SFMTA

Transit Performance Update

Julie Kirschbaum, Acting Director, Transit

SFMTA Board of Directors, April 16, 2019

90 Day 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

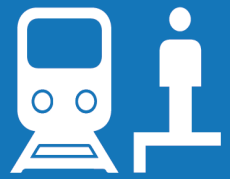
8 Actions

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

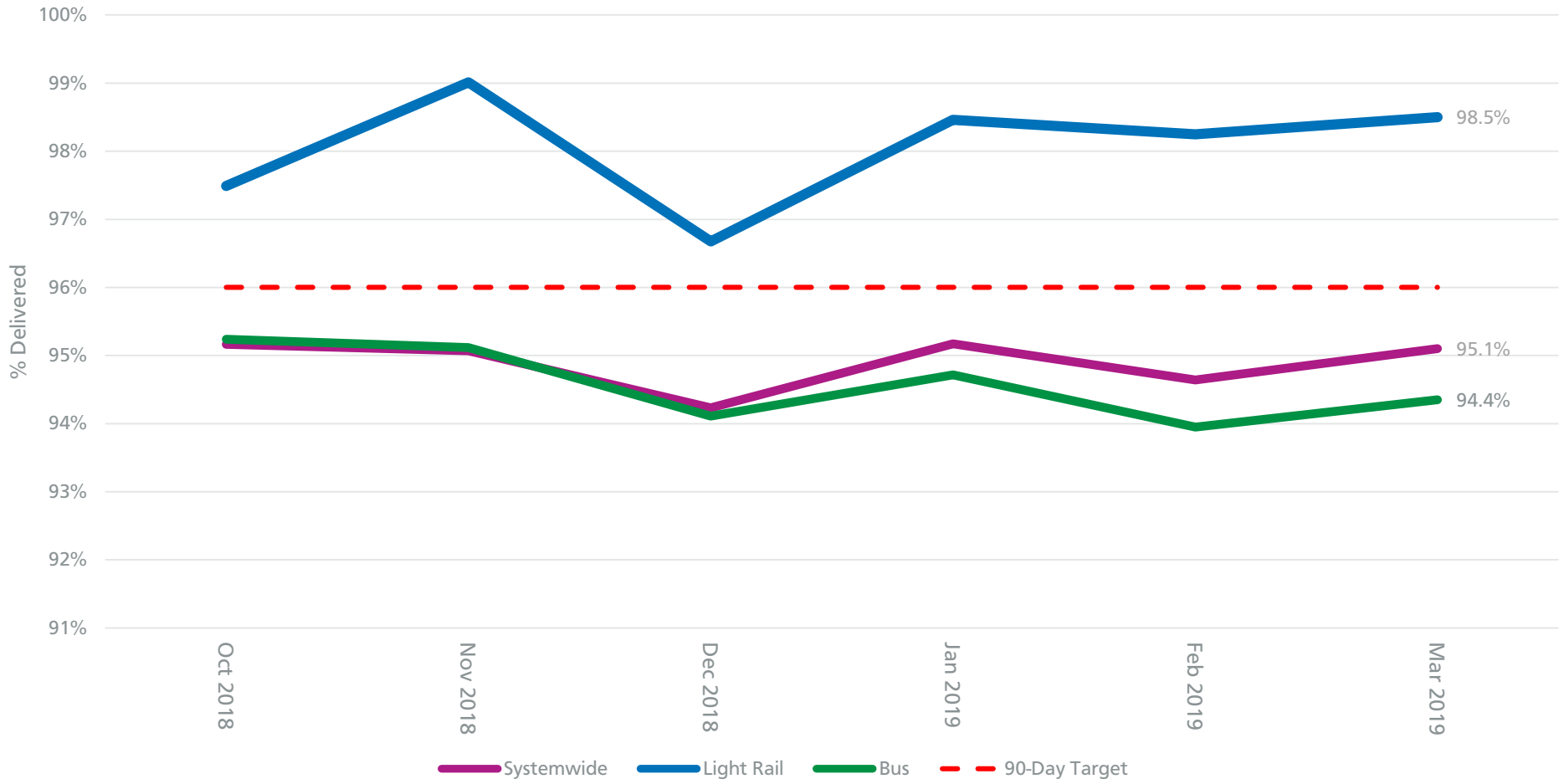
8 Actions

Current 90-Day Action Plan Targets

