



San Francisco Municipal Transportation Agency

Transportation Recovery Plan: Level 1

**For Reference Only:
September 1, 2020**

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X.1 Theme

Provide a description of the goal of this overall theme in its particular level.

X.1.1 Activity or Program

Provide a description of the activity or program. Indicate whether there is a change to this activity or program in a particular level.

X.1.1.1 Who

X.1.1.1.1 Activity or Program Detail

X.1.1.1.2 Activity or Program Detail

X.1.1.2 Who

X.1.1.2.1 Activity or Program Detail

X.1.1.2.2 Activity or Program Detail

Level 1

Anticipated Transportation Demand	Essential Trips Only
Muni Service	Core Services
Transit and Bicycle Lanes	Existing Network
Slow Streets	Five Corridors
Sustainable Streets Operations	Emergency and Essential Repairs Only
Parking Enforcement	Ticketing suspended for most violations except color curb. Meter time limits waived
Parking and Curb Management	City-owned garages closed. Addtl. curb space for COVID testing, grocery stores, Muni stops, curbside pick-up
Taxi, Paratransit and Accessibility	ETC card established

1.1 Overview and Conditions

Level 1 responded to [Public Health Order No. C19-07](#) and [Public Health Order No. C19-07b](#), which ordered Bay Area residents to stay at home with the exception of the following essential trips:

- Trips to grocery stores
- Trips to hospitals
- Outdoor exercise such as walking or bicycling from home
- Restaurant carry out or delivery
- Trips to and from essential businesses as noted in the order.

Over the duration of level 1, the SFMTA responded to a significant decrease in demand for travel compared to pre-COVID levels. In addition, SFMTA had been responding to, and applying, public health orders, preventative measures and guidelines to operational practices as they are defined.

1.2 Timeline

[Public Health Order No. C19-07](#) was issued on March 16, 2020 for the period of March 17, 2020 through April 7, 2020. This was further extended by [Public Health Order No. C19-07b](#) for the period of March 31, 2020 through May 3, 2020.

Duration: March 17, 2020 to May 3, 2020

1.3 Muni Service Plan

The Level 1 Muni Service Plan was designed to respond systemwide decrease in ridership and resource-constrained cleaning demands, while providing transit-dependent and essential workers the ability to make essential trips to work and essential businesses like grocery stores and hospitals.

1.3.1 Service Plan

Route	Weekday Headways	Weekend Headways	Operating Hours	Weekday/Weekend Division
714 early morning BART Shuttle (Transit Center to Daly City)	First IB (4:05AM) and OB trip only	Weekdays only		Woods
1 California	8 min	8 min	5 AM – 10 PM	Presidio
5 Fulton	12 min	12 min	5 AM – 10 PM	Presidio

