Transit Performance Update

Julie Kirschbaum, Acting Director, Transit
SFMTA Board of Directors, March 19, 2019

Agenda

1. 90 Day Action Plan Progress

2. Subway Performance Update

3. Bus Network Highlights

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

11 Actions

Missed Service

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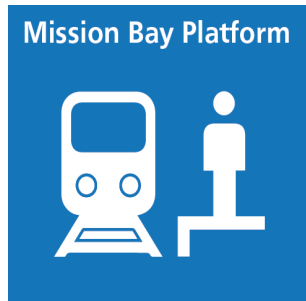
5 Actions

Staff Engagement/Morale

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

5 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	February
Reduce preventable collisions	68/month or less	47*
Reduce peak direction subway delay minutes	10% reduction	-13%
Increase service delivery	96% or above	95%
Reduce gaps on Rapid bus lines	12% or below	12%
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 19 collisions in February still awaiting review, but we do not anticipate they will all be categorized as preventable.
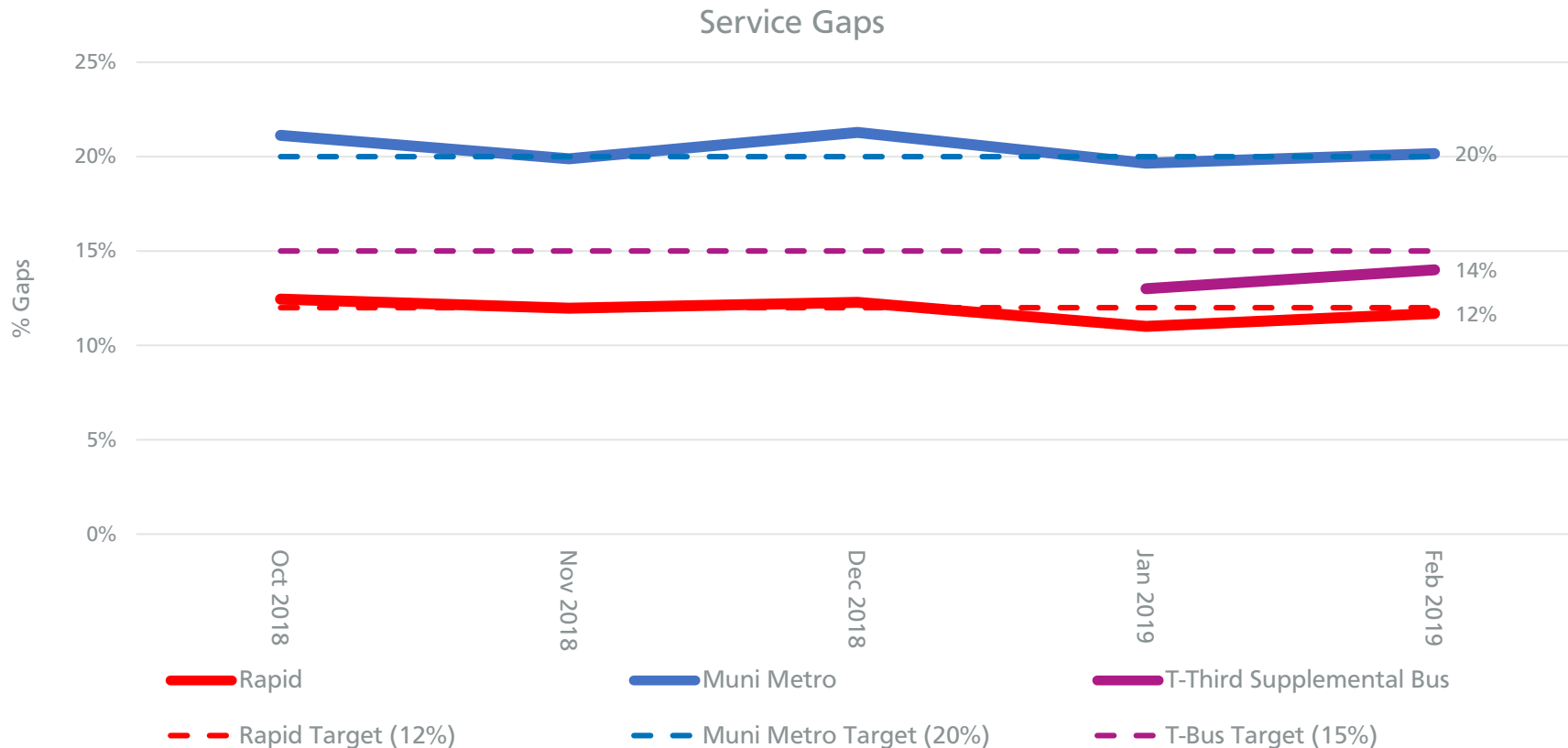
Service Delivery – 96% or more goal
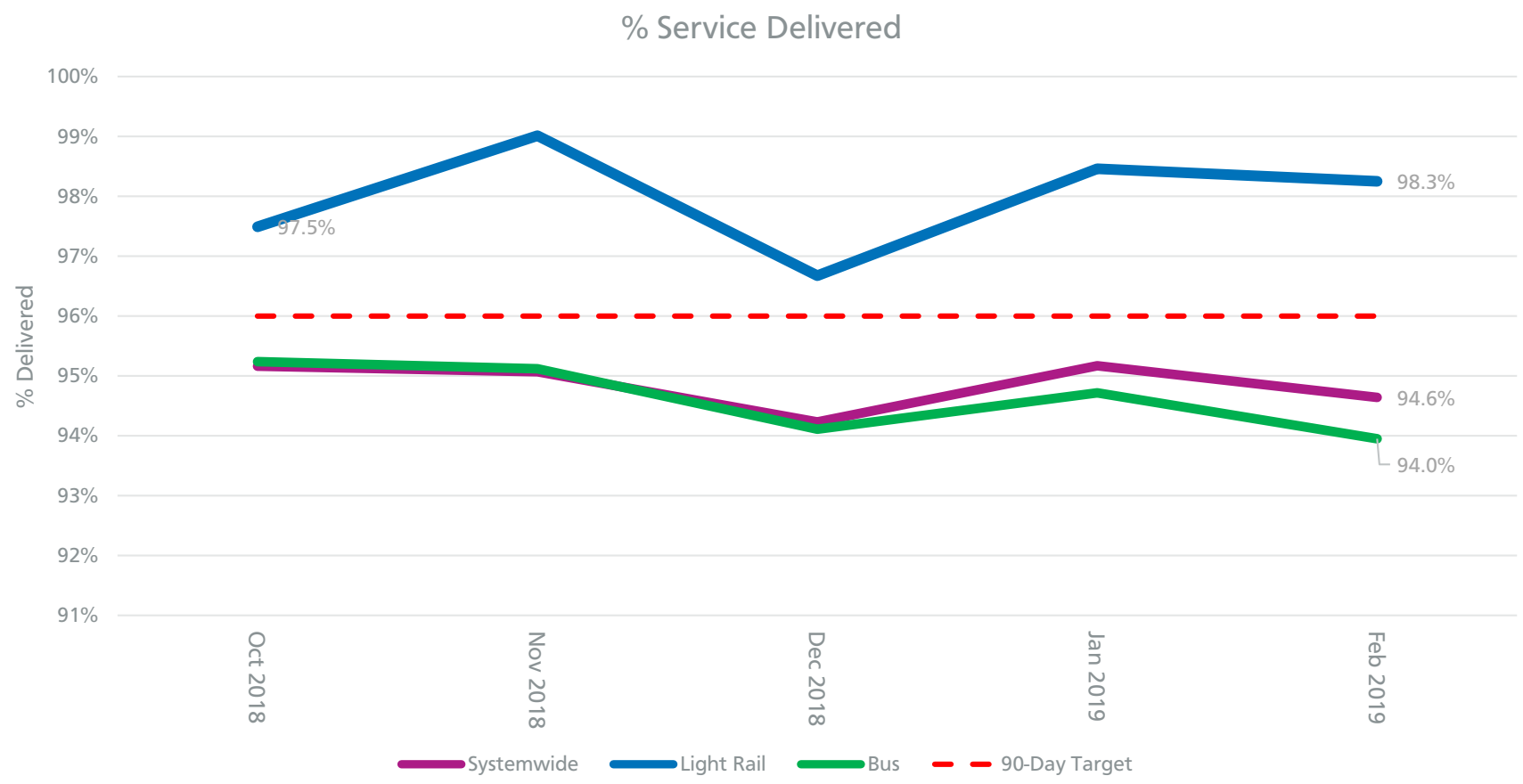
% Service Delivered

