



SFMTA



# Transit Update & Service Restoration

SFMTA Board of Directors

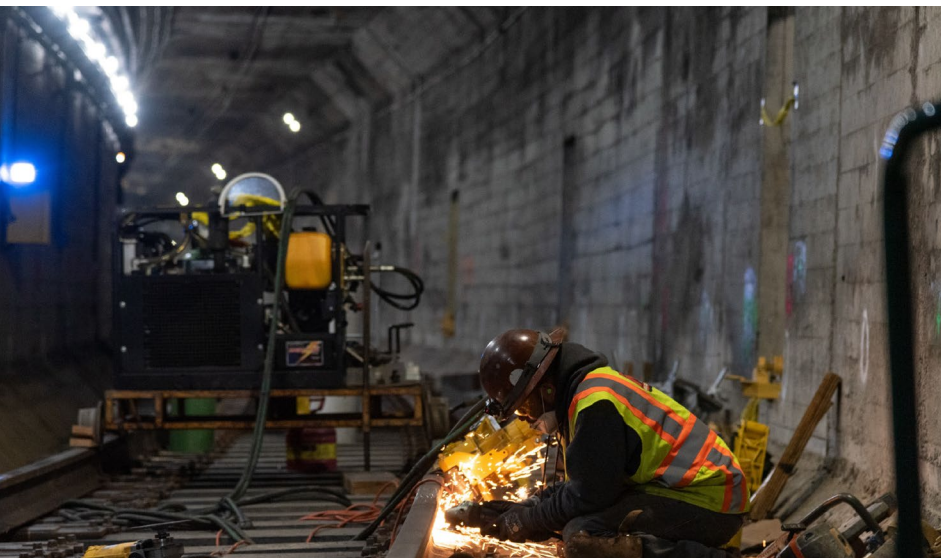
May 18, 2021

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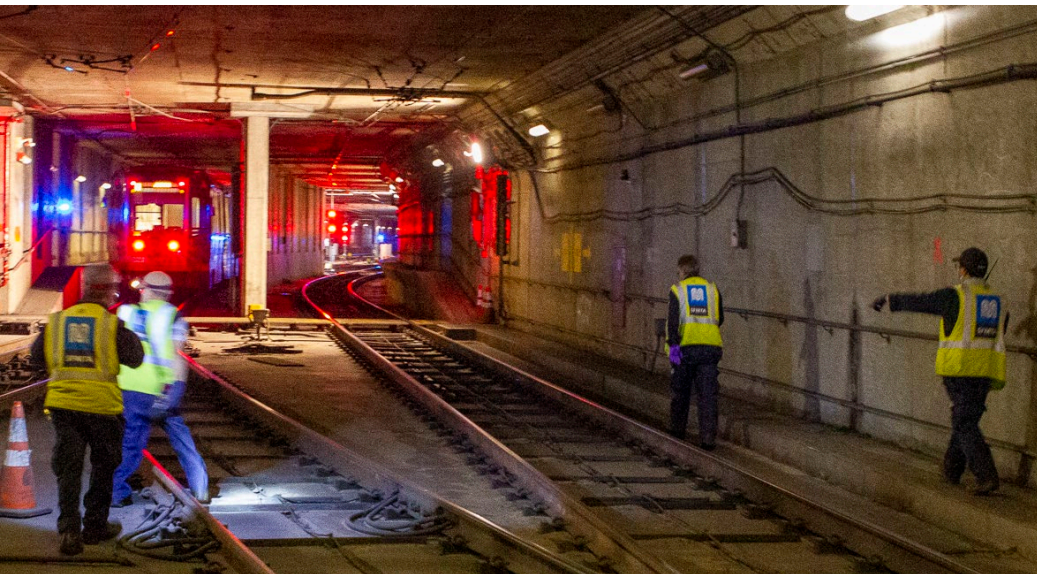
1. Transit Performance Update
2. May Service Restoration
3. August Service Restoration
4. Next Steps

# Transit Performance Update





# Subway Work



# Operations Drills

# Opening Day Recap

- All lines performed as planned
- Ambassadors helped direct Muni passengers
- Customers appreciated quicker subway travel and fewer rail bottlenecks
- Several unrelated incidents impacted service
- Mock service proved valuable



