



Transit Performance Update

Julie Kirschbaum, Director of Transit
SFMTA Board of Directors
March 3, 2020



**90-Day Action Plan
Wrap-up**

90-Day Action Plan Initiatives

November 1, 2019 to 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

Rail Maintenance



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

Employee Generated Improvements



Improve employee engagement by implementing a series of employee generated service enhancement recommendations

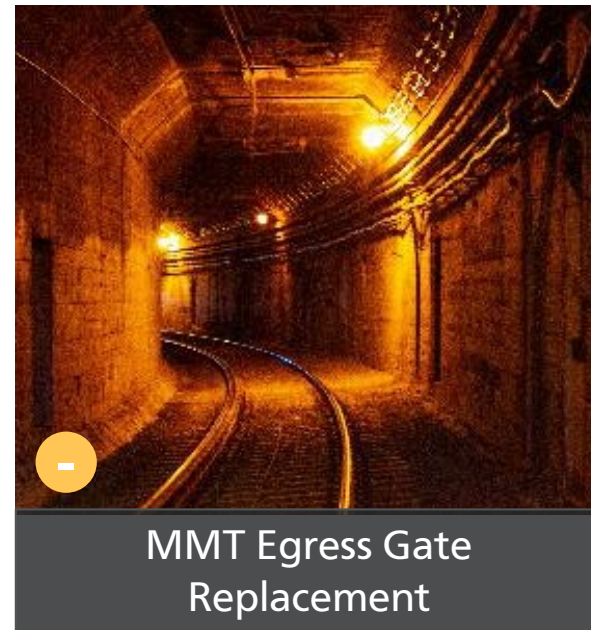
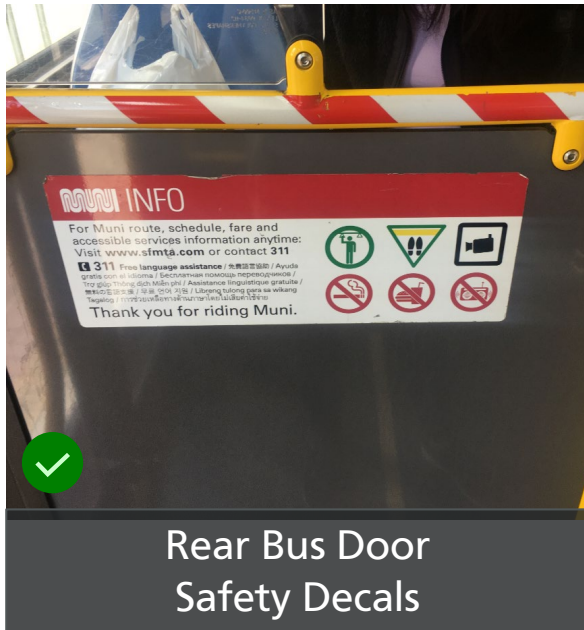
Recent Performance

Action	Target	January
Reduce preventable collisions	55/month or less	52
Reduce early departures on routes with frequencies 15-30 min	20% or below	17%
Improve Headway Adherence on frequent routes	90% or above	86%
Increase service delivery	96% or above	97%
Increase service delivery–Equity Routes	96% or above	97%
Reduce number of subway delays exceeding 20 minutes	4 or fewer per month	2
Improve LRV4 Availability	At least 48 cars per day	43

