



# Muni Service Restoration

SFCTA Board Meeting

February 15, 2022



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# Service Delivery Challenges



# Challenges to Service Delivery

The COVID-19 pandemic lasted longer than we could have ever anticipated, and many challenges persist:

- Staffing shortages and hiring constraints prevent consistent delivery of scheduled service
  - We continue to miss 20-25% of service
  - Working to minimize gaps, prioritize service to equity neighborhoods (e.g., Chinatown during Lunar New Year)
- More staff have gotten COVID in first six weeks of 2022 than in all of 2021
  - Employees also out to support sick family members, children with cancelled school, etc
- Operator training classes for January and February smaller than expected
- Riders haven't fully returned:
  - Slow downtown recovery, continued telecommuting
  - Weekend ridership and eastside corridors recovering faster than Citywide average



# Hiring Challenges

- Over 1000 vacancies agency wide
- Approximately 280 new Operator hires planned for 2022
  - January/February classes started 51 trainees instead of 84
- Mechanic positions exhausting civil service lists without filling all vacancies
- Transit Division has approximately 20% vacancy rate, with groups like Transit Planners and Overhead lines experiencing up to 50% vacancies throughout 2021
- SFMTA hiring challenges mirrored Citywide

## Bay Area transit looks to woo new bus operators amid national driver shortage

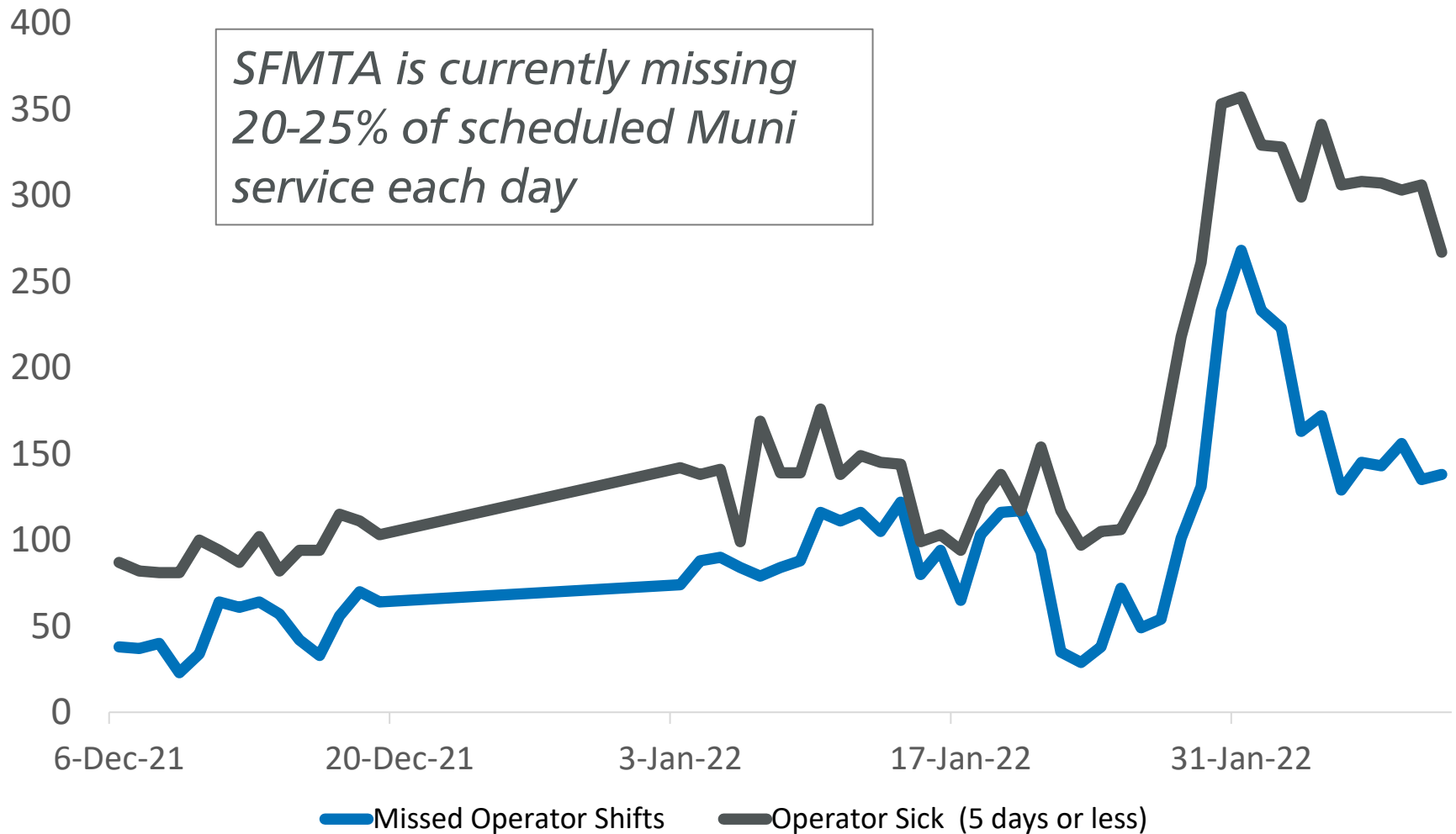
Faced with staffing shortages Bay Area transit agencies are looking to hire new recruits. But they face an uphill battle.

