



San Francisco Municipal Transportation Agency

# Transportation Recovery Plan: Level 5

DRAFT: 05.12.2021

For Internal Use

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## Level 5

### 5.1 Overview and Conditions

The SFMTA Transportation Recovery Plan (TRP) is an internal living document that serves as a series of recovery steps in response to the relaxation of health orders and resumption of economic activity. The TRP does not simply restore programs and projects as of January, 2020; but also includes new solutions to enable post-COVID re-opening activities and to address longstanding problems allowing transportation to return better than prior to the State of Emergency.

The goals of the recovery plan are to:

- Prioritize the protection of the health and safety of SFMTA employees and the public as the City recovers;
- Support a transportation system with infrastructure and services that drive economic activity and is the backbone of San Francisco’s social fabric;
- Commit to equity, safety, customer service and environmental sustainability, as informed by our Strategic Plan

#### 5.1.1 State of Emergency

Level 5 roughly corresponds to Yellow Tier of California’s [Reopening approach](#). This plan informs the San Francisco Department of Public Health (DPH) Order of the Health Officer No. C19-07 (updated on May 6, 2021).

While the State of California intends to end tiered public health regulations as of approximately June 15<sup>th</sup> (due to reduced case rates and the significant access and availability of vaccines), the SFDPH Health Order may include additional restrictions. The amended public health order will expand capacities of most indoor and outdoor event and activity types, with no activities fully prohibited. The new order will allow greatly expanded capacity for vaccinated individuals, who represent a growing proportion of San Franciscans.

Business	Childcare and Education	Culture and Recreation
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<ul style="list-style-type: none"> <li>• Non-essential offices at 50% capacity (telework encouraged)</li> <li>• Indoor bars at 25% and restaurants at 50%; distancing required but no capacity ceiling for outdoor dining</li> <li>• Retail and personal care services open indoors with modifications but no maximum capacities</li> <li>• Gyms and fitness centers indoors at 50% capacity with distancing</li> </ul>	<ul style="list-style-type: none"> <li>• Schools, childcare programs, and higher education allowed with modifications</li> </ul>	<ul style="list-style-type: none"> <li>• Greatly expanded limits on private indoor and outdoor events with reduced restrictions for vaccinated people</li> <li>• Movies, conferences, event centers, places of worship open indoors at 50% capacity</li> <li>• Major event venues open with varying restrictions depending on vaccination status, seating assignments, concessions</li> </ul>
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The SFMTA anticipates the expansion of permitted activities to result in increased demand for travel. Level 5 represents the last step before the cessation of health and safety orders. However, there are still restrictions that have an impact on SFMTA operations and programs, and City-supported operations and programs.

SFMTA projects an increased demand on transit that is dependent on our capacity and the perceived efficacy of health and safety measures in effect, in addition to the agency's ability to deliver service beyond the Agency's COVID core service plan. It is likely that San Francisco will continue to see vehicular traffic increase at a higher rate than that of transit ridership, as distancing continues to be required on public transit. As the backbone to San Francisco's economy, SFMTA will need to increase transit service to meet changes in permissible activity.

Level 5 also assumes an increase in on and off-street parking demand where return to work activities have begun, as well as increased demand on the curb and right of way along commercial corridors for economic activity. SFMTA will need to continue to manage San Francisco streets to both to support the increased travel demand and accommodate modified business operation in the right of way. Therefore, the SFMTA will:

- Return substantial Muni Metro rail network back to service;
- Add additional bus service to fill in service gaps;
- Implement and maintain curb management operations and oversight to facilitate social service provisions, outdoor dining and retail;
- Implement and maintain street closures to support additional outdoor seating, physical distancing and recreational activity;
- Continue to run the Essential Trip Card, and use Paratransit Vehicles for COVID related-service needs
- Work with businesses to support employees returning to work sites or returning to employment to use sustainable modes
- Begin succession planning for all plans, programs and projects of the Transportation Recovery Plan; and
- Continue to host all SFMTA-led hearings online.

All SFMTA customer business operations have resumed:

- Lifeline and Discount ID card sales and renewal
- Contractor parking permits sales and renewal
- Residential Parking Permits (RPP) sales and renewal
- Taxi Service Window
- Customer Service

## 5.1.2 Changes from Level 4 Transportation Recovery Plan

Shifting from Level 4, which had substantial health and safety regulations for the population and for SFMTA as an institution, to Level 5, with many fewer restrictions on general behavior and on SFMTA, results in a significant update to the Transportation Recovery Plan. Many projects, programs and policies of the Transportation Recovery Plan have been completed, are no longer relevant, or have been subsumed into the everyday operations of the SFMTA or the City. Other projects and programs have started as a result of the re-opening plans of the City, or were considered operational in nature but now need to reflect program succession planning.

The following sections have been removed from the Transportation Recovery Plan in Level 5:

- Shared Mobility: Bikeshare Expansion & Bike Parking
- Shared Mobility: Scootershare
- Shared Mobility: Moped and Vehicle Share
- Implementation of Permanently Legislated Bikeway Projects
- On Street Parking and Enforcement
- Parking Garages
- Fare Enforcement
- Hearings for Contesting Tickets
- Muni Service Ambassadors
- Intergovernmental Communications/Taskforce(s)

The following sections have been added from the Transportation Recovery Plan in Level 5:

- Transit Training
- Cable Car Service
- DOC Curb and Street Operations
- Real Estate Tenants
- Bus Shelters and On-Vehicle Advertising
- Transportation Demand Management
- Transportation Recovery Plan Succession

## 5.2 Timeline

SFMTA anticipates remaining in this level through parts of the 2021-2022 school year and in coordination with the final Muni service update with no distancing required on Muni vehicles. As with previous levels, advancement to Level 6, no health and safety restrictions, is dependent on San Francisco's progress on public health indicators: cases, hospital capacity, testing, contact tracing, and PPE supply.