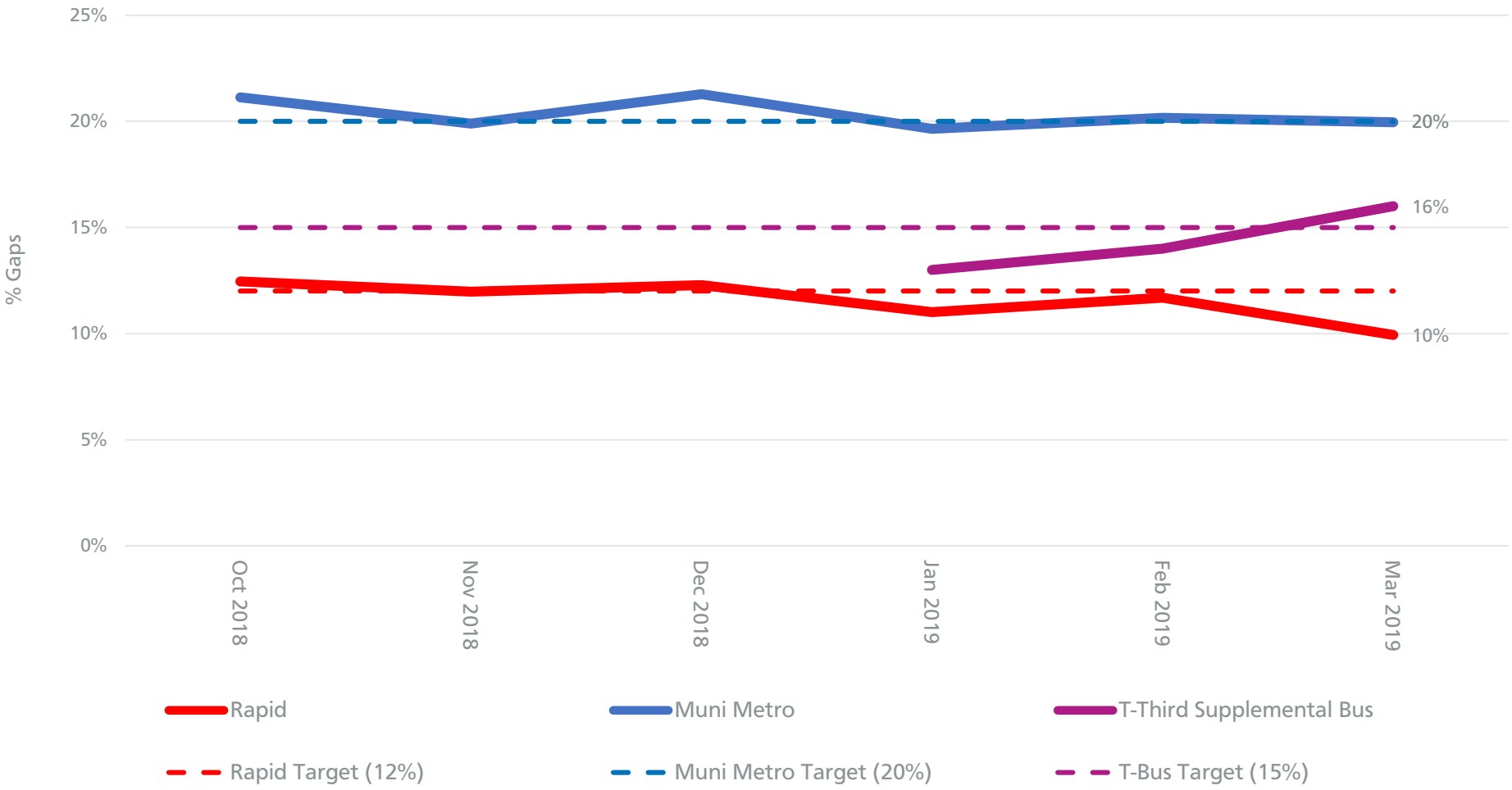
Action	Target	March
Reduce preventable collisions	68/month or less	47*
Reduce peak direction subway delay minutes	10% reduction	-6%
Increase service delivery	96% or above	95.1%
Reduce gaps on Rapid bus lines	12% or below	10%
Reduce gaps on Muni Metro rail lines	20% or below	20%
Improve On-time Performance on low frequency routes	63% or above	58%

