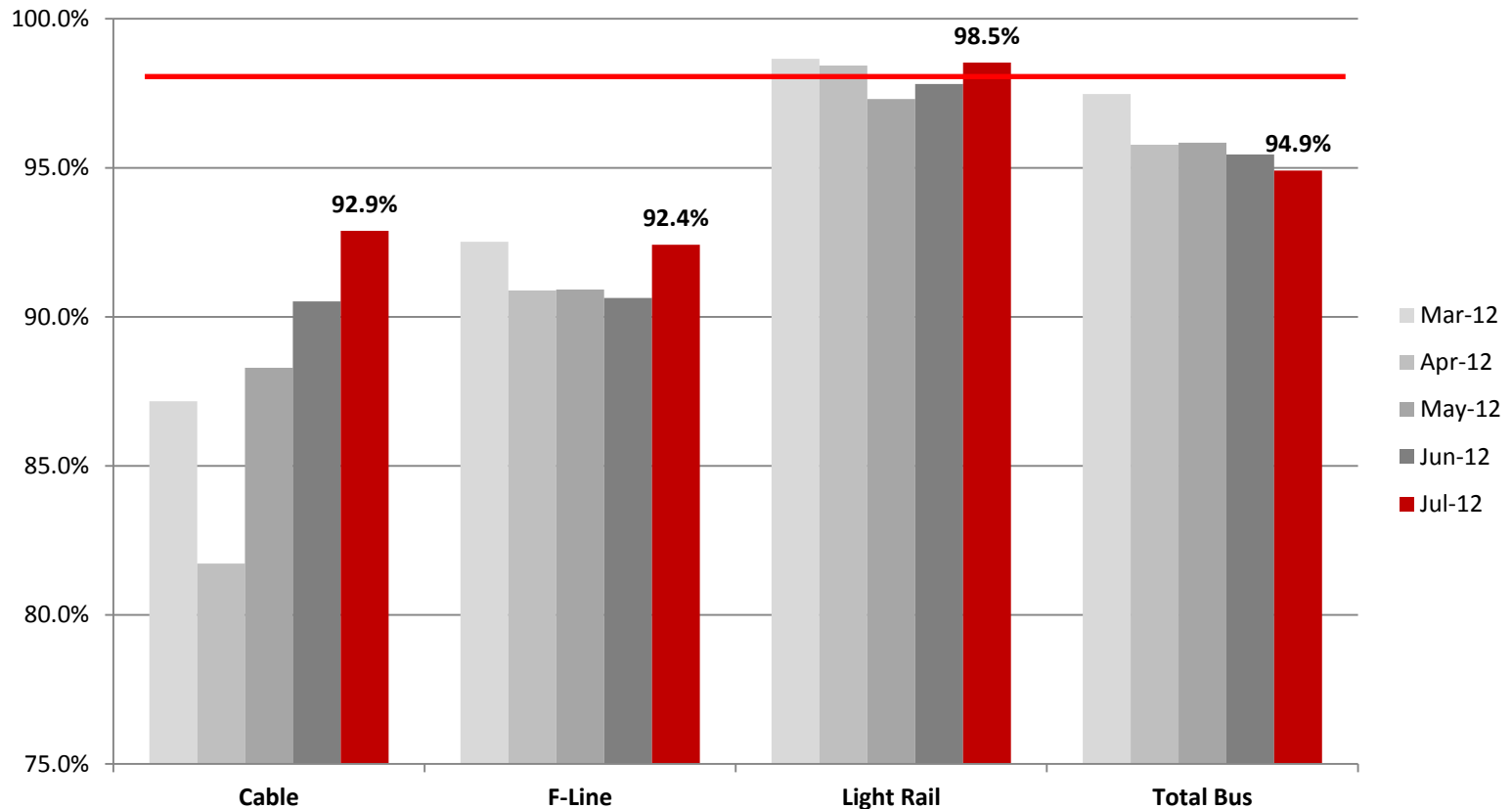




Presentation to the Policy and Governance Committee Monthly Operations Scorecard

Percent Service Hours Delivered by Mode

Service Delivery Percentage



Percent Service Hours Delivered by Mode

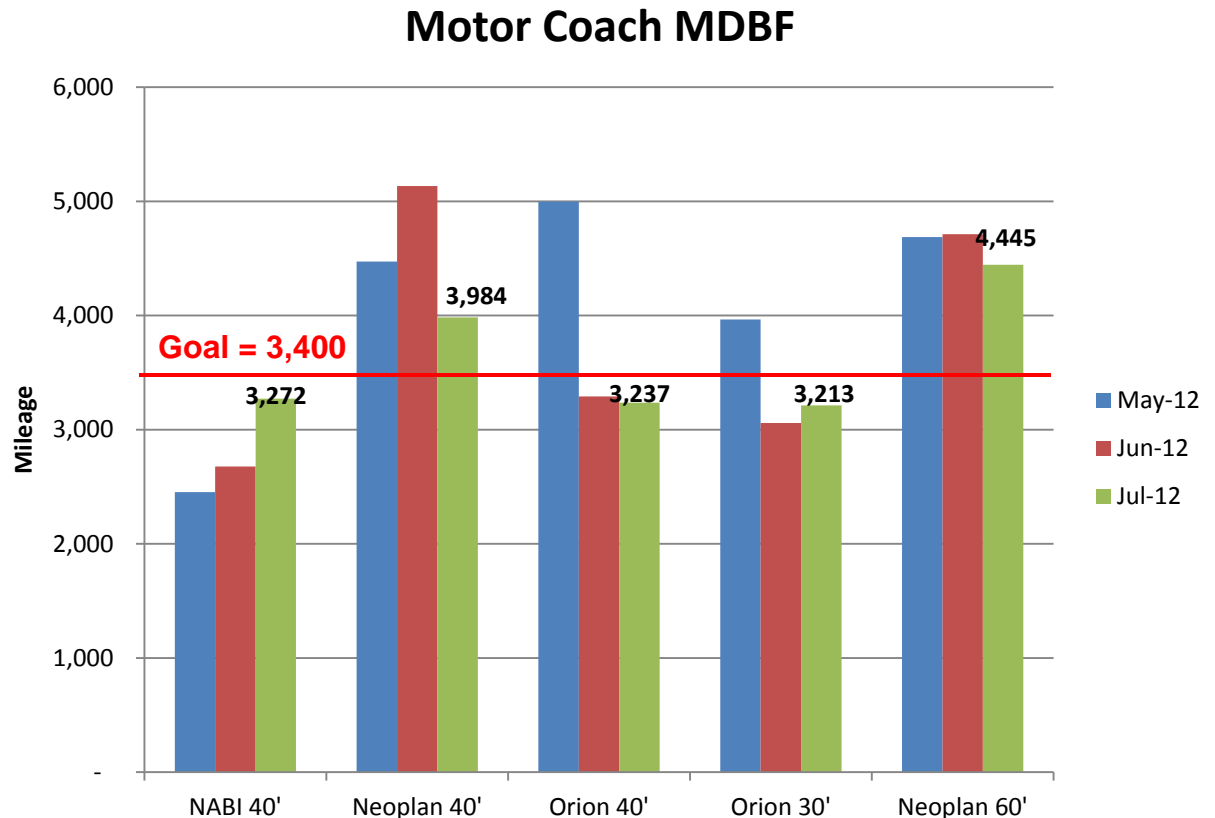
Month	Cable Car	F-Line	Light Rail	Bus	All Modes
March 2012	87.2%	92.5%	98.7%	97.5%	96.9%
April 2012	81.7%	90.9%	98.4%	95.8%	95.2%
May 2012	88.3%	90.9%	97.3%	95.8%	95.5%
June 2012	90.5%	90.6%	97.8%	95.4%	95.3%
July 2012	92.9%	92.4%	98.5%	94.9%	95.1%
Trend	Up	Up	Up	Down	Flat

Service Delivery Summary

- Overall service delivery for July was 95%
- Using all overtime within budget constraint and only meeting 95% of scheduled service
 - Maximizing overtime at LRV division
 - Approximately \$175,000 per week in unscheduled operator overtime
- Service delivery not evenly distributed
 - LRV at 98.5%, motor coach at 96%, and trolley coach divisions at 93%
 - 25% of lines below 95% service delivery
- Missing approximately 650 scheduled vehicle trips each day
- Managing unfilled service daily based on permanent open runs and daily open runs due to operator availability
- Working on increasing operator availability and training rate

Motor Coach Reliability

- Performance dropped on Neoplan subfleet
 - Issue with overhauled engines
- Goal is low – based on fleet age and operating conditions
- SFMTA has one of the oldest fleets in the nation
- Urban operator MDBF ranges from 4,000-6,000 miles

