



# Twin Peaks Tunnel

## Construction & Service Update

Policy and Governance Committee

July 24, 2018

# Project Overview

Extensive rehabilitation of century old tunnel and its internal system

- Full track replacement
- Fire suppression system
- Tunnel drainage system
- Seismic upgrades to the Old Eureka Valley Station

Strengthens vital transit infrastructure

Improves safety and reliability for 80,000 daily riders on K, L and M lines



# Construction Progress!

Project is on track to finish on time within the two month project window

Crews have been working around the clock to complete the project quickly and safely



# Construction Outcomes

Replacing tracks will lift the tunnel's speed restriction

Installing new crossovers will improve operational flexibility

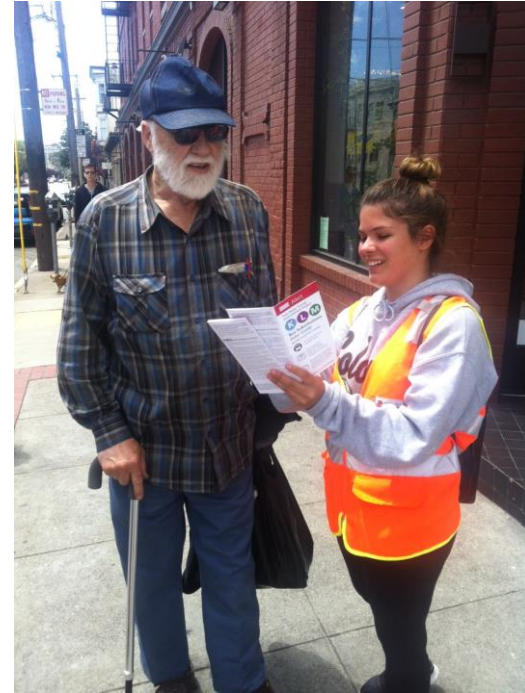
Adding seismic reinforcements will better protect the tunnel's overall structure and stability



# Transporting 80,000 Customers A Day

**We are making it work! People are getting to work and where they need to be.**

- Travel times within 5-15% of normal rail service, some riders reported faster trips
- 60+ ambassadors and fare inspectors throughout system every day to provide support and directions
- 10 street & rail inspector posts created to manage shuttle & modified rail service



# Customer Centric Service Plan

**Result:** minimal wait time when transferring and intuitive paths of travel for customers



# Focus on Accessibility

Installed new boarding areas at key transfer locations

Bus audio announcements at transfers

Multilingual informational materials

Added “bus boxes” for improved stop visibility

Removed parking to enable easy bus ramp deployment



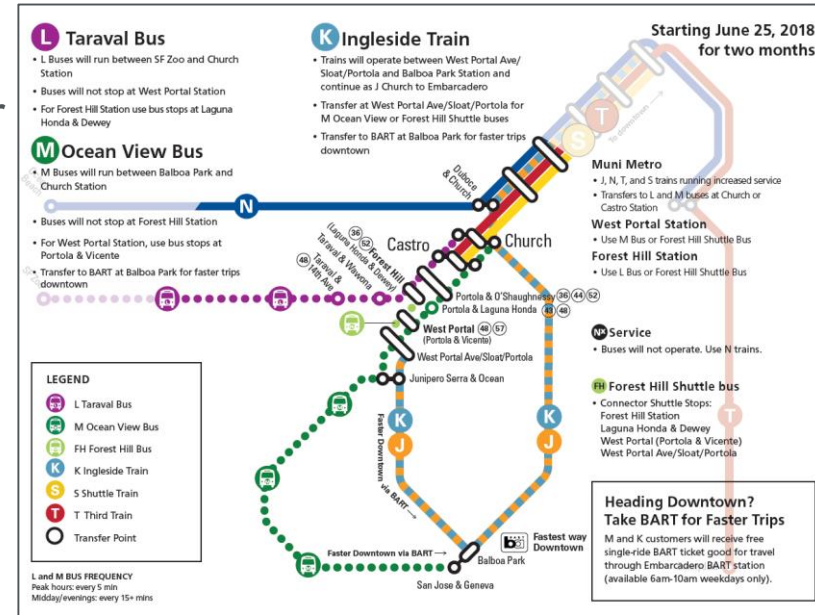
# Iterating and Improving Transit Service

## Memorial Day Weekend Insights

- L & M Service to both Church and Castro for decreased complexity, and improved transfer opportunities
- New M routing on Portola

## First Weeks of Two Month Shutdown

- Adjustments to M and FH layovers for better reliability
- Improvements to KJ routing through Balboa Park for added reliability
- Improvements to wayfinding from feedback