** There are 43 collisions in March still awaiting review.*

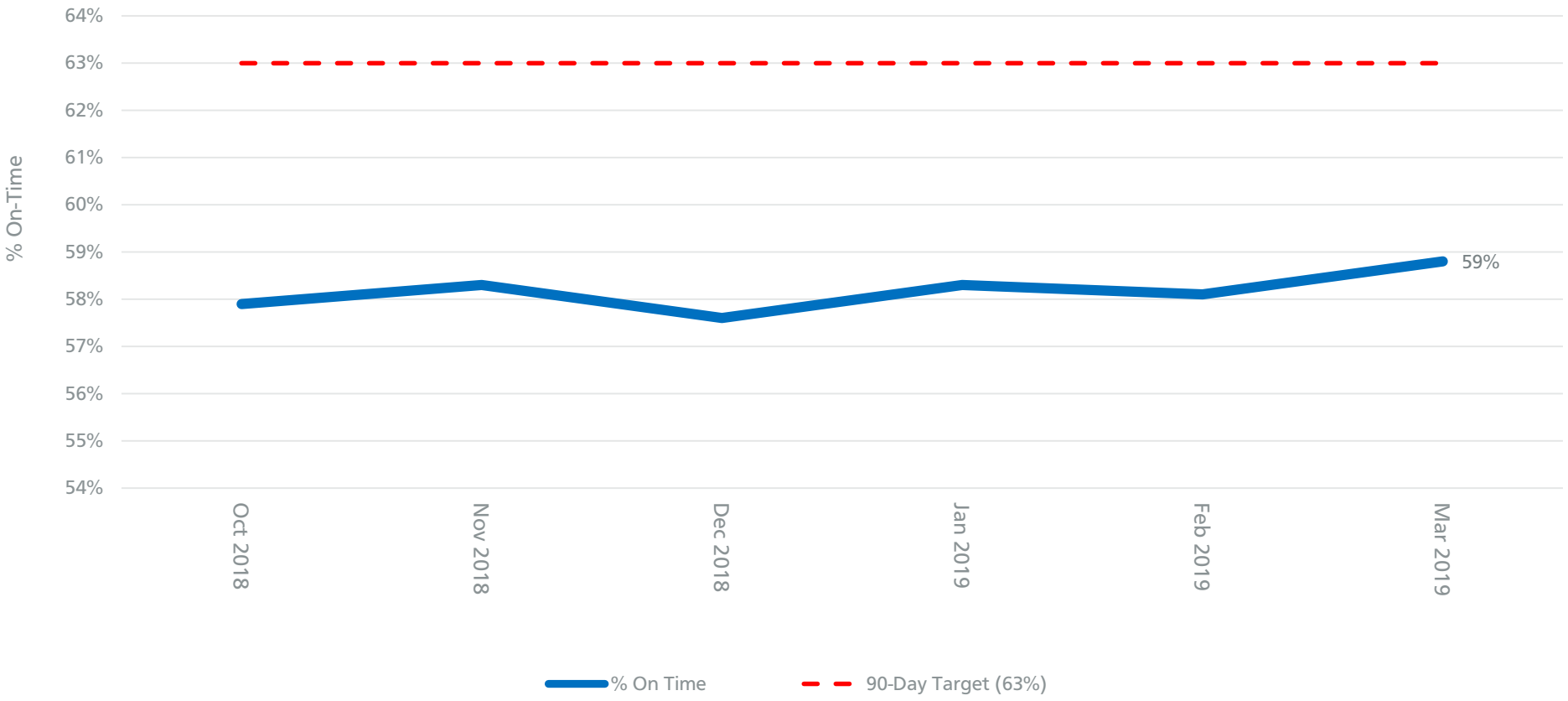
Service Delivery – 96% or more goal



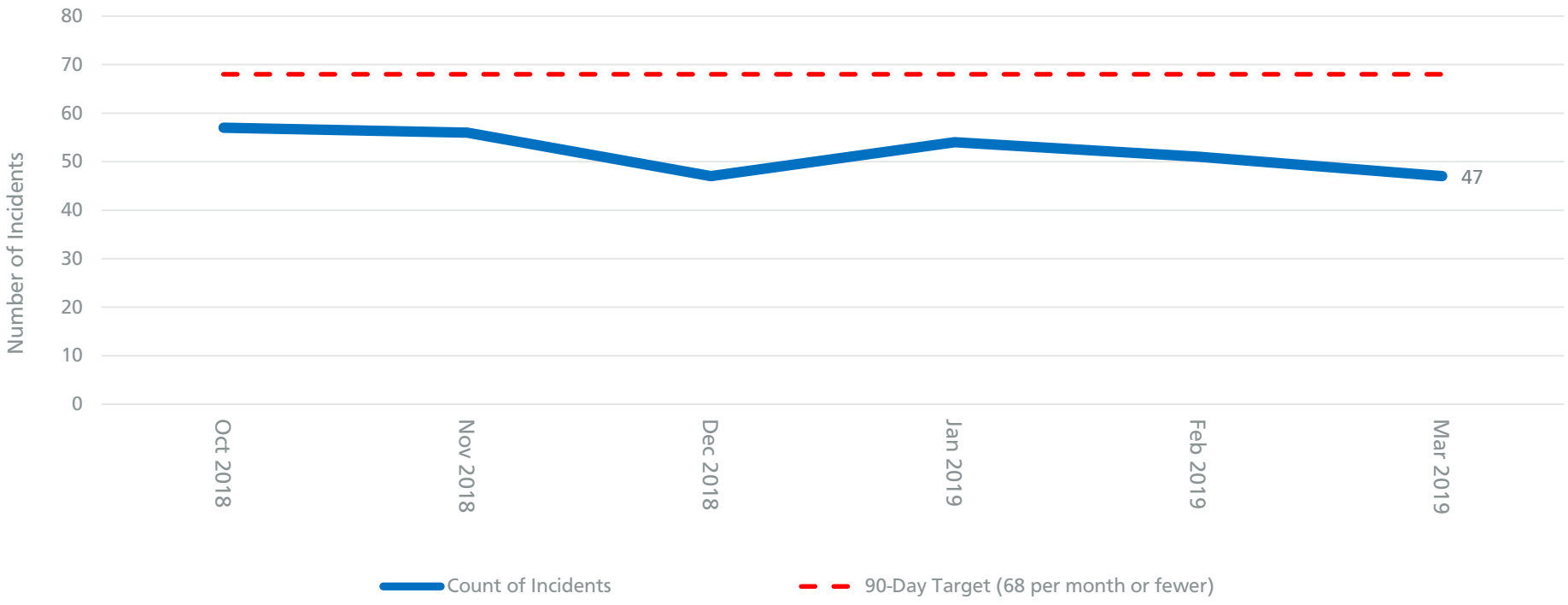
Service Gaps - goal varies by mode



