



SFMTA

A photograph of a light rail train, numbered 2001A, stopped at a station platform. The train is white with dark accents. The platform is paved with light-colored tiles and has an 'EXIT' sign visible in the distance. The scene is dimly lit, suggesting an indoor or covered station environment.

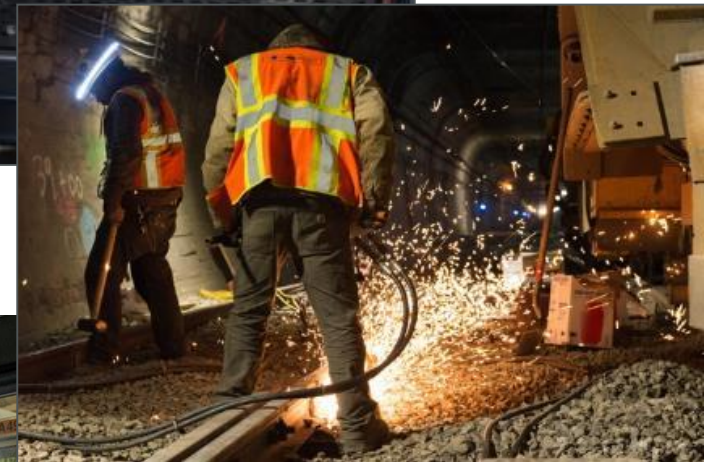
Transit Performance Update: 90-Day Action Plan Summary

Julie Kirschbaum, Director of Transit

May 22, 2019

90-Day Plan

- Empower staff to solve problems
- Breaks down the SFMTA Strategic Plan goals into “bite-sized” concrete actions
- Measurable targets to track performance
- Regular reporting to the SFMTA Board



90-Day Action Plan Initiatives

Rapid Network



Maintain positive trend gap in management on Rapid network

3 Actions

Subway Performance



Reduce major delays in the subway and enhance the customer experience during delays

12 Actions

Missed Service



Increase service delivery, better distribute open runs across the system, and ensure scheduled service equity strategy lines are prioritized

8 Actions

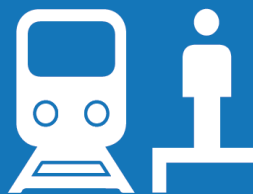
Staff Engagement/Morale



Improve responsiveness and feedback loop when staff raises issues, ideas, and concerns

6 Actions

Mission Bay Platform



Manage construction proactively, deliver quality supplemental bus service on Third St., and minimize system impacts

5 Actions

Customer information



Enhance the quality, accuracy, and availability of service information to our customers

5 Actions

Safety



Reduce preventable collisions and enhance passenger and operator security onboard and accessing transit stops

