

**Presentation to
The SFMTA Board of Directors
Transit Effectiveness Project
Implementation Update**

TEP Background

- First comprehensive evaluation of Muni system in a generation
- Partnership between the SFMTA and Controller's Office
- Objectives:
 - Make Muni service more reliable, convenient and attractive
 - Contribute to the SFMTA's long-term financial stability
 - Develop roadmap to transform Muni service and better meet customer demand and employee needs



Transit Effectiveness Project

TEP Planning Phase Overview

- Market Research - assessed customer needs
- Service Review - examined Muni performance
- Operations Review - identified ways to improve Muni performance.
- Extensive Community Input
- SFMTA Board of Directors endorsed recommendations for environmental review in October 2008

TEP Planning Phase Findings

- Customers want Muni to be more *reliable, faster* and more *frequent*
- 15 busiest corridors account for 75 percent of Muni boardings
- Vast majority of customers would benefit from shifting resources from very low ridership routes to most crowded routes
- Changing SF travel patterns requires better connections between existing and emerging neighborhoods
- Better connections to regional transit would reduce private vehicle trips by residents with jobs outside of City
- Slow travel times frustrate customers and increase Muni costs

TEP Recommendations

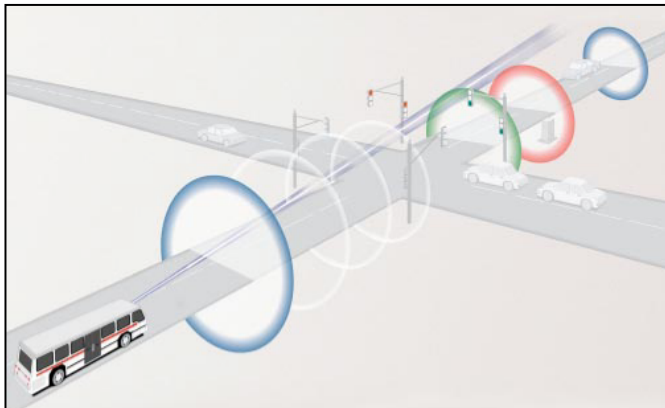
- ***Reliability Improvements***
 - Accurate schedules, improved operator and vehicle availability, better street supervision, enhanced line management, congestion management
- ***Travel Time Improvements***
 - Physical elements: Stop consolidation, transit signal priority, transit-only lanes, bus bulbs
 - Policy guidance: Stop spacing, rear-door boarding, off-vehicle fare collection
- ***Route Updates***
 - Route and schedule changes that follow a route structure categorized by Rapid Network, Local Network, Community Connectors and Specialized Services

TEP Progress – Service Changes

- December 2009, May 2010 and September 2010 changes all built on data-based approach developed from TEP
- December 2009 Service Changes
 - Combined service reductions and enhancements to better use limited resources
 - Improved reliability by adjusting 60 percent of weekday schedules
 - Discontinued routes and route segments with a high cost per customer
 - Added service to crowded routes and expanded limited-stop service
 - Implemented numerous route changes recommended by TEP

TEP Progress – Travel Time

- TTRP = Travel Time Reduction Projects
 - Concepts developed for TEP Rapid Network
 - Elements include stop consolidation, transit signal priority, bus bulbs, new traffic signals
 - Transit signal priority being incorporated into radio replacement project



TEP Progress – Reliability

- Service reliability
 - Line management center
- Workforce Planning
 - Absenteeism policy
 - Schedule efficiencies
- Vehicle Maintenance
 - \$7 million component rehab program
- Infrastructure
 - St. Francis Circle project
- Congestion management
 - Van Ness Avenue BRT planning
 - SFpark program

TEP Progress – Stop Inventory

- Surveyed Muni's ~4,000 transit stops
- Data will prioritize customer amenity investments and accessibility improvements



TEP Implementation Plan

- Phasing strategy for route changes, travel time improvements, other capital projects
- Estimated \$170 million in capital investment
- Established organizational readiness for implementation
- \$4.9 million FTA funding secured for planning, design and environmental activities

Next Steps

- Continue work on reliability initiatives, such as operator hires and schedule adjustments
- Review existing stop spacing and all-door boarding policies and implement pilot projects to evaluate changes
- Implement Environmental analysis
- Develop detailed design of travel time improvements and other needed capital improvements
- Frame service restoration task force recommendations