPIs

Objective 1.2.1 Workplace Injuries per 200k Hours



Goal One: 2018 Safety KPIs

Objective 1.3.1 Muni Collisions per 100k Miles

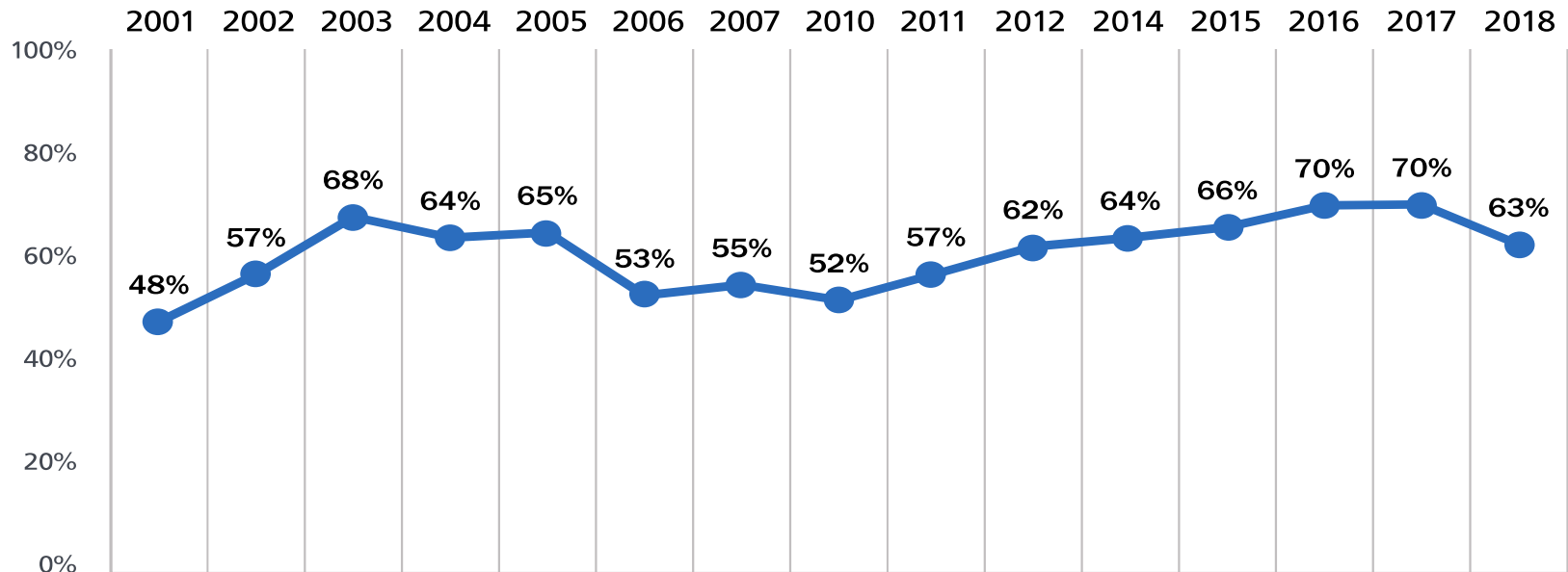


Goal Two: 2018 Travel Choices KPIs

Objective 2.1.1

Customer Rating: Muni Customer Rider Survey

Trending: Overall Rating of Muni Service
Excellent and Good Ratings Combined



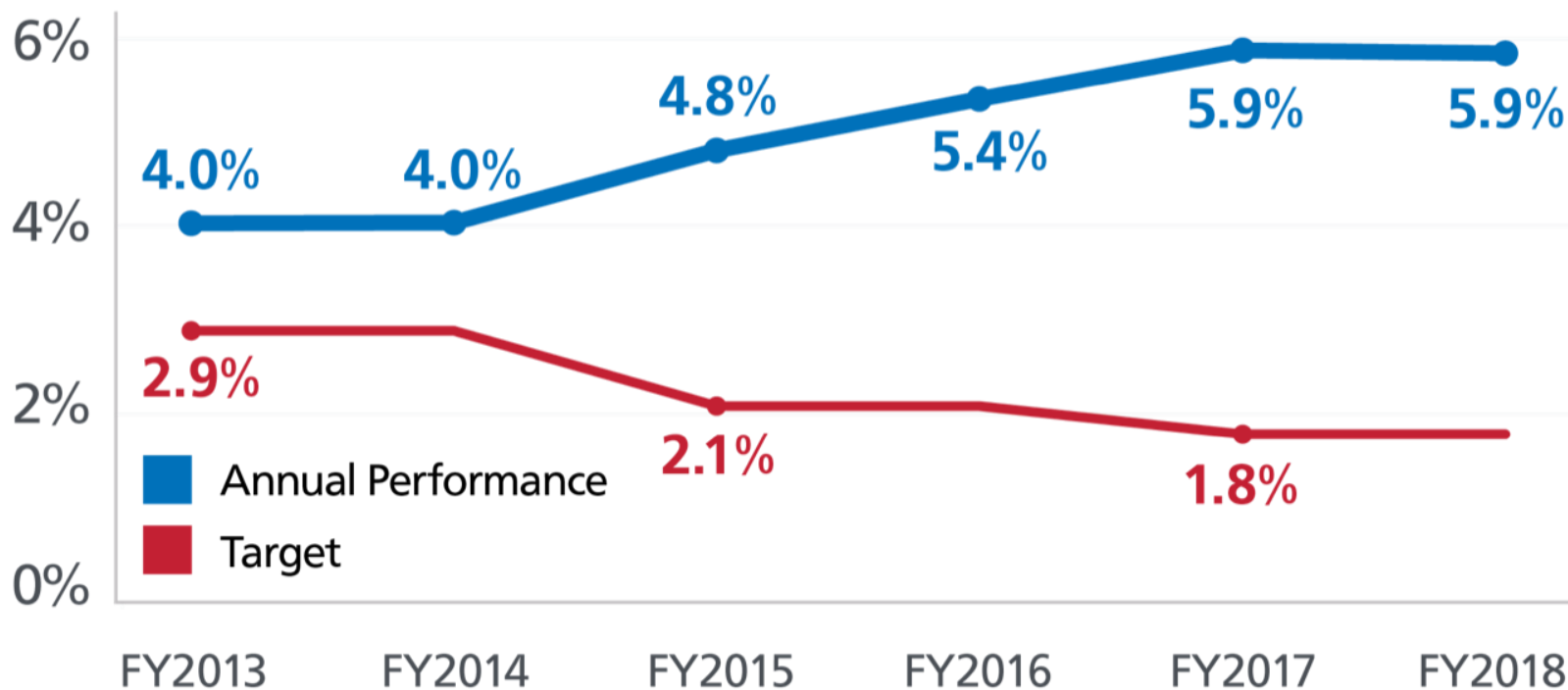
Important Note: Between 2001-2004, a 5 point scale was used: excellent, good, fair, poor and very poor. Since 2005, a four point scale has been used: excellent, good, fair, and poor.

