



SFMTA



# 90-Day Action Plan

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# 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**

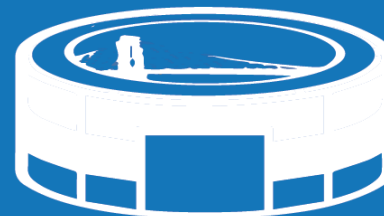
## LRV4



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**

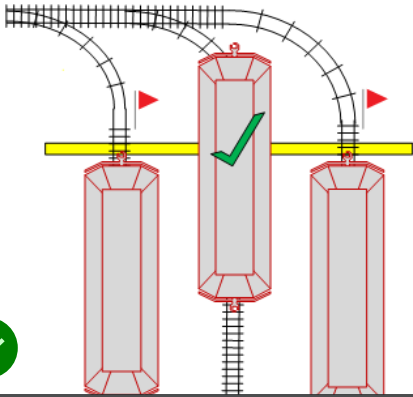
# 90-Day Action Plan Targets

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	3
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



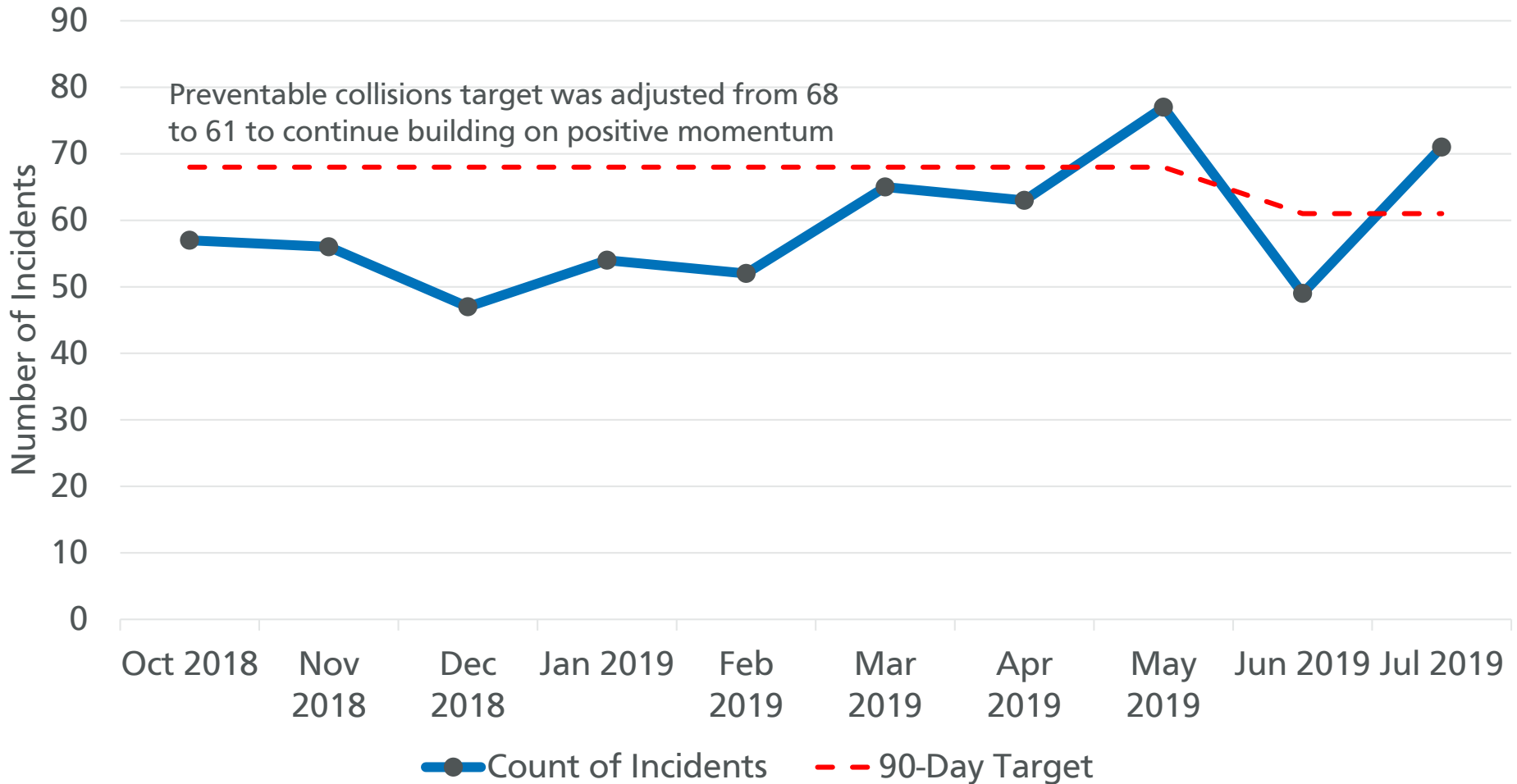
Over 800 buses now have more visible bumpers



