TRANSPORTATION RESEARCH BOARD

# TRB Webinar: Innovation After Dark—Boosting Nighttime Transit Ridership

*November 10, 2025* 

12:00 - 1:30 PM



#### **AICP Credit Information**

1.5 American Institute of Certified Planners Certification Maintenance Credits

You must attend the entire webinar

Log into the American Planning Association website to claim your credits

Contact AICP, not TRB, with questions

#### **Purpose Statement**

This webinar will explore findings from TCRP Synthesis 181: Planning and Operations Initiatives to Support Nighttime Transit Ridership. This session will highlight how agencies are prioritizing nighttime service, addressing challenges, and implementing innovative practices to meet the needs of late-shift workers and the nighttime economy.

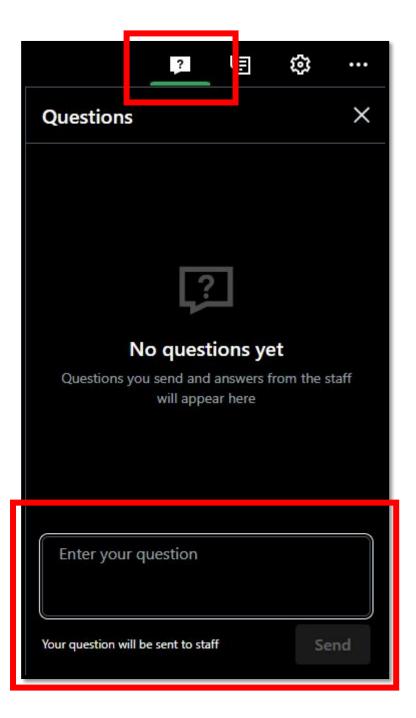
#### **Learning Objectives**

At the end of this webinar, you will be able to:

- 1. Evaluate strategies for planning and implementing nighttime transit services that address safety concerns, operational limitations, and rider needs
- 2. Identify innovative practices used by transit agencies to enhance safety and reliability during overnight service

#### **Questions and Answers**

- Please type your questions into your webinar control panel
- We will read your questions out loud, and answer as many as time allows



### Today's Presenters



Reinaldo Germano rgermano@foursquareitp.com Foursquare



Aaron Xaevier AXaevier@valleymetro.org





Jessica Garcia Jessica.Garcia@sfmta.com





**Jacob Simmons** SimmonsJ@rtcsnv.com





Sciences Engineering Transportation Research Board

## Innovation After Dark – Boosting Nighttime Transit Ridership

TRB Webinar

November 10, 2025





Prepared by:







## **Background**

- The pandemic impacted how and how much we move, resulting in changes in transit ridership and trip distribution during the day
- It also highlighted the critical importance of transit to essential workers
- Off-peak ridership turned out to be more resilient than peak ridership, and many transit agencies have been increasingly focusing on off-peak service and its ridership to create 24/7 ubiquitous mobility and accessibility

#### Research

- The recently published TCRP Synthesis 181: Planning and Operations Initiatives to Support Nighttime Transit Ridership documents initiatives agencies have taken to support:
  - Nighttime demand overall and
  - Nighttime essential, service, and shift workers



## Research Approach

1 Literature Review

2 National Survey

3 Case Examples

#### **Survey Topics:**

1. Nighttime Economy

2.Planning

- 3.Partnerships
- 4.Resources and Fares
- 5. Performance Monitoring
- 6.Safety
- 7. Challenges and Successful Initiatives

#### **CASE STUDY FOCUS**

Safety

**Operational Solutions** 

Resources

Ridership Patterns and Recovery

**Partnerships** 

## **Key Insights from the Report**

- Nighttime ridership is essential but underserved.
- Nighttime economies are expanding, but planning frameworks rarely distinguish nighttime from daytime needs.
- Partnerships with employers, municipalities, or universities can fill funding and service gaps, but these are still uncommon.
- Data and organizational gaps persist: few agencies have formal nighttime planning structures or metrics.

## **Key Insights from the Report**

- Nighttime service tends to be fixed-route, but many smaller agencies rely more on microtransit or TNC subsidies.
- Most agencies (96%) identified shift and service workers as their main nighttime markets.
- Safety (identified by 80% of agencies) and workforce shortages (68%) are key challenges.
- Agencies track safety and transfer times more closely at night, emphasizing reliability and security over productivity metrics.

## **Advancing Nighttime Transit**

 Today's presenters represent agencies that have each taken innovative steps to meet nighttime mobility needs.









## **About Valley Metro**

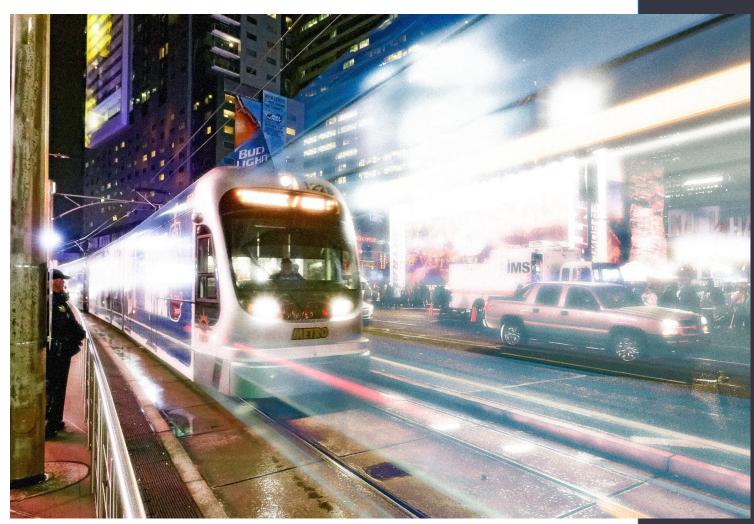
- Serves Maricopa County (Phoenix metro)
- Operates bus, light rail, and streetcar
- 19 member cities
- ~10.7 million rail and 27.7M bus rides per year





## Why Nighttime Transit Matters

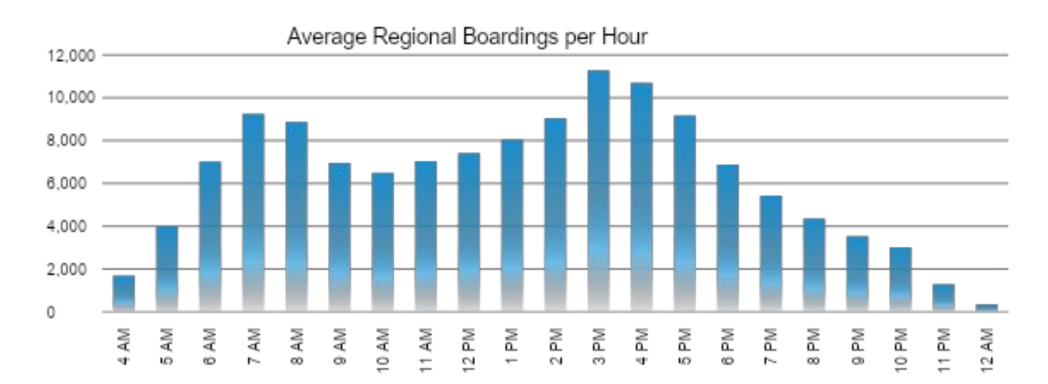
- Pandemic flattened ridership peaks
- Off-peak trips more resilient than rush hour
- Night workers = essential workers
- Agencies re-evaluating late-night service





## Current Nighttime Service Span

- **Light Rail:** 4:40 a.m.–12 a.m. (Fri/Sat to ~3 a.m.)
- Tempe Streetcar: 6 a.m.–12 a.m.
- Bus: Most routes end ~10 p.m.; Phoenix extends to midnight
- Focus: Extended service Friday & Saturday





