SFMTA

Transit Performance Update

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SFMTA Board of Directors
October 1, 2019

90-Day Action Plan Initiatives

Safety

Reduce preventable collisions and enhance passenger and operator security

8 Actions

Service Reliability

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

11 Actions

Subway Performance

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

8 Actions

LRV4

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

5 Actions

Chase Center

Operationalize service plan and implement for Chase Center opening

6 Actions

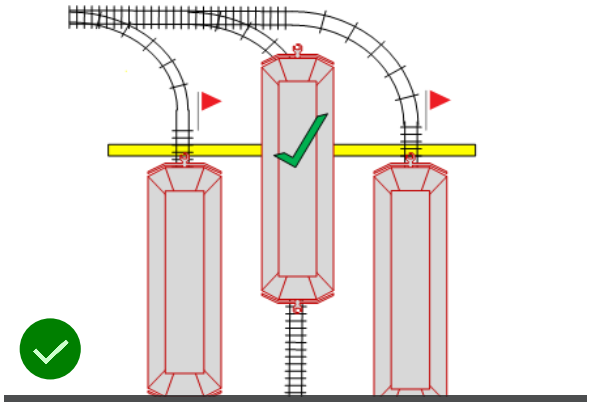
90-Day Action Plan Targets

Action	Target	September
Reduce preventable collisions	61/month or less	71*
Reduce Early Departures on Low-Frequency Services	20% or below	21%
Increase service delivery	96% or above	96%
Improve Headway Adherence on Rapid Network	90% or above	90%
Reduce number of subway delays exceeding 20 minutes	4 or fewer per month	2
Improve LRV4 Availability	At least 35 cars per day	36

* *Note: Preventable collisions values are for July. Figures for August are still under review.*

Emphasis on Safety

The SFMTA pursued 8 actions aimed at reducing collisions while also improving safety for Operators and passengers



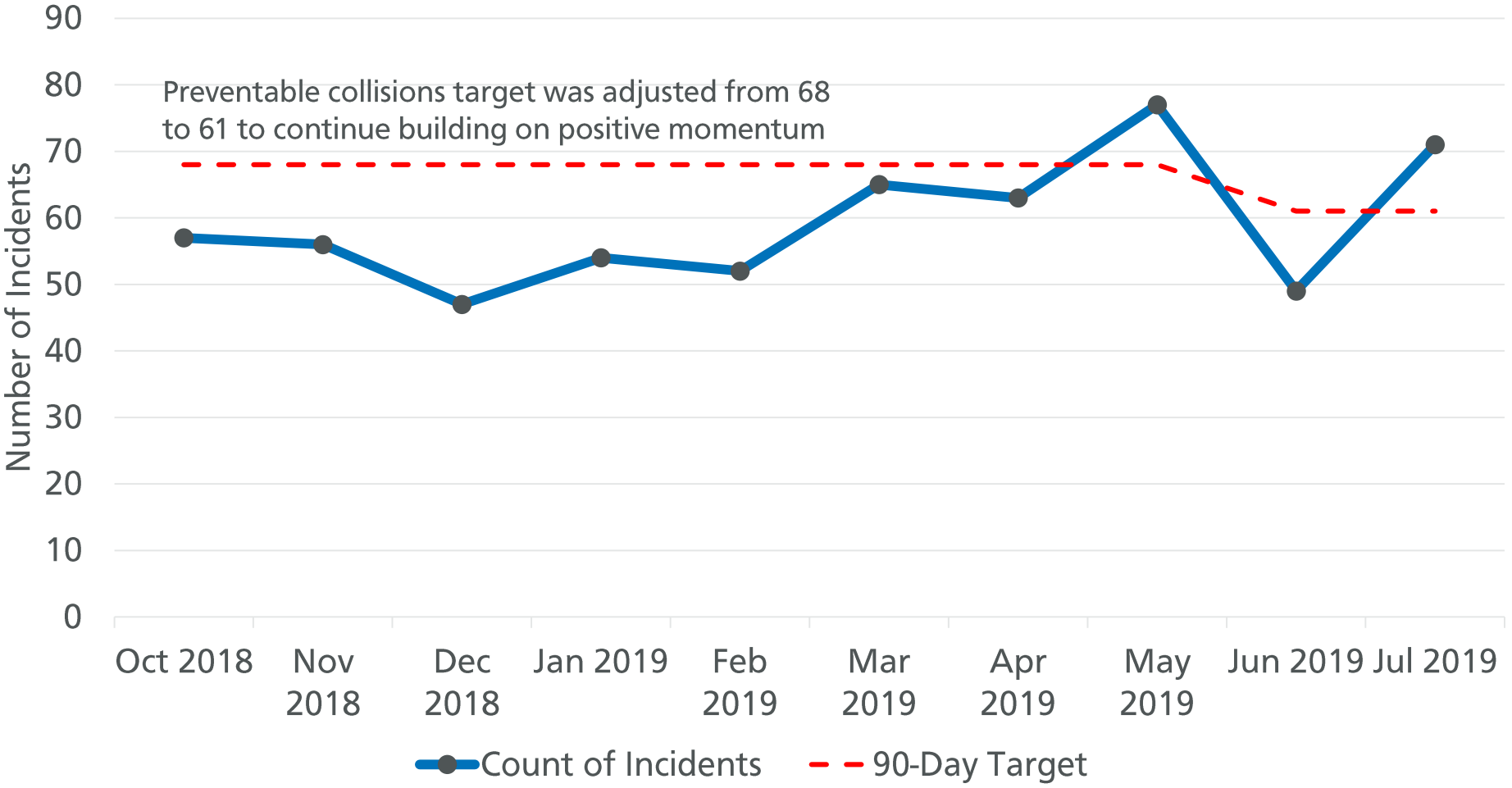
Improved rail yard safety by utilizing red flag procedures

