



SFMTA

Transit Performance Update

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

Accountability

On January 15, 2019 we made a commitment to improve subway performance

As part of our efforts we are:

- Implementing targeted actions to address key issues attributing to poor service reliability
- Measuring key metrics to track our progress and ensure our actions result in improvements
- Communicating our progress monthly to the Board

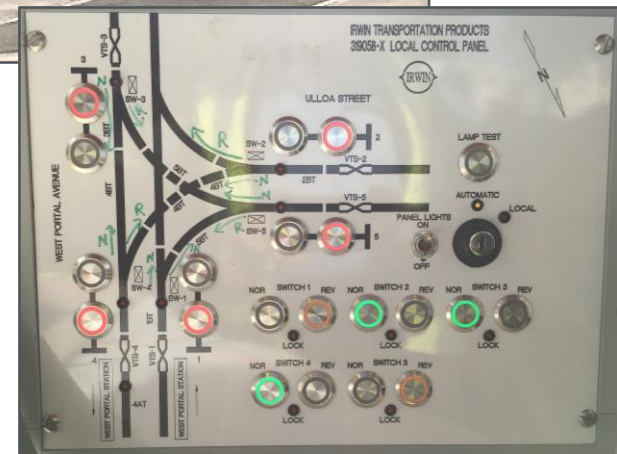
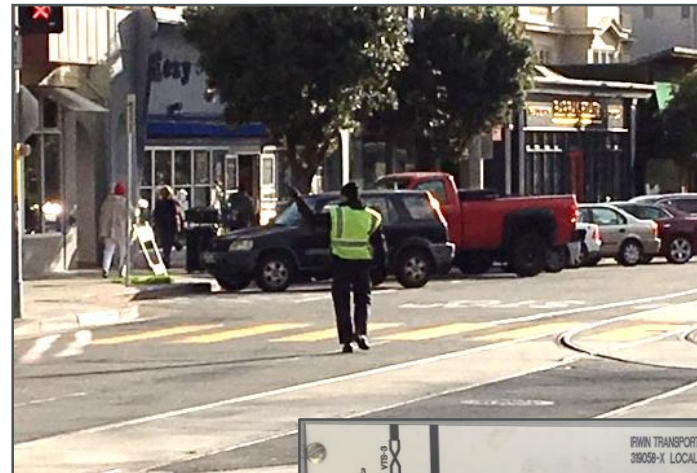
Subway Actions Underway

Daily Subway Management

- ✓ **West Portal:** Upgraded train signal software, introduced PCOs to manage traffic, and training staff to manually expedite congested trains in/out of subway
- ✓ **Construction Management:** Successfully prepared for Muni Metro East (MME) maintenance facility closure and T line bus substitution during Mission Bay platform construction;
Hardest phase completed!
- **Terminal Management:** Reduce turnaround time at Embarcadero and focus on timely departures at outer terminals (AM and PM shifts)
- **Closing Gaps:** Introduce use of gap train to cut long headways, especially after major delays

West Portal Bottleneck

- ✓ Addressed issue with train signal software
- ✓ Dedicated PCOs to control movement of pedestrians and vehicles at West Portal
- ✓ Training Operators and Inspectors to manually control signal when subway is congested
- ✓ Week one results promising – 40% reduction in delays approaching WP
 - Will continue to make adjustments – Tuesday-Thursday delay worse than Friday through Monday
 - Considering possible turn restrictions in AM Peak (outreach needed)