First K/T exits West Portal Station on 5/15



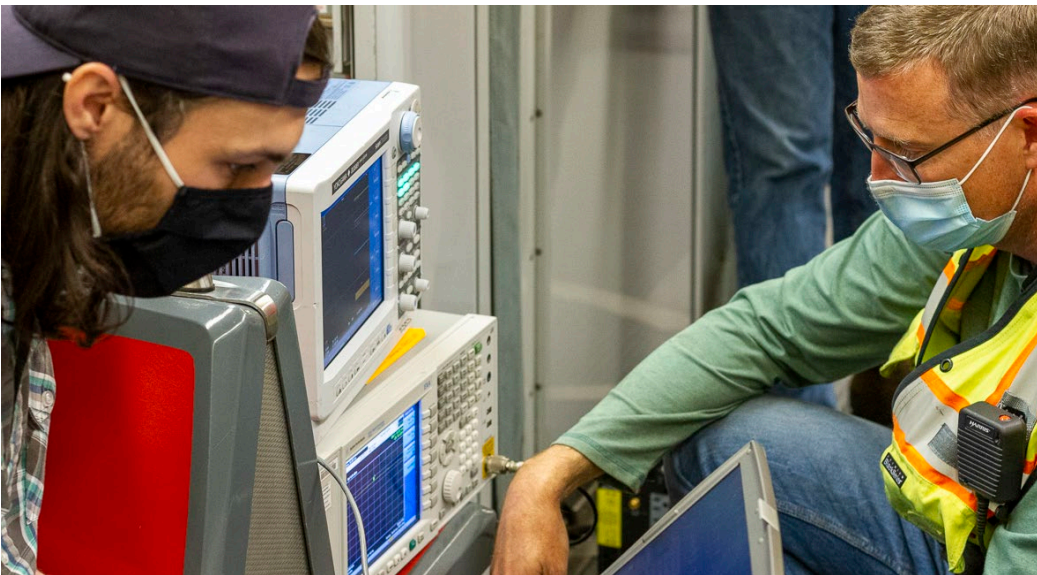
36/52 Speical at Forrest Hill Station



Two multilingual outreach ambassadors at Castro



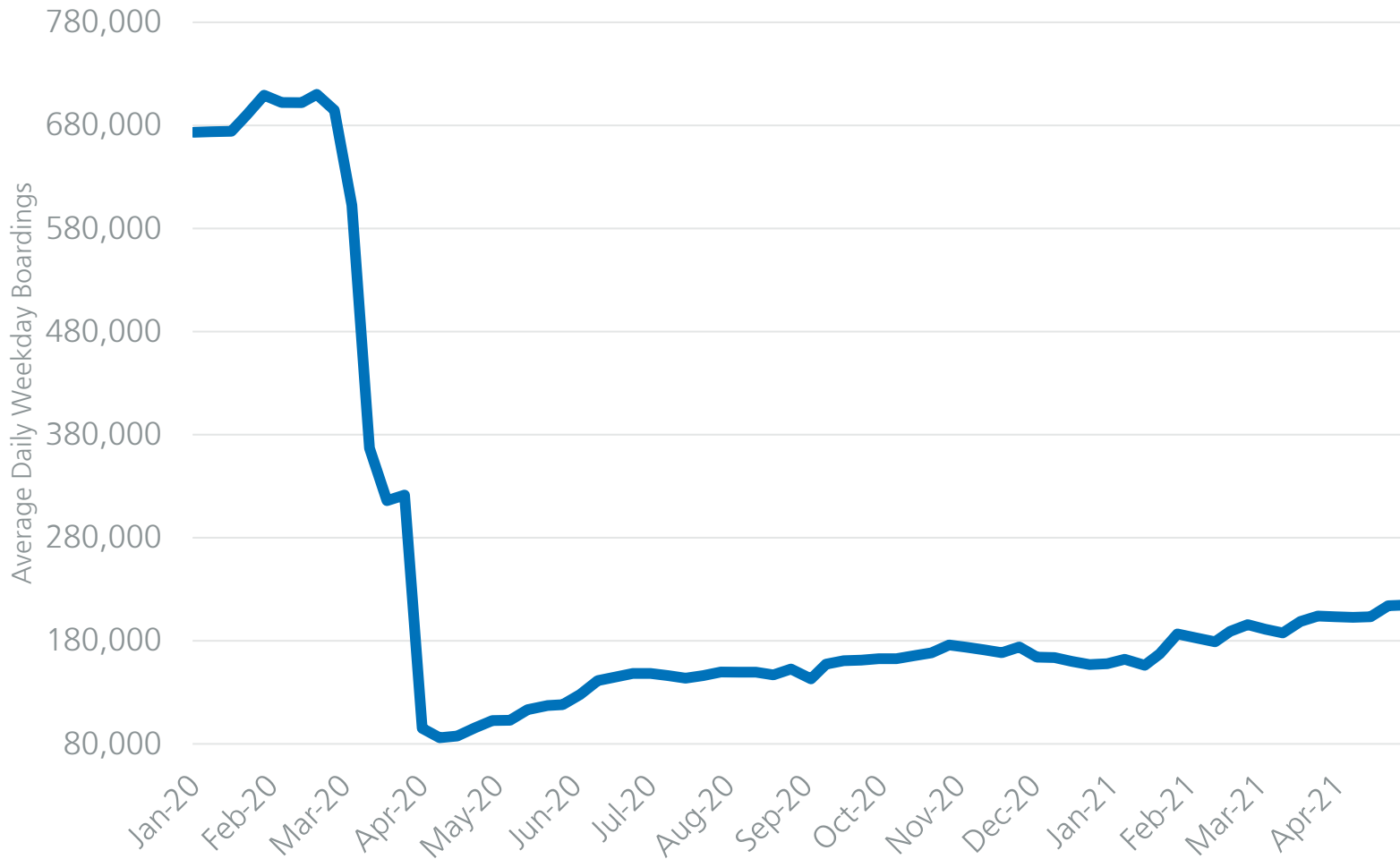
# Ambassadors



# Troubleshooting Train Control

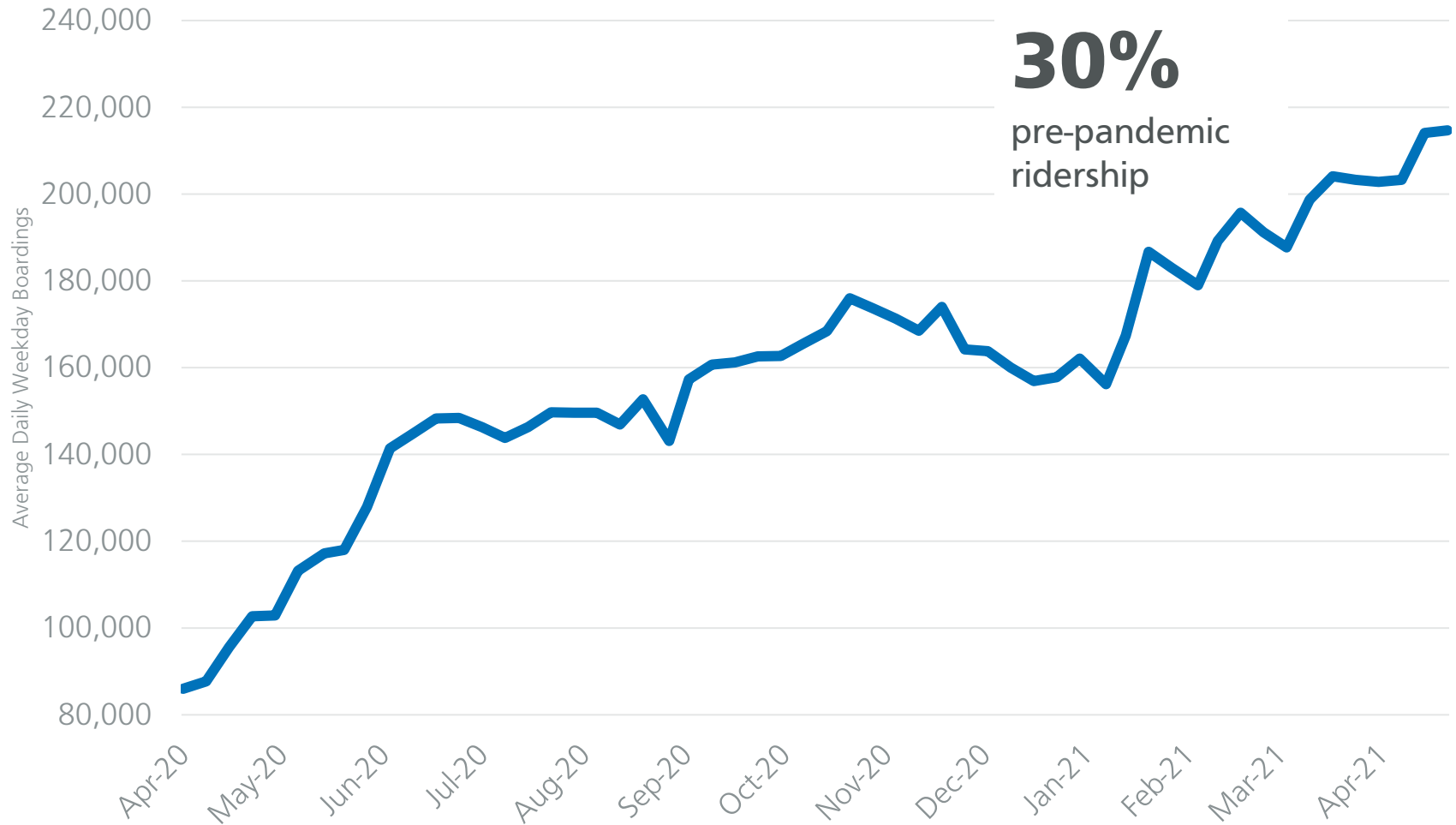