Over 800 buses now have more visible bumpers

60 trolley coaches have more visible poles

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

Preventable Collisions



Note: August collisions still under review

Reliability

- We met our short-term goal of 96% service delivery, and took important steps to reduce missed trips

Continued larger new operator classes

Implemented stop removal and re-routes (27 Bryant)

Accepted 24 40’ Trolley Coaches (2/week)

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

LRV 4

We met the target of 35 LRV4s in service which helped boost the overall car count to 150 vehicles and added much needed capacity to the rail network

Increased vehicle availability to 35 per day

Corrected issues with doors and couplers

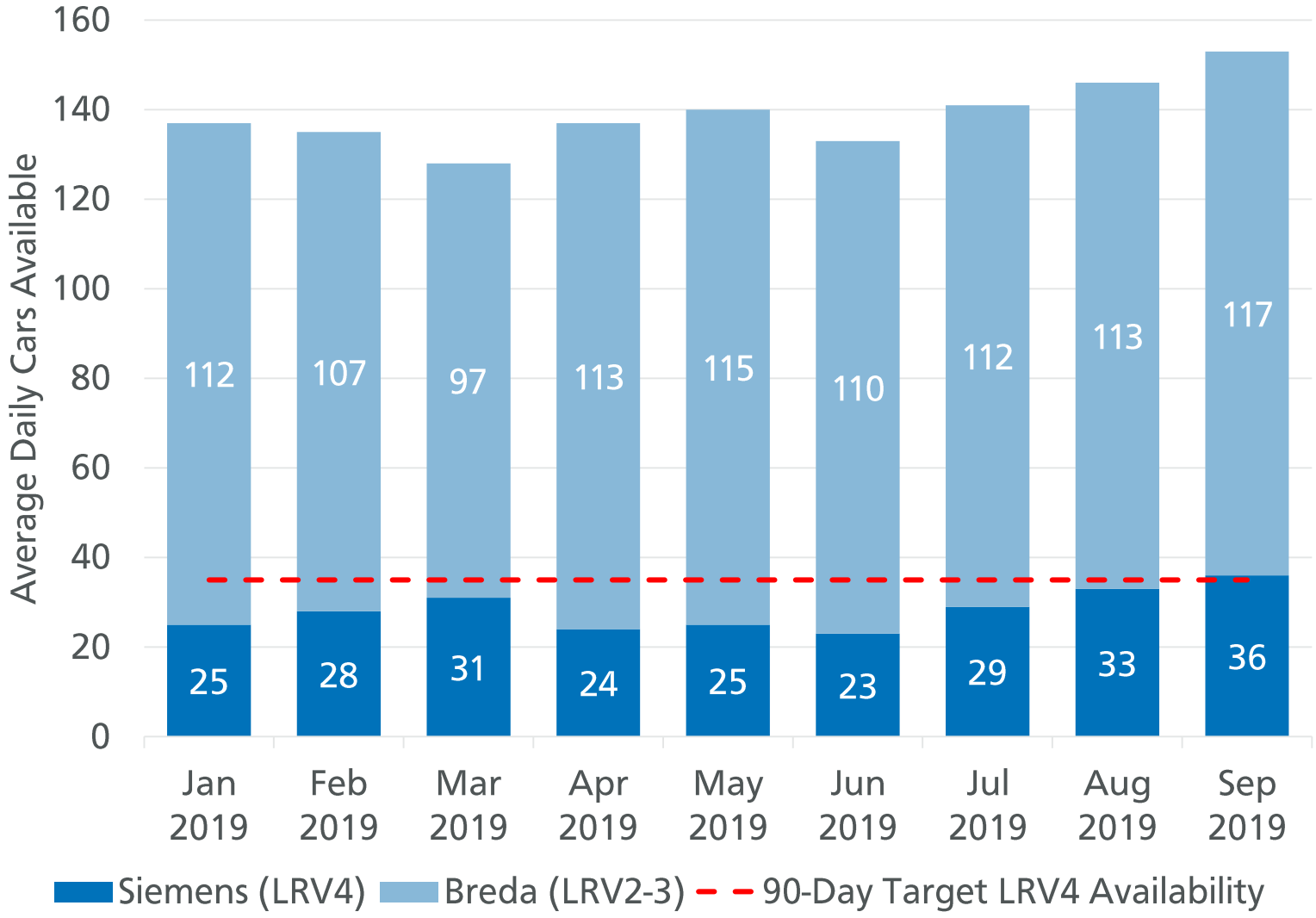
Safety certified design for additional track brakes