**Note: Preventable collisions are for December; figures for January are still under review.*

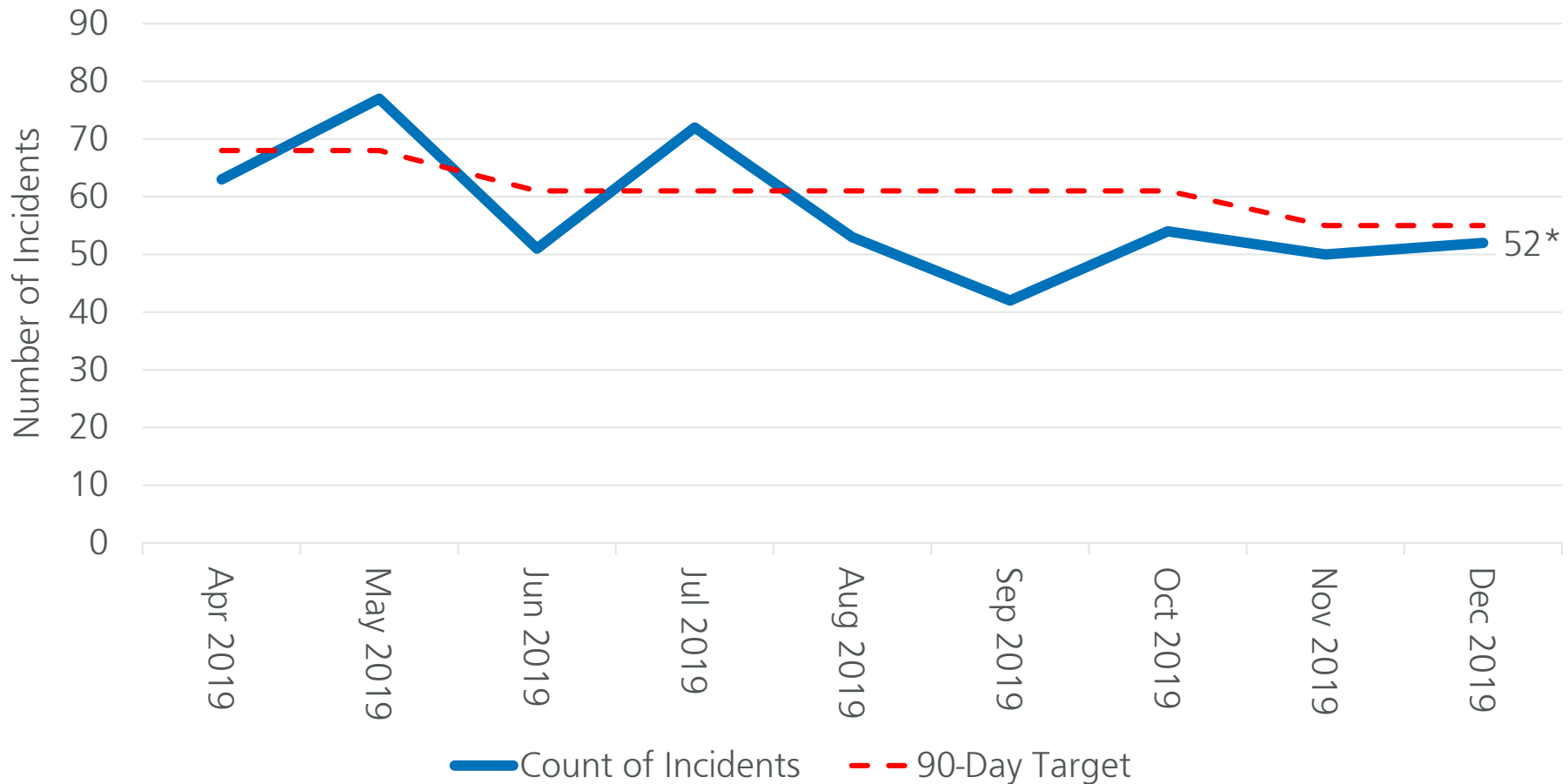
Emphasis on Safety

The SFMTA pursued 6 actions aimed at reducing collisions while also improving safety for Operators and passengers



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

Preventable Collision Target



*Note: Preventable collisions are for December. Figures for January still under review.

Reliability

We met key reliability goals by targeting subway maintenance and Operator hiring.



Extended subway maintenance window



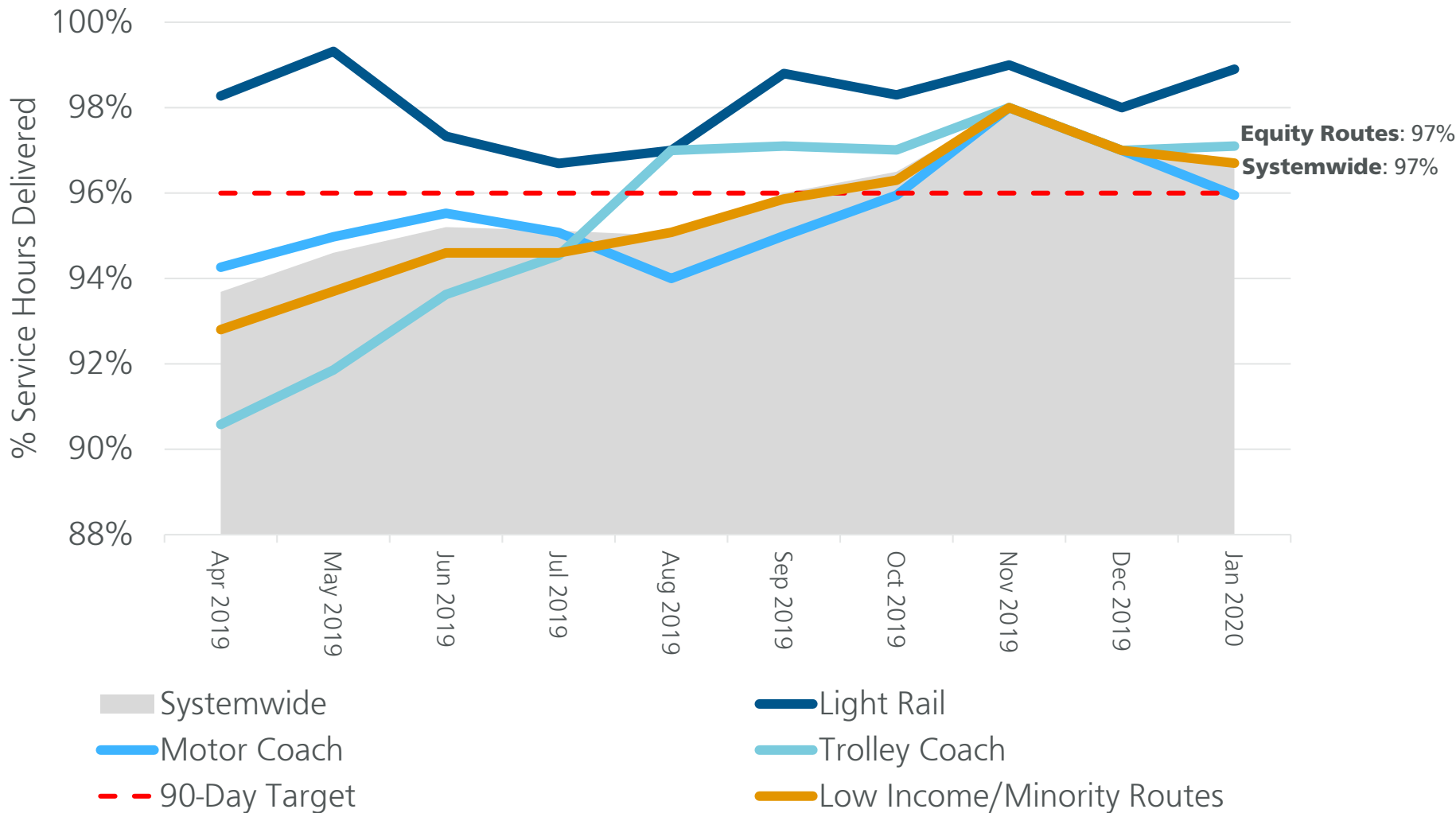
Hire trainers for Operator classes every 5 weeks



