



SFMTA

DEC 5, 2023

San Francisco Municipal Transportation Agency

Senate Select Committee on Bay Area Public Transit

Jeffrey Tumlin, Director of Transportation

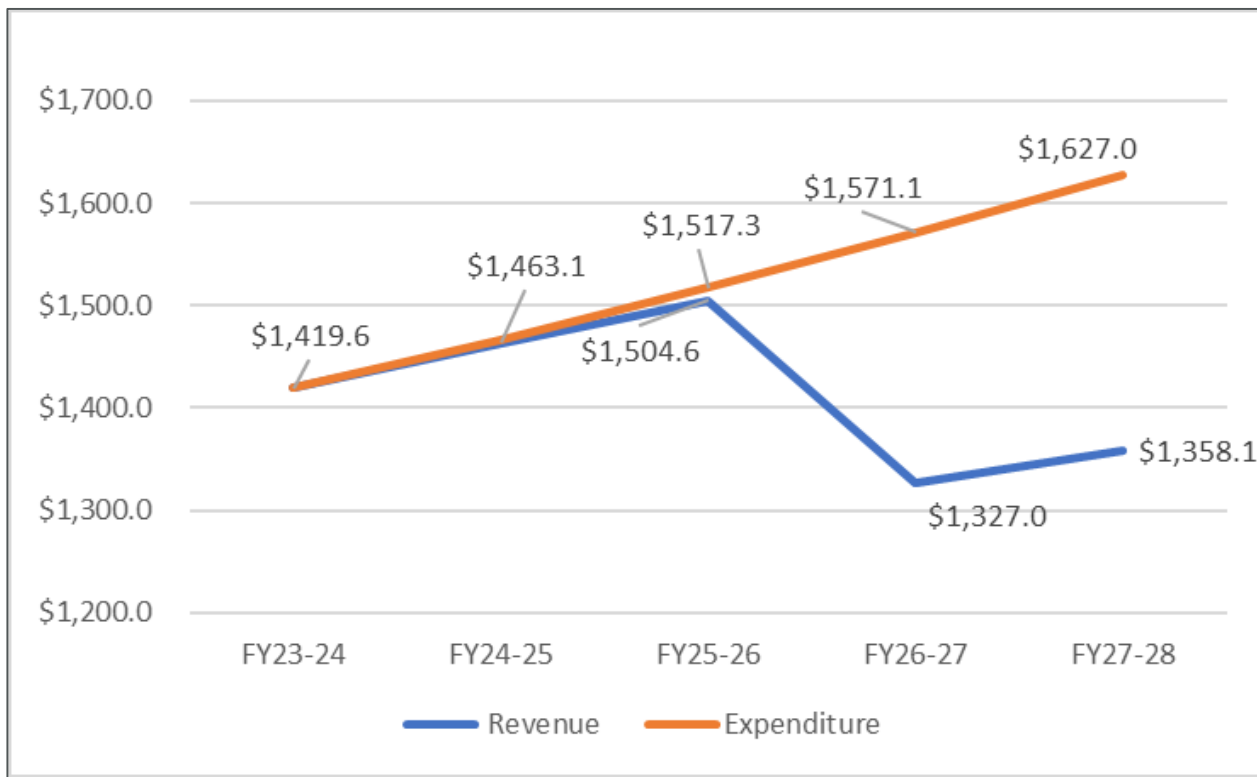
November 27, 2023

SFMTA FY22-23 Financial Summary

- Transit revenue was 56% lower than FY18-19
- Parking revenue was 12% lower than FY18-19
- Operating budget was primarily funded by the SF General Fund, operating grants and federal relief
- The cost to provide service continued to rise
- Federal relief allowed us to balance our budget
- Without federal relief, the SFMTA would have had a \$124.8M deficit
- We continue to limit Muni service changes to cost-neutral changes and to limit our hiring to key positions

5-Year Financial Outlook

State and regional relief funding buys us time to identify a long-term solution, which will be needed to avoid service cuts