Route	Weekday Headways	Weekend Headways	Operating Hours	Weekday/Weekend Division
8 Bayshore (on Stockton)	8 min	8 min	5 AM – 10 PM	IC/Flynn
9 San Bruno (9R pattern)	6 min	10 min	5 AM – 10 PM	Woods
12 Folsom/Pacific (only on Pacific)	20 min	20 min	5 AM – 10 PM	Kirkland
14 Mission	8 min 30 min	8 min 30 min	5 AM – 10 PM 10 PM – 5 AM	Islais Creek/Flynn
14R Mission Rapid	8 min	8 min	5 AM – 10 PM	Flynn
19 Polk	20 min	20 min	5 AM – 10 PM	Woods
22 Fillmore	12 min 30 min	12 min 30 min	5 AM – 10 PM 10 PM – 5 AM	Presidio/Woods (owl)
24 Divisadero	12 min 30 min	12 min 30 min	5 AM – 10 PM 10 PM – 5 AM	Presidio
25 Treasure Island	20 min 30 min	20 min 30 min	5 AM – 10 PM 10 PM – 5 AM	Woods
28 19 th Ave (to Daly City BART)	20 min	Weekday only	5 AM – 10 PM	Woods
29 Sunset	12 min	20 min	5 AM – 10 PM	Woods
38 Geary	8 min 30 min	8 min 30 min	5 AM – 10 PM 10 PM – 5 AM	Islais Creek/Flynn
38R Geary Rapid	8 min	12 min	5 AM – 10 PM	Flynn
44 O'Shaughnessy (to Forest Hill)	12 min 30 min	15 min 30 min	5 AM – 10 PM 10 PM – 5 AM	Woods
49 Van Ness-Mission (to Powell and Beach)	8 min	8 min	5 AM – 10 PM	Flynn
54 Felton (3 rd and Hudson to Balboa Park)	20 min	Weekday only	5 AM – 10 PM	Woods
L Taraval bus	8 min	10 min	5 AM – 10 PM	Woods
N Judah bus	8 min	8 min	5 AM – 10 PM	Woods
T Third bus (btw. Sunnydale and Castro)	8 min	10 min	5 AM – 10 PM	Woods
M Oceanview Bus (Balboa Park to WP)	20 min	Weekday only	5 AM – 10 PM	Woods
L Owl	30 min	30 min	10 PM – 5 AM	Woods
N Owl	30 min	30 min	10 PM – 5 AM	Woods
90 San Bruno Owl	30 min	30 min	10 PM – 5 AM	Woods
91 3 rd St /19th Ave Owl	30 min	30 min	10 PM – 5 AM	Woods

1.3.1.1 Transit, Transit Planning

1.3.1.1.1 *Develop and implement COVID-19 Core Service Plan.*

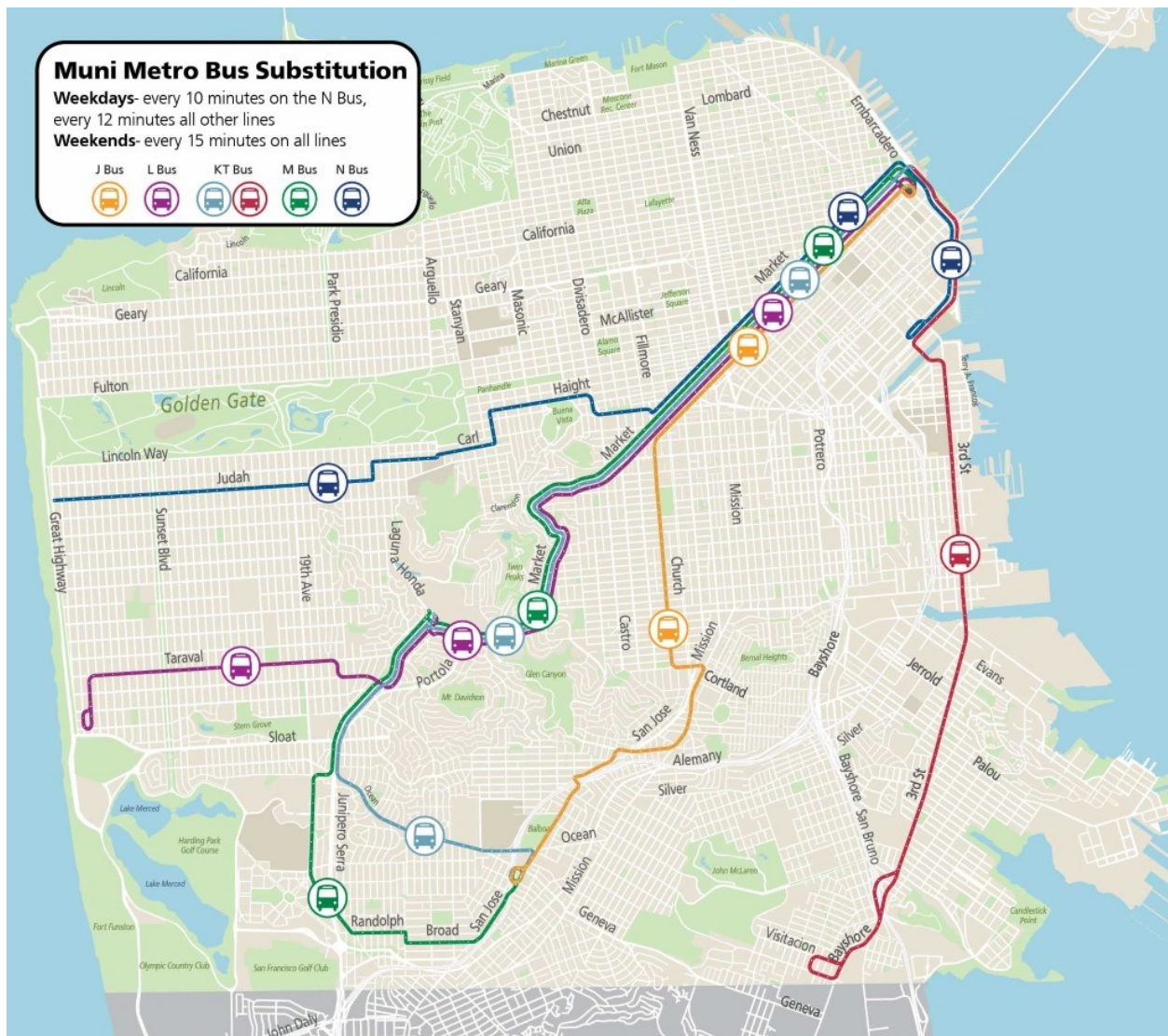
1.3.1.2 Transit, Transit Operations, Operating Divisions

