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Subway Work
Operations Drills
Opening Day Recap

- All lines performed as planned
- Ambassadors helped direct Muni passengers
- Customers appreciated quicker subway travel and fewer rail bottlenecks
- Several unrelated incidents impacted service
- Mock service proved valuable
Ambassadors
Troubleshooting Train Control
Ridership Recovery

*Daily boardings are steadily increasing since the low in April 2020*

30% pre-pandemic ridership
Systemwide Changes

Service Management

- Hiring 95 transit supervisors to support Operators and service delivery (6-9 months to onboard and train)

- Continuing to manage frequent service based on headway

- Returning to in-service reliefs (summer)

- Some changes to relief points to increase Operator/Supervisor connections
Headway Adherence

We manage high frequency routes to headway

Operators, supervisors and TMC controllers are all working together to use headway management to deliver more predictable arrival times for Muni service.
Mean Distance Between Failures

Rubber tire fleet key maintenance performance measure

Our maintenance teams are committed to data-driven preventative maintenance and as a result have exceeded performance targets for the past 12 months.

Target = 12,000
Mask Compliance

*Mask compliance has remained steady at approximately 95%*

SFMTA has reviewed 3,300+ videos and 30,000+ individuals since June 2020 to understand and document mask compliance.
Summary: System Performance

- Subway work has made **major down payment on system reliability**
- Operations drills provided staff time to **prepare for the demands of a fully-operational Metro system**
- **Ridership is steadily increasing**, we're currently at ~30% pre-pandemic levels
- Headway-based management for most Muni routes has **improved rider experience**
- Rubber tire **fleet (bus/trolley) reliability remains high**
- **Passengers continue to wear masks on board**, consistently at or above our 95% target
May Service Restoration
Core Values

Safe Transportation System

Equity

Decarbonization

Work Culture that delivers excellent customer service

Transportation services and investments supporting a strong economic recovery
Core Service (as of March 2021)

- Core service network for essential travel
- Prioritized high frequencies
- Restored service, prioritizing Muni Equity Strategy neighborhoods
- Restoring service citywide as resources allow
May 15 Service Restoration

Coverage

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

Metro

- All subway stations (Embarcadero to West Portal)
- N Judah rail from Ocean Beach to Caltrain
- K/T from Balboa to Sunnydale

Bus

- Increased frequency on busy routes to reduce crowding and pass ups
- Closed hilltop gap with 36/52 Special

Historic

- F Market & Wharves (11am-7pm)
August Service Restoration
Systemwide Changes

COVID Safety

• Continue mask requirements and compliance monitoring (currently 95-98% compliance)

• Continue to provide PPE and cleaning wipes to Operators

• End midday vehicle sanitizing and returning to industry standard of end of the day cleaning

• Return to pre-COVID vehicle capacities (pending DPH approval)
Bus Changes - August 7 implementation date and assumes elimination of COVID restrictions

• Draft Service Plan:
  • Extensions: 48 to Ocean Beach, 12 to Rincon Hill + Mission
  • Route restoration: 5R, 18, 35, 36, 39
  • Modified restorations
    • 23 Monterey (from Bayview to West Portal)
    • 52 Excelsior (extended to include portion of 6 Parnasus)
    • 56 Rutland (extended to connect to 29 Sunset)
    • 57 Parkmerced (split into two routes to cover Route 57 and Sloat portion of Route 23)
    • 66 Quintara (extended to include portion of the 6 Parnasus)
  • Reintroduce school trippers

• Service being redistributed by returning frequency to pre COVID levels: 9/9R, 14/14R, 19, 38R

• Working with stakeholders to finalize service plan by end of May
August Service Restoration

- 98% of residents and 100% of equity neighborhoods will be within a ¼ mile of a Muni stop
Transit access within walking distance

98% of residents will have transit access within a 2-3 block walk by August 2021

- Residential areas that are currently within ¼ mile of a transit stop
- Additional residential areas that will be within ¼ mile of a transit stop beginning in August 2021
66 Quintara & 52 Excelsior Route Changes

Gap Areas
- 11,600 people
- 59% people of color
- 12% low income
23 Monterey & 57 Parkmerced Route Changes

Gap Areas
- 10,500 people
- 62% people of color
- 28% low income
Summary: Service Restoration

• By August **98% of residents** and **100% of equity neighborhoods** have transit **access** within walking distance

• **All subway stations now open** to passengers

• **J, N, and K/T lines restored as light rail service**

• **We're addressing gaps** with updated route alignments

• **F-Line is back in service**

• **Cable Car will be restored by Fall 2021**
Cable Car Start Up

Planning to resume revenue service Fall 2021

Service Plan

• Hyde, Mason, California lines (11am-7pm)
• Hyde line will start up first

Key start up tasks

• Return staff from other duties
• Conduct detailed maintenance inspections on all major systems
• Test safety circuits
• Conduct Operator refresher
• Hire/train line supervisors
• Complete System stress test
Next Steps: Summer 2021

• Preparing 12 month hiring needs for all positions for Human Resources
• Starting new Operator training June 2021
• Continuing to maximize rail/cable car Operator training through 2022
• Working to make 20 miles of temporary transit lanes permanent
Next Steps: Prepare for Winter

Continuing to restore service (winter 2022) and work with stakeholders to \textbf{weigh tradeoffs such as}:

- Deliver 5 min network and equity priorities (e.g. 29R Sunset Rapid)
- Re-introduce routes with parallel service (e.g. 21 Hayes)
- Fully restore cable car system
- Increase evening service (10-midnight)
- Re-introduce downtown express
Summary: Next Steps

• Starting first post-pandemic new Operator training in June 2021

• Focusing on hiring and training to increase service levels and restore additional routes

• Working to make 20 miles of temporary transit lanes permanent
Thank You!