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

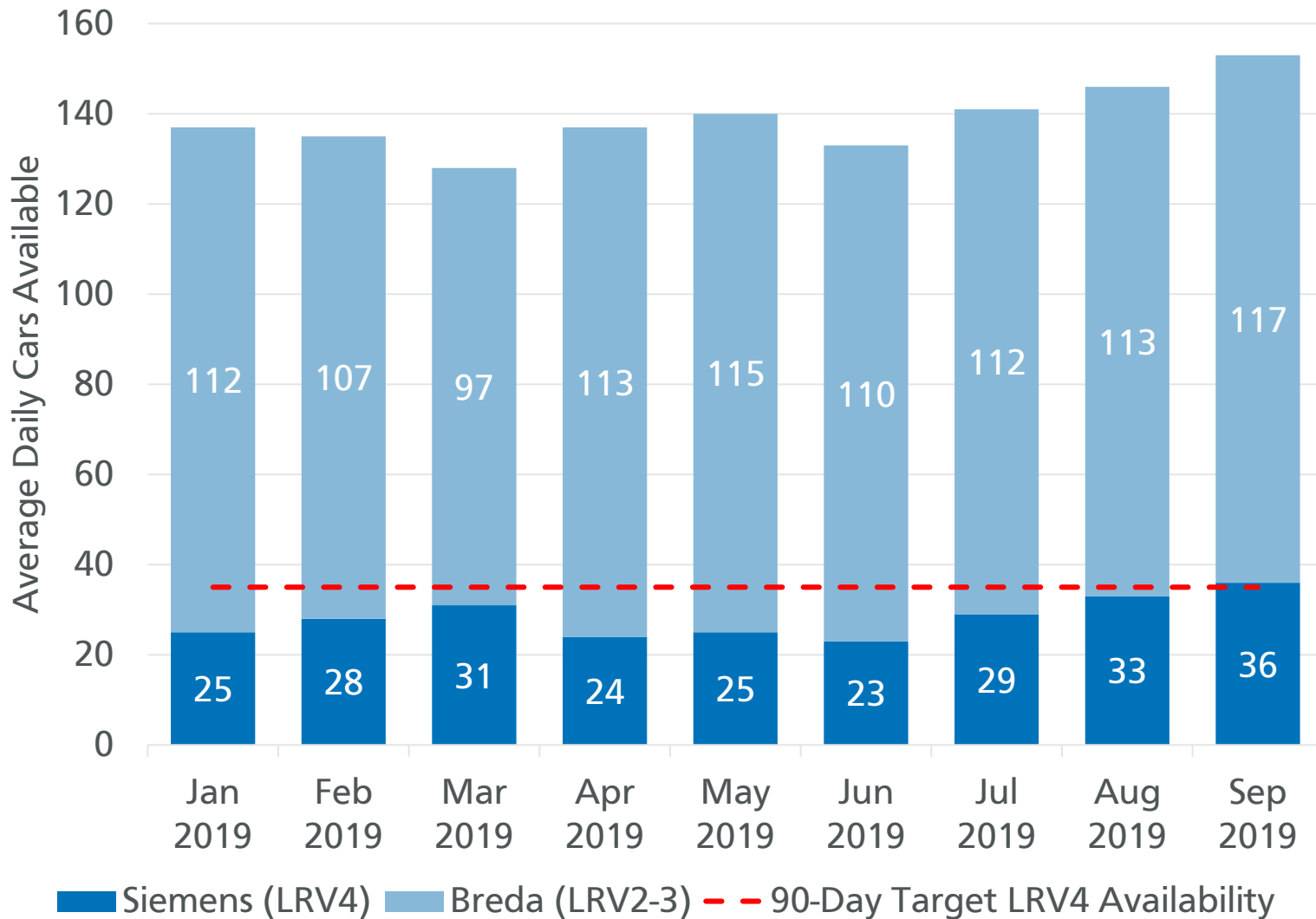
# Status Today

- 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



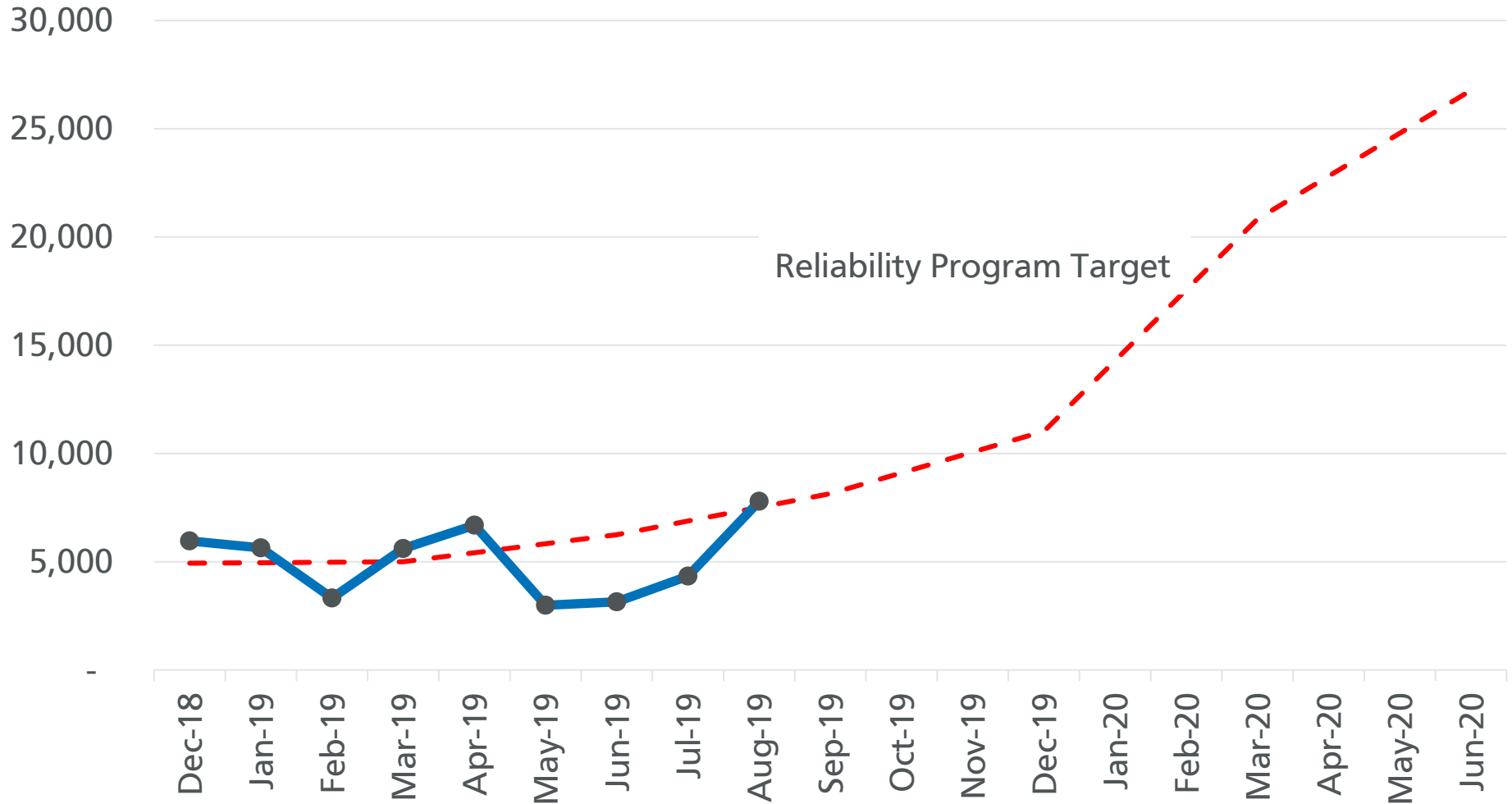


# LRV Availability



# LRV4 Reliability Program

## Mean Distance Between Failures





# Improving Subway Performance

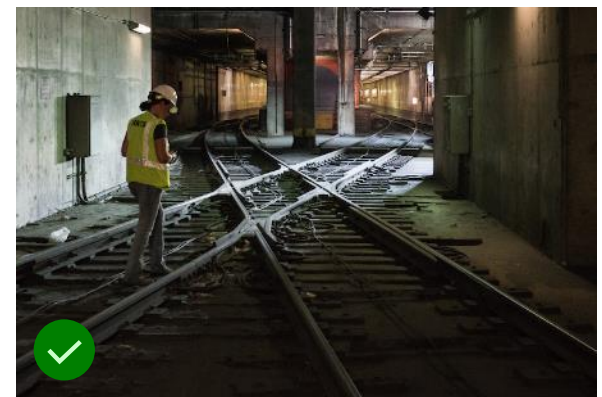
To address ongoing Subway issues, the SFMTA pursued 8 actions aimed at improving reliability and the customer experience in the Muni Metro Subway



