



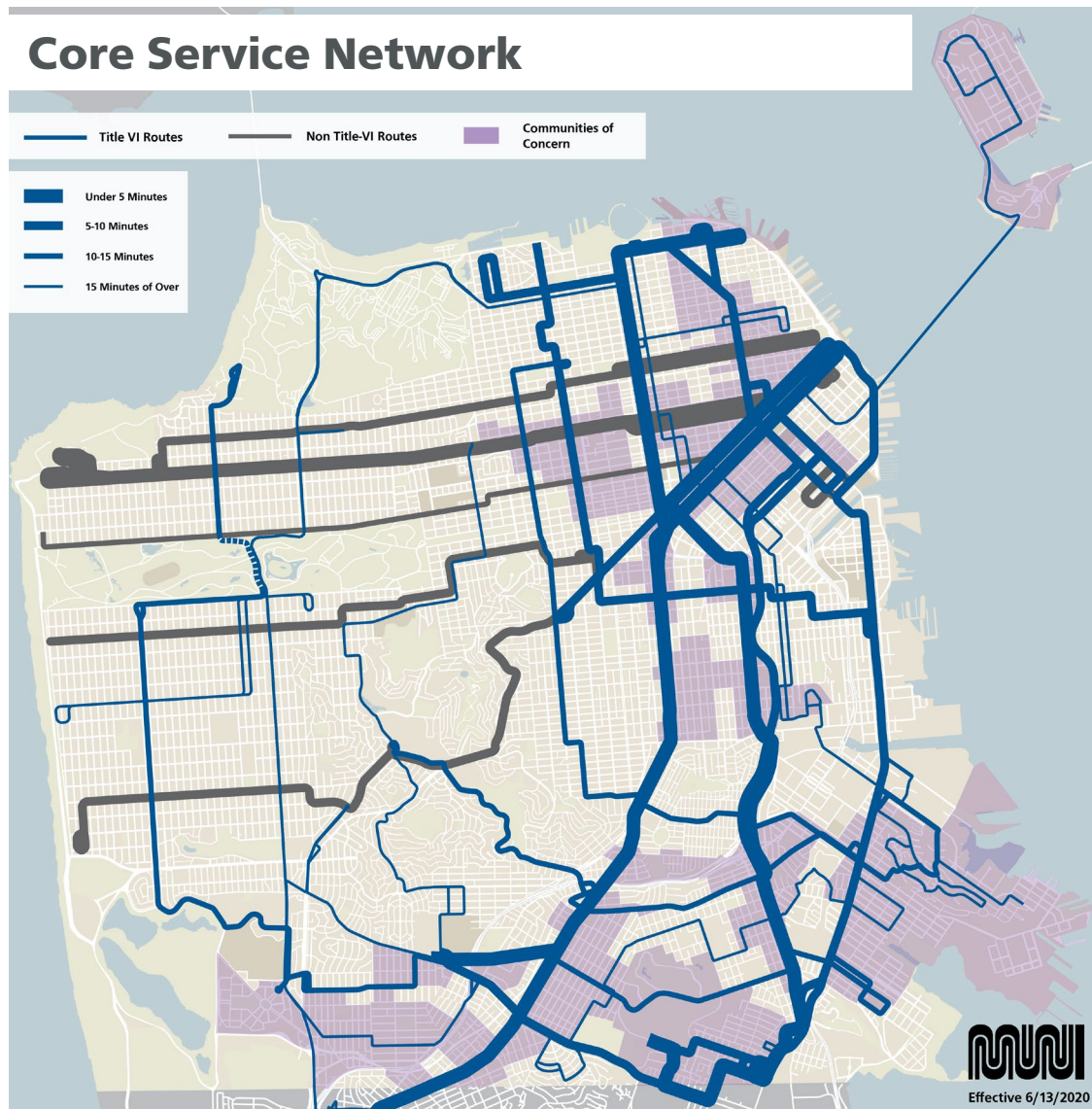
SFMTA

SFMTA Service Restoration Planning

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SFMTA CAC
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Transit Service during COVID-19