Quick build policy developed for Muni's slowest segments

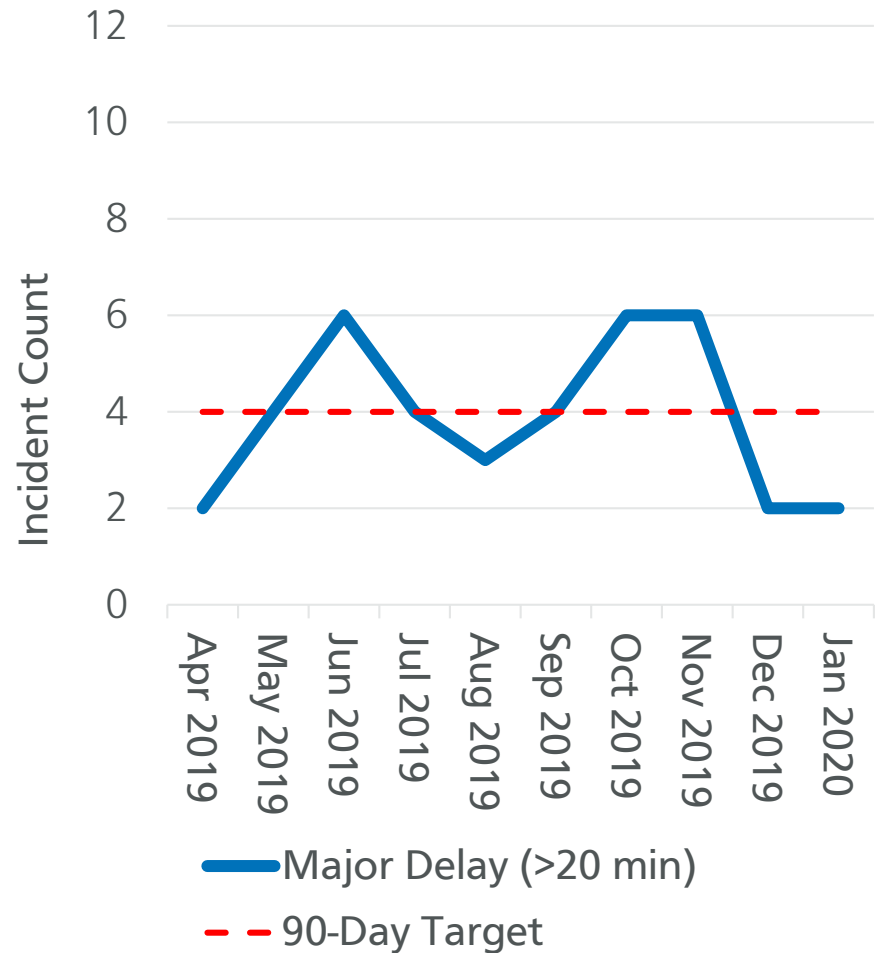
Actions taken in the most recent 90-day plan will help reduce missed runs over the next 3 - 6 months