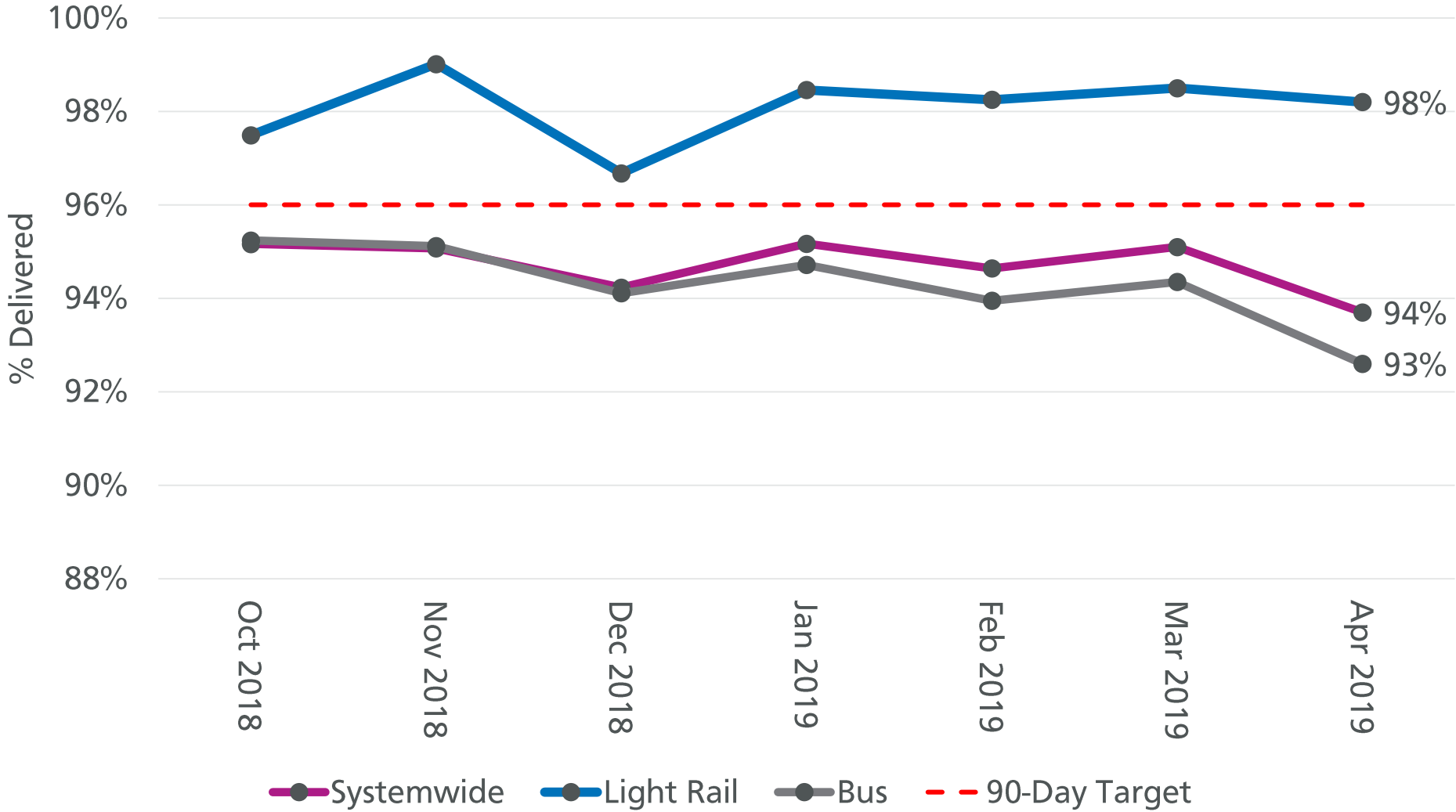
8 Actions

90-Day Action Plan Targets

Action	Target	April
Reduce preventable collisions	68/month or less	45*
Reduce peak direction subway delay minutes	10% reduction	-10%
Increase service delivery	96% or above	93.7%
Reduce gaps on Rapid bus lines	12% or below	12%
Reduce gaps on Muni Metro rail lines	20% or below	21%
Improve On-time Performance on low frequency routes	63% or above	58%

* There are 28 collisions in April still awaiting review.

Service Delivery: 96% Goal



Reducing Missed Service

- SFMTA did not meet short term goal of 96% service delivery, but took important steps to reduce missed trips
- LRV service delivery exceeded target



Implemented larger new operator classes (60 people)

OPEN FOR APPLICATIONS
April 19 (8am) – April 29 (5pm), 2019
June 14 (8am) – June 24 (5pm), 2019
August 9 (8am) – August 19 (5pm), 2019
October 4 (8am) – October 15 (5pm), 2019
TENTATIVE EXAM DATES
May 24, 28, 30, 31, 2019
July 22, 23, 24, 25, 2019
September 16, 17, 18, 19, 2019
November 12, 13, 14, 15, 2019