Conducted critical inspections and maintenance



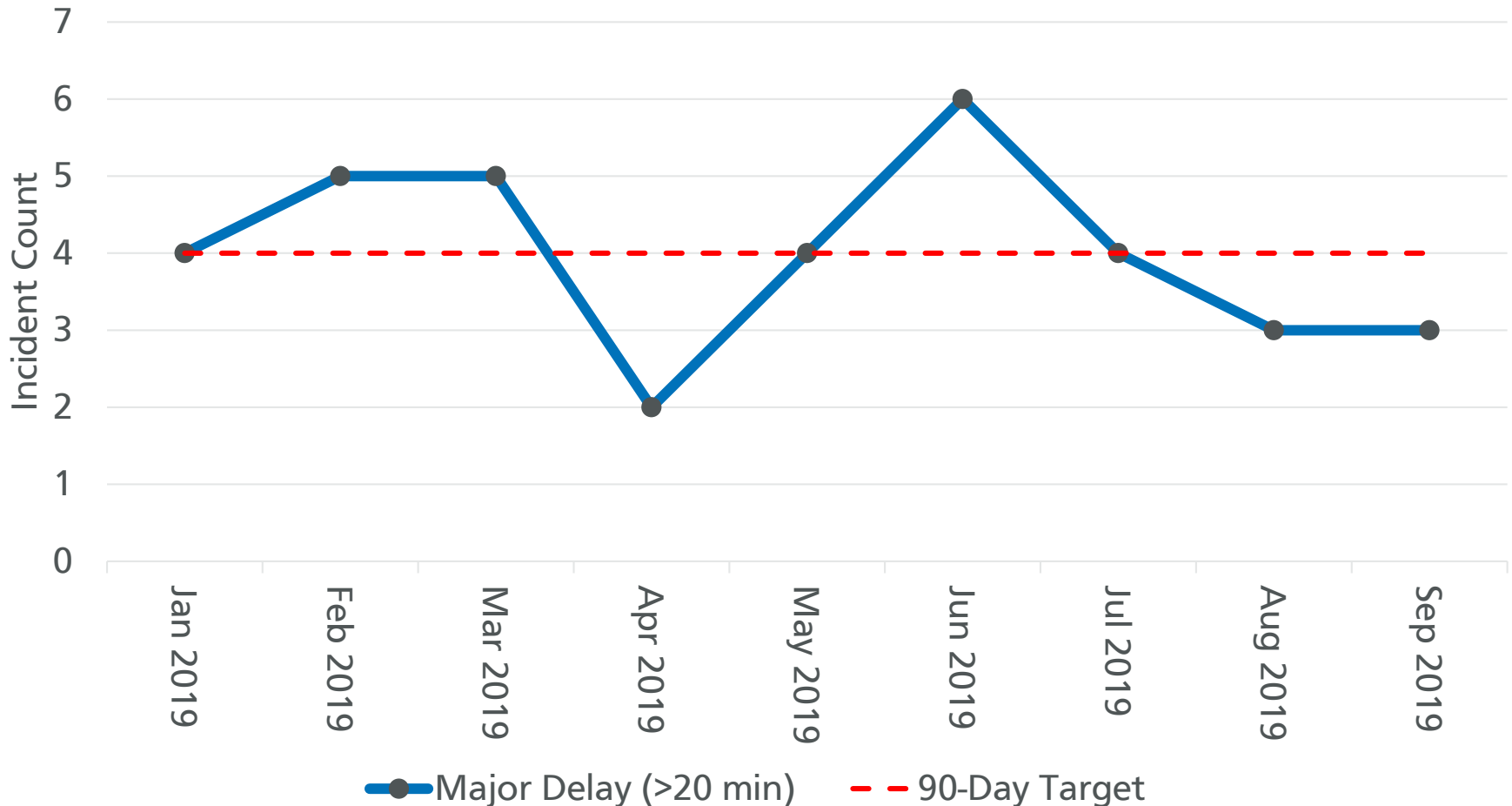
Developed comprehensive service management training



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, on 9/20 due to PG&E power outage, and on 9/24 due to a switch issue*



# 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 than 1500 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 Action Plan

November 1 2019 – January 31, 2020

**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

**Rail Maintenance**



Ensure vehicle availability meets demand and that benefits of the new fleet are realized

**Employee Generated Improvements**



Implement employee suggestions and improve feedback loop with all employees



Thank you