We are looking ahead and planning to increase the Siemens to Breda vehicle ratio

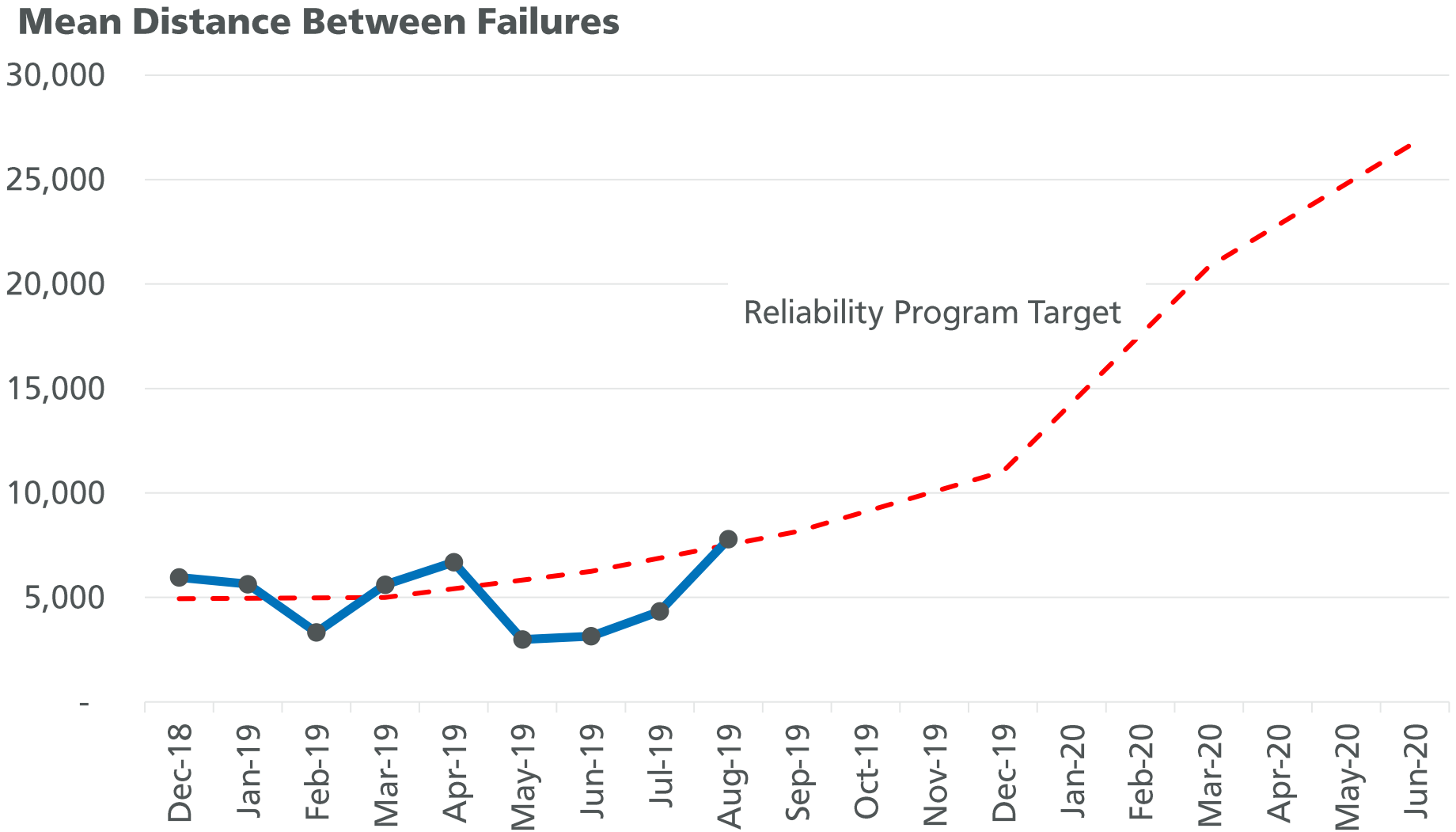
Status Today

- 67 expansion vehicles delivered, 61 service-ready
- Preparing task order to begin work on track brakes, seating, and long lead items for Breda replacement
- Performance improved steadily between June and September
  - Continuing work on Hydraulic power unit (HPU) to address reliability

LRV Availability



LRV4 Reliability Program



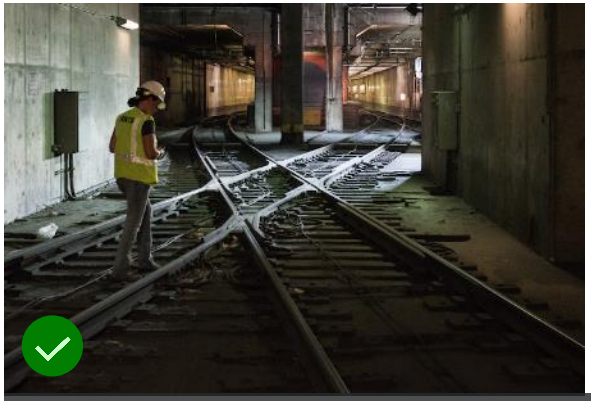
L
Embarcadero
Station
1465B
west portal

Improving Subway Performance

To address ongoing Subway issues, the SFMTA pursued 8 actions aimed at improving reliability and the customer experience in the Muni Metro Subway