# Ridership



# Ridership Recovery

*Daily boardings are steadily increasing since the low in April 2020*



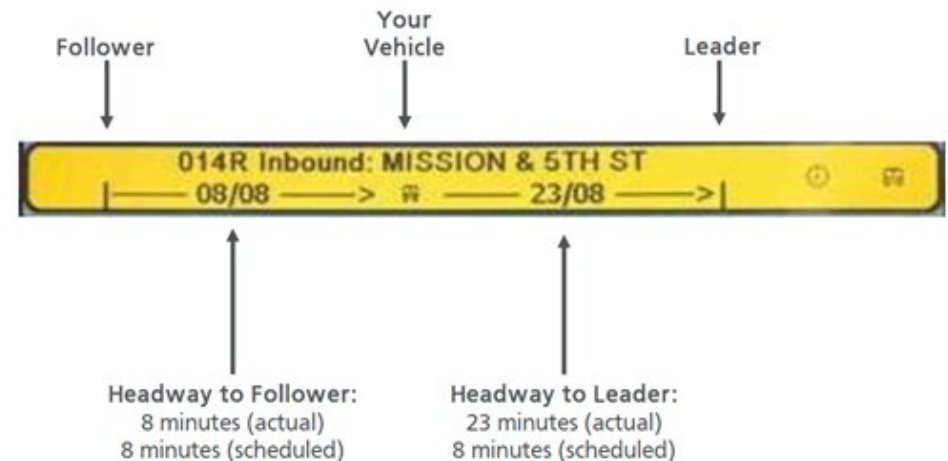
**30%**

pre-pandemic  
ridership

# Systemwide Changes

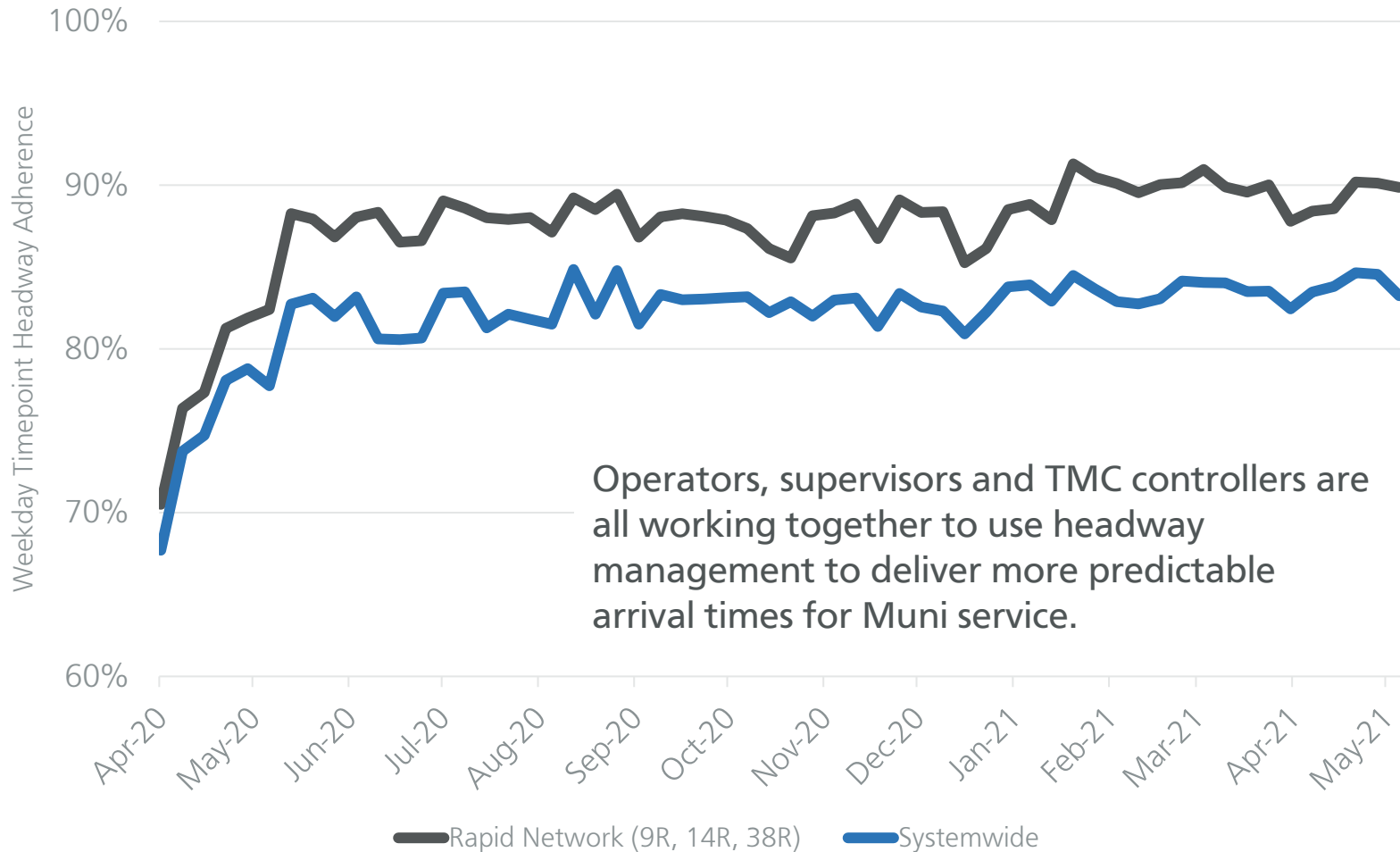
## Service Management

- Hiring 95 transit supervisors to support Operators and service delivery (6-9 months to onboard and train)