Service Delivery Equity Routes



Major Subway Delays

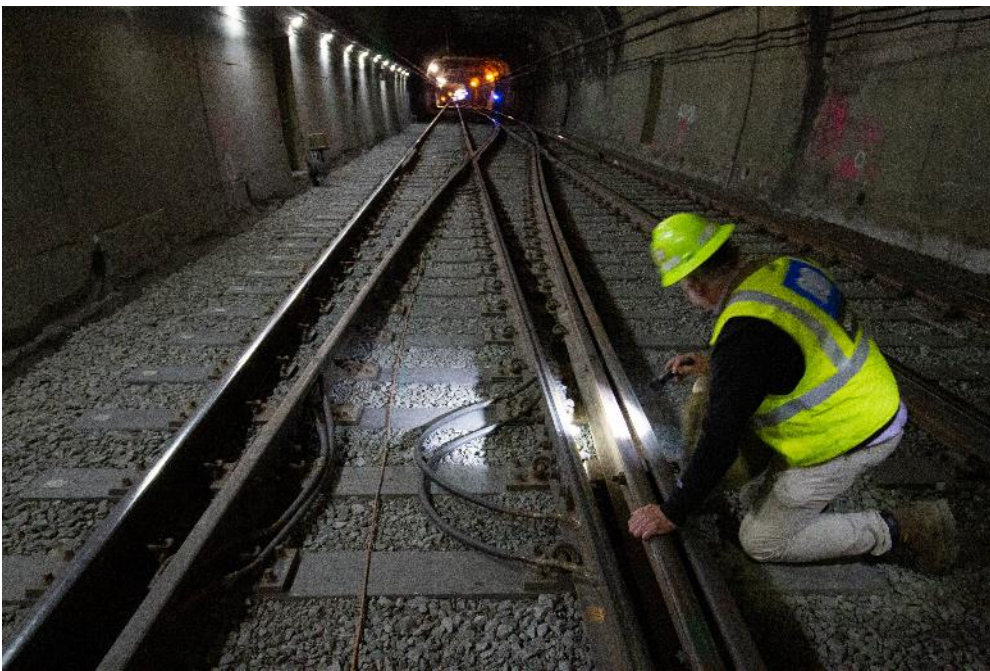
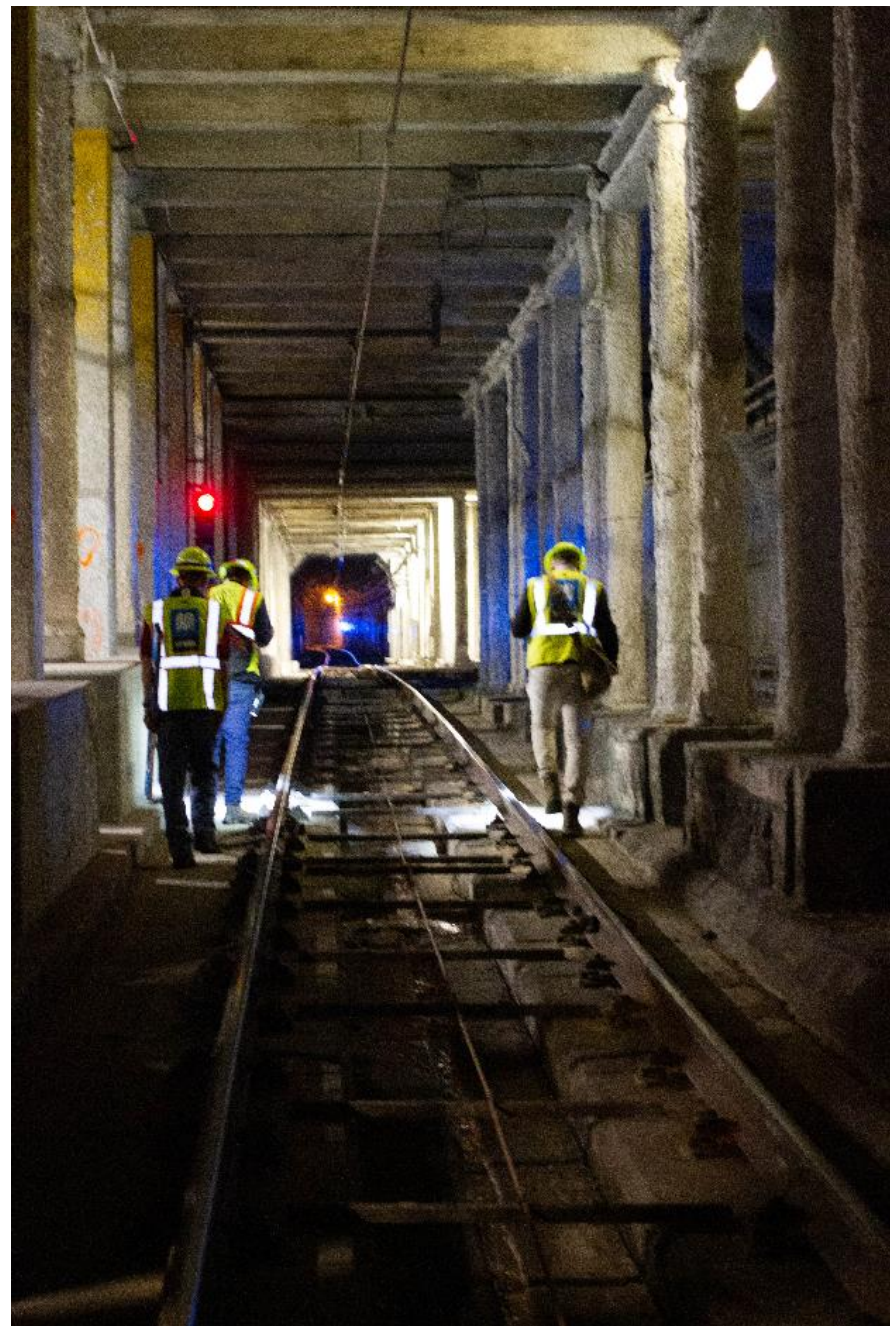
- Dec 1 – LRV4 failure (propulsion) at Duboce Junction, 23-min delay
- Dec 7 – Station flooding
- Jan 8 – Vehicle delay (mirrors) at Embarcadero OB, 26-min
- Jan 25 – Switch failure between Van Ness and Church, 23-min delay