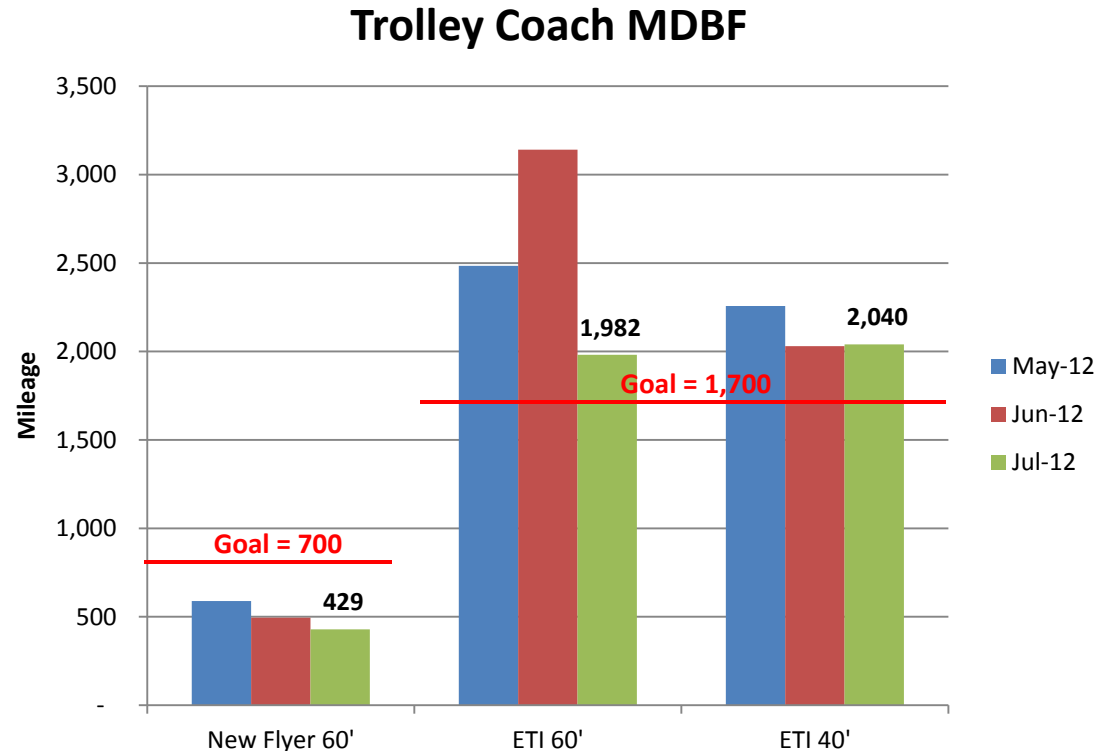


Motor Coach Reliability

Fleet	Year	MDBF	Goal	Meets Goal?
NABI 40'	1999	3,272	3,400	No
Neoplan 40'	2000	3,984	3,400	Yes
Neoplan 60'	2002	4,445	3,400	Yes
Orion 30'	2007	3,213	3,400	No
Orion 40'	2007	3,237	3,400	No

Rubber Tire Reliability – Trolley Coach

- ETI 60' reliability dropped in July due to steering gear issue
- Goals are low and lower than diesel fleet
- New Flyer MDBF means that each bus is breaking down approximately every five days
- New Flyers are almost 20 years old, well past retirement age, and make up about half of the articulated trolley fleet



Trolley Coach Reliability

Fleet	Year	MDBF	Goal	Meets Goal?
New Flyer 60'	1992	429	700	No
ETI 40'	1999	2,040	1,700	Yes
ETI 60'	2000	1,982	1,700	Yes

