



**SFMTA**

# Leveraging Interagency Cooperation to Reduce Transit Impacts during Special Events, Filming, and Construction

APTA Sustainability & Multimodal Planning Workshop  
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# About the SFMTA & Muni

- The SFMTA is responsible for the management of all ground transportation in the City and County of San Francisco
- Established in 1999 by voter referendum combining the Department of Parking & Traffic, the San Francisco Municipal Railway (Muni) and the Taxi Commission.
- Muni is the oldest continually operating publicly owned and operated public transit system in the U.S.
  - First day of Operations: Dec 28, 1912



# The Muni Special Operations Team: Our Role



- The Muni Special Operations Team is responsible for managing impacts to transit outside of normally scheduled service, including:
  - Special Events
    - Parades, protests, festivals, fairs, major sporting events, etc.
    - Both reroutes and supplemental service
  - Construction Projects
  - TV and Movie Filming

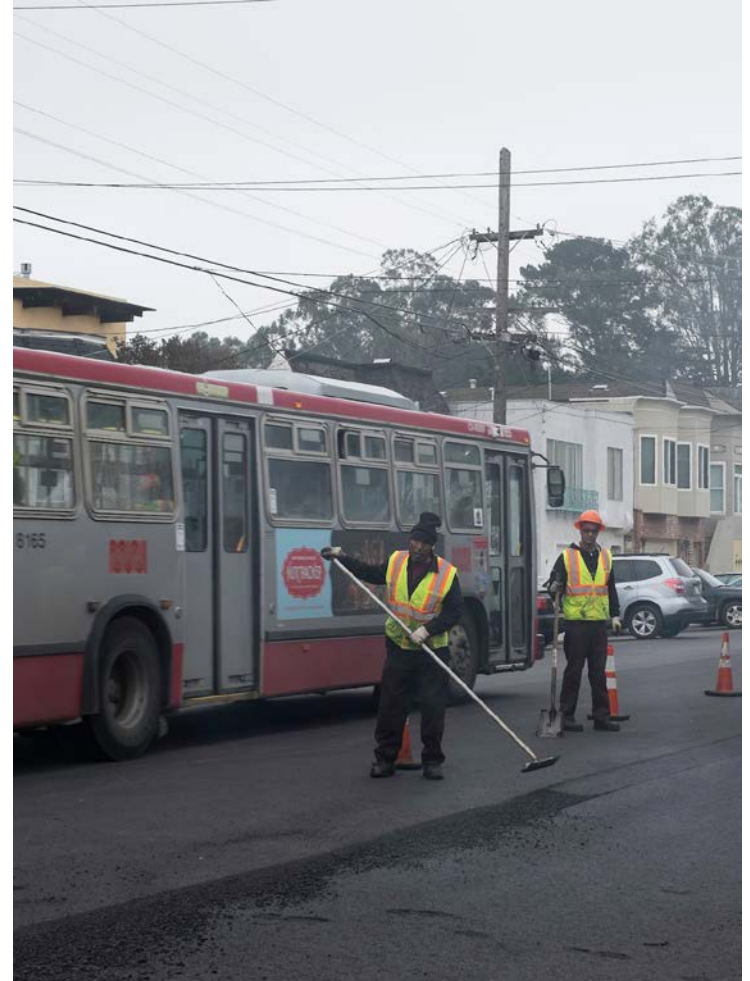


# Why Does Cooperation Matter?

- *Organisation vor Elektronik vor Beton*
  - *A German transportation planning proverb*  
"organizational fixes before electronics before concrete"
    - Cooperation makes special events and construction projects work better, delivering better results for the public.
    - Investing in personal relationships requires no new software, rolling stock or materiel.

