



SFMTA

Transit Performance Update

Julie Kirschbaum, Director of Transit
SFMTA Board of Directors
October 6, 2020

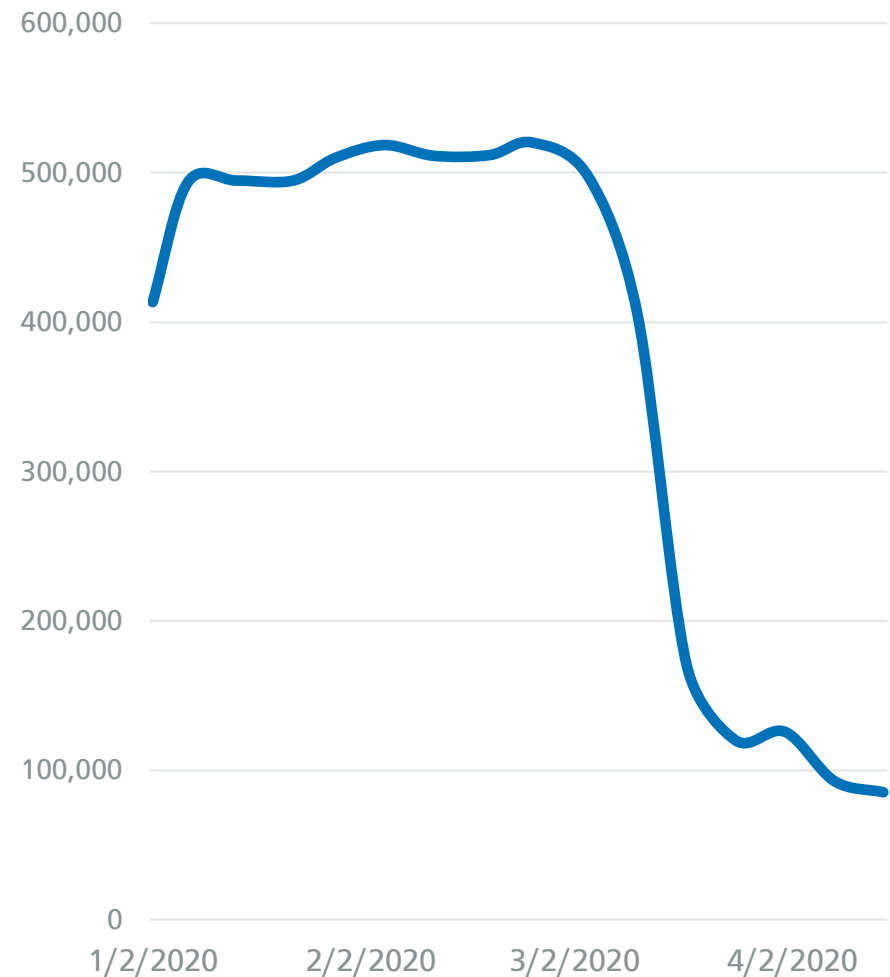
March 2020

The pandemic unfolded very quickly:

- Staffing levels dropped, reducing coverage for critical activities
- Ridership fell 80% in two weeks
- Every day was new and unpredictable
- We redesigned service based on needs and available resources

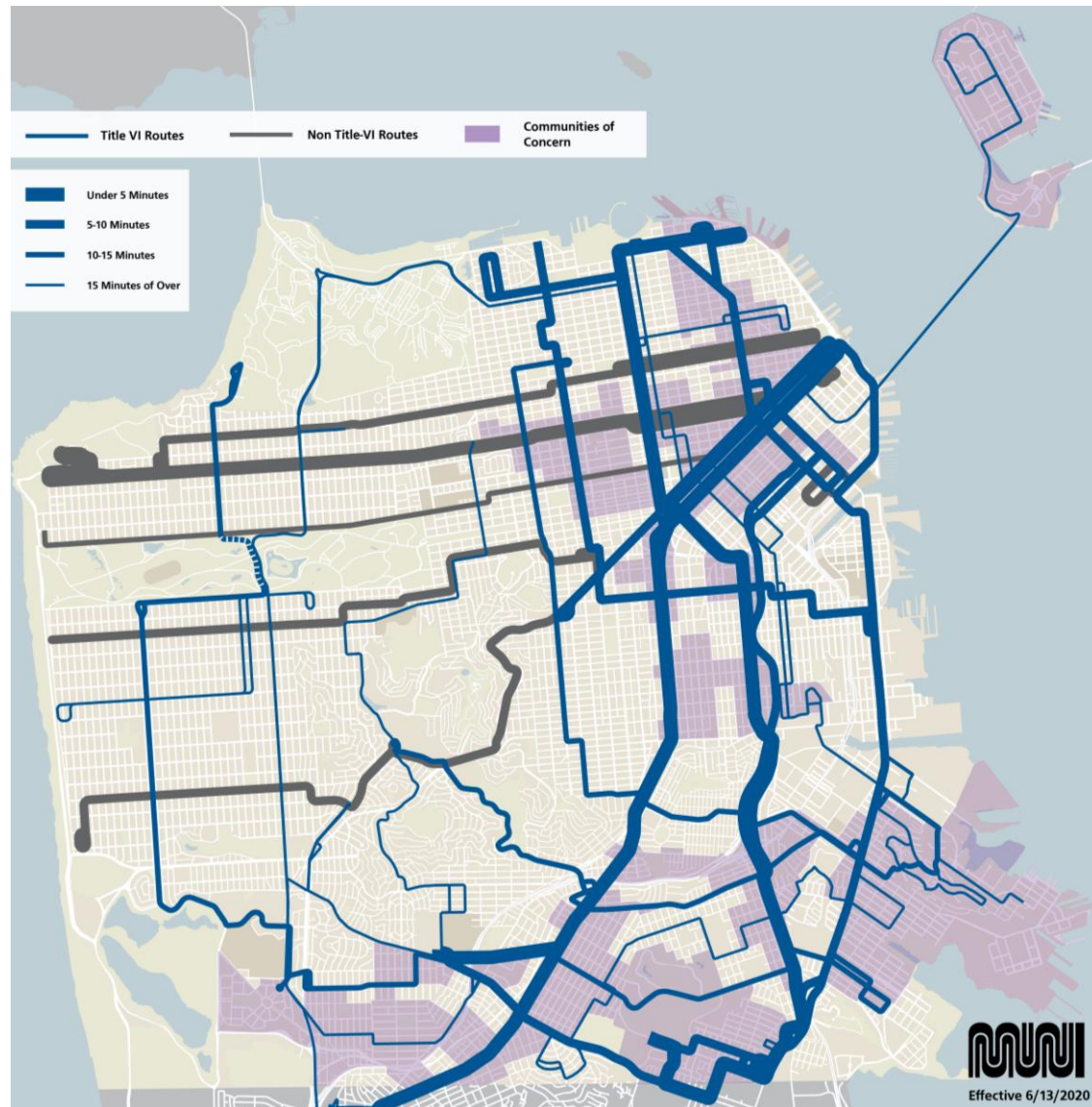
Transit staff incredible at accepting new challenges and creating solutions

