Service Restoration & Transit Update

San Francisco County Transportation Authority
May 25, 2021
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Transit Performance Update
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
Ridership

30% pre-pandemic 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
• SFMTA implemented headway management, leading to better spacing and shorter wait times.
• Will continue to improve with 95 new field supervisors (6-9 months to & train).
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 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
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 ¼ 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 ¼ mile of a transit stop
- Additional residential areas that will be within ¼ mile of a transit stop beginning in August 2021
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

Gap Areas Filled:
- 11,600 people
- 59% people of color
- 12% low income
35 Eureka & 48 Quintara-24th: 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!