- Early on we consolidated resources to deliver a Core Service network for essential travel
- Focused on providing higher frequencies along Core Network first as resources stabilized
- We restored/expanded service prioritizing Communities of Concern (purple) first
- Today we're supporting the Recovery by adding back service citywide as resources allow



May 15 Service Restoration

Coverage

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

Metro

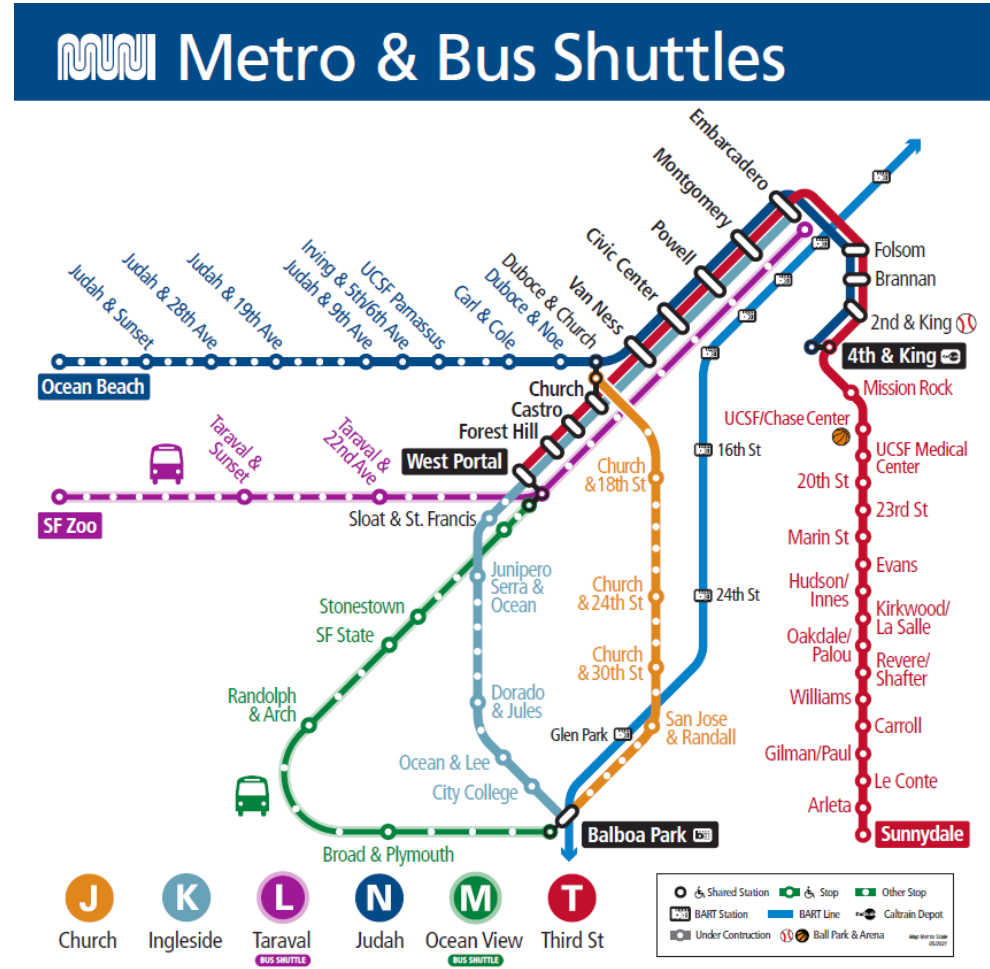
- Open all subway stations from Embarcadero to West Portal
- Restart N-Judah rail from Ocean Beach to Caltrain
- Run K/T from Balboa to Sunnydale

Historic

- Restore F line service 7 days a week (11am-7pm)

