



SFMTA



# Service Restoration & Transit Update

San Francisco County Transportation Authority

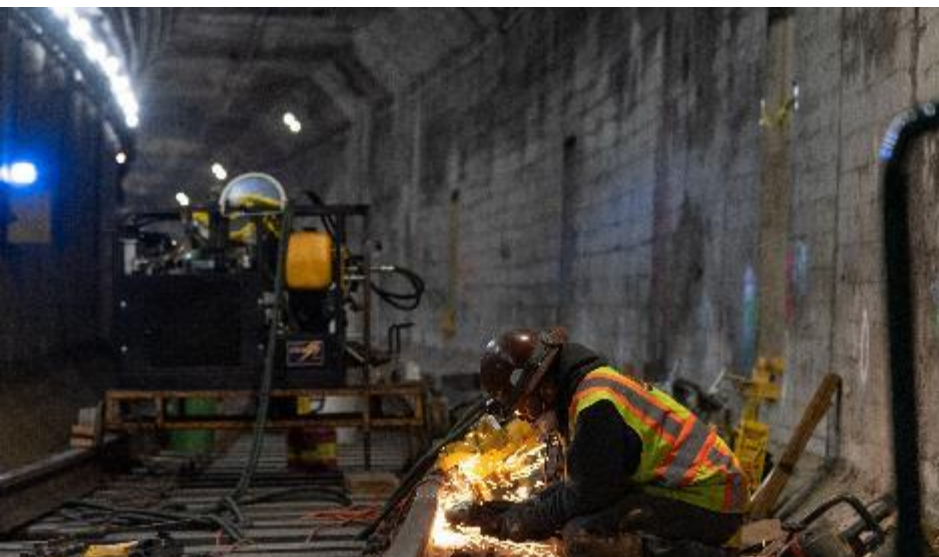
May 25, 2021

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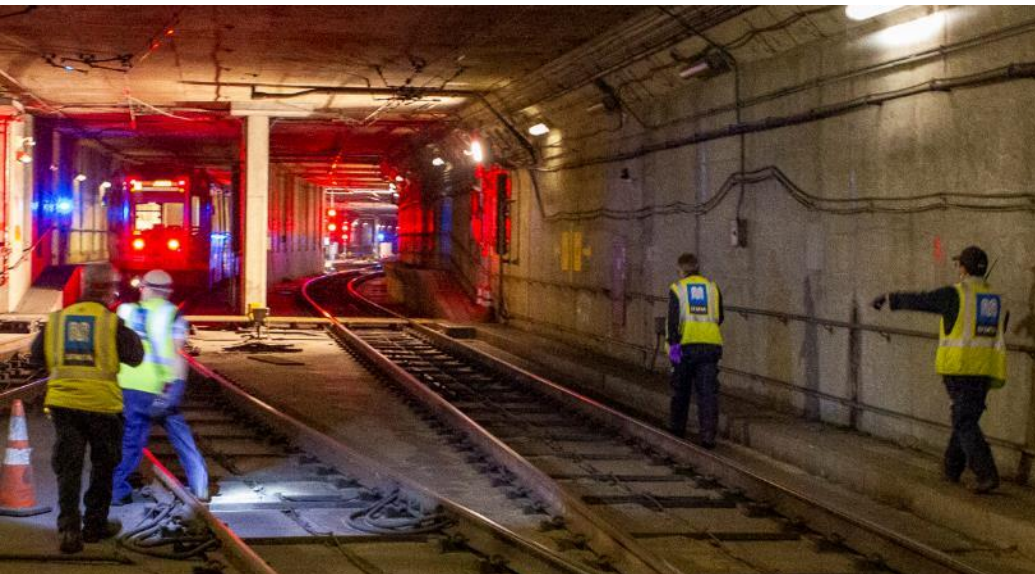
1. Transit Performance Update
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# Transit Performance Update





# Subway Work



# Operations Drills

# Opening Day Recap

- All lines performed as planned
- Ambassadors helped direct Muni passengers
- Customers appreciated quicker subway travel and fewer rail bottlenecks
- Several unrelated incidents impacted service
- Mock service proved valuable