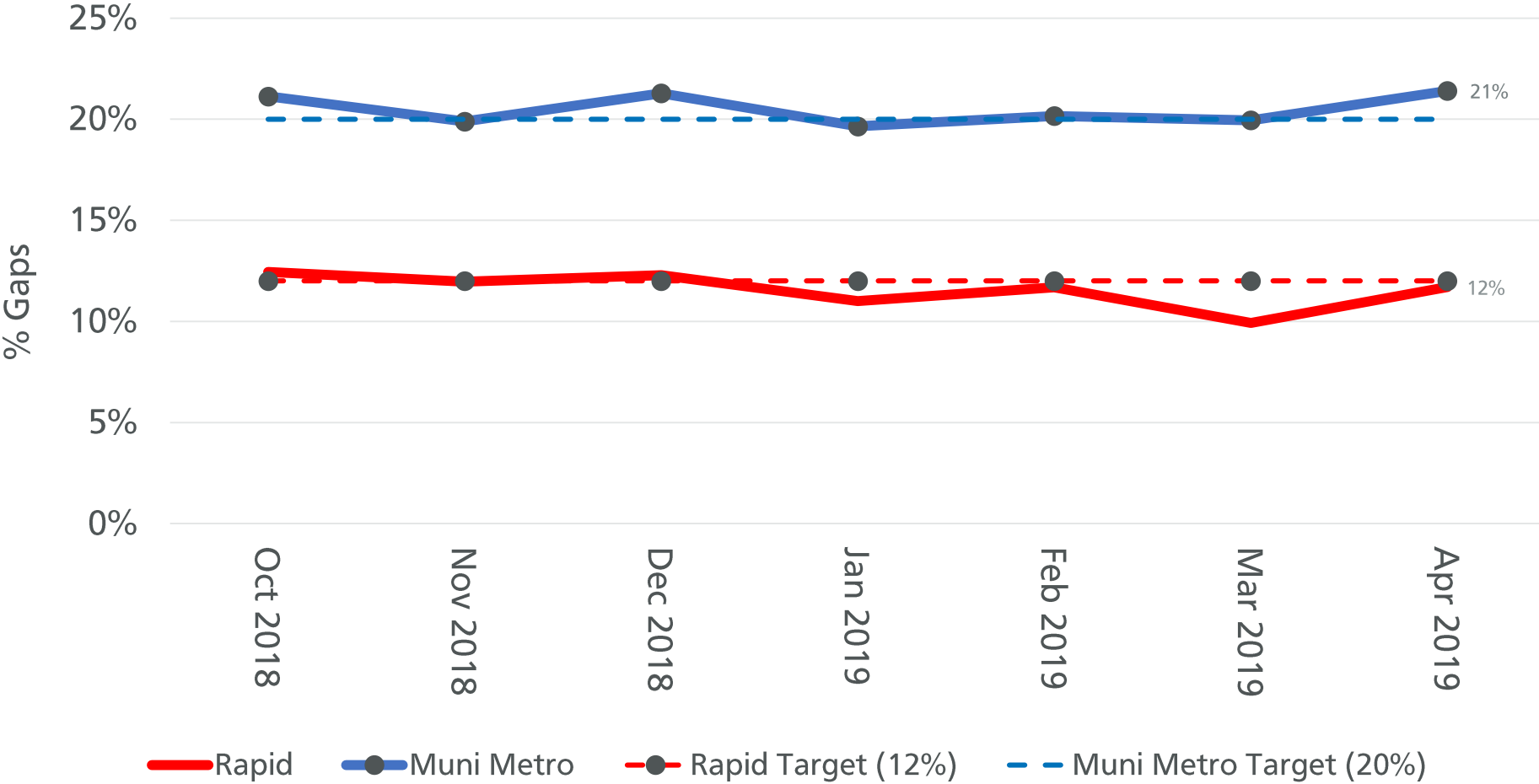
Overhauled new operator recruitment efforts



