



San Francisco Municipal Transportation Agency

Transportation Recovery Plan: Level 3

**For Reference Only:
September 1, 2020**

Contents

| | |
|--|----|
| Level 3 | 2 |
| 3.1 Overview and Conditions | 2 |
| 1.2 Timeline | 3 |
| 1.3 Muni Service Plan | 3 |
| 1.4 Streets | 5 |
| 1.5 Paratransit, Taxis & Accessible Services | 11 |
| 1.6 Business Operations..... | 11 |
| 1.7 Communications & Government Affairs..... | 13 |

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

Level 3

| | |
|--|--|
| Anticipated Transportation Demand | Increase in trips to neighborhood commercial corridors and large institutional employers |
| Muni Service | Core Service + two additional routes and capacity increases |
| Transit and Bicycle Lanes | Begin installation of temporary treatments in critical locations and installation of approved bike lanes |
| Slow Streets | Continued expansion of Slow Streets locations |
| Sustainable Streets Operations | Bikeshare /Scootershare resume full service |
| Parking Enforcement | Enforcement for street sweeping will resume; review of meter policies to support businesses |
| Parking and Curb Management | Parking garages reopen; Support Shared Spaces program |
| Taxi, Paratransit and Accessibility | Taxi customer service window reopens |

3.1 Overview and Conditions

Level 3 responded to Phase 2b and 2c of San Francisco's [Reopening approach](#). SFMTA anticipated an amendment to Public Health Order No. C19-07e (updated on June 1, 2020) to be released in advance of Phase 2b which had an anticipated start date of June 15, 2020. The amended public health order was anticipated to be expanded to permit the following activities:

| Business | Childcare and Education |
|--|--|
| <ul style="list-style-type: none"> • Outdoor fitness with physical distancing • All manufacturing, wholesale trade, leasing, and transportation with over 50 employees • Non-emergency medical appointments • All private indoor household services • Outdoor dining (restaurants and bars with food) • Indoor retail • Professional sports, tournaments and other entertainment venues with no spectators • Religious services and ceremonies • Hair salons and barber shops* • Indoor dining* • Real estate open houses with appointments only* | <ul style="list-style-type: none"> • Summer camp programming with stable groups of up to 12 |

* anticipated in Reopening San Francisco Phase 2c (July 13th)

The SFMTA anticipated the expansion of permitted activities to result in increased demand for travel. Depending on public perception of effectiveness of public health/safety preventative measures on transit, it was projected that San Francisco would see vehicular traffic increase at a higher rate than that of transit ridership. However, SFMTA needed to continue to increase transit service to curb the impacts above. SFMTA bicycle and pedestrian levels were projected to maintain and/or increase. Level 3 also assumed an increase in off-street parking demand where return to work activities have begun, as well as increased activity to and from commercial corridors. SFMTA needed to continue to manage San Francisco streets to both support the increased travel demand and accommodate modified business operations in the right of way. Therefore, the SFMTA:

- Increased transit frequencies and added routes to the Core Service Plan.
- Managed the streets to handle an increase in traffic congestion.
- Implemented curb management strategies to facilitate outdoor retail.
- Enabled street closures to support additional outdoor seating.

The SFMTA needed to resume the following business operations in this level:

- *Off Street parking*
- *Enforcement of Street sweeping*
- *Some Customer Services*

3.2 Timeline

Based on San Francisco's reopening approach, SFMTA anticipated this level going into effect roughly by June 15, 2020 consistent with City Phase 2b and extend through the completion of Phase 2c likely sometime late-July or Mid-August. As with all previous levels, advancement to and through level 3 was dependent on San Francisco's progress on public health indicators: cases, hospital capacity, testing, contact tracing, and PPE supply.

Estimated Duration: June 15 – August 22

3.3 Muni Service Plan

The Level 3 Muni Service Plan built upon the service plans implemented in Level 1 and 2 and was designed to increase service as much as resources allow. The ability to sanitize vehicles against COVID-19 continued to be a limiting factor, as was staff and operator resources. The primary changes to be implemented in this plan included: (1) the addition of two routes (2) extension of already in-service routes (3) and increased frequencies on several routes. The table below demonstrates the increase in service described here. The bolded elements indicate the changes/increases and represent the additional routes, increased frequencies, extensions and so on. The right-hand column summarized the change from the previous level for each route.