# What's Necessary for Successful Cooperation?

- Establishing strong interpersonal relationships with other teams, departments and agencies
- Implementing new ideas and business process improvements
- Empowering staff to make decisions and take risks





# Building Relationships Across Departments, Agencies and Districts



# Case Studies



**How Muni Leverages Interagency Relationships to Minimize Transit Impacts and Improve Outcomes**

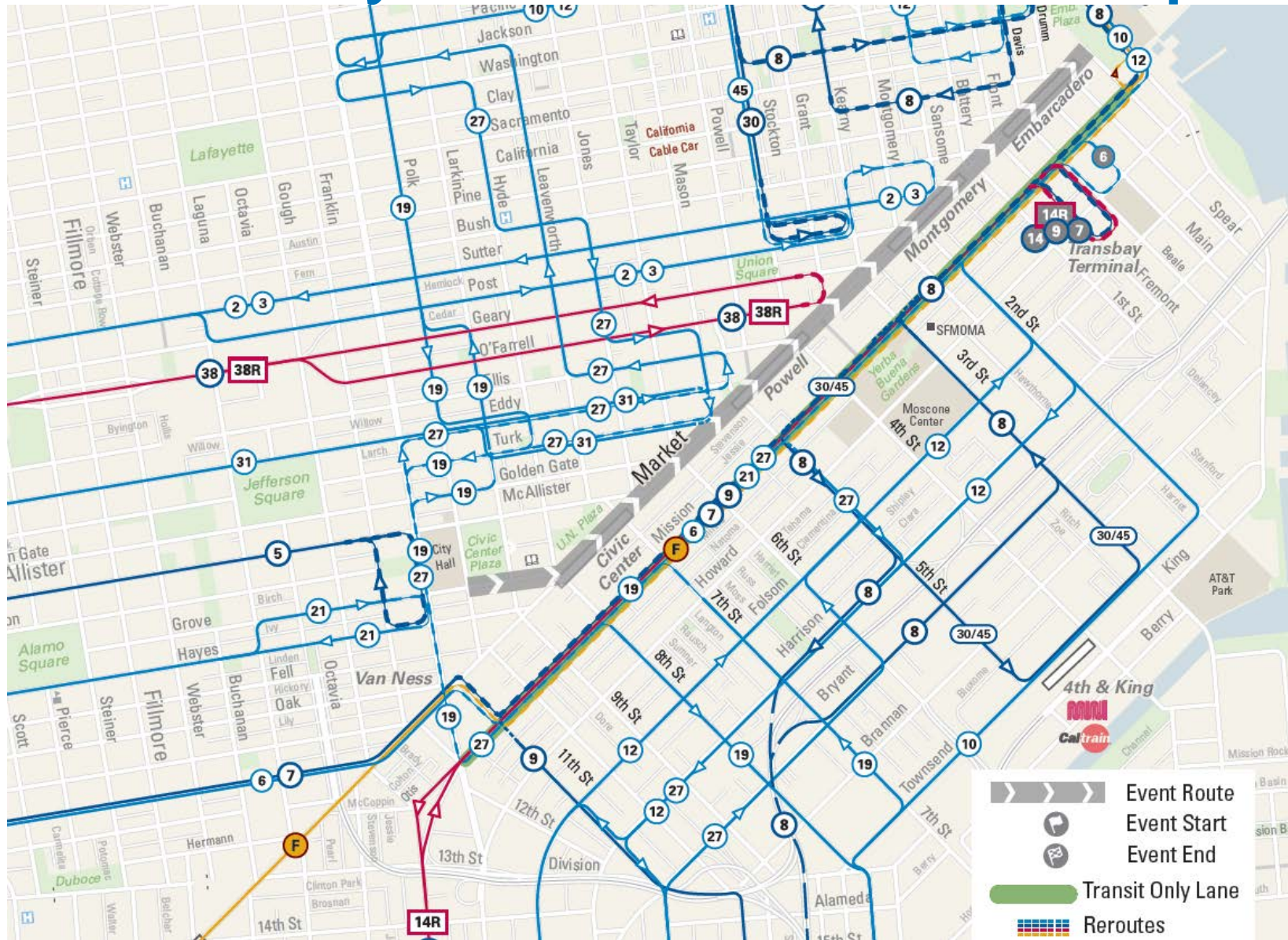
# Case Study: Protests and Ridership

- Protests are common in the Bay Area, with significant numbers of people traveling to San Francisco to protest.
- Major protests typically take place on Market Street, the hub of Muni's network, which can lead to major disruptions of regular service
- Strong communication and collaboration with SFPD, other transit operators and event organizers is needed to minimize impacts to regular service