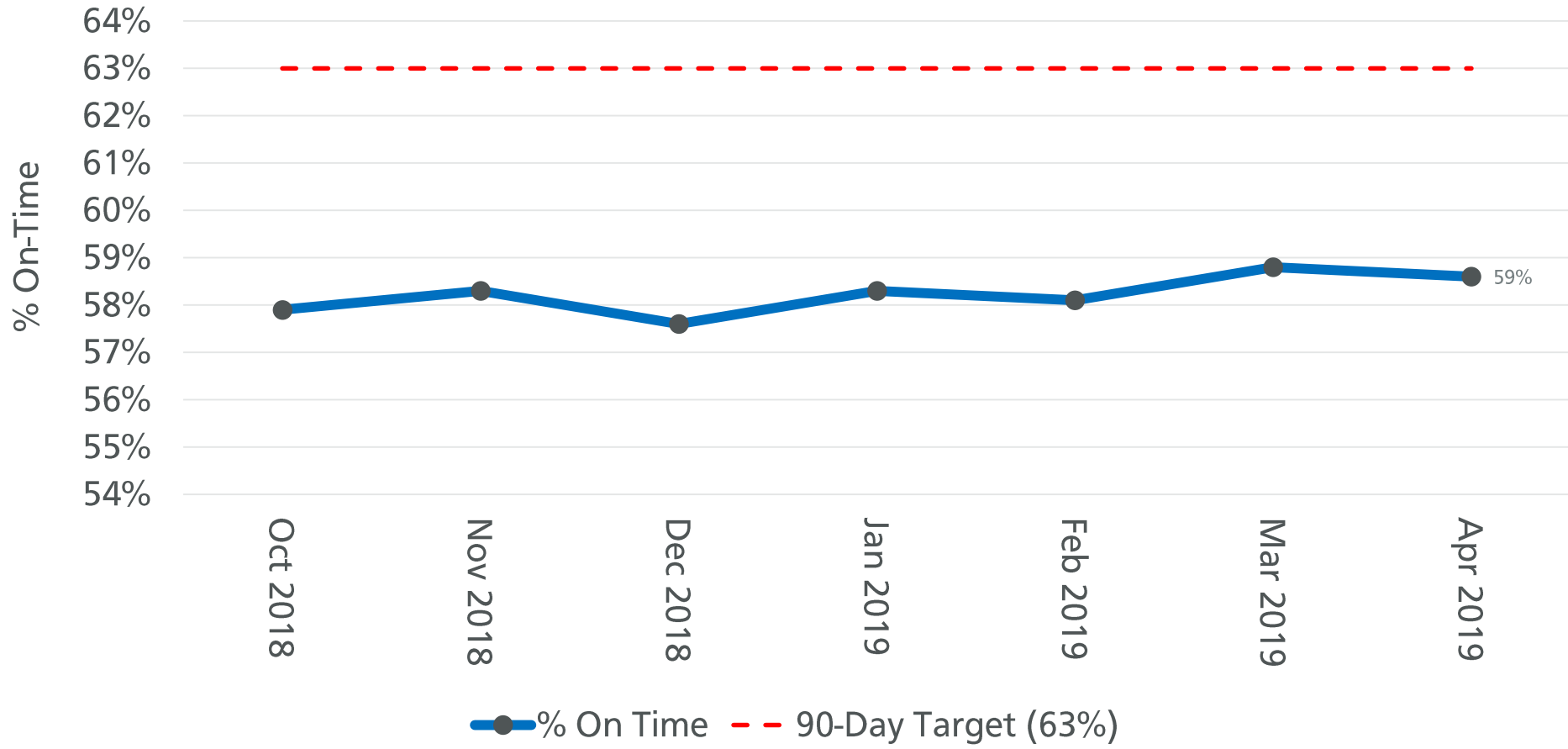
Connected candidates with CityDrive program

Actions taken in the most recent 90-day plan will help reduce missed runs in the next 3 to 6 months

Service Gaps: Goal Varies by Mode



Bus (20-30 Min Routes): 63% OTP Goal

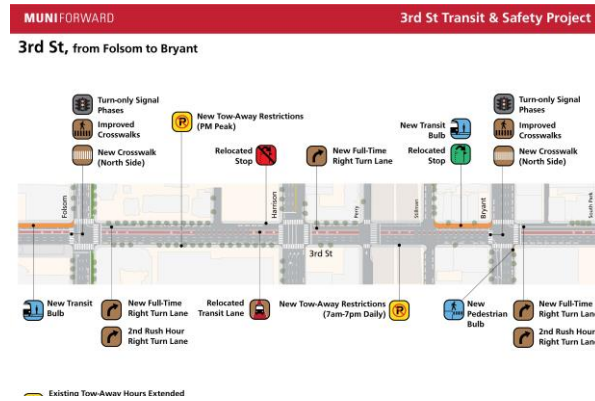


Improving Rapid Bus Performance

In order to maintain the positive momentum on Rapid bus, the SFMTA pursued 3 actions aimed at improving performance and reliability