| Route | Weekday Headways | Weekend Headways | Operating Hours | Weekday/Weekend Division | Delta from Level 2 |
|---|------------------|------------------|-----------------|--------------------------|------------------------------|
| 1 California (long) | 8 min | 8 min | 5AM-10PM | Presidio | |
| 5 Fulton (long) | 12 min | 12 min | 5AM-10PM | Presidio | Full route added |
| 7 Haight (to Funston and Irving) | 20 min | 20 min | 5AM-10PM | Woods | Added route (modified) |
| 8 Bayshore (on Stockton) | 6 min | 8 min | 5AM-10PM | Islais Creek/Flynn | |
| 9 San Bruno | 9 min | 10 min | 5AM-10PM | Woods | |
| 9R San Bruno Rapid | 10 min | Weekdays Only | 5AM-10PM | Woods/NA | |
| 12 Pacific community shuttle | 20 min | 20 min | 5AM-10PM | Kirkland/Woods | |
| 14 Mission | 8 min | 8 min | 5AM-10PM | Islais Creek/Flynn | |
| 14R Mission Rapid | 4 min | 8 min | 5AM-10PM | Flynn | Increased frequency |
| 19 Polk | 20 min | 20 min | 5AM-10PM | Kirkland/Woods | |
| 22 Fillmore | 8 min | 12 min | 5AM-10PM | Presidio | |
| 24 Divisadero | 12 min | 12 min | 5AM-10PM | Presidio | |
| 25 Treasure Island | 20 min | 20 min | 5AM-10PM | Woods | |
| 28 19th Ave (DC BART to CA) | 20 min | Weekdays Only | 5AM-10PM | Kirkland/NA | Extended route to California |
| 29 Sunset | 12 min | 20 min | 5AM-10PM | Woods | |
| 30 Stockton | 10 min | 20 min | 5AM-10PM | Woods | Added route |
| 38 Geary | 8 min | 8 min | 5AM-10PM | Flynn | |

| Route | Weekday Headways | Weekend Headways | Operating Hours | Weekday/Weekend Division | Delta from Level 2 |
|-------------------------------------|------------------|------------------|-------------------------|---------------------------|---|
| 38R Geary Rapid | 6 min | 12 min | 5AM-10PM | Flynn | |
| 43 Masonic (Munich to Geary) | 15 min | 20 min | 5AM-10PM | Kirkland/Woods | Added route (modified) |
| 44 O'Shaughnessy (To Forest Hill) | 12 min | 15 min | 5AM-10PM | Woods | |
| 49 Van Ness-Mission | 5 min | 7 min | 5AM-10PM | Kirkland/Woods | |
| 54 Felton (Bayview-Balboa Park) | 20 min | Weekdays Only | 5AM-10PM | Woods/NA | |
| 714 BART shuttle (bank at Transbay) | n/a | Weekdays Only | 1st IB and OB trip only | Woods/NA | |
| L Taraval bus | 6 min | 10 min | 5AM-10PM | Woods | Increased frequency |
| M Oceanview Bus | 20 min | Weekdays Only | 5AM-10PM | Woods/NA | |
| N Judah bus (60's) | 7 min | 8 min | 5AM-10PM | Islais Creek/Woods | Upsized weekday to 60' vehicles + division change |
| T Third bus (To Castro) | 6 min | 10 min | 5AM-10PM | Woods | Increased frequency |
| OWL | | | | | |
| 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 | Increased frequency |
| 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 | |

3.3.1 Transit Maintenance and Support: Bus

Several maintenance and support activities were implemented to support the above service plan. Specifically, with the re-introduction of 60' articulated motor coaches, some operators of those routes required training on the 60' vehicles. Additionally, in-field operator relief points were piloted at this level, requiring the deployment of in-field car cleaners. Maintenance of Way also needed to address any overhead catenary system (OCS) maintenance/state of good repair along re-introduced trolley routes.

3.3.1.1 Transit, Transit Operations, Training

- 3.3.1.1.1 *Conduct operator training on 60' articulated motor coaches in support of level 3 service increases.*

3.3.1.2 **Transit, Bus Maintenance, Car Cleaners**

- 3.3.1.2.1 *Provide in-field car cleaning of operator compartment at piloted operator relief points along the 14/14R, as resources allow.*

3.3.1.3 **Transit, Maintenance of Way, OHL**

Maintenance of Way needed to support critical maintenance operations. While several trolley coach routes will be served with motor coaches, maintenance at targeted locations needed to take place to ensure trolley routes brought back at this level, and subsequent levels, run safely and reliably. One such location is along the 30 Stockton southbound at Stockton and Clay where there is OCS wire damage through the intersection.