## **Planning & Funding Context**

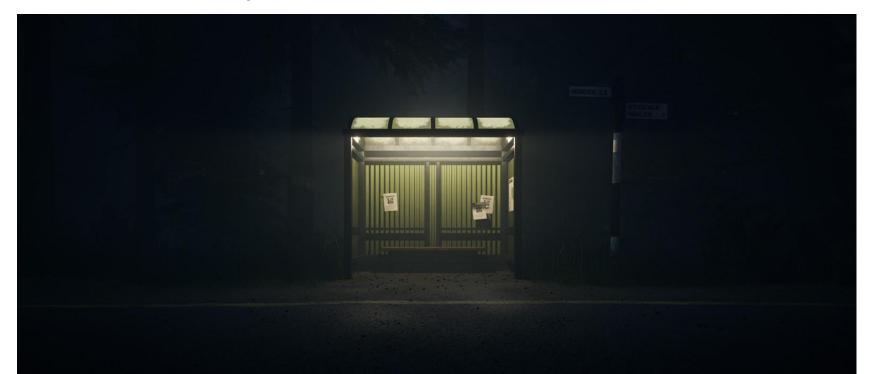


- Funded by ½-cent
   county sales tax
- Renewal measure tied funds to productivity metrics
- City of Phoenix still restoring some pre-COVID night routes
- Expansion limited by operator and facility capacity



## **Key Challenges**

- Multiple police jurisdictions
- Limited lighting/shelters at suburban stops
- Gender-based safety concerns
- Operator & security turnover





## Safety Strategies Implemented

- Full span coverage of security officers on rail
- Fare inspection + customer service roles
- Incident tracking system for crimes
   & vandalism
- Hotspot mapping for police coordination
- Real-time tracking app enhances rider confidence
- Project Blue Ride brings police onto high incident routes



#### **Notable Results**

30% decline in light rail incidents (Q1 2024 vs 2023)

Better coordination with police

Improved data sharing

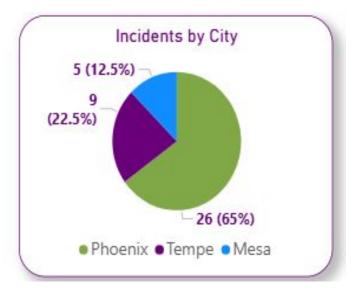
Stable rider satisfaction scores

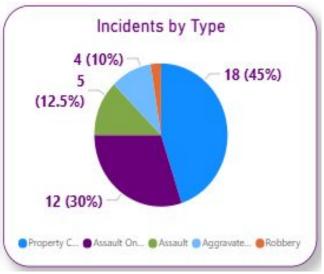


## Security Incident Rates (July - September 2025)











• Security incidents occurring on trains, PNRs and platforms along the rail alignment are included in rail incident data.

#### Bus Security Incidents (RPTA Only) 42 35 -33 31 28 26 25 -21 15 ---February March April May June July January ■2024 ■2025



#### **Lessons Learned**

Proactive, data-driven safety planning

Integrate safety into infrastructure design

Prioritize high-demand corridors

Equity lens for late-shift workers



#### The Road Ahead

- Current Comprehensive Operational Analysis (COA) will
  - Identify nighttime service gaps and recommend changes
  - Identify customer pain points related to safety and span

Continue safety & equity focus in all departments









## The Other 9-to-5: How Muni Owl Makes Overnight Transit Work

Jessica Garcia, Service Planning Manager
San Francisco Municipal Transportation Agency

TRB Webinar: Innovation After Dark—Boosting Nighttime Transit Ridership November 10, 2025

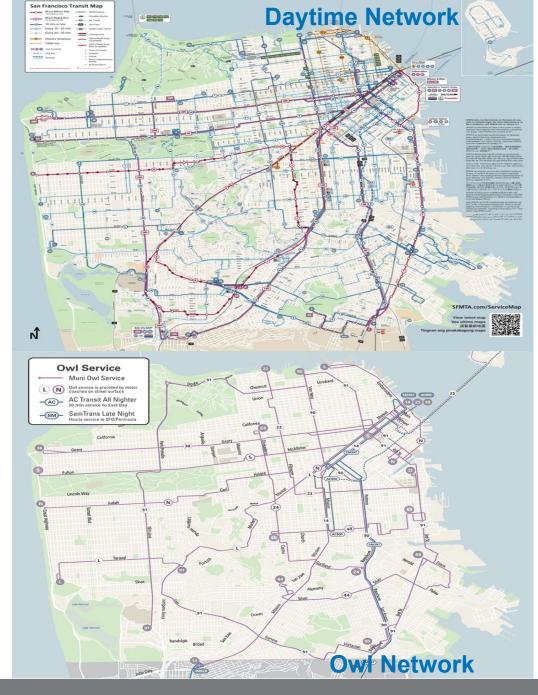
## Muni System

#### 71 Routes

- Daytime and Owl routes
- 540,000 weekday & 360,000 weekend riders (Sept 2025 Muni Ridership)
- ~2,500 operators

#### • ~1,100 Vehicles

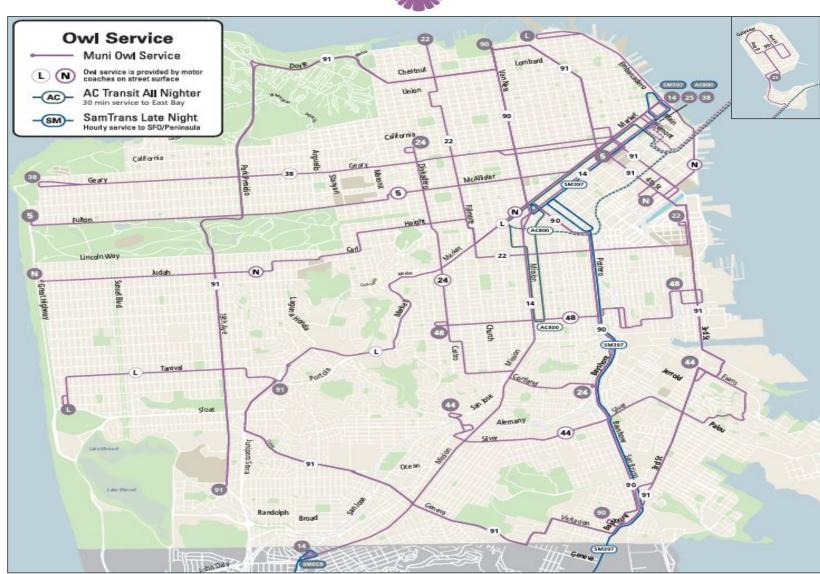
- 850 buses, 300 rail
- Over 3,000 stops
  - All residents within SF are ¼ mile of a stop
- 13 Subway Stations
  - Two tunnels, Market Street & Central Subway
- 24/7 service
  - Daytime routes, 5 a.m. 12 a.m.
  - Owl routes, 12 a.m. 5 a.m.



#### Muni's Owl Network



- Daily, 12am to 5am
- 12 Owl Routes, daytime service routes and owl period only routes branded with "Owl"
- Frequency of 30 mins, more based on demand
- Covers all residential areas within ½ mile of stop
- Riders can request to be dropped off at any corner along an Owl route
- Base for **emergency network**

