



COVID-19 Transit Performance Update

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SFMTA Board of Directors
April 21, 2020

SFMTA COVID-19 Objectives

SFMTA is supporting the Department of Emergency Management (DEM) and the city Emergency Operational Center (EOC) response to COVID-19 with four objectives:

1. Limit the exposure of SFMTA employees to Covid-19
2. Limit the exposure of passengers to Covid-19
3. Maintain mobility and access, so long as objectives 1 and 2 are not compromised
4. Maintain and communicate situational awareness to our employees and the public

Reducing Risks

Initiated cleaning protocols

- Reviewed vehicle cleaning procedures
- Redesigned schedules so Operators always start shift in a clean bus
- Created COVID-19 Facility Managers to oversee staff led cleaning efforts
- Established daily & deep cleaning routines by Custodial staff
- Worked with DPH to establish procedures when staff test positive for COVID-19 including contact tracing



Reducing Risks

Meeting frequently with staff and union leadership to hear feedback and concerns

Established employee protection

- Providing PPE: masks, gloves, cleaning supplies
- Discontinued use of subway to focus cleaning resources
- Discontinued modes where Operator's protection was compromised including cable car and historic service



Reducing Risks

Modified operating procedures

- Mandatory Operator barrier
- Rear door boarding (except customers with disabilities)
- Lower load standards to support social distancing
- Audio announcements and signage supporting new policies