- Continuing to manage frequent service based on headway
- Returning to in-service reliefs (summer)
- Some changes to relief points to increase Operator/Supervisor connections



# Headway Adherence

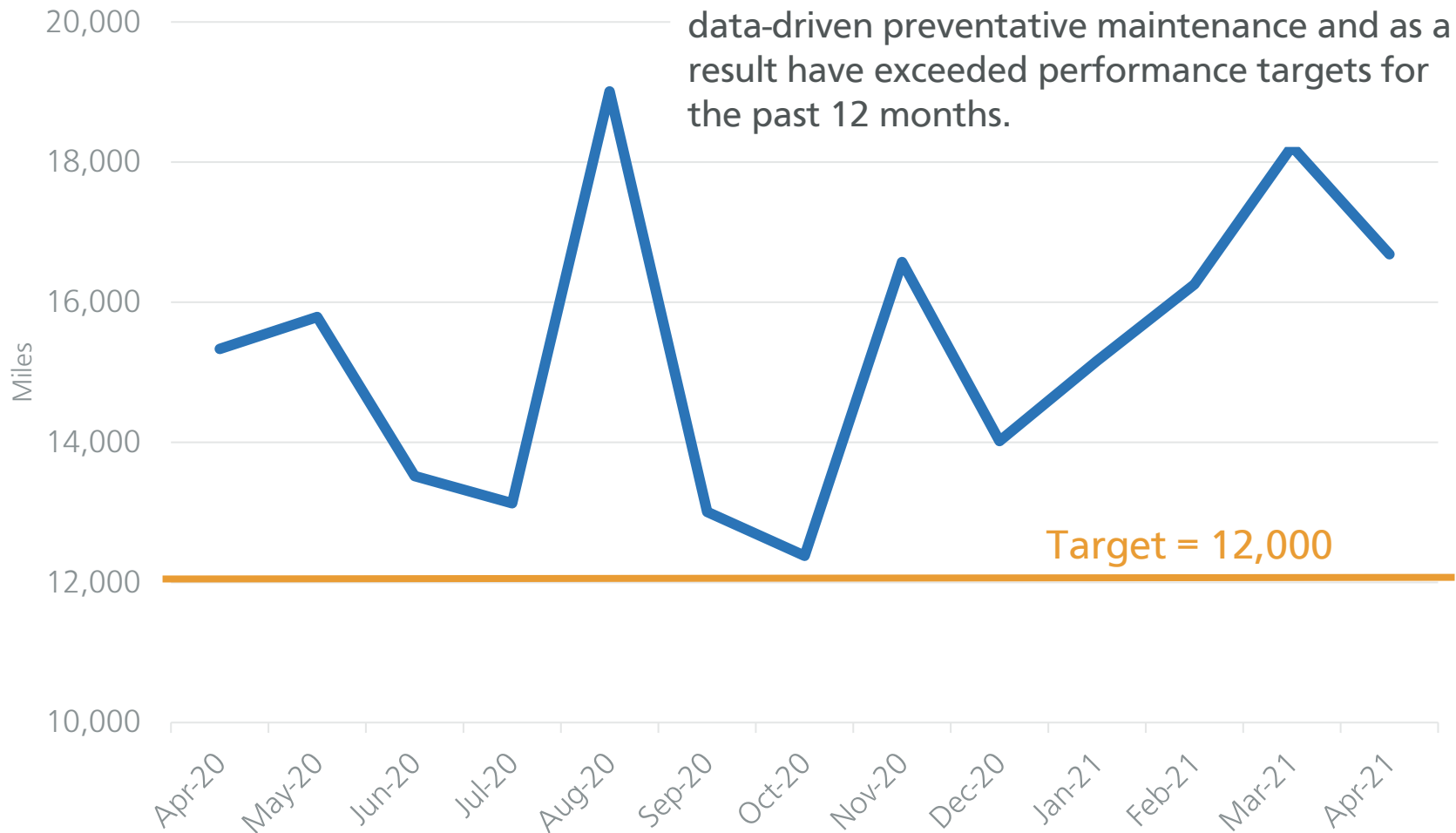
*We manage high frequency routes to headway*