Base: 2018 Total (n=609)

Goal Two: 2018 Travel Choices KPIs

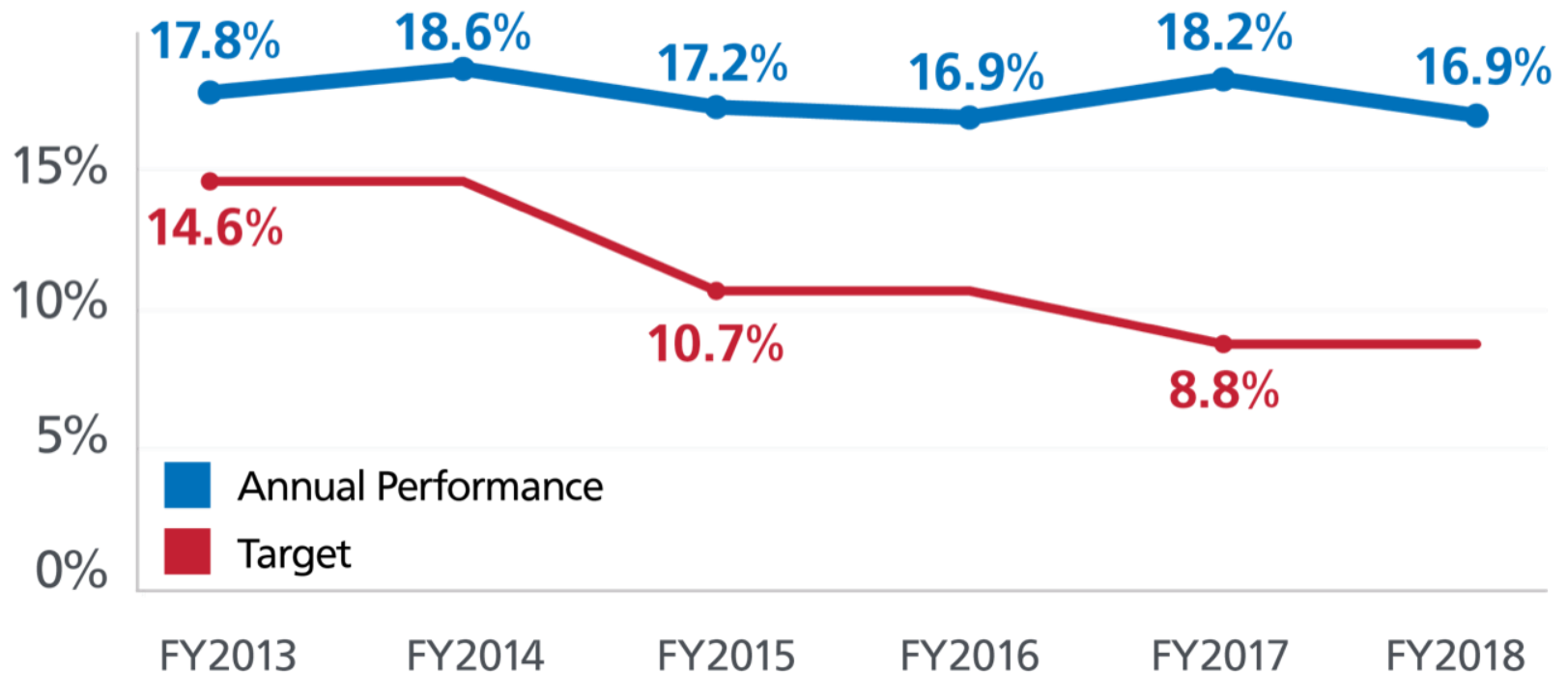
Objective 2.2.1

Percent of Transit Trips with Bunches on Rapid Network



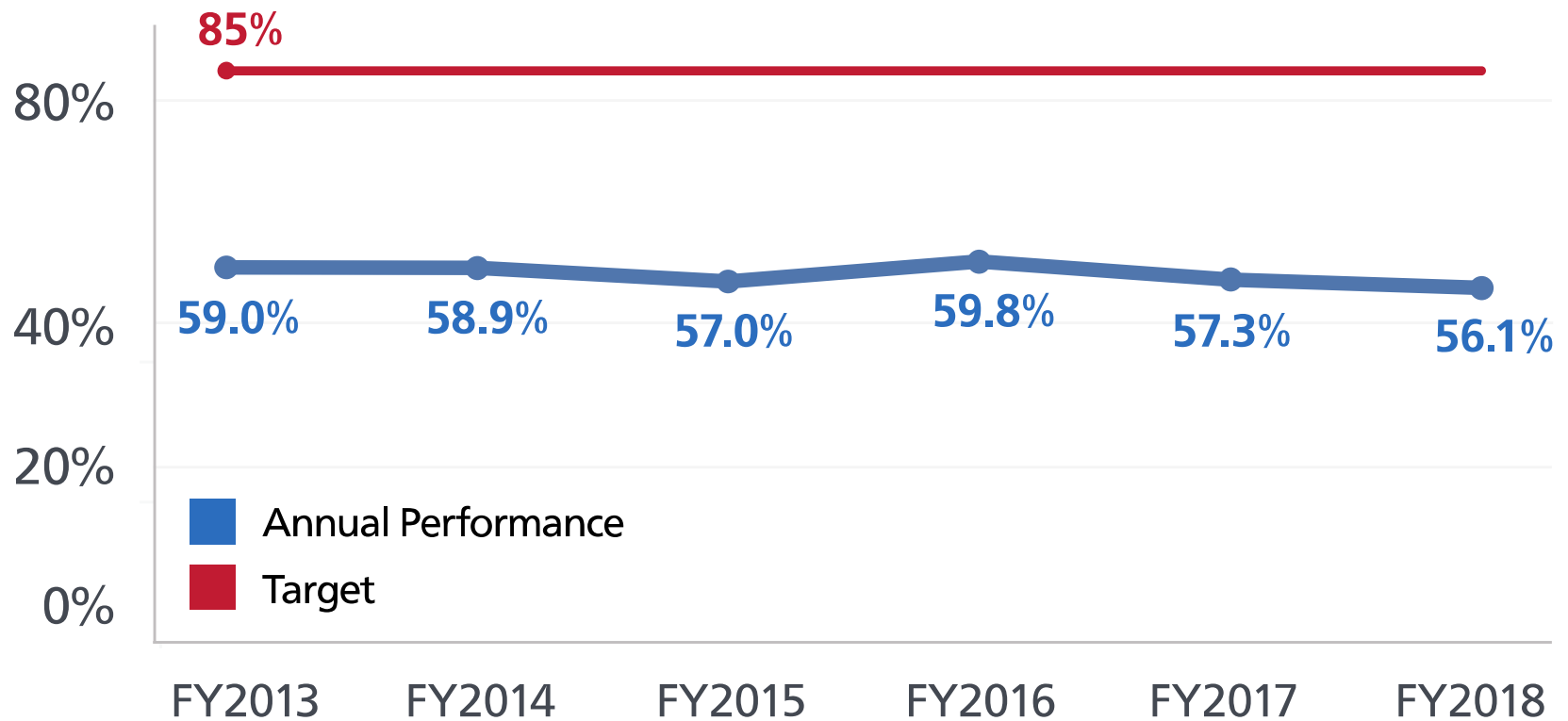
Goal Two: 2018 Travel Choices KPIs

Objective 2.2.1 Percent of Transit Trips with Gaps on Rapid Network