Bus

- Increase frequency for crowding management
- Close hilltop gap with 36/52 Special



August Service Restoration

Coverage

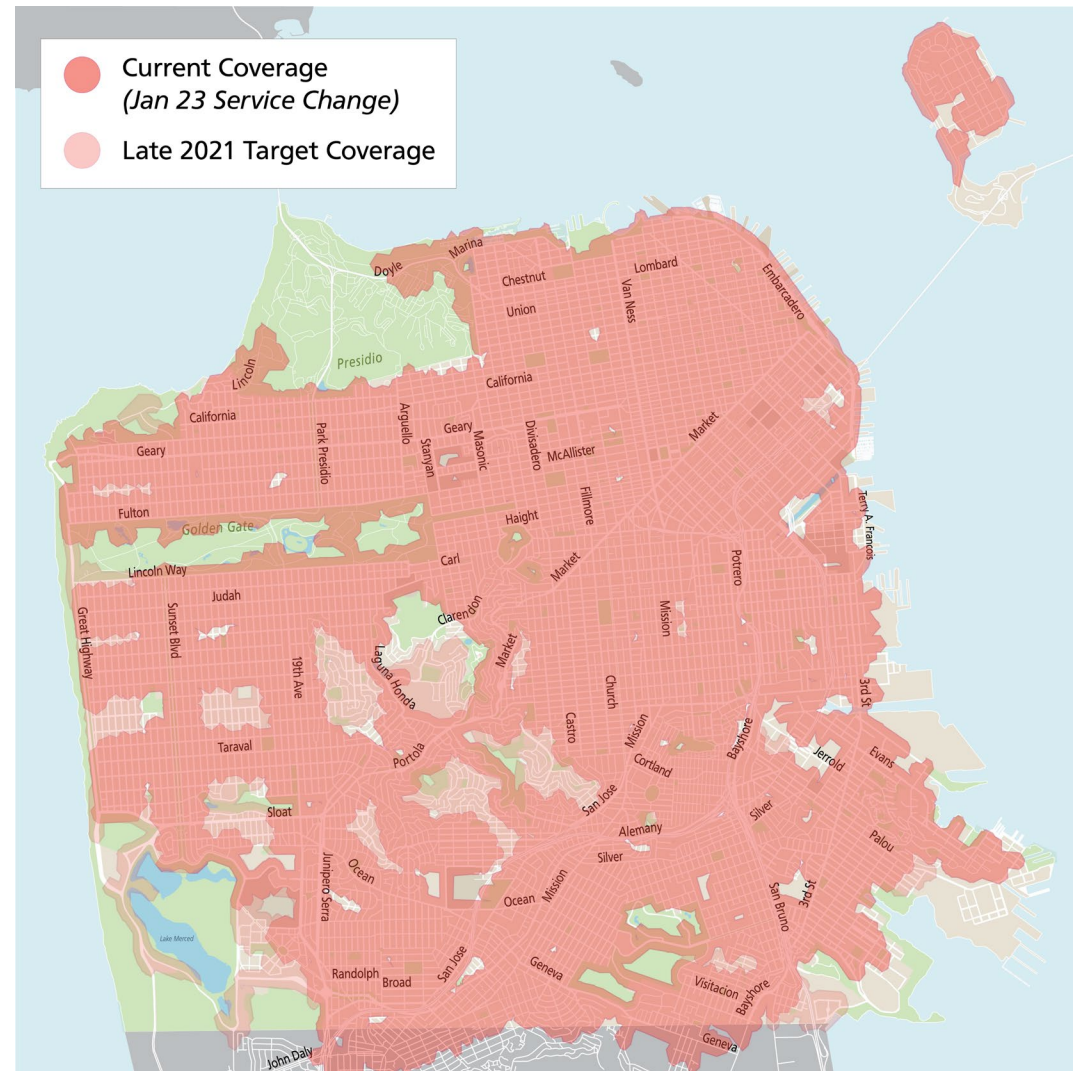
- 98% of residents and 100% of equity neighborhoods will have transit access within walking distance