Update: Rail service met the target last month while motor and trolley coach fell short of the goal. Service delivery should improve in March as the sign-up attracts operators back to work from long term leave and a new class of operators graduates late March.
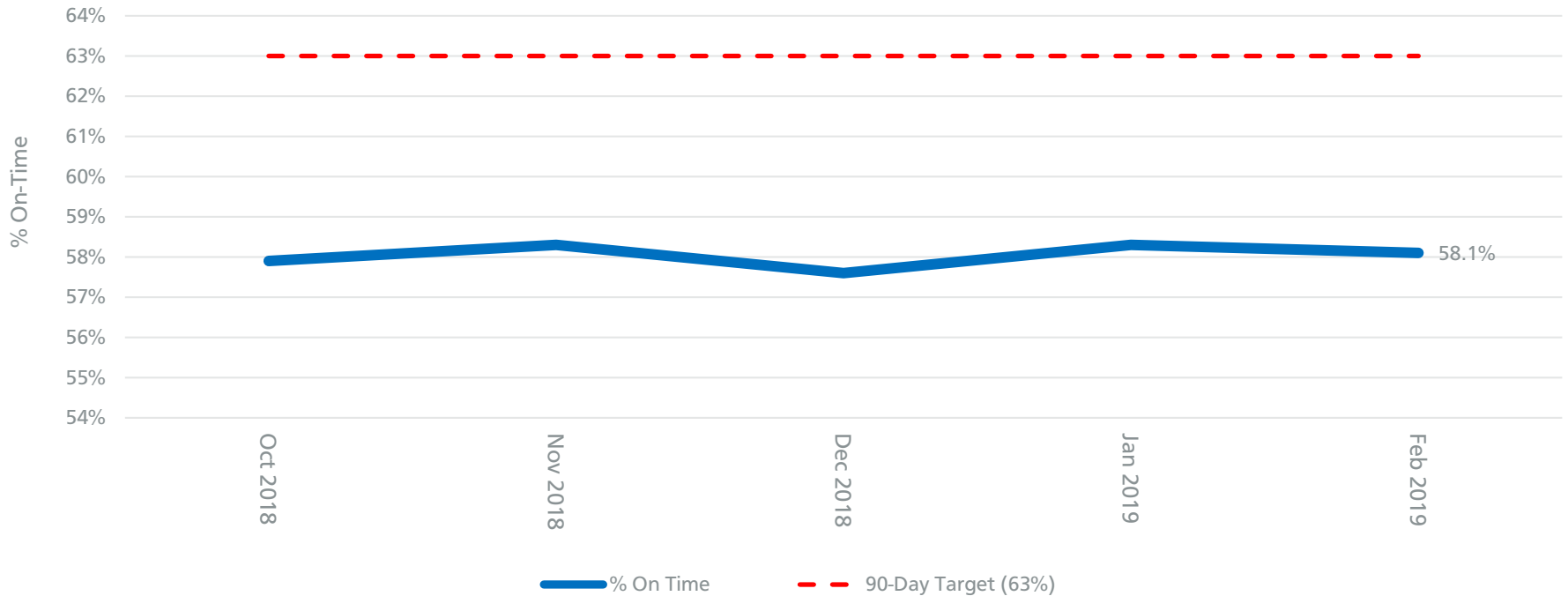
Service Gaps - goal varies by mode

Service Gaps

Update: All three categories met the gap target in February, although Muni Metro has fluctuated above and below the target percentage throughout the month.
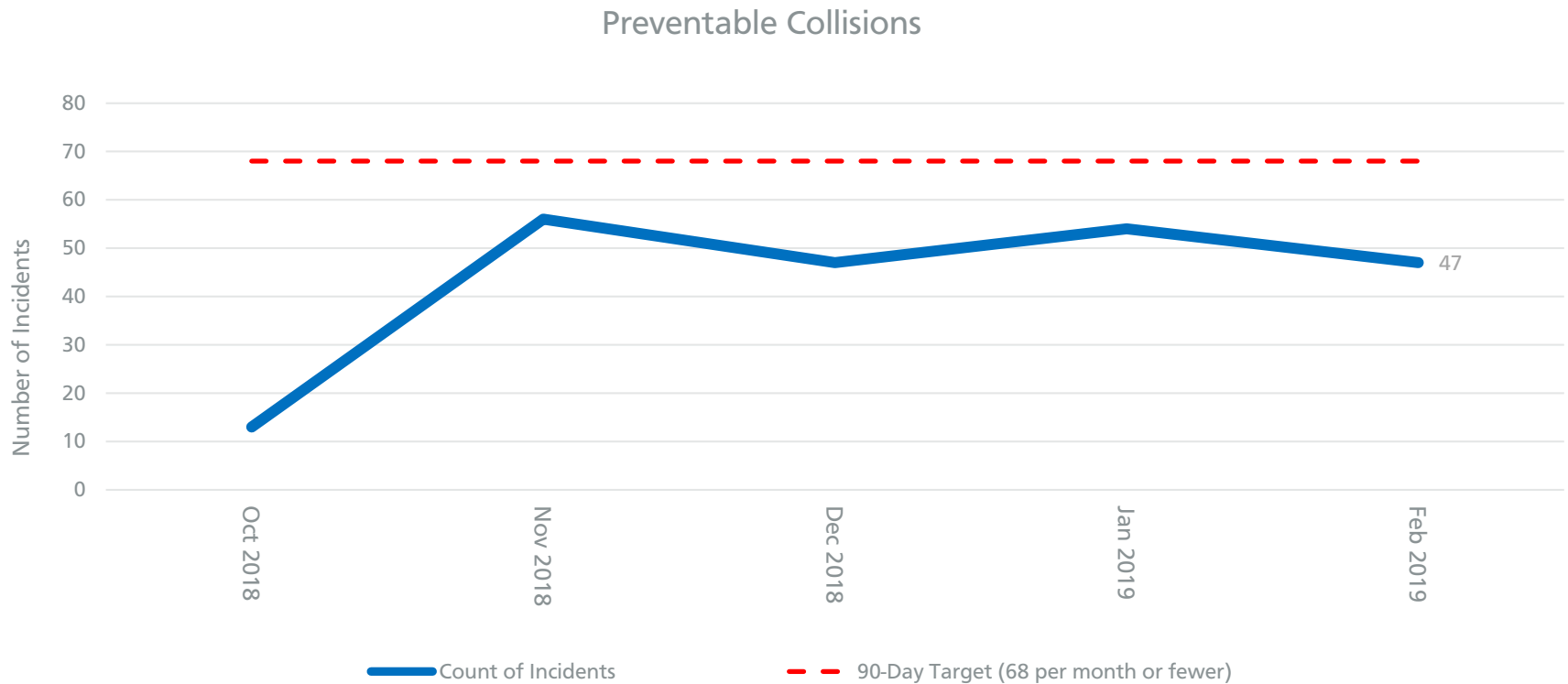
Bus (20-30 min routes) – 63% OTP goal

On-Time Performance: Low Frequency Bus Routes (20+ Min)

Update: OTP on low frequency routes fell short of the 63% OTP target. By route however, five routes surpassed the goal. We will continue monitoring low performers and adjusting service accordingly.