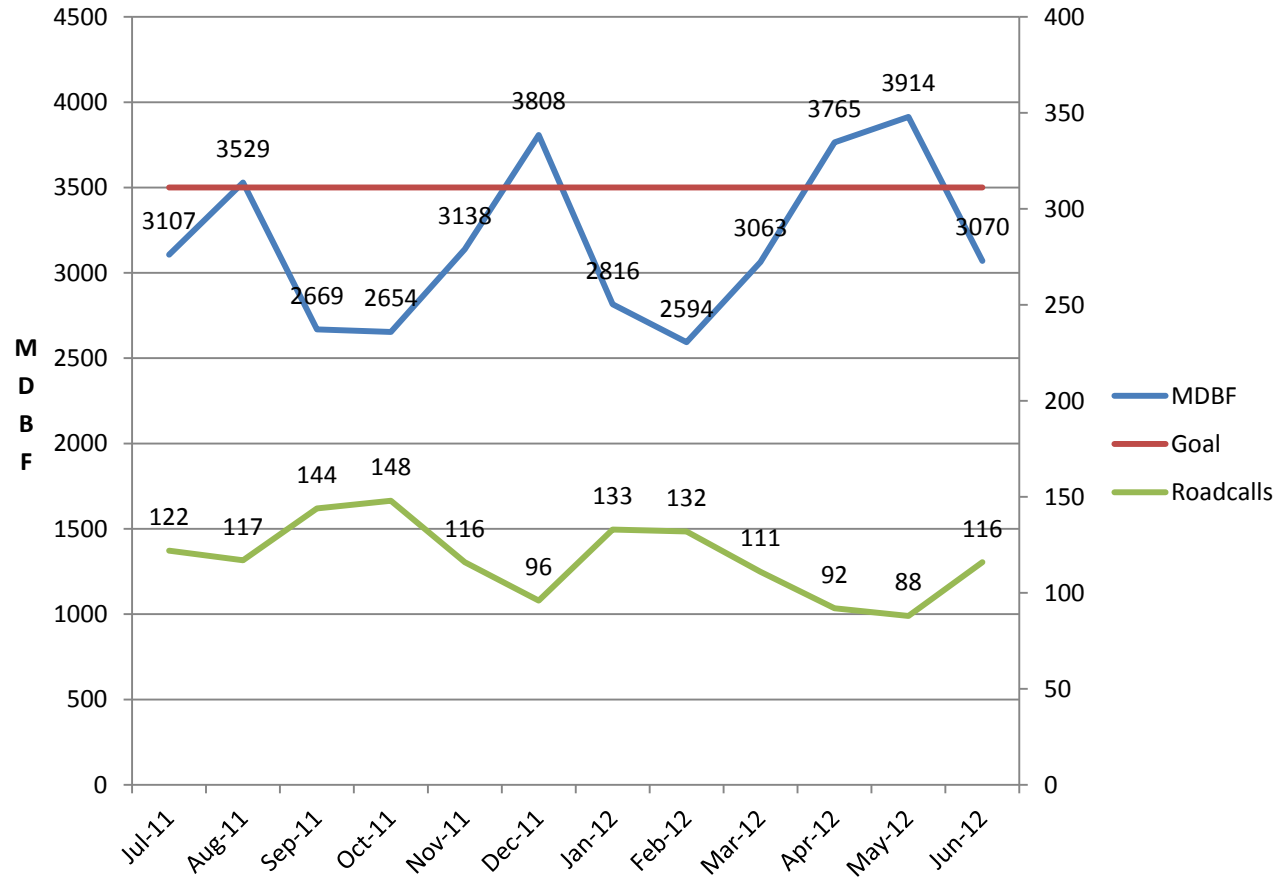
Rubber Tire Projects

- Working with contractor to solve reliability issue with Neoplan engine overhauls
- NABI bus replacement: 45 vehicles (8% of diesel fleet)
 - Finalizing contract specifications and price with New Flyer
 - Contract will be coming to Board in early fall
 - Expected to start arriving in late 2013
- New Flyer trolley bus replacement: 60 vehicles (18% of trolley fleet)
 - Reviewed King County Metro specifications and submitting questions
 - Expected arrival in 2014
- Neoplan rehabilitation: 80 vehicles (15% of diesel fleet), expect to go to the Board in August, first bus to contractor in September
- Almost half of fleet at or past retirement age
 - Additional 40% will be at retirement age within 3 years
 - Investment in maintenance and vehicle replacement is critical

Light Rail Reliability

- Reliability has fluctuated and fell below goal for June
- Primary reason for increased roadcalls in June was doors/steps issues
- Mini-campaign started last month on doors and steps
- Five vehicles completed to date

Light Rail MDBF - All Vehicles



Light Rail Reliability

	Jan-12	Feb-12	Mar-12	Apr-12	May-12	June-12
MDBF	2816	2594	3063	3765	3914	3070
Road Calls	133	132	111	92	88	116
Goal	3500	3500	3500	3500	3500	3500
Met Goal?	No	No	No	Yes	Yes	No

