

FY 2009-2010 Operating Budget May 01 Service Modifications



02 | 26 | 2010 | SAN FRANCISCO, CALIFORNIA

Muni Overview

- SFMTA operates over 3 million service hours annually
- 5 distinct transit modes (bus, trolley, cable car, light rail, historic streetcar)
- 710,000 daily boardings
225 million annually
- 4th highest usage in the nation (passengers per capita)



Muni Service Design

- Designed for connectivity
 - Most residents within $\frac{1}{4}$ mile of service
 - Most destinations reachable with one transfer or less
- Approximately 75 percent of boardings on busiest 15 corridors
- Service decisions designed to maximize cost effectiveness and improve customer experience
- Service decisions based on data analysis and extensive community input



Muni Operating Challenges

- Exclusively serves dense urban area
- Service is combination of many modes, but primarily operating on-street in mixed flow, even in high-demand corridors
- Very dense coverage with frequent stops
- Primarily short-distance trips; many ons/off
- High all-day demand (not a commute system)

December 5 Changes

- Built on data-based approach developed from TEP
- Combined service reductions and enhancements to improve service
 - 60% of weekday schedules adjusted to improve reliability
 - Routes and route segments with a high cost per rider discontinued
 - Service added to crowded routes and limited-stop service expanded
- Delivered with agency-wide transit ambassador program
- 6 month evaluation underway



Process for Modifying Service

- Initial proposals developed in January 2010
 - Presented at SFMTA Board meeting and Town Halls
 - Posted at www.sfmta.com for comment
- Over 1,200 comments received
- Final recommendations include changes based on additional data analysis and community input
- Changes were resource neutral – modifications still represent about 10% of service hours



Service Modifications

- Transit demand remains high, but resources have dropped significantly (e.g., decline state assistance)
- Internal and external steps already taken to control costs and maximize revenue:
 - Transit service restructuring
 - Fare increases
 - Position eliminations and staff layoffs
 - Overtime reductions
- Transit modifications needed to align service with available resources and promote service reliability

Service Modification Approach

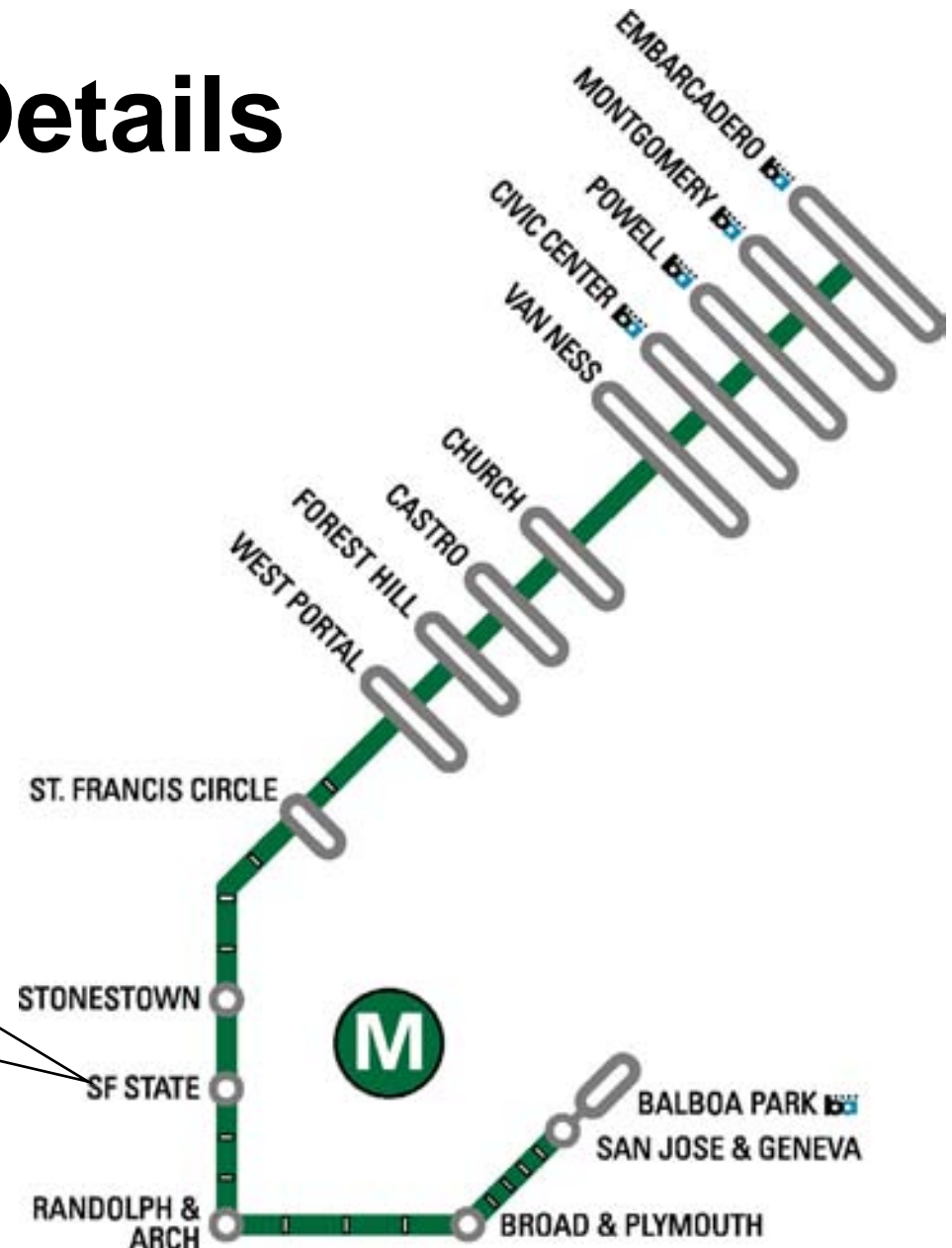
- 10% reduction of service hours (~313,000 hours annually)
 - \$4.8 million saved in FY10 (\$28.5 million annually)
- Changes to frequencies and hours of service
 - No routes or route segments will be eliminated and no major parking changes needed
- Performance data analyzed by hour for every route
 - Especially maximum loads and boarding activity
- Qualitative analysis completed including review of wait times and Title VI (i.e., race/income neutral)
- Approach proportional for Weekday, Saturday and Sundays