# Mean Distance Between Failures

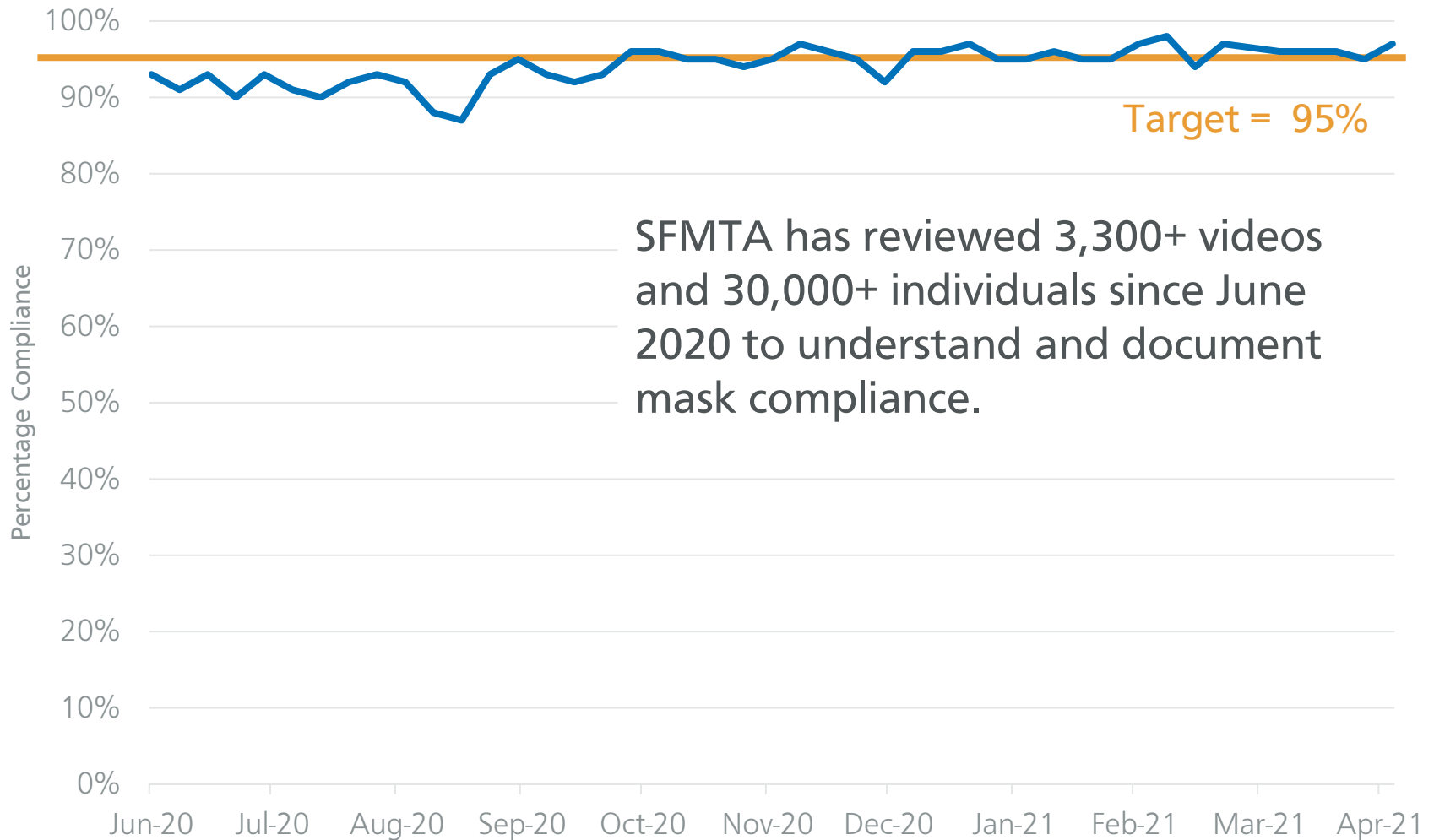
*Rubber tire fleet key maintenance performance measure*

Our maintenance teams are committed to data-driven preventative maintenance and as a result have exceeded performance targets for the past 12 months.