**Estimated Duration: May 2021 – December 2021**

## 5.3 Muni

The Level 5 Muni Service Plan brings back light rail, historic street cars (F-line), modifies the frequency on existing bus routes and restores a modified hilltop bus route that was temporarily discontinued in May, and anticipates one additional significant service change in the Fall that adds back community bus lines, school trippers and Cable Car service.

### 5.3.1 Bus Service

Level 5 brings slightly modified bus service starting on May 15, 2021. Most substantially, SFMTA will also suspend bus substitutions for light rail routes as rail service returns, see section 5.3.3 for details on rail service and the rail restart plan. There is one additional bus service plan change anticipated in early Fall 2021.

Service changes for bus on May 15, 2021:

- 1 California: Short pattern between Sacramento & Presidio and Clay & Drummends at 7:00pm daily.
- 8 Bayshore (short): 8AX becomes 8 Bayshore short between City College/Unity Plaza terminal and Kearny & Pacific. Short pattern ends at 7:30pm daily.
- 8 Bayshore (long): Both 8 Bayshore long (between City College and Fisherman’s Wharf) and 8 Bayshore short will now travel northbound on Kearny instead of Stockton.
- 9 San Bruno: Daytime weekday terminal relocated to Bayshore & Visitacion
- 14R (weekdays): Short pattern to Morse & Lowell ends at 7:00pm weekdays.
- 36/52 Special: Add temporary modified route between Forest Hill Station and Glen Park.
- 49 Van Ness/Mission: Short pattern to Van Ness & North Point ends at 7:00pm daily.

### 5.3.2 Transit Maintenance and Support: Bus

Several maintenance and support activities will be implemented for Level 5, including continued training on 60’ articulated motor coaches will be needed for some operators who will be assigned to those routes to deliver service. Minor maintenance will be needed to prepare the fleet for increased service, including the increase in car cleaning and staffing of in-field operator relief points.

#### 5.3.2.1 Transit, Transit Planning

- *Prepare division and operator bulletins.*
- *Prepare work orders to refresh or install stop paint.*

#### 5.3.2.2 Streets, Security, Investigation and Enforcement, Muni Transit Assistance Program (MTAP)

- *Return staff from DSW assignments to support the resumptions of MTAP school support activities.*

#### 5.3.2.3 Transit, Transit Operations, Training

- *Continue to conduct operator training on 60’ articulated motor coaches.*

#### 5.3.2.4 Transit, Transit Operations, TMC

- *Continue to monitor headways for routes remaining on headway-based schedules.*

#### 5.3.2.5 Transit, Transit Operations, Schedules

- *Build the schedule, prepare materials for review, facilitate signing up operators to work assignments (runs) and send all schedule materials to the division.*

### 5.3.3 Rail Service

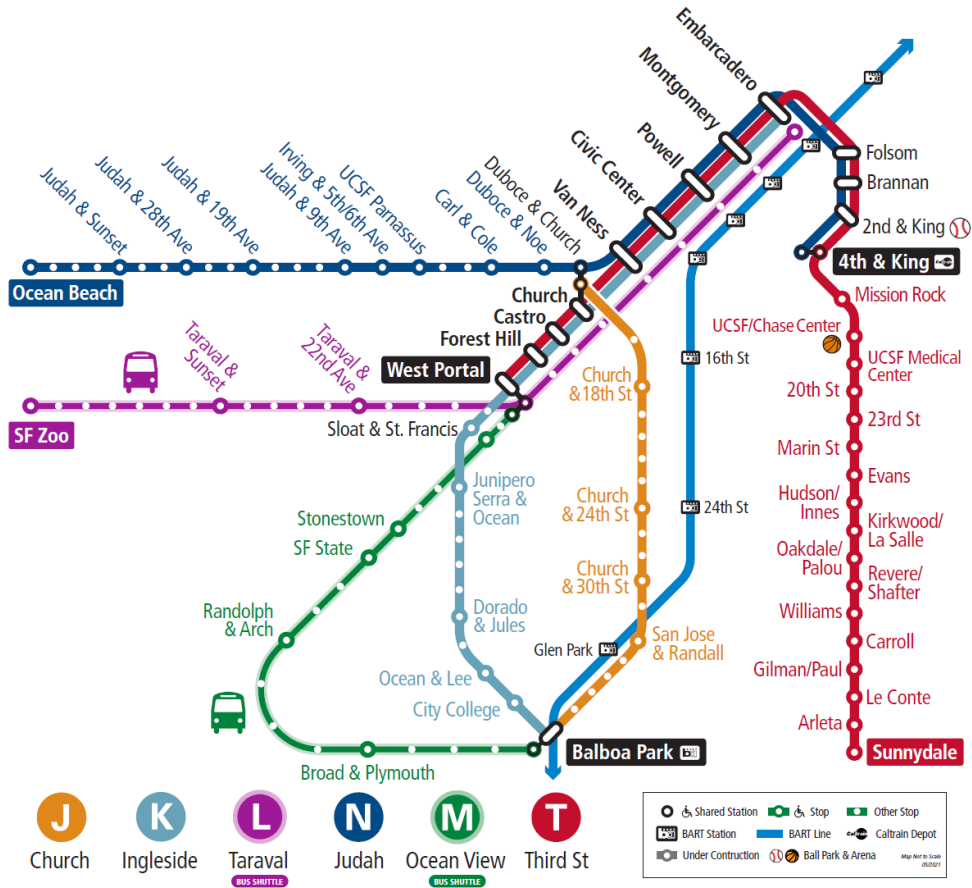
Restarting substantial rail is integral to the success of Level 5 and San Francisco’s transportation recovery as a whole. As the city expands business operational capacity and with many schools partially or fully open, the Muni rail system will be restored to support increasing movement and economic activity. Additionally, returning rail service to the subway in particular will help safeguard service from the impacts of anticipated vehicle congestion on the surface; improving reliability. The L and the M will continue to run as bus shuttles.