Actions Underway

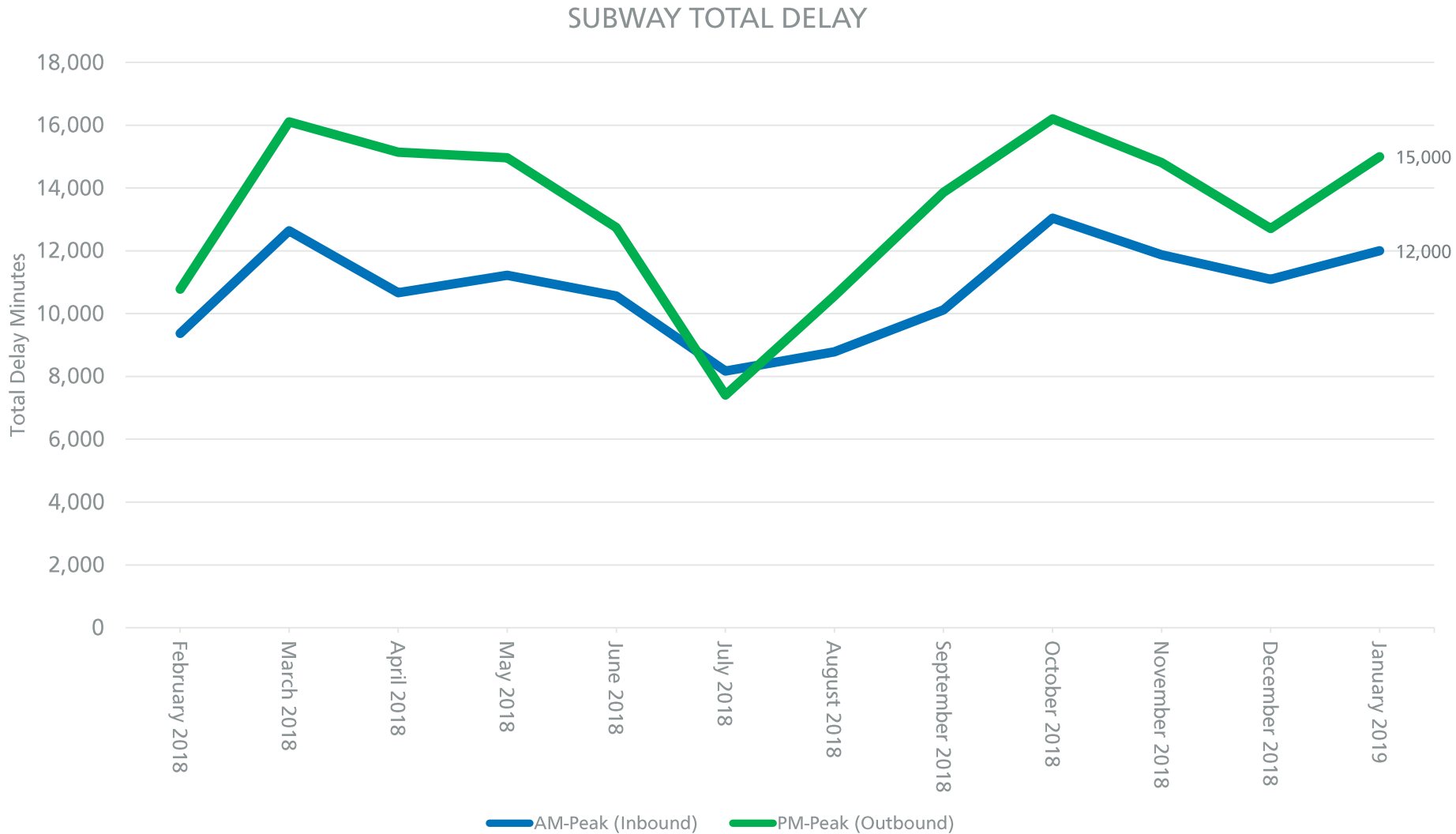
Delay Reduction and Response

- ✓ **Vehicle Maintenance:** Used MME shutdown from platform work to adjust couplers and inspect master controllers
- ✓ **Quicker Response to Breakdowns:** Positioned maintenance staff at additional strategic locations in the subway during AM/PM peak – **two signal crews in place, rail maintenance added Van Ness** and working toward staffing Castro
- **Infrastructure Maintenance:** Increase maintenance window at the Muni Metro Turnback (MMT) for personnel to conduct inspections; proactively replace switch motors
- **Customer Information:** Enhance platform audio-visual signs; in-train announcements (linked to new radio installation underway)