# Mask Compliance

*Mask compliance has remained steady at approximately 95%*



# Summary: System Performance

- Subway work has made **major down payment on system reliability**
- Operations drills provided staff time to **prepare for the demands of a fully-operational Metro system**
- **Ridership is steadily increasing**, we're currently at ~30% pre-pandemic levels
- Headway-based management for most Muni routes has **improved rider experience**
- Rubber tire **fleet (bus/trolley) reliability remains high**
- **Passengers continue to wear masks on board**, consistently at or above our 95% target



# May Service Restoration





# Core Values

**Safe Transportation System**

**Equity**

**Decarbonization**

**Work Culture that delivers  
excellent customer service**

**Transportation services and investments  
supporting a strong economic recovery**



# May 15 Service Restoration

## Coverage

- 91% of residents and 100% of equity neighborhoods have transit access within walking distance

## Metro

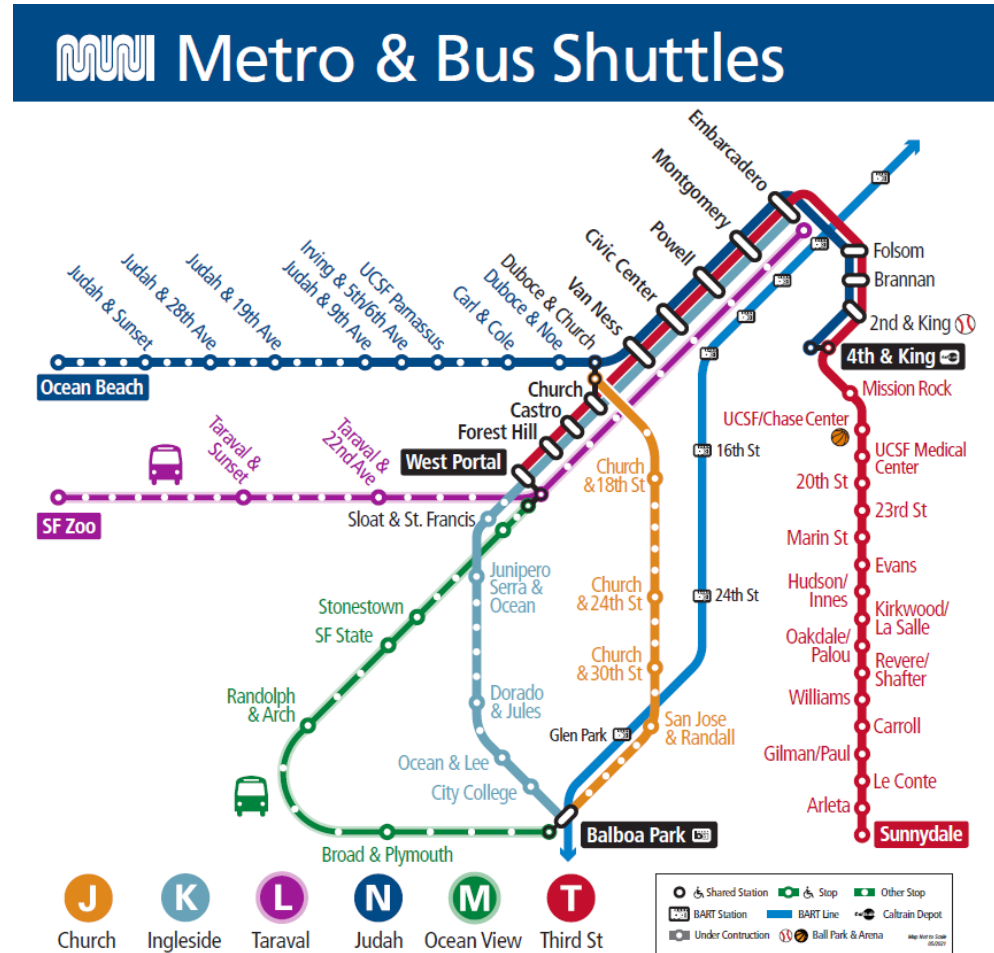
- All subway stations (Embarcadero to West Portal)
- N Judah rail from Ocean Beach to Caltrain
- K/T from Balboa to Sunnydale

## Bus

- Increased frequency on busy routes to reduce crowding and pass ups
- Closed hilltop gap with 36/52 Special

## Historic

- F Market & Wharves (11am-7pm)



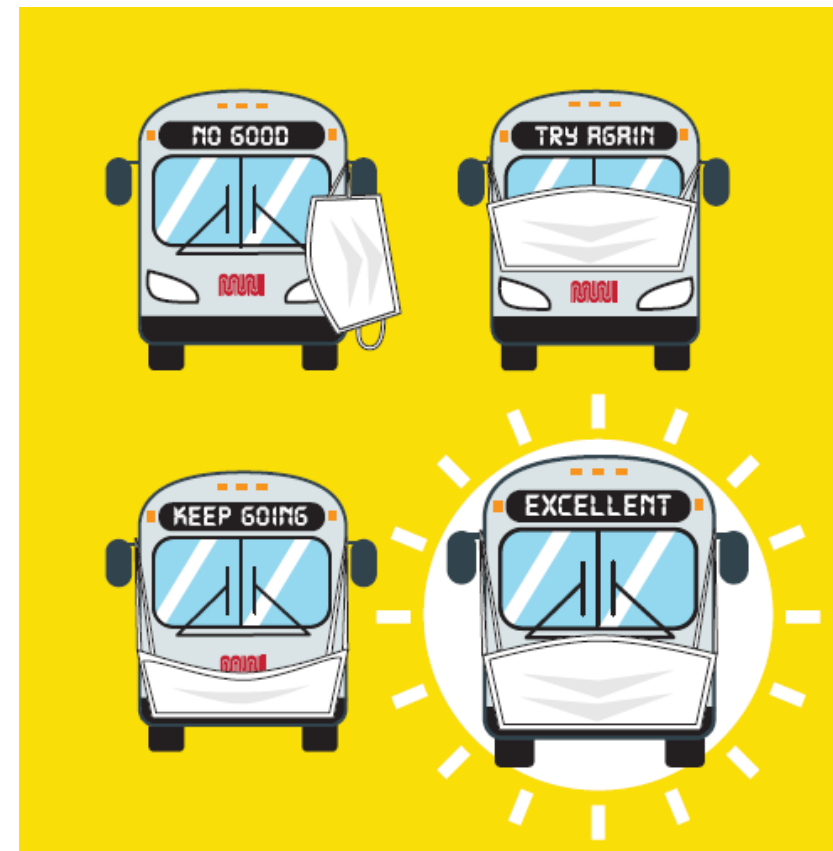
# August Service Restoration



# Systemwide Changes

## COVID Safety

- Continue mask requirements and compliance monitoring (currently 95-98% compliance)
- Continue to provide PPE and cleaning wipes to Operators
- End midday vehicle sanitizing and returning to industry standard of end of the day cleaning
- Return to pre-COVID vehicle capacities (pending DPH approval)