Bus (20-30 min routes) – 63% OTP goal

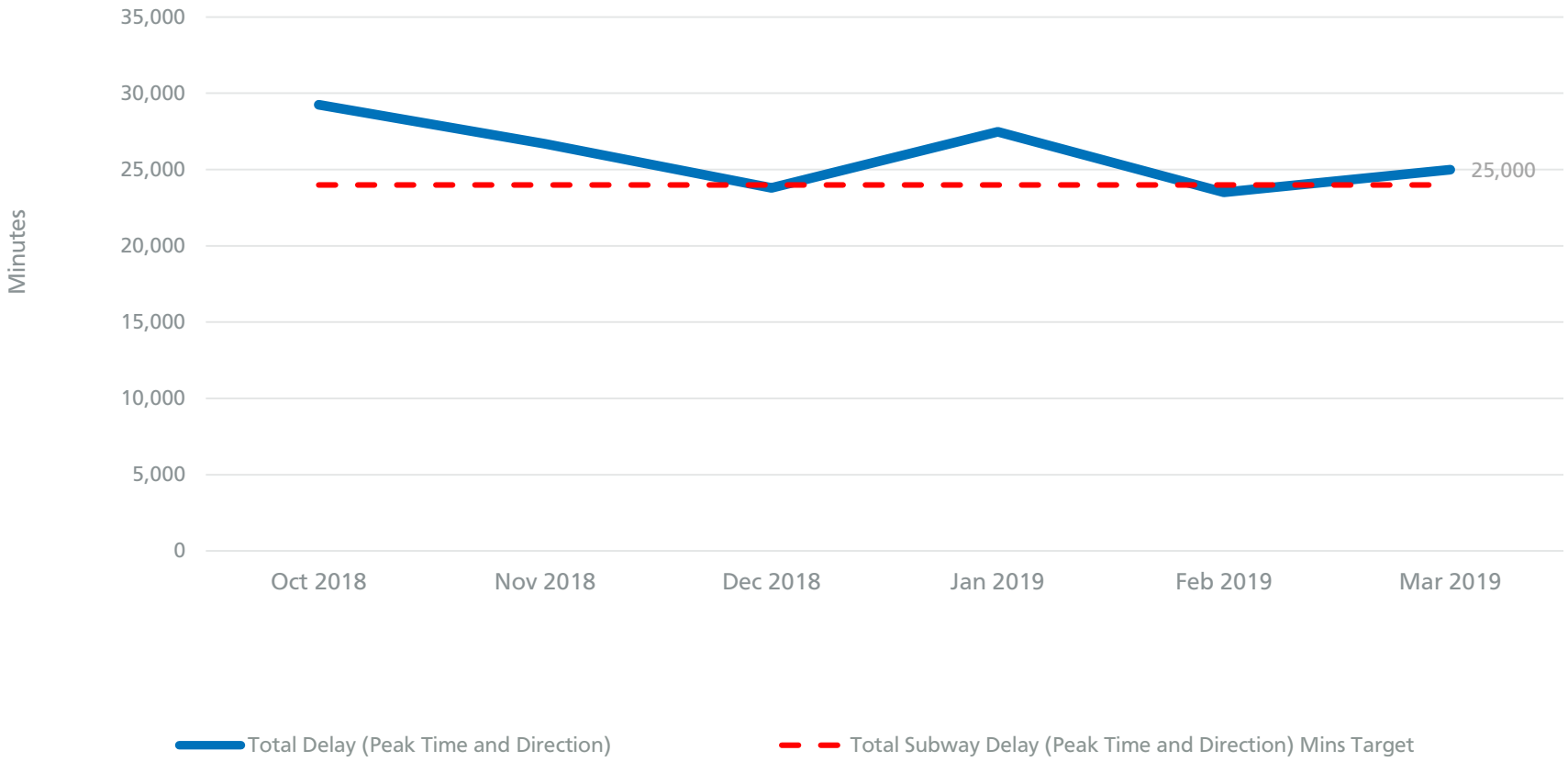


Preventable Collisions: 68 per month or less



Note: There are 43 collisions in March still awaiting review.