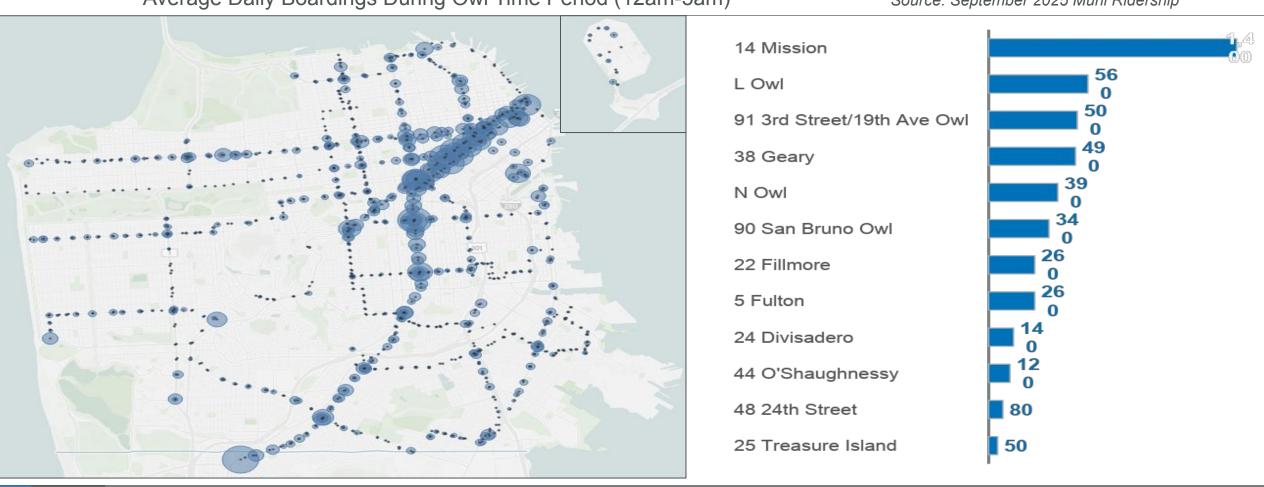


## **Owl Ridership**

#### Owl Network serves on average over 4,500 daily riders

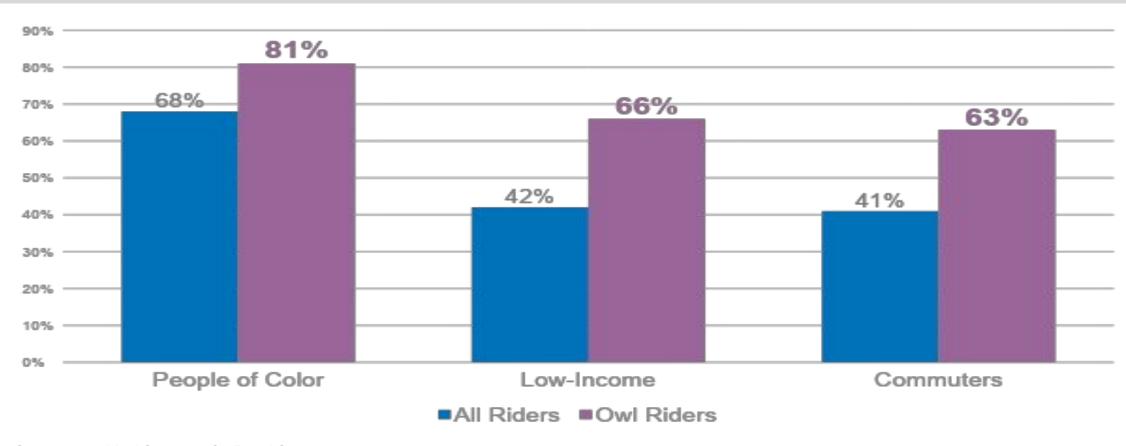
Average Daily Boardings During Owl Time Period (12am-5am)

Source: September 2025 Muni Ridership



## **Owl Rider Demographics**

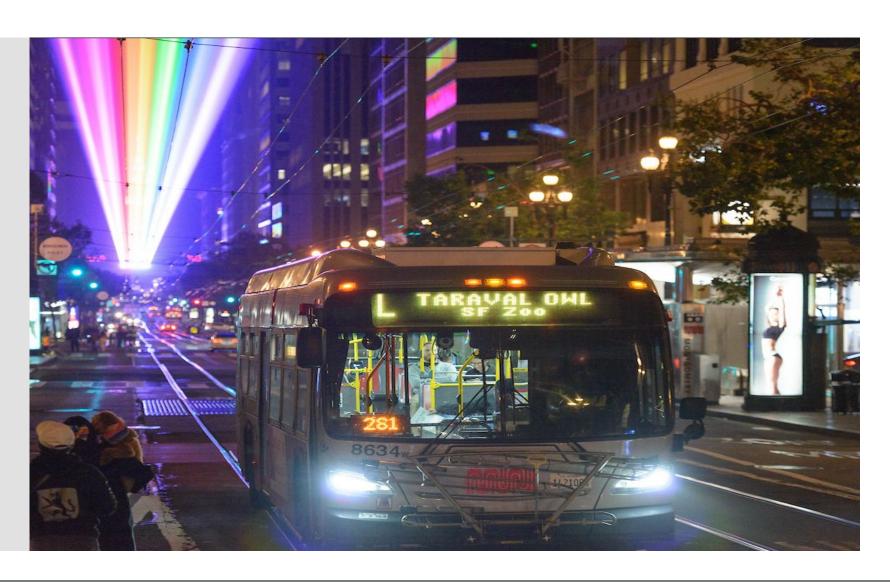
Owl service is an equity lifeline, serving more people of color, low-income riders and late-night commuters than the systemwide average.



Source: 2025 Muni Customer On-Board Survey

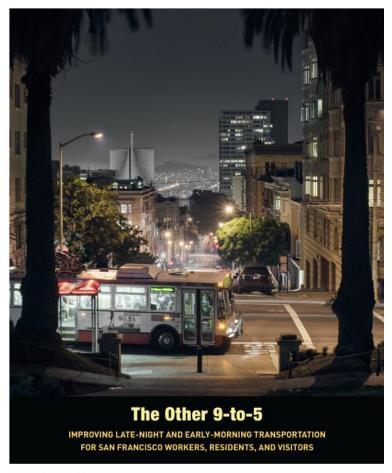
## **Unique Late-Night Challenges**

- Route Planning Around Nighttime Conditions
- Owl Service Reliability and Ridership
- Safety and Security for Customers & Operations Staff



## Service Improvements Completed

#### **Late Night Working Group**



- Initiated by then San Francisco Board Supervisor Scott Weiner (now State Senator)
- Late Night Working Group formed with representatives from regional agencies
- Focused on transit needs between 9pm and 5am
- Study of existing late-night service conducted, recommendations provided to regional agencies
- Recommendations for Muni included expanding coverage and frequency increases







## Service Improvements Completed

#### **Expanded Owl Coverage**



L Owl Extended to Serve Hospitality Workers at Fisherman's Wharf (recommendation from Late Night Working Group) Muni7 - Route L Modification **Extension to Fisherman's Wharf** 101 - Existing Late Night Service Existing Route of Interest **DD0** Proposed Modifications Job Density - Workers per Sq Mile (I-I) esar Chavez St 101

# **Service Improvements Completed**More Legible Service



## Rail Bus Substitution Plan Improvements

- In February 2020, cleaned up routing and stops for rail bus substitution to be more in alignment with rail routes and stops
- Service plan used for gaps between Owl and Daytime Train Service, when subways are closed (after 11pm, before 6am)
- Critical during COVID, planned and emergency shutdowns
- Branded bus subs with "Rail Letter" + "Bus"

## **Service Improvements Underway**Service Evaluation

#### **Crowding Thresholds**

- Crowding during Owl service is different experience, additional factor for safety
- Considering different thresholds for Owl service

Example of different target thresholds under consideration

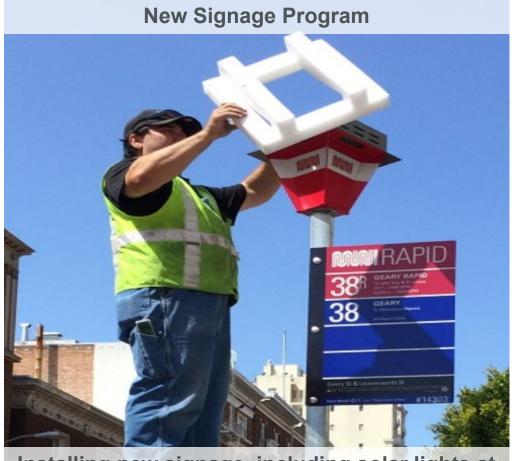
	Target Max Crowding	Target Descrip	40ft Owl Target Capacity
10pm-12am	100%	Crowding	51
12am-2:30am	85%	Planning	44
2:30am-6am	60%	Seats	31

#### **Service Performance**

- Reliability is inconsistent, with all routes under 70% on-time
- In 2026, focusing on schedule adjustments and route changes to improve reliability



## **Safety Improvements Underway** Stop Lighting



Installing new signage, including solar lights at all stops.