#### May 15, 2021 Rail Service plan

- N Judah Ocean Beach to 4th & King, 10 minute weekday headways, 6 am to 9 pm
- J Church Balboa Park to Church/ Market, 12 minute weekday headways, 6 am to 9 pm
- KT Ingleside/Third Balboa Park to Sunnydale, 10 minute weekday headways, 6 am to 9 pm
- F Castro to Fisherman’s Wharf, 12 minute weekday headways, 11 am to 8 pm

The rail service plan will be implemented as a headway-based schedule. S Shuttle may be put into service based on crowding and service demand through Level 5. In-field car cleaning and reliefs will be implemented for S shuttle at Embarcadero, all other runs will pull-in/pull-out of Divisions. As with other strategies in the TRP, the service changes described about are temporary emergency responses. Any long-term changes will be informed by service performance and public engagement.

## Metro & Bus Shuttles



### 5.3.4 Transit Maintenance and Support: Rail

Several maintenance and support activities will be implemented for Level 4, with the most prominent change being the reopening of the Green/Cameron Beach and MME Divisions to support the return of LRV service. Minor maintenance will be needed to prepare the fleet for increased service, including the increase in car cleaning and staffing of in-field operator relief points. Maintenance of Way will also need to address any overhead catenary system (OCS) maintenance/state of good repair along surface LRV routes.

#### 5.3.4.1 Transit, Transit Divisions

- Resume staffing and operations at Muni Metro East Division.
- Resume staffing and operations at Green Division.

#### 5.3.4.2 Transit, Transit Operations, Training

- Conduct operator refresher training on LRVs to support of Level 5 Rail Restart.
- Perform a mock passenger evacuation of a disabled train to test proper COVID-specific SOP's.

#### 5.3.4.3 Transit, Transit Operations, Schedules

- Build the schedule, prepare materials for review, facilitate signing up operators to work assignments (runs) and send all schedule materials to the division.

#### 5.3.4.4 Transit, Transit Operations, TMC

- Resume line controller assignments to rail lines.

#### 5.3.4.5 Transit, Transit Operations, Station Operations

- Resume staffing of station agents and implement updated/modified duties regarding mask compliance, fare gate flows as developed by DOC operations.

#### 5.3.4.6 Transit, Rail Maintenance, Car Cleaners

- Clean vehicles at the MME and Green/Cameron Beach with updated COVID cleaning requirements, reduced from Level 4

#### 5.3.4.7 Transit, Maintenance of Way, OHL, Track

- Initiate work order with Public Works to remove Market St entryway wooden enclosures 8-10 days prior to Muni Metro resumption.
- Initiate work order with Public Works for cleaning underneath surface high-level platforms.
- Conduct weekly subway inspections.
- Conduct overhead runner adjustment at Van Ness and MMT.

#### 5.3.4.8 Transit, Building and Grounds

- Conduct deep cleaning of platforms, mezzanines and station booths at nine subway stations.
- Ensure that proper cleaning procedures and supplies are in place at the supervisor booths.
- Coordinate deep clean of surface high-level platforms with Clear Channel.
- Resume operator restroom cleaning at 6<sup>th</sup> and King and Embarcadero platform restrooms.

#### 5.3.4.9 Transit, Rail Maintenance

- Run trains to maintain systems.

#### 5.3.4.10 Transit, Mechanical Systems

- *Work with facilities staff to make modifications to stairways entry gates, and elevators (notably at Muni only stations) to prevent overcrowding and the spread of COVID-19.*
- *Install physical distancing decals on platforms, elevators, fare gates and key locations within the stations and install updated maps in stations and on platforms.*
- *Perform routine maintenance on elevator and escalators.*

#### 5.3.4.11 Transit, Transit Planning

- *Facilitate train testing for transit only lanes and other changes.*
- *Prepare division and operator bulletins.*
- *Prepare workorders to refresh stop paint.*

#### 5.3.4.12 Streets, Security, Investigation and Enforcement

- *Resume regular security operations in the subway.*

#### 5.3.4.13 Streets, Field Operations

- *Refresh in-street transit stop bars and/or flag stops on existing/returning routes, as needed and resources allow.*

#### 5.3.4.14 Streets, Security, Investigation and Enforcement, Parking Enforcement

- *Assign PCOs to manage circulation at the portals and transfer points.*

### 5.3.5 Rail Accessibility and Transfer Point Improvement Projects

To facilitate safe and accessible transfers to the subway at Market and West Portal, for the J Church and a future interlined LK respectively, two temporary improvement projects were built in 2020. These were implemented on an emergency basis subject to the COVID emergency and need legislation to become permanent infrastructure for the Muni system. Because these changes facilitate a new Rail Service Plan, whether or not they should be made permanent needs to be considered in context of whether the new Rail Service Plan is to be made permanent; this may happen outside the timeline of the Transportation Recovery Plan; if so, the responsible teams will still need an interim step to retain the stops as constructed. Currently, only the J Church Transfer Improvements are in operation.

#### ***J Church Transfer Improvements***

[The J Church Transfer Improvement](#) Project installed a temporary emergency transit zone on Church Street between Market and 15<sup>th</sup> streets to allow the J Church train to safely accommodate loading and unloading as a result of transferring to the Muni Metro. All loading and unloading activity will occur at the nearside inbound existing accessible boarding platform. A new boarding zone and accessible platform was constructed on Church Street south of Market and will serve as the first outbound stop.