90-Day Action Plan Metrics
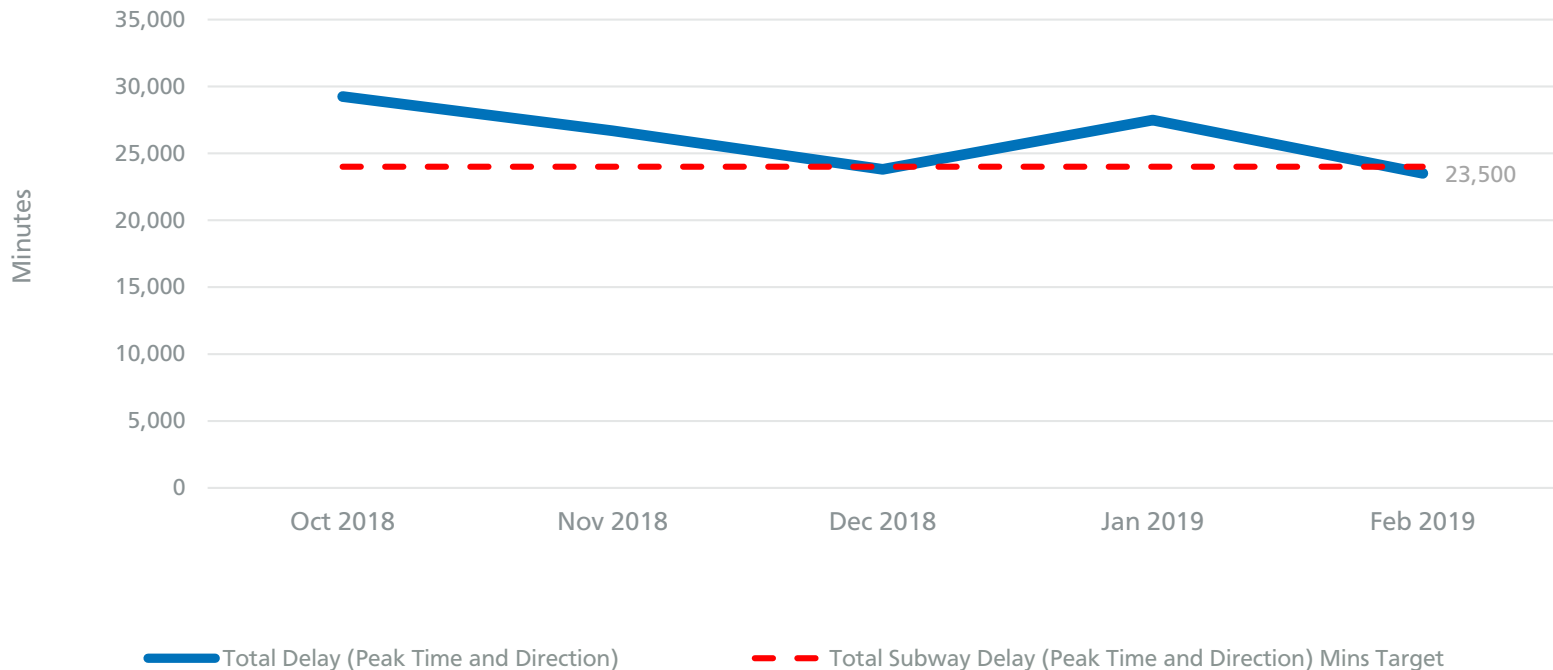
Preventable Collisions

Update: Preventable collisions continue to meet the monthly target. There are 19 collisions in February still awaiting review, but we do not anticipate they will all be categorized as preventable.

90-Day Action Plan Metrics

Total Weekday Peak Time and Direction Subway Delay Minutes
(by month)

Update: The total delay in the morning and evening commute periods in the peak direction was 28,000 minutes in January and 23,500 in February. Weekday peak period delay is trending downward and meeting the 10% reduction goal.

Subway Monthly Performance

Current Subway Metrics

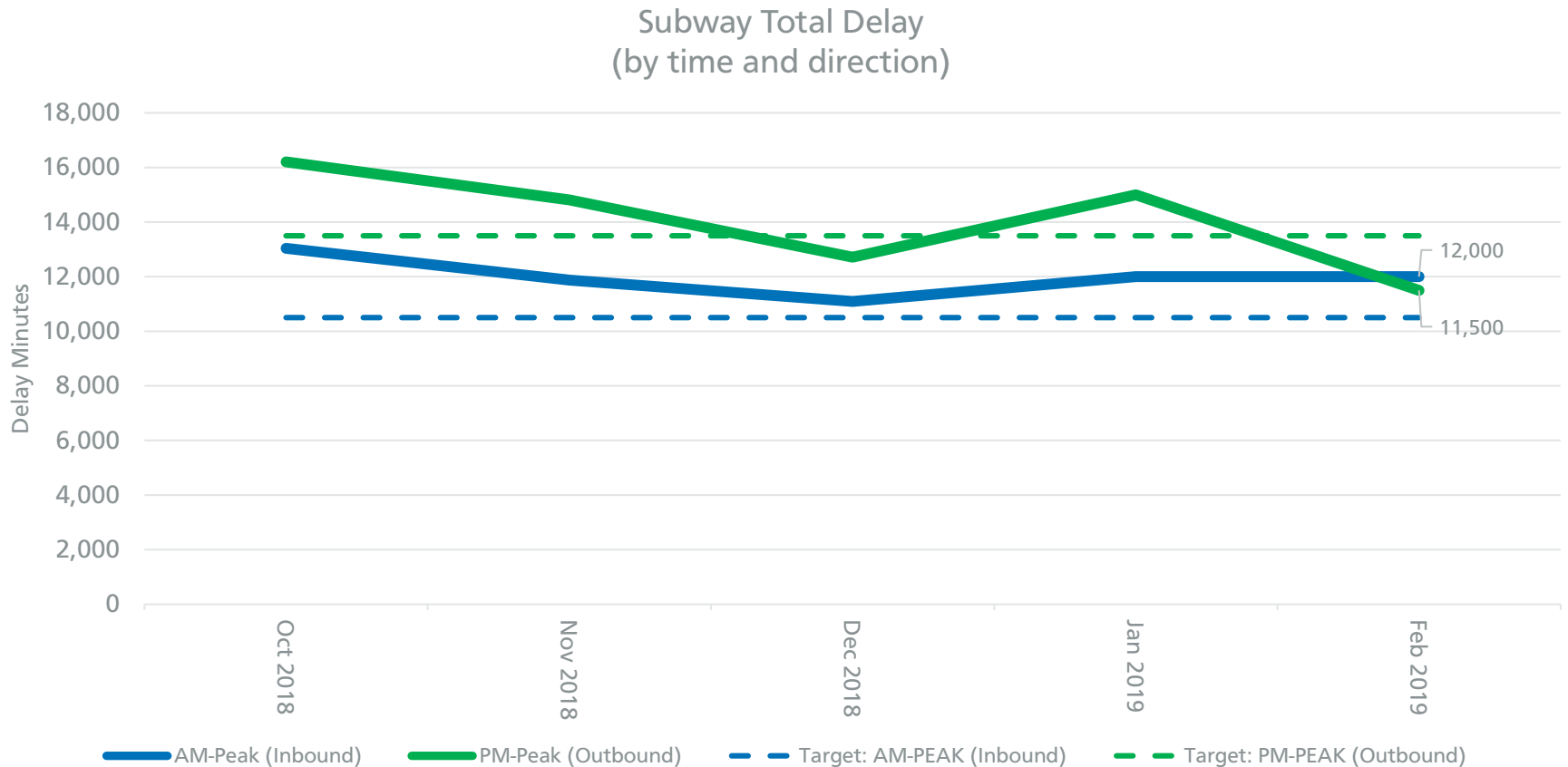| Metric	Target	February
Subway Delay: Sum of all delay for all trains traveling in subway. Captures time between stations and at platforms (when train is stopped for more than 30 sec)	10% reduction in peak period minutes of delay	-13%
Major Delays: Total number of delays that last more than 20 minutes	4 or fewer 20+ minute delays each month	6
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	5.3