1.3.1.2.1 *Suspend Delivery of revenue service from Potrero, MME, Metro Green, Cable Car Barn, and Kirkland Divisions.*

1.3.2 Temporary Rail Shutdown

Given the temporary reduction of service to Muni COVID-19 Core Service, SFMTA suspended rail. Staff across the Transit Division coordinated to ensure a safe and secure suspension of services and modified operations. SFMTA temporary rail shutdown plan included strategies related to:

- **Temporary staffing and work plan changes**
- **Security plans** for the subway, portals, surface platforms and Green and Muni Metro East (MME) rail division – the plan covers staffing and work needed to secure these facilities.
- **Subway and surface operations and maintenance** – During shutdown, metro system (subway and surface) still considered active rail. RWP Certification is required. The maintenance schedule followed clearance process to perform all work. All other work including construction/contractor work around rail still needs to be cleared through the normal process and requires 72 hours’ notice. Other activities including rail derusting and rail training were also planned.
- **Shutdown communications** – A Communications plan was developed by Transit Customer Information Steering Committee (TCISC) and Transit Planning. All communication plans and requests were reviewed by this committee. (Actions included in the Communications Section below).
- **Metro bus service plan** (included above) – During the metro shutdown all metro lines were served by 40’ coaches out of Woods Division using the Early Morning Metro Bus service plan. Green/MME rail operators were assigned to these runs, using route sheets labeled with “COVID 19 Response”.
- **Operator restroom access** – Due to station closures, availability of restrooms for operators and other MTA staff varied. For updated information refer to sfmta.com/702.



1.3.2.1 Transit, Transit Operations, Station Agents

- 1.3.2.1.1 *Staff BART shared stations in daily shifts to provide customer information and assist with security monitoring.*
- 1.3.2.1.2 *Staff Forrest Hill stations in daily shifts to provide customer information and assist with security monitoring.*