 ALERT



Access Only



Sólo Acceso

只限無障礙

Para sa may mga kapansanan lamang

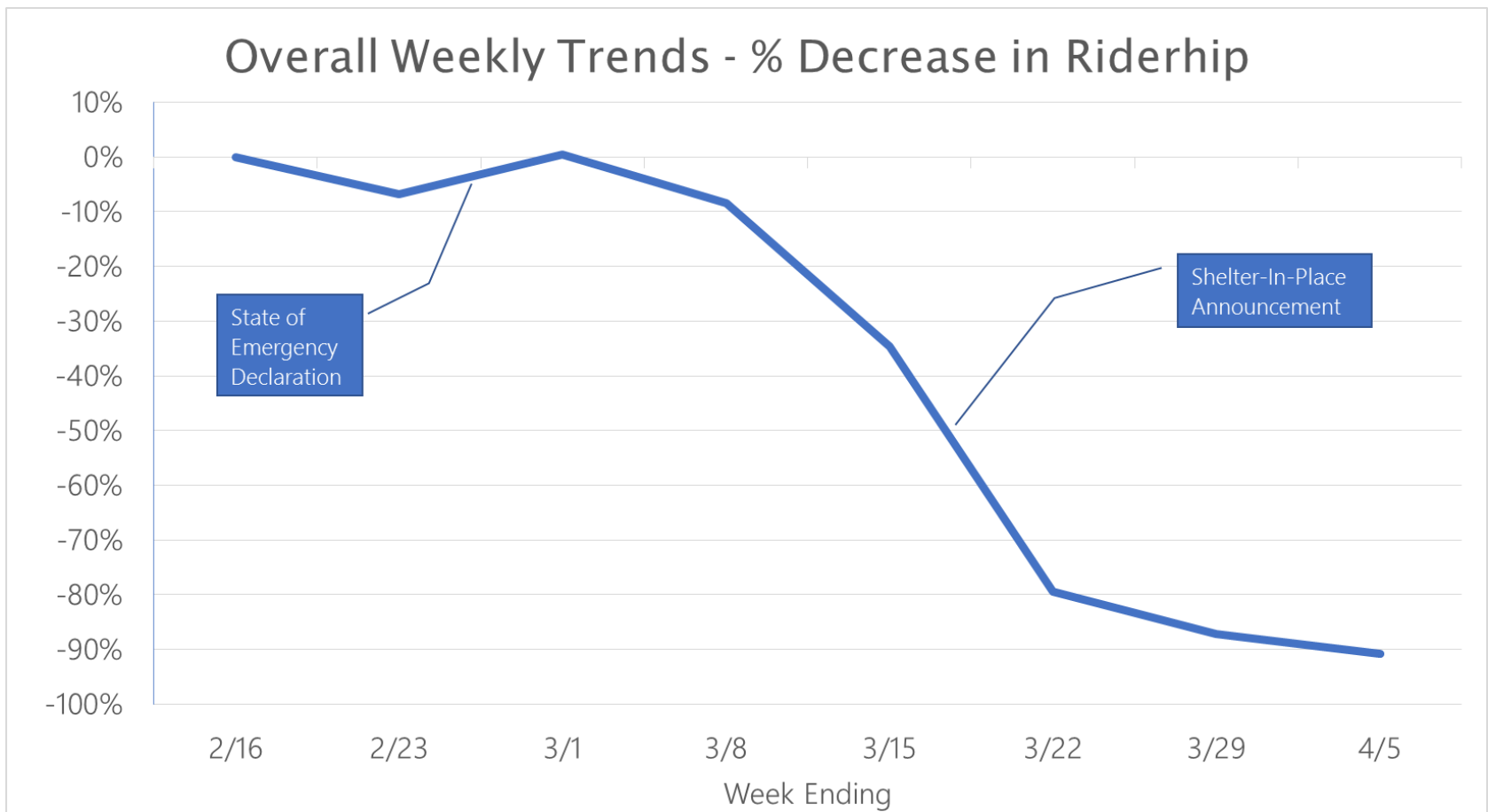


All Other Board at Rear Door

Todos las demás embarquen en la puerta trasera • 其他乘客請在後門上車 • Lahat ng iba, sa likod sumakay

Initial ridership decreases

Ridership has trended downward since Shelter-In-Place declaration on March 16; early April statistics suggest a decrease of at least 92% below the norm



COVID-19 Priority Network

- Multiple service changes have been necessary throughout COVID-19 emergency based on staffing levels and changing travel patterns
- COVID-19 Priority Network maintains 24 hour service and focuses resources on 17 critical lines
- Routes selected considered:
 - Hospital access
 - Ridership after shelter in place order was issued
 - Equity needs
 - Citywide coverage

COVID-19 Muni Core Service Plan

1 10 minutes or less
 19 Every 10-20 minutes
 H Hospitals

Supporting Agencies



Golden Gate Transit is now picking up and dropping off passengers within San Francisco

25 Treasure Island
Every 20-30 minutes



Communication to the Public

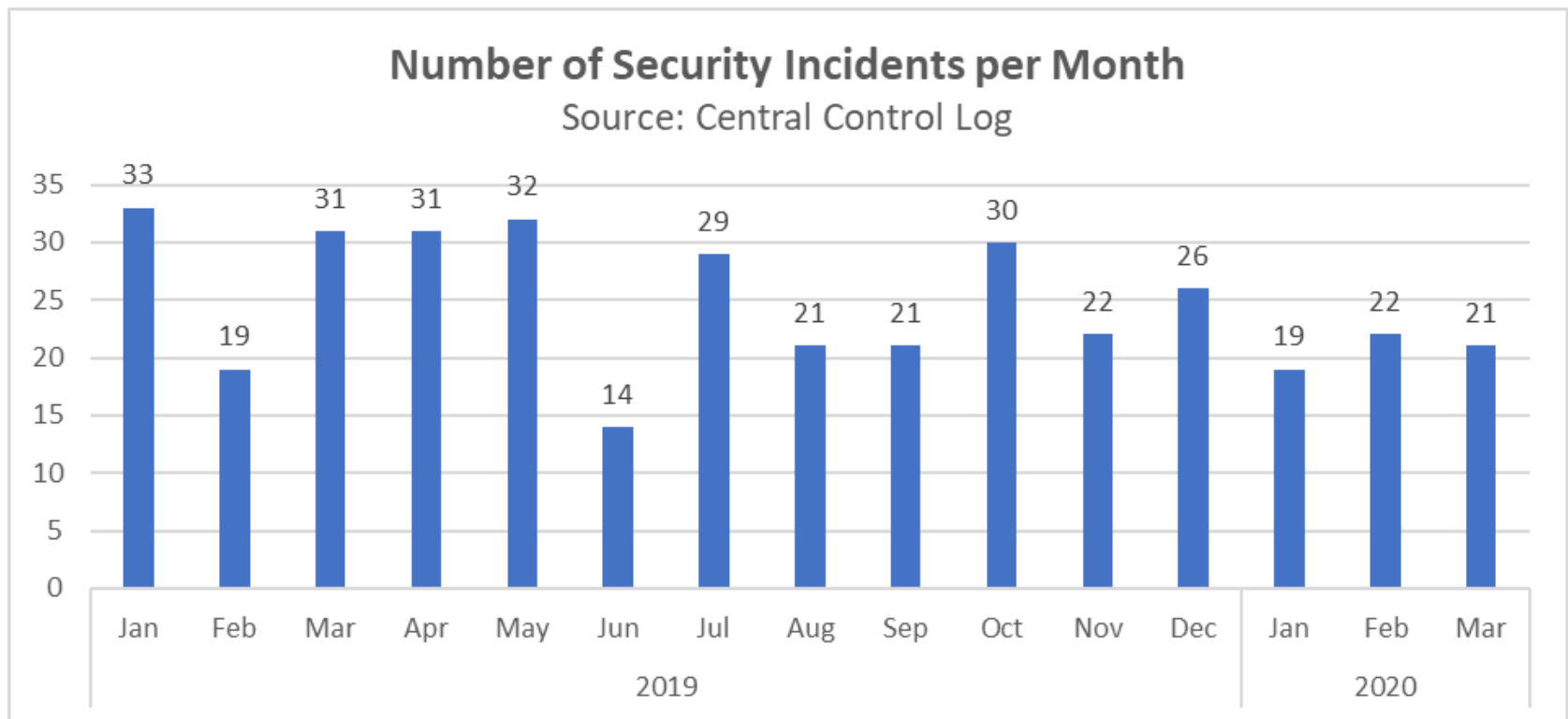
Crowding is our biggest service challenge. In addition to focusing service on our busiest routes, we have created:

- Proactive marketing campaign urging people to wear masks and only use transit for essential trips
- Customer announcements and signage to promote social distancing
- Strong social media/web site presence
- Ambassador program along Market St to promote social distancing at stops



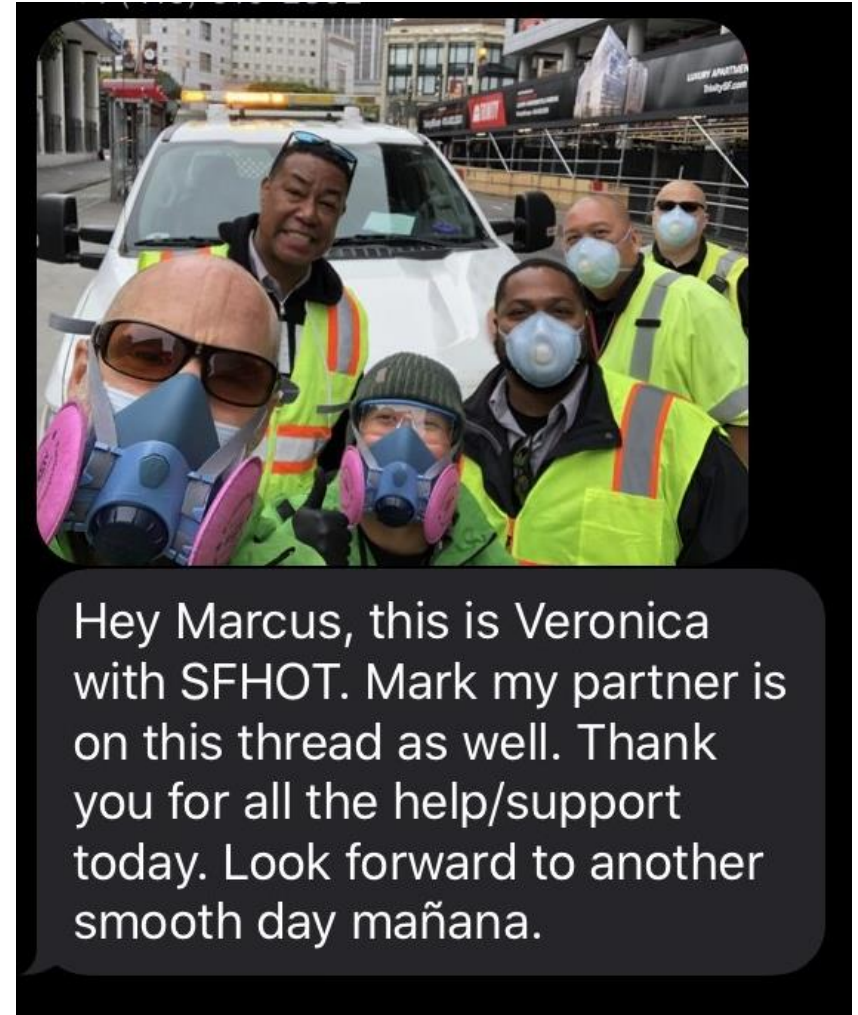
Safety and Security Data

- Bi-Weekly Division Safety Reminders – focus on COVID-19 health issues, such as social distancing and wearing face coverings
- Collisions have decreased, however the number of security incidents have remained fairly stable despite a decrease in service



Next Steps

- Continuing to look nationally and internationally for public health best practices
- Monitoring staffing levels and vehicle availability, planning to add service to crowded routes and closing service gaps
- Launching complementary program for essential trips
- Supporting Citywide transportation needs



Staff Gratitude

Thank you to our incredible staff, who demonstrate resiliency every day in their continued commitment to come to work, perform new tasks and respond with flexibility and positivity to our changing service needs





Thank you