#### ***West Portal LK Transfer Improvements***

[West Portal LK Transfer Improvements](#) installed temporary accessible ramps on Ulloa Street in order to make the transfer from a future LK to the subway system easy and convenient. The following engineering changes make the transfer point functional:

- The inbound 48 Quintara-24th Street bus stop on Ulloa Street at West Portal was relocated to the southside of Ulloa Street between West Portal Avenue and Wawona Street; two parking spaces, which are towaway zones during AM and PM peak hours and a part-time passenger loading zone were removed.
- The southeast corner of Ulloa Street was replaced with a passenger loading zone.



- The West Portal Library white zone was relocated to Lenox Way and the existing green zone shifted north.
- Existing AM Peak no left turn restrictions on Lenox Way southbound at Ulloa Street was extended to all times of day.

These transfer improvement points were installed to facilitate the August 2020 Rail Re-start and new rail plan; however, this rail plan is now not anticipated to be in service until 2022.

#### 5.3.5.1 **SSD & Transit, Transit Engineering & Transit Planning**

- *Determine internal next steps for legislating the transfer points in coordination with overall rail system plan improvements prior to the end of the State of Emergency.*

### 5.3.6 Transit Training

Revised health and safety rules will permit SFMTA to hold higher capacity training sessions for all relevant operator training. This includes in-person training related to promotional vehicle opportunities such as light-rail vehicle operations, routine trainings for current operators and trainings for new hires. All in-person and on-vehicle training still have health and safety plans, including maximums in a room, distancing between employees and other regulations.

As operators are trained to promotional activities, additional hiring and new operator training needs to be completed to serve the increase in service hours anticipated in the Fall service changes.

#### 5.3.6.1 **Transit, Transit Operations, Training**

- *Conduct required in classroom and on-vehicle training to ensure fully supported services, including Cable Car and light rail, under health and safety rules and restrictions*
- *Conduct Operator refresher training on Cable Car to facilitate Cable Car service restart*
- *Conduct table-top exercises with Transportation Management Center*

#### 5.3.6.2 **Human Resources, Hiring**

- *Post and hire for promotional opportunities to ensure sufficient staffing for: Cable Car Operators, Light Rail Operators and Transit Supervisors*
- *Post and hire for entry-level transit driver positions to ensure full service provision when resources are available*

### 5.3.7 Cable Car Service

Restoration of Cable Car Service is anticipated in Level 5, though not until later in 2020 as health and safety regulations continue to ease around distancing requirements outdoors and after all Cable Car operators have been fully certified and trained in Cable Car operations.

#### 5.3.7.1 **Transit, Transit Divisions**

- *Resume staffing and operations at Cable Car Division.*

#### 5.3.7.2 **Transit, Transit Operations, Schedules**

- *Build the schedule, prepare materials for review, facilitate signing up operators to work assignments (runs) and send all schedule materials to the division.*

### 5.3.7.3 Transit, Rail Maintenance

- *Conduct detailed maintenance inspections on all major systems*

### 5.3.7.4 Transit, Transit Planning

- *Facilitate cable car stress testing to restore service.*
- *Prepare division and operator bulletins.*
- *Prepare workorders to refresh stop paint.*

## 5.3.8 Muni Service Communications

The SFMTA will need to communicate Level 5 service changes to the public. Similar to levels 1 thru 4, this will require the Communications Media Relations, POETs and Service Planning Teams to complete a combination of: blog(s) and social media postings, updates via DOT video messages, develop and post flyers of services changes at currently serviced (and reintroduced level 5 service plan) transit stops, and maintenance of the Adopt a Neighborhood Program. In addition to support the Muni rail restart, there will be Muni ambassadors, updated Muni rail maps, pamphlets, and other communications needs as SFMTA customers get accustomed to the new rail service plan.

### 5.3.8.1 Communications, Media Relations and Customer Communications

- *Prepare and provide updates via DOT video messages on COVID-19 Muni Core Service and Emergency Response efforts.*
- *Coordinate with local media regarding changes.*
- *Provide updates to external stakeholder groups such as neighborhood groups, the Mayor's Office, Supervisors and the JIC.*
- *Post on social media regarding COVID-19 Muni Core Service updates.*

### 5.3.8.2 Communications, Marketing and Digital Communications, Creative Services

- *Develop and post content on service changes to blog, social media and SFMTA.com website.*
- *Design updated muni metro service map.*
- *Prepare wayfinding and other physical collateral.*

### 5.3.8.3 Communications, Public Outreach and Engagement Team

- *Create and post flyers of service changes at transit stops.*
- *Create and distribute mailers, door hangers and other deliverables to communicate service changes.*
- *Target information materials at community based organizations and other key locations in Service Equity neighborhoods to help get information about the service changes out in advance to communities that have been historically under-informed.*
- *Post blog regarding COVID-19 Muni Core Service.*

### 5.3.8.4 Transit, Transit Planning

- *Prepare updates for web-based service maps.*

### 5.3.8.5 Transit, Transit Operations, Schedules, TMC; FIT, Technology Solutions Integration

- *Develop digital schedule information for integration in Next Bus predictions.*
- *Integrate predictions and monitor shelters and Rail Screens*

### 5.3.8.6 Transit, Project Delivery and Support, Transit Technology; Other SFMTA Staff

- *Update and implement audio announcements to reflect update rail service alignment and line modifications.*

- *Prepare and implement updated headsigs and in-car digital screens on LRVs to reflect updated rail service alignment and line modifications.*

#### 5.3.8.7 **Other SFMTA Staff, Adopt a Muni Route**

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

#### 5.3.8.8 **Muni Ambassadors**

- *For the first three days of service changes implementation, SFMTA as well as some contracted ambassadors will help customers navigate service changes at multiple key locations systemwide.*



## 5.4 Streets

In Level 5, SFMTA complete actions that make strategic use San Francisco’s finite right of way to enable physical distancing and increased economic activity while simultaneously safeguarding space for transit and sustainable modes of travel in the face of anticipated increases in traffic congestion.