Subway Metrics – Incident Delay

Significant Subway Delays
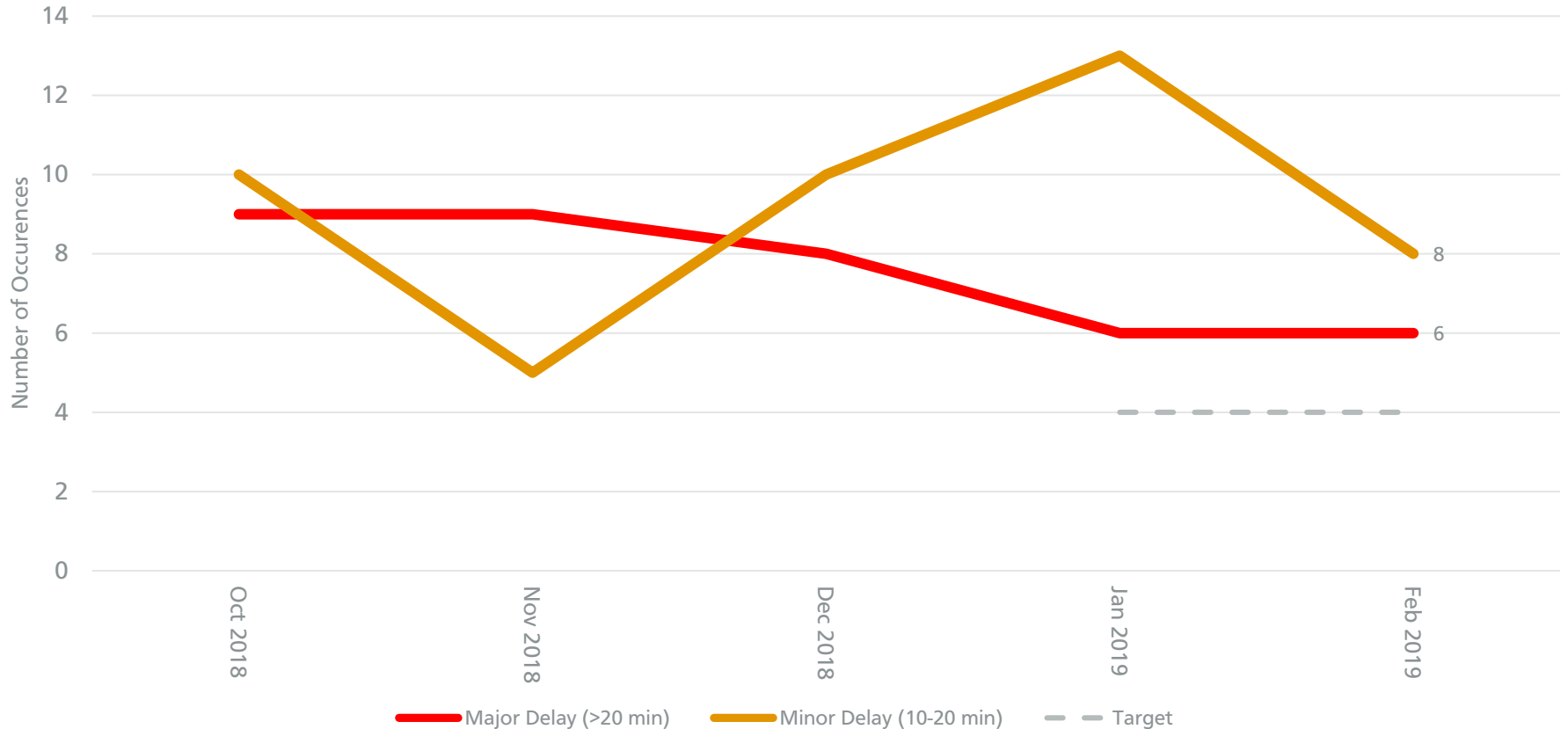
Update: Target not met in February, but Minor delays are trending down while Major delays remained flat.
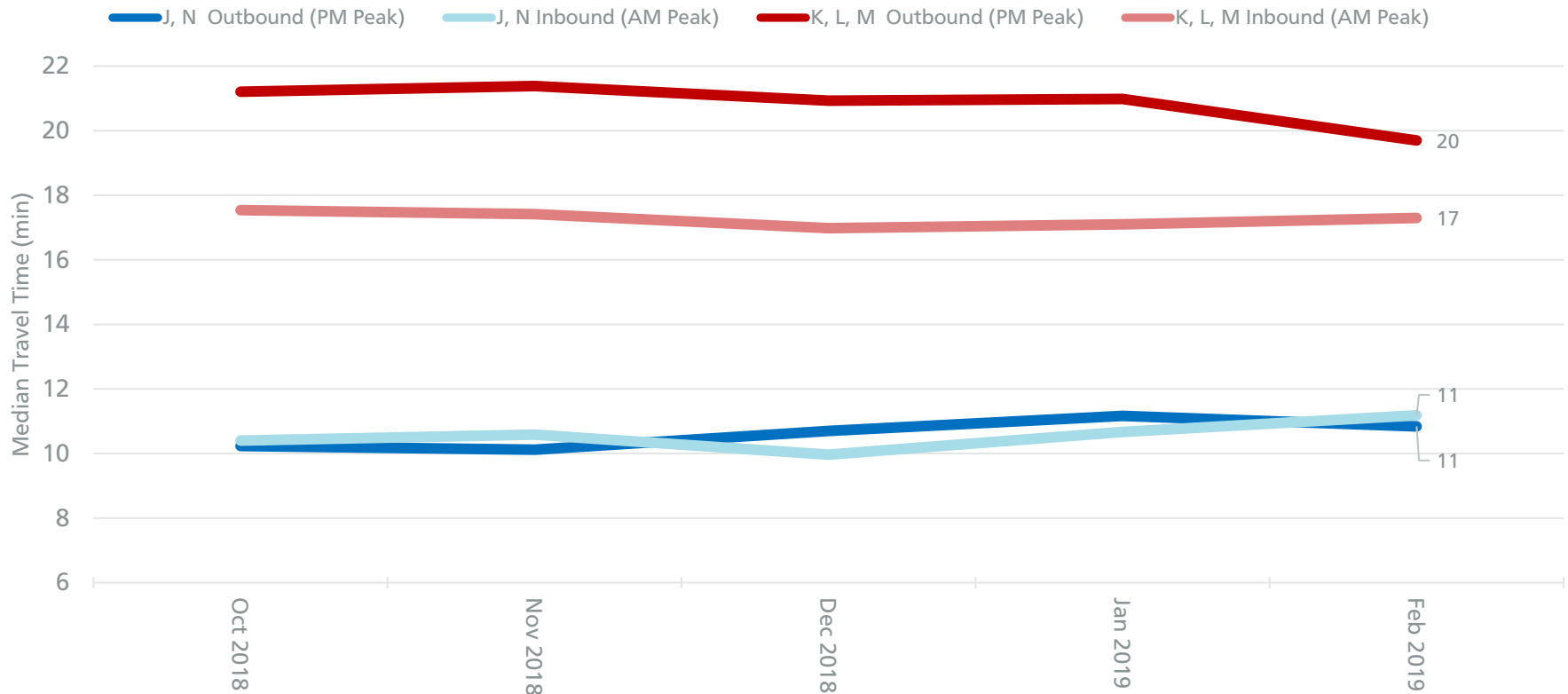
Subway Metrics – Total Delay

Subway Total Delay
(by time and direction)

Legend: AM-Peak (Inbound) | PM-Peak (Outbound) | Target: AM-PEAK (Inbound) | Target: PM-PEAK (Outbound)

Update: Target met during the PM Peak Outbound commute period (down 23%) while delay observed in the AM Inbound rush-hour remained flat.

Subway Metrics – Travel Time

Subway Travel Time

Legend: J, N Outbound (PM Peak) — J, N Inbound (AM Peak) — K, L, M Outbound (PM Peak) — K, L, M Inbound (AM Peak)

Median Travel Time (min), plotted from Oct 2018 to Feb 2019.