Bus - Contingent on removing COVID capacity restrictions

- Continue to expand hilltop service
- Close coverage gaps in preparation for school reopening

Metro

- Rail Operator training to be prioritized
- Buses to deliver L, M until staffing levels are sufficient



Cable Car Restoration

Current

- Training new trainers
- Recertifying existing operators (CPUC requirement)
- Testing equipment for readiness

Fall

- Operating limited hours at first (likely 11am-7pm)
- Restoring line-by-line as staffing levels permit



2022 Service Changes

- Continue to restore rail and bus service
- Work with Citywide stakeholders to weigh tradeoffs such as:
 - Deliver 5 min network including equity priorities (e.g., 29R Sunset Rapid)
 - Re-introduce routes with parallel service (e.g., 21 Hayes)
 - Fully restore cable car system
 - Re-introduce downtown express service

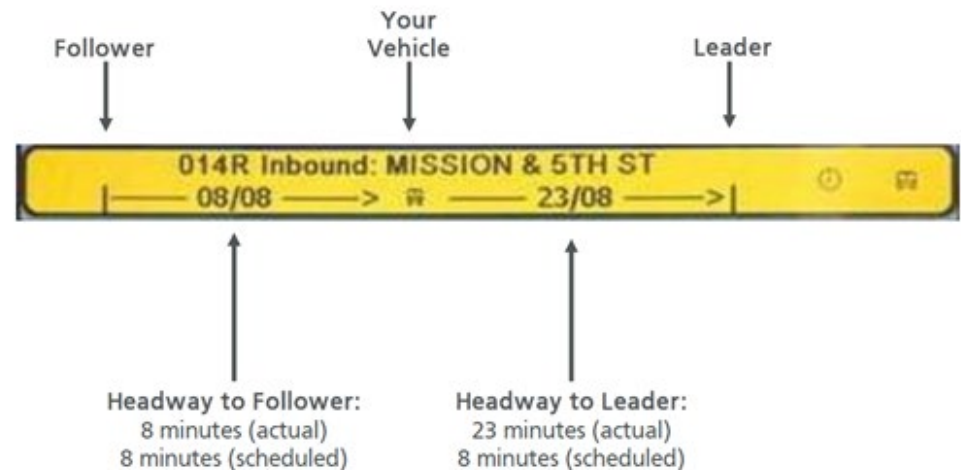
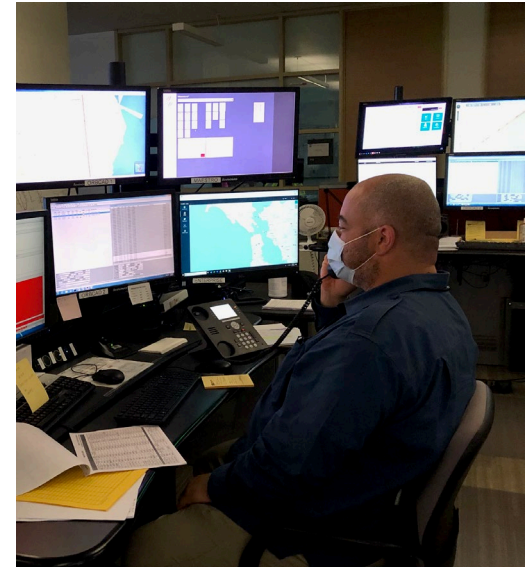