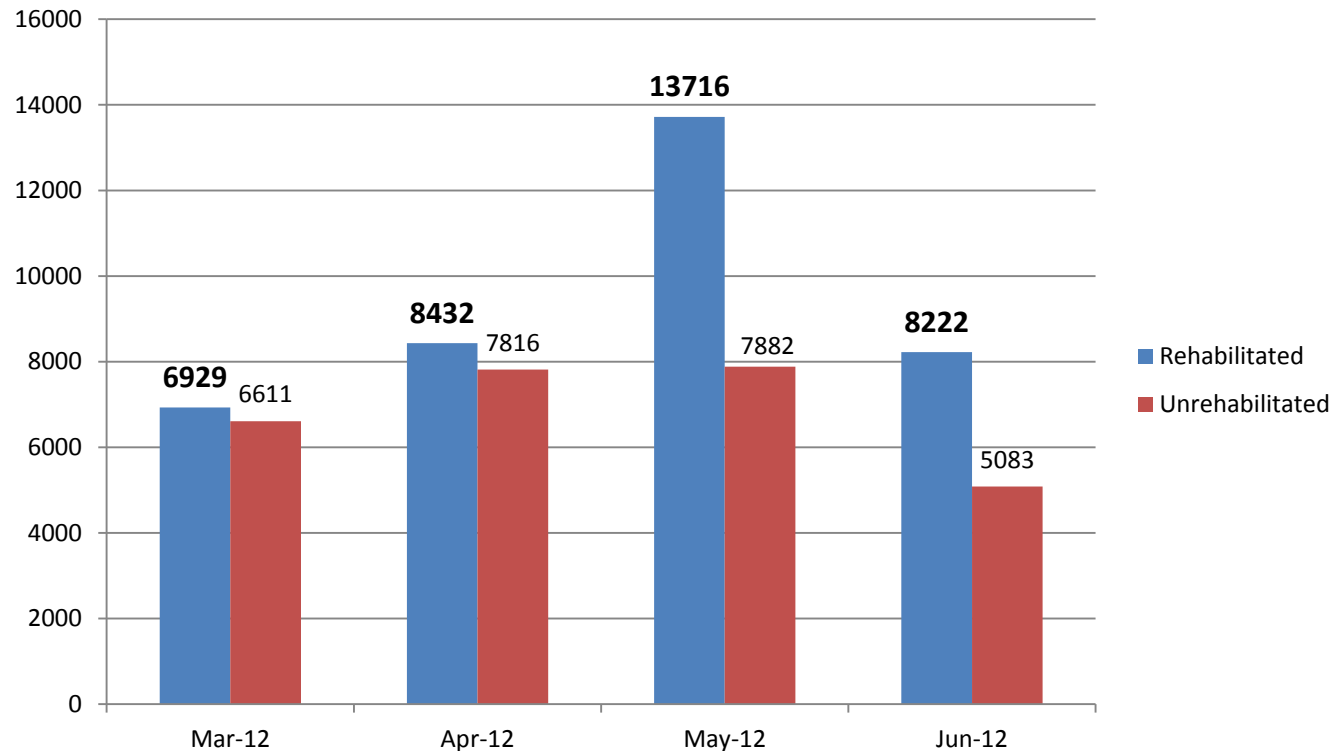
LRV Rehabilitations

- 143 vehicles to be rehabilitated by Breda in Pittsburg, CA through 2015
- 33 have returned to service (20% of fleet) including two in July – 2 more returned in July
- Not all systems rehabilitated
 - Includes only doors and steps, air supply units, wire harnesses, and complete truck overhauls
- MDBF is approximately 40% higher on rehabilitated systems compared to the same systems on un-rehabilitated vehicles in June
- Need more rehabilitated vehicles to return to service in order to start seeing consistent reliability gains
- 2-3 expected per month

Rehabilitated LRV MDBF

- With only 33 vehicles back in service, the number of roadcalls can heavily skew the MDBF of the rehabs
- Five roadcalls in June & 10 in July