Weekday Proposal Details

- Frequencies will be reduced throughout day
 - Busy routes reduced 1-3 min in AM/PM and midday
 - Lighter routes and evening service reduced up to 10 min
 - Peak period shortline on M Ocean View
 - Frequency reductions only considered on community routes if resources could be saved without going below 30 min headway
- Service hours will be reduced on some routes
 - Many local routes will end 30 to 90 minutes earlier at night
 - Most community routes will end 1 to 2 hours earlier at night and start 60 to 90 minutes later in the morning
- Routes with no changes: 1AX/BX, 28L, 30X, 31AX/BX, 38AX/BX, 38L, 41, 80X/81X/82X, Cable Cars

M Ocean View Details

Every other outbound M Line train switches back at 19th/Holloway during peak periods



Weekend Proposal Details

- Frequencies will be reduced throughout day
- Service hours will be reduced on some routes
 - Many local routes end 30 to 90 minutes earlier at night and some local routes begin 15 to 60 minutes later in the morning
 - Most community routes end 1 to 2 hours earlier at night and start 1 to 3 hours later in the morning

Owl Proposal Details

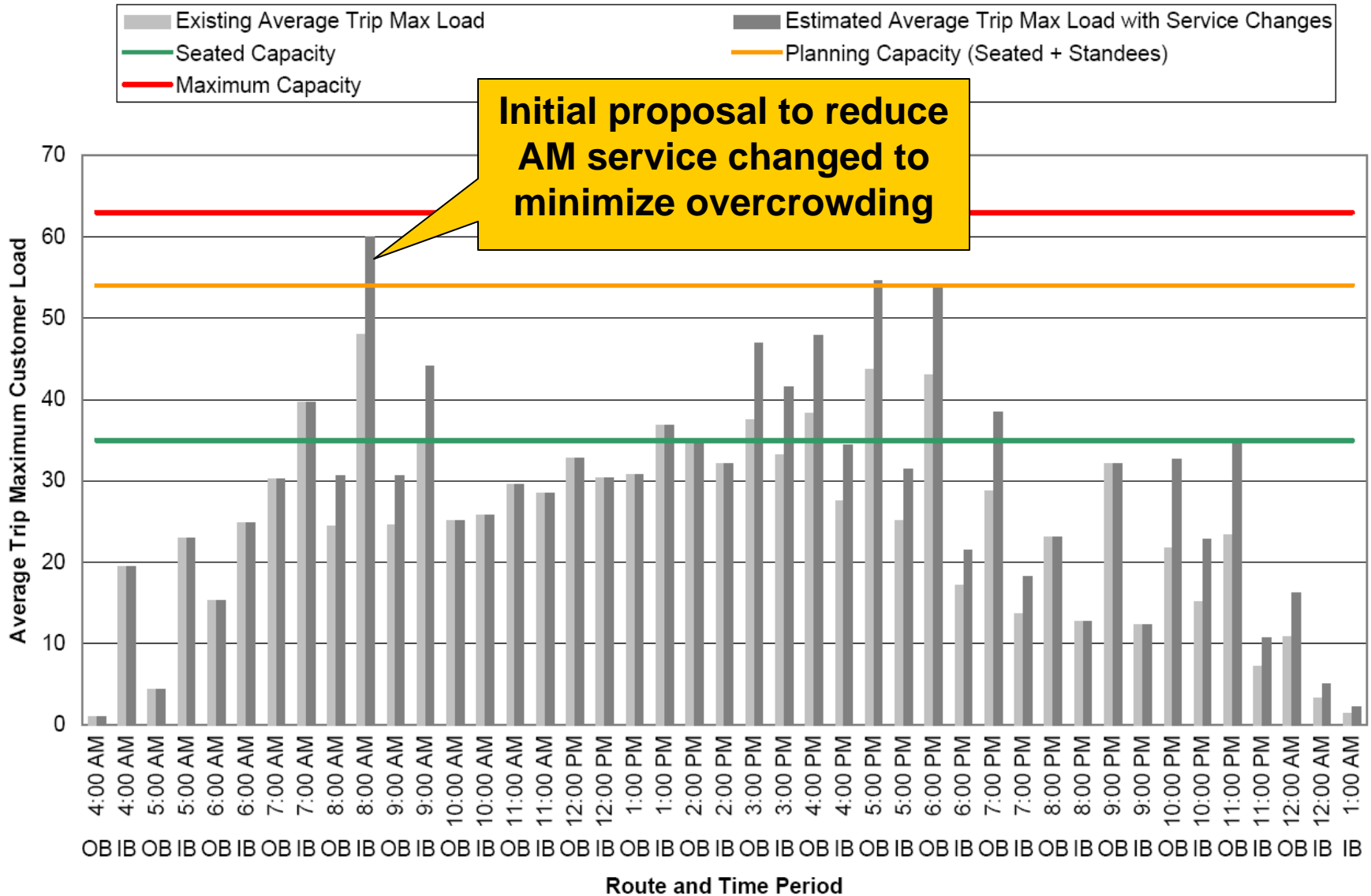