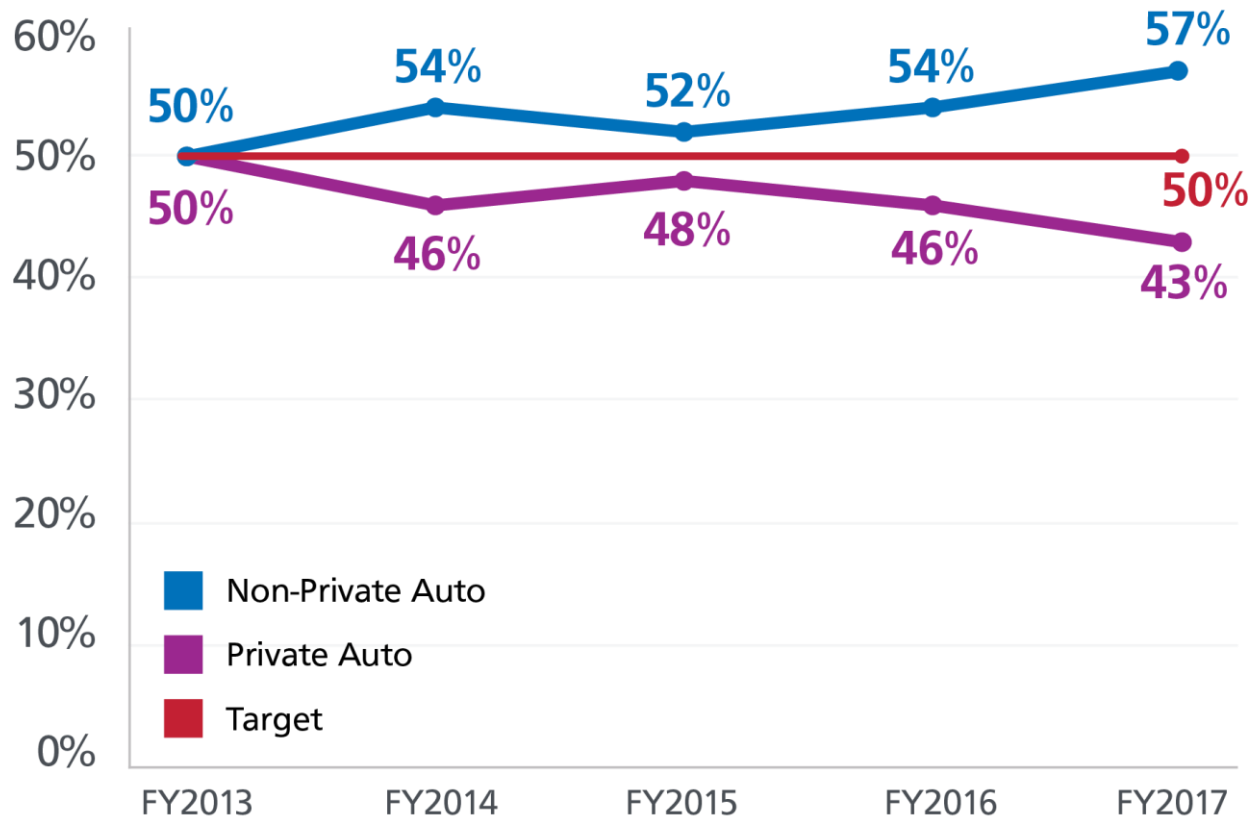
Goal Two: 2018 Travel Choices KPIs

Objective 2.2.2 On-Time Performance



Goal Two: 2018 Travel Choices KPIs

Objective 2.3.1 Non-Private Auto Mode Share

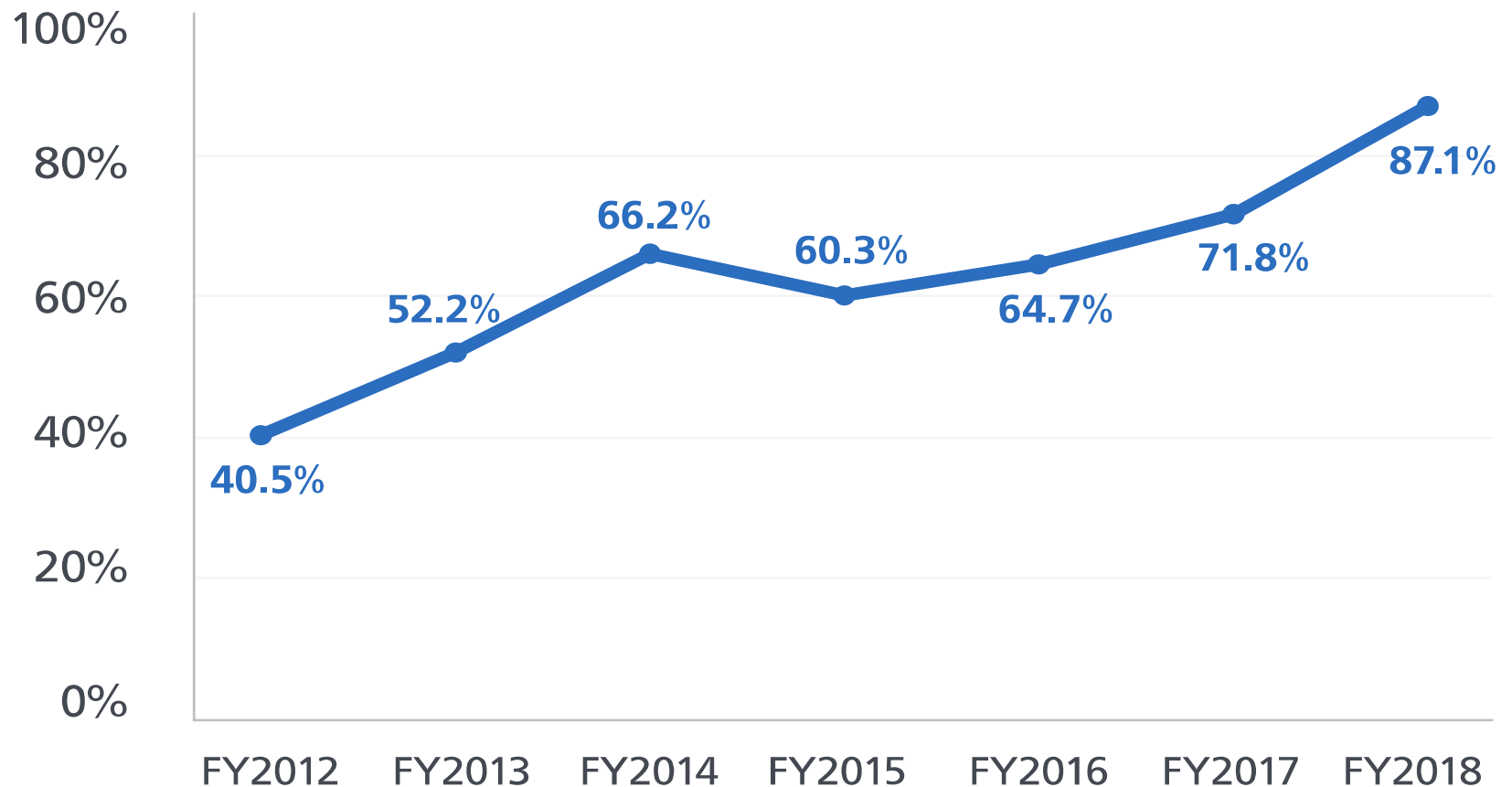


2017 data. Due to changes in fielding this survey, this 2018 data is not available.

