



SFMTA

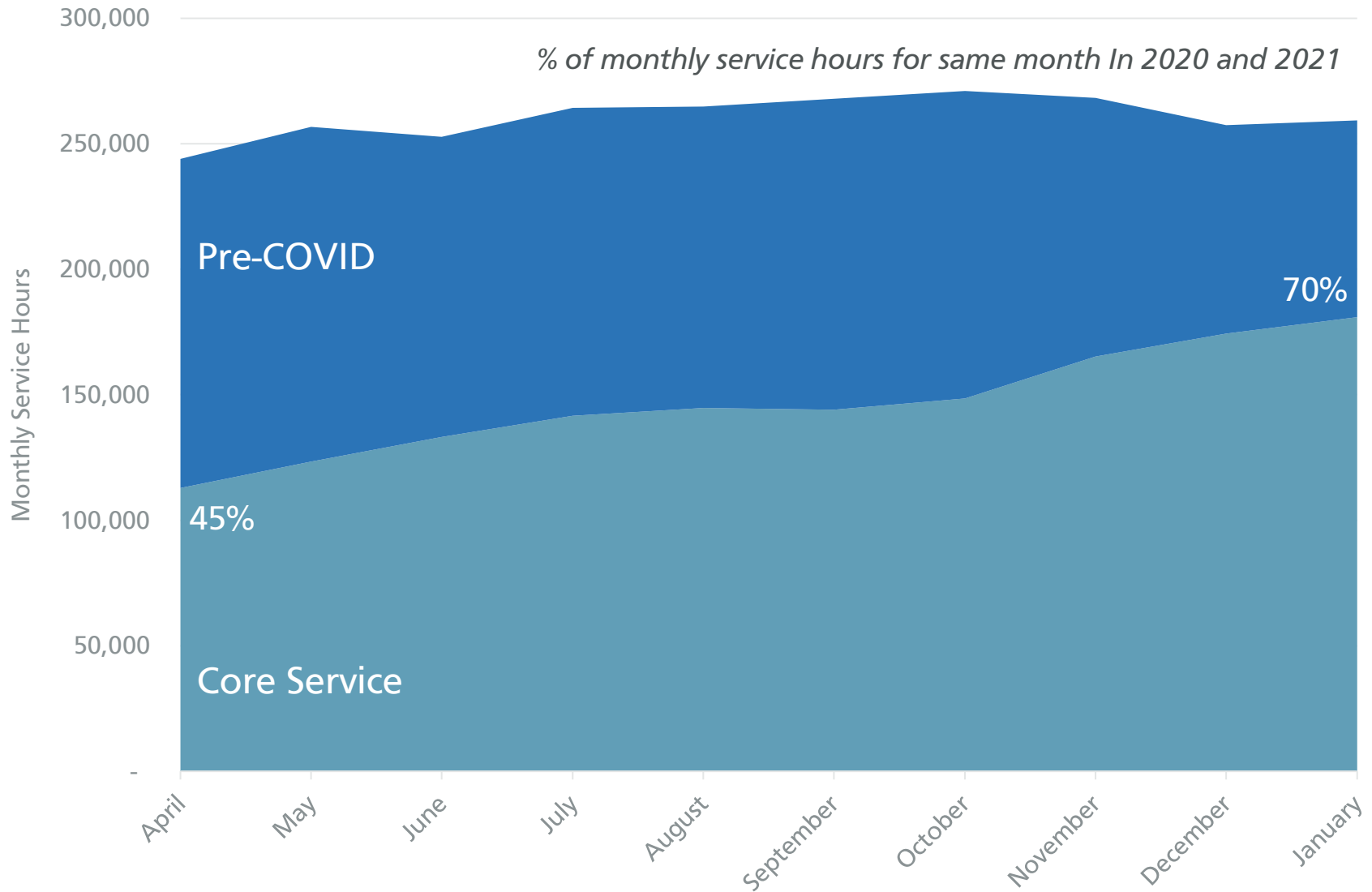
# Transit Update

Julie Kirschbaum, Director of Transit  
SFMTA Board of Directors  
March 16, 2021