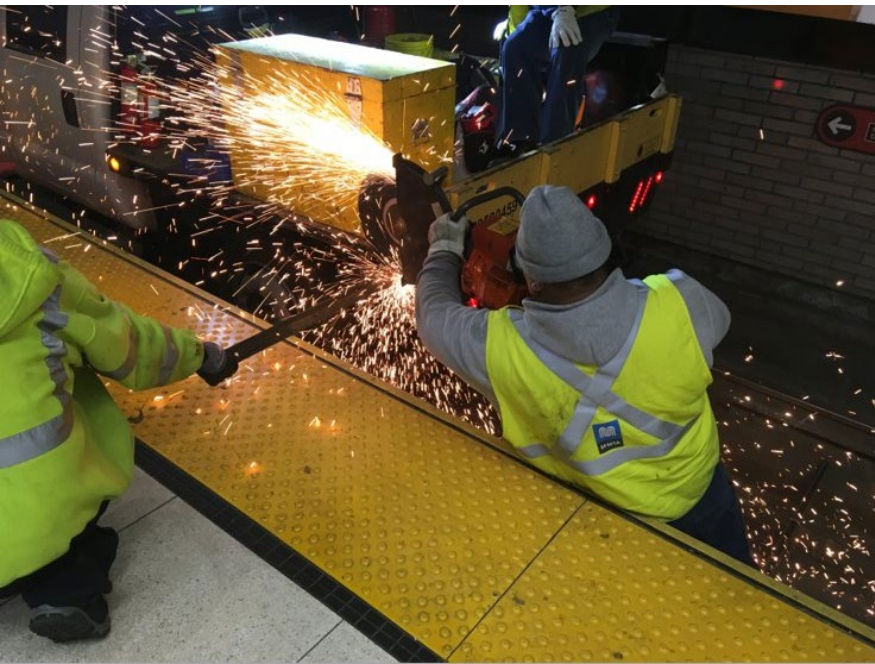
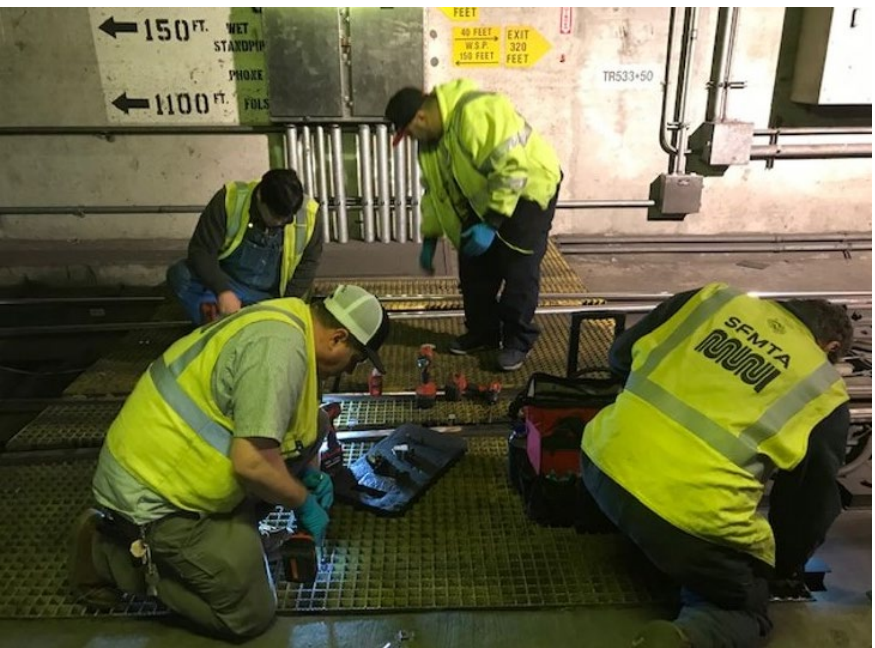