- 3.3.1.3.1 *Conduct critical maintenance of OCS wire and infrastructure to support the reintroduction of trolley coach routes.*
- 3.3.1.3.2 *Coordinate with Public Works, Bureau of Urban Forestry regarding tree trimming needs along trolley routes.*

3.3.1.4 **Sustainable Streets (SSD), Field Operations, Paint Shop**

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

3.4 Streets

In Level 3, SFMTA needed 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 advanced in this level attempted to balance these seemingly competing needs to ensure measures are in place for people get around comfortably and safely. Strategies in this level included infrastructure-related improvements, both temporary and permanent, along with programming that supports shared mobility, neighborhood economic activity and curb management

3.4.1 **Temporary Emergency Transit Lanes**

Since the institution of the shelter-in-place public health order, Muni has experienced travel time savings between 15 and 50 percent on our routes, except where Muni Forward transit only projects had already been installed. It is imperative that San Francisco safeguard those travel time improvements from the increase traffic congestion projected for this level and beyond. Therefore, SFMTA sought to install emergency temporary transit lanes in order to preserve core Muni service while more businesses, building and economic activities return along with related congestion.

To advance emergency temporary transit lanes, SFMTA will needed to complete the following:

3.4.1.1 **SSD & Transit, Transit Engineering & Transit Planning**

- 3.4.1.1.1 *Prepare CEQA, legislative, and draft evaluation documents.*
- 3.4.1.1.2 *Prepare work orders and detailed engineering plans for each potential corridor.*
- 3.4.1.1.3 *Coordinate with the Communications team on implementing the changes & gathering feedback.*

3.4.1.2 **Communications, Public Outreach and Engagement Team**

- 3.4.1.2.1 *Prepare and present to various stakeholder groups about the proposed lanes and corridors as they go to Engineering Public Hearing or SFMTA Board.*
- 3.4.1.2.2 *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.*

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

- 3.4.1.3.1 *Coordinate and schedule crews for implementation of improvements.*

- 3.4.1.3.2 *Install changes.*
- 3.4.1.3.3 *Report progress and close out work orders as they are completed.*

3.4.2 Slow Streets

As recovery evolves, SFMTA continued to develop the Slow Streets program to facilitate comfortable bicycling and walking for people of all ages and abilities. In this level, SFMTA responded to the backlog of approved Slow Streets Corridors caused by lack of materials including Type III barricades and signs. As materials arrived, SFMTA delivered the remaining approved corridors. In addition, SFMTA assessed our ability to implement new streets given current delays. Staff also continued to assess ability to respond to requests to place additional barricades at every intersection along a Slow Street. Approvals for any Slow Street expansion beyond the current map were considered on an emergency/temporary basis and will occur through EOC.

The table below outlines the corridors to implemented in, and beyond this level:

| Date: Week of June 8, 2020 | Date: Week of June 30, 2020 |
|--|--|
| <ul style="list-style-type: none"> ○ Mariposa from Kansas to Texas ○ 23rd Ave from Lake to Cabrillo ○ Golden Gate from Masonic to Broderick ○ Stockton from Bay to Lombard | <ul style="list-style-type: none"> ○ 20th Ave from Lincoln to Ortega ○ Jarboe from Moultrie to Peralta ○ Ortega from 47th Ave to 15th Ave ○ Kirkham from Great Highway to 18th Ave ○ Lombard from Jones to Stockton |

3.4.2.1 SSD, Field Operations, Sign Shop

- 3.4.2.1.1 *Fabricate signs and obtain cones, A-frames, and other barriers.*
- 3.4.2.1.2 *Place signs and barriers at intersections.*
- 3.4.2.1.3 *Report progress and close out work orders as they are completed.*

3.4.2.2 SSD, Livable Streets; SSD, Other Staff (as needed)

- 3.4.2.2.1 *Identify corridors and manage the design and implement of the program.*
- 3.4.2.2.2 *Print Slow Streets flyers, collect COVID-19 public health informational flyers from EOC, and deliver printed materials to Sign Shop.*
- 3.4.2.2.3 *Send update to navigation providers.*
- 3.4.2.2.4 *Field check barricades and monitor usage (1 visit/week).*

3.4.3 Shared Spaces (Previously On-Street Curb Management)

The SFMTA supported an initiative identified by the City’s Economic Recovery Task Force to provide street space for the use of local businesses for curbside pickup, physical distancing, and dining and space gathering. This initiative builds off the processes the SFMTA has already put in place to fast-track conversion of some adjacent street parking into temporary loading zones. Staff in Parking and Curb Management, Planning, Livable Streets, Transportation Engineering, and Transit Planning make up a Street Closure Review Team to make sure requested locations to don’t conflict with other requests or priorities. Staff provided program management and interagency/EOC/DOC coordination.