Goal Two: 2018 Travel Choices KPIs

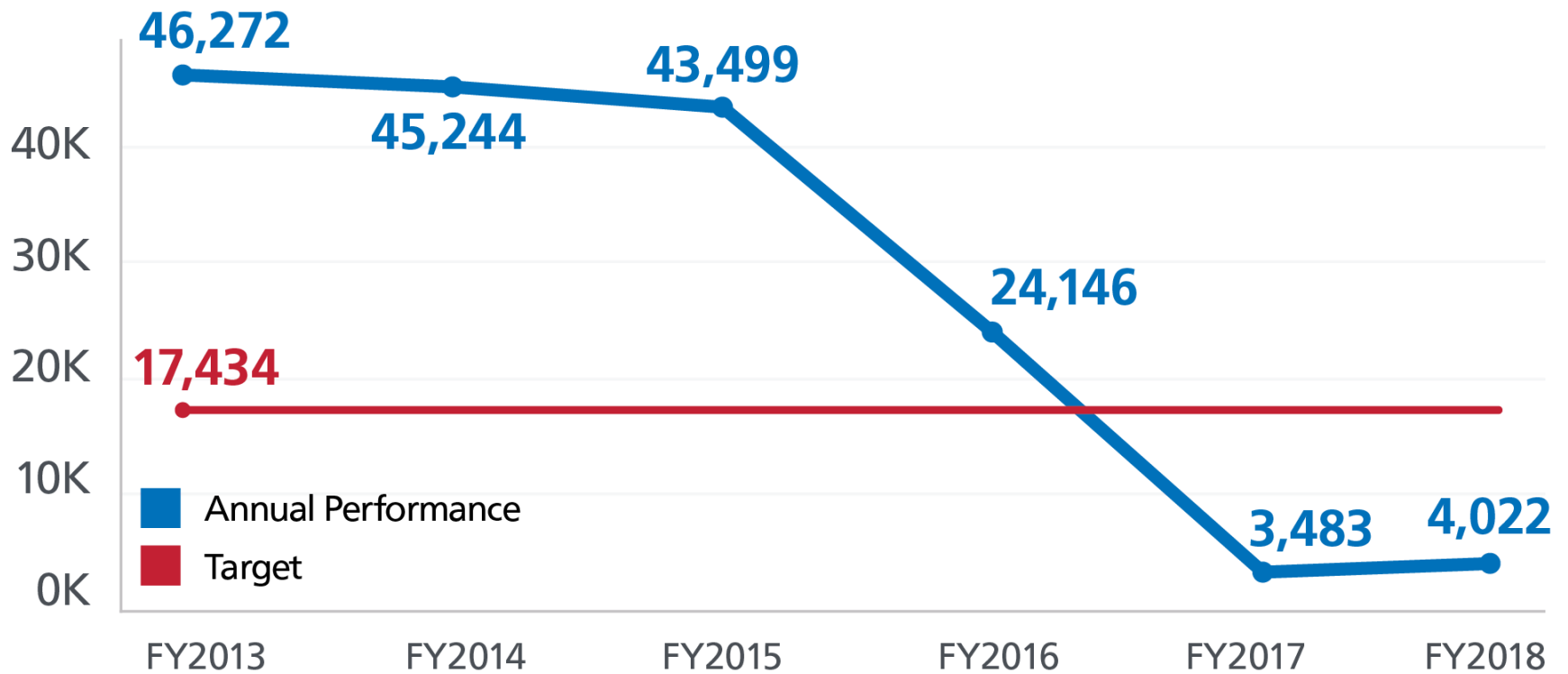
Objective 2.4

Percent of SFpark Spaces with No Rate Change



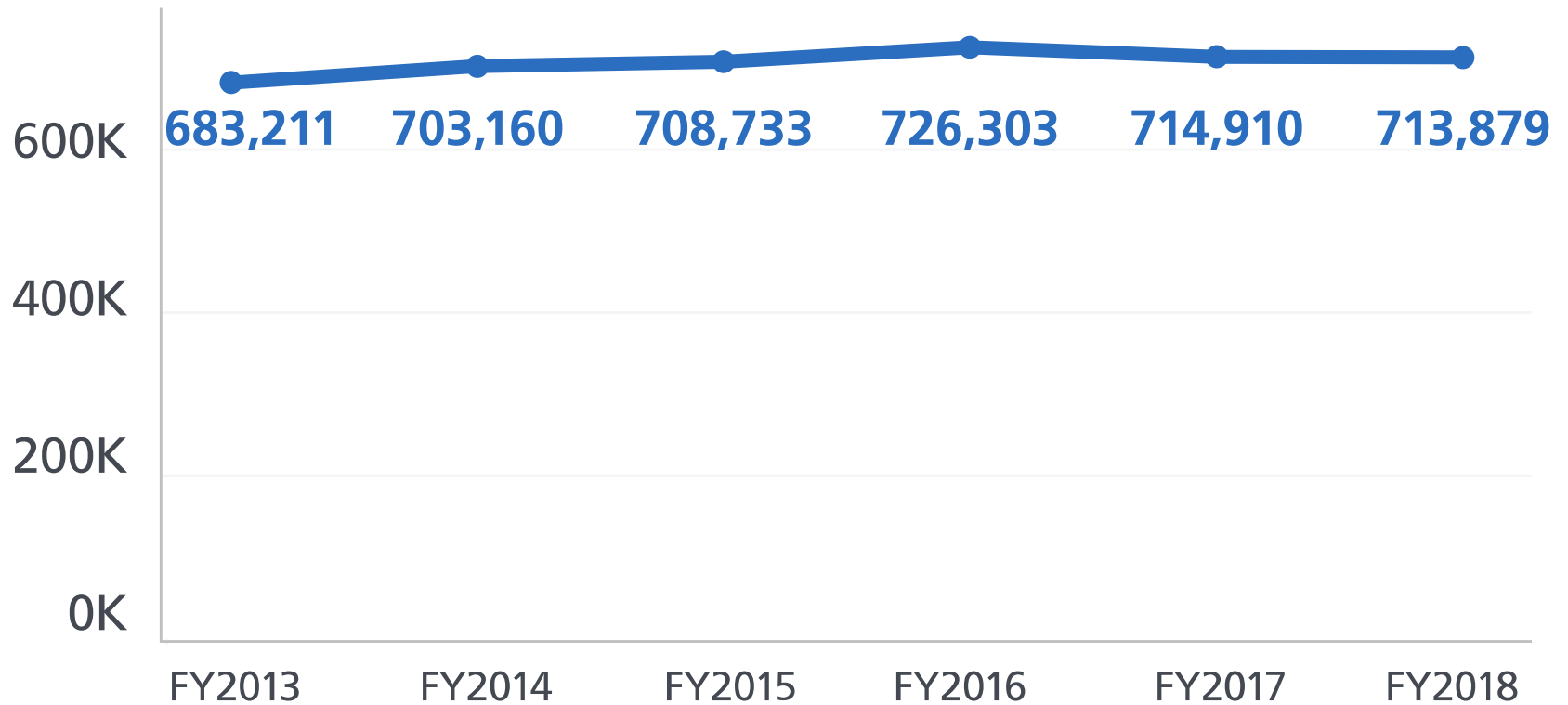
Goal Three: 2018 Quality of Life KPIs

Objective 3.1.1 SFMTA CO2 Emissions (mt)



Goal Three: 2018 Quality of Life KPIs