Critical Subway Repair Priorities

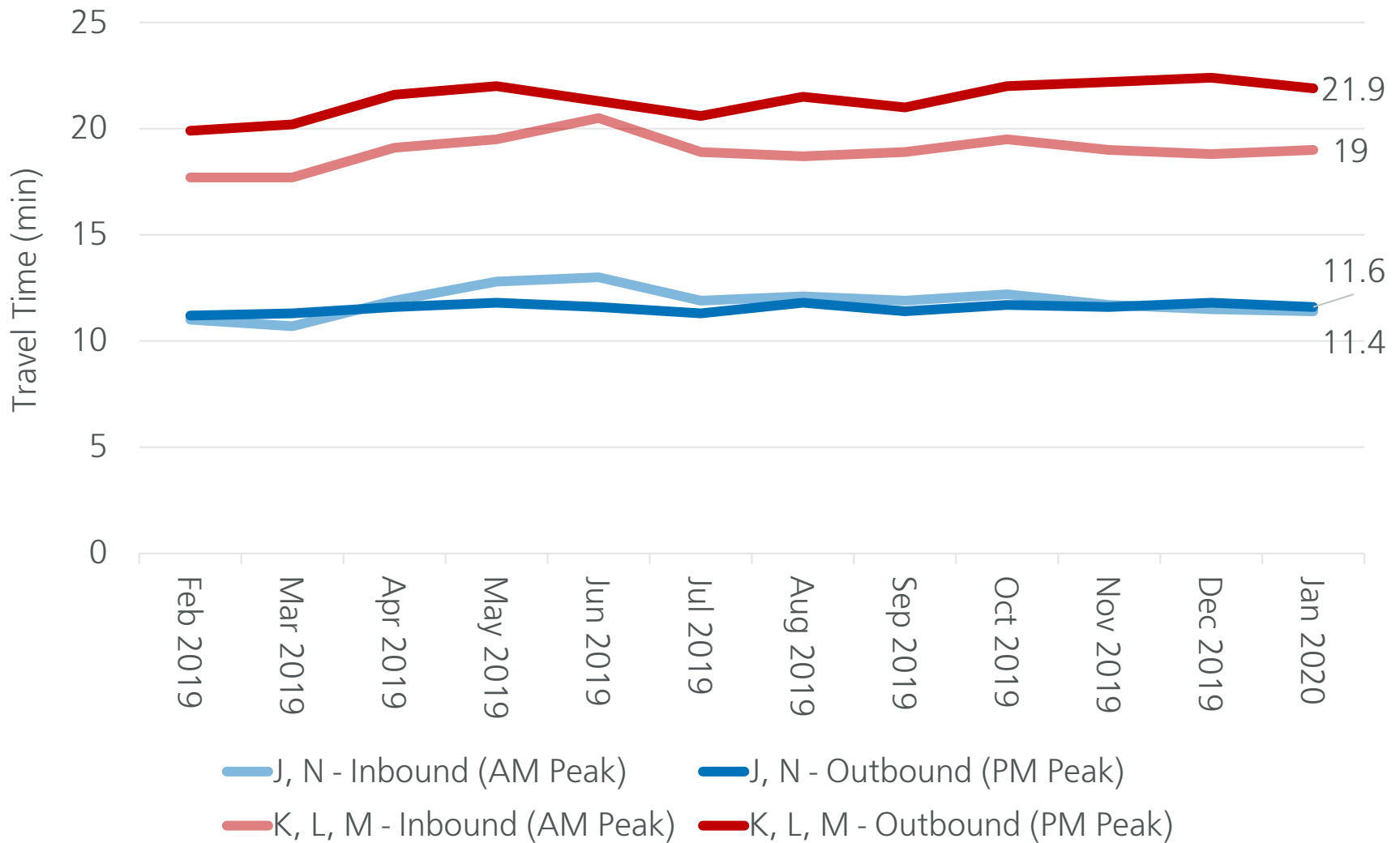


Track Maintenance	Overhead Lines	Mechanical Systems Group	Signal Maintenance
Replace Switch Points - Church and Duboce	Replace overhead contact wire at various locations	Wet Standpipes	Replace Relay Room Batteries
Replace Switch Points - MMT	Eliminate numerous wire splices	Life Safety Systems	Duboce Loop Adjustments
Clean Tracks	Inspect, adjust and replace hardware	Inspect for Water Issues	Support Track Crew
Repair and replace 3 Sticks Rail - MMT	Remove Temporary Section Breaks installed for the Twin Peaks Tunnel project	Crossover Doors	Inspection of Blue Lights and CCTV
Adjust plates and fasteners - MMT		Catwalk Grates at MMT	Buildings and Grounds
Inspect and adjust Rail Lubricators		Fire Panels	Steam Cleaning Platform Stations
		Deluge System	Motive Power
		Crossover lighting	Electrical Switching and Support
		Station lighting	





Median Subway Travel Time



Rail Vehicle Availability

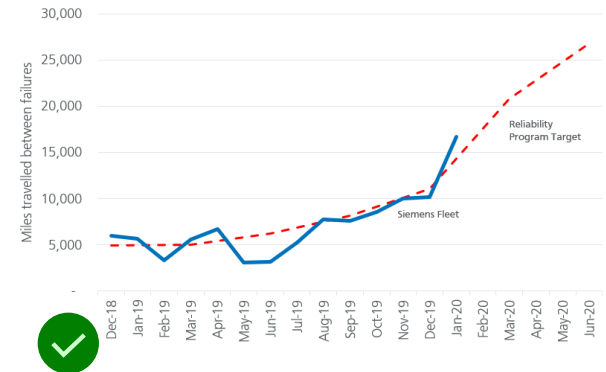
The LRV4s are meeting our reliability targets, which increases overall vehicle availability and reduces missed service.



Increased LRV4 availability to 43 per day



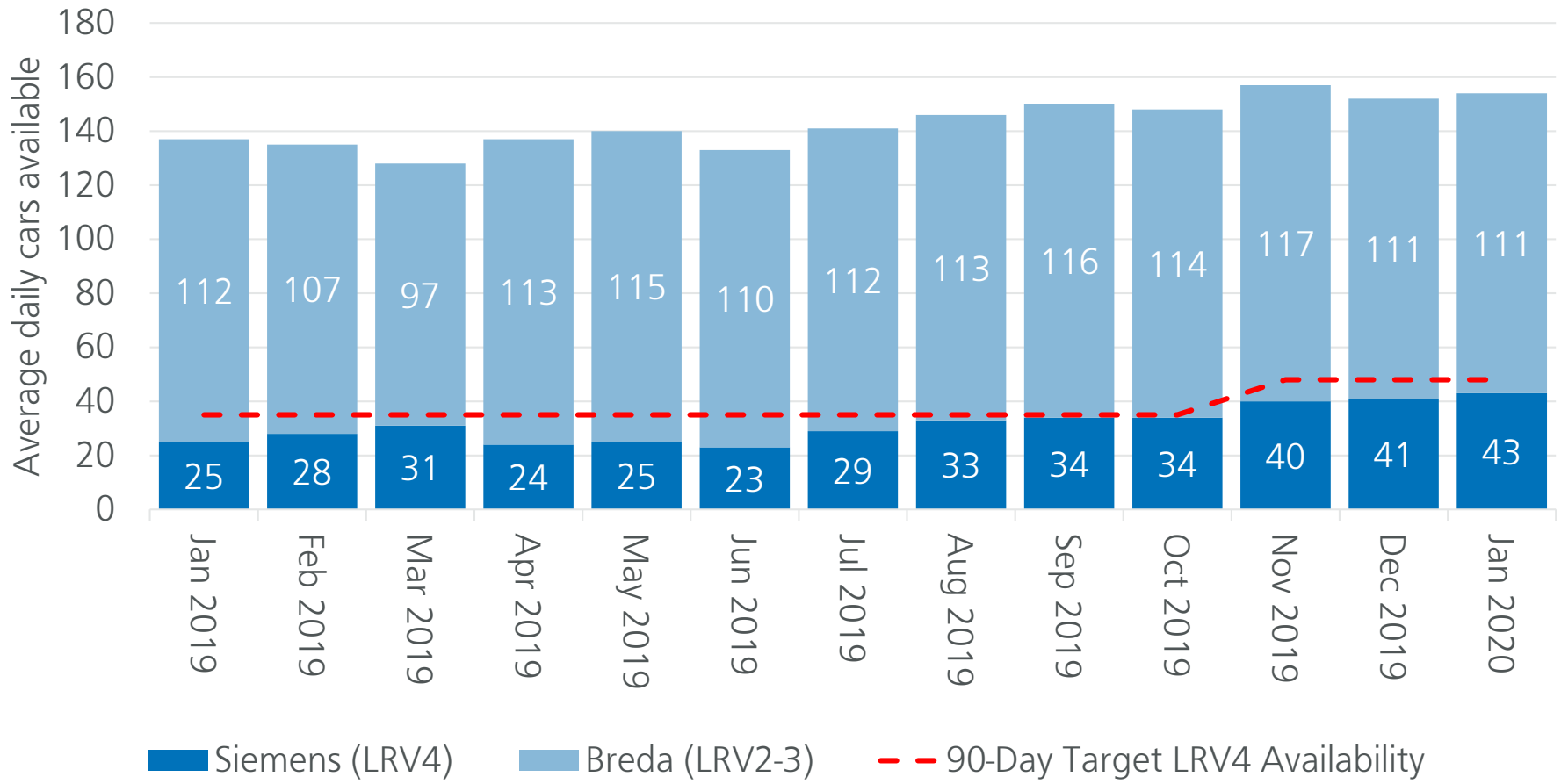
Hired 7371-Electrical Transit System Mechanics



