



San Francisco Municipal Transportation Agency

# Transportation Recovery Plan: Level 4

**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*

## 4 Level 4

<b>Anticipated Transportation Demand</b>	School trips, increased travel citywide; beginning of additional trips to/from downtown
<b>Muni Service</b>	Rail service resumes, expansion of coverage and frequencies
<b>Transit and Bicycle Lanes</b>	Continuing targeted temporary treatments installation and previously approved bike lanes
<b>Slow Streets</b>	Expansion of Slow Streets program
<b>Sustainable Streets Operations</b>	Continue focus on delivering TRP projects
<b>Parking Enforcement</b>	Parking enforcement resumes for all violations. Customer Service Center reopens
<b>Parking and Curb Management</b>	Review/repurpose curb space to support economic recovery
<b>Taxi, Paratransit and Accessibility</b>	Discount ID center reopens

### 4.1 Overview and Conditions

Level 4 roughly corresponds to Phase 2C of San Francisco's [Reopening approach](#). SFMTA anticipates an amendment to Public Health Order No. C19-07e (updated on June 11, 2020) to be released in advance of Phase 2C which has an anticipated start date of Mid-August 2020. The amended public health order will likely be expanded to permit the following activities:

<b>Business</b>	<b>Childcare and Education</b>	<b>Culture and Recreation</b>
<ul style="list-style-type: none"> <li>Indoor retail (malls require approved plans)</li> <li>All curbside retail</li> <li>All manufacturing, warehouse and logistics with no limit on the number of on-site personnel subject to physical distancing</li> <li>Non-emergency medical appointments (see guidance in health directive)</li> <li>All private indoor household services like cooks and house cleaners</li> </ul>	<ul style="list-style-type: none"> <li>Level 4 anticipates supporting schools when they reopen for in-person instruction but that is not yet anticipated in August and start dates are unknown.</li> </ul>	<ul style="list-style-type: none"> <li>Small outdoor gatherings, including religious services and ceremonies</li> <li>Outdoor fitness with physical distancing</li> <li>Professional sports and other entertainment for broadcast but with no in-person spectators, under approved plans</li> </ul>

The SFMTA anticipates the expansion of permitted activities to result in increased demand for travel. Similar to Level 3, SFMTA projects an increased demand on transit dependent on our capacity and the perceived efficacy of health and safety measures in effect. It is likely that San Francisco will see vehicular traffic increase at a higher rate than that of transit ridership. As the backbone to San Francisco's economy, SFMTA will need to increase transit service to meet changes in permissible activity. SFMTA anticipates bicycle and pedestrian levels to increase. Level 4 also assumes an increase in 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 Muni Metro rail network back to service.
- Continue to add additional motor coach and trolley routes to the Core Service Plan.
- Manage the streets to handle an increase in traffic congestion.
- Implement curb management strategies to facilitate outdoor dining and retail.
- Implement street closures to support additional outdoor seating and recreational activity.
- Expand the bike network by installing lanes and expanding bike parking.
- Promote and enable expansion of shared mobility alternatives by expanding bikeshare stations and increasing bikeshare, scooter and moped share deployment.

The SFMTA also needs to resume the following business operations in Level 4:

- Lifeline and Discount ID card sales and renewal
- Contractor parking permits sales and renewal
- Residential Parking Permits (RPP) sales, renewal and enforcement
- Meter Rates and Time Limits
- Fare Enforcement
- Taxi Service Window
- Customer Service
- ISCOTT hearings

## 4.2 Timeline

Based on San Francisco's reopening approach, SFMTA anticipates this level going into effect by August 22, 2020 consistent with the Rail Restart Service Plan and the City's Phase 2c. As with previous levels, advancement to and through level 4 is dependent on San Francisco's progress on public health indicators: cases, hospital capacity, testing, contact tracing, and PPE supply.

**Estimated Duration: August 22 – End of 2020/Mid 2021**

## 4.3 Muni Service Plan

The Level 4 Muni Service Plan brings back light rail, modifies the service on existing bus routes and restores four bus routes that were temporarily discontinued. However, the light rail service is different than what was pre-COVID in an effort to eliminate subway congestion which could pose a hazard if people are stuck in the subway. The plan tests a temporary 3-car S Shuttle that will not exit the Muni Metro, as well as temporary new LK and J transfers. The other changes to be implemented in this plan include: (1) extending already in-service routes; (2) increasing frequency on several routes and increasing the capacity on three routes; and (3) adding back weekend service on all routes. Sections 4.3.1 and 4.3.3 below show the increase in service described here.

### 4.3.1 Bus Service Plan

Level 4 brings about several bus service changes to respond to the increase in economic activity and support the increased mobility needs as a result of schools resuming. The primary changes to be implemented in this plan includes: (1) the return of four additional routes; (2) extending already in-service routes and increasing frequencies; as well as (3) changes in operating divisions. SFMTA will also suspend bus substitutions for light rail routes as rail service returns, see the following section for details on rail service and the rail restart plan. The table below demonstrates the increase in bus service. The bolded elements indicate the changes, representing the additional routes, increased frequencies, extensions and so on. The right-hand column summarizes the change from the previous level for each route.

Route	Weekday Headways	Weekend Headways	Operating Hours	Weekday/Weekend Division	Delta from Level 3
1 California (long)	8 min	8 min	5AM-10PM	Presidio	
5 Fulton	12 min	12 min	5AM-10PM	Presidio	Full route added
<b>7 Haight (long)</b>	<b>12 min</b>	20 min	5AM-10PM	<b>Islais Creek/Flynn</b>	Full route added & 60' coaches
8 Bayshore (on Stockton)	<b>5 min</b>	<b>6 min</b>	5AM-10PM	Islais Creek	Increased Frequency
9 San Bruno	<b>8 min</b>	10 min	5AM-10PM	Woods	Reintroduction of In-Field Relief Points & Increased Frequency
9R San Bruno Rapid	<b>8 min</b>	No Service	5AM-10PM	Woods	Reintroduction of In-Field Relief Points & Increased Frequency
12 Pacific community shuttle (to Market)	<b>15 min</b>	<b>15 min</b>	5AM-10PM	Kirkland	Route extended from Sansome /Broadway to Market
14 Mission	<b>7 min</b>	8 min	5AM-10PM	<b>Potrero</b>	Increased frequency & Reintroduction of In-Field Relief Points
14R Mission Rapid	4 min	8 min	5AM-10PM	Flynn	
19 Polk	<b>15 min</b>	20 min	5AM-10PM	Kirkland	Increased Frequency
22 Fillmore	8 min	<b>10 min</b>	5AM-10PM	<b>Potrero</b>	Increased Frequency
24 Divisadero	<b>10 min</b>	12 min	5AM-10PM	Presidio	Increased Frequency
25 Treasure Island	<b>15 min</b>	20 min	5AM-10PM	Woods	Increased Frequency
28 19th Ave (DC BART to CA)	<b>10 min</b>	20 min	5AM-10PM	Kirkland	Weekend service restored & Increased Frequency
29 Sunset	12 min	<b>10 min</b>	5AM-10PM	Woods	Increased Frequency
<b>30 Stockton (extended to the Presidio)</b>	<b>12 min</b>	20 min	5AM-10PM	<b>Potrero</b>	Extended route & 60' coaches
<b>37 Corbett (extended to Van Ness/Market)</b>	<b>15 min</b>	<b>20 min</b>	<b>5AM-10PM</b>	<b>Woods</b>	route resumed & extended
38 Geary	8 min	<b>12 min</b>	5AM-10PM	<b>Islais Creek</b>	Increased Frequency
38R Geary Rapid	6 min	12 min	5AM-10PM	Flynn	Reintroduction of In-Field Relief Points
43 Masonic (Munich to Geary)	<b>12 min</b>	20 min	5AM-10PM	Kirkland	Increased Frequency
44 O'Shaughnessy (long)	12 min	<b>12 min</b>	5AM-10PM	Woods	Full route resumed
<b>45 Union/Stockton</b>	<b>12 min</b>	<b>20 min</b>	<b>5AM-10PM</b>	<b>Presidio</b>	Full route resumed
<b>48 Quintara (3<sup>rd</sup> St to WP)</b>	<b>12 min</b>	<b>15 min</b>	<b>5AM-10PM</b>	<b>Woods</b>	New route resumed
49 Van Ness-Mission (60')	<b>6 min</b>	7 min	5AM-10PM	<b>Flynn</b>	60' coaches
54 Felton (long)	20 min	<b>20 min</b>	5AM-10PM	Woods	Full route resumed & weekend service
<b>67 Bernal Heights</b>	<b>20 min</b>	<b>20 min</b>	<b>5AM-10PM</b>	<b>Woods</b>	Full route resumed
714 BART shuttle	n/a	Weekdays Only	1st IB and OB trip only	Woods	
<b>OWL</b>					
14 Owl	20 Min	20 min	10PM-5AM	Woods	
22 Owl	30 min	30 min	10PM-5AM	Woods	
24 Owl	30 min	30 min	10PM-5AM	Presidio	
25 Owl	30 min	30 min	10PM-5AM	Woods	
38 Owl	30 Min	30 min	10PM-5AM	Woods	
44 Owl	30 min	30 min	10PM-5AM	Woods	
L Owl	20 min	20 min	10PM-5AM	Woods	