- Owl routes will be reduced to every 60 minutes
 - Currently operate every 30 min (108 Treasure Island operates every 45 min)
 - Owl hours are 1 to 5 a.m.
- Owl routes affected:
 - 5, 14, 22, 24, 38
 - 90, 91, L Owl, N Owl
- No changes to Route 108 (it is already a one bus route)



Changes since January 2010

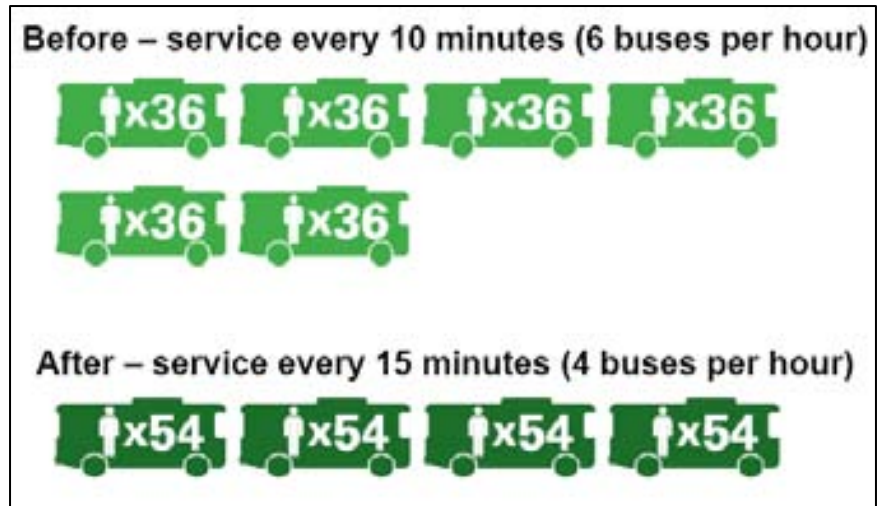
- Peak period M Ocean View service increased
 - Minimizes Muni Metro crowding
 - Reduces wait times between SFSU and Balboa Park
- Lifeline grant submitted for 108 Treasure Island
 - If received, no changes would be made to Route 108
- Frequencies were adjusted on various routes to minimize crowding

Example - Crowding Analysis for 31 Balboa



Actions to Minimize Customer Impacts

- Frequency reductions spread across system to distribute crowding
- Promote NextMuni and published schedules for trip planning
- Larger gaps in service minimized by filling service and proactively managing bus bunching



Next Steps

- SFMTA Board Action (February 26)
- Complete scheduling work (March)
- Operator sign up and training (April)
- Target implementation date (May 1)
- 6 month evaluation (November)