Ridership



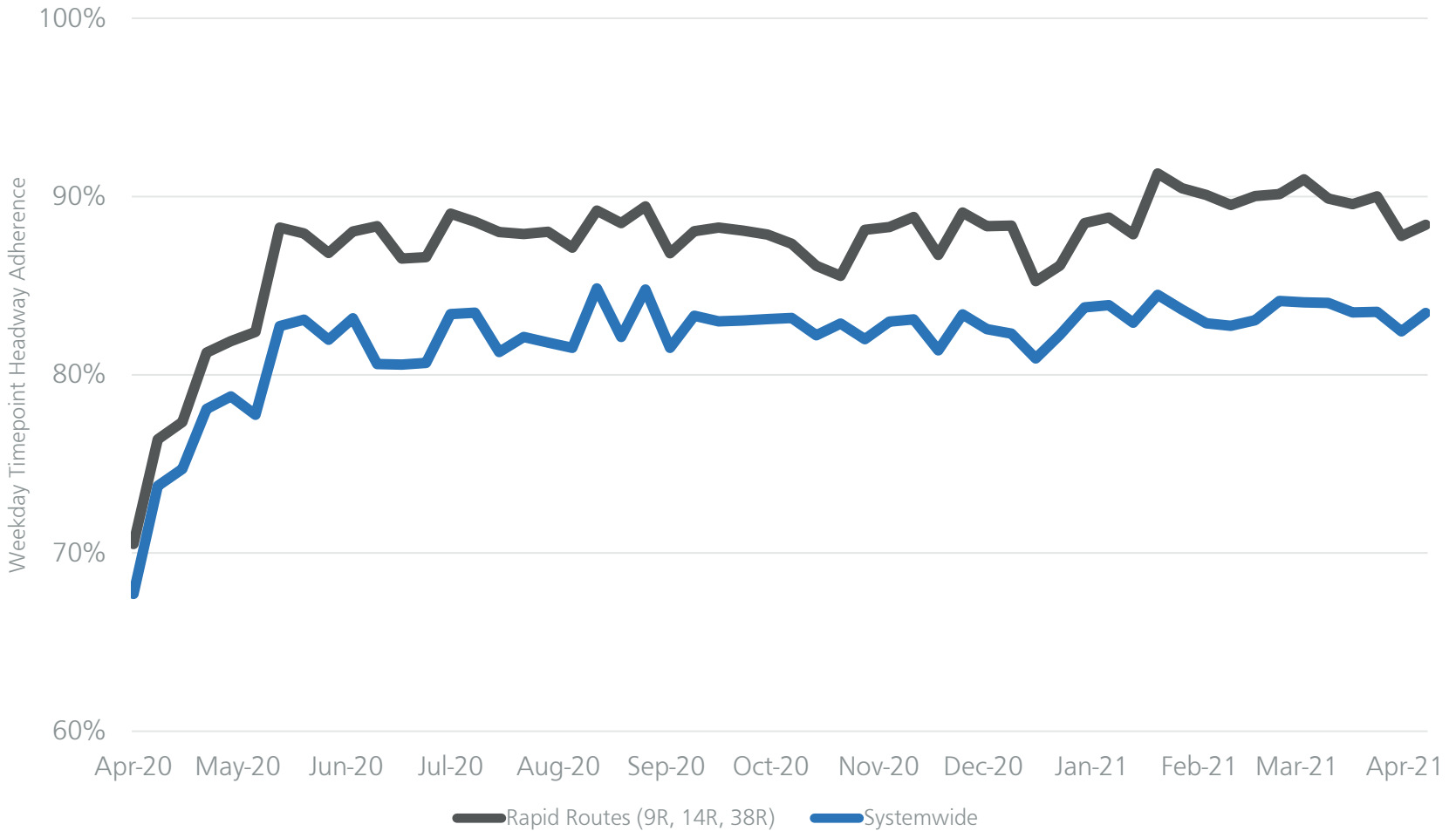
Service Management

- 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

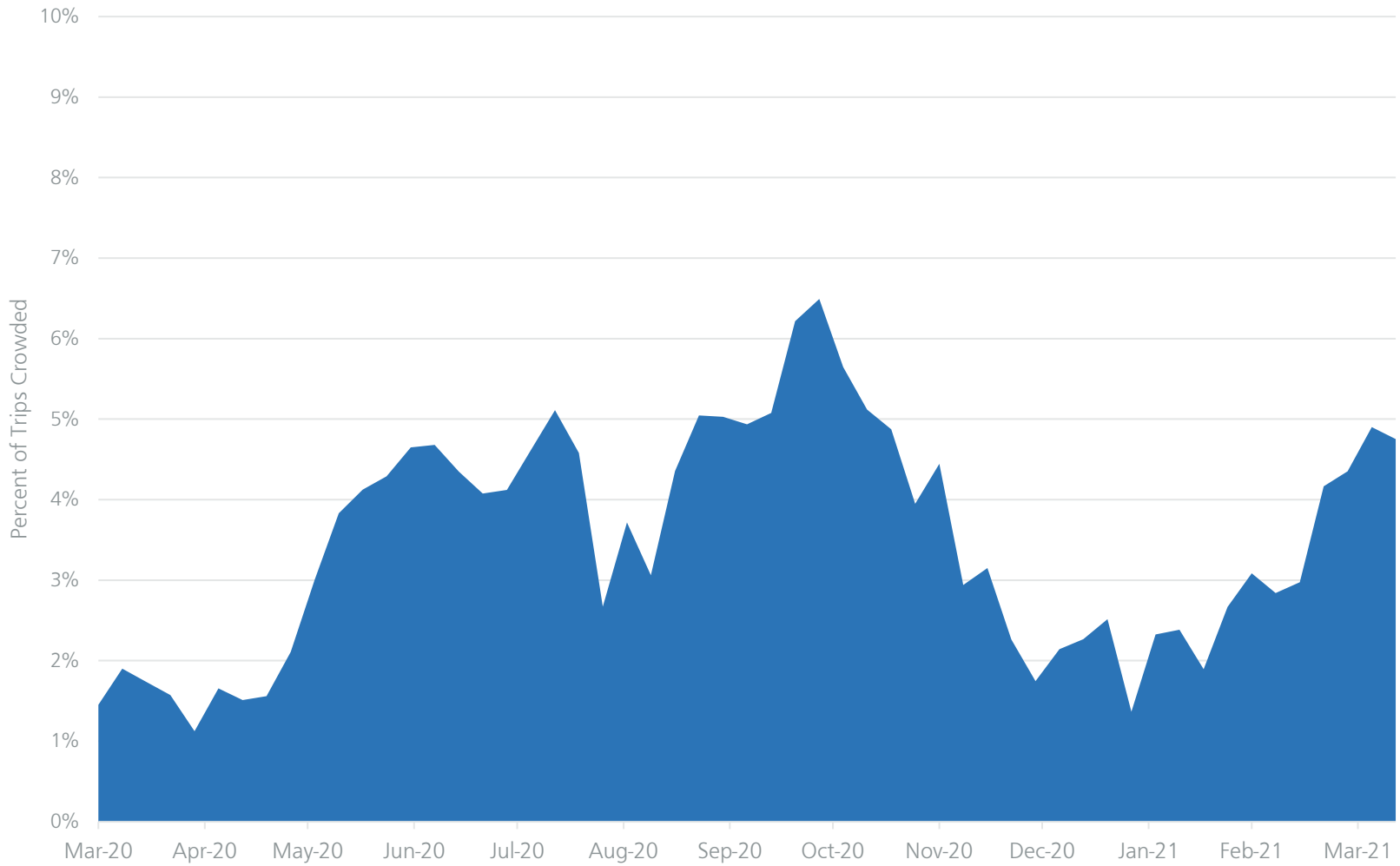


Headways are displayed as *actual headway / scheduled headway*.
23/08 means the actual headway is 23 minutes, and the scheduled headway is 8 minutes.