## COVID Service

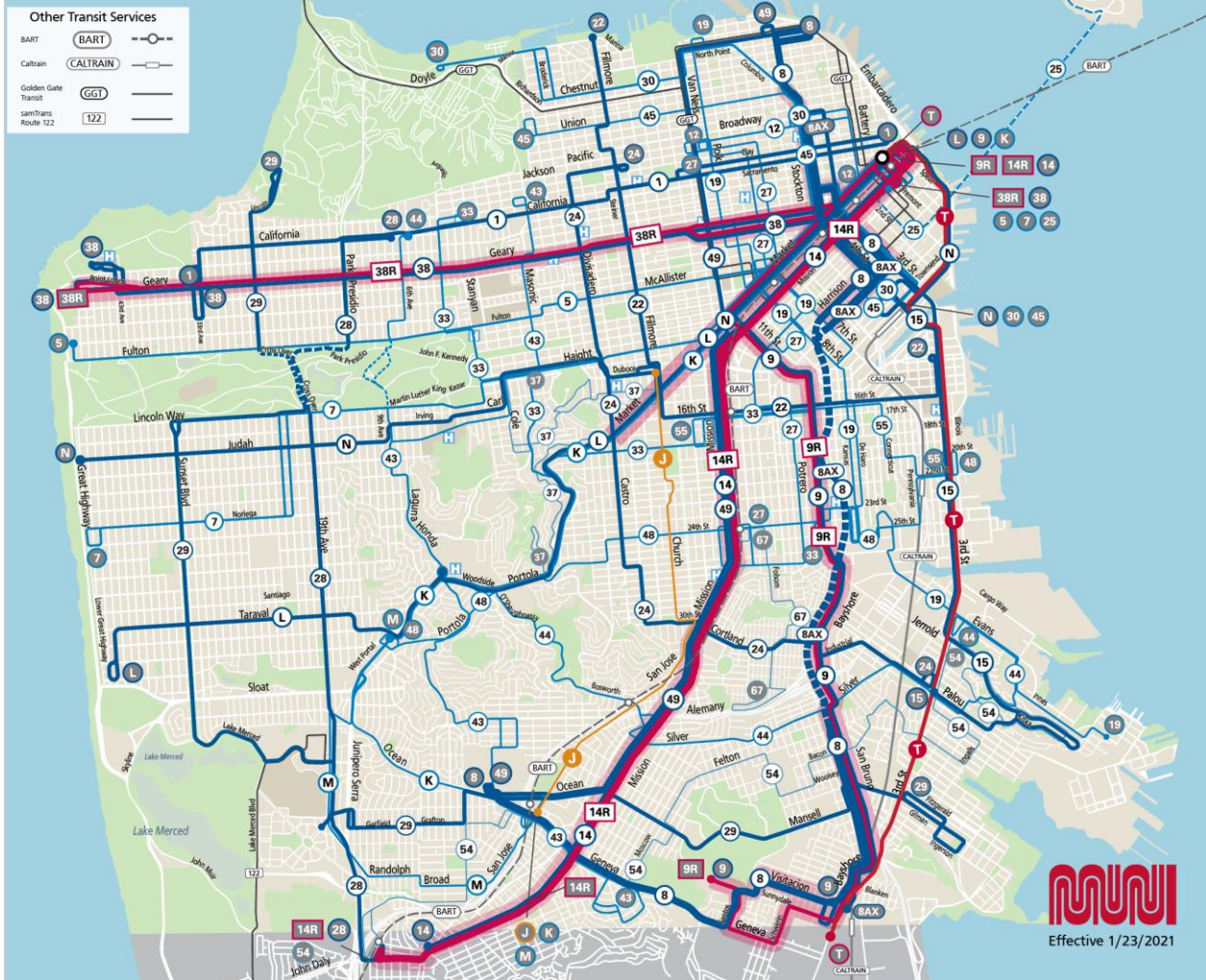
# Service Hours Delivered



# COVID-19 Muni Core Service Plan

- T Rail Service  
 Servicio Ferroviario  
 輕軌服務  
 Serbisyo ng Tren
  - 14R 5 Minutes or Less  
 5 minutos o menos  
 5分鐘之內  
 5 minuto o mas kaurti
  - 9R Every 6-10 minutes  
 Cada 6-10 minutos  
 每 6-10 分鐘  
 Tawing 6-10 minuto
  - 5 Every 11-15 minutes  
 Cada 11-15 minutos  
 每 11-15 分鐘  
 Tawing 11-15 minuto
  - 19 Every 16-20 minutes  
 Cada 16-20 minutos  
 每 16-20 分鐘  
 Tawing 16-20 minuto
- High-frequency corridors / Corredores de alta frecuencia / 更頻繁的班次 / Mas madalas na serbisyo

- Other Transit Services**
- BART BART
  - Caltrain CALTRAIN
  - Golden Gate Transit GGT
  - SamTrans Route 122 122



# Temporary Transit Lanes

## Mission SoMa



# Maintenance Work During COVID



# Capital Work During COVID



# SFFD Safety Training







● 22 MIN (2-CAR) & 35 MIN  
● 3 MIN (2-CAR) & 20 MIN  
11:21

EXIT

EXIT

2022A

MESA PORTAL

561

# Service Restoration

Accelerated vaccination of SFMTA  
staff and the riding public  
combined with Federal stimulus  
funding key to the next phases of  
service restoration