1.3.2.2 Transit, Transit Operations, TMC

- 1.3.2.2.1 *Monitor video and notify Security of intrusions.*

1.3.2.3 Transit, Transit Operations, Transit Inspectors

- 1.3.2.3.1 *Periodically inspect T Line Platforms.*

1.3.2.4 SSD, Security Investigation and Enforcement, Security Officers, POP/PCO's

- 1.3.2.4.1 *Perform daily security sweeps between mezzanine and platform at BART shared stations.*
- 1.3.2.4.2 *Perform daily security sweeps between mezzanine and platform at Forrest Hill stations.*
- 1.3.2.4.3 *Patrol the Portal at West Portal Station.*
- 1.3.2.4.4 *Board maintenance vehicles to regularly sweep the subway.*
- 1.3.2.4.5 *Post 2 Parking Control Officers (PCOs) at portal locations on weekdays as resources allow.*
- 1.3.2.4.6 *Manage portal gates on weekdays to accommodate maintenance activity through the subway.*
- 1.3.2.4.7 *Continue 24/7 coverage at Green, Cameron Beach and MME.*
- 1.3.2.4.8 *Maintain on-street vehicle security at Green, Cameron Beach.*
- 1.3.2.4.9 *Additional security officer detailed from 2400-1930 at Green to patrol parked LRV vehicles in the revenue loop and on San Jose between Seneca and Niagara.*

1.3.2.5 Transit, Maintenance of Way

- 1.3.2.5.1 *Install barricades at fare gates and platform elevators in BART shared stations.*
- 1.3.2.5.2 *Board up all entrances, stairwells and escalators at non-shared stations (Van Ness to Castro).*
- 1.3.2.5.3 *Maintain station access for SF Fire Department and Police Department as needed.*
- 1.3.2.5.4 *Disable elevators to mezzanine (Van Ness to Castro).*
- 1.3.2.5.5 *Chain off T line and M line surface platforms.*
- 1.3.2.5.6 *Conduct maintenance work of track, structures, signal and overhead are to proceed for essential maintenance and state of good repair*

1.3.2.6 Transit, Rail Maintenance, LRV4

- 1.3.2.6.1 *Conduct burn-in (LRV2/3, LRV4 and PCC), testing and re-balancing equipment for repairs and other maintenance work*

1.3.2.7 Transit, Transit Operations, Rail Training

- 1.3.2.7.1 *Suspend rail operator training until further notice.*

1.3.2.8 Transit, Project Delivery and Support, Transit Technology

- 1.3.2.8.1 *Update on-board signs and announcements on all LRVs of upcoming changes and update Metro bus substitutions.*
- 1.3.2.8.2 *Update station signs and announcements of upcoming changes, station closures and update Metro bus substitutions.*
- 1.3.2.8.3 *Send NextBus Alerts to all signs and routes impacted. Remove Rail lines from NextBus, use metro buses for predictions and send alerts to 3rd party applications.*

1.3.3 Facilities Plan

Potrero, MME, Metro Green, Cable Car Barn, and Kirkland divisions were closed to revenue service but operators, field managers, custodians, and security personnel continue use of those buildings for daily activities. Staff from those divisions were temporarily reassigned to other divisions. No revenue vehicles exited/entered those facilities.

1.4 Streets

Level 1 traffic management strategies were meant to support shelter-in-place orders while enabling essential travel, outdoor activities, and essential businesses to function as defined in Public Health Order No. C19-07.

1.4.1 Emergency Infrastructure Repairs

Maintenance of essential transportation system infrastructure continued in Level 1. Sustainable Streets Division (SSD) Field Operations Shops received requests to repair or make safe street infrastructure. Similarly, Transit Maintenance of Way Staff were on-call to repair or make safe transit infrastructure.

In order to respond to emergency repair requests, the following were needed:

1.4.1.1 SSD, Field Operations, Sign Shop

- 1.4.1.1.1 *Receive request and assign staff resources.*
- 1.4.1.1.2 *Fabricate signs.*
- 1.4.1.1.3 *Make repairs in the field.*

1.4.1.2 SSD, Field Operations, Signal Shop

- 1.4.1.2.1 *Receive request and assign staff resources.*
- 1.4.1.2.2 *Fabricate signals.*
- 1.4.1.2.3 *Make repairs in the field.*

1.4.1.3 Transit, Maintenance of Way, Overhead Lines Shop

- 1.4.1.3.1 *Receive request and assign staff resources.*
- 1.4.1.3.2 *Make repairs in the field.*

1.4.2 EOC/Community-Requested Street Closures

The SFMTA responded to several street closure or lane closure requests that came from the department of Homelessness and Supportive Housing/Healthy Streets Operations Center (HSH/HSOC) or other essential businesses such as food pantries. The following units and actions were needed to implement street closures requests.