Daily Boardings: Bus



COVID19 Service Strategy

- How do we deliver *predictable* service during an unpredictable time?
- How do we ensure equity is at the core of our decisions?
- How do we make the best use of our limited resources?
- How have trip patterns changed?



Real Time Data Guiding All Decisions

Monday, August 3, 2020

Date

Sunday 09/13/2020

Median Passenger Count by Stop Sunday 09/13/2020

Trend Type

Weekly

Period Type

(Multiple values)

Service Category

(All)

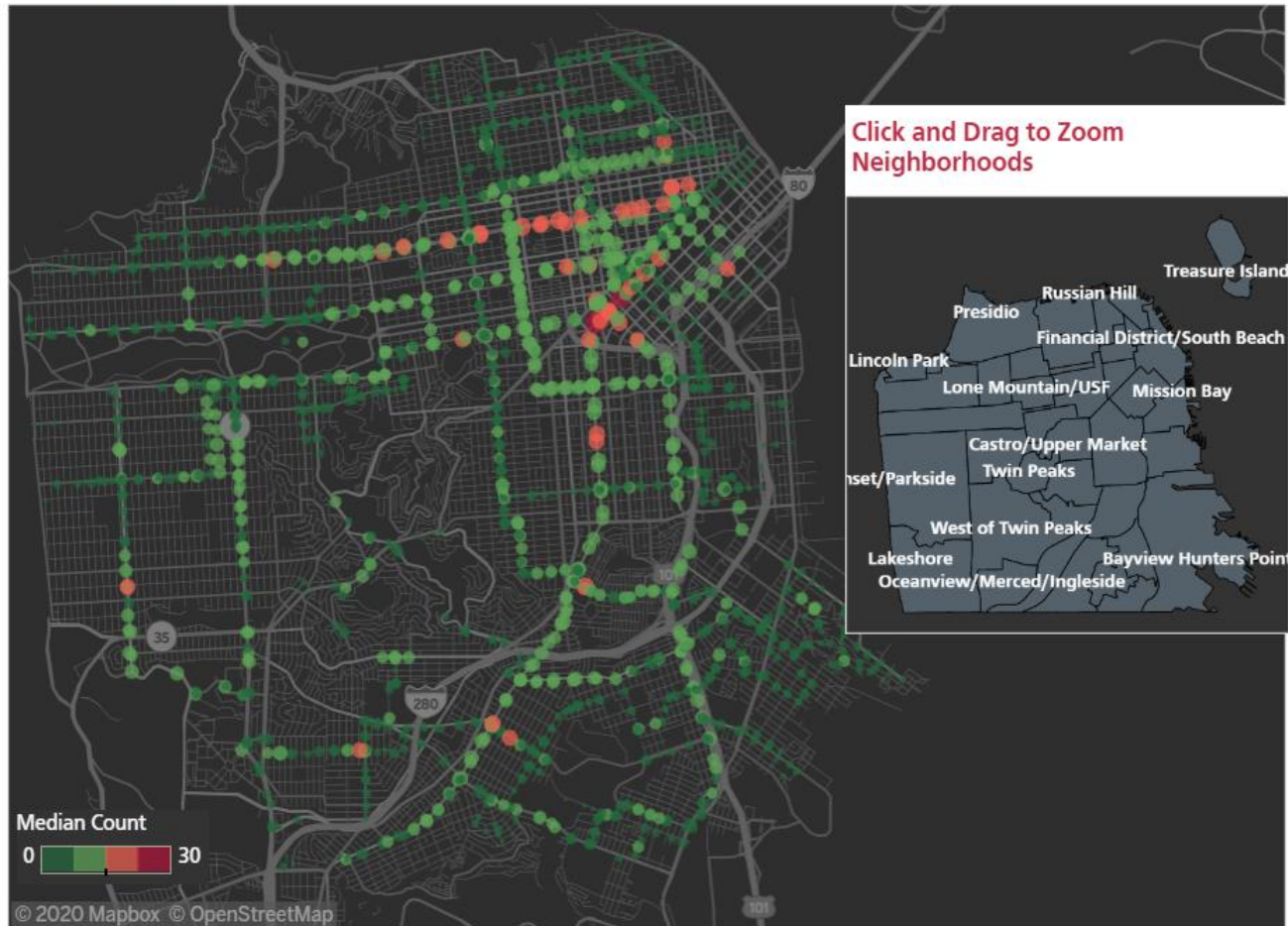
Routes

- (All)
- 1 California
- 5 Fulton
- 7 Haight/Noriega
- 8 Bayshore
- 9 San Bruno
- 9R San Bruno Rapid
- 12 Folsom/Pacific
- 14 Mission
- 14R Mission Rapid
- 19 Polk
- 22 Fillmore
- 24 Divisadero
- 25 Treasure Island
- 28 10th Avenue