✓ Dedicated controller staff to line management



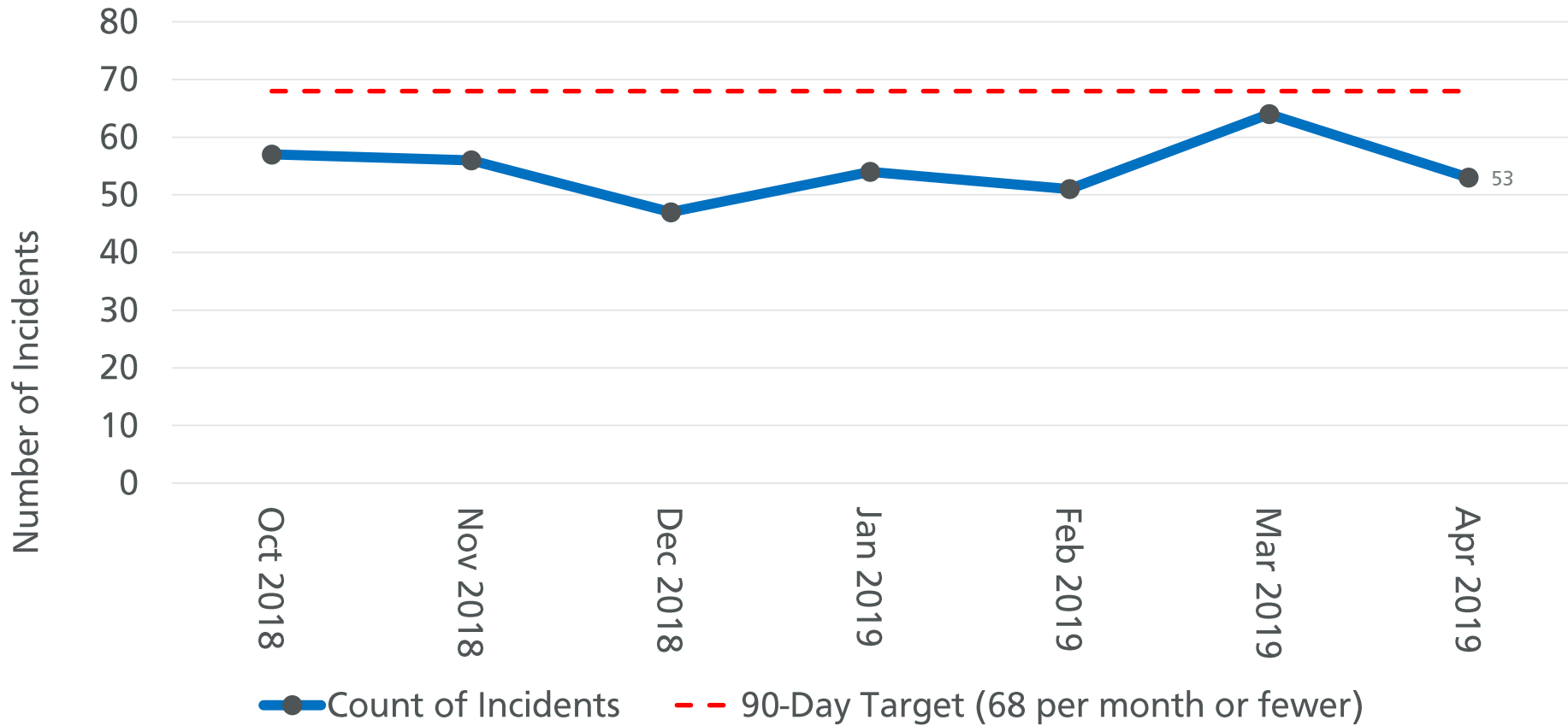
✓ Board approved SoMa 3rd St. Transit & Safety Project



✓ Transit signal optimization along Mission Street

Lessons learned on the Rapid Network will be broadened to other routes in the next 90 day plan