## Safety Improvements Underway Safety Equity Initiative

#### 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

Haga de Muni un espacio seguro: reporte incidentes Aplicación móvil 311 • 311 para informes lasistidos por idioma imagina ima Gawing ligtas na lugar ang Muni: Mag-ulat ng mga Incidente 311 mobile app•Tumawag sa 311 para sa pag-uulat na tinulungan ng wika

MuniSafe
SFMTA.com/MuniFeedback





- Aims to end harassment and assault and improve safety on Muni and at Muni stations and stops
- Conducted survey and identified factors that contribute to personal safety while using Muni
- Developed agency action plan, includes integrating Safety into Service Planning
  - Address long waits and reliability at night
  - Incorporate data gathered into decision making

### **Future of Owl Service**

Given the SFMTA's Financial Outlook, any improvements would have to be made cost-neutrally unless additional funding could be identified.

Service Evaluation

 Consider subset of service standards and policies for Owl Service

Safety

 Continue lighting improvements and incorporate Safety Equity Initiative

**Branding** 

 More legible for customers, starting with consistent route naming

Route Changes

Adjust routes to be more reliable

Frequency Increases

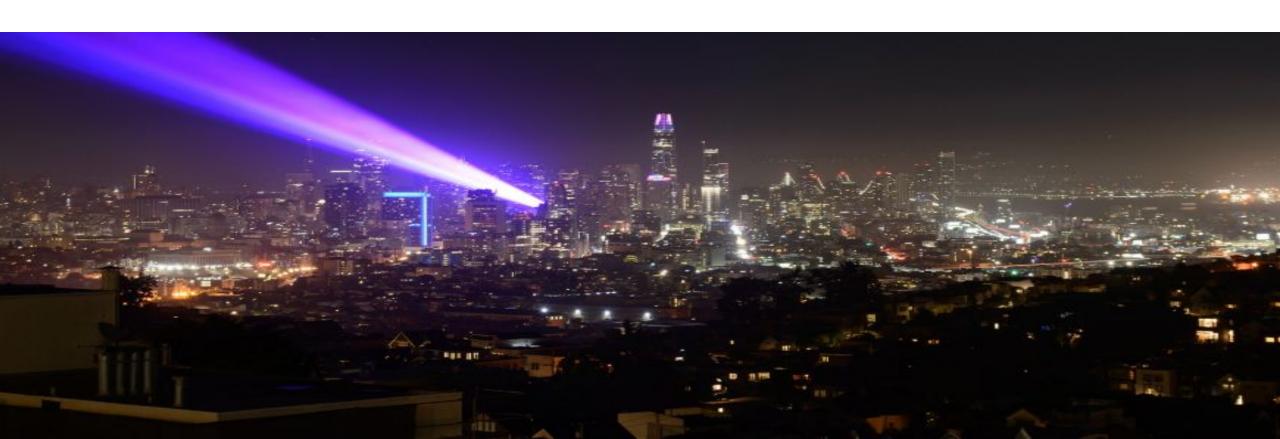
Address crowding and ridership growth



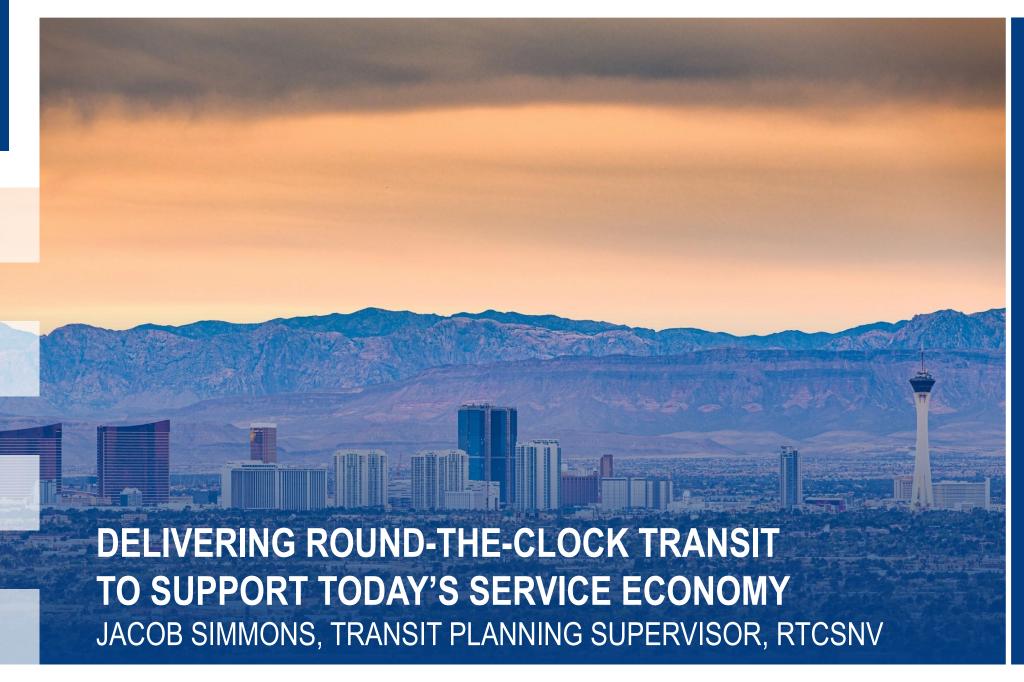
## Thank you!



