

# Moving Muni Forward



## Final Report on 90-Day Action Plan

November 30, 2018



# Public Transportation: How SF Rolls

Providing reliable Muni service has never been more essential to meeting the City's economic, quality of life, environmental and equity goals.

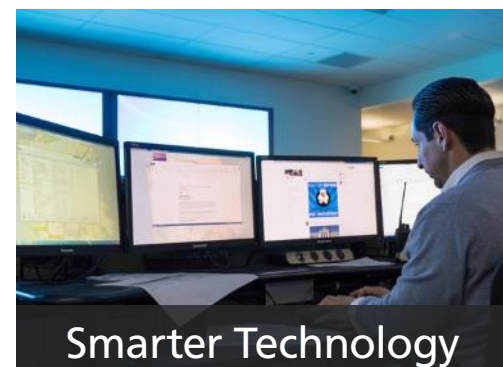
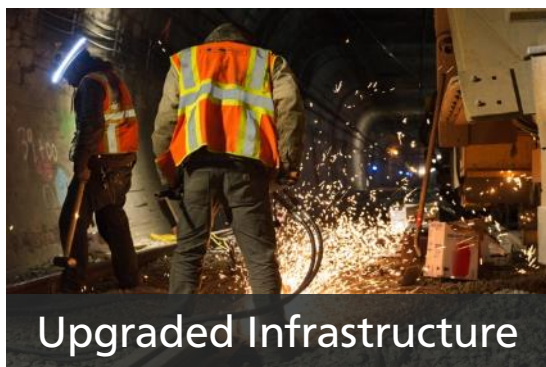
Over the next two decades, the population of San Francisco is expected to swell by an additional 26 percent.





# Investments Driving Ridership

San Francisco has made historic investments in Muni in the past five years. As a result, **ridership has increased rapidly where we've made Muni Forward improvements.** While transit systems nationwide have lost riders, Muni ridership has held steady.





# Public Roots, Green Future

Muni was the first publicly-owned and operated transit system in the United States. Now its fleet is greenest.



1912: Muni established



2018: 100% of fleet uses zero-emissions or renewable energy



# Our Commitment

The SFMTA Plan to Improve Muni sets out near-term and longer-term goals to deliver excellent service

## By November 30

- Meet 90-day performance targets

## In One to Three Years

- Consistently exceed Prop. E goal (98.5%) for service delivery
- Continued progress towards Strategic Plan targets for wait times, reliability, safety





# 90-Day Performance Targets

The SFMTA Plan to Improve Muni performance program lays out a concrete, measurable set of targets and near-term actions to accelerate progress and deliver the Muni system that San Francisco deserves

Increase service delivery by 5% (96% or above)

Reduce gaps on Rapid bus lines by 5% (*12% or below*)

Reduce gaps on Metro rail by 3% (20% or below)

Improve on-time performance on low frequency routes by 5%  
(63% or above)

Reduce preventable collisions by 5% (68 per month or fewer)

# Putting Service on the Street

To address an ongoing shortage of operators and meet the 90-day goal of delivering 96% of scheduled service (and ultimately 100%), the SFMTA pursued a series of actions.



Familiarized 275 operators with new LRV4 vehicles



Reduced number of operators on long-term leave



Converted part-time operators to full time

Increasing operator hiring will continue to be a key need as service needs and major construction projects strain the system in the coming year



# Enhancing Service Reliability

To reduce gaps and increase on-time performance, we focused on targeted technology and staffing upgrades to help avoid delays and respond faster.



Improved active management of Rapid network; common incident playbook



Data-driven preventative maintenance



Replaced Church/Duboce switches, root of major delays



Completed Gearsy Rapid early improvements

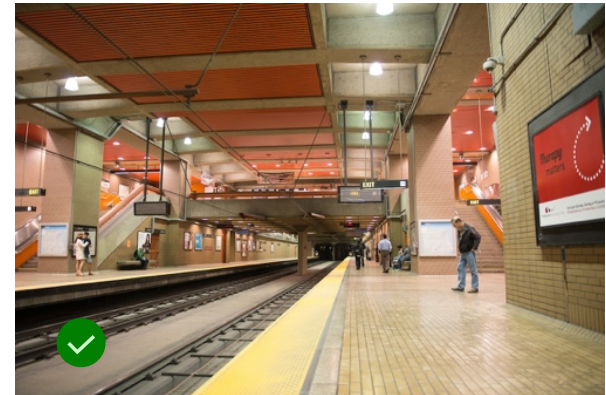
Fully realizing the potential of the Transportation Management Center will require continued training on new tools and moving rail to the TMC



# Getting You There Safely

Muni customers deserve to feel safe, whether on Muni vehicles or in stations or shelters, and the SFMTA has worked to enhance public safety through a variety of measures, including:

- Low-cost station enhancements; and
- Launching a collision reduction campaign



Low-cost station enhancements



Collision-reduction campaign

# 90-Day Performance Targets: Outcomes

Increase service delivery by 5% (96% or above)

95%

Reduce gaps on Rapid bus lines by 5% (12% or below)

12%

Reduce gaps on Metro rail by 3% (20% or below)

21%

Improve on-time performance on low frequency routes by 5% (63% or above)

55%

Reduce preventable collisions by 5% (68 per month or fewer)

54\*

\*Final collision data is still pending, but is currently projected to meet the target. Data shown is October data



# Next Steps:

Continue breaking Strategic Plan goals into quarterly “bite-size pieces” with concrete actions and interim goals

- The next 90-day cycle will begin in the new year and will focus on our major challenges: Breda reliability, subway infrastructure, and operator hiring.
- Some ongoing actions will roll over from the last 90 days, while others will come from the SFMTA Plan to Improve Muni’s medium-term and long-term actions and staff input.



- Metrics will be expanded to include days without a major subway delay
- We anticipate that service delivery will continue to be a challenge with upcoming construction projects, requiring persistent focus and planning



Thank You