The table below outlines the goals, strategies and tools for the initiative.

| Goals | Strategies | Tools |
|-----------------------|--|---|
| Promote public health | <ul style="list-style-type: none"> ○ Provide space for people to shop safely ○ Provide space for people to walk and bike at a safe distance from shoppers and diners ○ Provide space for people to congregate and mingle safely | <ul style="list-style-type: none"> ○ Curbside pickup zones: restrict on-street parking at or near businesses to allow customers and delivery drivers to pick up orders for food or other goods |

| Goals | Strategies | Tools |
|---|--|--|
| Support local businesses | <ul style="list-style-type: none"> Facilitate curbside pickup Provide space for restaurants and bars to expand their dining and gathering areas Provide space for safe queueing | <ul style="list-style-type: none"> Curbside physical distancing zones: restrict parking at the entrances to businesses that regularly have queues at the entrance, to allow passersby to pass at a safe distance |
| Promote traffic safety and prevent congestion | <ul style="list-style-type: none"> Facilitate pickups at the curb rather than in the transit/bike/travel lane | <ul style="list-style-type: none"> Outdoor dining/gathering zones at the curb or in the street: allocate public space for restaurants or bars to effectively expand their space to serve customers at a safe distance |

This City piloted two locations: (1) Valencia (between 15th St. and 19th St); and (2) outside a business location near Fillmore and Greenwich. The table below indicates the types of space and outlines rough plans for the permitting process, which will be further refined in collaboration with City partners and the EOC.

| Type of Space | Site Identifier | Permit Process | Review and approval | Appeal process |
|---------------------------------------|----------------------------------|--|--|---|
| Sidewalk | Business Owner | City provides basic guidelines for safe use of sidewalk (must keep clear path of travel, etc.). Any restaurant can fill out an application, self-certify that they're in compliance, and begin use immediately. Compliance verified by inspections as needed. | None - self certified | None |
| Curbside Lane/Parklet | Business Owner | Handled similarly to current loading zone initiative- business owner submits application for use of curbside lane for tables and chairs or parklet type use. Incentivize neighboring businesses to apply together for longer parklets. SFMTA staff very quickly reviews for any design or operational conflicts. If approved, SFMTA sets up barriers to separate dining from traffic lanes. | SFMTA - 1-3 days | None |
| Partial/Full Street Closure | SFMTA | SFMTA staff to proactively identify blocks that will be good candidates for partial and full closures. Will contact restaurants and merchant groups in the vicinity and invite them to submit an application to City. Applications should encourage collaboration between neighboring businesses as much as possible - a street closure affects everyone on the block. Restaurants and groups that the SFMTA did not identify may still apply for consideration. | SFMTA - but most blocks pre- vetted | Notice sent out/posted at least 5 days ahead of closure. Appeals will be heard by hearing officer/program manager at SFMTA. |
| Plaza, Parking Lot, Park, Port | Department that has jurisdiction | REC/RED/MTA/PRT/PLN to proactively identify City controlled public open space under the jurisdiction of their department that is adjacent to restaurant uses that might be appropriate for outdoor dining. The city departments will contact restaurants and groups and invite them to apply for temporary use. | REC/RED/ MTA/PRT - but sites pre- vetted | Notice sent out/posted at least 5 days ahead of closure. Appeals will be heard by hearing officer/program manager at RED. |

3.4.3.1 SSD, Parking and Curb Management, Planning, Livable Streets, Transportation Engineering

- 3.4.3.1.1 *Staff Street Closure Review Team and provide detailed reviews and recommendations when street closure requests are made.*
- 3.4.3.1.2 *Provide program management support in coordination with City Partners.*
- 3.4.3.1.3 *Provide program management support and liaise with the EOC.*