Jessica Garcia
Service Planning Manager, SFMTA
Jessica.Garcia@sfmta.com







### Who WE ARE



**TRANSIT** 



**BICYCLING** 



**PLANNING** 



ROADWAY FUNDING



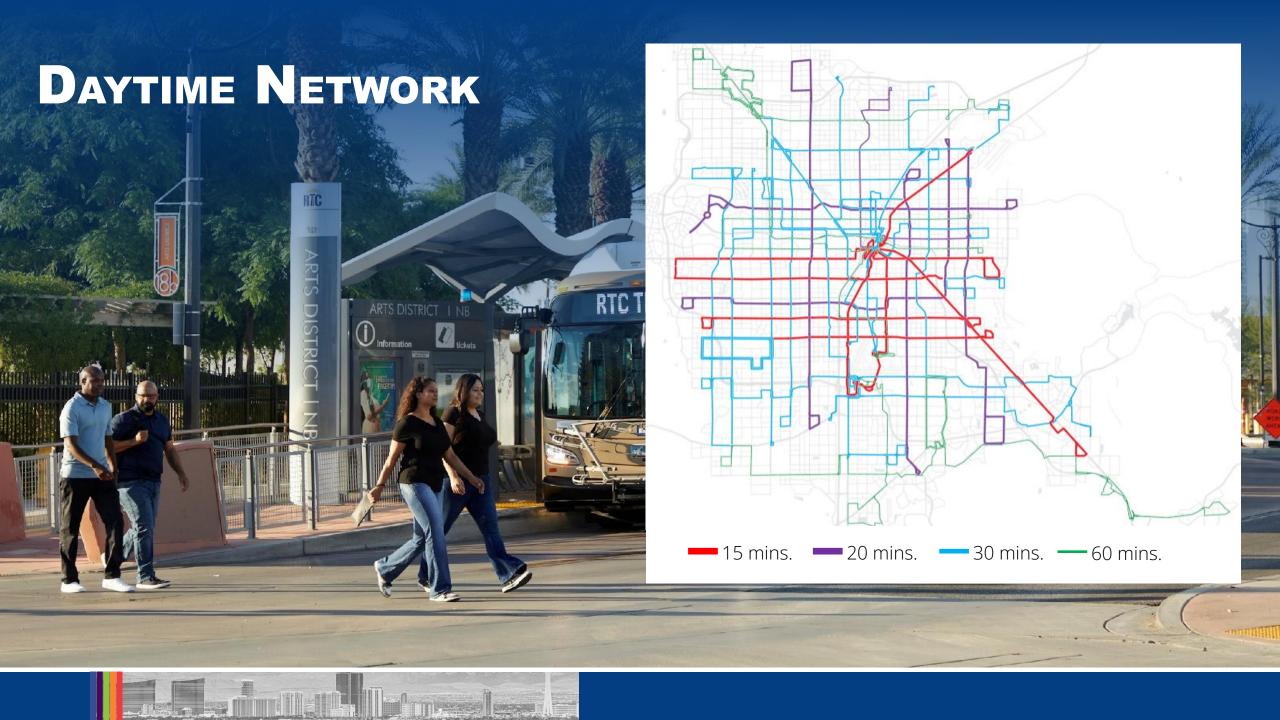
TRAFFIC MANAGEMENT

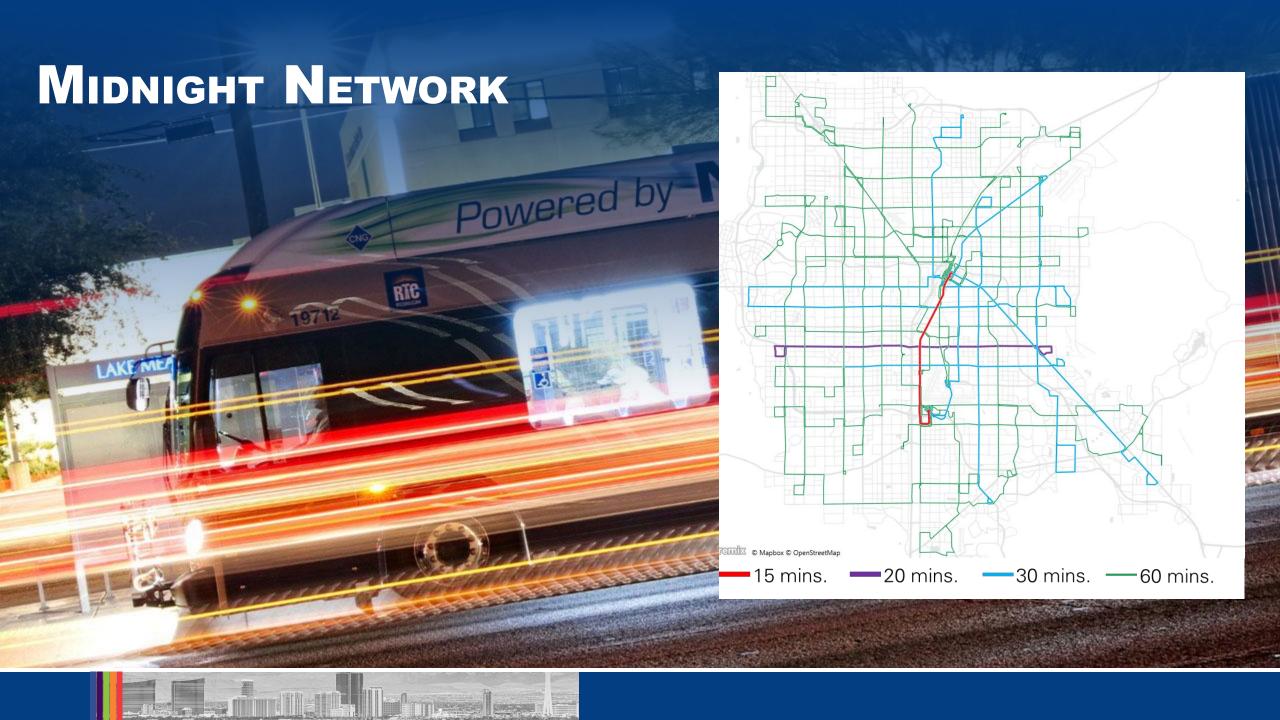


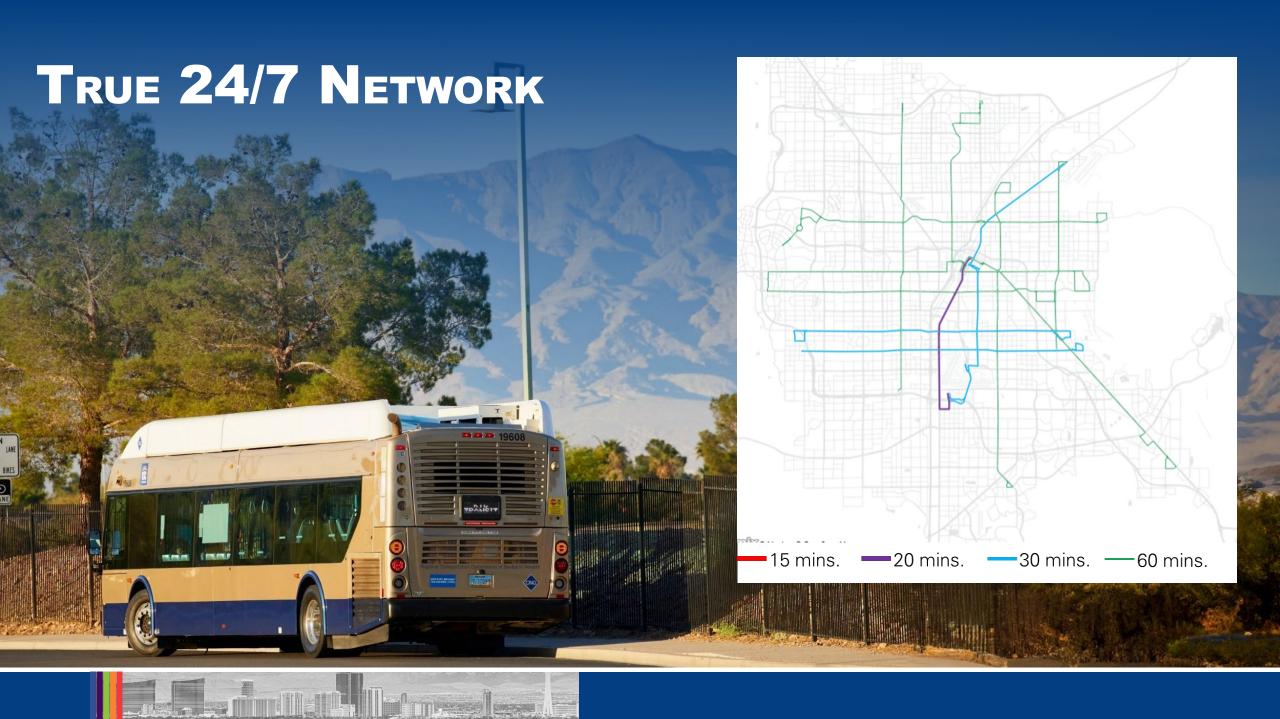
### REGIONAL OVERVIEW



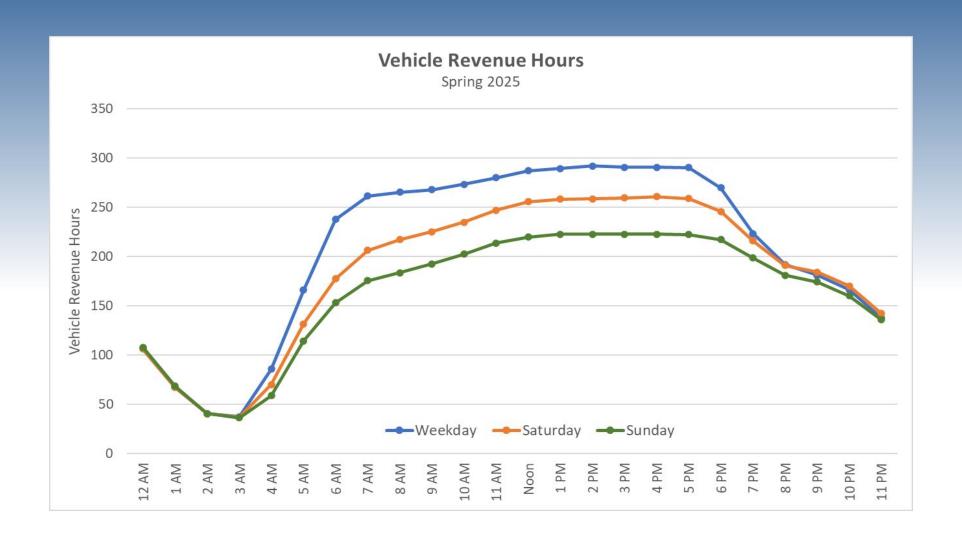




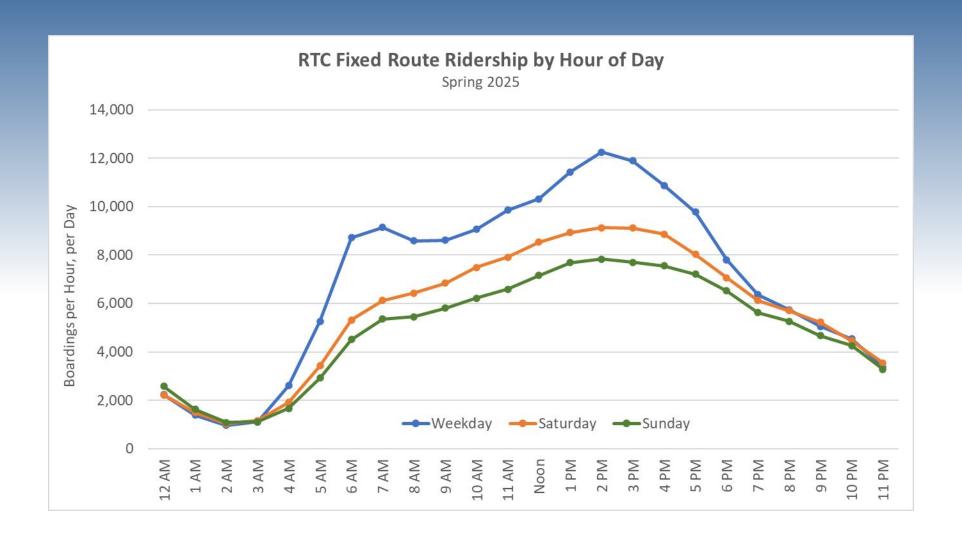




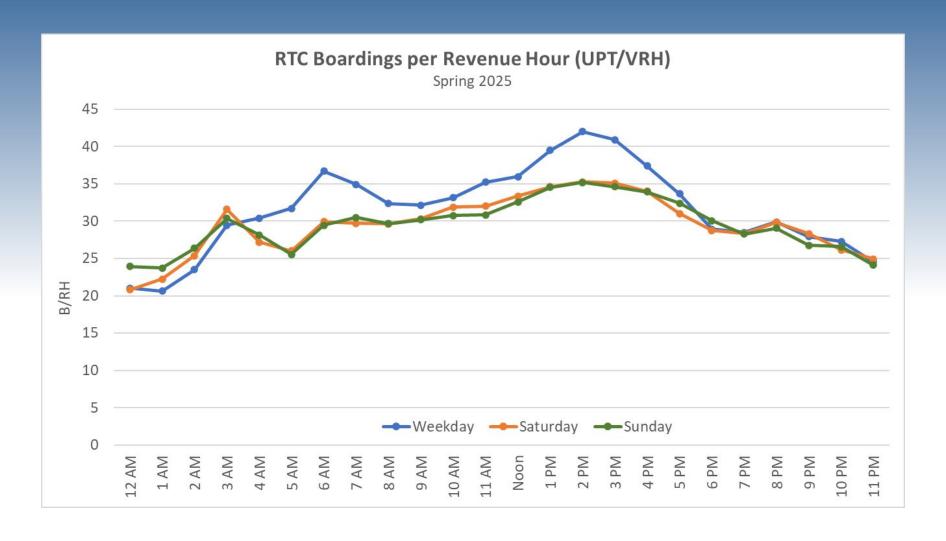
### BUSES IN SERVICE BY HOUR

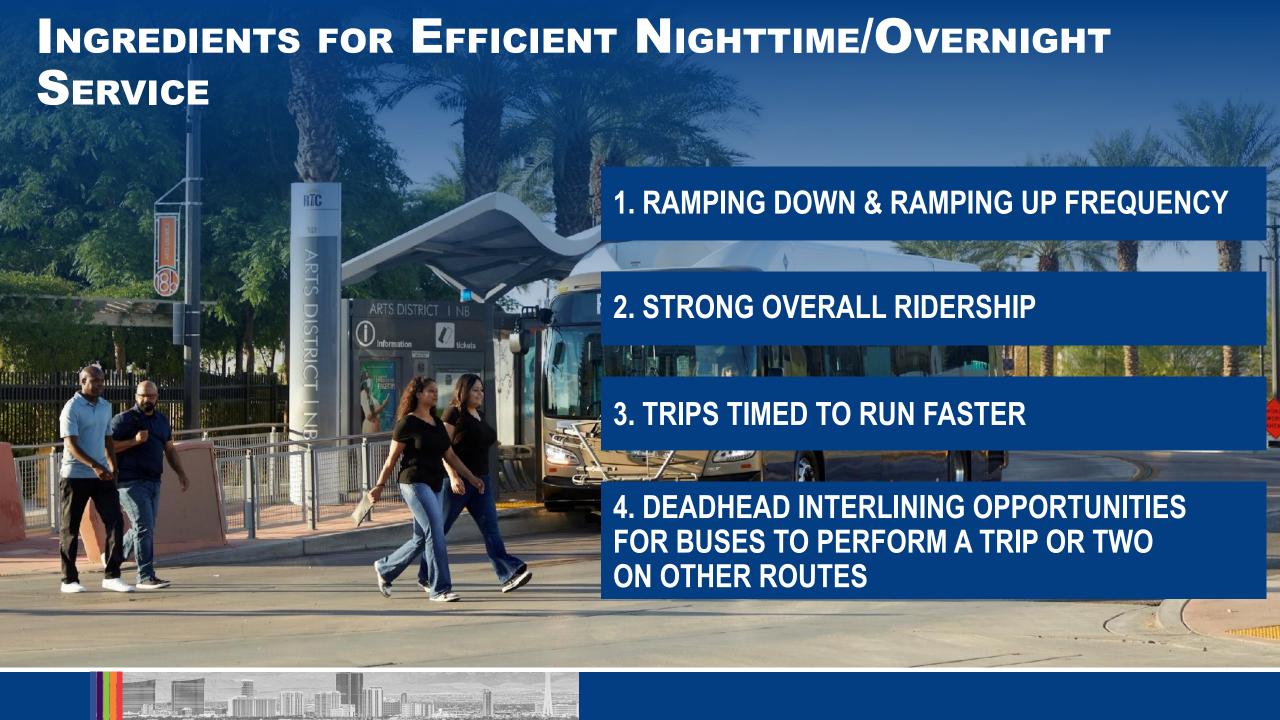


### RIDERSHIP BY HOUR



### PRODUCTIVITY BY HOUR





,	WEEKDAY FREQUENCY BY HOUR -MAXIMUM WAIT TIME (in minutes) - OCTOBER 2025																									
Route					4 AM 5														PM 7	PM 8	рм 9	PM 1	ОРМ 1	1 PM 1	2 <sub>AM</sub>	Legend:
101	Rainbow	52			39	33	27	30	30	30	27	27	28	29	30	30	30	29	27	28	30	30	32	47		NoSvc
102	Jones	59			49	43	28	30	30	30	30	30	30	30	30	30	30	30	30	29	31	46	51		59	48-61
103	Decatur	60	60	60	42	25	21	20	19	20	19	19	19	19	20	19	20	19	20	24	28	29	29	29	41	33-47
104	Valley View				40	36	30	28	27	27	27	29	29	29	29	30	30	29	29	35	52	56			60	22-32
105	Martin L King	60	60	60	51	39	22	20	20	20	20	20	18	19	19	20	20	19	19	29	29	29	29	29	39	17-21
106	Rancho / Centennial Hills	55			42	37	29	29	29	29	30	29	30	29	30	30	30	29	29	29	29	30	30	43	58	>16
108	Paradise	58			30	29	28	29	30	30	30	28	25	25	26	25	25	24	24	26	28	29	28	29	58	