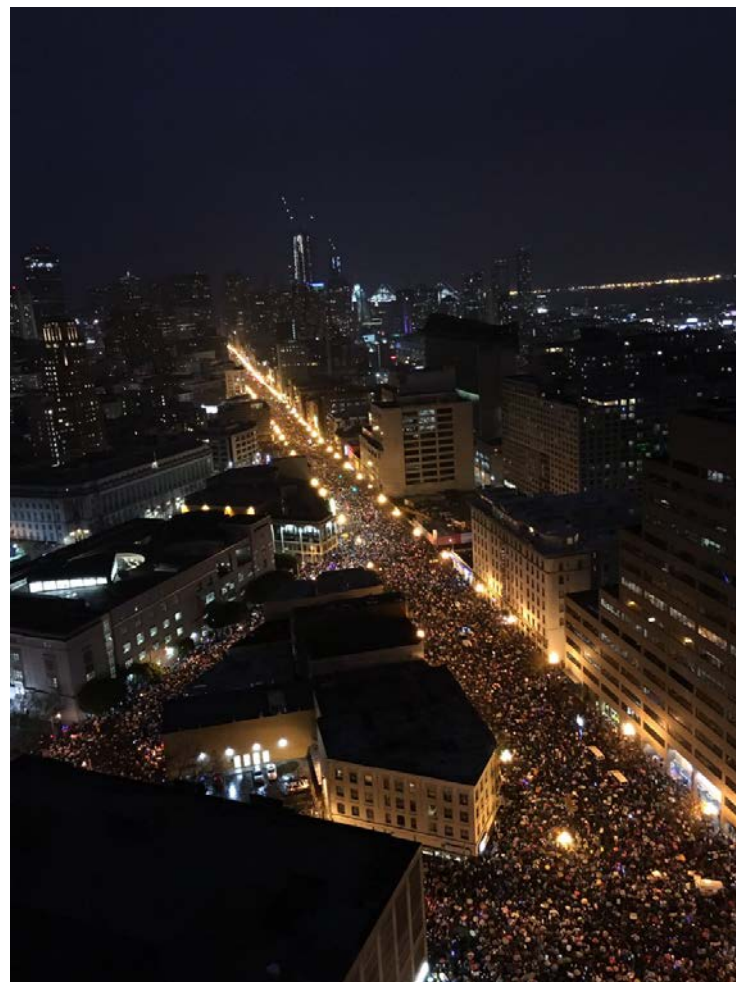


# Case Study: Protests and Ridership



# Case Study: Protests and Ridership

- Women's March
  - Significant crowds each year
  - Collaboration with event organizers to promote transit for event
  - Major ridership boost for all transit agencies
  - Significant transit attendance means quicker event demobilization





# Case Study: Building Better Special Events

- Sunday Streets is an annual series of open streets festivals
- Produced by Livable City – A non-profit organization
- Designed to create open space for city dwellers
- SFMTA helps in the production of the event .



# Case Study: Building Better Special Events

- Frequent communication with event organizers has lowered impacts to transit
  - Changes in event layout and design to accommodate the needs of transit
  - Designing new routes to minimize or eliminate transit impacts.
  - Redesigning events to reduce impacts, delays and staffing needs.