Subway Delay: 24,000 minutes or less

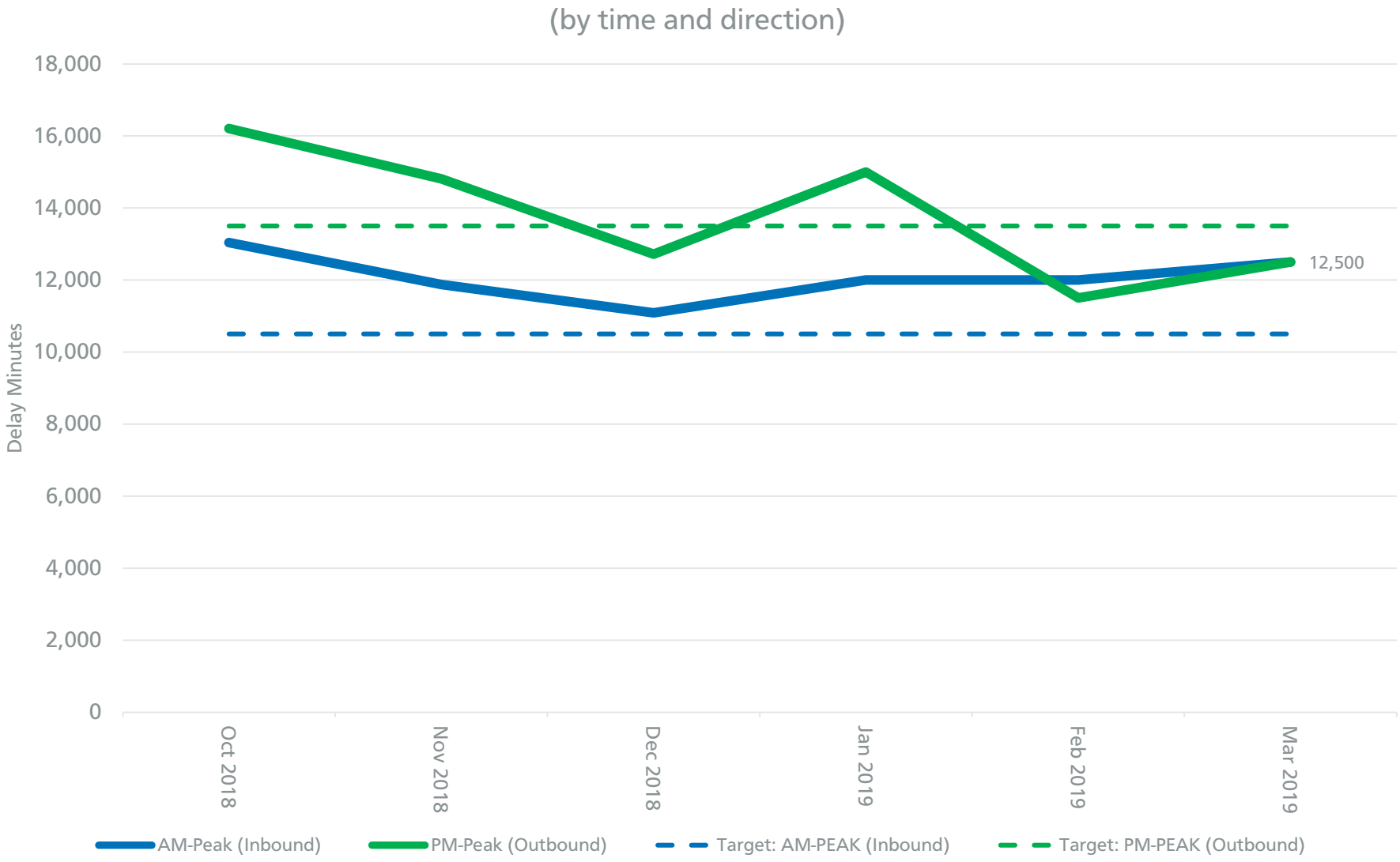


Subway Monthly Performance

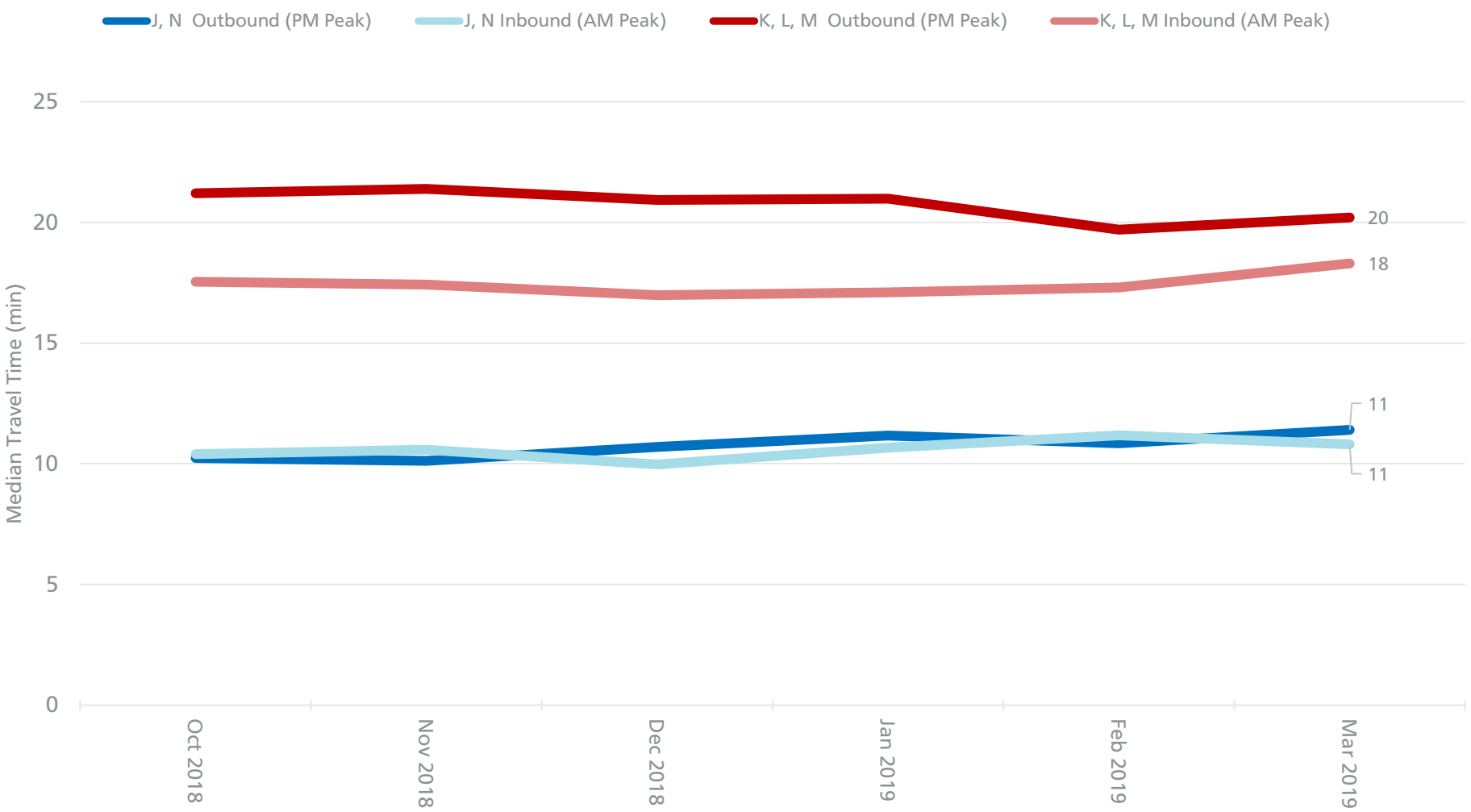
Current Subway Metrics

Metric	Target	March
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	-6%
Major Delays: Total number of delays that last