In millions, figures are SFMTA wide



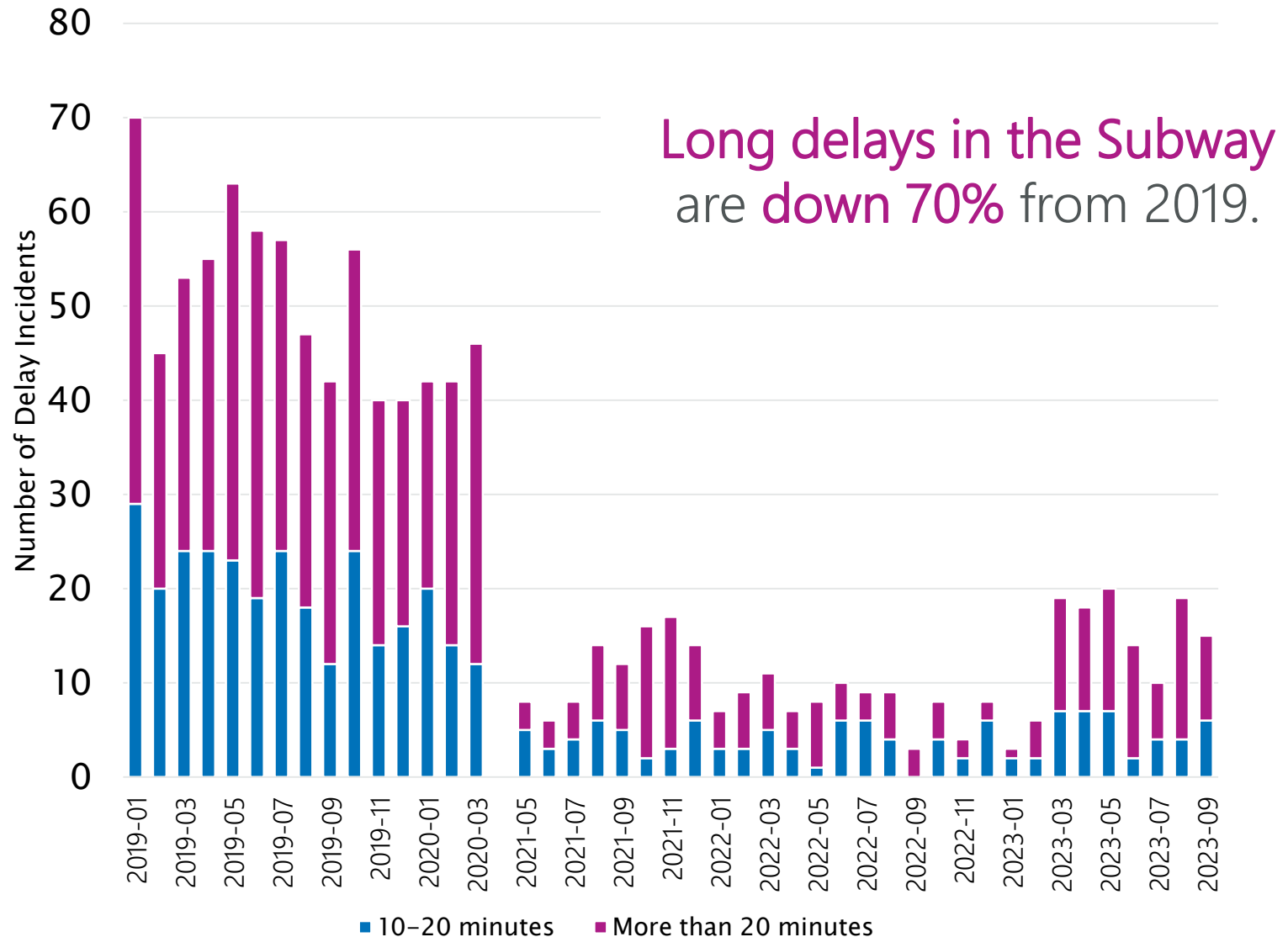
Focusing on Quality

for management of the system and deployment of resources has led to gains in performance and positive customer feedback.

Service is faster & more reliable than ever



Reduced major delays



Improving the customer experience



Prioritizing safety & security on Muni

Gender-based harassment and assault are unacceptable



El acoso y la agresión por motivos de género son inaceptables/基於性別的騷擾和攻擊不能接受/Hindi katanggap-tanggap ang panliligalig at pananakit na nakabatay sa kasarian

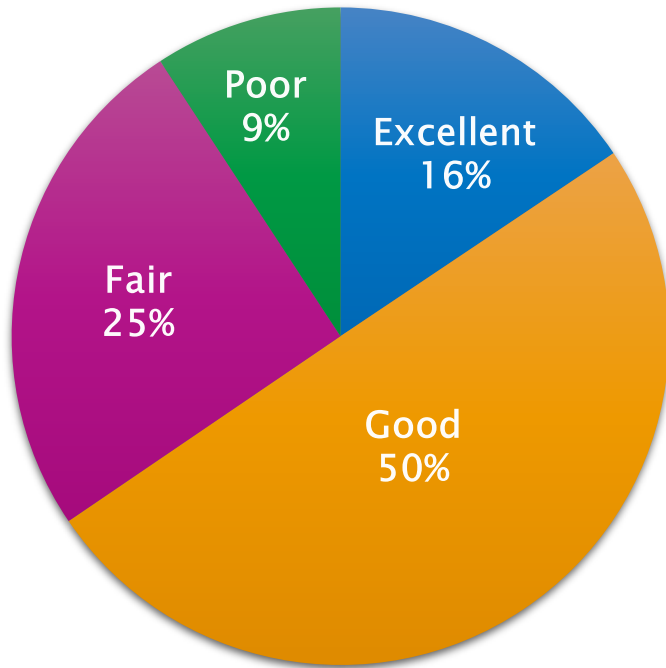
**Make Muni a safe space: Report incidents
311 mobile app • Call 311 for language-
assisted reporting**