3.4.3.2 SSD, Field Operations, Temporary Sign Shop, Paint Shop

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

3.4.3.3 SSD, Security, Investigation and Enforcement, Parking Enforcement

- 3.4.3.3.1 *Enforce closures as resources allow.*

3.4.3.4 Transit, Transit Planning

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

3.4.4 Shared Mobility: Bikeshare Expansion & Bike Parking

While commute volumes were still lower than pre-pandemic, reduced transit services and general public caution away from enclosed vehicles. This could lead to significant mode shift to bikes and scooters, translating into more trips for bikeshare. The benefits of shared mobility such as eliminating primary user concerns for maintenance, security, and convenience, coupled with other bike/pedestrian infrastructure safety improvements, mean shared mobility is uniquely positioned to offer affordable near-term alternative travel solutions and affect significant mode shift.

Two key programmatic efforts needed to move forward at this level: (1) focus on rapid permitting and construction of new station locations (SFMTA needed to permit and install bikeshare stations at a faster pace to expand from San Francisco's existing stations toward a complete build out of 320); and (2) prioritize implementation of bike racks to provide places to respond to increased biking and the deployment of shared-mobility devices.

3.4.4.1 SSD, Livable Streets, Bikeshare Team

- 3.4.4.1.1 *Modify and implement outreach strategies with key stakeholders including but not limited to BOS, advocacy groups, merchant associations and general public.*
- 3.4.4.1.2 *Continue to promote Baywheels free membership for essential work.*
- 3.4.4.1.3 *Rapidly review, legislate, and permit new stations.*
- 3.4.4.1.4 *Fund SF Public Works permit review and approval of station permits.*
- 3.4.4.1.5 *Collaborate with SF Police Department and Department of Homelessness on station protection standards.*

3.4.4.2 SSD, Transportation Engineering, Public Hearings

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

3.4.4.3 SSD, Livable Streets, Bike Parking Team

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

3.4.4.4 SSD, Transportation Engineering, Traffic Routing

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

3.4.4.5 SSD, Field Operations, Sign Shop

- 3.4.4.5.1 *Install bike racks and bike parking corrals.*
- 3.4.4.5.2 *Report progress and close out work orders as they are completed.*

3.4.5 Shared Mobility: Scootershare

As noted above, 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 needed to coordinate with shared mobility operators to eliminate primary user concerns around maintenance, security, and convenience. Additionally, the SFMTA drafted a new policy document that sets standards for the following three things:

3.4.5.1 Taxi and Accessible Services, Permitted Mobility Team

- 3.4.5.1.1 *Update maintenance, cleaning, and operational procedures to ensure that they're following the latest CDC/COVID guidance (something similar to what we've supplied the taxis).*
- 3.4.5.1.2 *Update the metrics for network monitoring cleanliness but also for evaluating performance and making changes quickly to anticipate the evolution of the COVID pandemic response.*
- 3.4.5.1.3 *Initiate development of distribution plan for proper deployment and redeployment of scooters as demand changes over time.*

3.4.6 Implementation of Permanently Legislated Transit-Only Lanes and Bikeways

With restrictions on construction activities partially lifted as per Public Health Order No. C19-07c, certain construction activities continued at this level. SSD Traffic Routing staff continued to review and approve Special Traffic Permits (STPs) and Traffic Control Plans (TCPs) related to increased construction activity allowed in this level.

In order to implement this program, we needed the following:

3.4.6.1 SSD, Transportation Engineering, Traffic Routing

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

3.4.6.2 SSD, Livable Streets, Transportation Engineering; Transit, Transit Planning

- 3.4.6.2.1 *Draft design proposals, circulate through review processes (including TASC and ERT), and finalize designs.*
- 3.4.6.2.2 *Prepare work orders and detailed engineering plans for each potential corridor.*
- 3.4.6.2.3 *Inform JIC, MYR, and Supervisors of upcoming implementation.*
- 3.4.6.2.4 *Coordinate with the Communications team on implementing the changes & gathering feedback*

3.4.6.3 Communications, Public Outreach and Engagement

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

3.4.6.4 SSD, Field Operations (all)

- 3.4.6.4.1 *Coordinate and schedule crews for installation of improvements.*
- 3.4.6.4.2 *Install changes.*
- 3.4.6.4.3 *Report progress and close out work orders as they are completed.*

3.4.7 On-Street Parking and Enforcement

Parking enforcement will likely not be fully reinstated until the shelter-in-place is lifted, later in Level 4 or 5. However in preparation of bringing enforcement back, the Parking and Curb Management team needed to determine whether any modifications to peak hour zones and or other policies should be made. Additionally, public notifications warning of the upcoming reinstatement needed to take place at this level. In subsequent levels enforcement staff will begin to return to work and enforcement will be phased as follows (1) enforcement of street cleaning, (2) meter enforcement, (3) RPP enforcement.