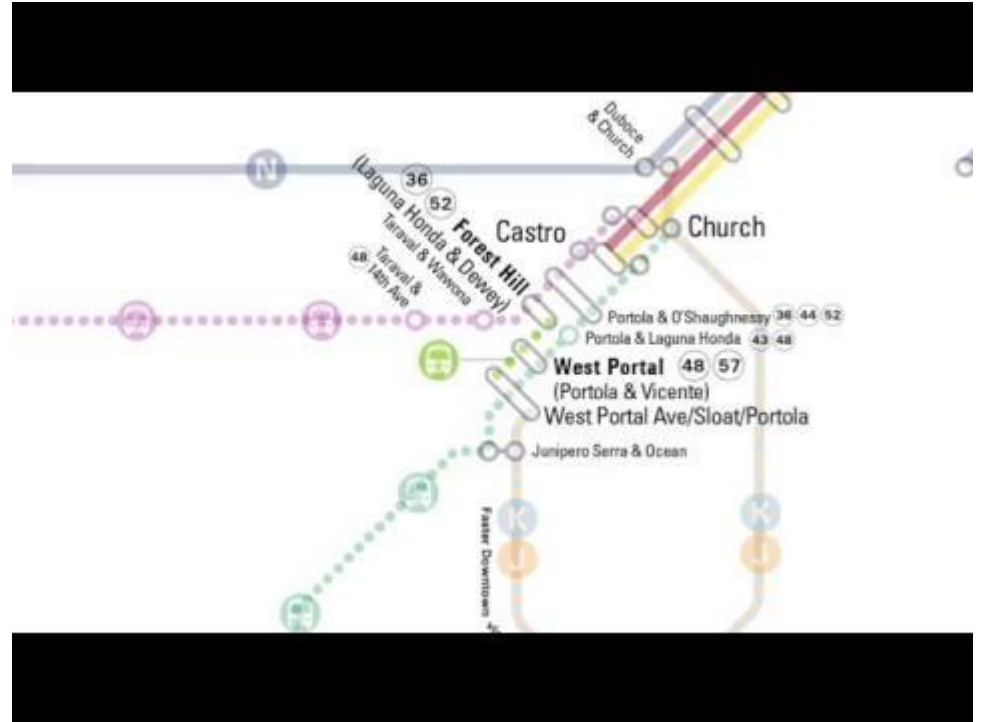




# Rider Guide & Animated Video

30,000 Rider Guides distributed

5,000 views of Animated Muni Service Plan Video

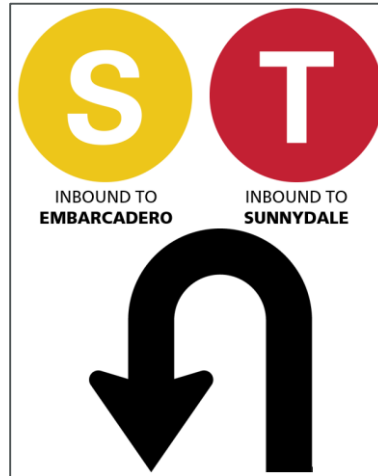
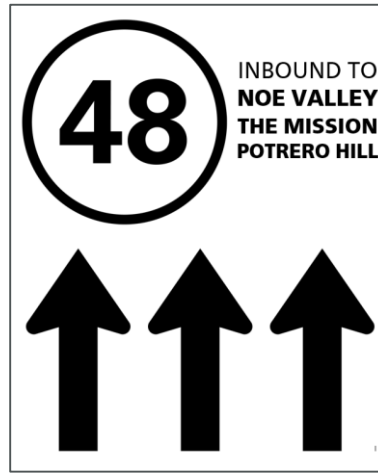


# Wayfinding

Highly visible,  
comprehensive  
wayfinding sign system for  
transfers and reroutes