Objective 3.2.1 Muni Average Weekday Boardings



Goal Three: 2018 Quality of Life KPIs

Objective 3.3.1

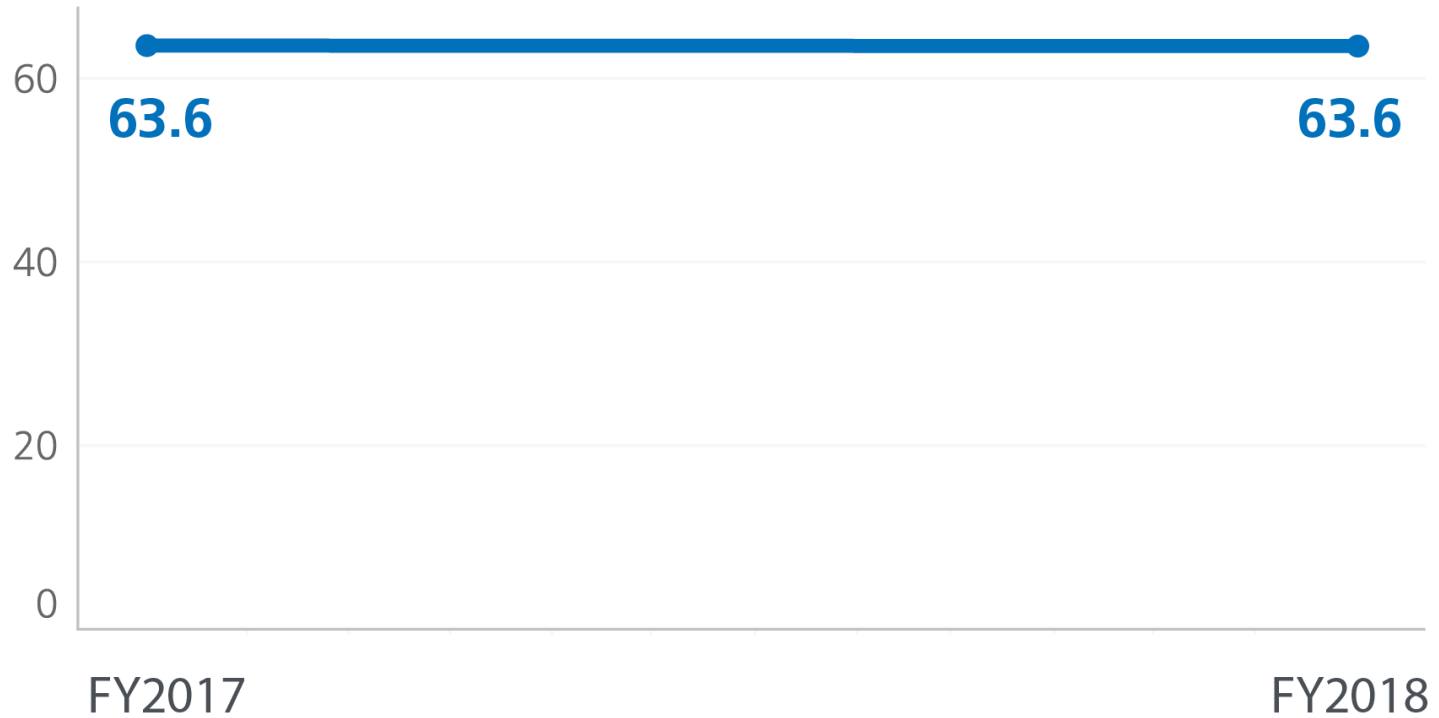
Percentage of All Capital Projects Delivered On-Budget by Phase



2017 data. Due to changes in fielding this survey, this 2018 data is not yet available.