# May Service Restoration

## Metro

- Open all subway stations from Embarcadero to West Portal
- Restart N-Judah rail from Ocean Beach to Caltrain

## Historic

- Restore F line service 7 days a week (afternoon/evening)

## Bus

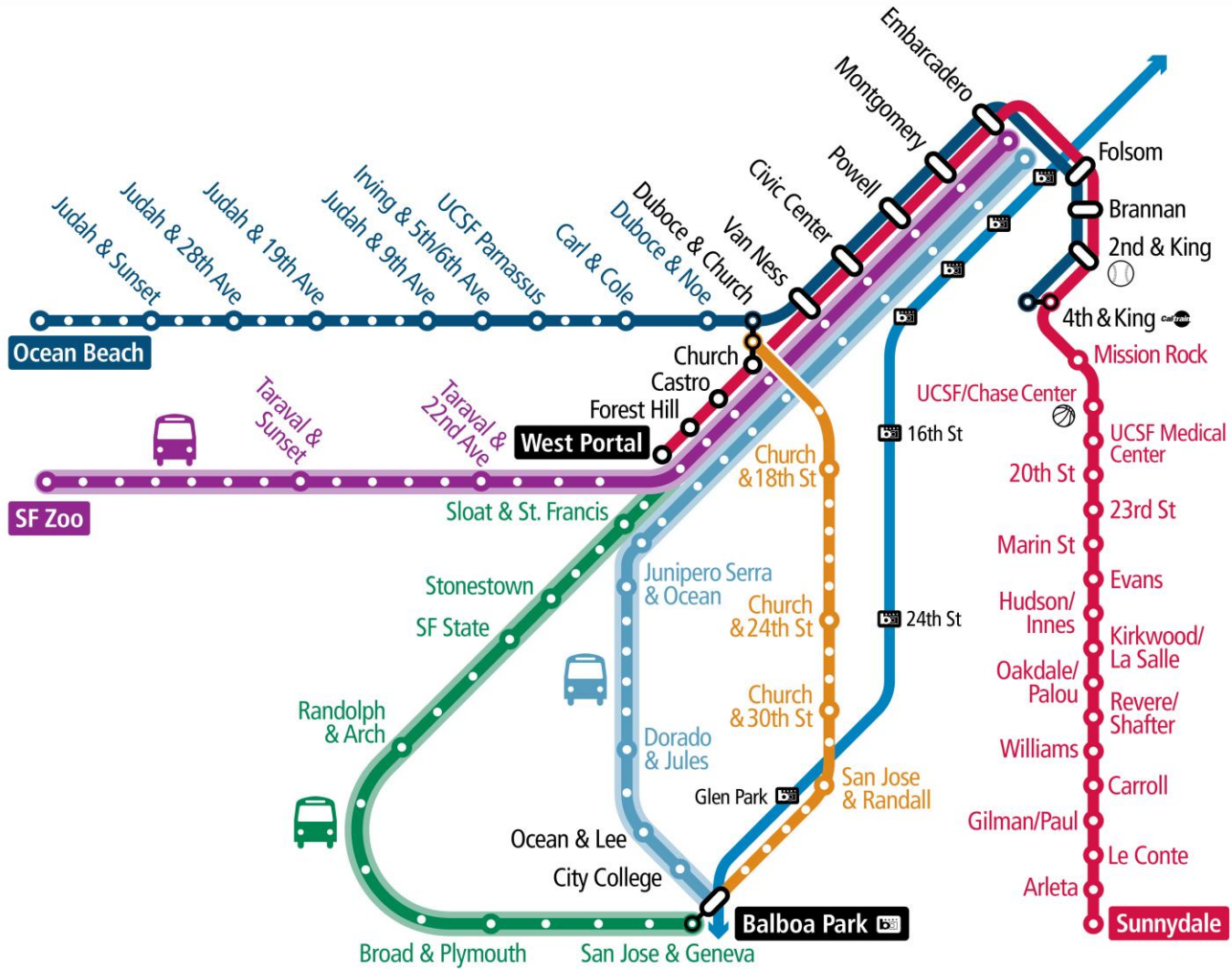
- Increase frequency for crowding management
- Close hilltop gap between Forest Hill and Glen Park
- Catch up on bus maintenance

# Metro restoration following successful subway work

- Extend T line to open subway from Embarcadero to West Portal
- Restart N-Judah
- Subway frequencies
  - 8 min (WP-Castro)
  - 4 min (EMB-Van Ness)