Cleaner vehicles



Riders are noticing the improvements in recent Muni perception surveys.

Overall, how would you rate Muni's service?



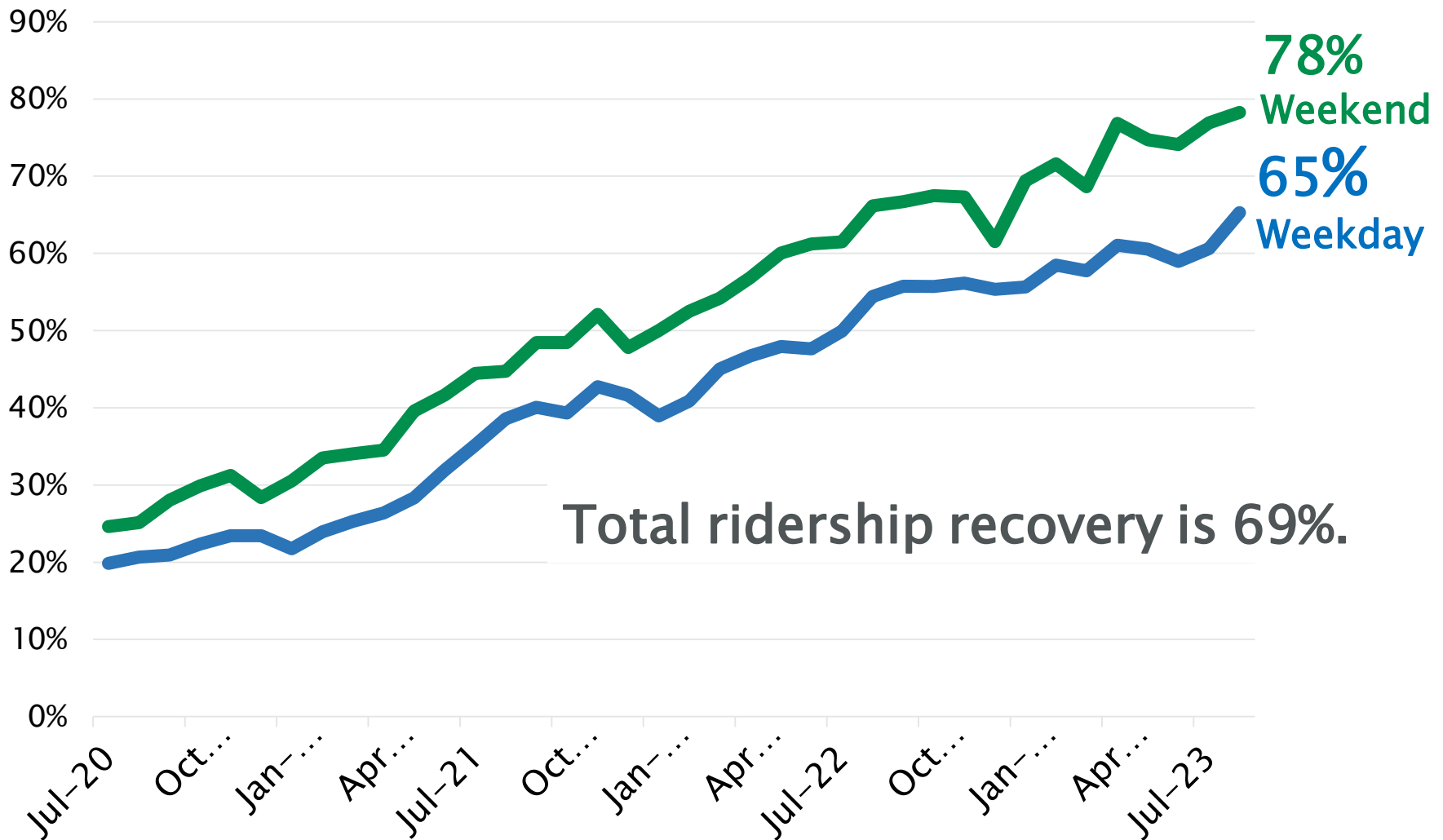
Source: 2023 SFMTA Ridership Survey

66% of Muni riders rate service as good or excellent

+9% from 2021
— 2023 SFMTA Ridership Survey