K, L, M Outbound (PM Peak): ends at 20
K, L, M Inbound (AM Peak): ends at 17
J, N Inbound (AM Peak): ends at 11
J, N Outbound (PM Peak): ends at 11

Update: Outbound travel time on the KLM is one minute quicker in the PM peak. No change for J/N trains. Travel time variability for the KLM in the PM-Peak outbound direction decreased significantly, but AM variability increased for all routes.

Highlight: New Radio Launches on LRVs

- New Harris radios launched on LRVs

- New electronic stop announcements on trains

- All Subway responders including Metro Rail Units (MRU) and Transit Supervisors using new Harris radios

- On track to move rail functions to Transit Management Center (TMC) by late March
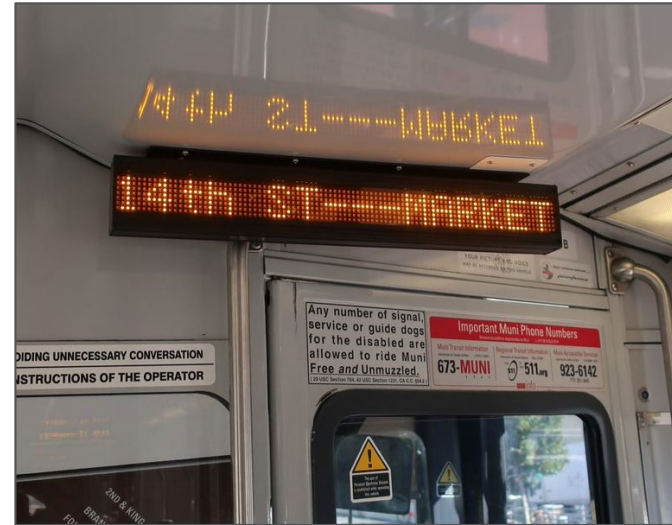
Major Subway Delays (Feb 19-Mar 11)

- No delays Feb 15-27

- Automatic Train Control failure (Feb 28)

- Major vehicle delay at Embarcadero (Mar 1)

- Switch lock at West Portal due to operator failure to comply with rail signal (Mar 2)

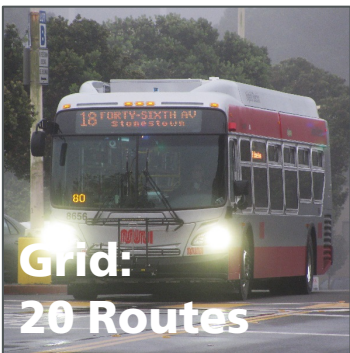- LRV4 pantograph failure (Mar 8)

Muni Bus Network

Muni Bus Network

Rapid:
5 Routes

Frequent:
11 Routes

Grid:
20 Routes

Connector:
11 Routes

Specialized:
18 Routes

Owl:
12 Routes

- 72 bus routes

- 510k daily riders

- 72% of all trips

- 12 owl routes – 24 hour coverage
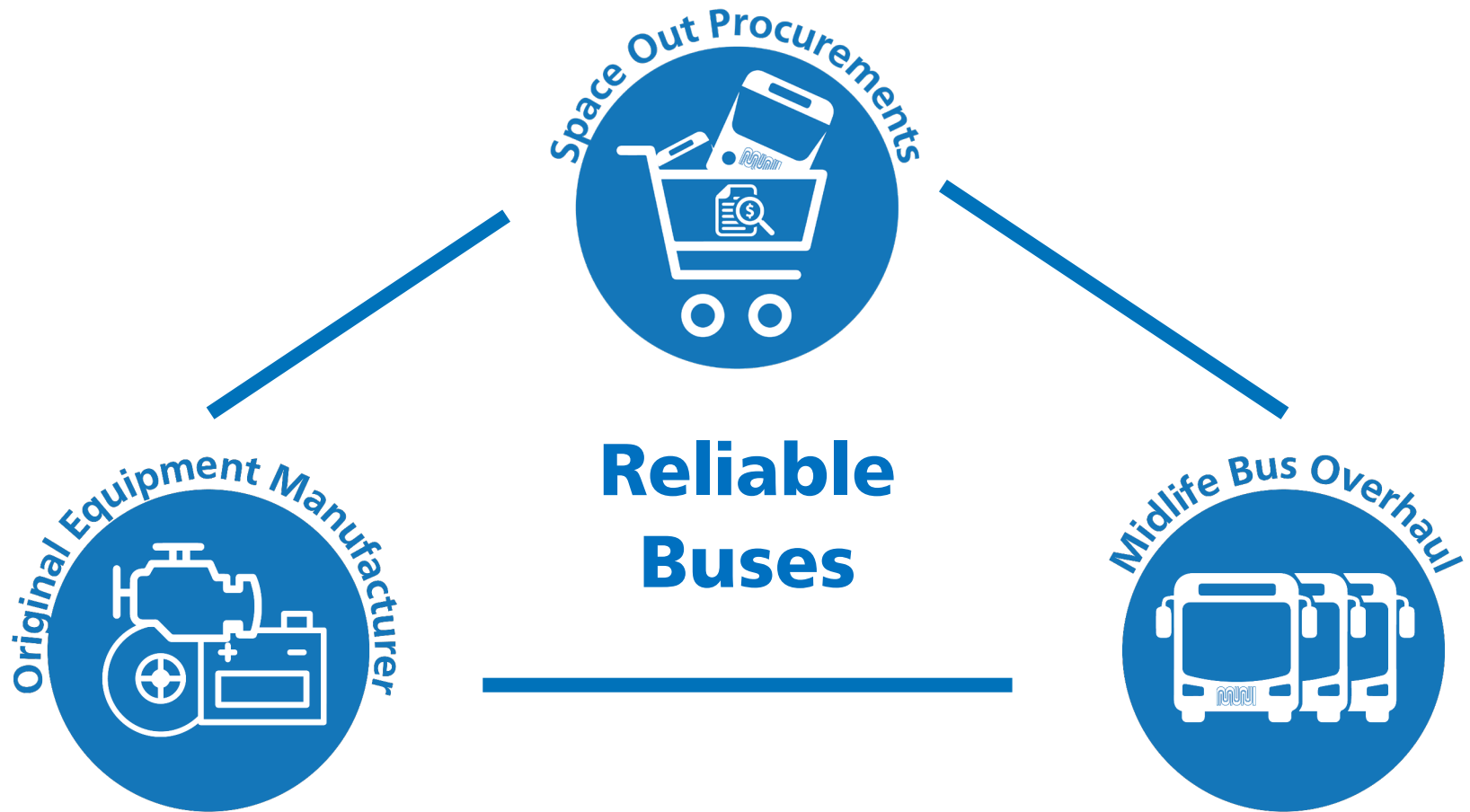
- Greenest fleet of any major North American city

New Bus Fleet

We've overhauled the motor and trolley coach fleet!