The strategies being advanced in this level attempt to balance these seemingly competing needs to ensure measures are in place for people get around comfortably and safely. Strategies in this level include infrastructure related improvements, both temporary and permanent, along with programming that supports shared mobility, neighborhood economic activity and curb management.

### 5.4.1 DOC Curb and Street Operations

In Level 5, SFMTA will continue to respond to requests from the Covid Command Center (CCC) and SFMTA DOC Logistics team to change color curbs or implement temporal street closures to support the COVID emergency needs or recovery efforts. This team will additionally begin to close-out older permits that no longer are needed or will expire, and transition some permits to respective Streets subdivisions. These permits have been used for food bank activities, grocery store social distancing, minor transit stop operational curb needs for adjusted transit service and other City functions.

#### 5.4.1.1 Streets, Transit Engineering & Livable Streets

- *Review incoming requests*
- *Prepare work orders*
- *Monitor usage*
- *Follow up with expiring permit holders or Agency program leads as needed*

#### 5.4.1.2 Streets, Field Operations

- *Coordinate and schedule implementation crews*
- *Install changes*
- *Report progress and close out work orders as they are completed*
- *Reclaim City property as permits expire or as no longer needed.*

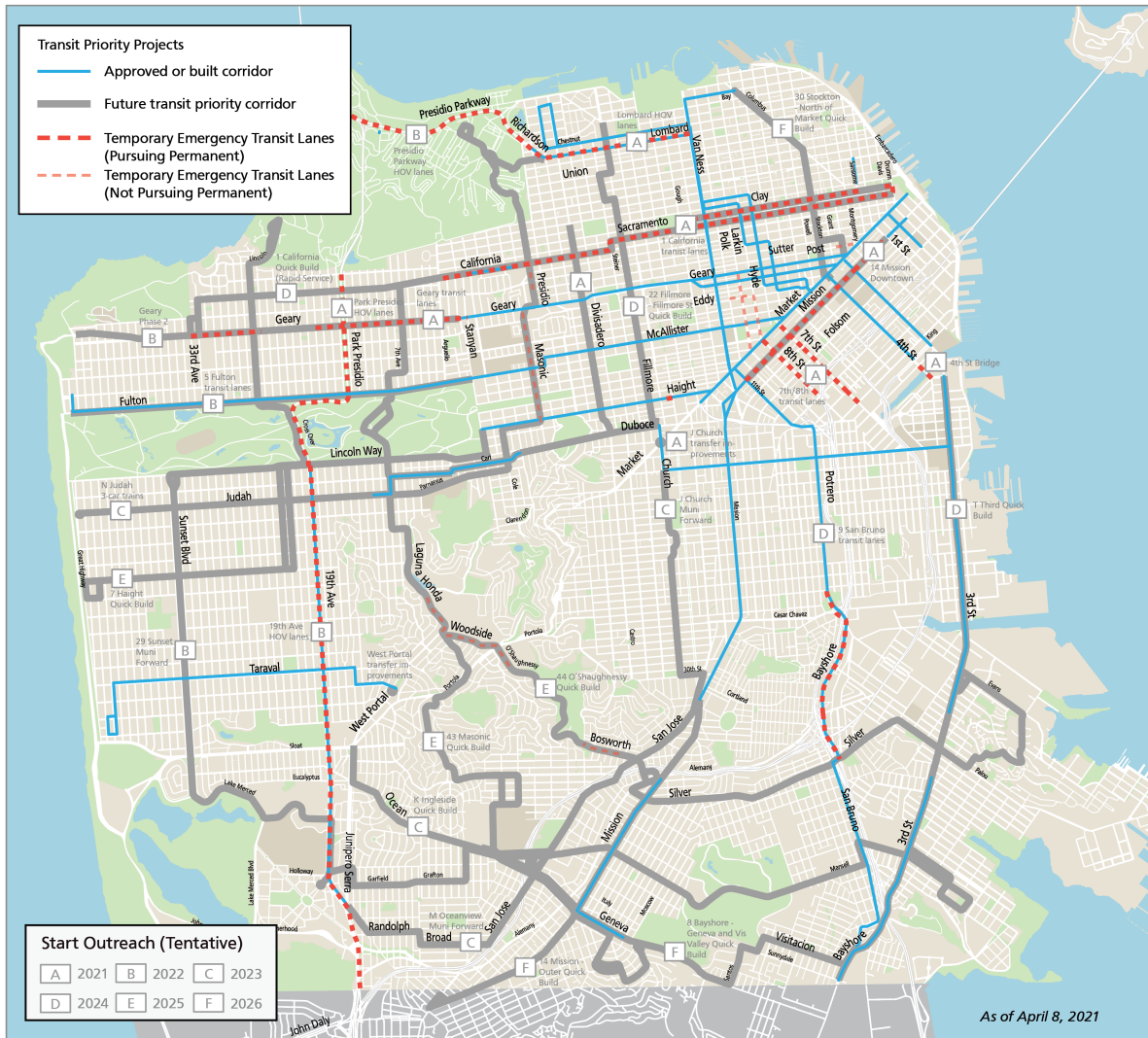
### 5.4.2 Temporary Emergency Transit Lanes

In Level 5, SFMTA will complete installation of temporary Emergency Transit Lanes (TETLs), for which MTAB delegated approval authority to the City Traffic Engineer on June 30<sup>th</sup>, 2020. TETLs safeguard travel time savings experienced during shelter-in-place from anticipated congestion brought upon increased social and economic activity in this and subsequent levels. TETLs will also help to address crowded conditions on Muni by increasing services levels and capacity on the Muni Core Service network. The below list indicates total TETLs installed under emergency COVID regulations:

- **1 California** : Along California, Sacramento and Clay
- **14 Mission and 14R Mission Rapid**: Mission Street in SoMa
- **19 Polk/ 27 Bryant**: 7th and 8th Streets in SoMa
- **28 19<sup>th</sup> Avenue HOV Lanes**: 19<sup>th</sup> Avenue, Park Presidio and Lombard in coordination with Caltrans
- **38 Geary**: Along portions of Geary in the Richmond
- **43 Masonic and 44 O’Shaughnessy**: Locations on Presidio, Masonic, Laguna Honda, Woodside, and Bosworth streets

- T Third 4<sup>th</sup> St Bridge

Additionally, the project team will complete evaluations of existing and new TETLs for consideration for Transit-Only Lane designation. Successful project candidates will be brought to the SFMTA Board for consideration.