Route	Weekday Headways	Weekend Headways	Operating Hours	Weekday/Weekend Division	Delta from Level 3
N Owl	30 min	30 min	10PM-5AM	Woods	
90 Owl	30 min	30 min	10PM-5AM	Woods	
91 Owl	30 min	30 min	10PM-5AM	Woods	

### 4.3.2 Transit Maintenance and Support: Bus

Several maintenance and support activities will be implemented for Level 4, with the most prominent change being the reopening of the Potrero Division to support the return of trolley coach routes. Similar to Level 3, 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. Maintenance of Way will also need to address any overhead catenary system (OCS) maintenance/state of good repair along re-introduced trolley routes.

#### 4.3.2.1 Transit, Operating Division, Potrero Division

- 4.3.2.1.1 *Prepare for service change by returning staff from temporary assignment at other divisions.*
- 4.3.2.1.2 *Provide vehicles for returning trolley routes.*
- 4.3.2.1.3 *Ensure that staff are following proper COVID procedures and protocols.*

#### 4.3.2.2 Transit, Transit Planning

- 4.3.2.2.1 *Prepare division and operator bulletins.*
- 4.3.2.2.2 *Prepare workorders to refresh stop paint.*

#### 4.3.2.3 Transit, Operating Division

- 4.3.2.3.1 *Maintain availability of several motor coach vehicles to support school bus tripper service needs.*

#### 4.3.2.4 SSD, Security, Investigation and Enforcement, Muni Transit Assistance Program (MTAP)

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

#### 4.3.2.5 SSD, Transportation Engineering

- 4.3.2.5.1 *Coordinate with city partners to address potential conflicts with street closures and returning routes (ex. 44 O'Shaughnessy and Lincoln Way Street Closure).*
- 4.3.2.5.2 *Parking Removal (follow up with SP/JL) 37, 12 48 transfer at West Portal.*

#### 4.3.2.6 Transit, Transit Operations, Training

- 4.3.2.6.1 *Continue to conduct operator training on 60' articulated motor coaches in support of level 4 service increases.*

#### 4.3.2.7 Transit, Bus Maintenance

- 4.3.2.7.1 *Increase car cleaning to meet service plan needs.*
- 4.3.2.7.2 *Conduct minor maintenance on motor coaches that are returning to service.*
- 4.3.2.7.3 *Start the installation of new, improved operator barriers on all rubber tire fleet (starting with 60-foot vehicles in September).*

#### 4.3.2.8 Transit, Maintenance of Way, OHL

- 4.3.2.8.1 *Conduct minor state of good repair maintenance on OCS as needed for returning trolley routes.*

4.3.2.8.2 *Work with Public Works Bureau of Urban Forestry to prune trees along returning trolley coach routes.*

4.3.2.8.3 *Conduct OCS wire damage repair at Stockton and Clay to support the 30 Stockton southbound.*

#### **4.3.2.9 Transit, Transit Operations, TMC**

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

4.3.2.9.2 *Staff transit controllers to monitor returning routes.*

#### **4.3.2.10 Transit, Transit Operations, Schedules**

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

#### **4.3.2.11 SSD, Field Operations, Paint Shop**

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

4.3.2.11.2 *Paint markings as queues for the 22 on where to wait if the J is turning back.*

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

4.3.2.12.1 *Develop a Memorandum of Understanding with SamTrans to offer free transfers for SamTrans route 122.*

### **4.3.3 Rail Restart Plan**

Restarting rail is integral to the success of Level 4 and San Francisco's transportation recovery as a whole. Transportation is a vital part of our overall economic recovery and it's important that we make it work better within the deep constraints we face moving forward. As the city reopens for business and as school potentially returns in the fall, the Muni rail system needs to be restored to support increasing movement, essential workers and economic activity. Bringing back rail services will allow the SFMTA to free up motor and trolley coaches to increase frequencies and expand service on Core Service routes, thereby increasing our capacity. 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. SFMTA wants to provide the optimum transit service to our customers in Level 4 while still adhering to constraints brought on us from the COVID pandemic. This means improving reliability and efficiency so that our customers aren't stuck on trains that cannot move through the subway tunnel, or on buses that cannot move through traffic.

To address these concerns we are bringing back Muni Metro rail service with some important temporary configuration changes aimed at significantly reducing crowding and long delays in our overburdened subway, and instituting transfer improvement projects to facilitate reliable rail service throughout the city. SFMTA's service will reduce subway delay, operator needs and maintain subway capacity. The following figure depicts the new temporary Muni rail service that will be in operation starting in level 4.

The main changes to the rail system is the introduction of a 2-3 car S Shuttle that will run exclusively within the Muni Metro between Embarcadero and West Portal, the interlining of the M Ocean View and the T Third, the interlining of the L Taraval and the K Ingleside (these routes would no longer go downtown), and the shortening of the J Church to terminate at Duboce and Church. While this will mean transfers for our customers and fewer lines in the subway, there will be improved transit reliability and the same level of transit service throughout the system compared to pre-COVID level (50 cars/hr in the subway). The improved reliability is gained due to the amount of physical trains in the subway which has caused in the past cascading delays due to a slow train, congestion at the MMT turnback near Embarcadero station, or a missed automatic train control entry. For details of the rail service plan, please see below.