Cancel

Apply

Median Load



Click and Drag to Zoom
Neighborhoods

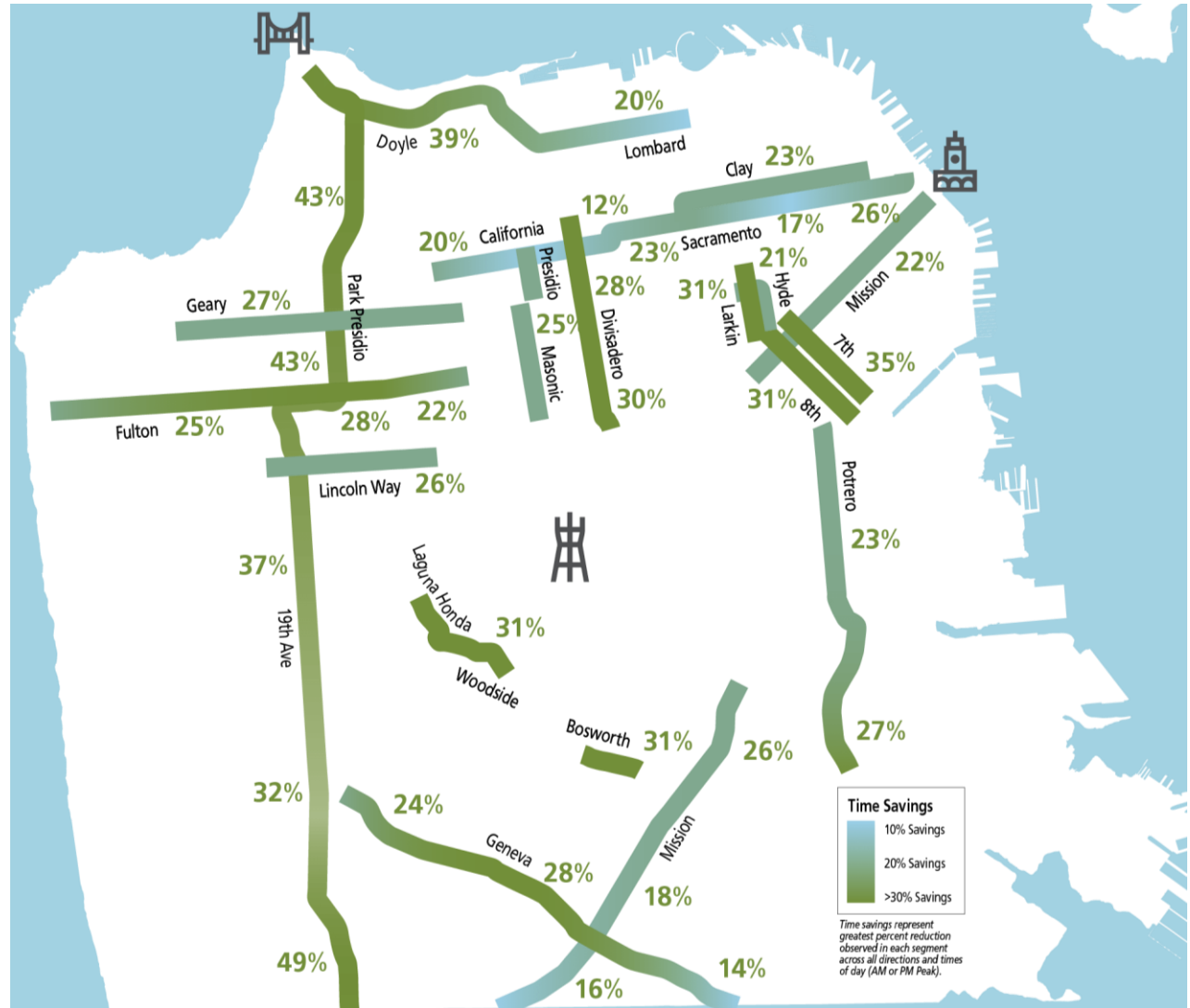


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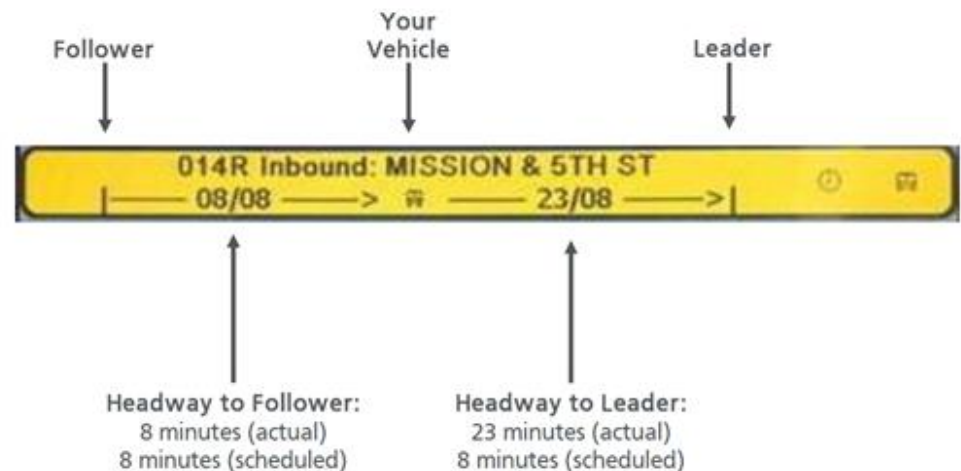
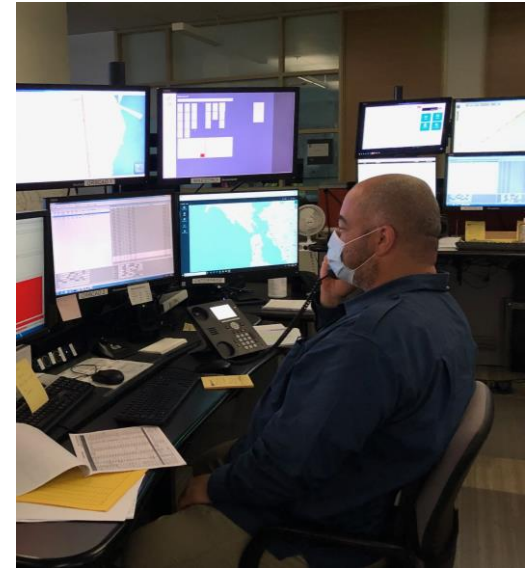
Service Management