# Metro & Bus Shuttles



- J

Church
- K

Ingleside  
BUS SHUTTLE
- L

Taraval  
BUS SHUTTLE
- N

Judah
- M

Ocean View  
BUS SHUTTLE
- T

Third St

- BART Station
- Caltrain Depot
- Ball Park & Arena



# Historic Streetcar Service

- Summer only –  
Restore F line from  
Castro to Fisherman's  
Wharf
  - Operate 7 days/week
  - Working with local  
business groups to  
determine hours of  
operation
- Fall –  
F line service restricted  
due to Market Street  
construction



# Managing Pass Ups

- Transit activity will increase with pace of vaccinations
- Resources will continue to be added on busy route segments in anticipation of increased demand
- Pass ups expected as trip making grows until COVID capacity restrictions are lifted



*Snapshot of average daily ridership per stop (March 3, 2021)*



# Fall Service Restoration

## Bus - Contingent on removing COVID capacity restrictions

- Continue to expand hilltop service and close coverage gaps in preparation for school reopening and increased business activity

## Metro

- Add LRV subway shuttles as needed to manage crowding
- Prioritize rail operator training for future expansion

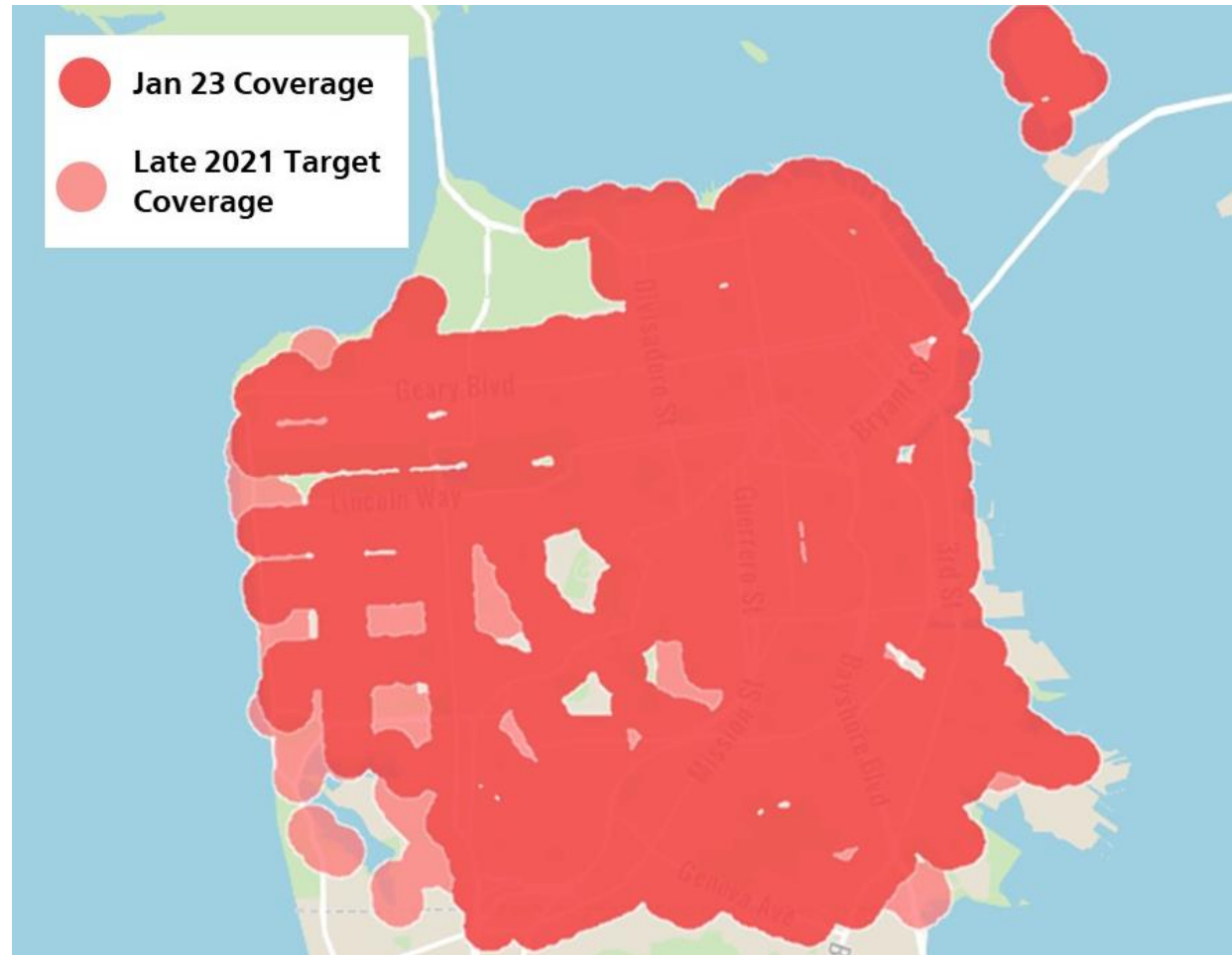
## Historic

- Implement Better Market Street construction reroutes

## Cable Car

- Restart Powell-Hyde line in advance of holiday shopping season
- Limited hours of operation