**Rail Service Plan**

Line	Destination	Consist	Headway (min)	Inbound Terminal	Outbound Terminal	Division	Total Cars	Total Trains
N	Ocean Beach/ 4th & King	2	7	6th & King	Ocean Beach	MME	36	18
S	West Portal/ Embarcadero	2 (eventually 3)	6-7	Embarcadero	West Portal	MME	16	8
LK	Balboa Park/ SF Zoo	1	7	SF Zoo	Balboa Park	Green	13	13
J	Balboa Park/ Market	1	7	Church & Market	Balboa Park	Green	10	10
TM	Balboa Park/ Sunnydale	2	10	Sunnydale	Cameron Beach	Green/ MME	40	20



The rail service plan will be implemented as a headway-based schedule and will run from 0600-220 with core service hours between 0730-1830. In-field car cleaning and reliefs will be implemented for S shuttle at Embarcadero, all other runs will pull-in/pull-out of Divisions. Implementation of the 3-Car Shuttle is dependent on several key decision points as it related to installation of larger rear-view monitors for the LRV4 fleet, which could take place through the fall. As with other strategies in the TRP, the service changes described above are temporary emergency responses. Any long-term changes will be informed by service performance and public engagement.

#### **4.3.4 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 the interlined LK respectively, two temporary improvement projects will be required.

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

[The J Church Transfer Improvement](#) Project will install 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. Near-term, all loading and unloading activity will occur at the nearside inbound existing accessible boarding platform. A Street Inspector will be present to ensure safe, reliable turnback operations.

Later in 2020, J Church service will be extended to Duboce Street when a new accessible platform is added to the boarding island on Church Street south of Duboce Street. A new boarding zone and accessible platform will be 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](#) will install temporary accessible ramps on Ulloa Street in order to make the transfer from the LK to the S or the TM easy and convenient. In addition, there will be the following ancillary changes in order to make the transfer point functional:

- The inbound 48 Quintara-24th Street bus stop on Ulloa Street at West Portal Avenue will be 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 will be removed.
- The southeast corner of Ulloa Street will be replaced with a passenger loading zone.
- The West Portal Library white zone will be 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 will be extended to all times of day.

In order to implement the above corridors, SFMTA will need to complete the following actions:

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

- 4.3.4.1.1 *Prepare work orders and detailed engineering plans for each potential corridor.*
- 4.3.4.1.2 *Coordinate with the Communications team on implementing the changes & gathering feedback.*

#### **4.3.4.2 Communications, Public Outreach and Engagement Team, Marketing and Digital Communications**

- 4.3.4.2.1 *Prepare and present to various stakeholder groups about the proposed lanes and corridors as they go to Engineering Public Hearing or SFMTA Board.*
- 4.3.4.2.2 *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.*
- 4.3.4.2.3 *Prepare wayfinding and other physical collateral.*

#### **4.3.4.3 SSD, Field Operations (Sign, Paint, Temp Sign Shops)**

- 4.3.4.3.1 *Coordinate and schedule crews for installation of improvements.*
- 4.3.4.3.2 *Install changes.*
- 4.3.4.3.3 *Report progress and close out work orders as they are completed.*

### **4.3.5 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.

#### **4.3.5.1 Transit, Transit Divisions**

- 4.3.5.1.1 *Resume full staffing and operations at Muni Metro East Division.*
- 4.3.5.1.2 *Resume full staffing and operations at Green Division.*

#### **4.3.5.2 Transit, Transit Operations, Training**

- 4.3.5.2.1 *Conduct operator refresher training on LRVs to support of Level 4 Rail Restart.*
- 4.3.5.2.2 *Perform a mock passenger evacuation of a disabled train to test proper COVID-specific SOP's.*

#### **4.3.5.3 Transit, Transit Operations, Schedules**

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

#### **4.3.5.4 Transit, Transit Operations, TMC**

- 4.3.5.4.1 *Resume line controller assignments to rail lines.*

#### **4.3.5.5 Transit, Transit Operations, Station Operations**

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

#### **4.3.5.6 Transit, Rail Maintenance, Car Cleaners**

- 4.3.5.6.1 *Clean vehicles at the MME and Green/Cameron Beach and at Embarcadero for the Shuttle.*
- 4.3.5.6.2 *Provide in-field car cleaning of operator compartment at Embarcadero for the S Shuttle. For the shuttle, a total of 4 cleaners, 2 per train, will be scheduled for assisting with drop back operations at Embarcadero. MRO/MRU to assist with cleaning if 3rd train needs to be cleaned.*

#### **4.3.5.7 Transit, Maintenance of Way, OHL, Track**

- 4.3.5.7.1 *Conduct ballast testing and survey work.*
- 4.3.5.7.2 *Replace and clean subway fasteners and stock rails.*
- 4.3.5.7.3 *Conduct OHL survey to ensure that there are no obstructions such as tree branches, and initiate work order with Public Works for tree pruning prior to surface rail resumption at highly sensitive locations.*
- 4.3.5.7.4 *Initiate work order with Public Works to remove Market St entryway wooden enclosures 8-10 days prior to Muni Metro resumption.*
- 4.3.5.7.5 *Initiate work order with Public Works for cleaning underneath surface high-level platforms.*
- 4.3.5.7.6 *Conduct weekly subway inspections.*
- 4.3.5.7.7 *Conduct overhead runner adjustment at Van Ness and MMT.*

#### **4.3.5.8 Transit, Building and Grounds**

- 4.3.5.8.1 *Conduct deep cleaning of platforms, mezzanines and station booths at nine subway stations.*

- 4.3.5.8.2 *Ensure that proper cleaning procedures and supplies are in place at the supervisor booths.*
- 4.3.5.8.3 *Coordinate deep clean of surface high-level platforms with Clear Channel.*
- 4.3.5.8.4 *Resume operator restroom cleaning at 6<sup>th</sup> and King and Embarcadero platform restrooms.*

#### **4.3.5.9 Transit, Rail Maintenance**

- 4.3.5.9.1 *Run trains to maintain systems.*

#### **4.3.5.10 Transit, LRV4, Maintenance Training**

- 4.3.5.10.1 *Complete CPUC LRV4 Safety Certification Testing for cars 2003 and 2033.*
- 4.3.5.10.2 *Conduct LRV4 burn-in, functionally testing and verification of field modifications.*
- 4.3.5.10.3 *Conduct MRU Training.*

#### **4.3.5.11 Transit, Mechanical Systems**

- 4.3.5.11.1 *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.*
- 4.3.5.11.2 *Install physical distancing decals on platforms, elevators, fare gates and key locations within the stations and install updated maps in stations and on platforms.*
- 4.3.5.11.3 *Perform routine maintenance on elevator and escalators.*
- 4.3.5.11.4 *Run emergency ventilation equipment to increase air circulation in the subway.*

#### **4.3.5.12 Transit, Project Delivery and Support, Transit Technology; CP&C Thales**

- 4.3.5.12.1 *Complete West Portal Optimization (WPO) project which will activate the West Portal Crossover in the ATCS software and release the new software into revenue service. This will require wiring work supported by Signal Maintenance and live train testing.*

#### **4.3.5.13 Transit, Transit Planning**

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

#### **4.3.5.14 Transit, Division Management**

- 4.3.5.14.1 *Continue to manage list of assignment opportunities for furloughed workers to staff car cleaning, ambassador program, load monitoring and employee BART shuttles.*

#### **4.3.5.15 SSD, Security, Investigation and Enforcement**

- 4.3.5.15.1 *Resume regular security operations in the subway.*

#### **4.3.5.16 SSD, Field Operations, Paint Shop**

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

#### **4.3.5.17 SSD, Security, Investigation and Enforcement, Parking Enforcement**

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

### **4.3.6 Muni Service Plan Communications**

The SFMTA will need to communicate Level 4 service changes to the public. Similar to levels 1 thru 3, 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 4 service plan) transit stops, and maintenance of the Adopt a Neighborhood Program. In addition to supporting 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.