## Covid plagues mass transit, leading to staff shortages, service disruptions

Some public transportation systems, including those in Atlanta and Portland, Ore., will start reducing services next week



# In late January Muni experienced an increase in missed service as a result of Omicron surge





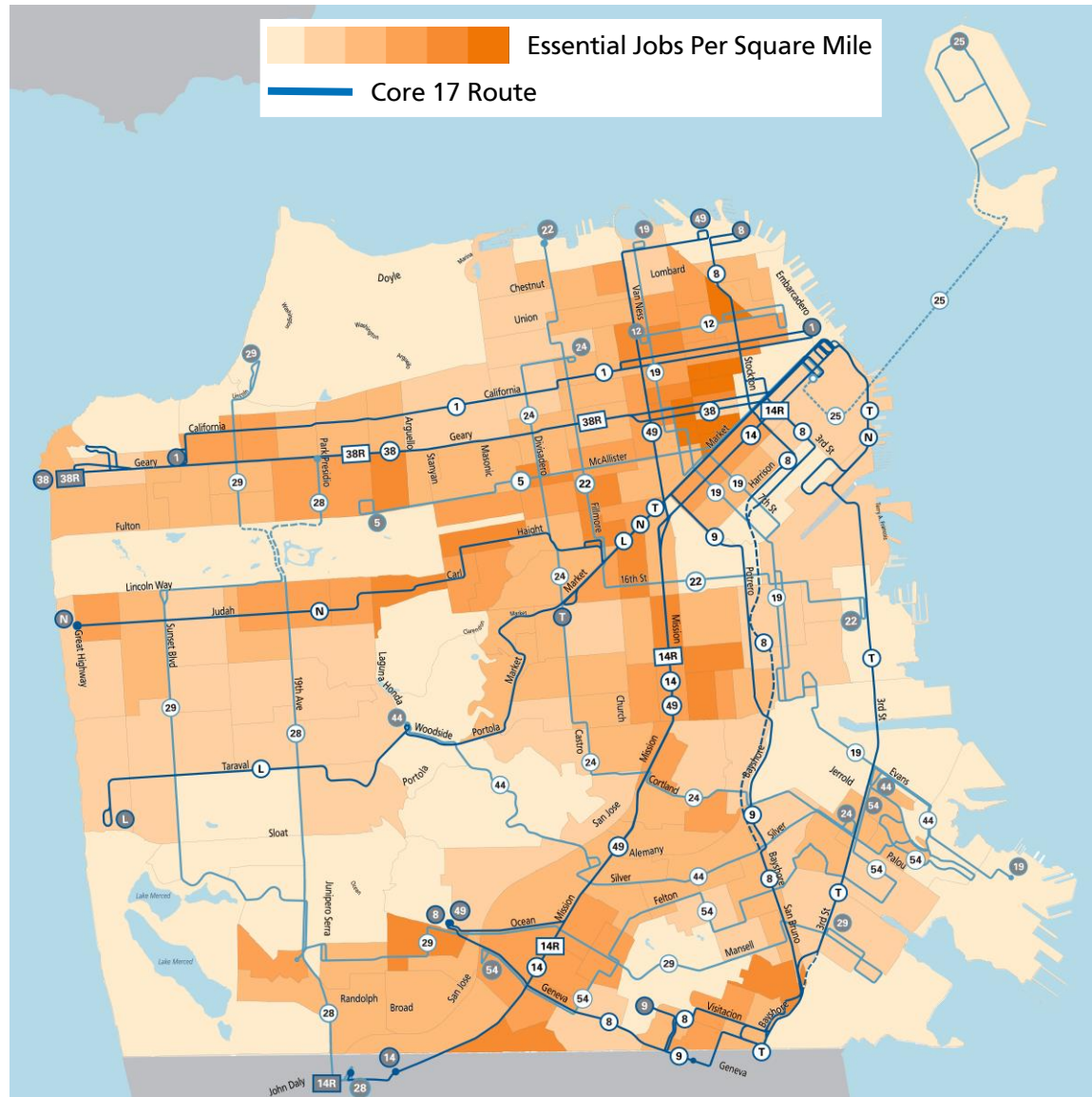
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# Restoring Service