#### 5.4.2.1 Streets & Transit, Transit Engineering & Transit Planning

- Prepare detailed engineering plans for each potential corridor
- Coordinate environmental review
- Coordinate with the Communications team on implementing the changes & gathering feedback
- Monitor and evaluate travel time savings and other priority outcomes
- Develop and present legislative package for formal Transit Only Lanes project-level approval at SFMTA Board (likely October)

#### 5.4.2.2 Communications, Public Outreach and Engagement Team

- Prepare and present to various stakeholder groups about the proposed lanes and corridors as they go to Engineering Public Hearing or SFMTA Board.

- *Assist the Transit Engineers & Service Planners in the evaluation and customer/stakeholder feedback once the temporary lanes are installed. Work with stakeholders on making changes/modifications to temporary lanes.*

#### 5.4.2.3 Streets, Field Operations

- *Coordinate and schedule implementation crews*
- *Install changes*
- *Report progress and close out work orders as they are completed*

### 5.4.3 Slow Streets

SFMTA will complete installation of the COVID Slow Streets program to facilitate comfortable bicycling and walking for people of all ages and abilities. In this level, SFMTA will be seeking evaluating all Phase 1 through 4 Slow Streets for formal implementation post-COVID emergency.

#### 5.1.1.2 Streets, Livable Streets

- *Identify corridors and manage the design and implementation of the program.*
- *Coordinate environmental review*
- *Field check barricades and monitor usage*
- *Evaluate temporary Slow Streets in place*
- *Develop and present legislative package for formal Slow Streets program approval at SFMTA Board*

#### 5.4.3.1 Streets, Field Operations

- *Fabricate signs, obtain cones, A-frames, and other barriers*
- *Place signs and barriers at intersections*
- *Install paint treatments for semi-permanent installations as noted in engineering plans*
- *Report progress and close out work orders as they are completed.*

### 5.4.4 Recreational Streets

Many streets were closed to facilitate socially-distanced recreating, or to separate cyclists from busy recreational spaces. These included spaces in Golden Gate Park, the Panhandle/ Fell St., McLaren Park, Twin Peaks, and on Great Highway. These places have provided unique opportunities for the City, led by RecPark but supported by SFMTA, to consider full-time or part-time full closures of some of these spaces after the COVID emergency.

#### 5.4.4.1 Streets, Planning and Livable Streets

- *Provide program support with SFCTA and Rec Park*
- *Evaluate and receive stakeholder feedback for implemented efforts, through the SFCTA D4 Mobility efforts or other venues*
- *Identify next steps for program projects post-Covid emergency*
- *Implement minor engineering or curb and parking, mobility services and transit operational improvements as identified through RecPark and SFMTA coordination efforts*

#### 5.4.4.2 Streets, Field Operations

- *Prepare and Install signage as needed to support curbside management demands.*
- *Paint new white and yellow zones, or general loading, as needed.*
- *Report progress and close out work orders as they are completed.*

## 5.4.5 Shared Spaces

The SFMTA continues to support the Shared Spaces program under the leadership of the Planning Department. Shared Spaces provides local businesses sidewalk, curb/parking or street space for curbside pickup, social distancing, and dining and space gathering. Staff in Parking and Curb Management, Planning, Livable Streets, Transportation Engineering, and Transit Planning will continue to review applications to ensure request locations don't conflict with other requests or priorities. As of May 2021, Shared Spaces legislation is proceeding through SFMTA Board and Board of Supervisors for changes to the Transportation Code and new Citywide regulations. There is an anticipated six month extension of the COVID emergency shared spaces program through end of December 2021.

### 5.4.5.1 Streets, Planning, Parking and Curb Management, Transportation Engineering

- Provide detailed reviews and recommendations when new temporary street closure and parklet requests are made.
- Facilitate permitting for roadway closure permits through ISCOTT (non-COVID).
- Work with City Partners to transition the program to formal SFMTA roles and responsibilities within the Agency, including legislating the formal Shared Spaces program at the SFMTA Board.
- Provide program management support in coordination with City Partners.

### 5.4.5.2 Streets, Field Operations

- Prepare and Install signage as needed to support curbside management demands.
- Paint new white and yellow zones, or general loading, as needed.
- Report progress and close out work orders as they are completed.

### 5.4.5.3 Transit, Transit Engineering

- Transit Engineering will provide detailed reviews and recommendations when street closure requests are made.
- Support review of requests against priority transit corridors/transit needs.

## 5.4.6 Tenderloin Neighborhood Plan

In May 2020, Mayor Breed announced the release of the Tenderloin Neighborhood Safety Assessment and Plan for COVID-19 -- a report of the current conditions in the Tenderloin and a block-by-block plan for addressing those challenges. The Tenderloin Plan is part of the City's broader efforts to address the public health crisis in San Francisco and among people who are experiencing homelessness. The disproportionate impacts from COVID-19 to the Tenderloin are part of the broader intersectional public health issues that the Tenderloin faces, and the SFMTA is working with the community to be part of the solution.