#### **4.3.6.1 Communications, Media Relations and Customer Communications**

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

#### **4.3.6.2 Communications, Marketing and Digital Communications, Creative Services**

- 4.3.6.2.1 *Develop and post content on service changes to blog, social media and SFMTA.com website.*
- 4.3.6.2.2 *Design updated Muni Metro Service Map.*
- 4.3.6.2.3 *Prepare wayfinding and other physical collateral.*

#### **4.3.6.3 Communications, Public Outreach and Engagement Team**

- 4.3.6.3.1 *Create and post flyers of service changes at transit stops.*
- 4.3.6.3.2 *Create and distribute mailers, door hangers and other deliverables to communicate service changes.*
- 4.3.6.3.3 *Post blog regarding COVID-19 Muni Core Service.*

#### **4.3.6.4 Transit, Transit Planning**

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

#### **4.3.6.5 Transit, Transit Operations, Schedules, TMC; FIT, Technology Solutions Integration**

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

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

- 4.3.6.6.1 *Update and implement audio announcements to reflect update rail service alignment and line modifications.*
- 4.3.6.6.2 *Prepare and implement updated headsigns and in-car digital screens on LRVs to reflect updated rail service alignment and line modifications.*

#### **4.3.6.7 Other SFMTA Staff**

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

## **4.4 Streets**

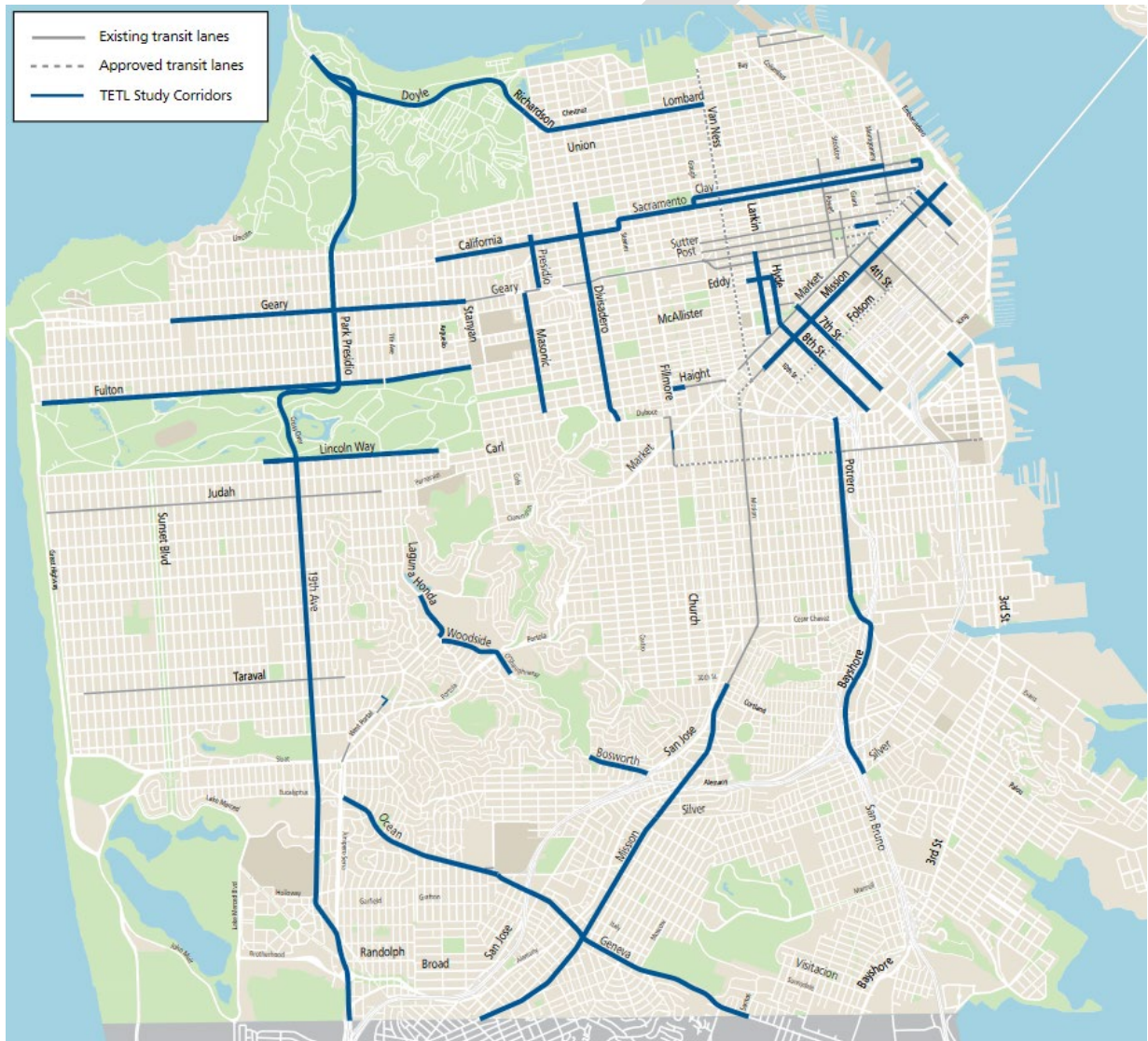
In Level 4, SFMTA will need to further advance actions that make strategic use San Francisco's finite right of way to enable physical distancing and increased economic activity while simultaneously safeguarding space for transit and sustainable modes of travel in the face of anticipated increases in 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

### **4.4.1 Temporary Emergency Transit Lanes**

In Level 4, SFMTA will move to install temporary Emergency Transit Lanes (TETLs), for which MTAB delegated approval authority to the City Traffic Engineer on June 30, 2020. TETLs will 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. Transit’s Transit Planning Team will be working on installing as soon as possible where they’re needed the most to protect people riding Muni from congestion and crowding. SFMTA will need to have the first set of transit lanes in within 6-8 weeks of delegated approval to get ahead of increased activity and congestion. The list below indicates the first phase of corridors.

- **14 Mission** and **14R Mission Rapid**: Mission Street in SoMa
- **19 Polk**: 7th and 8th Streets in SoMa
- **J-Church** and **West Portal/LK** Accessible Transfer Improvement Project
- **43 Masonic** and **44 O’Shaughnessy**: Locations on Presidio, Masonic, Laguna Honda, Woodside, and Bosworth streets



The above map shows the locations of all of the corridors currently being studied in the TETL program as candidates for emergency transit installation.