Muni at highest rating since 2013
— The City Survey, 2023

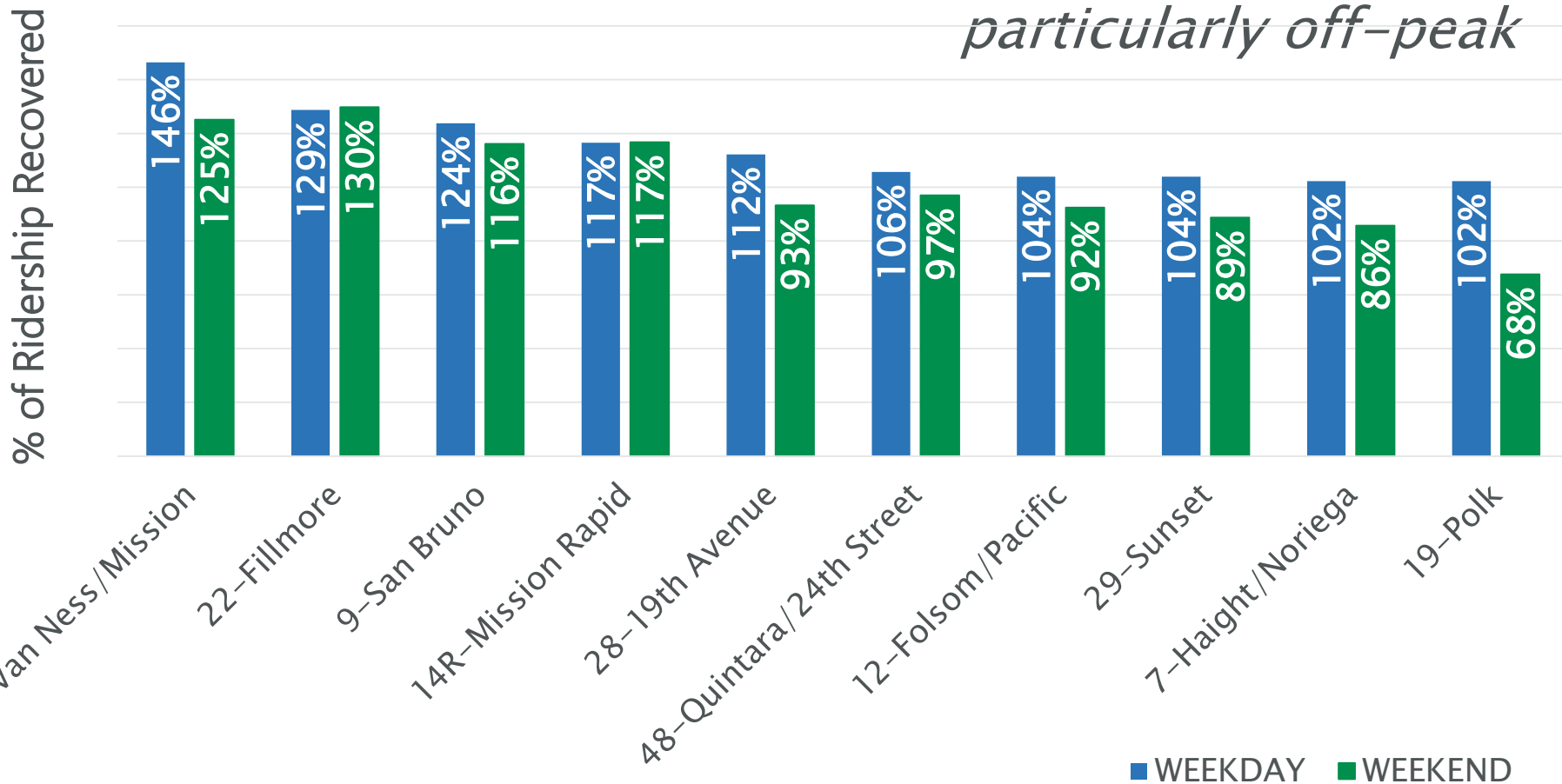
Ridership continued to climb, with September the highest in 4-years.



Highest Ridership Recovery Routes

August 2019 vs August 2023

Lines connecting neighborhoods are seeing highest ridership recovery, particularly off-peak





Thank You!