Conducted critical inspections and maintenance

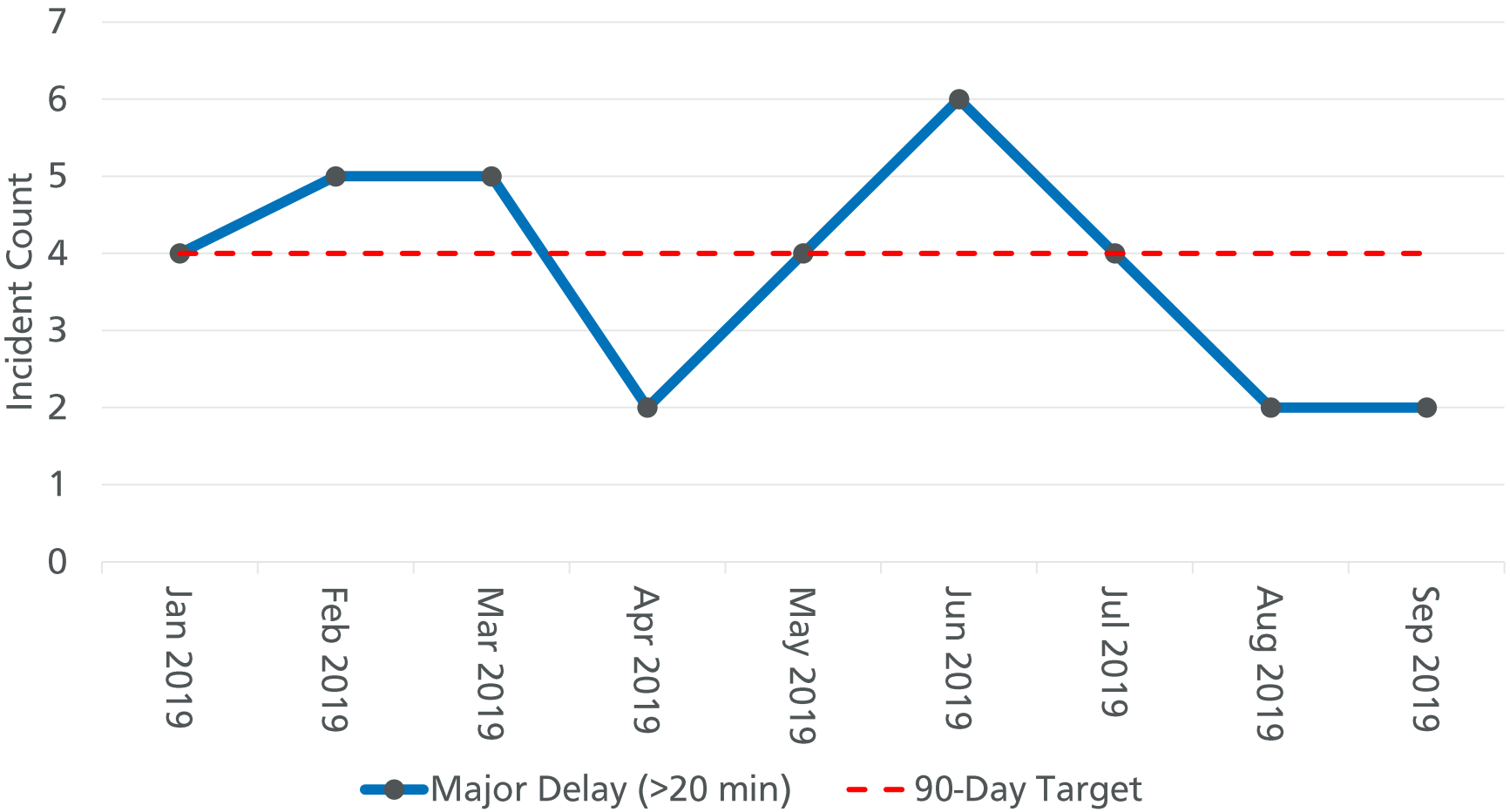
Developed comprehensive service management training



Improved reliability of Embarcadero crossover

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

Major Subway Delays



Subway experienced major delays early Saturday morning on 9/14 due to a signal violation at West Portal and on 9/20 due to PG&E power outage

Teamwork

- Track Maintenance
- Overhead Lines
- Signal Maintenance
- Mechanical Systems
- B&G - Custodians
- MOW Engineering
- Motive Power
- Scott Division

By The Numbers

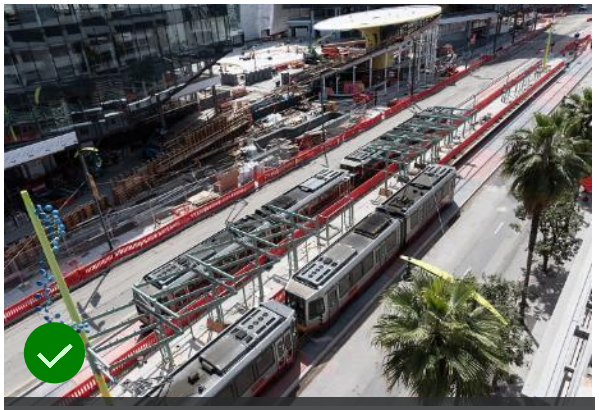
- 4700 feet of OCS renewed
- 30 overhead splices eliminated
- 5 Center boarding platform stations cleaned
- More than1500 batteries replaced
- 6 switch points replaced
- 2 corroded rails replaced
- 5 Section Breaks installed
- Up to 70 staff in tunnel