MDBF Rehabilitated vs. Un-rehabilitated Systems



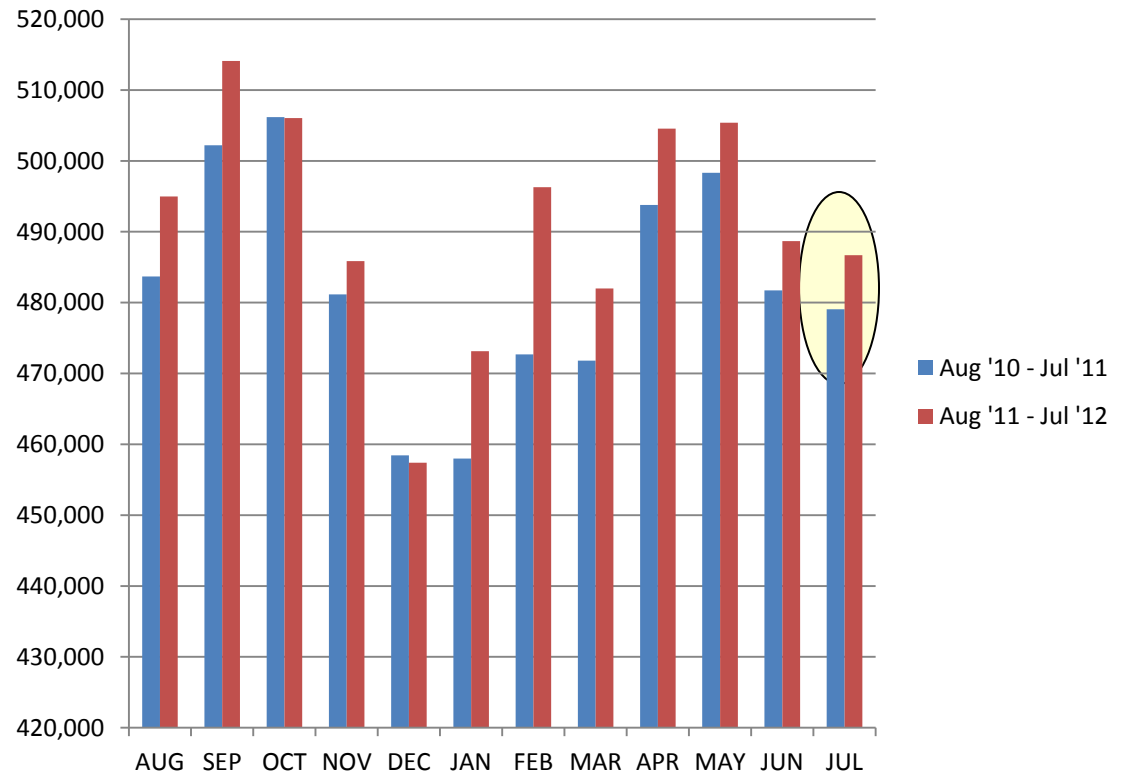
Rehabilitated LRV MDBF

	Mar-12	Apr-12	May-12	Jun-12
Retrofits	6929	8432	13716	8222
Non-Retrofits	6611	7816	7882	5083
% Difference	5%	7%	43%	38%

Average Weekday Ridership

- Average weekday ridership was up 1.6% in July 2012 compared to June 2012
- Bus ridership continues to improve despite service delivery continuing to decline

Weekday Bus Ridership - Two Year Comparison



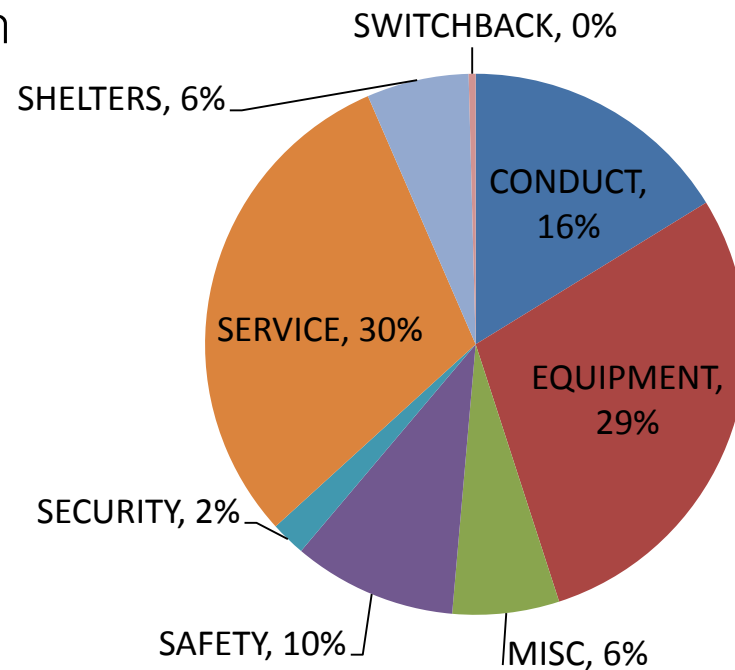
Average Weekday Ridership Data

Month	Aug. 2010-July 2011	Aug. 2011-July 2012	% Change
August	483,678	494,986	2.34%
September	502,192	514,109	2.37%
October	506,183	506,052	-0.03%
November	481,158	485,849	0.97%
December	458,438	457,410	-0.22%
January	457,979	473,146	3.31%
February	472,696	496,294	4.99%
March	471,810	481,998	2.16%
April	493,780	504,370	2.14%
May	498,311	504,632	1.27%
June	481,725	488,688	1.45%
July	479,063	486,681	1.59%

Complaints

- Complaints logged through 311 declined 9% in July compared to June
- Complaint volume down 10% in FY 2012 compared to FY 2011
- Complaints directly through Director Reiskin, SFMTA Board, and Board of Supervisors continue to come in
- Complaint volume higher on routes with more missed service