109	Maryland Pkwy	30	30	30	29	21	15	15	15	15	15	15	15	15	15	15	15	15	15	17	20	20	20	25	30	
110	Eastern	49	60	58	41	25	20	20	18	19	19	19	20	20	20	20	19	19	21	27_	30	30	29	27	39	
111	Pecos / Green Valley Pkwy.				27	27	27	27	28	27	28	29	29	29	30	30	30	29	27	28	48	59	58	57	<b>5</b> 2	
113	Las Vegas Blvd. North	30	30	30	28	19	15	15	15	14	15	15	15	15	15	15	15	15	15	17	20	20	20	24	28	
115	Nellis / Stephanie	50	58	54	43	27	20	20	20	19	19	19	19	19	19	19	19	19	19	28	29	28	30	29	39	
117	LVBS outh / Silverado Ranch	60			45	40	28	29	30	29	29	28	30	30	30	30	30	30	30	29_	29	28	29	37	55	
119	Simmons / Koval					39	29	30	29	29	29	29	29	30	30	30	30	29	29	37	56				54	
120	Fort Apache / Rampart	59			54	46	34	30	30	30	30	30	30	30	30	30	30	30	29	28	40			59	59	
121	Buffalo / Durango	59			52	44	29	29	30	30	30	30	30	30	30	30	30	30	29	37	59	59		60	59	
122	S. Maryland Pkwy / West Henderson					49	46	48	49	50	50	50	50	50	50	50	50	50	48	50	59	60	57	60	58	
201	Tropicana	30	30	30	28	22	15	15	15	15	15	15	15	15	15	15	15	15	15	18	20	20	20	29	30	
202	Flamingo	29	29	30	29	20	15	15	15	15	15	15	15	15	15	15	15	15	15	18	20	20	20	20	24	
203	Spring Mtn / Desert Inn / Lamb	52			30	25	19	19	19	20	20	19	19	19	20	20	20	20	21	27	29	29	30	35	42	
206	Charleston	40	54	60	43	22	16	15	15	15	15	15	15	15	15	15	15	15	17	20	20	20	23	28	30	
207	Alta / Stewart				-		56	60	60	60	60	60	60	60	60	60	60	60	58	51		22,000,000				
-	Washington					49	30	29	29	30	30	30	29	30	30	29	30	28	29	51	58	58	54	59	57	
