Transit Update

Julie Kirschbaum, Director of Transit
SFMTA Board of Directors
March 16, 2021
Service Hours Delivered

% of monthly service hours for same month in 2020 and 2021

Pre-COVID

Core Service

45%

70%

March 2021 | Transit Director’s Report
Temporary Transit Lanes

Mission SoMa
Maintenance Work During COVID
Capital Work During COVID
SFFD Safety Training
Service Restoration
Accelerated vaccination of SFMTA staff and the riding public combined with Federal stimulus funding key to the next phases of service restoration
May Service Restoration

Metro

• Open all subway stations from Embarcadero to West Portal
• Restart N-Judah rail from Ocean Beach to Caltrain

Historic

• Restore F line service 7 days a week (afternoon/evening)

Bus

• Increase frequency for crowding management
• Close hilltop gap between Forest Hill and Glen Park
• Catch up on bus maintenance
Metro restoration following successful subway work

• Extend T line to open subway from Embarcadero to West Portal
• Restart N-Judah
• Subway frequencies
  – 8 min (WP-Castro)
  – 4 min (EMB-Van Ness)
Historic Streetcar Service

• Summer only – Restore F line from Castro to Fisherman’s Wharf
  – Operate 7 days/week
  – Working with local business groups to determine hours of operation

• Fall – F line service restricted due to Market Street construction
Managing Pass Ups

• Transit activity will increase with pace of vaccinations
• Resources will continue to be added on busy route segments in anticipation of increased demand
• Pass ups expected as trip making grows until COVID capacity restrictions are lifted

Snapshot of average daily ridership per stop (March 3, 2021)
Fall Service Restoration

**Bus** - Contingent on removing COVID capacity restrictions
- Continue to expand hilltop service and close coverage gaps in preparation for school reopening and increased business activity

**Metro**
- Add LRV subway shuttles as needed to manage crowding
- Prioritize rail operator training for future expansion

**Historic**
- Implement Better Market Street construction reroutes

**Cable Car**
- Restart Powell-Hyde line in advance of holiday shopping season
- Limited hours of operation
Reallocate COVID service to close gaps Citywide
Cable Car Restart Key Requirements

- Develop new trainers
- Recertify operators
- Hire and train new inspectors to support terminals
- Undergo Infrastructure readiness
Cable Car Restoration

Cable Car and Historic operators have been invaluable in supporting Agency and Citywide needs during pandemic

150+ Cable Car operators are reassigned on avg. weekday

60 working as Ambassadors
35 working as Car Cleaners

20 Other support (service, PPE, etc)
35 Vaccination site support

Average figures week of March 1, 2021
2022 Service Changes

• Continue to restore rail and bus service up to 85% of PreCOVID levels

• 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
Restoration Challenges

• Uncertainty around pace of recovery and relaxing COVID restrictions
• Competing demands for service
• Impacts of increased congestion if high rates of automobile use continue – Transit lanes key to offset
• Revenue uncertainty – Federal stimulus is only one time funding
Restoration Challenges

• Difficult to respond quickly to changes in demand (~two-month lead time to change Operator schedules)

• Hiring and training lead times
  – Muni Working Group identified high vacancy rate as biggest challenge facing system preCOVID
  – Limited testing and hiring during COVID austerity measures exacerbated pre-COVID needs
  – Internal promotions create cascading hiring and training needs
  – SFMTA has made significant investments in human resources to help address
Operators are one of many job classifications that will need to restart hiring. Approximately 100 Operators have been promoted, retired or been released since Operator training stopped in early 2020.
Next Steps

• Request SFMTA Board approval of Title VI analysis for COVID service network

• Finalize spring and fall service restoration

• Develop and implement strategic hiring plan for FY22 – focus on building a strong foundation and enhanced customer experience

• Conduct stakeholder outreach for 2022 Service Restoration and to make temporary transit lanes permanent
Performance Metrics
*Due to a data issue, ridership data is likely undercounted on rail substitution routes between 8/25 and 10/31.
Onboard Mask Compliance

Target 95%
Mean Distance Between Failures

Miles Between Failures (Bus)

Target MDBF

- Nov 2019
- Dec 2019
- Jan 2020
- Feb 2020
- Mar 2020
- Apr 2020
- May 2020
- Jun 2020
- Jul 2020
- Aug 2020
- Sep 2020
- Oct 2020
- Nov 2020
- Dec 2020