Complaints by Type - July 2012

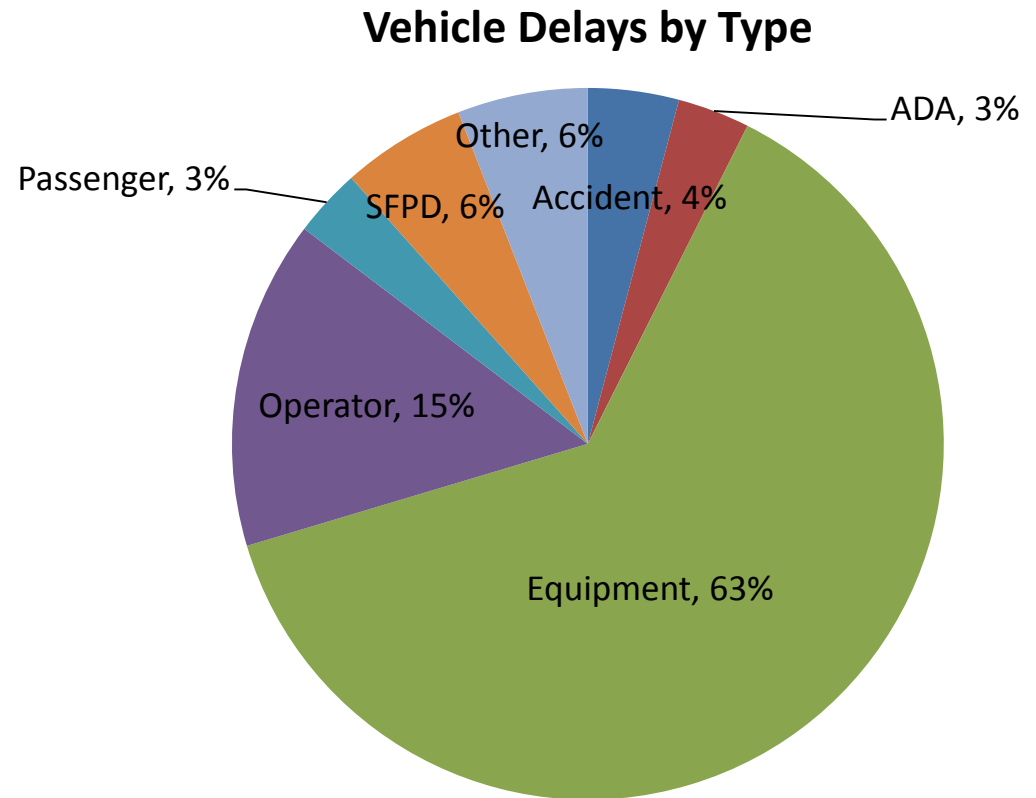


Complaints

Type	Total	Percent
CONDUCT	234	16%
EQUIPMENT	415	29%
MISC	92	6%
SAFETY	141	10%
SECURITY	30	2%
SERVICE	436	30%
SHELTERS	88	6%
SWITCHBACK	6	0%
Total Complaints	1442	

Vehicle Delays

- 98 hours of line delay in July
 - Down 8% mostly due to shorter equipment and cable delays
- Equipment failures continue to represent largest number of delays and total hours of delay
 - Accounted for 53 hours of line delay (54%) in July



Vehicle Delays

Incident Type	# of Incidents	% of Total Incidents	Line Delay	% of Total Line Delay
Accident	117	4%	6.2	6%
ADA	93	3%	0.9	1%
Aid Rendered	18	1%	0.5	0%
ATCS	61	2%	2.1	2%
Cable	7	0%	1.0	1%
Equipment	1785	63%	52.6	54%
Juvenile	4	0%	0.2	0%
Non-Muni	58	2%	11.8	12%
Operator	424	15%	2.8	3%
Passenger	88	3%	1.9	2%
Revenue	4	0%	0.2	0%
Service	5	0%	0.0	0%
SFFD	11	0%	5.4	5%
SFPD	160	6%	12.5	13%
Total	2835		98.0	

E-Line Pilot



E-Line: Embarcadero Historic Streetcar Line

- E-Line is scheduled to have a pilot launch for **the America's Cup**
 - Saturday, August 25 and Sunday, August 26
- Operates between 4th/King and Jones/Beach for eight hours per day on a 15 minute headway
 - Supplemented by F-Line, N-Judah, & T-Third
- Five double ended PCCs needed
 - A newly rehabilitated double ended PCC returned in July