Travel Times Changed Quickly at Onset of COVID



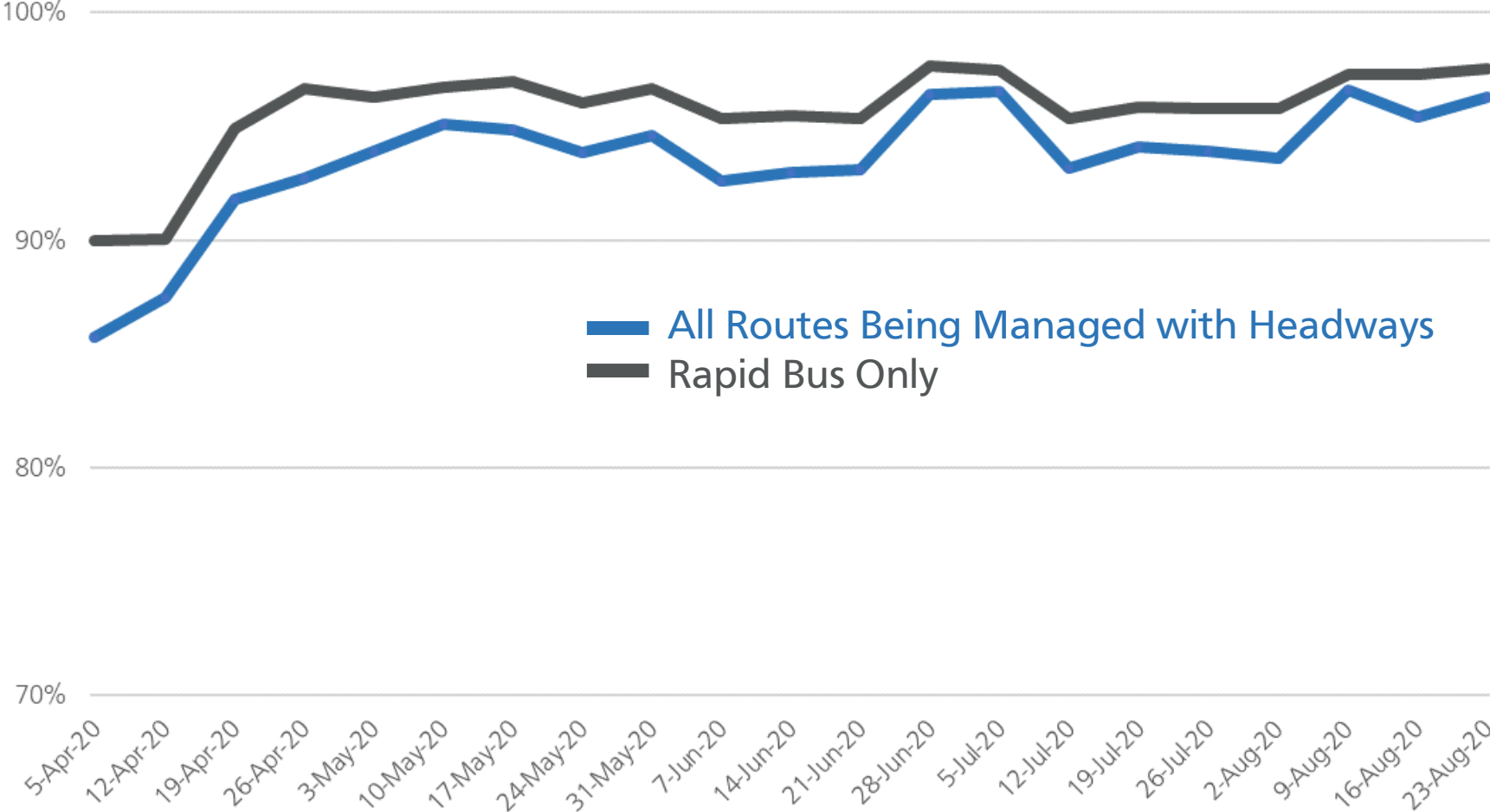
Service Management

- Street Supervisors and Transportation Management Center staff working tirelessly throughout pandemic to support Operators and customers
- Dramatic reduction in travel times called for managing service based on headways instead of schedules
- New protocols developed for COVID-related emergencies
- Staff actions leading to great success – performance exceeding pre-COVID conditions



Headways are displayed as *actual headway / scheduled headway*.
23/08 means the actual headway is 23 minutes, and the scheduled headway is 8 minutes.

Headway Performance



Schedule-Managed Routes

Routes with service frequencies of 15 minutes or more are best managed by schedule – while late trips have reduced significantly, early departures from time points impacting OTP on some routes

Route	Pre-COVID OTP	COVID OTP
12 Pacific	60%	73%
19 Polk	52%	46%
25 Treasure Island	73%	65%
37 Corbett	67%	58%
48 Quintara	57%	56%
54 Felton	60%	54%

Maintaining Travel Time Savings

- Temporary transit lanes needed to maintain service levels
- Lanes implemented on downtown Mission Street, work underway on 7th/8th
- Outreach completed for 19, 38, 43, 44
- Temporary measure - automatically removed 120 days after emergency order, unless there is a public process to make a lane permanent