36/52 Speical at Forrest Hill Station



First K/T exits West Portal Station on 5/15



Two multilingual outreach ambassadors at Castro

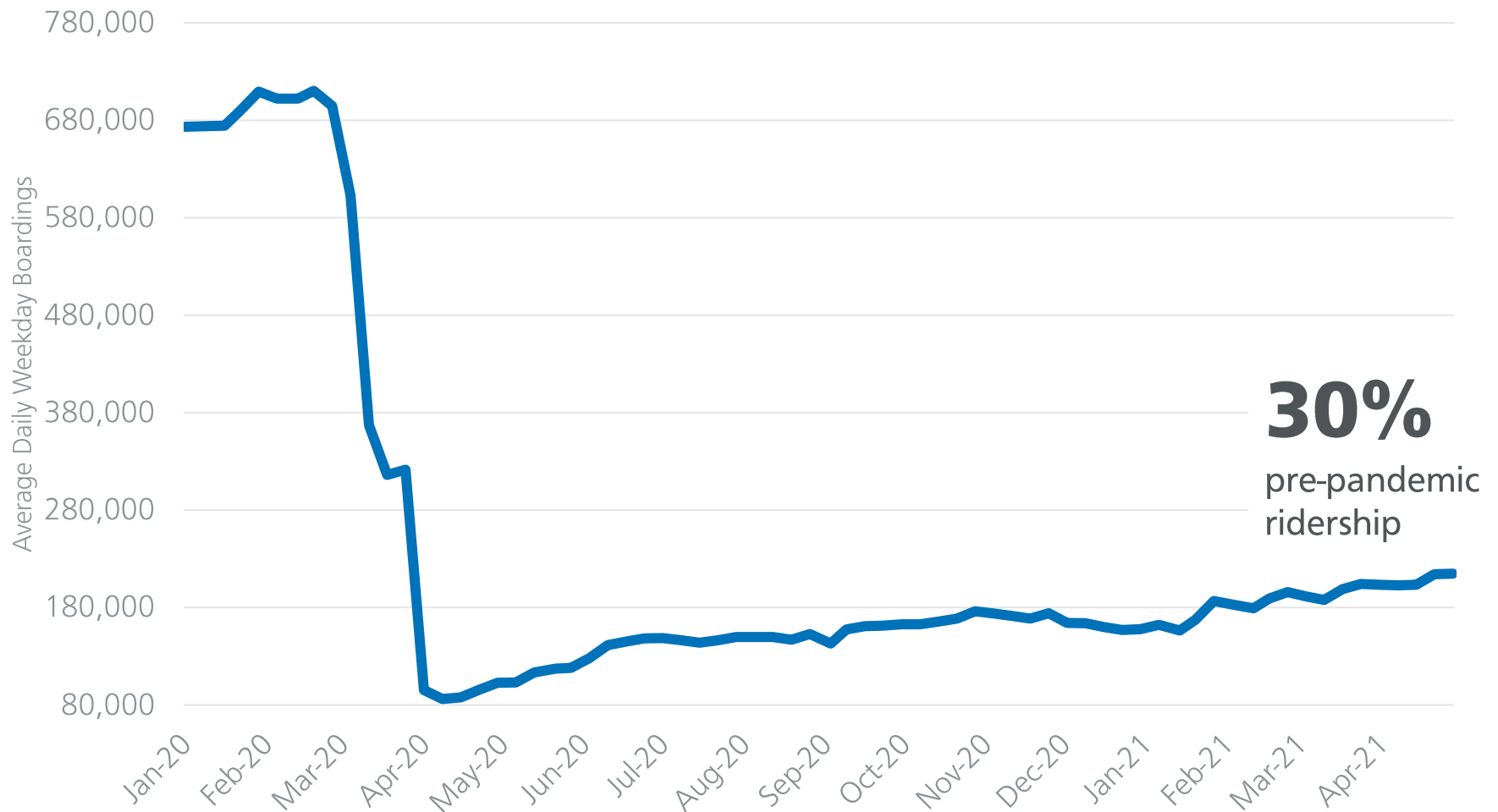


Ambassadors



# Troubleshooting Train Control

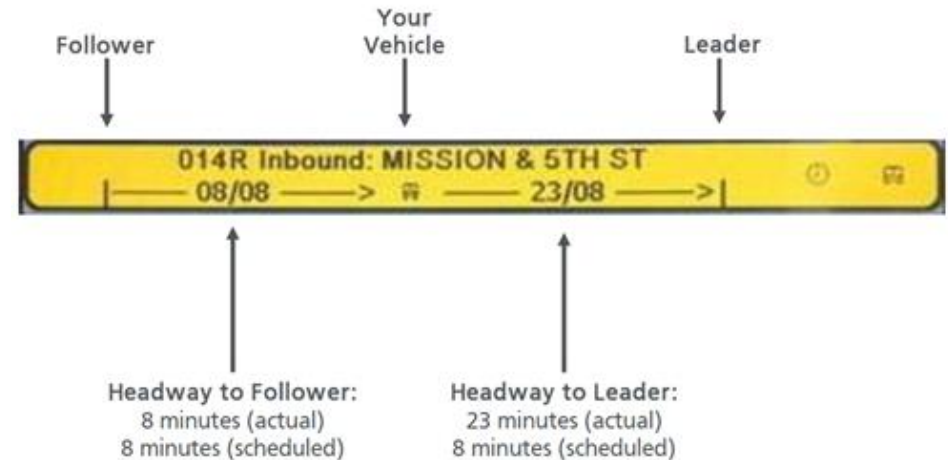
# Ridership



# Systemwide Changes

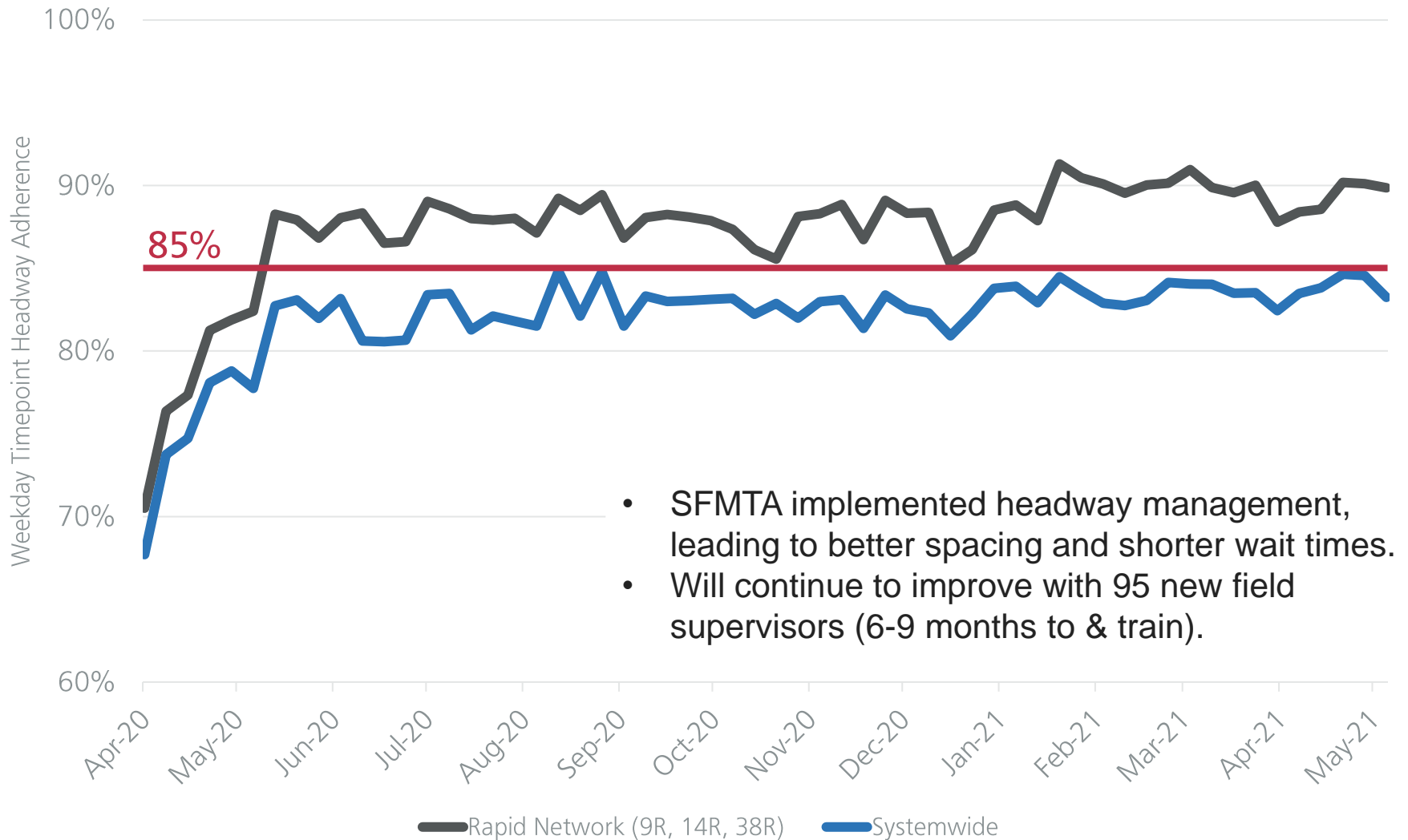
## Service Management

- Hiring 95 transit supervisors to support Operators and service delivery (6-9 months to onboard and train)
- Continuing to manage frequent service based on headway
- Returning to in-service reliefs (summer)
- Some changes to relief points to increase Operator/Supervisor connections