All Door Boarding

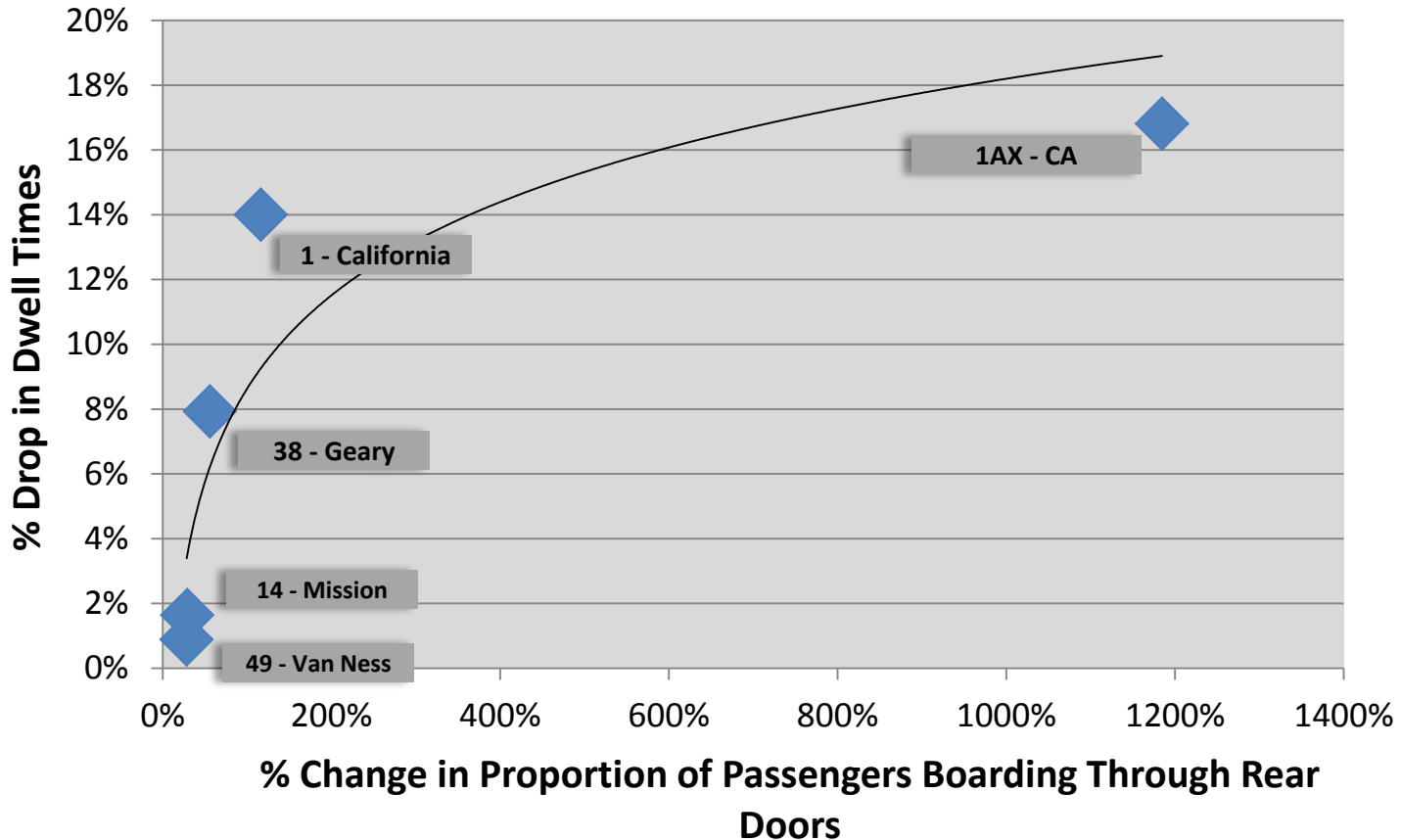
- First full month of all door boarding
- 58 complaints attributed to all door boarding
 - Operator did not open rear doors – 64%
 - Express rider complaint about policy – 10%
 - Operator closed doors on passenger – 10%
 - Increased fare evasion perception – 9%
- Eight passenger incidents with rear doors
 - FY12 monthly average was seven
- Evaluation metrics
 - Route running time
 - Stop dwell time
 - % of rear door boardings
 - Revenue
- Preliminary review completed on five routes for dwell time and % of rear door boardings



SF TRANSPORTATION CODE, DIVISION 1,
SECTIONS 72.101 & 72.104
CALIFORNIA PENAL CODE SECTION 640

- More passengers are using back doors
 - Increase of 29-1200%
- Dwell times have declined slightly overall
- 1AX most striking
 - Rear door boardings up more than 12x
 - Dwell time decline of 16%

Is All-Door-Boarding Responsible



**Based on APC dwell times measured at stops where more than 10 passengers*

All door boarding chart

Route	% Change in Proportion of Passengers Boarding Through Rear	% Change in Dwell Times	% Drop in Dwell Times
1	116.3%	-14.0%	14.0%
14	29.0%	-1.6%	1.6%
38	56.0%	-7.9%	7.9%
49	28.3%	-0.9%	0.9%
1AX	1184.6%	-16.8%	16.8%

Looking Forward

- New scorecard aligned with strategic goals premiers next month
- Rail State of Good Repair bus substitution projects:
 - N-Judah shutdown on August 17-19 for Church/Duboce & Carl Street rail replacement
- Continue to review all door boarding
- New bus purchase contract in early fall