	Vegas / Owens					60	54	60	60	60	60	60	60	60	60	60	60	60	60	59	55					
210	Lake Mead Blvd.	47	60	60	42	24	18	19	20	20	20	20	19	19	20	20	20	19	19	27	29_	29	28	30	49	
21.2	Sunset	50			34	28	29	30	29	29	29	29	30	30	30	30	30	30	30	36	47	49	54	53	51	
214	HStreet / DStreet					60	60	60	60	60	60	60	60	58	59	59	60	60	60	60	60	60	60	60	60	
215	Bonanza	60			28	28	25	19	20	20	20	20	20	19	20	20	20	20	21	27	30	30	30	45	60	
217					45	40	30	29	30	30	29	29	29	29	30	30	30	29	29	44	59	58		54	60	
C	Cheyenne	57			47	38	29	30	30	30	30	30	30	30	30	30	30	29	29	30	45	42	50	58	59_	
219		60			44	36	25	30	30	30	30	30	29	26	26	30	30	29	29	29	29	30	36	45	57	
	Ann / Tropical				56	56	56	60	60	60	ಐ	60			60	60	60	60		58	58	60			53	
	Cactus / Horizon Ridge / Boulder City				44	57	58	59	60	58	60	56	60	60	60	60	60	60	57	57	59	45	56	60	56	
	Deuce on the Strip	14	16	20	20	16	13	12	11	11	10	9	9	9	9	9	9	9	9	9	9	9	10	10	11	
	N. Outlets/Symphony Park	200	1 1995	(part)		7750	2000	97.50	755500		20	18	15	15	15	15	15	15		20	Wash.	1000	20.50		200	
	Boulder Hwy Express	30				20	15	15	15	15	15	14	14	15	15	15	15	15	15	19	20	20	19	22	30	
	Sahara Express	60	60	60	38	20	15	15	15	15	15	15	14	15	15	15	15	15	16	20	20	20	27	29	30	
C	Centennial Express					District Co.		58		60	60	44	56	50	58			55	57	48	59	60		60	1900	
DVX	Downtown & Vet. Med. Ctr. Exp.					35	28	30	30	30	30	30	28	29	30	30	30	30	29	46	56	55	55	59	57	