The rubber tire fleet is the greenest in North America. Last 40ft hybrid to be delivered in April 2019
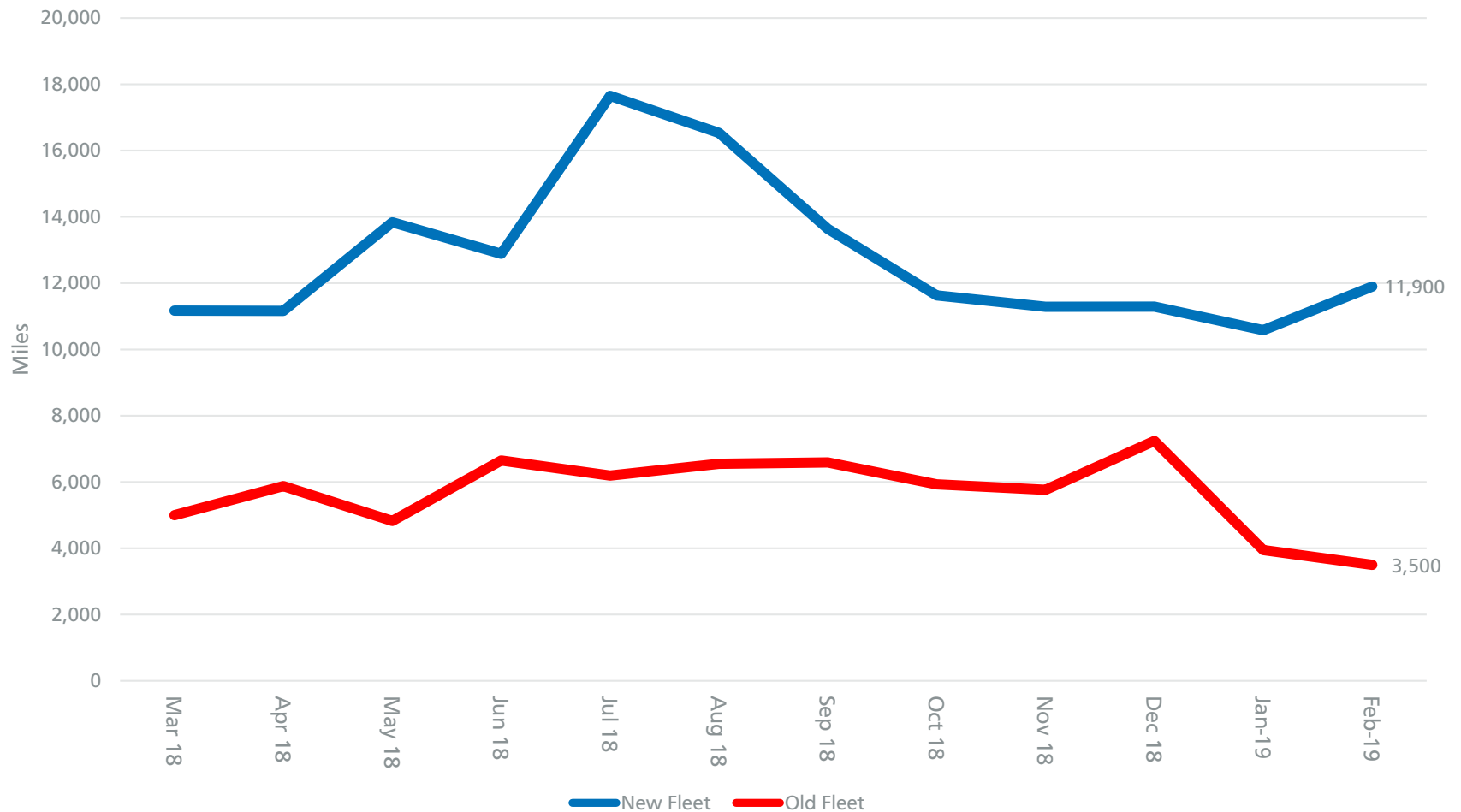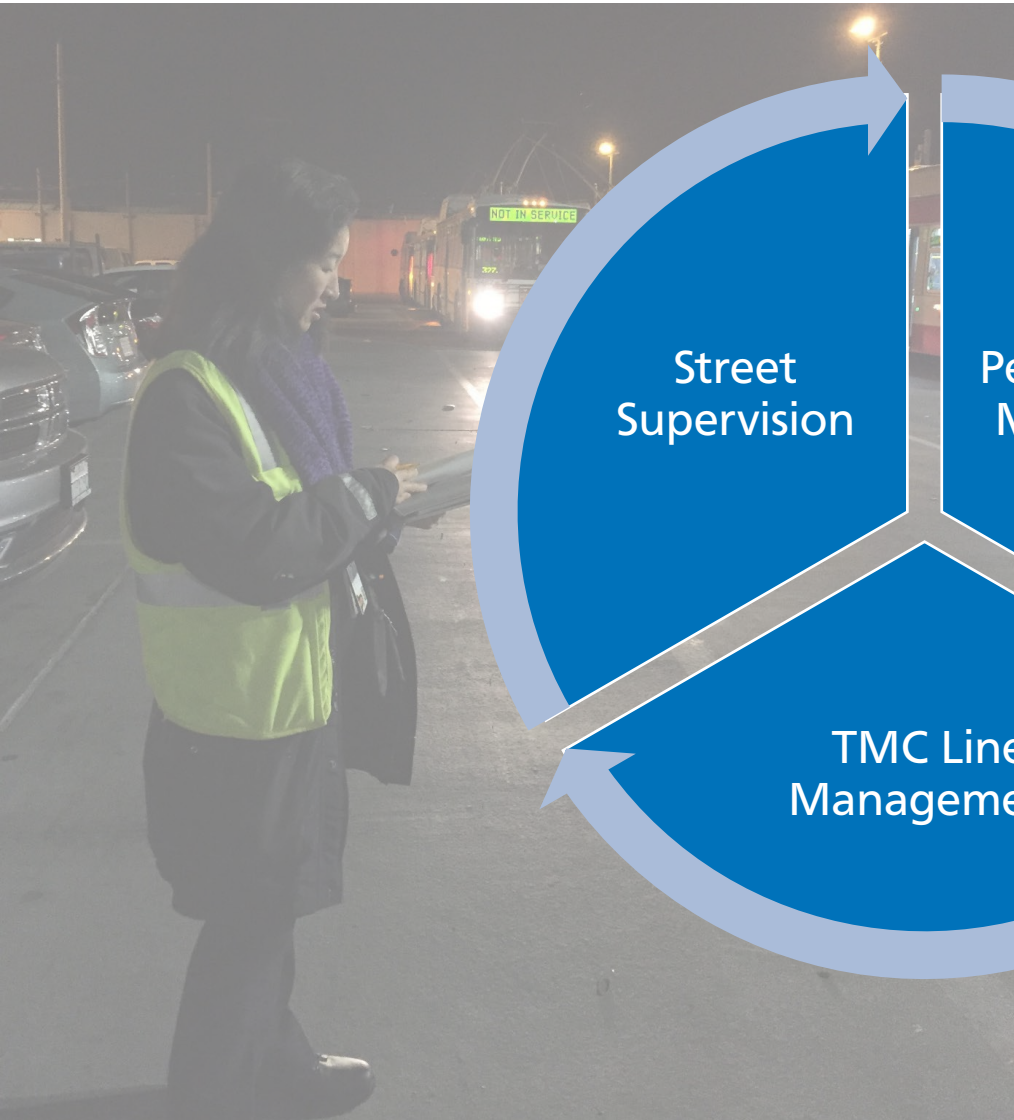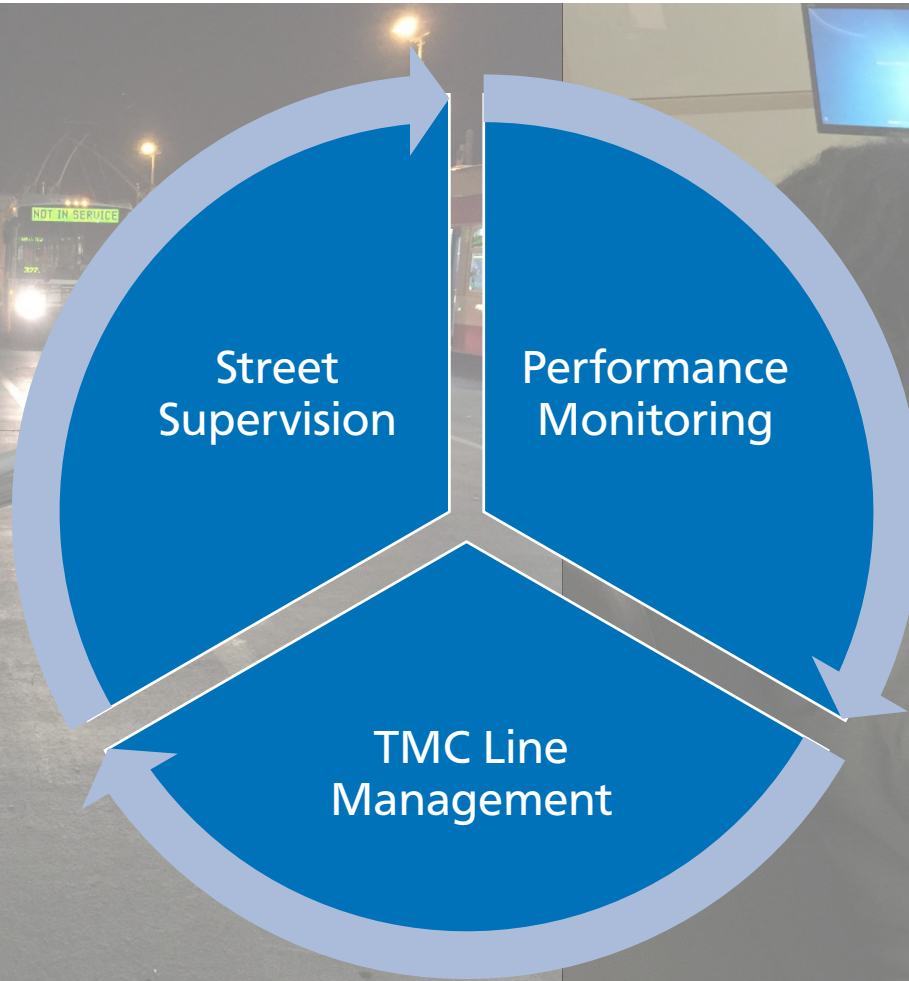
Fleet Program Overview