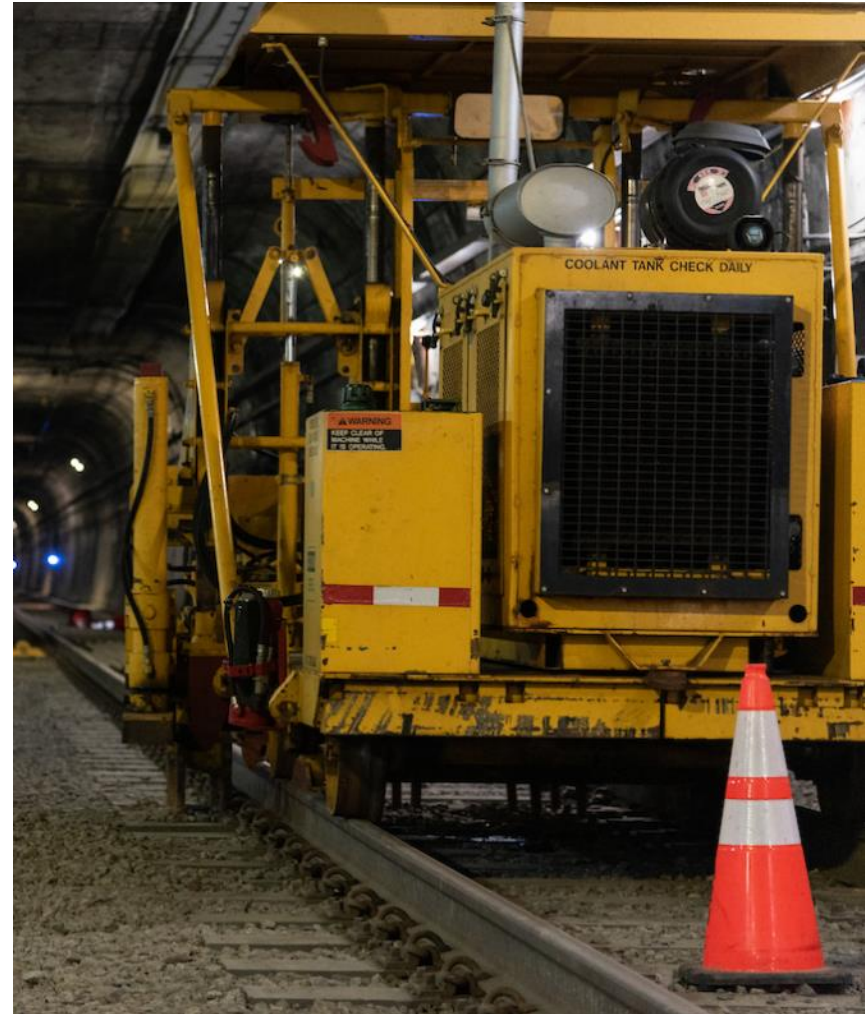
# Headway Adherence

*We manage high frequency routes to headway*



# Summary: System Performance

- Subway work has made **major down payment on system reliability**
- Operations drills provided staff time to **prepare for the demands of a fully-operational Metro system**
- **Ridership is steadily increasing**, currently at ~30% pre-pandemic levels
- Headway-based management for most Muni routes has **improved rider experience**
- Rubber tire **fleet (bus/trolley) reliability remains high**
- **Passengers continue to wear masks on board**, consistently at or above our 95% target



# May Service Restoration



# Core Values

Safe Transportation System

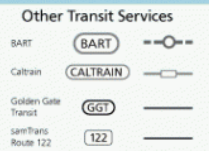
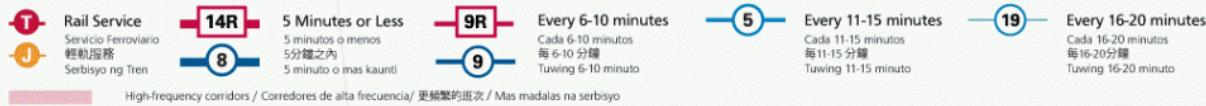
Equity

Decarbonization

Work Culture that delivers  
excellent customer service

Transportation services and investments  
supporting a strong economic recovery

# Core Service (as of March 2021)



## Core Service

- Core service network for essential travel
- Prioritized high frequencies
- Restored service, prioritizing Muni Equity Strategy neighborhoods
- Restoring service citywide as resources allow

# May 15 Service Restoration

## Coverage

- 91% of residents and 100% of equity neighborhoods have transit access within walking distance

## Metro

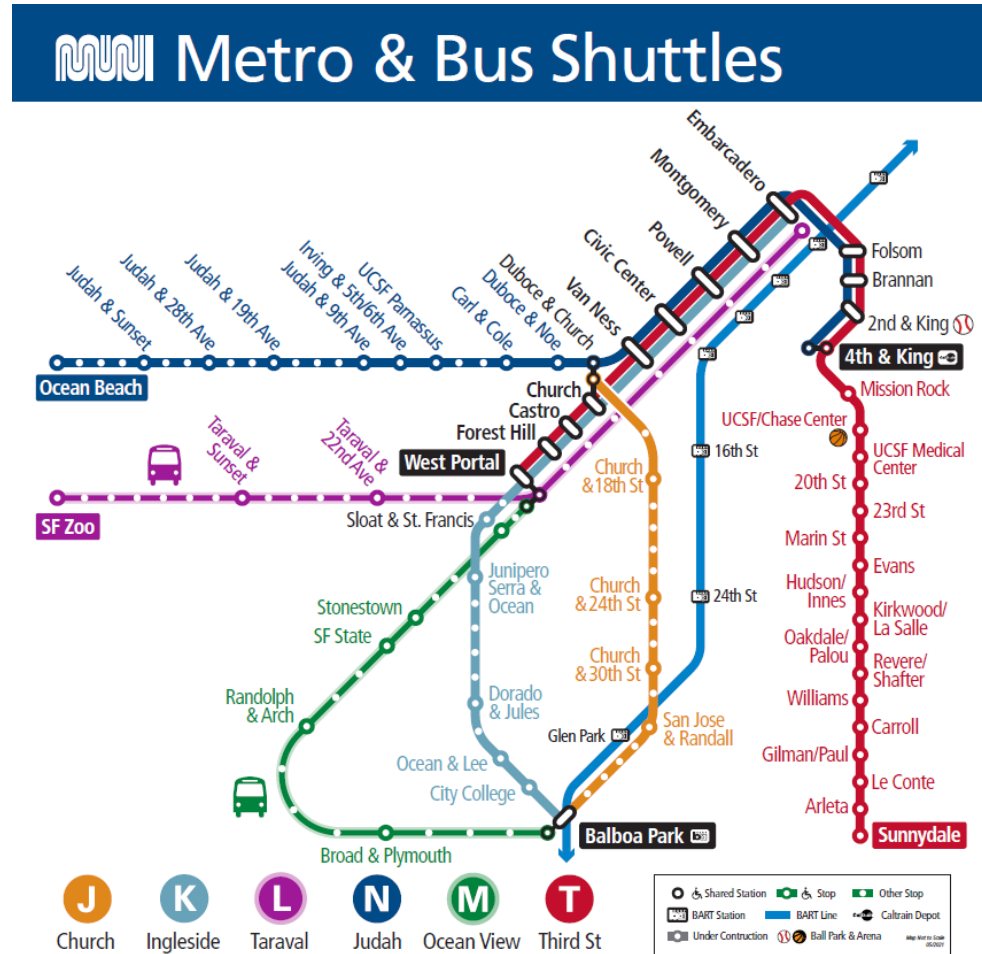
- All subway stations (Embarcadero to West Portal)
- K/T from Balboa to Sunnydale
- N Judah rail from Ocean Beach to Caltrain