# Reallocate COVID service to close gaps Citywide





# Cable Car Restart Key Requirements

- Develop new trainers
- Recertify operators
- Hire and train new inspectors to support terminals
- Undergo Infrastructure readiness



# Cable Car Restoration

*Cable Car and Historic operators have been invaluable in supporting Agency and Citywide needs during pandemic*



**150+**

*Cable Car operators are reassigned on avg. weekday*

**60** *working as Ambassadors*

**20** *Other support (service, PPE, etc)*

**35** *working as Car Cleaners*

**35** *Vaccination site support*

*Average figures week of March 1, 2021*

# 2022 Service Changes

- Continue to restore rail and bus service up to 85% of PreCOVID levels
- Work with Citywide stakeholders to weigh tradeoffs such as:
  - Deliver 5 min network including equity priorities (e.g., 29R Sunset Rapid)
  - Re-introduce routes with parallel service (e.g., 21 Hayes)
  - Fully restore cable car system
  - Re-introduce downtown express service



# Restoration Challenges

- Uncertainty around pace of recovery and relaxing COVID restrictions
- Competing demands for service
- Impacts of increased congestion if high rates of automobile use continue – **Transit lanes key to offset**
- Revenue uncertainty – Federal stimulus is only one time funding

# Restoration Challenges

- Difficult to respond quickly to changes in demand (~two-month lead time to change Operator schedules)
- Hiring and training lead times
  - Muni Working Group identified high vacancy rate as biggest challenge facing system preCOVID
  - Limited testing and hiring during COVID austerity measures exasperated pre-COVID needs
  - Internal promotions create cascading hiring and training needs
  - SFMTA has made significant investments in human resources to help address



# Operator Attrition over Time



*Operators are one of many job classifications that will need to restart hiring. Approximately 100 Operators have been promoted, retired or been released since Operator training stopped in early 2020*