Goal Three: 2018 Quality of Life KPIs

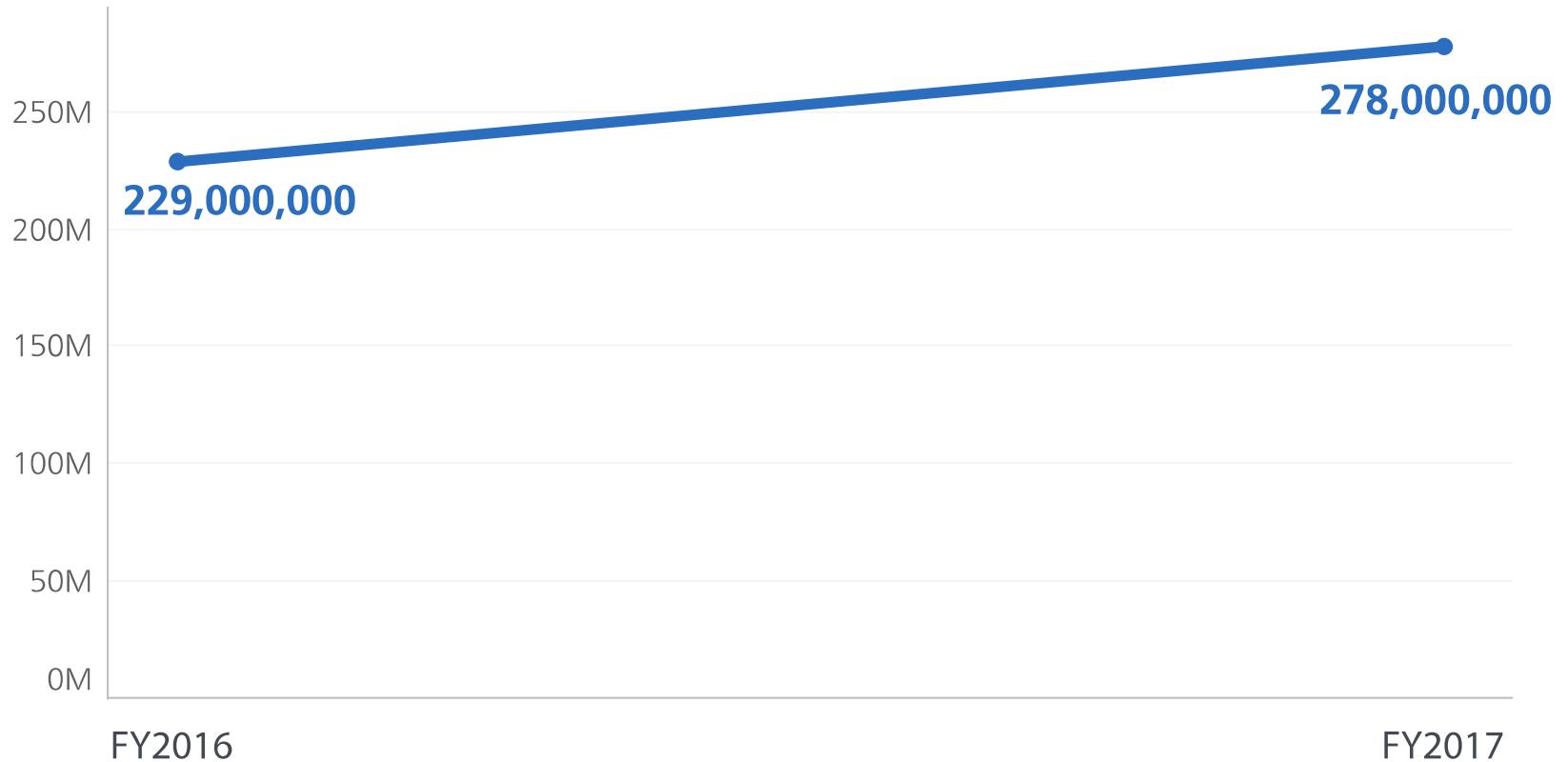
Objective 3.4.1 Passengers per Revenue Hour



Goal Three: 2018 Quality of Life KPIs

Objective 3.5.1

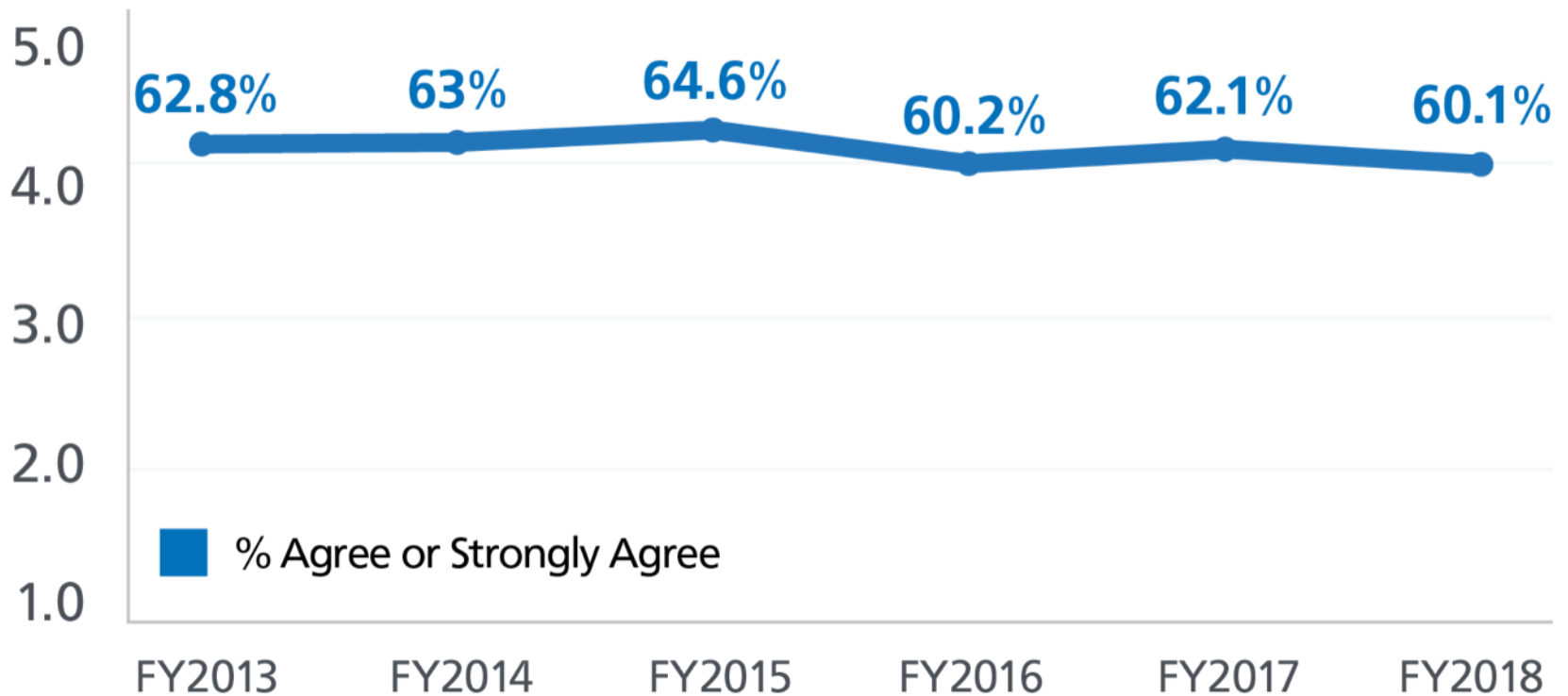
State of Good Repair Capital Budget Deficit



2017 data. Due to changes in fielding this survey, this 2018 data is not yet available.