# Bus Changes - August 7 implementation date and *assumes elimination of COVID restrictions*

- Draft Service Plan:
  - Extensions: 48 to Ocean Beach, 12 to Rincon Hill + Mission
  - Route restoration: 5R, 18, 35, 36, 39
  - Modified restorations
    - 23 Monterey (from Bayview to West Portal)
    - 52 Excelsior (extended to include portion of 6 Parnasus)
    - 56 Rutland (extended to connect to 29 Sunset)
    - 57 Parkmerced (split into two routes to cover Route 57 and Sloat portion of Route 23)
    - 66 Quintara (extended to include portion of the 6 Parnasus)
  - Reintroduce school trippers
- Service being redistributed by returning frequency to pre COVID levels: 9/9R, 14/14R, 19, 38R
- Working with stakeholders to finalize service plan by end of May

# August Service Restoration

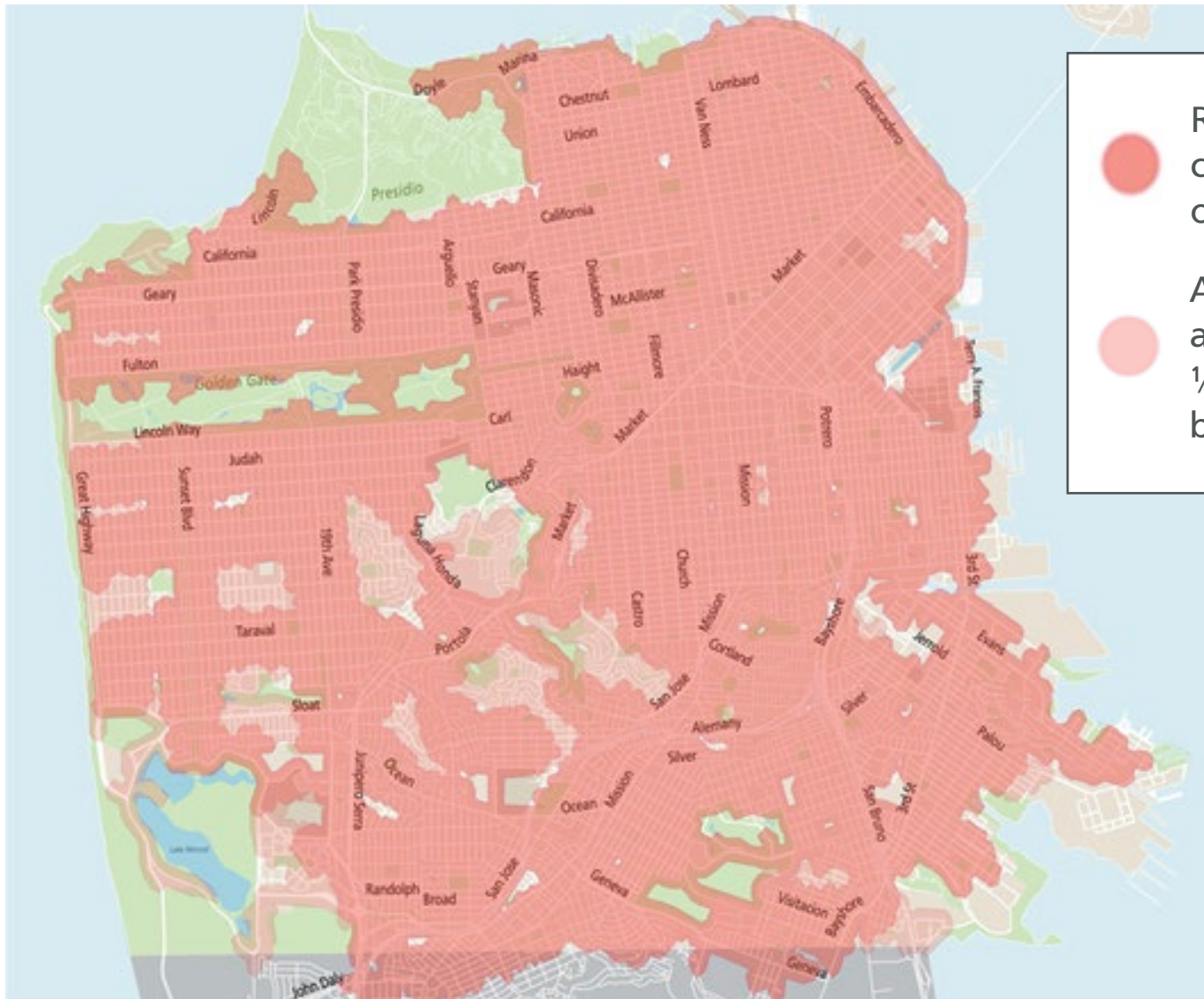
— Routes in Service (as of May 15, 2021)  
— Routes & Segments Restored





- 98% of residents and 100% of equity neighborhoods will be within a 1/4 mile of a Muni stop