1.4.2.1 SSD, Field Operations, Sign Shop

- 1.4.2.1.1 *Fabricate signs.*
- 1.4.2.1.2 *Procure safe-hit delineators/protective barriers.*
- 1.4.2.1.3 *Install safe-hit delineators/protective barriers at intersections.*
- 1.4.2.1.4 *Report progress and close out work orders as they are completed.*

1.4.2.2 SSD, Transportation Engineering

- 1.4.2.2.1 *Create work orders for sign and delineator installation.*
- 1.4.2.2.2 *Coordinate with Public Works DOC to install as-needed barricades, cones, or arrow boards.*
- 1.4.2.2.3 *Send update to navigation providers.*
- 1.4.2.2.4 *Field check installation.*

1.4.2.3 SSD, Security Investigation and Enforcement, Parking Enforcement

- 1.4.2.3.1 *Assigned to various assignments in support of EOC efforts.*

1.4.3 Slow Streets

The Slow Streets program was designed to limit through traffic on certain residential streets and allow them to be used more as a shared space for foot and bicycle traffic.

With Muni service temporarily reduced during the COVID-19 health crisis, many San Francisco residents needed to walk and take other modes of transportation to make essential trips. However, demand on many sidewalks, park paths, and bikeways make it difficult to maintain the recommended six-feet of physical distancing. As a result, many pedestrians were choosing to walk in the street, exposing themselves to swiftly moving vehicle traffic.

SFMTA crews added signage to a network of streets help minimize through vehicle traffic and prioritize walking/biking. The goal was to provide more space for physical distancing during essential travel. Careful monitoring will be provided to ensure the transportation benefits of Slow Streets are not undermined by crowding and congregation.

Below highlight Slow Streets that were implemented in level 1. Planned locations and schedules are further highlighted in the level in which the location will be implemented.

Implemented:

- 41st Ave from Lincoln to Vicente
- Excelsior from London to Prague
- Kirkham from 18th to 7th ave
- Lake from 28th Ave to 2nd Ave
- Lane from Oakdale to 3rd St
- Page from Stanyan to Gough
- Sanchez from 23rd St to 30th St
- Shotwell from Cesar Chavez to 14th St

The following were needed to initiate the Slow Streets program:

1.4.3.1 SSD, Field Operations, Sign Shop

- 1.4.3.1.1 *Fabricate signs, obtain cones, A-frames, and other barriers.*
- 1.4.3.1.2 *Place signs and barriers at intersections.*
- 1.4.3.1.3 *Field check barricades and monitor usage (1 visit/week).*
- 1.4.3.1.4 *Report progress and close out work orders as they are completed*

1.4.3.2 SSD, Livable Streets

- 1.4.3.2.1 *Identify corridors and manage the design and implementation of the program.*
- 1.4.3.2.2 *Print Slow Streets flyers, collect COVID-19 public health informational flyers from EOC, and deliver printed materials to Sign Shop.*
- 1.4.3.2.3 *Send update to navigation providers.*

1.4.4 On-Street Curb Management

The COVID-19 health crisis created an increase in take-out and delivery service for many restaurants and essential businesses. To encourage physical distancing and reduce crowding, the SFMTA has fast-tracked converting some adjacent street parking into temporary loading zones. This would mean removal of on-street parking at locations particularly difficult for curbside pick-ups and commercial loading.