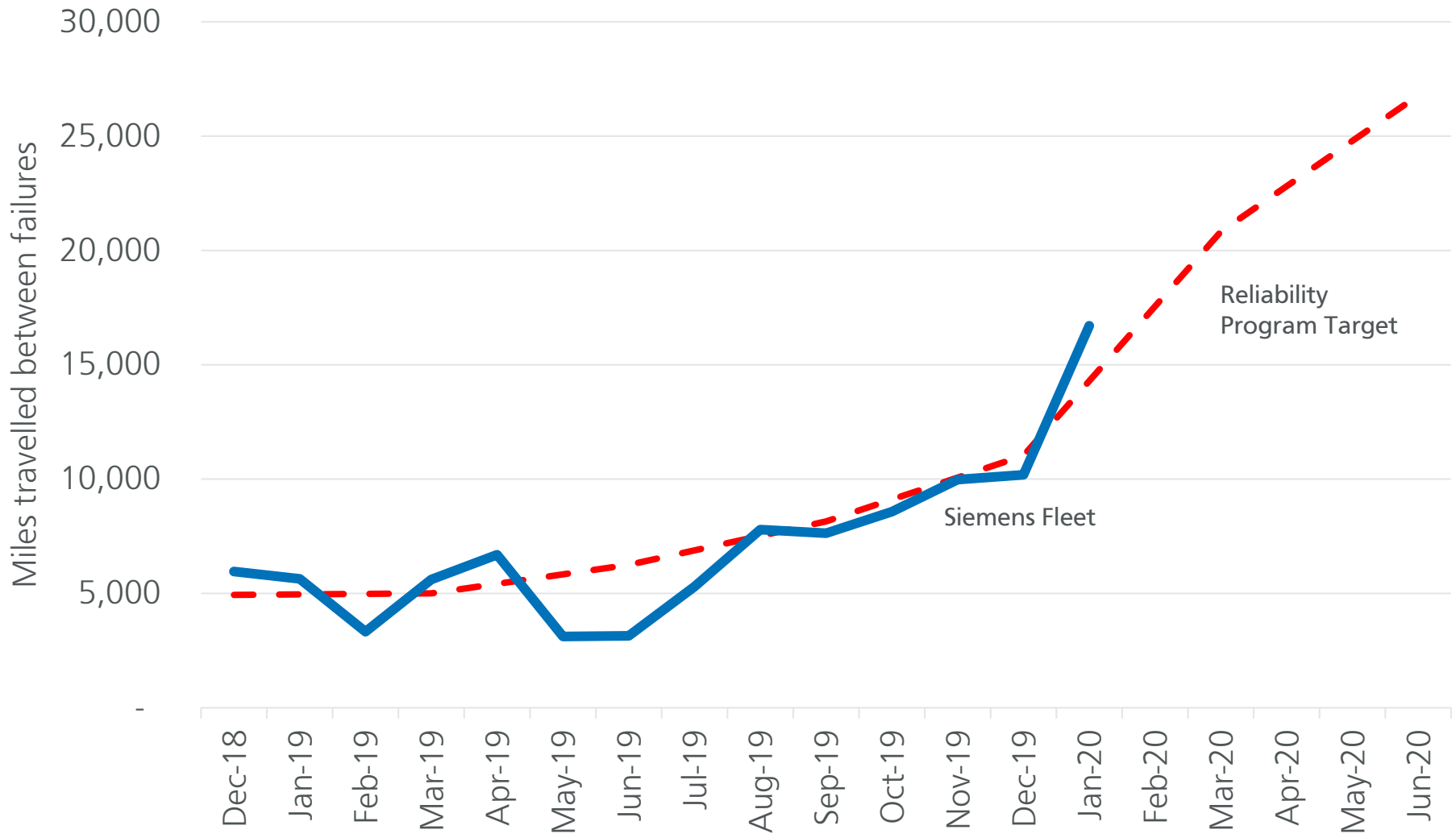
Reliability program exceeded January 2020 targets

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

Rail Vehicle Availability



LRV4 Reliability Program



Employee Generated Feedback

We made progress on employee-generated items, but still have work to do. We will continue this initiative in next cycle.