# Transit access within walking distance

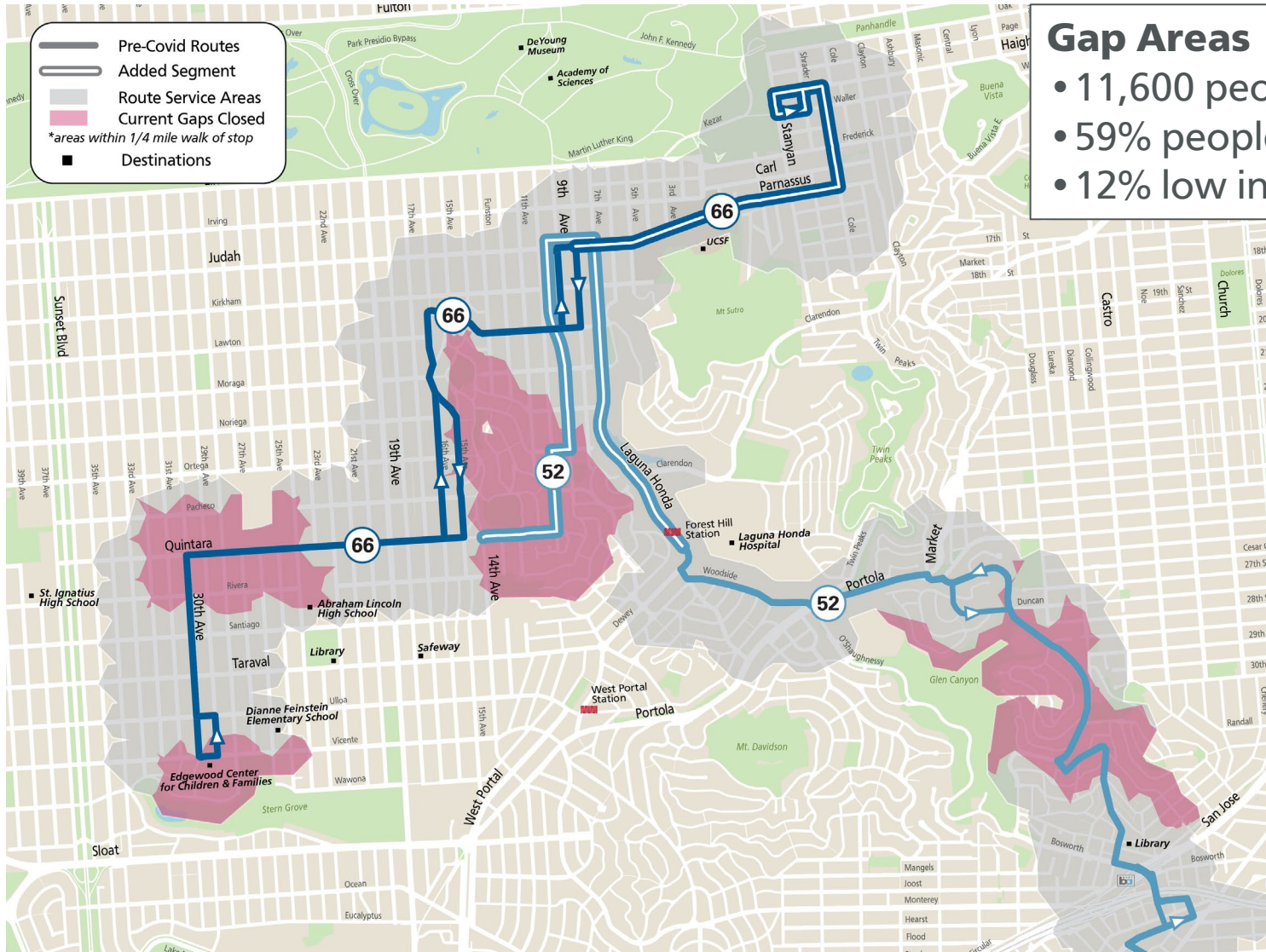
*98% of residents will have transit access within a 2-3 block walk by August 2021*



-  Residential areas that are currently within 1/4 mile of a transit stop
-  Additional residential areas that will be within 1/4 mile of a transit stop beginning in August 2021



# 66 Quintara & 52 Excelsior Route Changes



# 23 Monterey & 57 Parkmerced Route Changes



# Summary: Service Restoration

- By August **98% of residents and 100% of equity neighborhoods have transit access** within walking distance
- **All subway stations now open** to passengers
- **J, N, and K/T lines restored as light rail service**
- **We're addressing gaps** with updated route alignments
- **F-Line is back in service**
- **Cable Car will be restored by Fall 2021**



# Next Steps



# Cable Car Start Up

## *Planning to resume revenue service Fall 2021*

### **Service Plan**

- Hyde, Mason, California lines (11am-7pm)
- Hyde line will start up first

### **Key start up tasks**

- Return staff from other duties
- Conduct detailed maintenance inspections on all major systems
- Test safety circuits
- Conduct Operator refresher
- Hire/train line supervisors
- Complete System stress test



# Next Steps: Summer 2021

- Preparing 12 month hiring needs for all positions for Human Resources
- Starting new Operator training June 2021
- Continuing to maximize rail/cable car Operator training through 2022
- Working to make 20 miles of temporary transit lanes permanent

# Next Steps: Prepare for Winter

Continuing to restore service (winter 2022) and work with stakeholders to **weigh tradeoffs such as:**

- Deliver 5 min network and equity priorities (e.g. 29R Sunset Rapid)
- Re-introduce routes with parallel service (e.g. 21 Hayes)
- Fully restore cable car system
- Increase evening service (10-midnight)
- Re-introduce downtown express

# Summary: Next Steps

- **Starting first post-pandemic new Operator training in June 2021**
- **Focusing on hiring and training** to increase service levels and restore additional routes
- Working to make **20 miles of temporary transit lanes permanent**







**Thank You!**