In order to implement more loading zones, we need the following:

1.4.4.1 SSD, Field Operations, Temporary Sign Shop

- 1.4.4.1.1 *Place and maintain roughly 100 signs per day for Muni Covid-19 service and curbside management demands.*

1.4.4.2 SSD, Field Operations, Paint Shop

- 1.4.4.2.1 *Paint new white and yellow zones.*

1.4.4.3 SSD, Security, Investigation and Enforcement, Parking Enforcement

1.4.4.3.1 *Prioritize yellow and white loading zones, except in front of schools while they are out of session.*

1.4.4.4 SSD, Parking and Curb Management; SSD, Transportation Engineering

1.4.4.4.1 *Develop strategy for intake, fee structure and approval of requests and submission of necessary workorders.*

1.4.5 On-Street Parking and Enforcement

In Level 1, the SFMTA prioritized enforcing parking rules that impact health and safety, as well as supporting turnover around essential services like grocery stores, medical facilities, and banks. Parking Enforcement staff were assigned to many EOC-related requests and were not able to fully staff regular enforcement activities. Therefore, the following actions were prioritized:

1.4.5.1 SSD, Security, Investigation and Enforcement, Parking Enforcement

1.4.5.1.1 *Suspend ticketing for street sweeping.*

1.4.5.1.2 *Prioritize enforcement of fire hydrant zones; "No Stopping" or "No Parking" zones; blocked driveways; double parking; parking on sidewalks; parking in bike or transit lanes.*

1.4.5.1.3 *Enforcement suspended for: 72-hour parking limit and towing; All time limit parking (e.g., 1-hour, 2-hour, etc.); Residential Permit Parking (RPP) permits; Commuter shuttles; Peak-hour towaway zones; Street cleaning.*

1.4.5.1.4 *Support enforcement of temporary tow away zones, but request SFPD to call car owners in lieu of towing.*

1.4.5.2 SSD, Field Operations, Meter Shop; SSD, Parking and Curb Management

1.4.5.2.1 *Waive time limits on meters citywide.*

1.4.5.2.2 *Reduce meters to a base rate of \$.50/hour for vehicle parking and \$.10 for motorcycle parking*

1.4.5.3 FIT, Revenue Collection and Sales

1.4.5.3.1 *Extend the contesting period until the DOC can reopen the Customer Service Center.*

1.4.6 Active City Construction Support

With restrictions on construction activities limited to essential work only as per Public Health Order No. C19-07b, overall construction activity was significantly reduced in Level 1. Staff continued to review and approve Special Traffic Permits (STPs) and Traffic Control Plans (TCPs) in preparation for the ramp up of construction in subsequent levels. Staff will need to coordinate current Temporary Tow-away and No Stopping at Any Time Zones (TANSAT)/parking lane closures/street closures still in place for COVID-19 related work. As roadway paving projects are completed, staff will issue work orders to restore pavement striping and marking.

1.4.6.1 SSD, Transportation Engineering, Traffic Routing Section

1.4.6.1.1 *Support active construction projects through reviewing permit applications and issuing permits.*

1.4.6.1.2 *Inspect traffic control on active projects.*

1.5 Paratransit, Taxi & Accessible Services

Paratransit and taxi service continued to operate as essential services in Level 1. Additionally, programs like the Essential Trip Card and Shop-a-Round were promoted to ease demand on Muni service.

1.5.1 Essential Trip Card

As Muni made necessary service reductions during the order to shelter-in-place. We know that for many people with disabilities and seniors, walking farther to an alternate bus or paying for other transportation isn't possible. To serve this need, the SFMTA is administered an Essential Trip Card (ETC).

The ETC is a discount program to help seniors and people with disabilities make essential trips in taxis during this crisis, subsidizing about two to three round trips by taxi per month for older adults (persons 65 and older) and people with disabilities. Eligible participants will pay 20% of the cost of a regular cab ride fare for essential trips. The program uses taxis to take people on essential trips like going to the grocery store, pharmacy or another necessary medical trip during the shelter-in-place period. Customers who pay \$12 will receive \$60 value for taxi trips on a debit card.