more than 20 minutes	4 or fewer 20+ minute delays each month	5
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 increased PM variability decreased
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	05:13

Subway Metrics – Total Delay



Subway Metrics – Travel Time



Major Subway Delays (Mar 12 – April 9)

- Broken Pantograph (Mar 18)
- Cracked Track (Mar 23)
- Vehicle ATCS Failure (Mar 27)

Transitioned Rail to TMC

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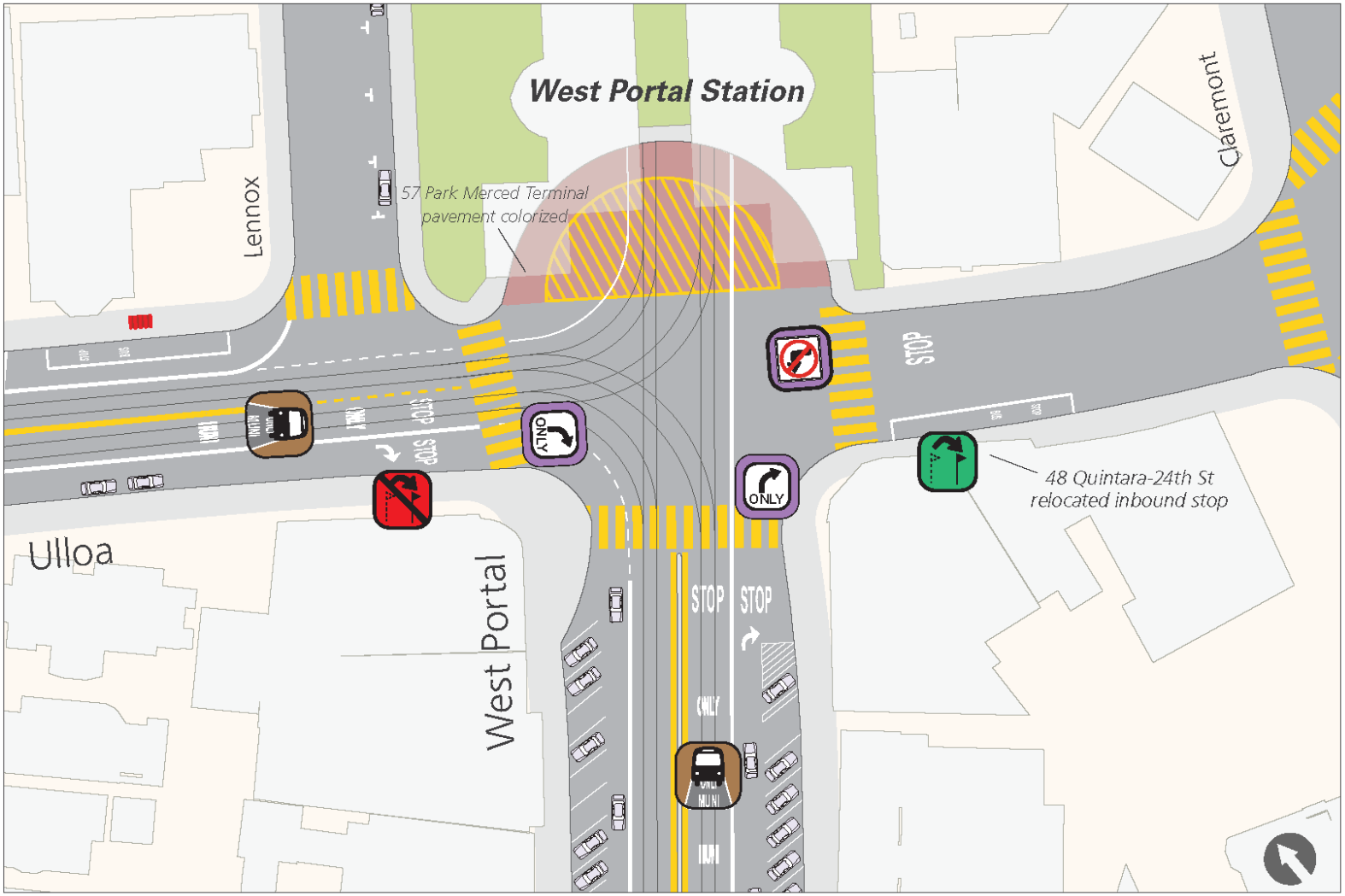
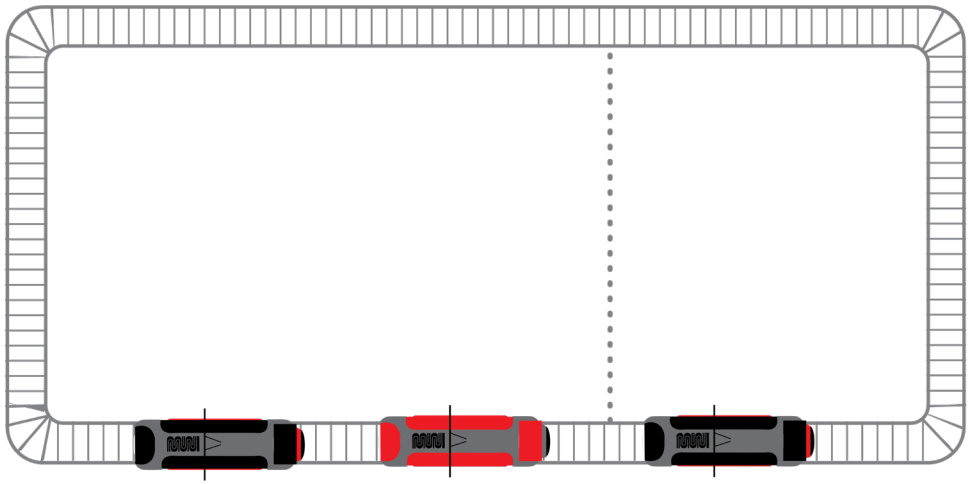
Proposed West Portal Traffic Changes