## Historic

- F Market & Wharves (11am-7pm)

## Bus

- Increased frequency on busy routes to reduce crowding and pass ups
- Closed hilltop gap with 36/52 Special



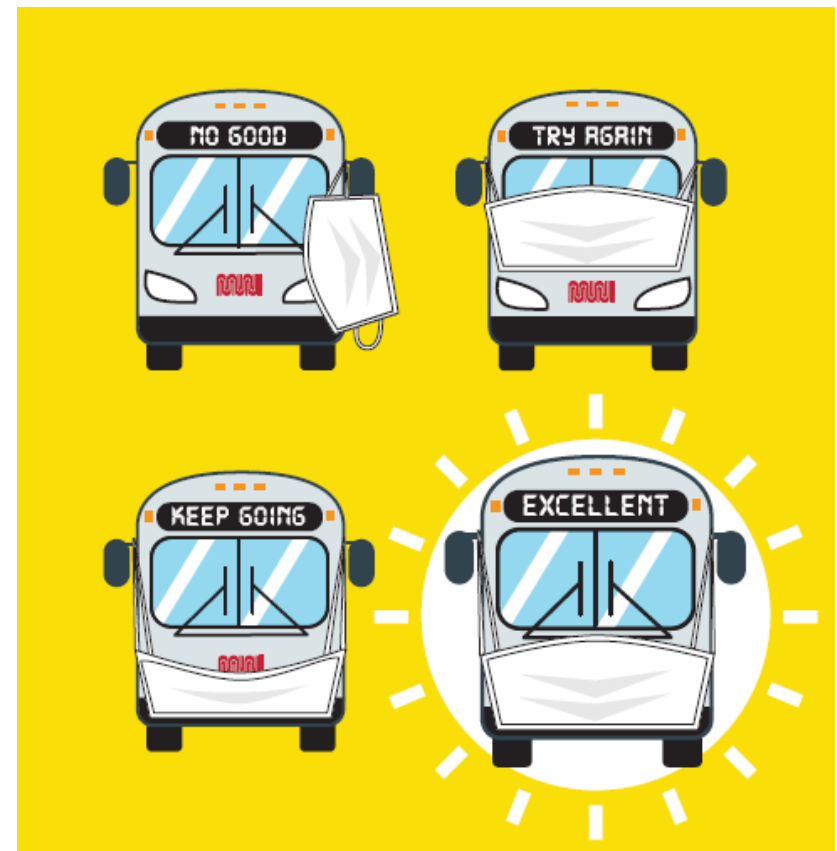
# August Service Restoration



# Systemwide Changes

## COVID Safety

- Continue mask requirements and compliance monitoring (currently 95-98% compliance)
- Continue to provide PPE and cleaning wipes to Operators
- End midday vehicle sanitizing and returning to industry standard of end of the day cleaning
- Return to pre-COVID vehicle capacities (pending DPH approval)



# Bus Changes: August 7

*Assumes elimination of COVID restrictions*

- **Draft Service Plan:**

- Extensions: 48 to Ocean Beach, 12 to Rincon Hill + Mission
- Route restoration: 5R, 18, 35, 36, 39
- Reintroduce school trippers
- Modified restorations:
  - 23 Monterey (from Bayview to West Portal)
  - 52 Excelsior (extended to include portion of 6 Parnasus)
  - 56 Rutland (extended to connect to 29 Sunset)
  - 57 Parkmerced (split into two routes to include Sloat segment of 23)
  - 66 Quintara (extended to include portion of the 6 Parnasus)
- Service being redistributed by returning frequency to pre COVID levels:  
9/9R, 14/14R, 19, 38R
- Working with stakeholders to finalize service plan by end of May