The following was needed in order to administer the ETC program:

1.5.1.1 Taxi and Accessible Services, Accessible Services

- 1.5.1.1.1 *Enroll participants over phone and in-person.*
- 1.5.1.1.2 *Receive checks in mail sent to this location.*

1.5.2 Shop-a-Round

Shop-a-Round is a convenient, low-cost shuttle or subsidized taxi ride that makes it easier to go grocery shopping. This SFMTA service offers registered seniors and people with disabilities personalized assistance and a ride to/from the grocery store.

In order to administer the Shop-a-Round program, we need the following:

1.5.2.1 Taxi and Accessible Services, Accessible Services

- 1.5.2.1.1 *Analyze expanding program to include more people and other types of essential trips.*

1.6 Business Operations

1.6.1 Internal Committees and Meetings

In many cases internal SFMTA meetings and committees were suspended when the shelter-in-place orders are in effect. Staff explore modifications on the meeting processes and will have to meet virtually or implement modified procedures.

1.6.1.1 Varies

- 1.6.1.1.1 *Suspend internal committees and meetings until further notice.*
- 1.6.1.1.2 *Establish modified processes and protocols.*

1.6.2 TASC

The Transportation Advisory Staff Committee (TASC) is a body composed of representatives from various city departments and agencies that reviews proposed traffic changes. This review process was moved virtually to a streamlined online/email process. This is a permanent change.

In order to continue TASC review, we need the following:

1.6.2.1 SSD, Administration

- 1.6.2.1.1 *Prepare and distribute TASC agenda and minutes.*
- 1.6.2.1.2 *Distribute traffic change proposals and coordinate responses.*

1.6.3 ISCOTT Meetings

ISCOTT meetings were suspended while shelter-in-place orders are in effect.

1.6.3.1 SSD, Transportation Engineering

1.6.3.1.1 *Suspend public hearings until further notice.*

1.6.4 Engineering Public Hearings

Public hearings were suspended while shelter-in-place orders are in effect. City Traffic Engineer, Ricardo Olea, may approve routine or emergency items through emergency directives.

1.6.4.1 SSD, Transportation Engineering

1.6.4.1.1 *Suspend public hearings until further notice.*

1.6.5 Color Curb Public Hearings

Public hearings were suspended while shelter-in-place orders are in effect. City Traffic Engineer, Ricardo Olea, may approve routine or emergency items through emergency directives.

1.6.5.1 SSD, Parking and Curb Management

1.6.5.1.1 *Suspend public hearings until further notice.*

1.6.6 Board of Directors Meetings

Due to the COVID-19 health emergency and to protect our Board Members, SFMTA staff, and members of the public, the Board's Meeting Room (City Hall Room 400) is closed and meetings are still held online live. Members of the public are encouraged to participate remotely and are directed to e-mail in advance to ensure comment on any item on the agenda is received by the Board in advance of the meeting.

In order to administer these meetings online, the following were needed:

1.6.6.1 FIT, IT Support

1.6.6.1.1 *Set up meeting broadcast on SFgov TV.*

1.6.6.1.2 *Manage remote meeting access and public comment call-in queue.*

1.6.6.2 Other SFMTA Staff

1.6.6.2.1 *Attend meeting remotely and be on-call to address questions.*

1.6.7 Parking Garages

During COVID shelter-in-place. Several garages were partially or completely closed, however rates for available usage remained unchanged. Below is the garage status during level 1:

- Moscone Center: closed, monthly parkers being hosted at 5th & Mission
- Ellis-O'Farrell: closed, monthly parkers being hosted at Union Square
- 7th & Harrison: closed to transient (hourly) parkers, open for monthly parkers
- Mission-Bartlett: closed to transient parkers, open for monthly parkers
- Lombard: closed to transient parkers, open for monthly parkers
- 16th & Hoff: closed to transient parkers, open for monthly parkers
- Kezar: closed to transient parkers, open for monthly parkers
- Polk-Bush: closed to transient parkers, open for monthly parkers
- All others: open to transient and monthly parkers