In order to implement the above corridors, SFMTA will need to complete the following actions:

#### 4.4.1.1 SSD & Transit, Transit Engineering & Transit Planning

4.4.1.1.1 Prepare work orders and detailed engineering plans for each potential corridor

4.4.1.1.2 Coordinate with the Communications team on implementing the changes & gathering feedback

4.4.1.1.3 *Monitor and evaluate travel time savings and other priority outcomes*

#### **4.4.1.2 Communications, Public Outreach and Engagement Team**

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

4.4.1.2.2 *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.*

#### **4.4.1.3 SSD, Field Operations (Sign, Paint, Meter, Temp Sign Shops)**

4.4.1.3.1 *Coordinate and schedule implementation crews*

4.4.1.3.2 *Install changes*

4.4.1.3.3 *Report progress and close out work orders as they are completed*

### **4.4.2 Slow Streets**

As recovery evolves, SFMTA will continue to develop the Slow Streets program to facilitate comfortable bicycling and walking for people of all ages and abilities. In this level, SFMTA will be seeking SFMTA Board approval of phase 3 Slow Streets Corridors as well as semi-permanent installations on Phase 1,2, and 3 corridors. The table below outlines the corridors to be implemented in support of Level 4:

Phase 3 Corridors: Date TBD

- 20th Street from San Bruno to Pennsylvania
- Arkansas from 23rd to 17th streets
- Arlington from Roanoke to Randall
- Cabrillo Street from 45<sup>th</sup> to 23<sup>rd</sup> avenues
- Cayuga from Naglee to Rousseau
- Clay Street from Arguello to Steiner
- Duncan from Diamond Heights to Tiffany
- Hearst from Ridgewood to Baden
- Holly Park Circle
- Mariposa from Texas to Mississippi
- Minnesota from Mariposa to 22<sup>nd</sup> Street
- Noe from 23<sup>rd</sup> Street to Duboce
- Pacific from Steiner to Gough
- Pierce from Hayes to Duboce
- Tompkins from Andover to Peralta

In order to implement Slow Streets on the above corridors, SFMTA will need to complete the following actions:

#### **4.4.2.1 SSD, Livable Streets**

4.4.2.1.1 *Identify corridors and manage the design and implement of the program.*

4.4.2.1.2 *Route Phase 3 corridors through COVID TASC process*

4.4.2.1.3 *Release Phase 3 corridors to the public*

4.4.2.1.4 *Prepare item for the MTA Board to approval of Phase 3 corridors and semi-permanent installation*

4.4.2.1.5 *Print Slow Streets flyers, collect COVID-19 public health informational flyers from CCC, and deliver printed materials to Sign Shop*

4.4.2.1.6 *Implement Phase 3 corridors and semi-permanent Phase 1/2/3 corridors as materials become available.*

4.4.2.1.7 *Send update to navigation providers*

4.4.2.1.8 *Field check barricades and monitor usage (1 visit/week)*

#### **4.4.2.2 SSD, Field Operations**

4.4.2.2.1 *Fabricate signs, obtain cones, A-frames, and other barriers*

4.4.2.2.2 *Place signs and barriers at intersections*

4.4.2.2.3 *Install paint treatments for semi-permanent installations as noted in engineering plans*

4.4.2.2.4 *Install permanent/quick build options*

4.4.2.2.5 *Report progress and close out work orders as they are completed.*

### 4.4.3 Shared Spaces

The SFMTA continues to support the Shared Spaces in partnership with members of the Economic Recovery Task Force. Shared Spaces provides local businesses sidewalk, curb/parking or street space for curbside pickup, physical 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. Additionally, SFMTA staff will support defining equitable outcomes and program evaluation as well as provide program management and interagency/CCC/DOC coordination.

#### 4.4.3.1 SSD, Parking and Curb Management, Planning Livable Streets, Transportation Engineering

- 4.4.3.1.1 *Staff Street Closure Review Team and provide detailed reviews and recommendations when street closure requests are made.*
- 4.4.3.1.2 *Provide program management support in coordination with City Partners.*
- 4.4.3.1.3 *Provide program management support and liaise with the CCC.*

#### 4.4.3.2 SSD, Field Operations

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

#### 4.4.3.3 SSD, Security, Investigation and Enforcement, Parking Enforcement

- 4.4.3.3.1 *Enforce closures as resources allow.*

#### 4.4.3.4 Transit, Transit Planning

- 4.4.3.4.1 *Staff Street Closure Review Team and provide detailed reviews and recommendations when street closure requests are made.*
- 4.4.3.4.2 *Support review of requests against priority transit corridors/transit needs.*

### 4.4.4 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 SFMTA will work on a network of expanded walking space (parking, travel lane, or part-time street closures) that will enable community members to practice physical distancing while traveling to work and essential services. Additionally, SFMTA will work on curb changes to support neighborhood services, and temporary street closures to open for people and businesses.

The tables below outline the completed and planned work to date:

Completed as of June 2020:

<b>Corridor (Completed as of June 2020):</b>	<b>Parking Prohibited</b>	<b>Temporary Lane Closures</b>	<b>Full or Part-time Closure</b>	<b>Supported Activity</b>
Fulton Street (Larkin and Hyde)	✓		✓	Safe Sleep Site
O'Farrell (Taylor & Mason)	✓			Physical Distancing
Taylor (O'Farrell & Ellis)	✓			Physical Distancing
Golden Gate (Jones & Taylor)	✓		✓	Meal Service
Ellis between (Jones & Leavenworth)	✓	✓		Physical Distancing Essential Services

SFMTA will be adding temporary walking space to allow people to practice physical distancing for essential travel and services. This requires converting one car travel lane and parking lane to a pedestrian walking space. These changes are expected to happen in late July 2020.

<b>Corridor (Planned Late July 2020)</b>	<b>Parking Prohibited</b>	<b>Temporary Lane Closures</b>	<b>Supported Activity</b>
Jones Street (O'Farrell Street to Golden Gate)	✓	✓	Physical Distancing

SFMTA will be looking at opportunities to add temporary walking space to allow people to practice physical distancing for essential travel and services.

<b>Corridor (Planning/Design August 2020)</b>	<b>Parking Prohibited</b>	<b>Temporary Lane Closures</b>	<b>Full or Part-time road Closures</b>	<b>Supported Activity</b>
Turk Street (Polk and Market)	✓		✓	Physical Distancing
Taylor Street (Eddy to Turk)	✓		✓	
Eddy Street (Taylor to Jones)	✓		✓	
Ellis Street (Leavenworth to Hyde)	✓		✓	
Turk Street (Polk and Market)	✓	✓		

SFMTA will be looking at opportunities to add temporary walking space to allow people to practice physical distancing for essential travel and services.

#### **4.4.4.1 SSD, Livable Streets**

- 4.4.4.1.1 *Coordinate changes with City Partners, BOS Office and Community Stakeholders.*
- 4.4.4.1.2 *Prepare work orders and detailed engineering plans for each potential corridor.*
- 4.4.4.1.3 *Route corridors through COVID TASC process, release corridors to the public and prepare item for the MTA Board for retroactive temporary approval.*
- 4.4.4.1.4 *Assist in Implementation of corridors as materials become available.*
- 4.4.4.1.5 *Coordinate with the Communications team on implementing the changes & gathering feedback.*

#### **4.4.4.2 SSD, Parking and Curb Management**

- 4.4.4.2.1 *Receive, review and process closure requests.*

#### **4.4.4.3 SSD, Field Operations, Sign Shop**

- 4.4.4.3.1 *Fabricate signs for temporary travel lane and/or parking lane closures.*
- 4.4.4.3.2 *Install temporary signage and adjust as needed.*

#### **4.4.4.4 SSD, Security, Investigation and Enforcement, Parking Enforcement**

- 4.4.4.4.1 *Support enforcement of temporary tow-away zones.*



#### **4.4.4.5 Communications, Public Outreach and Engagement Team**

- 4.4.4.5.1 *Support communication and outreach to communities as the project gets close to implementation.*
- 4.4.4.5.2 *Inform JIC, Mayors Office and Supervisor of upcoming implementation*
- 4.4.4.5.3 *Assist the Livable Streets staff in the evaluation and customer/stakeholder feedback once implemented.*

#### **4.4.5 Shared Mobility: Bikeshare Expansion & Bike Parking**

SFMTA will continue to (1) rapidly permit and construct new station locations (to reach the complete build out of 320 stations) as well as (2) prioritize implementation of bike racks to provide places to respond to increased biking and the deployment of shared-mobility devices. The following activities will continue in Level 4:

##### **4.4.5.1 SSD, Livable Streets, Bikeshare Team**

- 4.4.5.1.1 *Modify and implement outreach strategies with key stakeholders including but not limited to BOS, advocacy groups, merchant associations and general public.*
- 4.4.5.1.2 *Continue to promote Baywheels free membership for essential workers.*
- 4.4.5.1.3 *Rapidly review, legislate, and permit new stations.*
- 4.4.5.1.4 *Fund SFPW permit review and approval of station permits.*
- 4.4.5.1.5 *Collaborate with SFPD and Dept. of Homelessness on station protection standards.*

##### **4.4.5.2 SSD, Transportation Engineering, Public Hearings**

- 4.4.5.2.1 *Post hearing notices, prepare packets and deliver virtual Public Hearings.*

##### **4.4.5.3 SSD, Livable Streets, Bike Parking Team**

- 4.4.5.3.1 *Draft work orders to install of bike racks to provide places to park and deploy devices.*
- 4.4.5.3.2 *Finalize design and implementation guidelines for on-street bike parking corrals.*

##### **4.4.5.4 SSD, Field Operations, Sign and Paint Shops**

- 4.4.5.4.1 *Install bike racks and bike parking corrals.*

##### **4.4.5.5 SSD, Transportation Engineering**

- 4.4.5.5.1 *Review and approve Special Traffic Permits (STPs) and Traffic Control Plans (TCPs).*

#### **4.4.6 Shared Mobility: Scootershare**

As identified in Level 3, shared mobility such as scootershare has a critical role to play in curbing traffic congestion and ensuring the availability of near-term alternative travel solutions. In this level SFMTA will continue to partner with shared mobility operators on primary user public health concerns and expanding service areas. SFMTA staff in Taxis and Accessible Services Permitted Mobility Team will continue work on expansion of number of permitted scooters, a complaints database, an adaptive scooter pilot, and a minimum fleet deployment threshold.

##### **4.4.6.1 Taxis and Accessible Services, Permitted Mobility**

- 4.4.6.1.1 *Seek MTAB approval for 6-month extension scootershare permits.*
- 4.4.6.1.2 *Implement updated permit requirements.*
- 4.4.6.1.3 *Support scooter share vendors in regards to expanded fleet requirements.*

#### **4.4.7 Shared Mobility: Moped and Vehicle Share**

In Level 4, SFMTA will further expand its promotion of shared mobility options as an alternative to using transit or personal vehicles by permitting a second electric moped operator, Revel Transit. Under COVID-19, shared e-mopeds provide a fresh-air mobility alternative that doesn't contribute heavily to traffic congestion, over-burden the curb and helps make more room on Muni for folks who need it the most. The SFMTA has formally recognized Revel as a Shared Electric Moped

Organization for the sake of Shared Electric Moped Parking Permits and will issue an initial round of 432 parking permit stickers. Participation in the permit program includes commitment to fulfill all conditions and requirements. Revel will launch with a service area that includes the Haight, Tenderloin, Castro, Mission District, Outer Mission, Cow Hollow, Financial District, Dogpatch, Richmond District, Golden Gate Heights, and Pacific Heights. The SFMTA will work with Revel to grow their service area to reach every corner of the city. While Scoot Networks still holds about 1,400 Shared Electric Moped Parking Permits for its fleet of e-mopeds, Scoot operations have remained dormant since shelter-in-place. SFMTA anticipates Scoot e-mopeds to return to the streets as increased activity takes place in subsequent levels.

#### 4.4.7.1 SSD, Parking and Curb Management

4.4.7.1.1 *Issue 432 Shared Electric Moped Parking Permits to second moped share operator.*

4.4.7.1.2 *Coordinate with moped share operators to ensure geographic coverage of deployment.*

#### 4.4.8 Implementation of Permanently Legislated Bikeway Projects

In Level 4, the SFMTA continues the implementation of 75 miles of bikeway projects, prioritizing the construction of quick-build projects already underway on the following corridors:

- 20<sup>th</sup> Avenue bikeway project
- Active Beale Street project
- Alemany Blvd bike projects
- Howard Street Quick Build (Embarcadero to 3<sup>rd</sup> Street)
- Hunters Pt Blvd/Innes
- Folsom Street Quick Build (2<sup>nd</sup> to 5<sup>th</sup> streets)

#### 4.4.8.1 SSD, Livable Streets

4.4.8.1.1 *Prepare work orders and detailed engineering plans for each potential corridor*

4.4.8.1.2 *Coordinate with the Communications team on implementing the changes & gathering feedback*

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

4.4.8.2.1 *Conduct outreach to communities as the project gets close to implementation.*

4.4.8.2.2 *Inform JIC, Mayor's Office and Supervisors of upcoming implementation.*

4.4.8.2.3 *Assist the Livable Streets staff in the evaluation and customer/stakeholder feedback once the bikeways are installed.*

#### 4.4.8.3 SSD, Field Operations (Sign, Paint, Meter, Temp Sign Shops)

4.4.8.3.1 *Coordinate and schedule crews for installation of improvements.*

4.4.8.3.2 *Install changes.*

4.4.8.3.3 *Report progress and close out work orders as they are completed.*

#### 4.4.9 On-Street Parking and Enforcement

Meter enforcement will be increased in Level 4 and RPP Enforcement could also return in Level 4 pending economic factors and the city's phases of re-opening. The resumption of tow-away lanes will not occur until the shelter-in-place is lifted, later in levels 5 or 6. Meter rates and time limits will return to pre-COVID levels in level 4. Demand responsive parking rates will resume with pricing rules to be adjusted every 6 weeks, and rate adjustments will remain in \$0.25/hour increments.

Warning:	Enforcement:
Week of July 6, 2020	
Warning of resumption of time limits and meter rate	Continue of Level 3 enforcement
Week of July 13, 2020:	
Warnings for meters resume at all times	Continue of Level 3 enforcement

Warning:	Enforcement:
Week of July 20, 2020:	
No Warnings	Enforcement of Level 3 and meter time limits and payment

In addition to reverting to Pre-COVID rates, the SFMTA has moved to more responsive pricing rules. Rate adjustments will remain in \$.25/hour increments but will occur every 6 weeks instead of every 3 months. As outlined above, in order for SFMTA to restart increased meter enforcement and resume the rates, the below activities will need to take place to implement.

#### **4.4.9.2 SSD, Security, Investigation and Enforcement, Parking Enforcement**

- 4.4.9.2.1 *Begin a warning period starting on July 6<sup>th</sup> with regards to meter time limits and rates returning to Pre COVID levels.*
- 4.4.9.2.2 *Re-instate citations for meter enforcement.*
- 4.4.9.2.3 *Begin warning activities regarding reinstatement of RPP enforcement as progress is made towards the City's phases re-opening and the Customer Service Center re-opens.*
- 4.4.9.2.4 *Analyze parking turnover and propose meter rate adjustments every 6 weeks with the goal of staying at an 80% occupancy rate.*

#### **4.4.9.3 FIT, Revenue Collections and Sales, Customer Service Center**

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

### **4.4.10 School Loading Zones**

SFMTA continues to coordinate with San Francisco Unified School District (SFUSD) and other external partners to support the transportation needs associated with the return of 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 (roughly 30% more than pre-COVID). SFMTA anticipate longer queueing associated with pick-up and drop-off. Permanent signage will be needed due to the long duration of the school needs and the potentially inclement weather in the fall/winter. However, at a SFUSD Commission hearing on 7/14/20, the preliminary staff recommendation was made that schools will restart virtually in the fall, so the implementation of these loading zones can occur on a later timeframe.