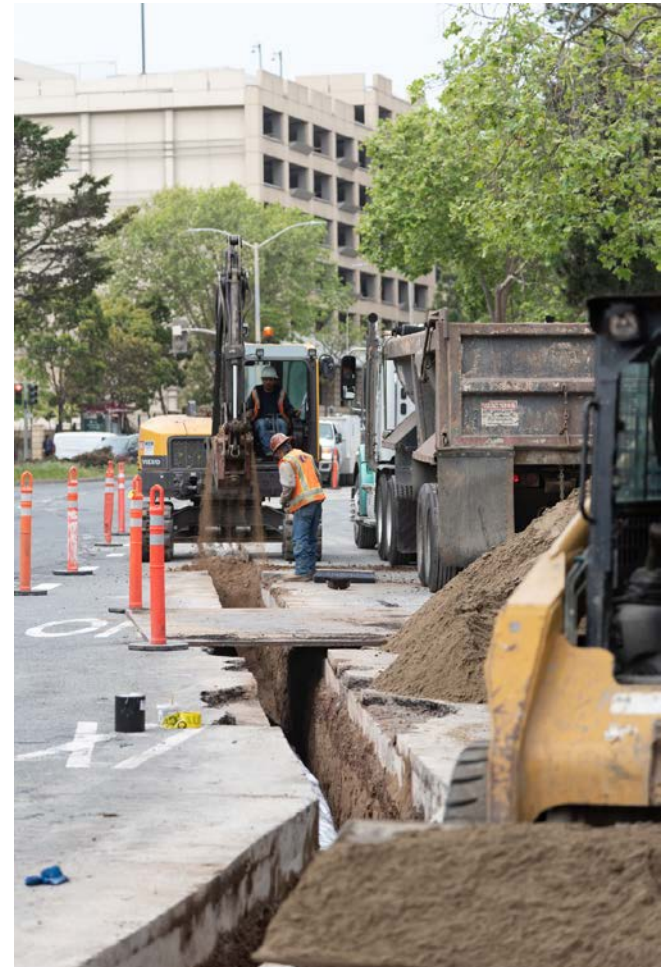
# Case Study: Better Construction Outcomes

## Actions Taken


- Digitization of requests for support and case management
- Furthering cooperation with interagency partners through more frequent meetings and checkins

## Positive Outcomes

- Improved coordination across departments
- Improved utilization of transit resources for construction
- Fostering new and innovative approaches to minimize impact
- Greater accountability across departments



# Case Study: Better Construction Outcomes

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+ More in this section

## Muni Construction Support and Clearance Permit



Muni

The Muni Construction Support Services is available to support and provide services to any construction project or activity occurring on roadways with SFMTA Muni transit service. On this page you will find the following:

- [Requesting Support for your Construction Project](#)
- [Clearance Permits](#)
- [Bus Stop Relocations](#)
- [Pole/Depole Training](#)

### Muni Support for Construction Projects

To request support for your construction project that is occurring on a street on which Muni operates, please contact us with details about your project by submitting our online form. Below are the steps to obtain support.

#### When to request support?

When in doubt, please [contact us](#) about the details of your project. We will evaluate the nature of your project and determine if any support is required. We can also assist in recommending options to minimize impacts to Muni service. Requests must be submitted at least 10 days before the activity start date to allow for proper review. Your project may be delayed, pending on SFMTA support availability. Due to limited resources, please submit your request earliest as possible to guarantee MTA support.

#### What types of support do you provide?

The six primary types of support provided are:

1. Inspectors - Muni inspectors support project sites that could impact operations of our buses and trains. They assist trolley bus vehicles that have to travel "off wire." They ensure the flow of traffic and transit service remains consistent.
2. Overhead Lines - To safely work under our overhead lines, we will de-energize overhead wires, relocate wires, and perform other tasks to support construction activities.
3. Track Roadway Worker Protection (RWP) - To safely work near our trackway, our Track Department provides RWP flaggers to allow construction activities to occur while trains operate.

# Case Study: Filming

- A TV show proposed filming a major dance sequence at in North Beach, which would have required rerouting 3 major bus lines.
- Building on our strong relationships with the film office, Transit was able to negotiate access through the area without delays, while traffic had to make a 20+ min detour.



# Key Takeaways

- Establishing partnerships with external agencies and event sponsors pays dividends
- Getting in the room early usually gets better operational outcomes
- Ask for what you need for a successful operation, but be prepared to negotiate and willing to make trade offs
- Align business processes to support collaboration



# Questions? Comments?



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