The SFMTA is currently supporting this emergency response plan, which identified creating more walking space in the neighborhood as a priority. Since May, the SFMTA has been working closely with City departments, the Supervisor's office, and community members on two main priorities:

- Expanding walking space to alleviate the public health concerns of overcrowding.
- Supporting emerging needs as part of the COVID-19 recovery.

The following projects are in place as of May 2021:

Corridor (Completed as of June 2020):	Parking Prohibited	Temporary Lane Closures	Full or Part-time Closure	Supported Activity
Fulton Street (Larkin and Hyde)	✓		✓	Safe Sleep Site
Golden Gate (Jones & Taylor)	✓		✓	Meal and Social Service Provision

Turk Street (Leavenworth & Jones)	✓	✓		Physical Distancing Essential Services
Jones Street (O'Farrell Street to Golden Gate)	✓	✓		Physical Distancing
Ellis Street (Leavenworth to Hyde)	✓			Physical Distancing Essential Services

No additional projects are anticipated within the Tenderloin Neighborhood Plan for SFMTA. As a next step in Level 5, Livable Streets will work with City and the community to identify what street changes should remain after the end of the State of Emergency.

#### 5.4.6.1 Streets, Livable Streets

- *Provide program management with City Partners, BOS Office and Community Stakeholders*
- *Evaluate and receive customer/stakeholder feedback for implemented efforts*
- *Identify next steps for program projects post-Covid emergency*

### 5.4.7 School Programs and Operations

SFMTA continues to coordinate with San Francisco Unified School District (SFUSD) and other external partners to support the transportation needs associated with the additional return of schools, primarily middle schools and high schools. Additional loading will be needed to respond to restrictions that will be in place for parents and the presumption that a lot more parents will be driving to schools for pickup. SFMTA anticipate and have observed longer queueing associated with pick-up and drop-off. Permanent signage will be needed due to the long duration of the school needs.

Limited parts of the SFMTA non-capital schools program is still under health and safety restrictions, including walking school buses and major events like walk-and-roll to school day.

#### 5.4.7.1 Streets, Transportation Engineering

- *Coordinate with SSD Planning and External Partners as plans develop for middle school and high school re-opening*
- *Prepare hearing materials needed to legislate changes and write work orders for not yet opened SFUSD schools (13 middle and 15 high schools) for "passenger loading 7A-6P on school days" surrounding school locations*
- *Coordinate with Private schools for re-opening as needed*

#### 5.4.7.2 Streets, Field Operations

- *Install signage for white passenger zones*
- *Install white color curb paint as needed per work orders*

#### 5.4.7.3 Streets, Planning Programs

- *Work in collaboration with the SFUSD and community organizations to identify alternative options for school programming*
- *Restart school programming upon relaxation of health and safety regulations, including walking school buses and annual encouragement events.*



## 5.5 Paratransit, Taxi & Accessible Services

Paratransit and taxi service continue to operate the ETC as implemented in Level 3 Taxi and Accessible Services staff will continue to monitor on-demand paratransit services and assess available fleet to meet requests. As request increase, vehicles and operators will need to be pulled from EOC related assignments to fulfill demand.

### 5.5.1 Essential Trip Card

#### 5.5.1.1 Taxi and Accessible Services, Accessible Services

- *Continue to process enrollments.*
- *Analyze and develop policies for long term implementation strategies for the program, using existing grant funding*

### 5.5.2 Paratransit Covid Command Center support operations

As businesses and other facilities start to reopen, Paratransit will continue to serve Command Center support operations as they arise. As of May 2021, Paratransit is providing shuttle services to the Pier 94 Vehicular Sleeping Site and supporting Emergency Medical Services.

#### 5.5.2.1 Taxi and Accessible Services, Accessible Services Paratransit

- *Continue to support shuttle services at Pier 94*
- *Continue to support Emergency Medical Services.*

### 5.5.3 Paratransit Operations

To ensure the safety of paratransit riders, Paratransit services is continuing to have reduced capacity on all vehicles, with 1 to 2 family groups per trip instead of the typical 1 to 3 family groups per trip.

Under normal operations Paratransit provides group provides approximately 600 trips per day to ADA eligible people, groups of frail seniors or persons with disabilities who are attending programs such as Adult Day Health Care, developmental disabilities work sites, and senior center programs. This service is usually served with vehicles that take approximately 7 people per trip, from their residences to a shared location and back home after the program. Suspended programs are anticipated to begin again during Level 5.

#### 5.5.3.1 Taxi and Accessible Services, Accessible Services

- *Continue operate modified scheduling of SF Access using cutaway vans.*
- *Continue planning and coordination efforts with community partners and stakeholder regarding the resumption of group van service as programs restart.*

## 5.6 Revenue and Operations

The majority of business operations are now back to significant customer service activity, though hearings remain online in Level 5. Rental relief for tenants and reduced payments for advertising is still in effect. Many groups anticipate keeping new on-line functions after the emergency concludes.

### 5.6.1 Permits, Citations and Passes

In Level 5, all customer service locations are open, including the RTC Discount ID Office (27A Van Ness), Customer Service Center (11 South Van Ness), and Taxicab Service Window (1 South Van Ness). In conjunction with this we have worked closely with IT to implement the following online options for a number of transactions, previously only available in-person or by mail:

- Residential Parking Permit Applications/payment
- Lifeline Transit Pass Application/ Replacement Cards
- Access Transit Pass for People Experiencing Homelessness
- Citation Payment Plan Application
- Citation Community Service Program
- "Fix-It" Compliance Citation Payment (\$10 fee for front license plates, etc)
- Bulk Parking Meter Card Ordering
- Bulk Fare Media Ordering

During the pandemic, nearly all of the functions that occur at the Taxi Customer Service Window have been transitioned on-line, including:

- Permit renewal for Taxi Drivers, Medallion Holders, Color Schemes and Dispatch Services
- Payment of fines and fees for Scooter Share and Commuter Shuttle Permittees

An appointment is now required for those who need to do business at the Taxi Customer Service Window. The only major function that still must be done in person is the new Taxi Driver application process, which requires staff to administer a brief test and take a picture of the applicant for the driver permit. Staff is currently working on enabling the payment of taxi industry administrative fines on-line. This functionality is expected to be available to the taxi industry by summer 2021.