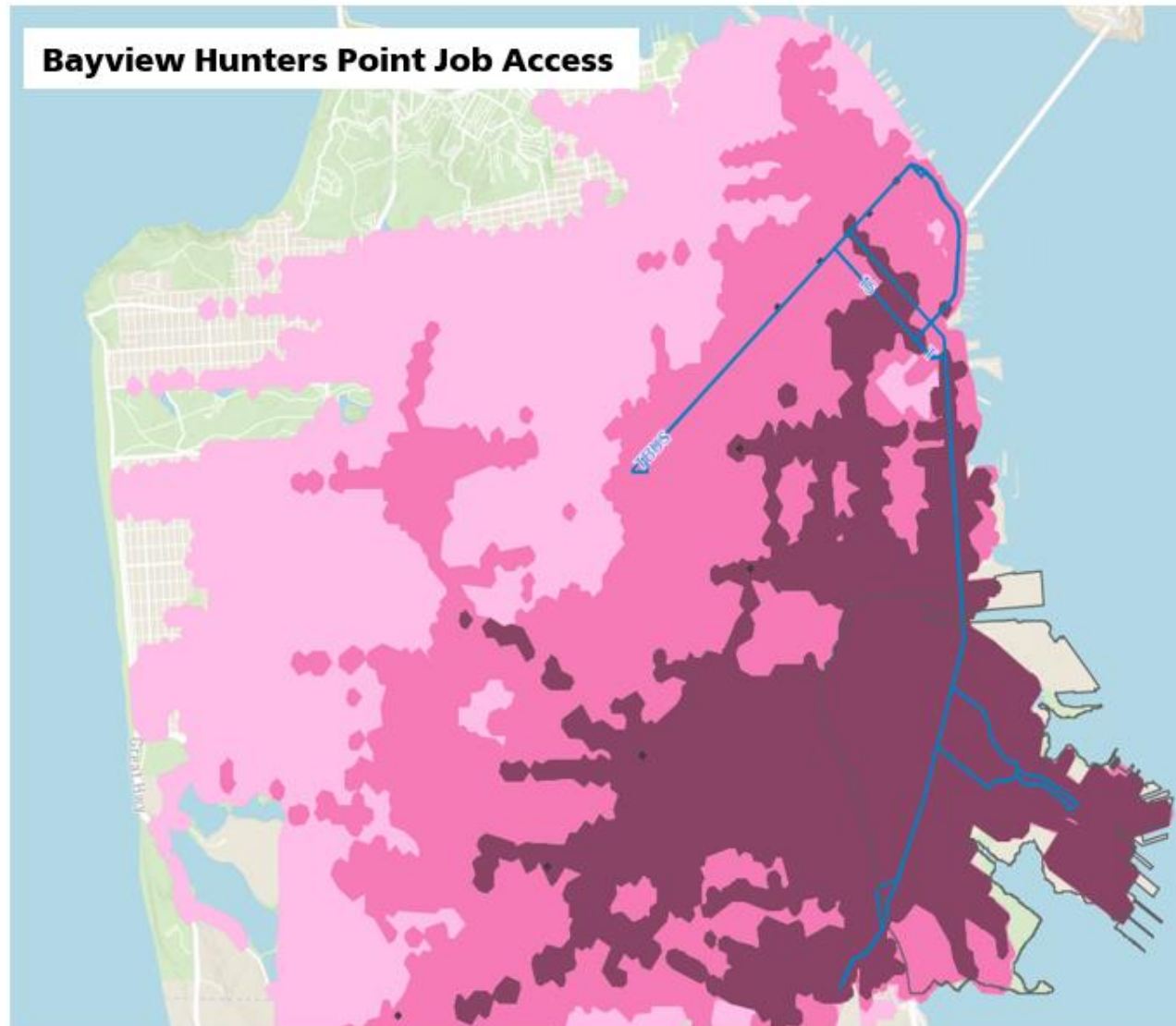
# COVID-19 Response

- Core Network implemented in April 2020
- Utilized the Muni Service Equity Strategy principles in designing service in response to the pandemic
- Focused on connecting identified neighborhoods to essential jobs and other essential services (such as hospitals)
- Map highlights essential jobs per square mile



# Equity Toolkit

- During pandemic SFMTA created a new analysis process to review equity
- Analysis evaluates job access via transit travel time within 30, 45 and 60 minutes from Equity Strategy neighborhoods
- For example, analysis showed that the implementation of the 15 Third Express increased job access for Bayview residents 4x in 30 min and 9x in 45 min





# February 2022 Rail Service Changes

## J Church route & frequency change

- Extend route to Embarcadero Station
- Frequency reduced from 10 to 15 minutes weekdays and 12 to 15 minutes weekends

## Sunday duration increase

- All Metro Lines - expand Sunday service to ~12 a.m. on Sundays

## More shuttle service between Embarcadero and West Portal



# April 2022

## Restore lines

- Pre-pandemic routing: 8AX/8BX  
Bayshore Expresses (weekday only)

## Modify lines currently in service

- Improving other connections:  
56 Rutland to Burton High School

## Formalize cancelled service that began in November 2021

- 1 California and 14R Mission Rapid short lines continue to be suspended (Weekday only for 14R)
- 30 Stockton short line service to resume with shorter time span

## Frequency changes (Weekday only)

- 9R San Bruno Rapid (12 min)



# June 2022

## Restore lines

- Modified routing: 2 Clement, 10 Townsend, 21 Hayes

## Modify lines currently in service

- Returning to prepandemic routing: 23 Monterey, 43 Masonic