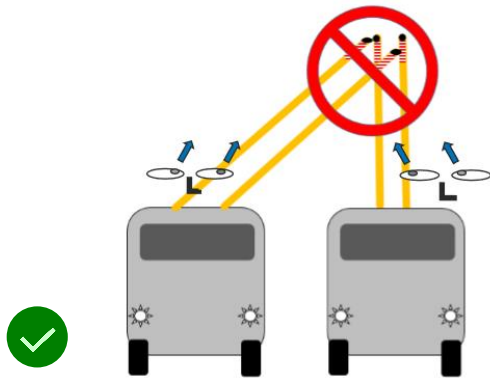
Preventable Collisions: < 68 Per Month



Note: There are 20 collisions in April still awaiting review.

Emphasis on Safety

The SFMTA pursued 8 actions aimed at reducing collisions while also improving safety for Operators and passengers while riding and/or waiting for Muni



✓
Campaign to reduce trolley pole collisions



✓
All Buses Now Equipped with Protective Shields



✓
Implemented Rail Rules and Compliance Course

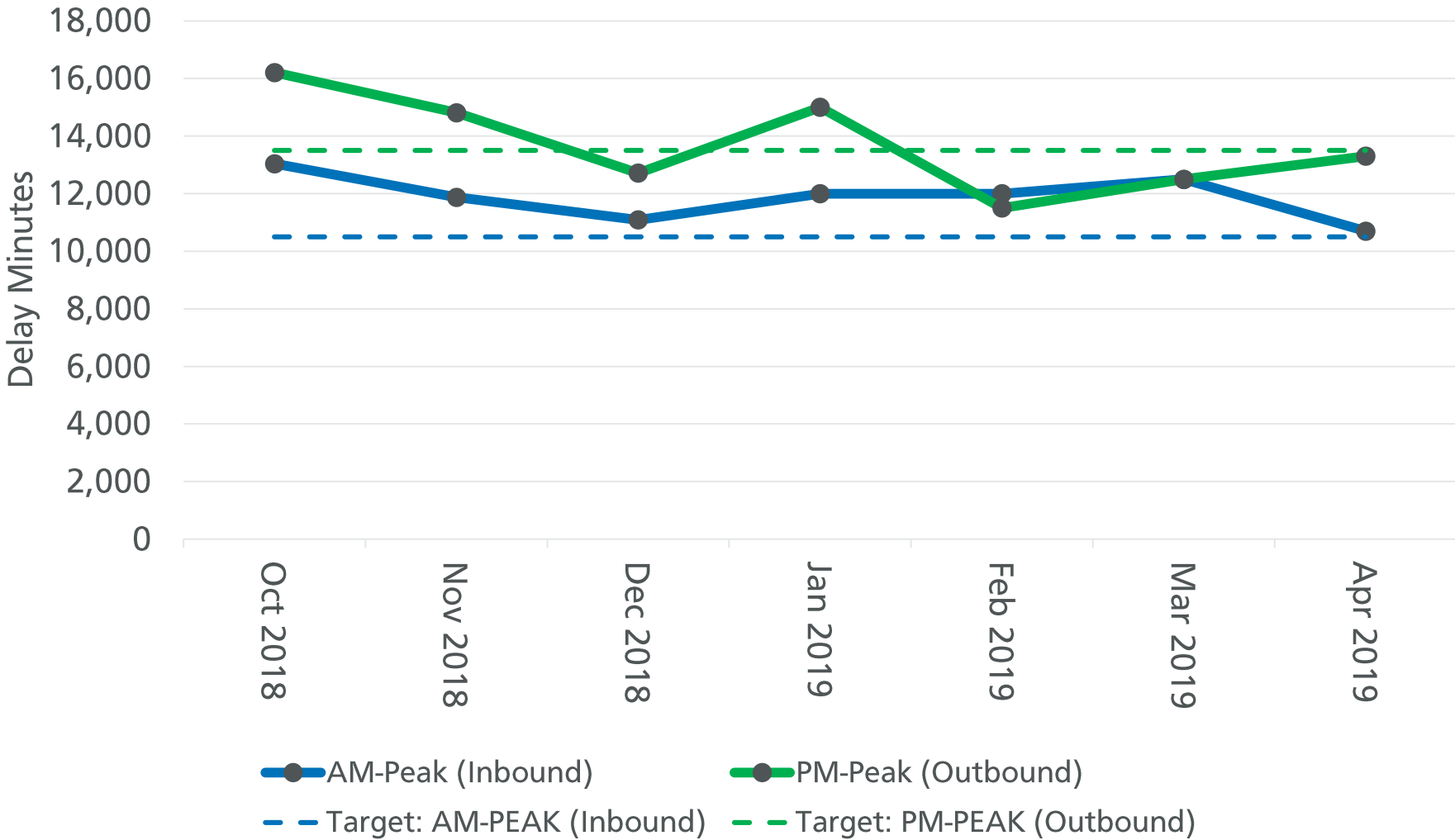
Providing a safe operating environment will continue to be a key initiative in the next 90-Day Action Plan