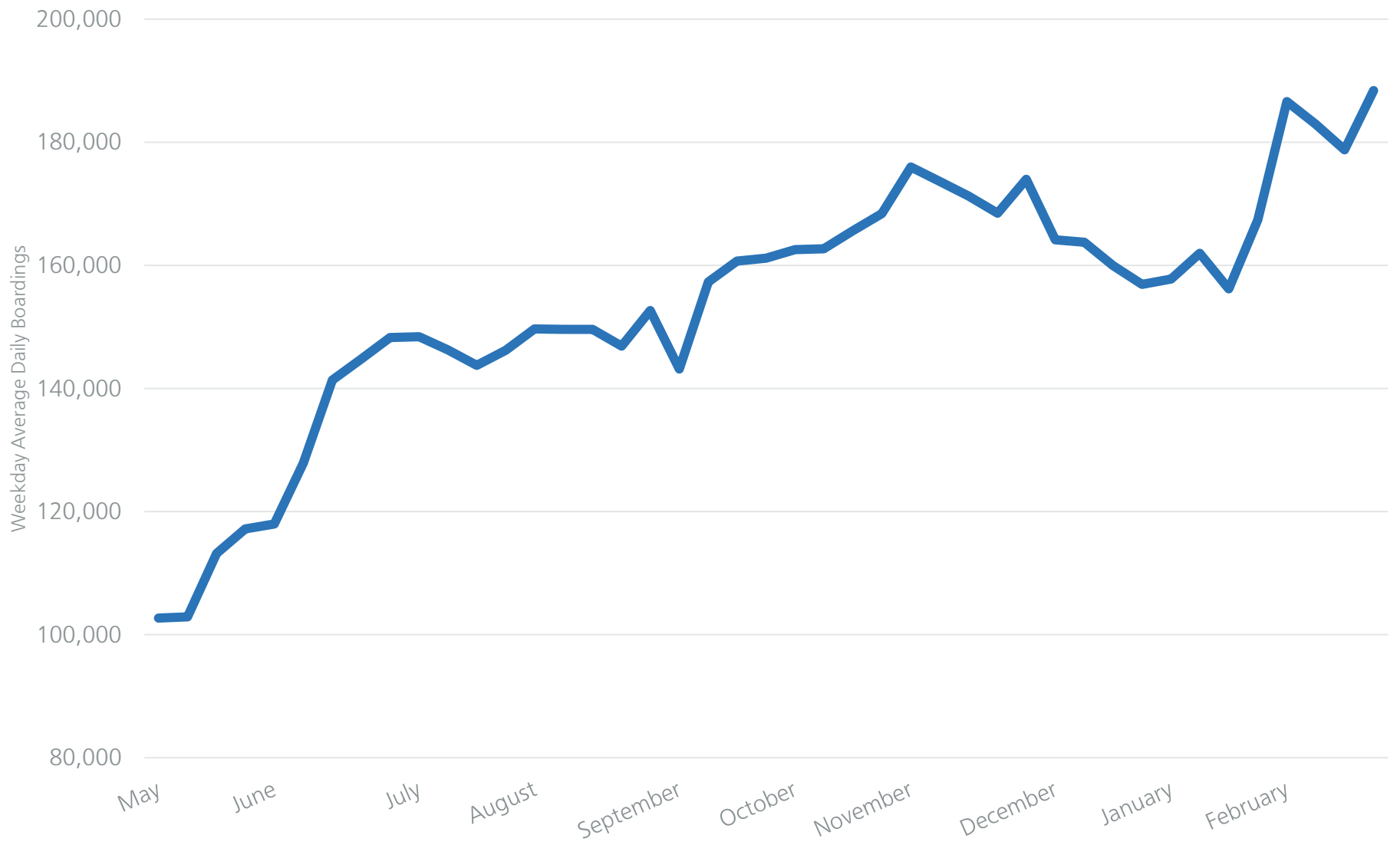
# Next Steps

- Request SFMTA Board approval of Title VI analysis for COVID service network
- Finalize spring and fall service restoration
- Develop and implement strategic hiring plan for FY22 – focus on building a strong foundation and enhanced customer experience
- Conduct stakeholder outreach for 2022 Service Restoration and to make temporary transit lanes permanent