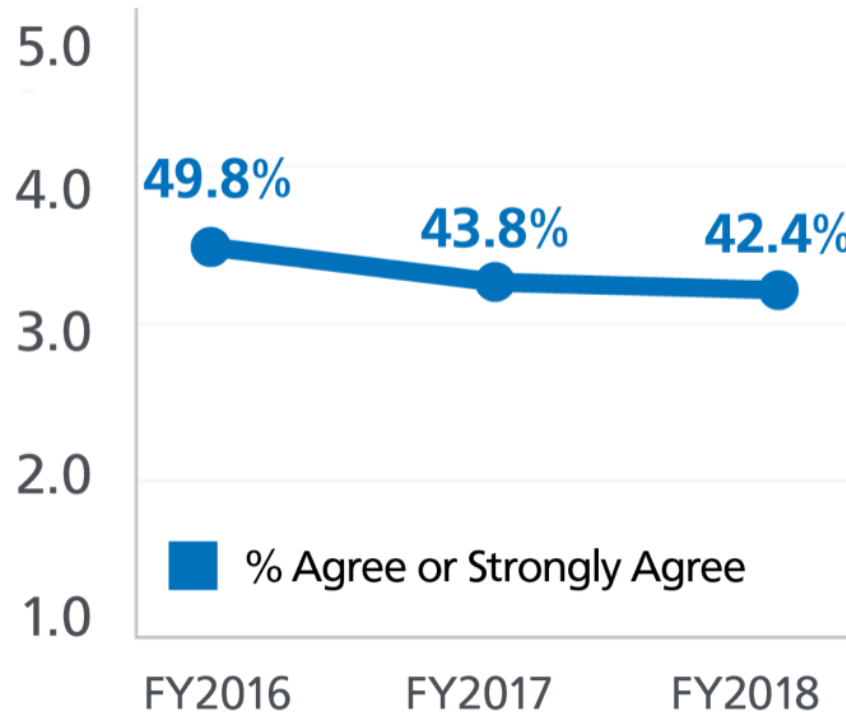
Goal Four: 2018 Service KPIs

Objective 4.1.1: Employee Rating: Information Needed to do Job



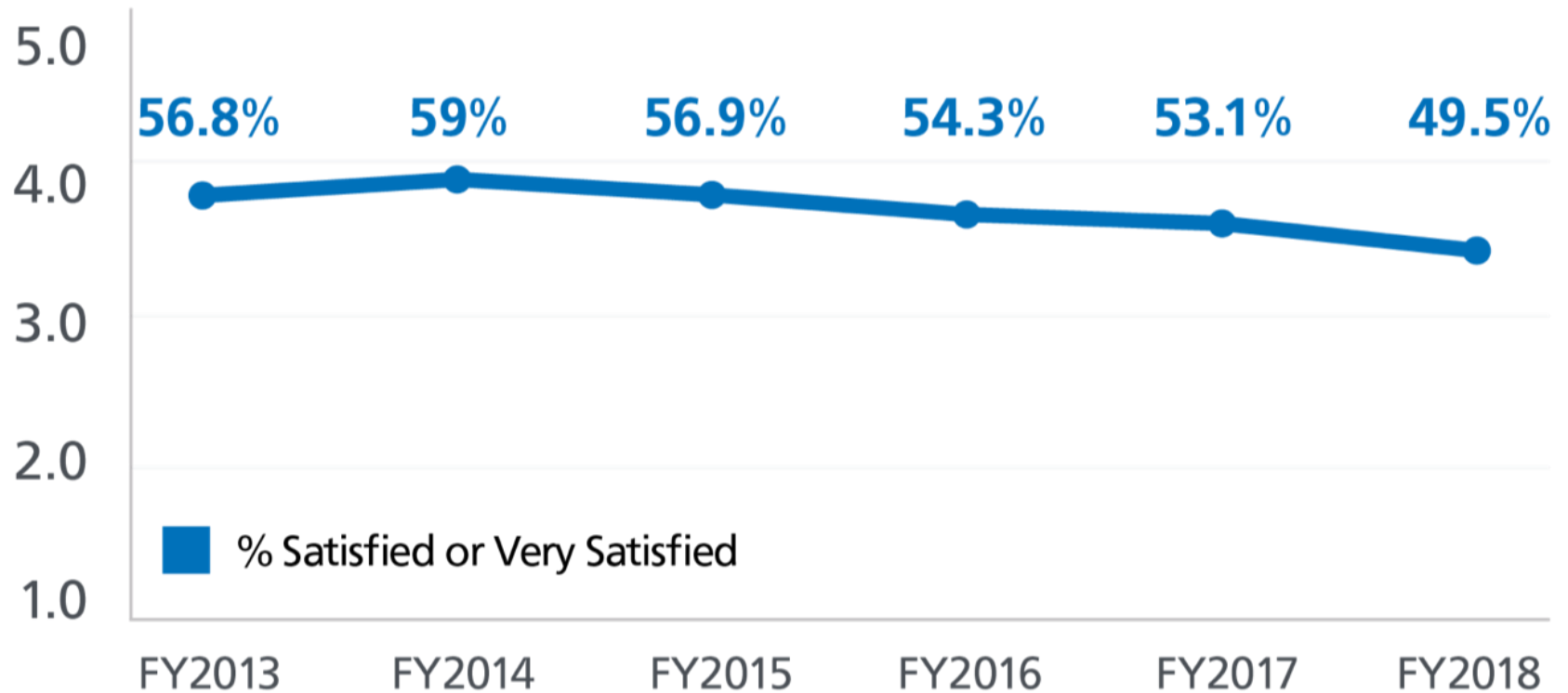
Goal Four: 2018 Service KPIs

Objective 4.2.1: Employee Rating: Agency Communicates Clearly



Goal Four: 2018 Service KPIs

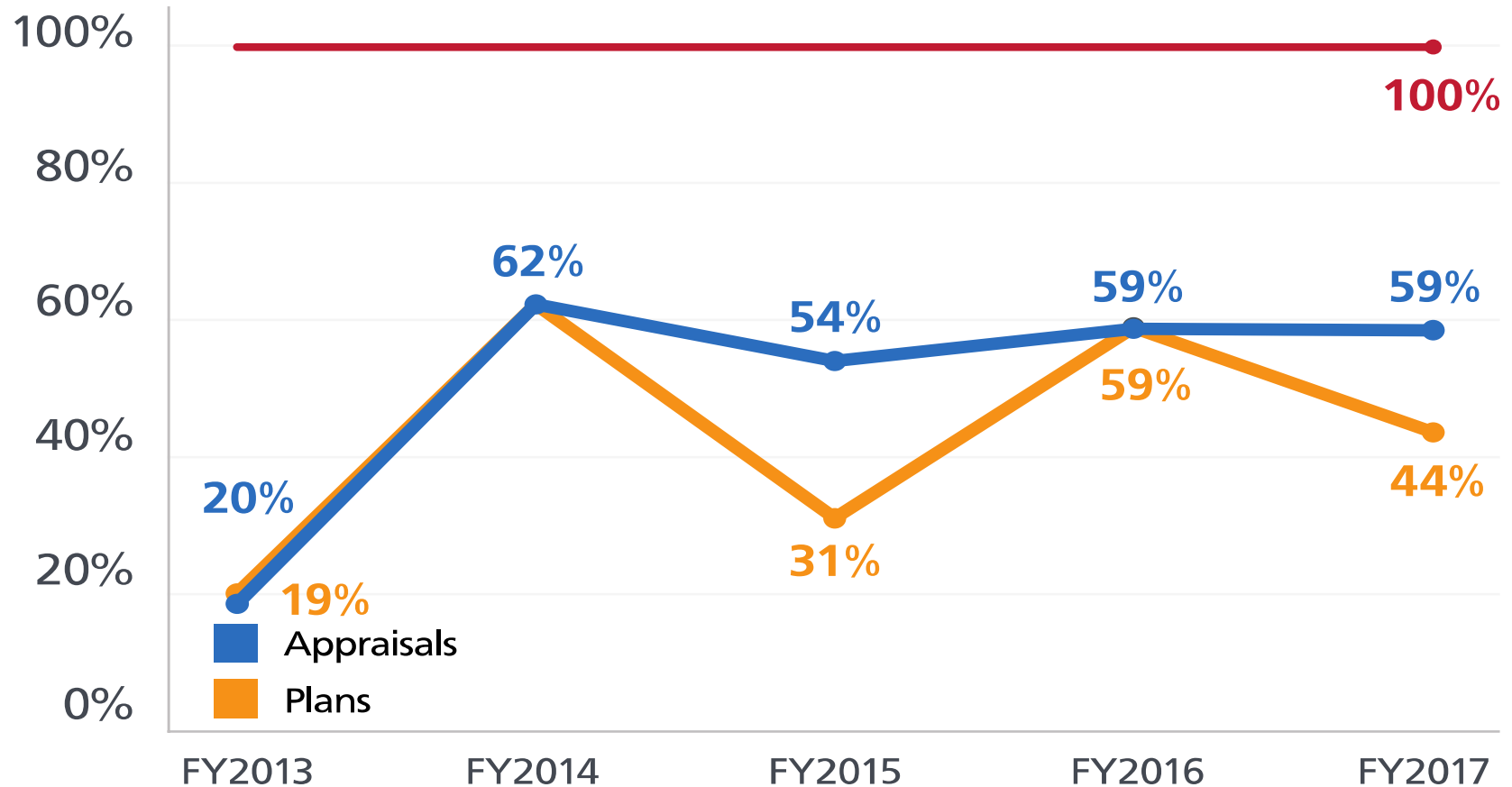
Objective 4.2.1: Employee Rating: Overall Employee Satisfaction