Street Sweeping

Shelter-in-place guidelines do not prevent most residents from moving their vehicles for street cleaning, therefore street sweeping enforcement was reinstated at this level. Citations should be dismissed only with evidence submitted from a health care provider that their medical condition prevented individuals from leaving their home. Starting in June, street cleaning resumed and required more parking enforcement. Frequency of street cleaning is different in different parts of the city; from daily, weekly, biweekly (1st and 3rd or 2nd and 4th) and some monthly. SFMTA needed to issue warning notices to vehicles in the street cleaning zones. The below table outlines the staffing requirements for initial restart of street cleaning.

| Assignment | Weekly Assignment Total | PCO's Needed |
|----------------------------|-------------------------|--------------|
| Daytime Street Cleaning | 350 | 70 |
| Midnight Street Cleaning | 75 | 15 |
| Service Requests (587/588) | 114 | 23 |
| DSW Assignment MON-FRI | 155 | 31 |
| DSW Assignment MON-SUN | 84 | 17 |
| Total | 778 | 156 |

Parking Enforcement staffing was currently 115. The team anticipated 244 staff returning beginning of June. Pending the return of staff, Parking Enforcement anticipated being sufficiently staff to cover assignments. The below outlines the start-up schedule for warning and enforcement which began in mid-June.

| Warning: | Enforcement: |
|---|--|
| Week of June 15, 2020 | |
| Warnings for Daily, Weekly Zones and Bi-weekly Zones (1 st & 3 rd) | No Enforcement |
| Week of June 22, 2020: | |
| Warnings for Bi-Weekly Zones (2 nd & 4 th) | Enforce Daily and Weekly Zones |
| Week of June 29, 2020: | |
| | Enforce Daily, Weekly and Bi-Weekly Zones (1 st and 3 rd) No Enforcement on June 29 th or 30 th – these dates are 5 th week no enforcement. |
| Week of July 6, 2020: | |
| No Warnings | Enforce Daily, Weekly Zones and Bi-Weekly Zones (1 st and 3 rd July 6 th and 7 th) (2 nd and 4 th – July 8 th to July 10 th) |
| Week of July 13, 2020: | |
| No Warnings | Normal Schedule Resumes |

As outlined above, SFMTA anticipated street sweeping to be the first of the suspended parking regulations to resume, with the activities below needing to take place to implement.

3.4.7.1 SSD, Security, Investigation and Enforcement, Parking Enforcement

- 3.4.7.1.1 Prepare to resume enforcement of street sweeping regulations in Mid-June.
- 3.4.7.1.2 Prioritize enforcement of fire hydrant zones; "No Stopping" or "No Parking" zones; color curb blocked driveways; double parking; parking on sidewalks; parking in bike or transit lanes.
- 3.4.7.1.3 Enforce of temporary tow away zones and request SFPD to call vehicle owners in lieu of towing.
- 3.4.7.1.4 Prepare for reinstatement of meter enforcement on June 8th.
- 3.4.7.1.5 Begin warning activities regarding reinstatement of enforcement as progress is made towards Level three is made.

3.4.7.2 **FIT, Revenue Collections and Sales, Customer Service Center**

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

3.4.8 **Tenderloin Neighborhood Plan**

In Level 3, the SFMTA continued to actively support the Tenderloin Neighborhood Plan for COVID-19, which is led by the Healthy Streets Operations Center (HSOC) and includes recommendations on how to deliver essential services to a community that faces unique social adversities and structural barriers to reasonably shelter in place. The recommendations are further specified for 13 high priority city blocks, some of which require support from the SFMTA to execute. While the plan comprehensively covers many aspects of providing resources to the Tenderloin, the SFMTA is most involved with closing streets and parking to facilitate safe travel in the neighborhood and activating open spaces for family recreation.