Current Subway Metrics

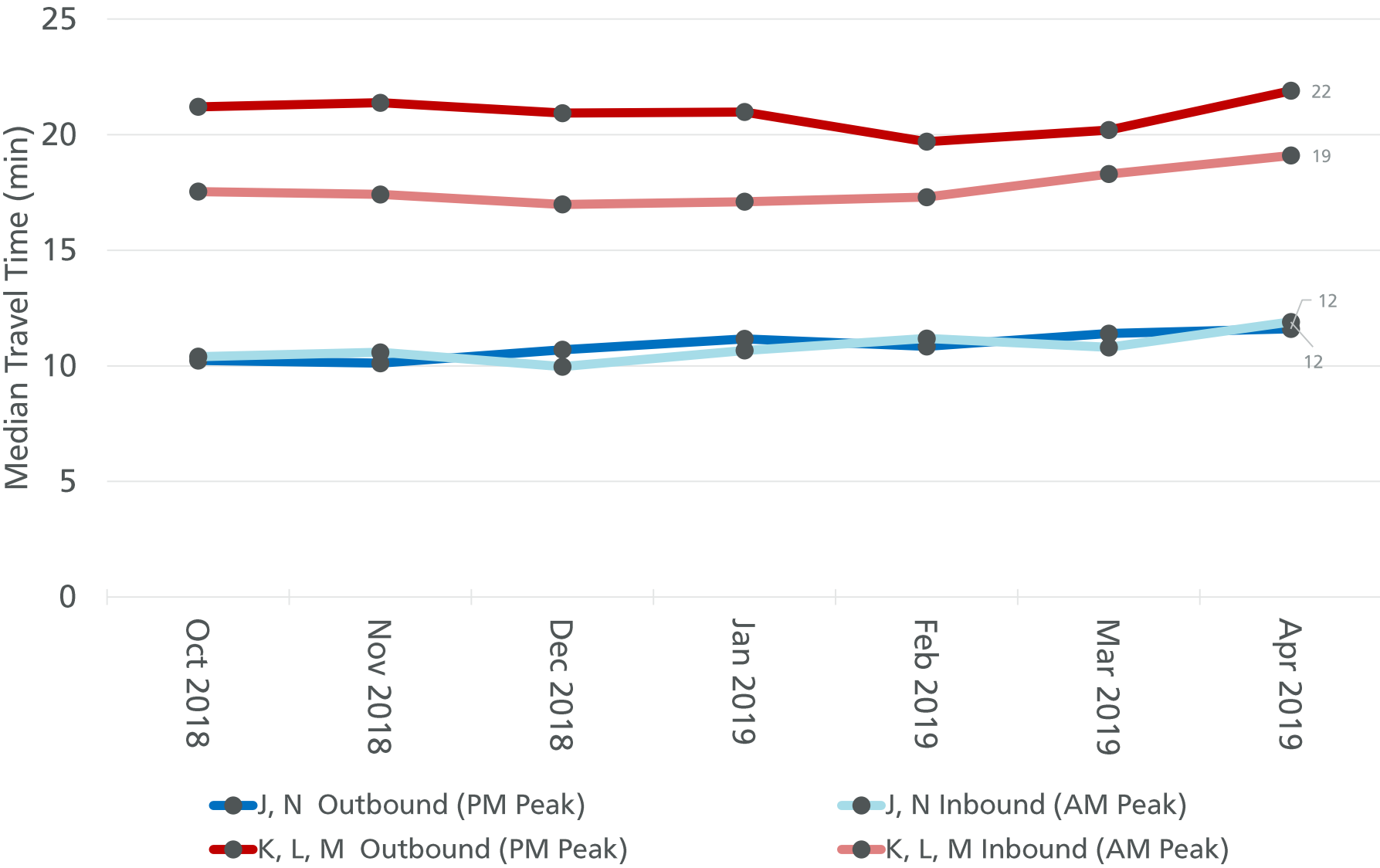
Metric	Target	April
Subway Delay: Sum of all delay for all trains traveling in subway. Captures time between stations and at platforms (when train is stopped for more than 30 sec)	10% reduction in peak period minutes of delay	-10%
Major Delays: Total number of delays that last more than 20 minutes	4 or fewer 20+ minute delays each month	2
Subway Travel Time and Travel Time Variability: End to end subway travel time, peak period, peak direction	Reduce variability by 5%	Varies by time period: AM variability decreased PM variability increased
Embarcadero Turnaround Times: Captures the time and variability associated with turning trains at Embarcadero Station	5 min or less average turnaround time for near and far pocket	5.4