Space Out Procurements

Original Equipment Manufacturer

Reliable Buses

Midlife Bus Overhaul

Bus Fleet Performance

Mean Distance Between Failure

New Fleet — Old Fleet

11,900

3,500

Service Management Improvements

- Street Supervision
- Performance Monitoring
- TMC Line Management

More Transit Service

Scheduled vs Actual Service Delivered

Since 2010, Muni has expanded service by more than 20%

Legend: Annualized Scheduled Service Hours · Actual Service Hours Delivered

X-axis: FY 2010, FY 2011, FY 2012, FY 2013, FY 2014, FY 2015, FY 2016, FY 2017, FY 2018

Y-axis (Hours): 0, 500,000, 1,000,000, 1,500,000, 2,000,000, 2,500,000, 3,000,000, 3,500,000, 4,000,000
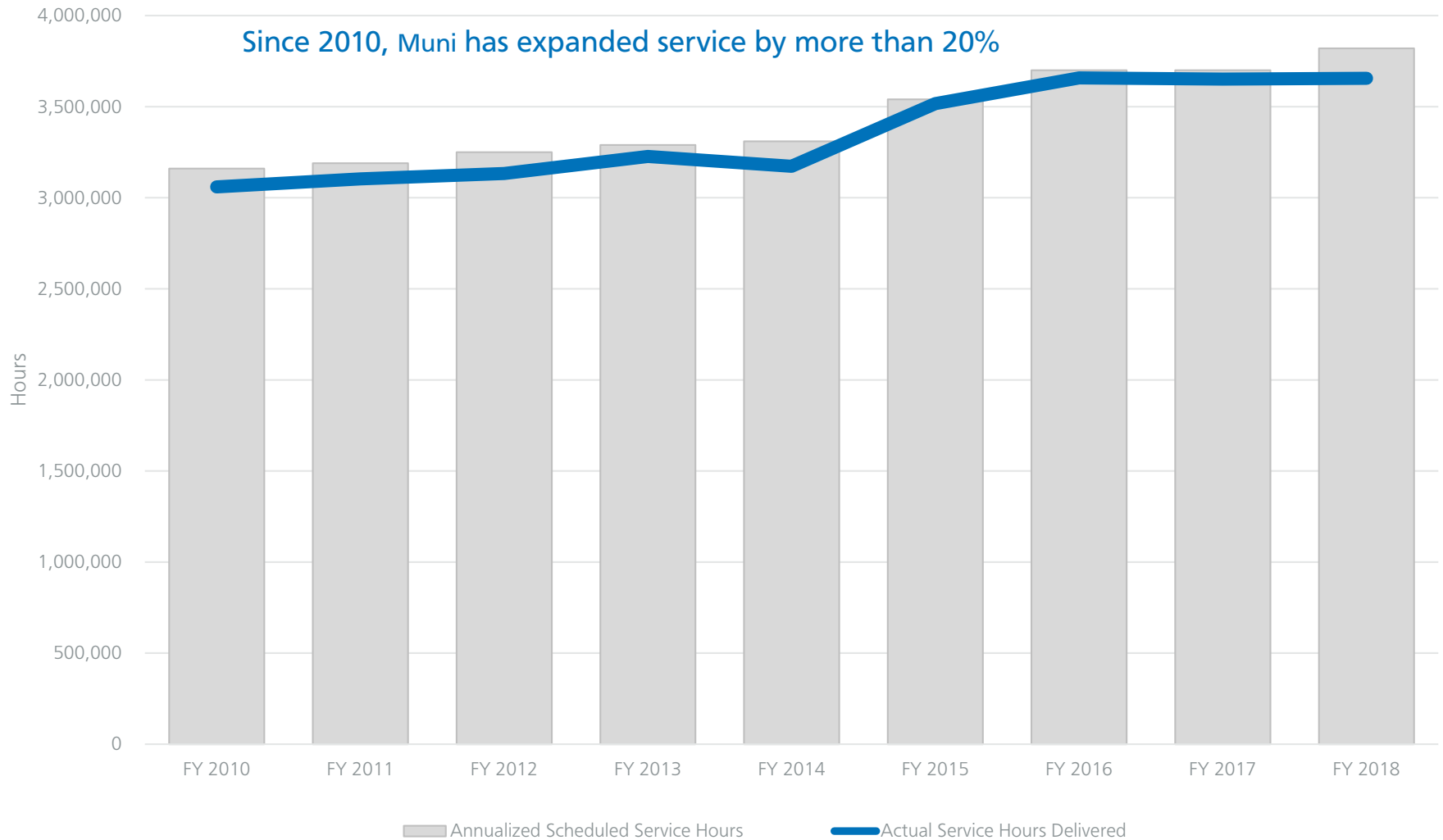
Hurdles: Operator Shortage