In order to support the Tenderloin Plan, we needed to do the following:

3.4.8.1 **SSD, Parking and Curb Management**

3.4.8.1.1 *Receive, review and process closure requests.*

3.4.8.2 **SSD, Field Operations, Sign Shop**

3.4.8.2.1 *Fabricate signs for temporary travel lane and/or parking lane closures.*

3.4.8.2.2 *Install temporary signage and adjust as needed.*

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

3.4.8.3 **SSD, Security, Investigation and Enforcement, Parking Enforcement**

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

3.5 **Paratransit, Taxis & Accessible Services**

Paratransit and taxi service continued to operate the ETC and Shop-a-Round Programs as implemented in Level 1 and Level 2. Taxis and Accessible Services staff continued to monitor on-demand paratransit services and asses available fleet to meet request. As requests increased, vehicles and operators needed to be pulled from EOC related assignments to fulfill demand.

3.5.1.1 **Taxi and Accessible Services, Accessible Services**

3.5.1.1.1 *Continue to operate ETC and Shop-a-Round Programs.*

3.5.1.1.2 *Monitor on-demand requests and identify strategy to return services.*

3.6 **Business Operations**

Business Operations outlined in Level 1 and 2 continued into level 3. These activities include: internal committees, TASC, ISCOTT, Public Hearings, Board of Directors Meetings, and RPP Check Cashing. The below activities were needed to support strategies outline above as well as the transportation demands anticipated in this level.

3.6.1 **Customer Service**

In Level 1 and Level 2, most customer service locations (except the Paratransit Office) were closed, including the RTC Discount ID Office (27A Van Ness), Customer Service Center (11 South Van Ness), and Taxicab Service Window (1 South Van Ness). Specifically, the RTC Discount ID Office was closed and customers were instructed to apply online to receive a new card in the mail and that citations would not be issued for boarding without a card, however discount ID cards needed to be issued to Muni riders. One major area of concern is money handling procedures. There are currently SOP's in place but with the presence of COVID, these procedures needed to be vetted and modified.

3.6.2 Parking Garages

Parking rates remained the same throughout Shelter-in-Place and several garages and off-street lots were partially or completely closed (except to those with monthly passes). In Level 2, all garages (except those listed below) were re-opened for monthly and daily use. The SSD Parking Team continued to remotely monitor demand and revenues through the Skidata PARCS operator command center and will phase re-opening the remaining garages as demand deems necessary. Additionally, the SSD Parking Team considered expanding on-site staffing only when observed demand or customer-service conditions suggest staffing is insufficient.

- Ellis O'Farrell - fully closed
- Moscone - fully closed
- Polk Bush - monthlies only
- Kezar Lot - monthlies only

3.6.2.1 SSD, Parking and Curb Management, Off-Street Parking Team

- 3.6.2.1.1 *Monitor revenues, demand and conditions at currently open garages/lot.*
- 3.6.2.1.2 *Open currently closed garages/lots as demand requires.*
- 3.6.2.1.3 *Assess and deploy on-site management contractors as conditions require.*

3.6.3 Residential Permit Parking

Checks written to the Residential Permit Parking (RPP) program needed to be deposited in a timely manner to minimize risk of rejected checks. In order to process and deposit checks submitted to the SFMTA, we needed the following:

3.6.3.1 FIT, Revenue Collection & Sales, Customer Service Center

- 3.6.3.1.1 *10 out of 45 people at a time will resume work at 1 South Van Ness Ave. 6th Floor and the SFMTA Customer Service Center (11 South Van Ness Ave.).*
- 3.6.3.1.2 *Develop alternatives for customers for transactions often requiring in-person visits.*

3.6.4 Engineering Public Hearings

Engineering Public Hearings resumed 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.

3.6.4.1 FIT, IT Support

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

3.6.4.2 SSD, Transportation Engineering

- 3.6.4.2.1 *Conduct Field Surveys.*
- 3.6.4.2.2 *Prepare Hearing Packet and Resources.*

3.6.4.3 Other SFMTA Staff

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

3.6.5 Color Curb Public Hearings

Color Curb Public Hearings resumed 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.

3.6.5.1 FIT, IT Support

- 3.6.5.1.1 *Set up meeting broadcast on SFgov TV.*

3.6.5.1.2 *Manage remote meeting access and public comment call-in queue.*

3.6.5.2 SSD, Transportation Engineering

3.6.5.2.1 *Conduct Field Surveys.*

3.6.5.2.2 *Prepare Hearing Packet and Resources.*

3.6.5.3 Other SFMTA Staff

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

3.6.6 Board of Directors Meetings

SFMTA Board of Directors Meetings continued 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) remained closed. Members of the public were encouraged to participate remotely and are directed to e-mail in advance to ensure comment on any item on the agenda was received by the Board in advance of the meeting.