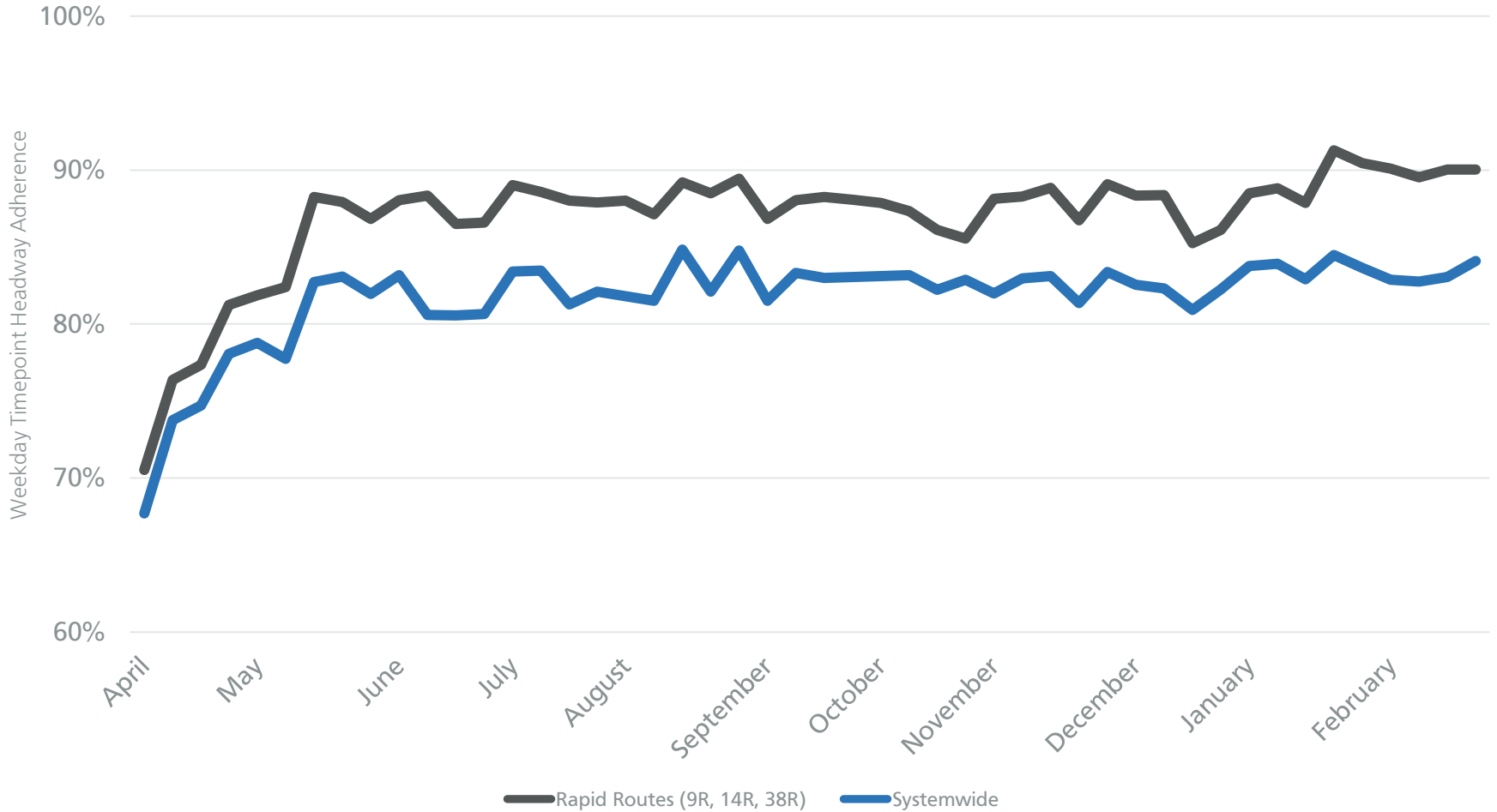


# Performance Metrics

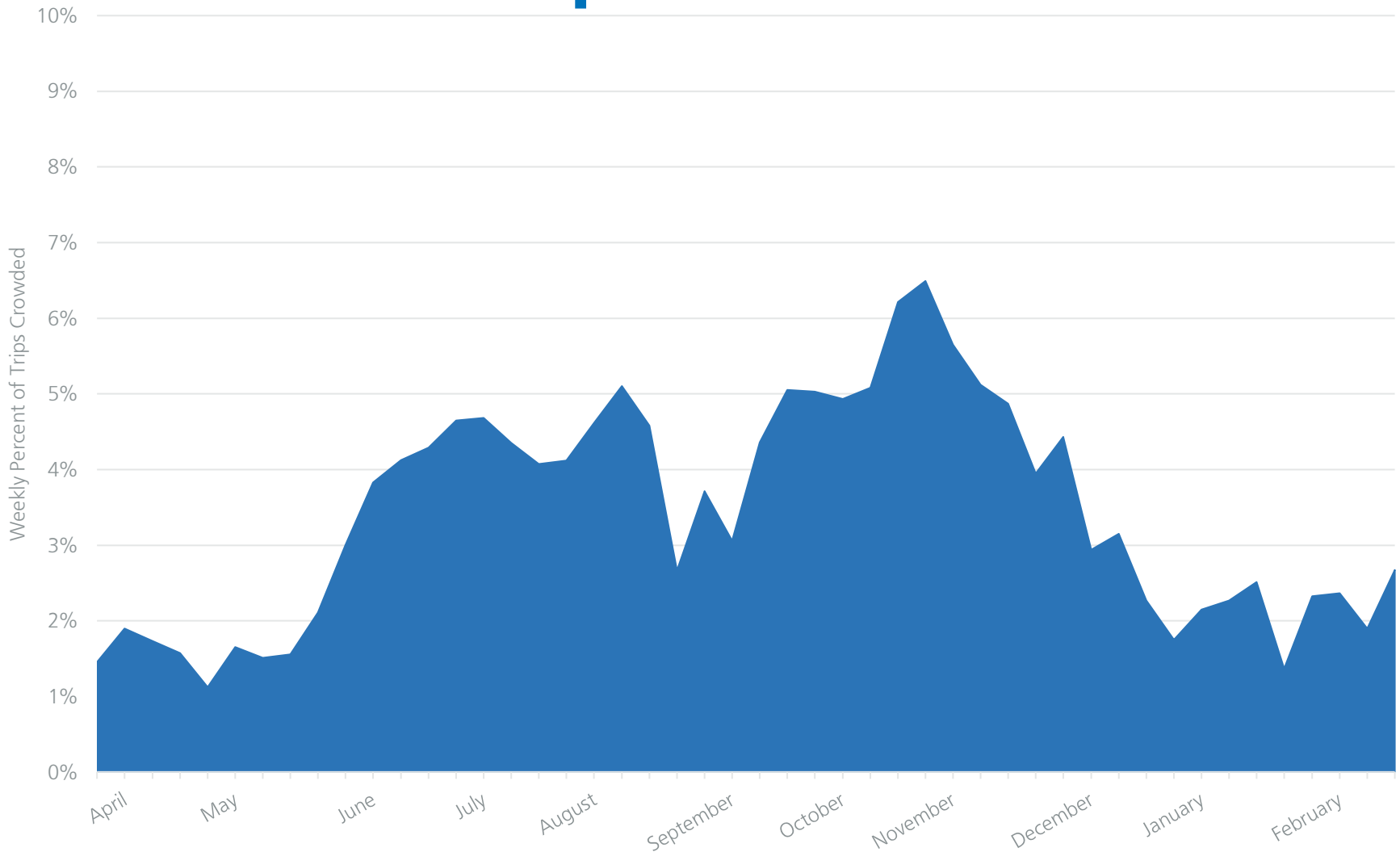
# Ridership



# Headway Adherence

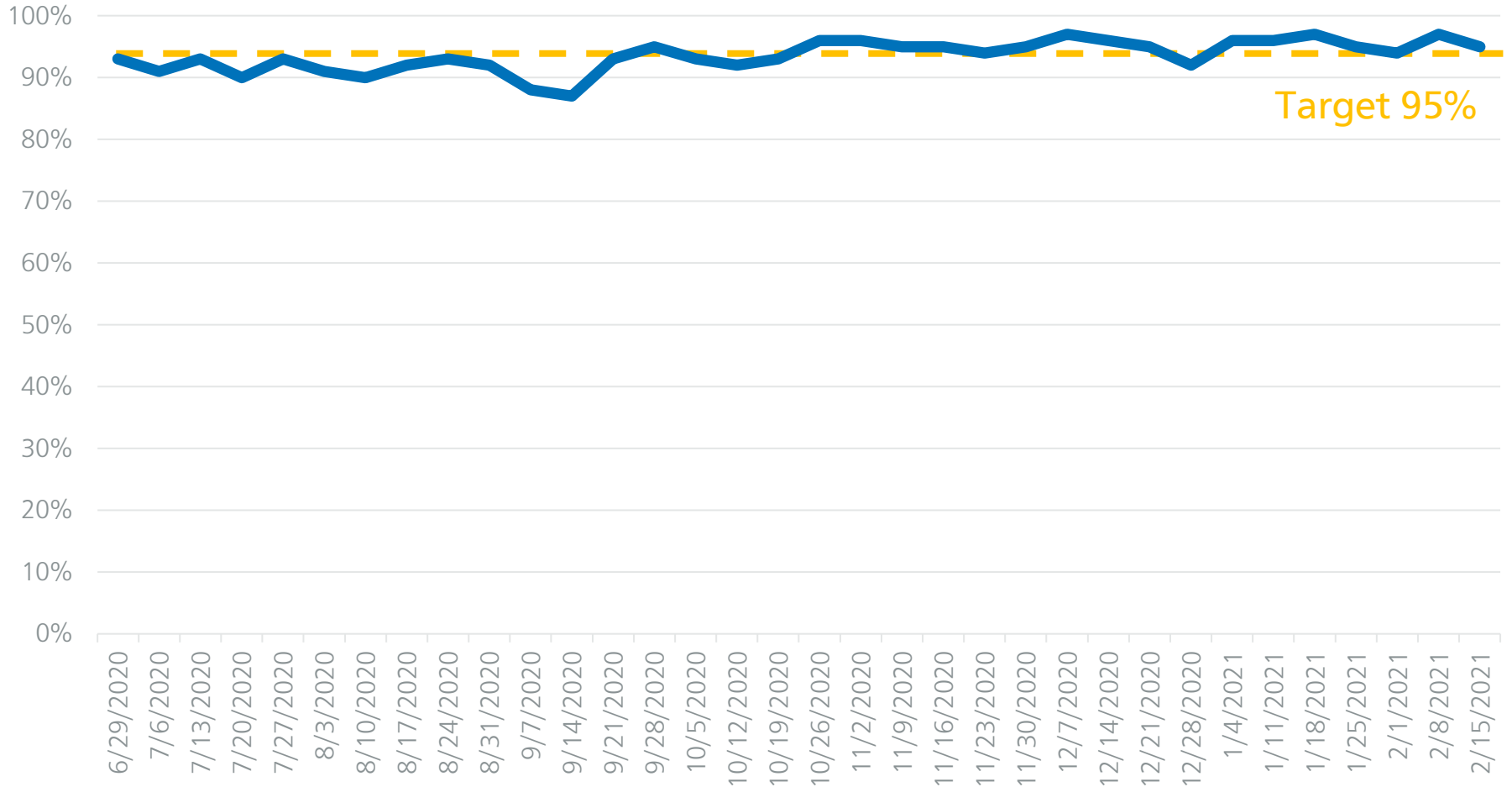


# Percent of Trips Crowded



\*Due to a data issue, ridership data is likely undercounted on rail substitution routes between 8/25 and 10/31.

# Onboard Mask Compliance



# Mean Distance Between Failures