1.6.7.1 SSD, Parking and Curb Management

1.6.7.1.1 *Close and/or restrict non-member use at certain garage locations.*

1.7 Communications & Government Affairs

1.7.1 Muni Service Ambassadors

Although overall ridership is down, during peak times in certain areas saw crowding at bus stops and on buses. If a bus is too crowded, operators will stop picking up new passengers until there is enough room for more. The SFMTA launched an ambassador program to help reduce customer crowding on Muni and at transit stops along Market Street, encourage good public health behavior, and communicate to riders about riding Muni for essential trips only.

1.7.1.1 SSD, School Crossing Guards

- 1.7.1.1.1 *Staff 7 Market Street locations at two shifts (8 AM to 1 PM and 1 PM to 6 PM) per weekday.*
- 1.7.1.1.2 *Install COVID-19 Muni Core Service signs at transit stops.*
- 1.7.1.1.3 *Perform timekeeping and other administrative tasks such as coordinating shifts for ambassadors and location managers.*

1.7.1.2 SSD, Other Staff

- 1.7.1.2.1 *Develop program parameters and resources for ambassadors (FAQ and talking points).*
- 1.7.1.2.2 *Serve as location managers that monitor several transit stops and respond to requests from ambassadors.*
- 1.7.1.2.3 *Maintain markings on the ground at transit stops to facilitate physical distancing using tape and chalk paint.*

1.7.2 Park Street Closure Ambassadors

To support access to outdoor activities and essential travel, Rec & Park restricted vehicle access to streets in Golden Gate Park and McLaren Park. The SFMTA supported these efforts by providing barricades and field staff.

1.7.2.1 SSD, Transportation Engineering

- 1.7.2.1.1 *Field check barricades, monitor usage, and communicate alternate routes to drivers at 2 locations (2 visits/day per weekday).*
- 1.7.2.1.2 *Send update to navigation providers.*

1.7.3 Muni Service Plan Communications

Public communication of service changes was required in Level 1.

1.7.3.1 Communications, Public Outreach and Engagement Team

- 1.7.3.1.1 *Post blog regarding COVID-19 Muni Core Service.*
- 1.7.3.1.2 *Post on social media regarding COVID-19 Muni Core Service updates.*
- 1.7.3.1.3 *Create and post flyers of COVID-19 Muni Core Service changes at transit stops*
- 1.7.3.1.4 *Create and distribute mailers, door hangers and other deliverables to communicate service changes.*

1.7.3.2 Communications, Media Relations and Customer Communications

- 1.7.3.2.1 *Prepare and provide updates via DOT video messages on COVID-19 Muni Core Service and Emergency Response efforts.*
- 1.7.3.2.2 *Coordinate with local media regarding changes.*

1.7.3.3 Communications, Marketing and Digital Communications

- 1.7.3.3.1 *Develop and launch COVID-19 page on SFMTA.com website.*
- 1.7.3.3.2 *Prepare wayfinding and other physical collateral.*

1.7.3.4 Other SFMTA Staff

- 1.7.3.4.1 *Support Adopt a Muni Route Program by posting and replacing notice flyers, as needed.*

1.7.3.4.2 *Conduct briefings with the JIC, Mayor's Office, and Board of Supervisors as needed.*

1.7.4 Intergovernmental Communications

1.7.4.1 Government Affairs; Other SFMTA Staff

- 1.7.4.1.1 *Inform the JIC, Mayor's Office and Board of Supervisors of SFMTA actions and changes.*
- 1.7.4.1.2 *Engage State Senate/Assembly, Governor's Office and FTA on SFMTA's actions and needs.*
- 1.7.4.1.3 *Engage regional partners and advocate on behalf of the SFMTA in MTC's Blue Ribbon Taskforce.*
- 1.7.4.1.4 *Monitor and inform various intergovernmental/recovery taskforce(s) and workgroup(s)*