# #2 STRONG OVERALL RIDERSHIP



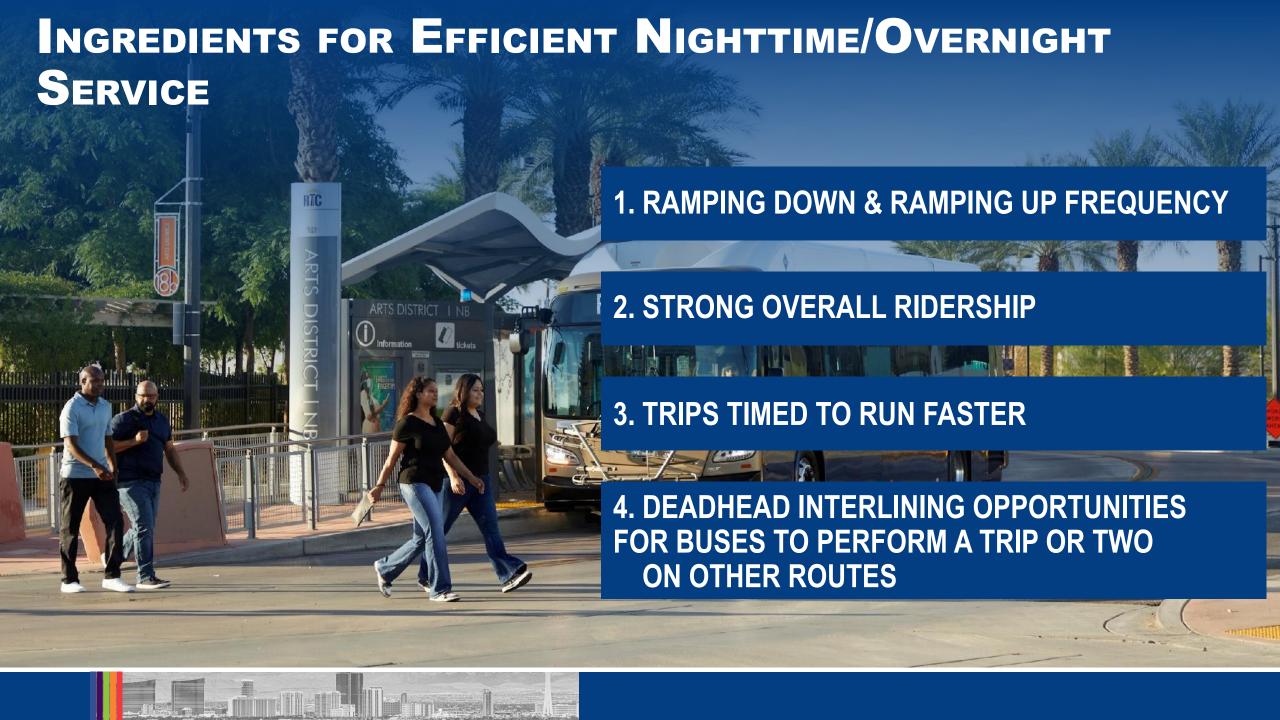
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102	38%				39%	20%	6%	5%	5%	6%	5%	2%	2%	1%	2%	1%	0%	6%	14%	16%	20%	22%	27%	39%
103	50%	50%	48%	43%	41%	24%	17%	12%	12%	12%	10%	6%	0%	0%	1%	1%	2%	11%	13%	21%	27%	31%	40%	45%
104	41%				39%	27%	14%	17%	16%	18%	16%	11%	9%	2%	0%	1%	3%	10%	22%	24%	28%	32%	37%	41%
105	41%	46%	46%	44%	54%	33%	22%	8%	8%	8%	8%	8%	4%	3%	0%	0%	0%	6%	11%	13%	20%	23%	26%	41%
106	49%	55%			39%	26%	9%	7%	7%	7%	7%	1%	1%	0%	0%	0%	2%	3%	10%	16%	20%	19%	22%	39%
108	40%	49%			43%	31%	14%	8%	8%	8%	8%	5%	4%	3%	0%	1%	2%	1%	7%	14%	16%	16%	30%	42%
109	36%	44%	45%	46%	36%	19%	14%	8%	5%	4%	3%	2%	1%	0%	1%	0%	1%	6%	12%	13%	14%	21%	26%	32%
110	68%	74%	79%	64%	48%	26%	17%	17%	18%	16%	14%	10%	6%	1%	0%	0%	5%	15%	21%	28%	33%	40%	46%	57%
111	62%	0 0			46%	28%	13%	14%	16%	15%	13%	11%	8%	2%	0%	2%	2%	11%	22%	27%	26%	34%	37%	49%
113	31%	32%	36%	38%	32%	18%	8%	7%	6%	4%	3%	0%	0%	0%	1%	1%	1%	2%	7%	6%	17%	17%	23%	31%
115	51%	54%	52%	59%	43%	30%	18%	15%	15%	14%	13%	12%	6%	2%	0%	2%	3%	11%	21%	26%	27%	38%	45%	46%
117	43%	46%			37%	27%	13%	10%	11%	11%	10%	7%	7%	0%	1%	2%	2%	4%	9%	16%	16%	20%	29%	40%
119	42%	83%			41%	28%	17%	17%	16%	16%	15%	11%	6%	3%	1%	0%	1%	9%	13%	17%	18%	22%	26%	32%
120	34%				32%	20%	10%	6%	5%	4%	4%	4%	4%	3%	0%	0%	0%	4%	5%	12%	14%	19%	20%	25%
121	32%				29%	18%	6%	5%	5%	5%	5%	5%	4%	2%	0%	0%	0%	3%	9%	11%	14%	21%	21%	21%
122	38%	10.10(5)(0)	100000	1800.000	24%	16%	10%	4%	6%	5%	5%	5%	5%	0%	0%	0%	0%	3%	10%	15%	14%	18%	24%	31%
201	30%	32%	40%	50%	39%	27%	15%	12%	12%	12%	11%	8%	3%	2%	1%	0%	0%	5%	9%	15%	17%	20%	28%	31%
202	54%	60%	63%	63%	57%	35%	23%	20%	20%	19%	17%	14%	9%	7%	3%	0%	3%	11%	19%	24%	26%	28%	39%	45%
203	55%	53%	10.000	49%	46%	26%	15%	14%	15%	13%	12%	11%	7%	1%	0%	0%	3%	11%	19%	22%	25%	32%	40%	47%
206	60%	69%	70%	65%	55%	30%	17%	13%	12%	7%	6%	5%	4%	0%	0%	2%	6%	15%	23%	26%	29%	33%	43%	53%
207						13%	8%	4%	4%	4%	2%	1%	1%	0%	0%	0%	0%	3%	10%	7%				A
208	54%				44%	16%	22%	8%	11%	11%	11%	11%	5%	0%	3%	4%	4%	10%	14%	24%	26%	29%	34%	42%
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210	54%	58%	62%	57%	46%	30%	15%	12%	10%	10%	10%	9%	1%	0%	0%	0%	2%	12%	19%	23%	25%	37%	38%	47%
212	36%				28%	13%	6%	6%	6%	6%	6%	4%	2%	1%	0%	0%	0%	3%	8%	13%	17%	20%	29%	29%
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215	54%	54%			57%	42%	20%	10%	16%	13%	11%	8%	7%	4%	0%	3%	5%	9%	19%	26%	31%	39%	44%	48%
217 218	40%			58%	26% 42%	15% 21%	12% 7%	7% 3%	7% 3%	7% 3%	7% 3%	6% 3%	3% 3%	1% 0%	0% 0%	0%	1% 0%	4% 6%	12% 15%	14% 18%	18% 21%	18% 24%	22% 28%	32% 28%
219	59%	59%		30%	47%	36%	18%	16%	19%	18%	14%	11%	10%	2%	0%	3%	6%	12%	20%	25%	33%	42%	44%	51%
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DEUCE	37%	47%	53%	61%	52%	41%	30%	24%	21%	15%	12%	10.000.000	9%	6%	1000	2000	2%	4%	7%	9%	11%	14%	19%	27%
401	3170	4170	3370	0170	JZ 70	→1./0	3070	2470	21/0	7%	12%		5%	S	5%	5%	5%	5%	20%	20%	0%	1470	1270	2170
внх	33%	37%	37%	34%	31%	20%	12%	8%	8%	8%	6%	- 3	0%	0%	0%	0%	0%	3%	8%	8%	12%	14%	22%	24%
SX	53%	60%	60%	56%	39%	24%	23%	16%	13%	12%	12%	11%	5%	3%	1%	0%	0%	8%	16%	18%	21%	25%	31%	41%
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3 A.M. TRIP



# #3 TRIP TIMED TO RUN FASTER

3 P.M. TRIP



### **TAKEAWAYS**

RIDERSHIP GROWTH TAKES TIME

NIGHTTIME & DAYTIME RIDERSHIP ARE LINKED

OPPORTUNITY TO TRADE SOME FREQUENCY FOR SPAN

CONSIDER NEEDS & SEEK MODEST IMPROVEMENTS







### **Today's Presenters**



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Jessica Garcia Jessica.Garcia@sfmta.com





**Jacob Simmons** SimmonsJ@rtcsnv.com





Sciences Engineering

### Upcoming events for you

February 26, 2025

TRB Webinar: Disruptive
Technologies and the Future of the
Transportation Agency

June 23-26, 2025

2nd International Roadside Safety Conference

https://www.nationalacademies.org/trb/ events



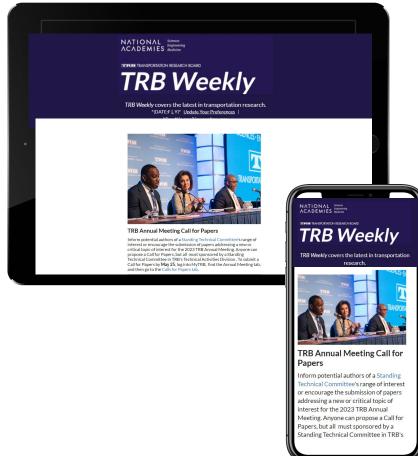


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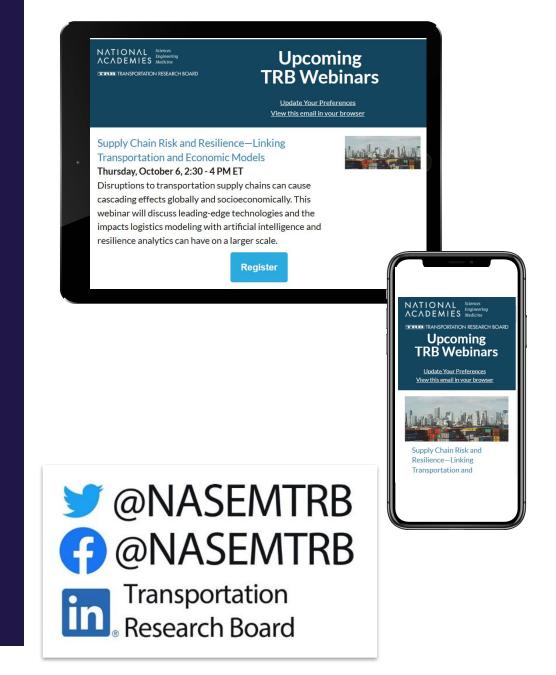
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