Additionally, the SFMTA administers the Regional Transit Card. All RTC renewals and replacement cards through the phone and online. In the interim the Customer Service Center will help to accept and process RTC applications; by checking ID's and taking photos for new applications. RTC applications will then be processed by RTC staff virtually. RTC staff also will be the key staff providing information to customers over phone or online.

The online options have proven very successful in not only reducing in-person transactions, but also improving customer access. The SFMTA is anticipating to continue to maintain this effort, but also expanding on this work post-emergency.

Currently, Cable Car sales kiosks have been re-opened to facilitate Agency specific transactions such as Clipper purchases, citation payments and Lifeline transit pass sales. Once the Cable Car services resumes, it will be necessary to transition this activity back to the Customer Service Center to accommodate the demand for Cable Car related sales at these locations.

#### 5.6.1.1 **FIT, Revenue Collections and Sales**

- *Return Cable Car Kiosks to Cable Car purchases only upon restart of Cable Car service*

#### 5.6.1.2 **Taxi and Accessible Services, Accessible Services**

- *Allow for non-appointment based testing and picture-taking for new taxi driver applications upon relaxation of requirements.*

### 5.6.2 Real Estate Tenants

The SFMTA in the process of amending and or renewing various leases of small business retail tenants located in SFMTA parking garages and Hotel Vitale. The SFMTA Rent Relief Program will forgive certain rent payments to help mitigate the financial challenges of the COVID-19 pandemic for approximately 25 small business tenants. The Rent Relief Program includes a percentage rent structure, straight rent reductions/forgiveness and early lease terminations for certain situations. This tenant rent relief effort is designed to support the retention of SFMTA's small business partners/tenants through the end of fiscal year 2022, at which time the effectiveness of these efforts will be evaluated for future consideration.

#### 5.6.2.1 **FIT, Facilities and Real Property Management**

- *Review rent forbearance agreements in advance of July 2022 to ensure fiscal health of tenants and Agency.*
- *Collect deferred rent from Hotel Vitale over three-year period.*

### 5.6.3 Bus Shelters and On-Vehicle Advertising

For the two advertising contracts (Clear Channel and Intersection Media), SFMTA has been forbearing on receiving minimum guaranteed payments since the beginning of the pandemic. The Agency has continued to receive services from Clear Channel for the transit shelters and a share of actual revenue collected from Intersection for vehicle advertising. We are working on contract amendments to forgive a significant amount of the guaranteed payments through the end of fiscal year 2022. The items are pending at the Board of Supervisors.

#### 5.6.3.1 **FIT, IT Support**

- *Legislate at the Board of Supervisors Clear Channel and Intersection Media contract amendments to allow for guaranteed payment forgiveness.*

### 5.6.4 ISCOTT, Engineering and Color Curb Public Hearings

ISCOTT, Color Curb and Engineering Public Hearings were moved to an online format for the foreseeable future due to COVID-19 and social distancing needs. This meant that field surveys and certain office staff needed to return to work in advance in order to provide support and data that feeds into the hearings.

#### 5.6.4.1 **FIT, IT Support**

- *Set up meeting broadcast on SFgov TV.*
- *Manage remote meeting access and public comment call-in queue.*

#### 5.6.4.2 **Streets, Transportation Engineering and Livable Streets**

- *Prepare Hearing Packet and Resources.*

#### 5.6.4.3 **Other SFMTA Staff**

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

## 5.6.5 Board of Directors and Citizens Advisory Council

SFMTA Board of Directors Meetings and Citizens Advisory Council continue to be held virtually to protect Board Members, Council Members, SFMTA staff, and members of the public. The Board's Meeting Room (City Hall Room 400) and SFMTA Meeting Room (Union Square) remain closed. 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.

### 5.6.5.1 FIT, IT Support

- *Set up meeting broadcast on SFgov TV.*
- *Manage remote meeting access and public comment call-in queue.*

### 5.6.5.2 Other SFMTA Staff

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

## 5.7 Planning

### 5.7.1 Transportation Demand Management

In Level 5, SFMTA staff will begin to work with businesses and residents to inform them of the sustainable transportation modes available to them, and to encourage the safe usage of the SFMTA system. This information will reassure these groups that Muni continues to be safe and reliable, and the best way to return to work as offices re-open or new employment opportunities return.

#### 5.7.1.1 Streets, Planning Programs

- *Develop return to work website providing resources to employers about safe and sustainable travel choices*
- *Present upon request to local business and resident groups on using sustainable travel choices for resumed and new trips*

### 5.7.2 Transportation Recovery Plan Succession

The Transportation Recovery Plan has been an instrumental tool in ensuring that the SFMTA is prepared to meet the needs of the COVID crises, internally, to City customers and to the public. As the State of Emergency ends, it will be important to identify successes, challenges, lessons learned, as well as providing a bridge to the upcoming Strategic Plan, that returns the Agency back to baseline metrics (2019) tracked for the TRP.

#### 5.7.2.1 Streets, Planning Division & DOC

- *Develop a 'look-back' document to record the successes and challenges associated with SFMTA operations and work during COVID, ensuring a record of how practices changed, evolved or were developed to change the internal and external practices of the Agency*
- *Develop a 'renewal' plan that extends beyond the actions of the Recovery Plan but returns the Agency back to 2019 baseline through targeted actions.*