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

3.6.6.1 FIT, IT Support

3.6.6.1.1 *Set up meeting broadcast on SFgov TV.*

3.6.6.1.2 *Manage remote meeting access and public comment call-in queue.*

3.6.6.2 Other SFMTA Staff

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

3.7 Communications & Government Affairs

Communication and Government Affairs Activities continued as outlined in Level 1 and Level 2, including: Market Street Ambassadors, coordination with Rec & Park on Park Street Closure Ambassadors, and communications related to Muni Service Plan changes. Intergovernmental Communications continued to inform the JIC, MYR, MTAB and Supervisors changes and strategies led or supported by the SFMTA.

3.7.1 Muni Service Ambassadors

The Market Street Muni Service Ambassador Program continued to help reduce customer crowding on Muni and at transit stops along Market Street, encourage good public health behavior, and communicate to riders about riding Muni for essential trips only. The following activities and resources were required: staffing strategic locations, install and maintain signage, maintain markings on the ground at transit stops to facilitate physical distancing.

3.7.1.1 SSD, School Crossing Guards

3.7.1.1.1 *Staff 7 Market Street locations at two shifts (8 AM to 1 PM and 1 PM to 6 PM) per weekday.*

3.7.1.1.2 *Install signs at transit stops.*

3.7.1.1.3 *Perform timekeeping and other administrative tasks such as coordinating shifts for ambassadors and location managers.*

3.7.1.1.4 *Develop program parameters and resources for ambassadors (FAQ and talking points).*

3.7.1.1.5 *Serve as location managers that monitor several transit stops and respond to requests from ambassadors.*

3.7.1.1.6 *Maintain markings on the ground at transit stops to facilitate physical distancing using tape and chalk paint.*

3.7.2 Park Street Closure Ambassadors

The SFMTA continued to support street closures at Golden Gate and McLaren Parks by conducting field checks of barricades and communicate alternative routes as needed.

3.7.3 Muni Service Plan Communications

The SFMTA communicated Level 3 service changes to the public. Similar to Levels 1 and 2, this required the Communications Media Relations, POETs and Transit 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 serviced (and reintroduced Level 3 service plan) transit stops, and maintenance of the Adopt a Neighborhood Program.

3.7.3.1 Communications, Public Outreach and Engagement Team

- 3.7.3.1.1 *Post blog regarding COVID-19 Muni Core Service.*
- 3.7.3.1.2 *Post on social media regarding COVID-19 Muni Core Service updates.*
- 3.7.3.1.3 *Create and post flyers of COVID-19 Muni Core Service changes at transit stops*
- 3.7.3.1.4 *Create and distribute mailers, door hangers and other deliverables to communicate service changes.*

3.7.3.2 Communications, Media Relations and Customer Communications

- 3.7.3.2.1 *Prepare and provide updates via DOT video messages on COVID-19 Muni Core Service and Emergency Response efforts.*
- 3.7.3.2.2 *Coordinate with local media regarding changes.*

3.7.3.3 Communications, Marketing and Digital Communications

- 3.7.3.3.1 *Maintain COVID-19 page on SFMTA.com website.*
- 3.7.3.3.2 *Prepare wayfinding and other physical collateral.*

3.7.3.4 Other SFMTA Staff

- 3.7.3.4.1 *Support Adopt a Muni Route Program by posting and replacing notice flyers, as needed.*
- 3.7.3.4.2 *Conduct briefings with the JIC, Mayor's Office, and Board of Supervisors as needed.*

3.7.4 Intergovernmental Communications/Taskforce(s)

Efforts to ensure the JIC, Mayor's Office, and Board of Supervisors remained to informed of changes that SFMTA made in this level. SFMTA continued to staff taskforces and working groups throughout citywide restart and recovery.

3.7.4.1 SFMTA Staff (Varies)

- 3.7.4.1.1 *Conduct briefings with the JIC, Mayor's Office, and Board of Supervisors as needed*
- 3.7.4.1.2 *Engage State Senate/Assembly, Governor's Office and FTA on SFMTA's actions and needs*
- 3.7.4.1.3 *Engage regional partners and advocate on behalf of the SFMTA in MTC's Blue Ribbon Taskforce*
- 3.7.4.1.4 *Monitor and inform various intergovernmental/recovery taskforce(s) and workgroup(s)*