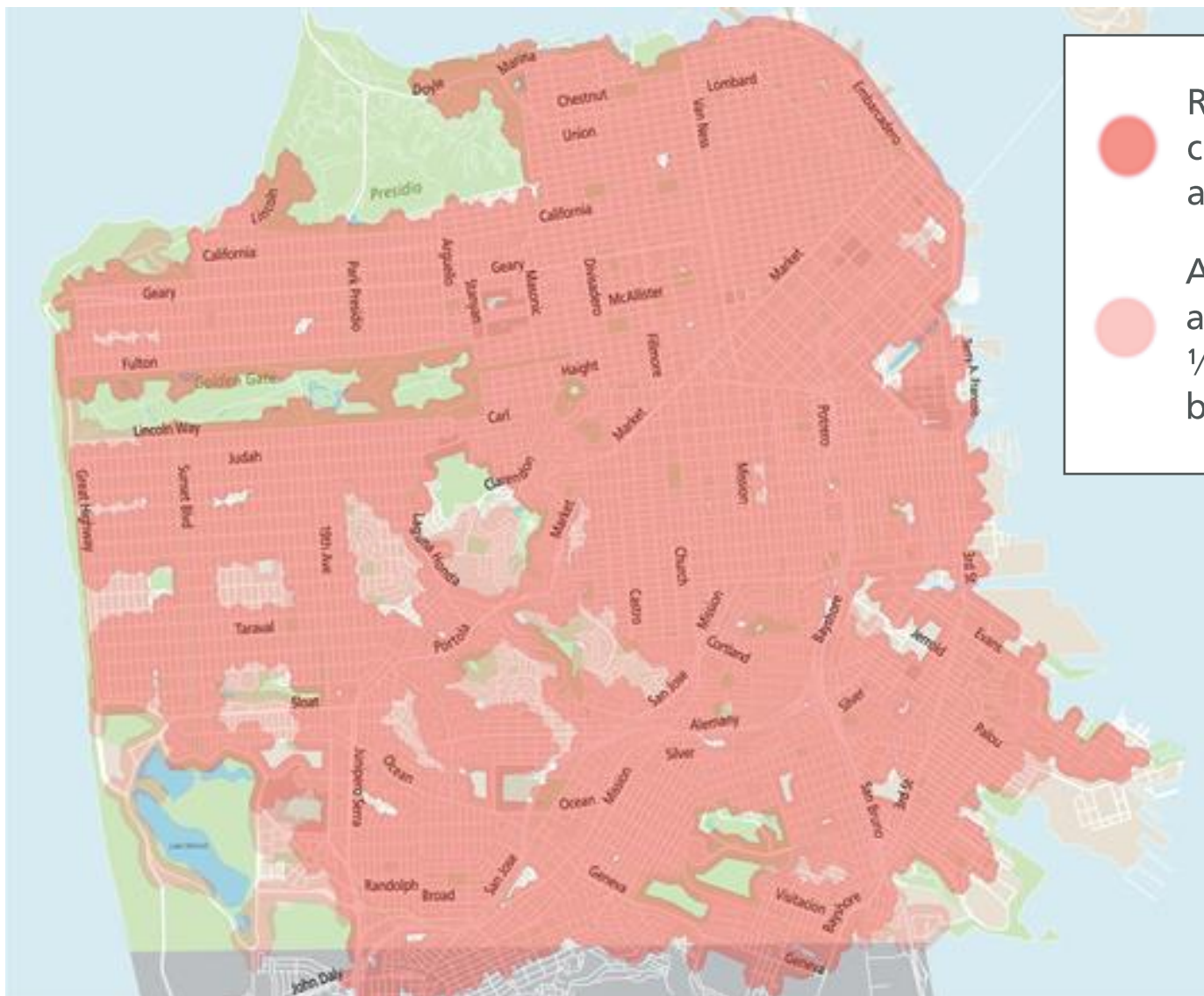
# August 7 Service Restoration

**98% of residents** and  
**100% of equity**  
neighborhoods will be  
**within a 1/4 mile** of a  
Muni stop



# Transit Access

*98% of residents will have transit access within a 2-3 block walk by August 2021*



Residential areas that are currently within 1/4 mile of a transit stop

Additional residential areas that will be within 1/4 mile of a transit stop beginning in August 2021