Cleaning & Maintenance

Cleaning Protocols Focused on Staff and Customer Safety

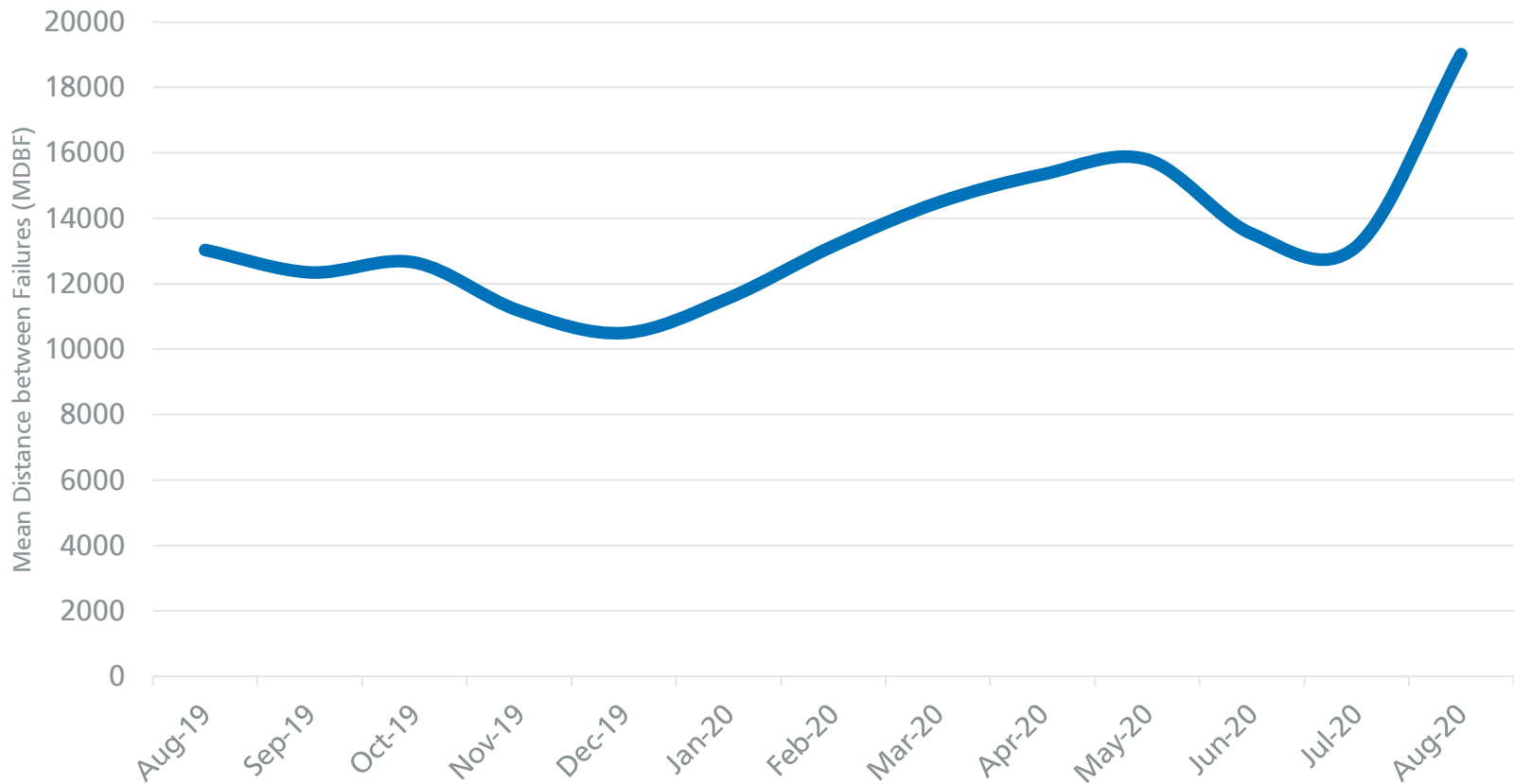


Vehicle Cleaning Before Each Shift Beneficial, but Limits Bus Availability



Under Challenging Conditions Maintenance Staff Continue to Drive Up Vehicle Reliability