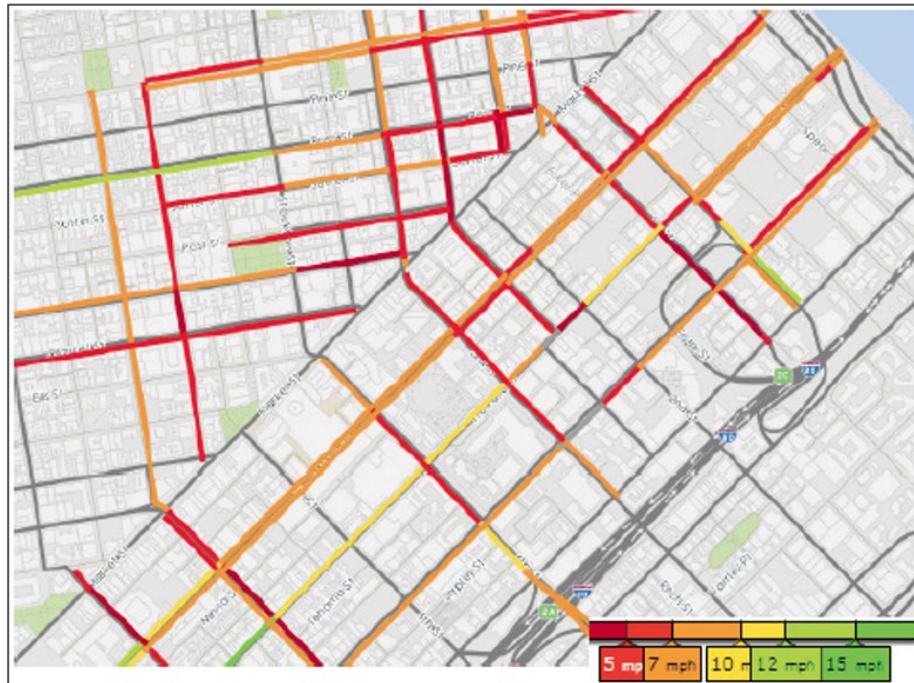Weekday Daily Average of Missing Operator Shifts
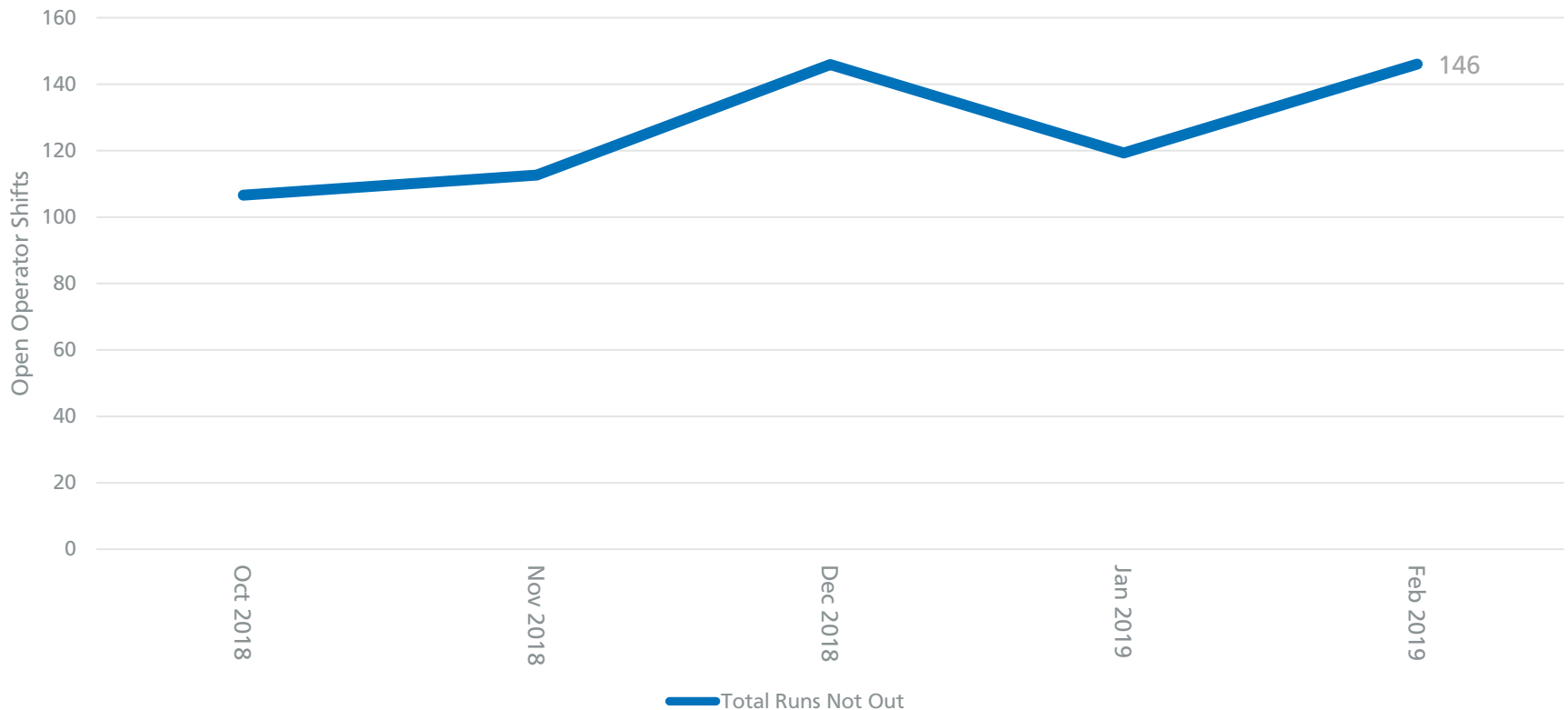
Operator Hiring Next Steps

- Started large class of new Operators Monday, March 18

- Connecting eligible candidates with CityDrive program for Class B permits

- Generating a new Operator lists every two months

- Shifting to continuous Operator exam

Hurdles: Congestion

Although overall transit speeds have been more stable than private autos, congestion degrades reliability and leads to service gaps and unpredictable trip times.
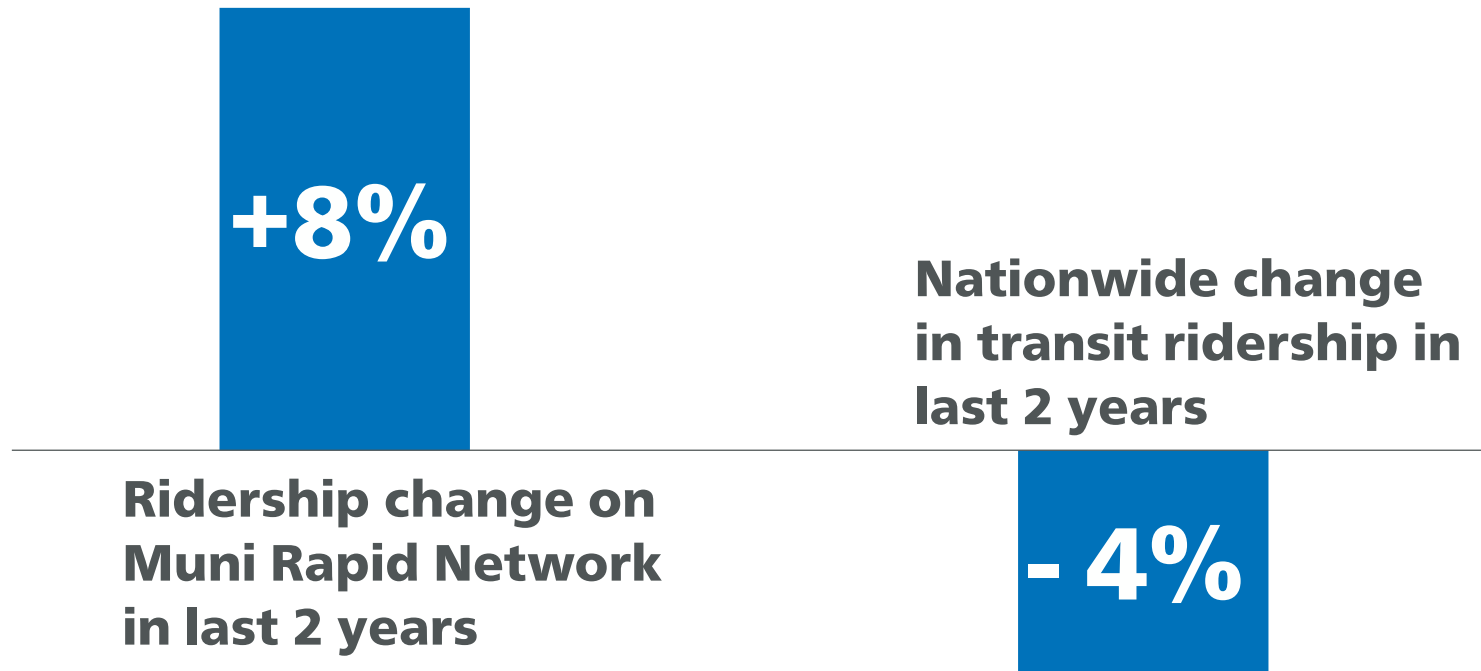
Muni Forward Transit Priority Projects target the Rapid Network

And it's working!

+8%

Ridership change on Muni Rapid Network in last 2 years

Nationwide change in transit ridership in last 2 years

- 4%

Next Steps for Bus Network

- Build on successes
  - More Muni Forward projects
  - Continued fleet replacement
  - Increased use of gap management tools for improved service management

- Continue tackling tough problems
  - Increase Operator hiring
  - Work towards Citywide mode share goals