Thousands of signs  
posted

Continue to refresh and  
update as needed



# Community Partnership

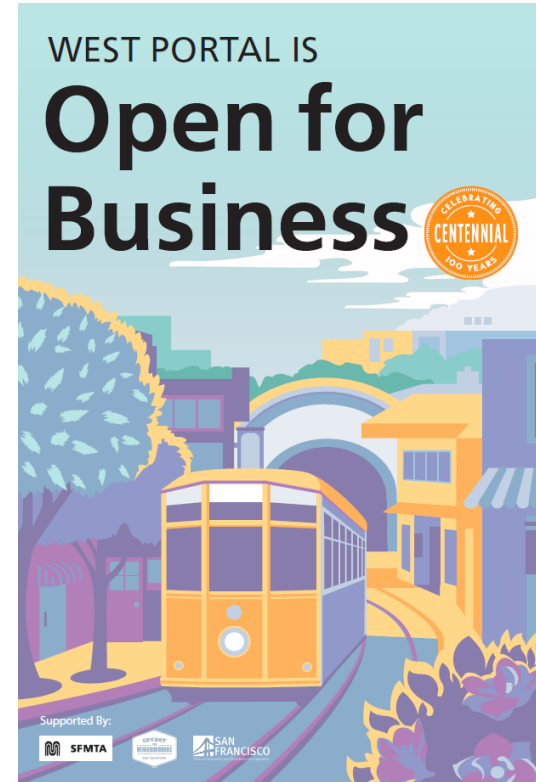
Construction team and contractor worked with local merchants and residents to develop commercial loading plans, traffic routing and signage

“Open for Business” campaign in West Portal with wayfinding and advertisements

Twice-a-week drop-in “office hours” on site

Regular attendance at merchants and neighborhood association meetings in West Portal and Castro

Responding to requests and concerns in real time



# Outreach

Outreach informed through months of meetings with neighborhood stakeholders

- Onboard hangers and audio announcements
- Newspaper ads
- Rider Guide and animated video
- Social Media
- Press Releases
- Website



Twin Peaks Tunnel Improvement Project



## Bus Substitutions Rider Guide

Starting June 25 for 2 months



Use shuttle buses or modified trains



West Portal and Forest Hill Stations closed for 2 months starting June 25, 2018



Plan your trips. Add 10-20 minutes to your travel time. Use Nextbus for updated travel predictions. Consider alternative Muni routes.

[SFMTA.com/TwinPeaks](http://SFMTA.com/TwinPeaks)

# #10 Page Viewed on SFMTA.com

Ranking	Page Title	Pageviews (rounded)
1	Home Page	138,000
2	Muni Routes & Stops	88,000
3	Fares	85,000
4	Muni	82,000
5	Pay a Parking Ticket or Transit Citation	81,000
6	Trip Planner	57,000
7	Muni System Map	48,000
8	Cable Cars	48,000
9	Getting Around San Francisco	40,000
10	Twin Peaks Tunnel Project and related pages	39,000

Source: Google Analytics


# Customer Appreciation

 **Tweet**

 **anson™**  
@doodie

[@sfmta\\_muni](#) I have say that the bus bridge for the subway tunnel work has gone very smoothly for myself. I am really impressed with the thought process that went into this. Especially placing TCO at Dewey and Pacheco

 **Tweet**

 **Gary McCoy** 🏳️‍🌈  
@rgarymccoy

Big thanks to [@sfmta\\_muni](#) for \*improving\* my commute during the Twin Peaks tunnel repairs! There's always an inbound train at Castro Station! The outbound L Bus over Twin Peaks runs frequently, and gets me to Sunset faster than the L Train ever did! Nice work!!

 **Tweet**

 **macdoodle**  
@macdoodle6

[@sfmta\\_muni](#) By the way nice signage and directions for the shuttles - it was easy to find out where to go. [#TwinPeaksTunnel](#)

# Online Customer Survey

Communications Effectiveness Survey to understand how well our methods worked

- **98% aware** of the closure of the Twin Peaks Tunnel?
- **72% say effective** communication
- “Heard” about project from multiple sources: flyers, website, social media, emails, SMS, ambassadors

The screenshot shows a survey form titled "Twin Peaks Tunnel Communications Effectiveness Survey" from SFMTA. It contains five required questions:

1. Are/were you aware of the closure of the Twin Peaks Tunnel? \*  
 Yes  
 No
2. How did you hear about it? \*  
Mark all that apply  

	Public notices	SFMTA website	SFMTA social media	Email from SFMTA	SMS Text from SFMTA	SFMTA Ambassador	Did not hear about it	Other - Write In
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Do you know how your commute will be affected? \*  
 Yes  
 No
4. Do you know what alternative transit routes to take? \*  
 Yes  
 No
5. How effective was the SFMTA's communications around the closure? \*  

Very ineffective	Somewhat ineffective	Neither effective or ineffective	Somewhat effective	Very effective
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

A "Next" button is located at the bottom right of the form.

# Getting to the Finish Line

Continuing strong partnership with contractor to finish early

Balancing Twin Peaks service with the rest of the system

Continuing strong engagement with West Portal Merchants and Community

Delivering a project that will serve San Francisco for years to come