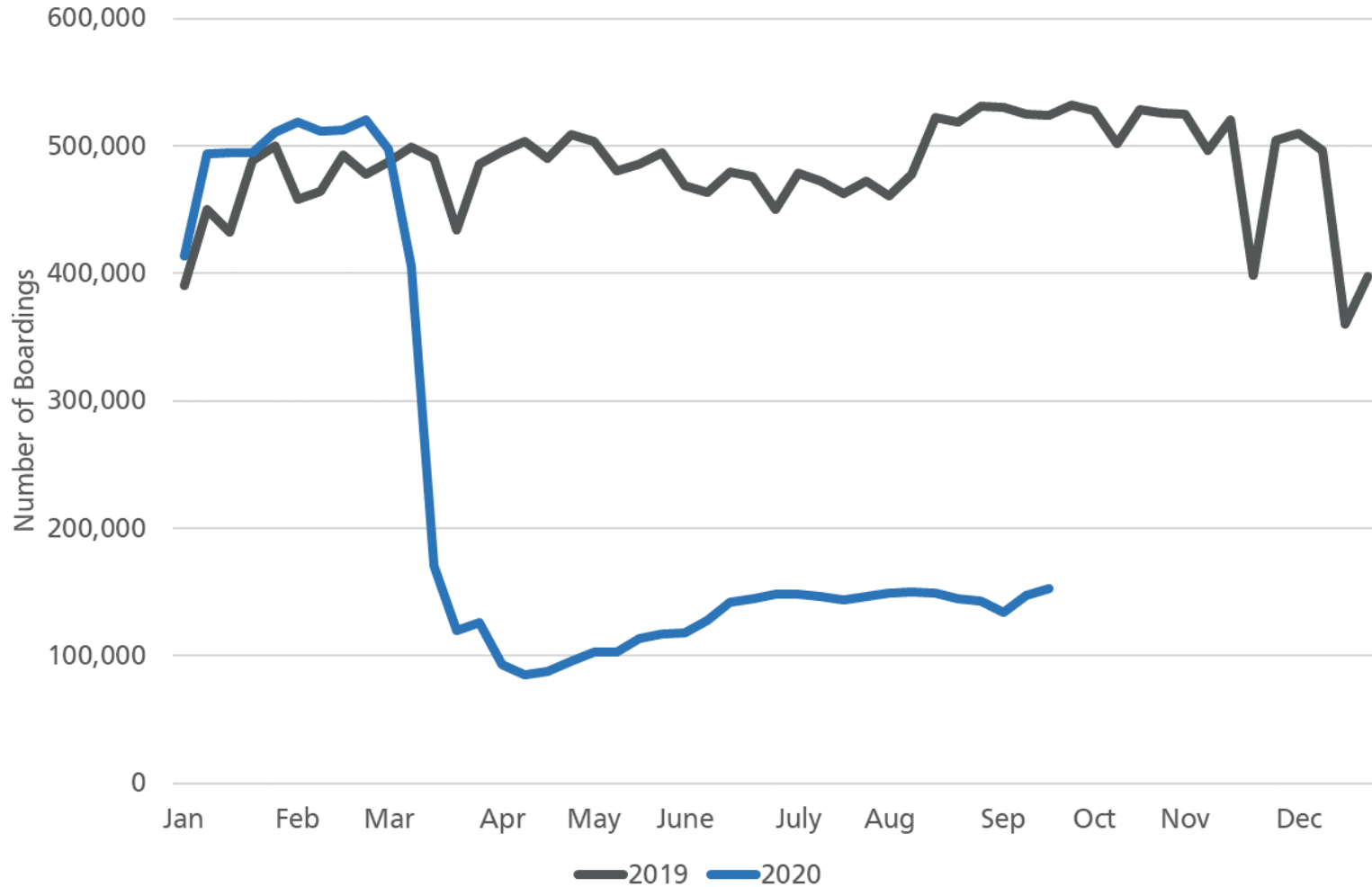
Rubber Tire Fleet Average by Month





Ridership & Crowding

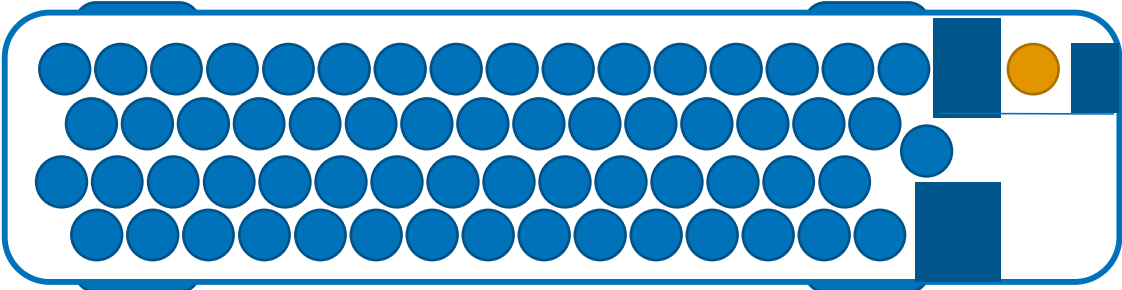
Average Daily Bus Boardings



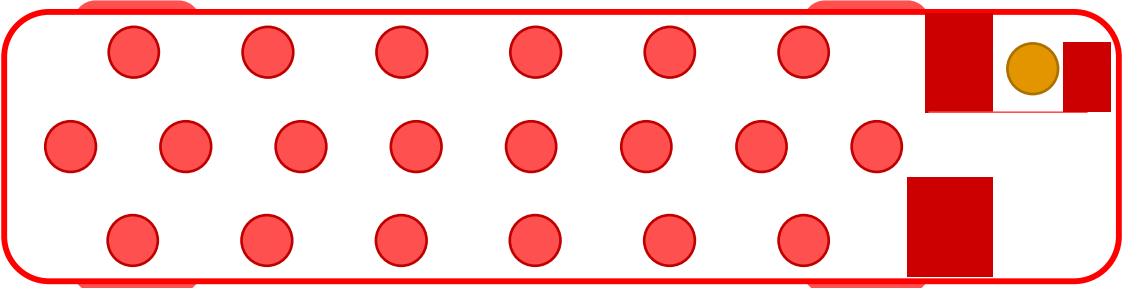
Average Daily Bus Boardings



Capacity constraints due to physical distancing requirements



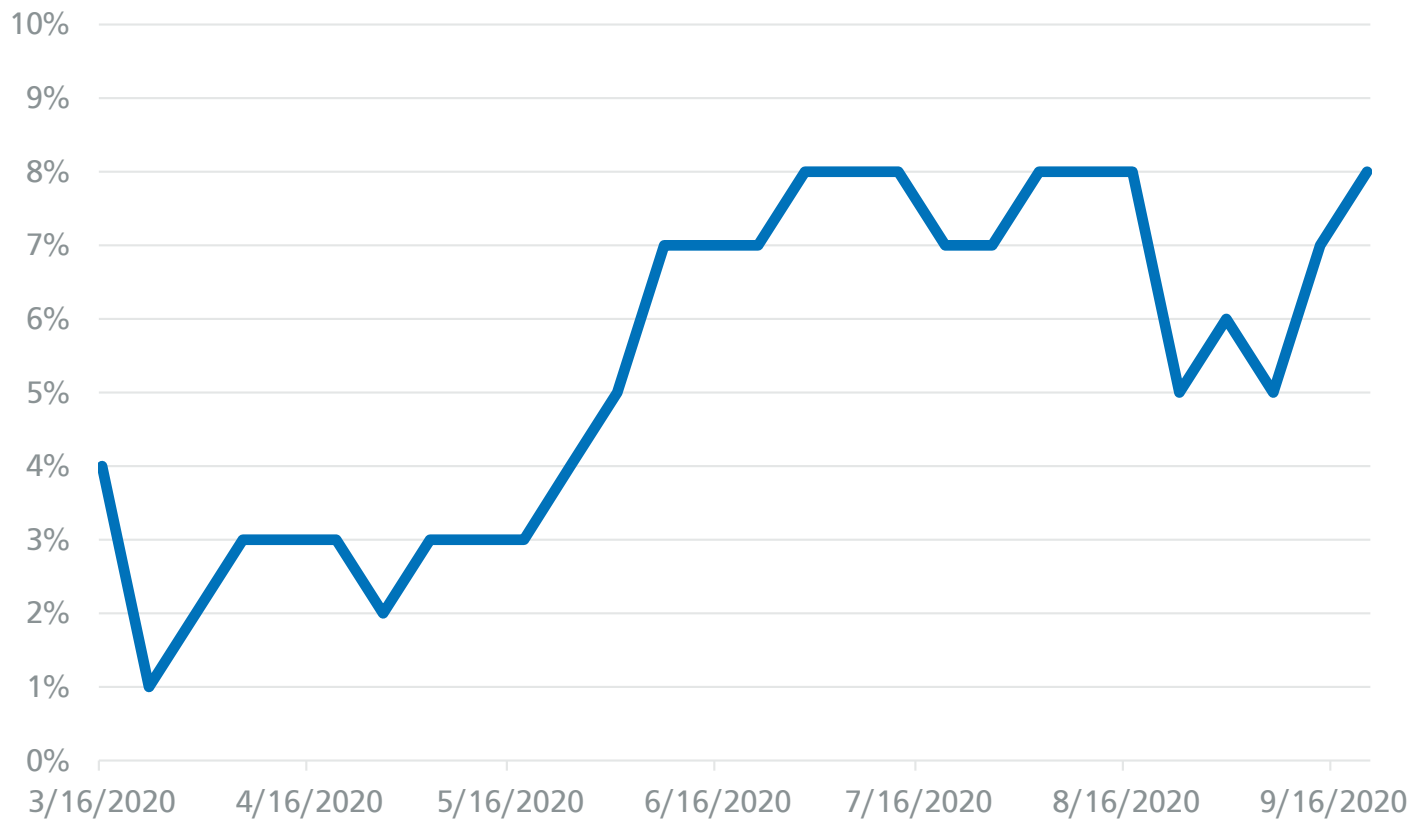
Before
COVID crisis



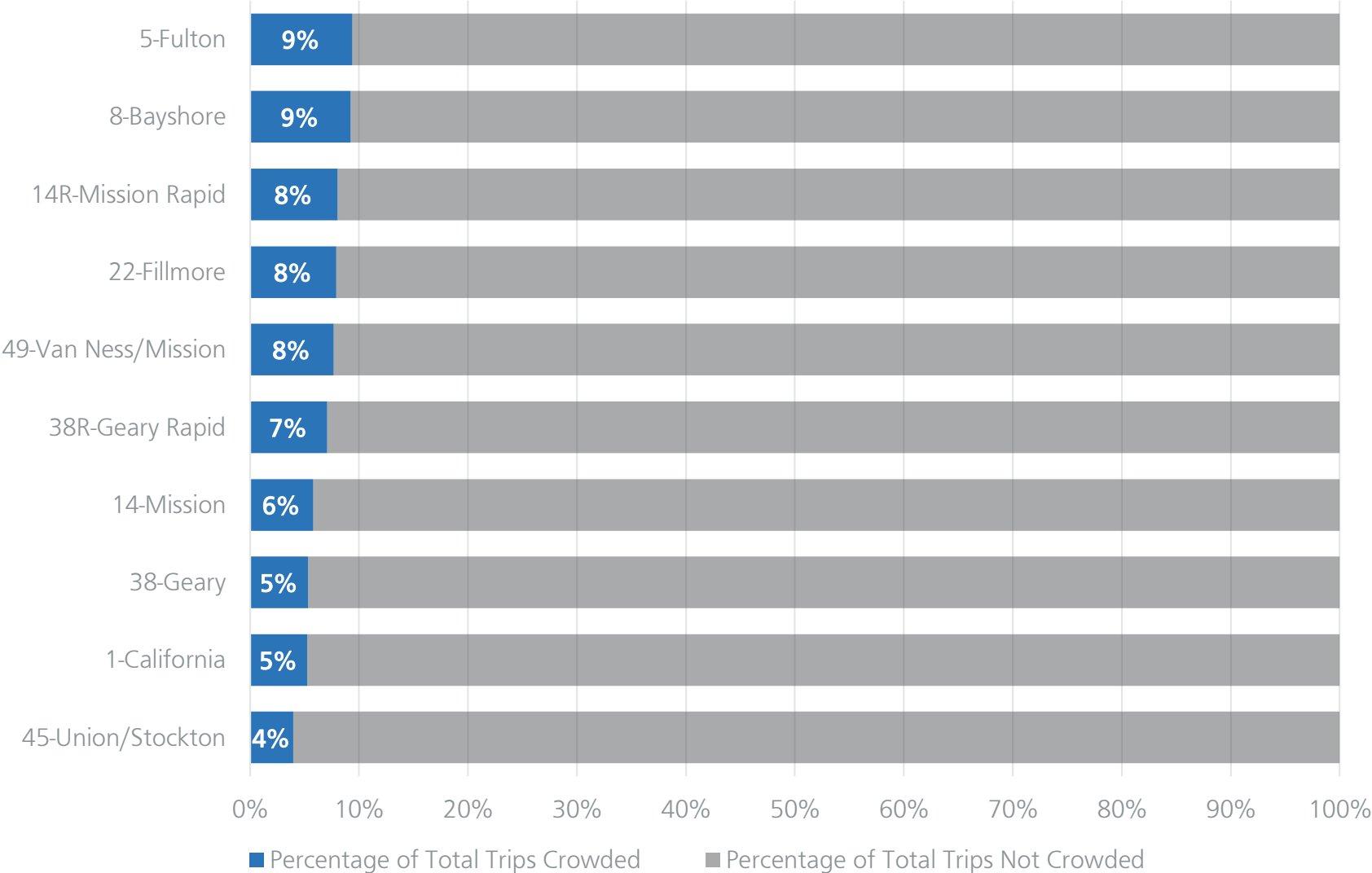
Today

Despite Adding Service, Crowded Trips Are Increasing

Percent of Trips Crowded by Week



Crowded Routes



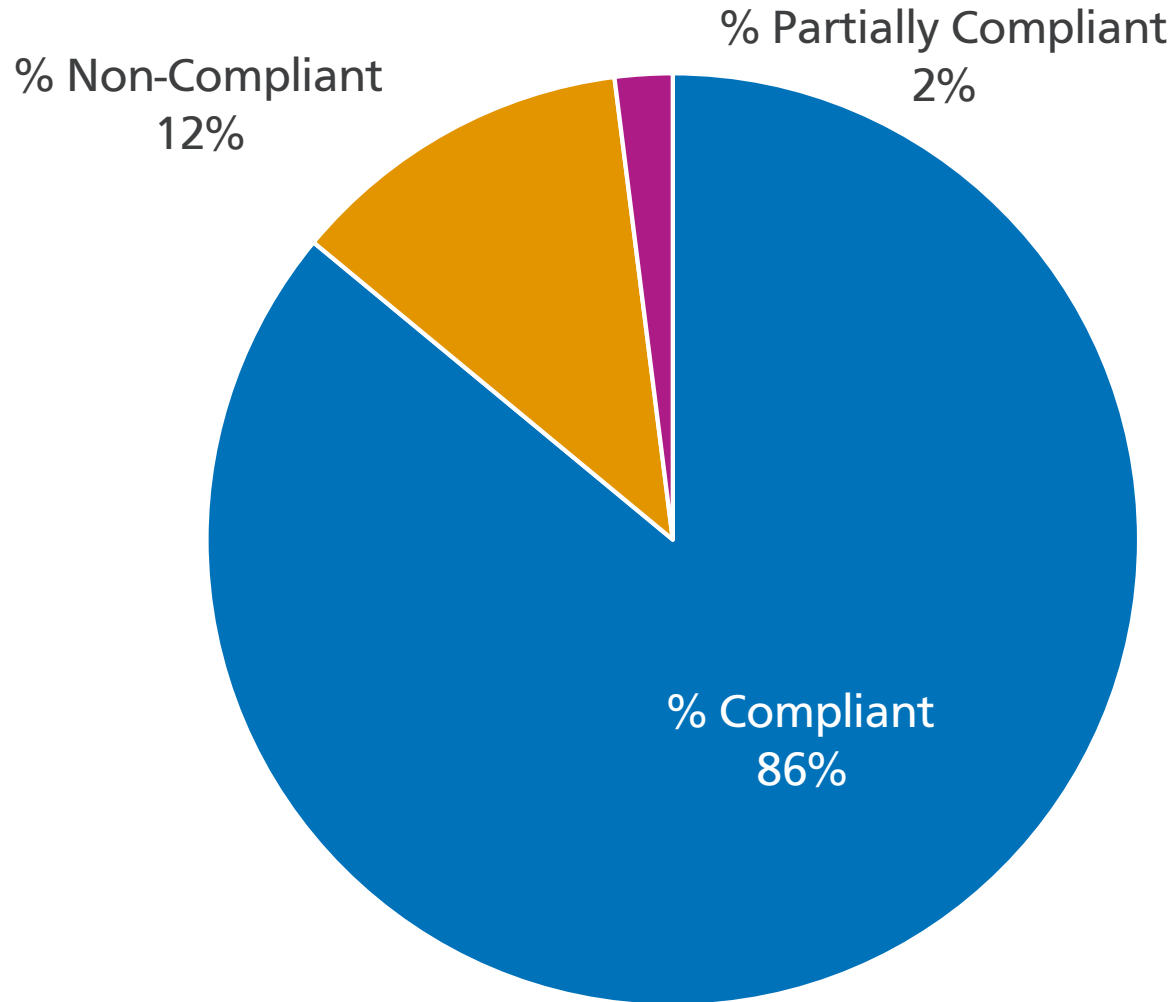
Data from 8/22 to 9/19

Reducing Crowding

- Monitoring crowding continuously and making service adjustments to address
 - Recently added 60ft buses to 30 Stockton and 14 Mission Owl
- Redeploying staff and strategically hiring to enable additional increases
- More trolley service to be directed to Routes 1, 5, 14, 22