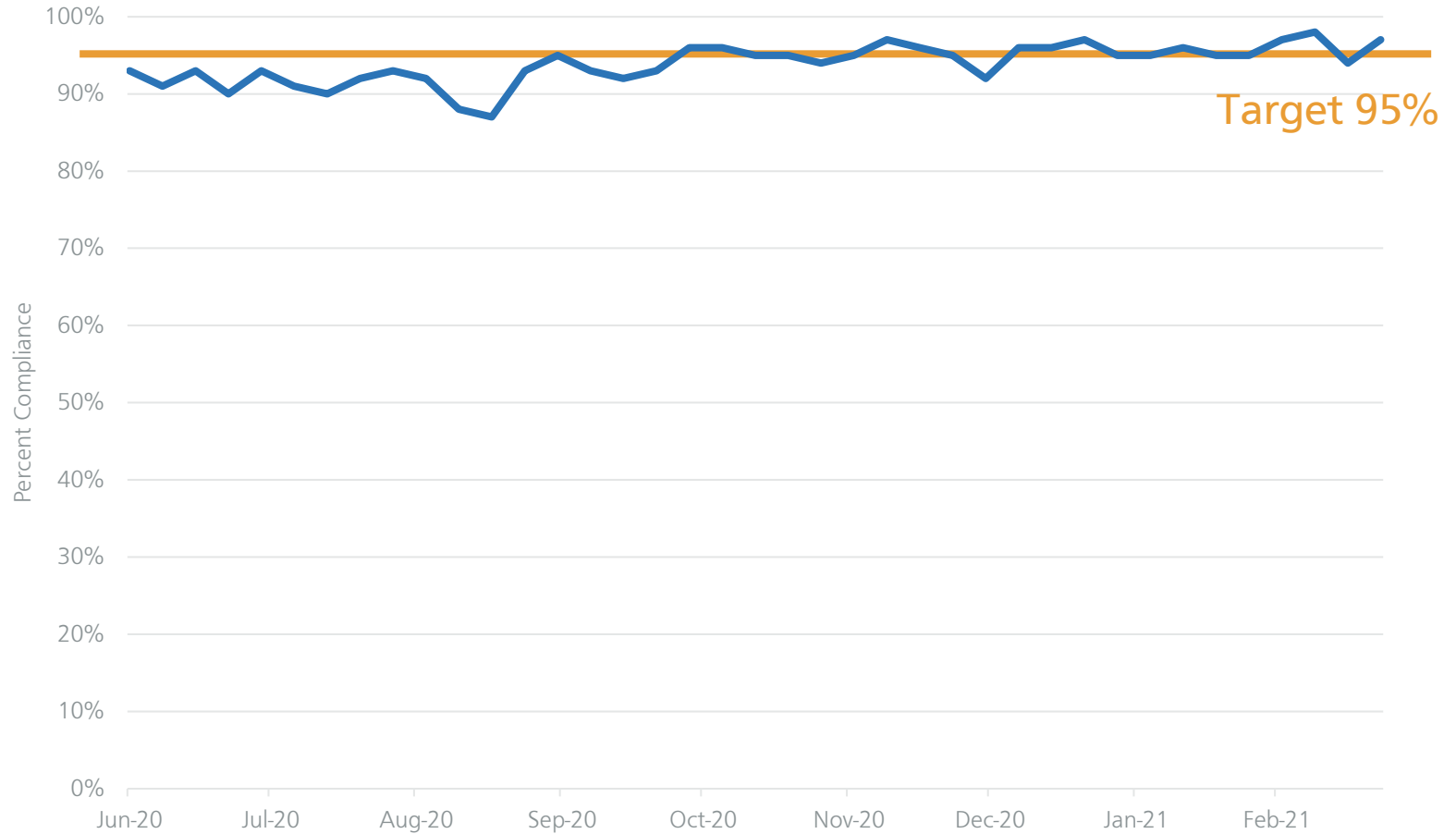
Headway Adherence



Crowding



Mask Compliance





Thank You!