Subway Metrics: Total Delay

(by time and direction)



Subway Metrics: Travel Time



Improving Subway Performance

To address ongoing Subway issues, the SFMTA pursued 11 actions aimed at improving reliability and the customer experience in the Muni Metro Subway



Transitioned rail operations to the TMC



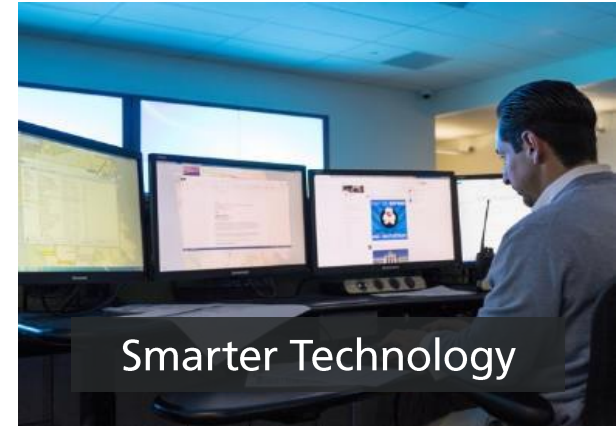
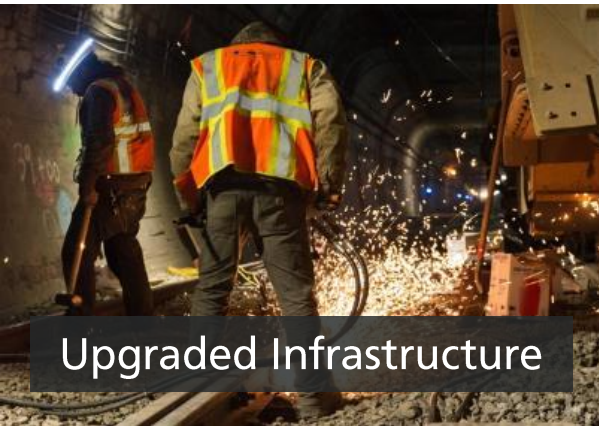
Implemented West Portal service management plan



Inspected and realigned over 130 Breda couplers

Improving subway service will continue to be a key initiative in the next 90-Day Action Plan

Strong Foundation in Place to Support Future Improvements



90 Day Action Plan: Next Steps

Preliminary Actions, But We Are Still Brainstorming

Safety



Reduce preventable collisions and enhance passenger and operator security

Service Reliability



Improve reliability of transit service to ensure passengers are provided with the service they expect

Subway Performance



Reduce delays in the subway and improve the customer experience during delays

LRV4



Ensure that benefits of the new fleet are realized and project delivery is on track

**Next 90-Day Action Plan Scheduled
to Begin June 2019**



Moving Muni Forward...Together