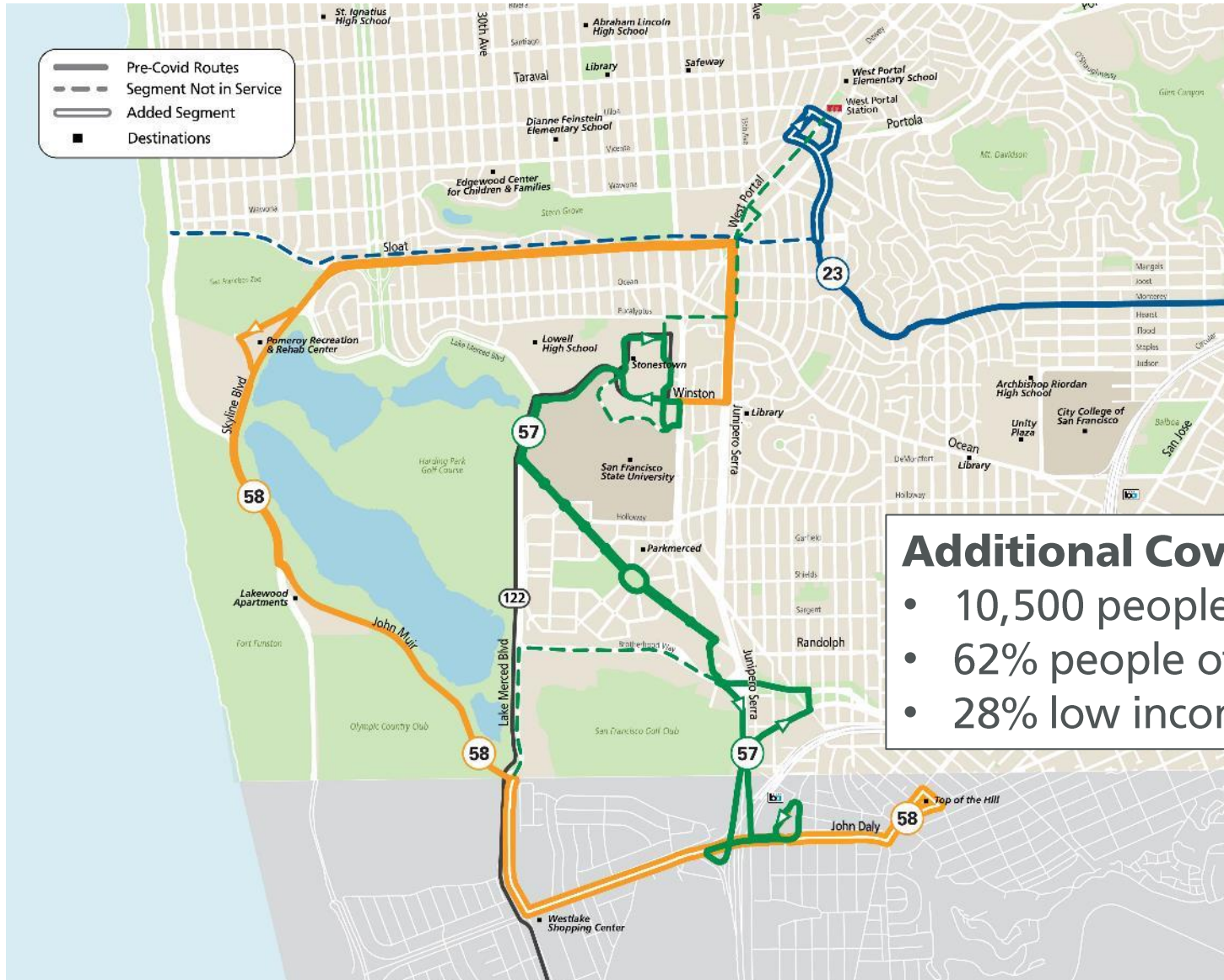
# 56 Rutland Extension



# 23 Monterey & 57 Parkmerced: Pre-COVID Routes



## 23 Monterey & 57 Parkmerced: Re-Routes



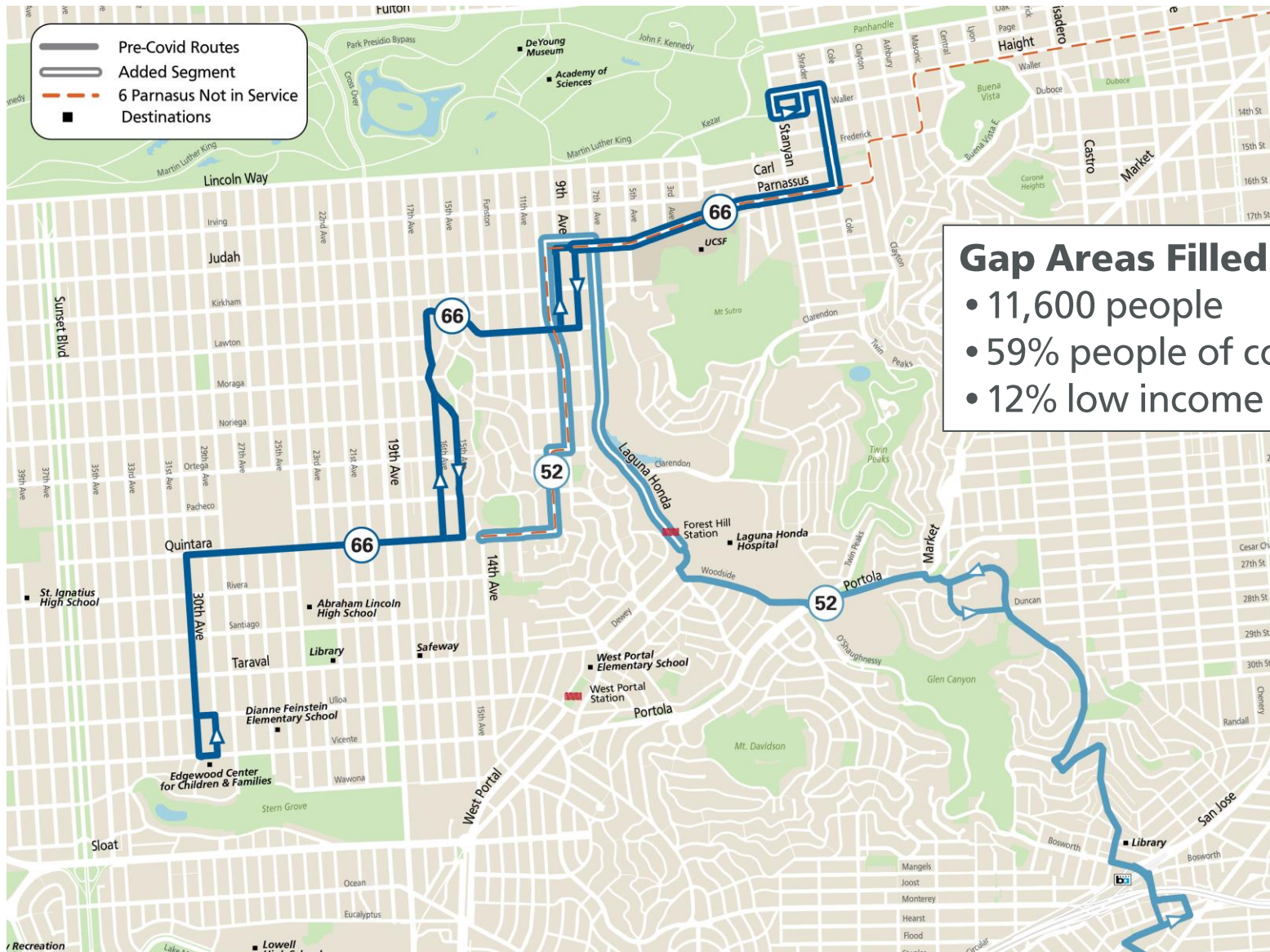
## Additional Coverage

- 10,500 people
- 62% people of color
- 28% low income

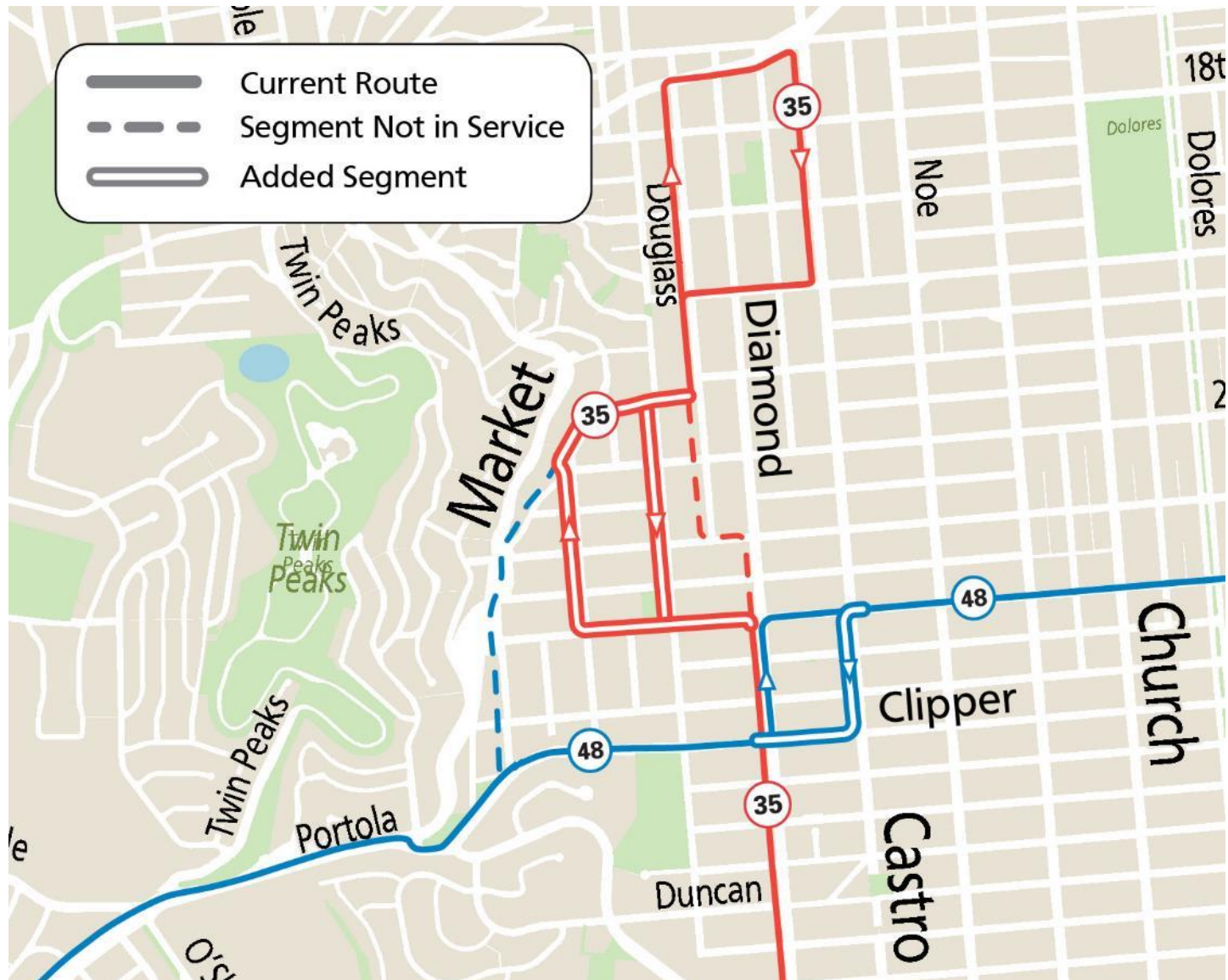
## 66 Quintara & 52 Excelsior: Pre-COVID Routes



# 66 Quintara & 52 Excelsior: Restored & Extended



# 35 Eureka & 48 Quintara-24<sup>th</sup>: Route Changes



# Summary: Service Restoration

- **All subway stations** now open to passengers
- **J, N, and K/T light rail** restored
- **F-Line is back in service**
- **We're addressing gaps** with updated route alignments
- By August **98% of residents** and **100% of equity neighborhoods** have transit access within walking distance
- **Cable Car will be restored** by Fall 2021



# Next Steps



# Cable Car Start Up

*Planning to resume revenue service Fall 2021*

## Service Plan

- Hyde, Mason, California lines (11am-7pm)
- Hyde line will start up first

## Key start up tasks

- Return staff from other duties
- Conduct detailed maintenance inspections on all major systems
- Test safety circuits
- Conduct Operator refresher
- Hire/train line supervisors
- Complete System stress test



# Next Steps: Prepare for Winter

- Plan next service restoration (Winter 2022)
- Work with stakeholders to **weigh tradeoffs such as:**
  - **Deliver 5 min network and equity priorities** (e.g. new 29R Sunset Rapid)
  - **Re-introduce routes with parallel service** (e.g. 21 Hayes)
  - **Fully restore cable car system**
  - **Increase evening service** (10PM-midnight)
  - **Re-introduce downtown expresses**

# Summary

- Preparing 12 month hiring needs for all positions for Human Resources
- Starting first post-pandemic new Operator training in June 2021
- Focusing on hiring and training to increase service levels and restore additional routes
- Working to make 20 miles of temporary transit lanes permanent





Thank You!