#### **4.4.10.1 SSD, Transportation Engineering**

- 4.4.10.1.1 *Coordinate with SSD Planning and External Partners to develop a plan for school re-opening*
- 4.4.10.1.2 *Prepare hearing materials needed to legislate changes and write work orders for all SFUSD schools (64 elementary, 13 middle, and 15 high schools) for "passenger loading 7A-6P on school days" surrounding school locations*
- 4.4.10.1.3 *Coordinate with Private schools to see their needs (if/when they decide to reopen)*

#### **4.4.10.2 SSD, Planning, Safe Routes to School Program**

- 4.4.10.2.1 *Work with engineering to coordinate the best optimum way to implement needed white zone changes for pickups/drop-offs*

#### **4.4.10.3 SSD, Field Operations, Sign and Paint Shops**

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

#### **4.4.10.4 External Partners, Private schools & SFUSD**

- 4.4.10.4.1 *Coordinate with school representatives via the Children & Youth Advance Planning Workgroup*

## 4.5 Paratransit, Taxis & Accessible Services

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

### 4.5.1 Essential Trip Card

#### 4.5.1.1 Taxis and Accessible Services, Accessible Services

- 4.5.1.1.1 *Continue to process enrollments.*
- 4.5.1.1.2 *Analyze long term implementation strategies for the program.*

### 4.5.2 CCC support operations: Paratransit

As businesses and other facilities start to reopen, Paratransit will continue to serve EOC support operations but at the same time start to think about reducing the amount of service provided.

#### 4.5.2.1 Taxis and Accessible Services, Accessible Services

- 4.5.2.1.1 *Continue to support shuttle services at Pier 94, EMSA and food delivery.*
- 4.5.2.1.2 *Expand the hours of the Pier 94 shuttle service by request from CCC.*
- 4.5.2.1.3 *Remove the Golden Gate Park Shuttle due to low demand and the return of the 44-O'Shaughnessy route thru the park.*

### 4.5.3 Normal Operations: Paratransit

The greatest challenge will be in implementing the required physical distancing for customers as requests start to increase and there is limited operators and vehicles. By working on providing barriers and also getting the DMV to allow for "behind the wheel exams" again for the 28 Paratransit driver trainees, there is potential to overcome these challenges as more folks start to use paratransit services again. Under normal operations, the Paratransit 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. Currently all programs are shut down, so no trips are happening. However, staff is meeting with agency representatives and community members to plan service for reopening.

#### 4.5.3.1 Taxis and Accessible Services, Accessible Services

- 4.5.3.1.1 *Continue operate modified scheduling of SF Access (1-2 persons per trip; normally 1-3) using cutaway vans.*
- 4.5.3.1.2 *Purchase and install plastic barriers on SF Access fleet of 10 Prius sedans and approximately 30 minivans not currently in service.*
- 4.5.3.1.3 *Continue planning and coordination efforts with community partners and stakeholder regarding the resumption of group van service.*

## 4.6 Business Operations

Business Operations outlined in Level 1 through 3 will continue in Level 4. These activities include: internal committees, TASC, ISCOTT, Public Hearings, Board of Directors Meetings, and RPP Check Cashing. The below activities will be needed to support strategies outlined above as well as the transportation demands anticipated in this level.

### **4.6.1 Customer Service: Discount ID Office, Customer Service, Taxi Service Window**

In Level 4, most customer service locations (except the Paratransit Office which remained open) will reopen, 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 addition, four existing sales kiosks will be repurposed to support customer service activities, with an option for an additional customer service kiosk in the South East quadrant of the city will also be explored.

While both Lifeline passes and customers of the RTC Discount ID office have been instructed to apply online, the public facing windows will have to open to accommodate rail service reopening and the eventual return of fare compliance.

#### *RTC*

We will be handling all the RTC renewals and replacement cards through the phone and online. We are not requiring fees during the pandemic period so this virtual service will work well for customers who already have photos on file. 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.

#### *Lifeline Program*

The Lifeline program will be changed to promote online, MuniMobile and by-mail applications and staff have confirmed that all third-party vendors that sell Lifeline passes have reopened and are willing to resume sales. In addition to existing eligibility options, unemployment insurance will also be accepted. Customers that are eligible via this method will be subject to audits and will receive a one-year Lifeline card.

#### **4.6.1.1 FIT, Revenue Collections and Sales, Regional Transit Card (RTC) Discount ID Office (27A Van Ness)**

- 4.6.1.1.1 *Install new measures (intercom system, window openings, and physical distancing) in order to prevent the spread of COVID.*
- 4.6.1.1.2 *Reopen for customers renew or replace their card or issue new cards in advance of fare compliance and enforcement activities. (tentatively in August).*

#### **4.6.1.2 Taxis and Accessible Services, Taxicab Service Window**

- 4.6.1.2.1 *Install on-site modifications such as intercom system, window openings, and tablets to promote physical distancing and limit exposure.*
- 4.6.1.2.2 *Implement new online procedures for applications, trainings and other processes.*
- 4.6.1.2.3 *Reopen the taxicab Service window to process taxi-related requests.*

#### **4.6.1.3 FIT, Revenue Collections and Sales, Sales Kiosks**

- 4.6.1.3.1 *Clean the kiosks at Presidio & Geary, Powell & Market, 170 Otis, and Bay & Taylor to accommodate physical distancing & prepare for return of staff.*
- 4.6.1.3.2 *Reopen kiosks on July 27<sup>th</sup> for customers seven days a week from 8 a.m. to 8 p.m. with Revenue Operations staff for Lifeline sales, accepting citation payments, Clipper Senior/Youth card issuance, and other activities previously provided at the Customer Service Center.*

#### **4.6.1.4 FIT Revenue Collections and Sales, Customer Service Center (11 South Van Ness)**

- 4.6.1.4.1 *Reconfigure the building to accommodate physical distancing & prepare for an August 17<sup>th</sup> reopening.*
- 4.6.1.4.2 *Process only RPP payments and renewal.*

### **4.6.2 Parking Garages**

The SSD Parking Team will continue to remotely monitor demand and revenues through the Skidata PARCS operator command center and will phase re-opening remaining garages as demand deems necessary. Additionally, the SSD

Parking Team will consider expanding on-site staffing only when observed demand or customer-service conditions suggest staffing is insufficient. The SSD Parking Staff will also continue to coordinate with the CCC regarding safe sleep site concepts.

#### **4.6.2.1 SSD, Parking and Curb Management, Off-Street Parking Team**

- 4.6.2.1.1 *Expand access to currently closed garages/lots as demand requires.*
- 4.6.2.1.2 *Monitor revenues, demand and conditions at currently open garages/lots.*

### **4.6.3 Fare Enforcement**

In Level 4, the SFMTA will restart fare compliance activities. This will most likely happen in October after the SFMTA performs an analysis of where fare evasion is occurring, placing a large role on equity and proper social interaction with regards to fare evasion and prevention. Beginning the first or second week of August, the Transit Fare Inspectors (TFI), a group of 30 staff members, will provide on-board mask and fare guidance to customers by handing out masks and pamphlets.