Feedback on Schedules

We would like to hear from you! Please complete the information below comments and recommendations for improvement related to schedules.

A staff member from the Schedules unit will follow up with you.

We appreciate your input.


* Required

What is your name? *

✓ Last name

Your answer

Implement new feedback tool on operator portal



✓

Vacancy & overtime reports

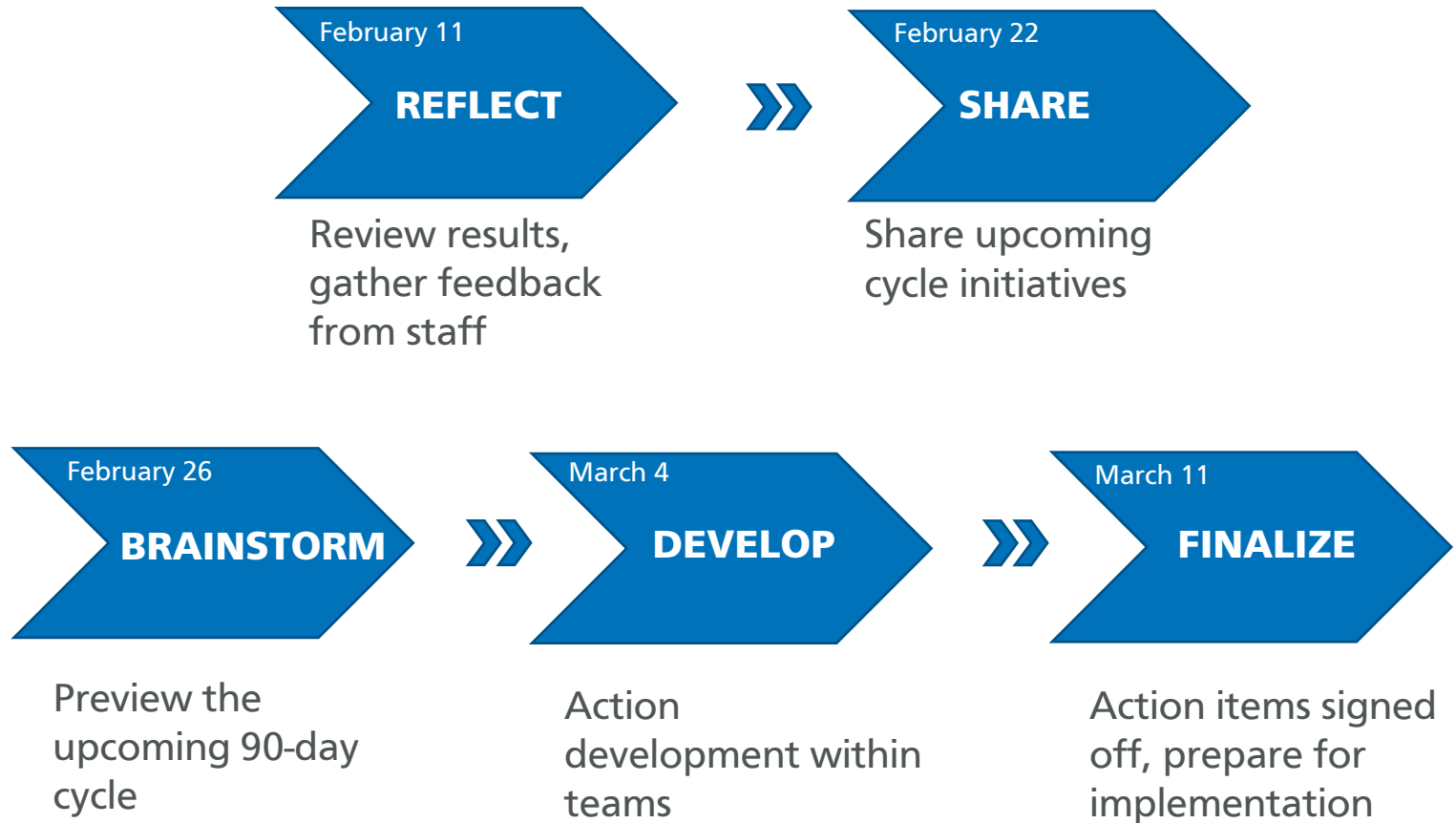
We are implementing programs to address concerns raised by our own staff

Next 90-Day Cycle



Next 90-Day Cycle Steps

90-Day Action Plan scheduled to start March 15, 2020



90-Day Action Plan Initiatives

March 15, 2020 to June 15, 2020

Subway Plan



Improve subway reliability by developing plan to make near-term improvements to service and infrastructure

Safety



Reduce preventable collisions and enhance passenger and operator security

Hiring and Training



Improve capacity to address service reliability by filling critical vacancies and deploying new and enhanced training programs

Employee Generated Improvements



Improve employee engagement by implementing a series of employee generated service enhancement recommendations



Thank you