- Improving other connections: 28 19th Avenue, 57 Parkmerced, 58 Lake Merced

## Frequency changes

- Weekday only: 29 Sunset (9min)
- Weekday/Weekend: 58 Lake Merced (30min)





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# Capital Projects to Support Restoring Service



# Temporary Emergency Transit Lanes

- Fastest expansion of transit only lanes in SFMTA history
- Installed on corridors that normally experience congestion to keep buses moving and reduce crowding
- 13 temporary miles installed; 10 miles made permanent to date
- Installed on lines serving 40% of current riders
- All on lines that serve Equity Strategy Neighborhoods
- Travel time savings of up to 30%



# Muni Forward 2.0

Our 12-month work program will advance planning, and “quick build” where possible, on priority corridors including the T Line:

Corridor	2022	2023	2024	2025	2026
L Taraval	Red	Red	Red	Red	Light Blue
14/14R Downtown Mission	Yellow	Yellow	Red	Red	Light Blue
J Church	Blue	Yellow	Red	Red	Light Blue
K Ingleside	Blue	Blue	Yellow	Yellow	Red
M Oceanview (19 <sup>th</sup> – Balboa Park)	Blue	Yellow	Yellow	Red	Red
N Judah	Blue	Blue	Yellow	Yellow	Red
T Third	Blue	Blue	Yellow	Yellow	Yellow
29 Sunset	Blue	Yellow	Red	Red	Light Blue
28/28R 19 <sup>th</sup> Ave HOV	Blue	Blue	Yellow	Yellow	Red
5/5R Fulton (8 <sup>th</sup> – Park Presidio)	Blue	Yellow	Red	Light Blue	Light Blue
Spot Improvements (on going)	Blue	Blue	Blue	Blue	Blue

Blue – planning; Orange – detail design; Red – construction

In partnership with the SFCTA, we will also begin early planning on Geary - 19<sup>th</sup> Avenue Subway and defining priorities for FTA’s Core Capacity Grant program

# Muni Forward 2.0