- Considering limited roll out of surface rail and service restructuring on crowded routes to close equity gaps in Bayview and Tenderloin and address crowding on Mission, Geary and Bayshore routes



Mask Compliance



Data collected from video review; data shown here from week of September 7

Security Challenges

Data shown here is from when the mask ordinance went into effect on April 22 through August 31

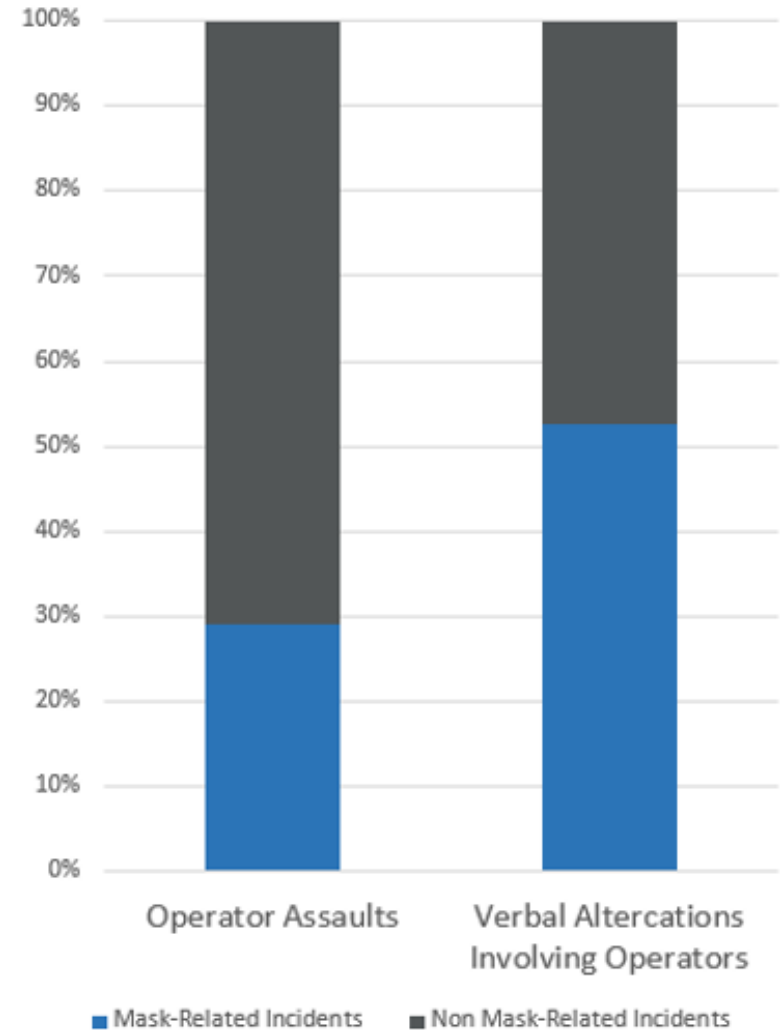
- 9 of 31 operator assaults were mask-related
- 63 of 120 verbal altercations involving operators were mask-related

We monitor security trends systemwide using multiple systems:

- Operator reports, 311 & 911 calls

Undercounting likely as a result of cause unknown, incidents being resolved before support staff arrive or not getting reported

Mask-related incidents

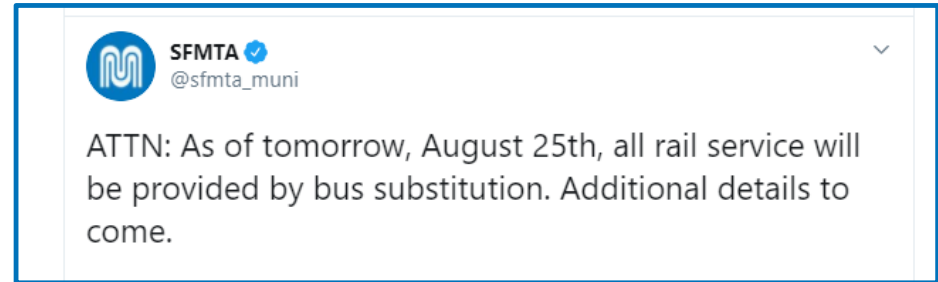




Next Steps

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- Making difficult decision early preserved service for essential workers



- Radical resilience of our bus system continues to allow SFMTA to respond to the changing needs of COVID pandemic
- Continued refinement of service needed to address challenges, such as system crowding and congestion
- Work underway to determine best course of action for subway maintenance work, including overhead lines

Subway Maintenance Program

Multi-disciplinary task force working with maintenance staff to identify/schedule priority work

All work is assessed against the initiative's three goals:

- **Safety:** Does it improve the safety of our staff and/or the public?
- **Reliability:** Will it bring back the system in a better state of health?
- **Efficiency:** Does this work improve future system maintainability and effectiveness of our staff