#### **4.6.3.1 SSD, Security, Investigation and Enforcement, TFIs**

- 4.6.3.1.1 *Conduct on-board physical distancing, crowding and mask compliance checks.*
- 4.6.3.1.2 *Distribute communication materials regarding physical distancing and muni fare programs*
- 4.6.3.1.3 *Begin modified fare compliance/enforcement activities when collection resumes.*

### **4.6.4 Hearings for Contesting Tickets**

The SFMTA has suspended the application of additional or new late penalties on citations, extending deadlines for submitting citation protests, payment and community service plans, and assignment of additional or new delinquent citations to DMV registration hold or Special Collections. These extensions will be in place for the duration of the local shelter in place order. Late penalties on existing citations will not be waived, this only applies to application of additional penalties. Citations already sent to the Department of Motor Vehicles for registration hold will remain unchanged.

### **4.6.5 ISCOTT hearings**

The ISCOTT process will restart in order to clearly differentiate between the Shared Spaces program and normal street fairs and block parties. The process will be permanently moved to online starting on June 25th. A key piece is involvement and coordination with DPH thru the DOC to be able to determine when larger gatherings can start to get processed and at what time (e.g. a 50-person event versus a 250-person event).

#### **4.6.5.1 SSD, Transportation Engineering**

- 4.6.5.1.1 *Support staff members in online public hearing process every 2<sup>nd</sup> Thursday.*
- 4.6.5.1.2 *Return to doing normal duties except using a virtual hearing process.*

### **4.6.6 School Programs**

Based on the SFUSD commission hearing on 7/14/20, schools will most likely restart virtually in the fall of 2020, which means that there are 2 large SFMTA units (over 300 people) that will not have their regular duties and can be reassigned to DSW assignments. The following is just an assumption of what these units will be assigned to assist in, and the final decision will be based on DOC Operations to decide.

#### **4.6.6.1 SSD, Crossing Guard staff**

- 4.6.6.1.1 *Continue to staff the Street Ambassador program and help it expand to more locations and be able to handle mask distribution and compliance.*
- 4.6.6.1.2 *Assist in Muni Metro physical distancing and perform mask compliance checks.*
- 4.6.6.1.3 *Potential to help with Public Hearing postings (TETL's program as well as regular bi-weekly Engineering Hearing postings).*

#### 4.6.6.2 **SSD, Security, Investigation and Enforcement, MTAP**

- 4.6.6.2.1 *Assist in Muni Metro physical distancing and perform mask compliance checks.*
- 4.6.6.2.2 *Assist in the Street Ambassador program, Car Cleaning, or the Burke warehouse as needed to fill all positions needed for SFMTA DSW assignments.*
- 4.6.6.2.3 *Provide mask compliance checks on Muni vehicles and hand out masks to customers as needed.*

### 4.6.7 **Engineering Public Hearings**

Color Curb Public Hearings were scheduled to restart in the middle of June. These were moved to an online format for the foreseeable future due to COVID-19 and physical 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.

#### 4.6.7.1 **FIT, IT Support**

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

#### 4.6.7.2 **SSD, Transportation Engineering**

- 4.6.7.2.1 *Conduct Field Surveys.*
- 4.6.7.2.2 *Prepare Hearing Packet and Resources.*

#### 4.6.7.3 **Other SFMTA Staff**

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

### 4.6.8 **Color Curb Public Hearings**

Color Curb Public Hearings were scheduled to restart in the middle of June. These were moved to an online format for the foreseeable future due to COVID-19 and physical 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.

#### 4.6.8.1 **FIT, IT Support**

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

#### 4.6.8.2 **SSD, Transportation Engineering**

- 4.6.8.2.1 *Conduct Field Surveys.*
- 4.6.8.2.2 *Prepare Hearing Packet and Resources.*

#### 4.6.8.3 **Other SFMTA Staff**

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

### 4.6.9 **Board of Directors Meetings**

SFMTA Board of Directors Meetings continue to be held virtually to protect our Board Members, SFMTA staff, and members of the public. The Board's Meeting Room (City Hall Room 400) remains 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.

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

#### 4.6.9.1 **FIT, IT Support**

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

#### 4.6.9.2 Other SFMTA Staff

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

## 4.7 Communications & Government Affairs

Communication and Government Affairs Activities will continue as outlined in Level 1 through 3, including: Market Street Ambassadors, coordination with Rec & Park on Park Street Closure Ambassadors, and communications related to Muni Service Plan changes. The communications associated with the Muni Service Plan changes has been moved to section 4.3 above. Intergovernmental Communications will continue to inform the JIC, MYR, MTAB and Supervisors changes and strategies led or supported by the SFMTA.

### 4.7.1 Muni Service Ambassadors (previously Market Street Ambassadors)

Moving forward, we would like to expand the locations beyond the downtown core to provide visibility to passengers not heading downtown and also to provide support along the busiest routes. The routes currently experiencing the highest levels of crowding are the 8, 14, 30 and 38. Deploying Ambassadors along these lines and at key geographic locations throughout the city can provide support to operators and offer the opportunity for engagement with the public.

The program will continue utilizing school crossing guards, TFIs, and furloughed workers such as Cable Car and F-line operators and revenue operations personnel pending return to normal duties. Shifts could be expanded to 7-hour shifts to better cover the anticipated return of peak hour travel. To fully staff expanded locations would require 48 Ambassadors working a 5-day shift. To have adequate sick/vacation coverage, we will need approximately 55 people total. Based on previous experience, keeping the teams stable, and working consistently in the same location is beneficial.

The following actions would be required:

#### 4.7.1.1 SSD Planning, School Crossing Guard Program; Security, Investigation and Enforcement; Other Staff as needed

- 4.7.1.1.1 *Confirm locations to cover based on geographic coverage, mask non-compliance reports, and crowding. Determine if all locations require full-day coverage.*
- 4.7.1.1.2 *Determine report location, as centralized as possible but multiple locations likely needed. This is critical for deployment of PPE.*
- 4.7.1.1.3 *Identify group manager to oversee staffing, provide guidance, training, and ongoing support and shift supervisor(s) to provide oversight and field support—possibly need more than one per shift for geographic coverage—it is possible we could use Inspectors for some or all of this oversight.*
- 4.7.1.1.4 *Identify payroll clerk to ensure proper billing, oversee timesheets, and to complete 214 forms (as necessary).*
- 4.7.1.1.5 *Update training program to reflect needs of the existing classification.*
- 4.7.1.1.6 *Confirm a sustainable number of facemasks that can be provided on a weekly basis for distribution to the public if this team is expanded (currently they are giving out approximately 850 masks/week).*
- 4.7.1.1.7 *Confirm bathroom availability and break locations.*

### 4.7.2 Intergovernmental Communications/Taskforce(s)

In level 4, SFMTA will continue to represent, and advocate for, San Francisco's transportation needs in a variety of taskforces, working groups and local and regional policy venues. Additionally, the SFMTA will continue to ensure the JIC, Mayor's Office, and Board of Supervisors remain to informed of changes that SFMTA is making continue in this level.



**4.7.2.1****SFMTA Staff (Varies)**

- 4.7.2.1.1 *Conduct briefings with the JIC, Mayor’s Office, and Board of Supervisors as needed.*
- 4.7.2.1.2 *Engage regional partners and advocate on behalf of the SFMTA in MTC’s Blue Ribbon Taskforce.*
- 4.7.2.1.3 *Draft policy recommendations regarding preventative measure and protocols to shape regional transit capacity guidance/requirements.*
- 4.7.2.1.4 *Staff and present at to the Transportation Working Group.*
- 4.7.2.1.5 *Monitor and inform decisions being made by the Economic Recovery Taskforce.*
- 4.7.2.1.6 *Engage State Senate/Assembly, Governor’s Office and FTA on behalf of the SFMTA.*