Goal Four: 2018 Service KPIs

Objective 4.3.1

Performance Plan, Appraisal Completion

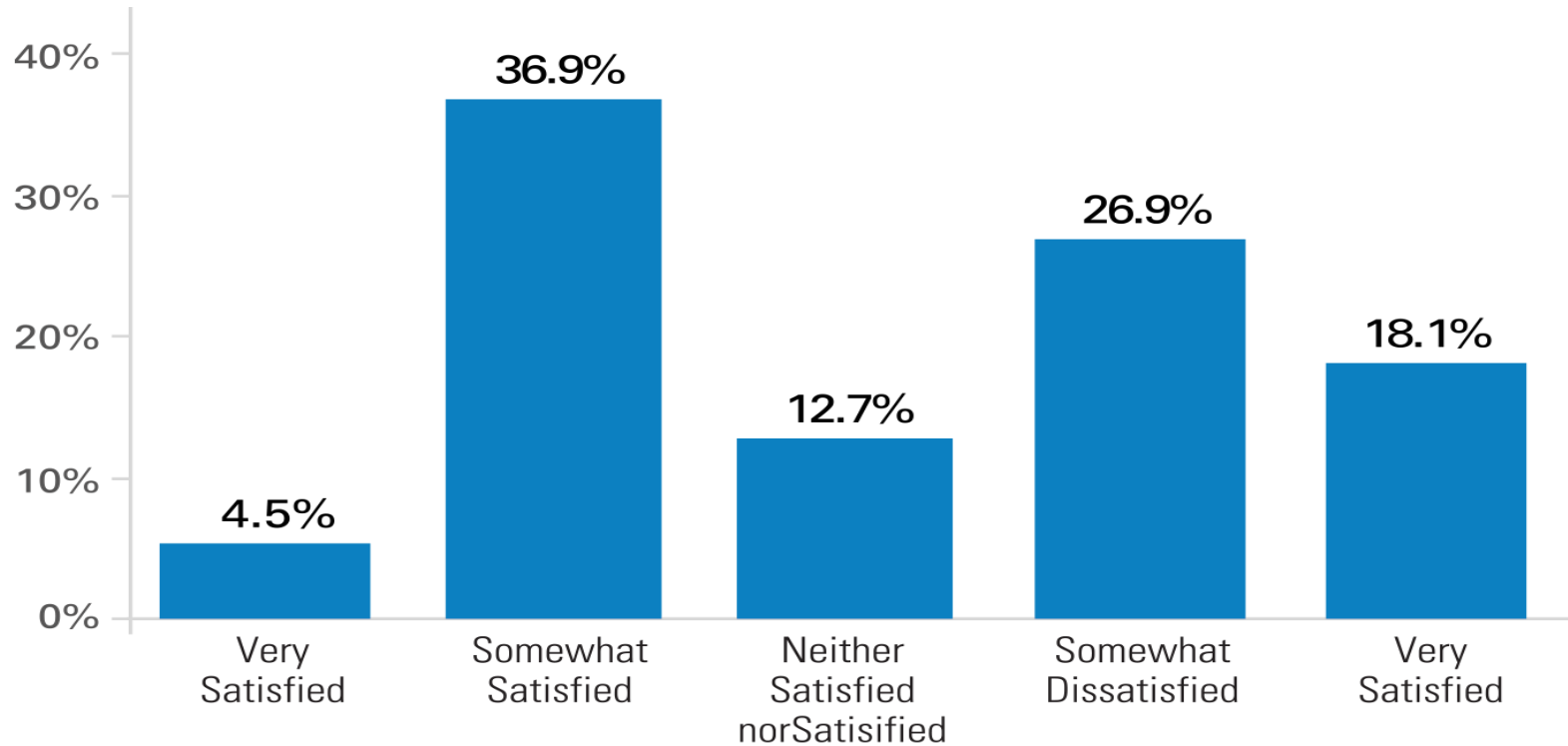


2017 data. Due to changes in fielding this survey, this 2018 data is not yet available.

Goal Four: 2018 Service KPIs

Objective 4.4.1

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



2017 data. Due to changes in fielding this survey, new data is not available.