Switchbacks

What are they? A service management tool where a vehicle traveling in one direction will stop at location near switch, off load passengers and continue in service in opposite direction

Before



Why do we use them?

1. To reduce wait times

2. Blocked tracked due to:
   - Breakdown
   - Infrastructure issue
   - Passenger incident
   - Non-Muni collision

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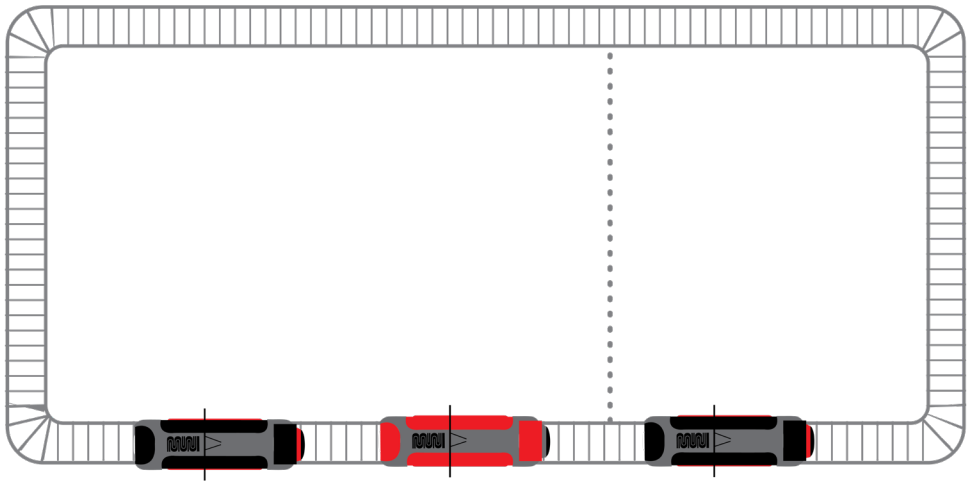
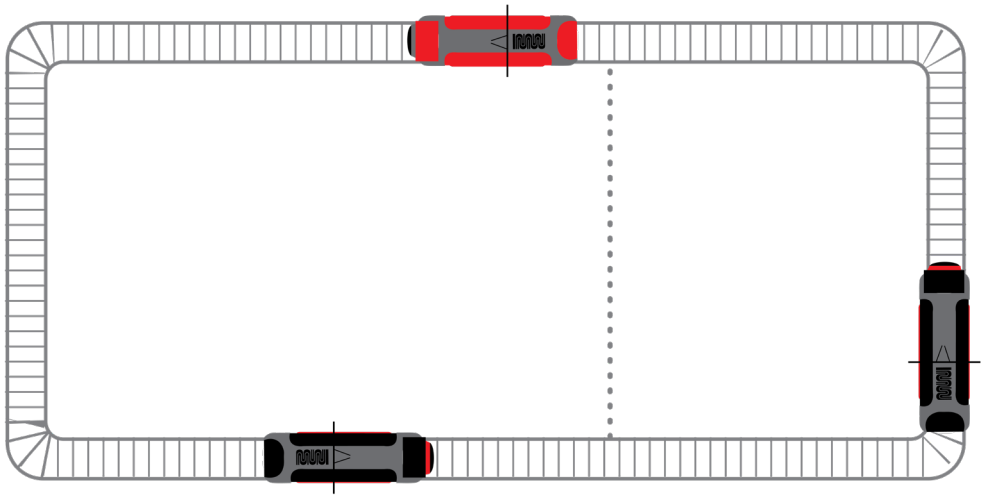
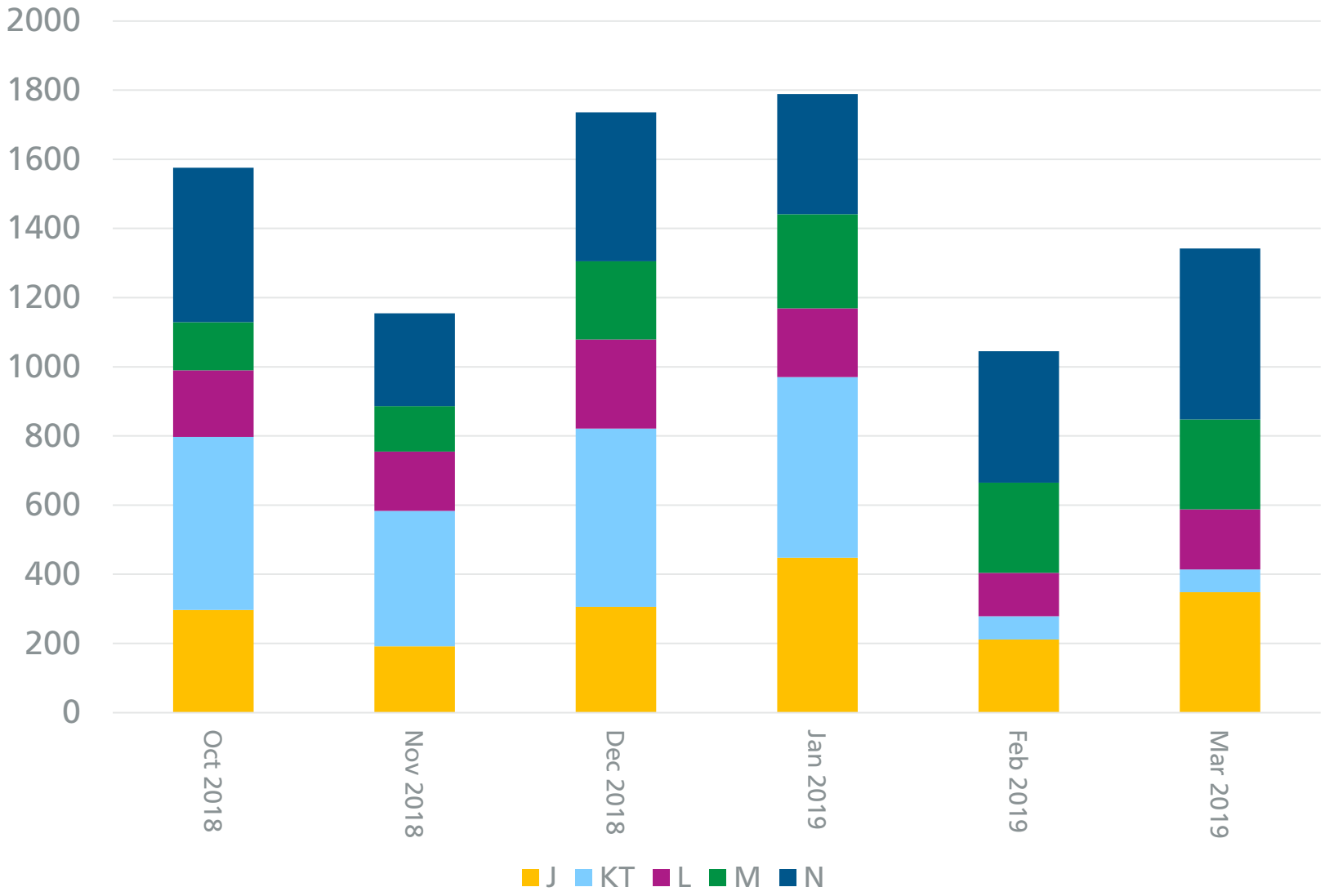


After



Monthly Switchbacks Ordered by Line



No Switchbacks on Third St

- Initiative started April 6
- Builds on Muni Equity Strategy; focuses on improving service in southeast sector of the City
- Alternative service management strategies will be tested including new schedules, rail line management tools and gap trains

90 Day Action Plan - Next Steps