- Opened the subway on-time everyday
- Over 4400 hours of maintenance and inspections
- All safety standards upheld
- 84 total hours shutdown

Chase Center

13 Chase Center events in the last three weeks which called for additional rail and bus service, supervision, and traffic control. First Warriors pre-season game – Oct 5!

Trained all TMC staff on Chase Center operations plan



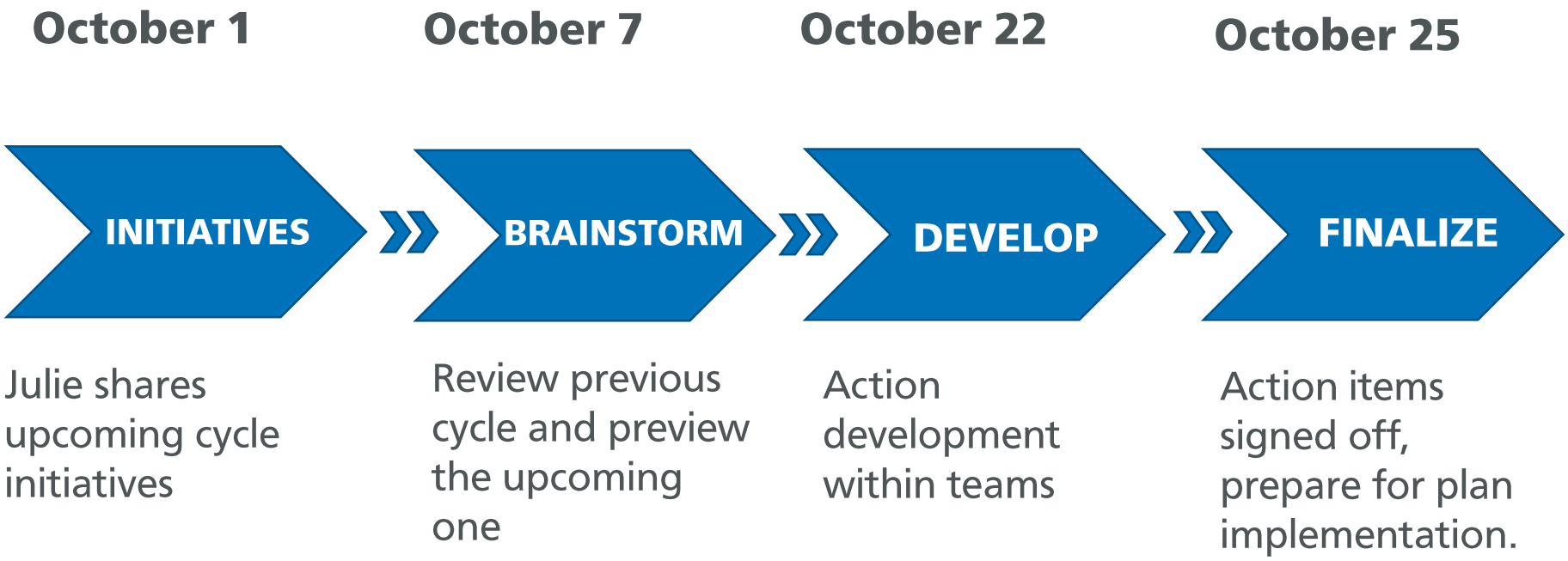
Prepared all scheduling and supporting trip planning info

Conducted training for all operational support staff

Operationalizing and implementing Chase Center service was a monumental task now our plan is fine tune and equitably balance service across the network

Next 90-Day Cycle

Next 90-Day Cycle Steps



Next 90-Day Action Plan scheduled to start November 1 2019

Thank you
SFMTA