Proposed Subway Metrics

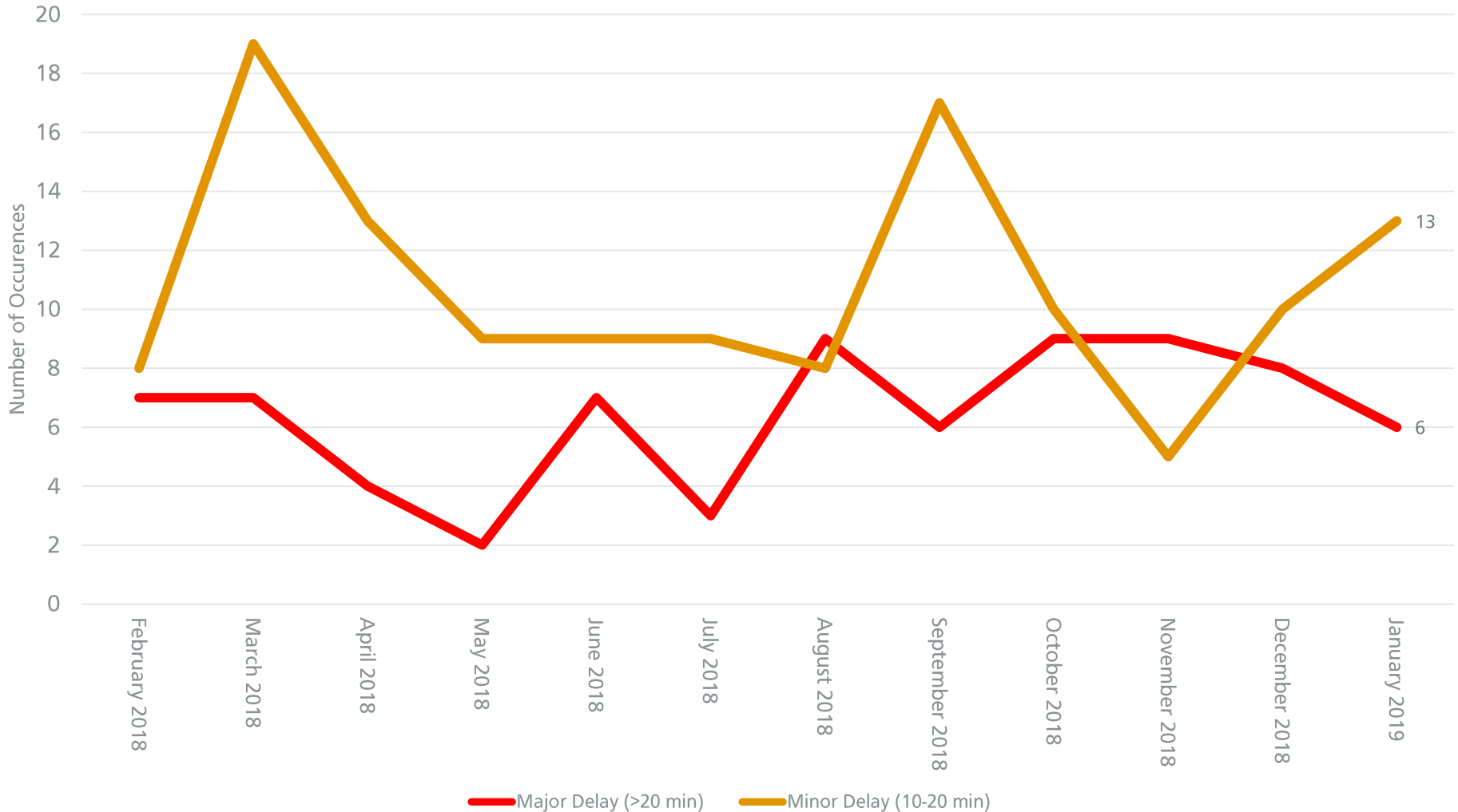
Metric	Target
Subway Delay: Sum of all delay for all trains traveling in the subway. Captures time wasted between stations and at platforms (when train is stopped for more than 30 seconds)	10% reduction in peak period minutes of delay
Major Delays: Total number of delays that last more than 20 minutes	4 or fewer 20+ minute delays each month
Subway Travel Time and Travel Time Variability: End to end subway travel time, peak period, peak direction	Reduce variability by 5%
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

Subway Metrics – Total Delay



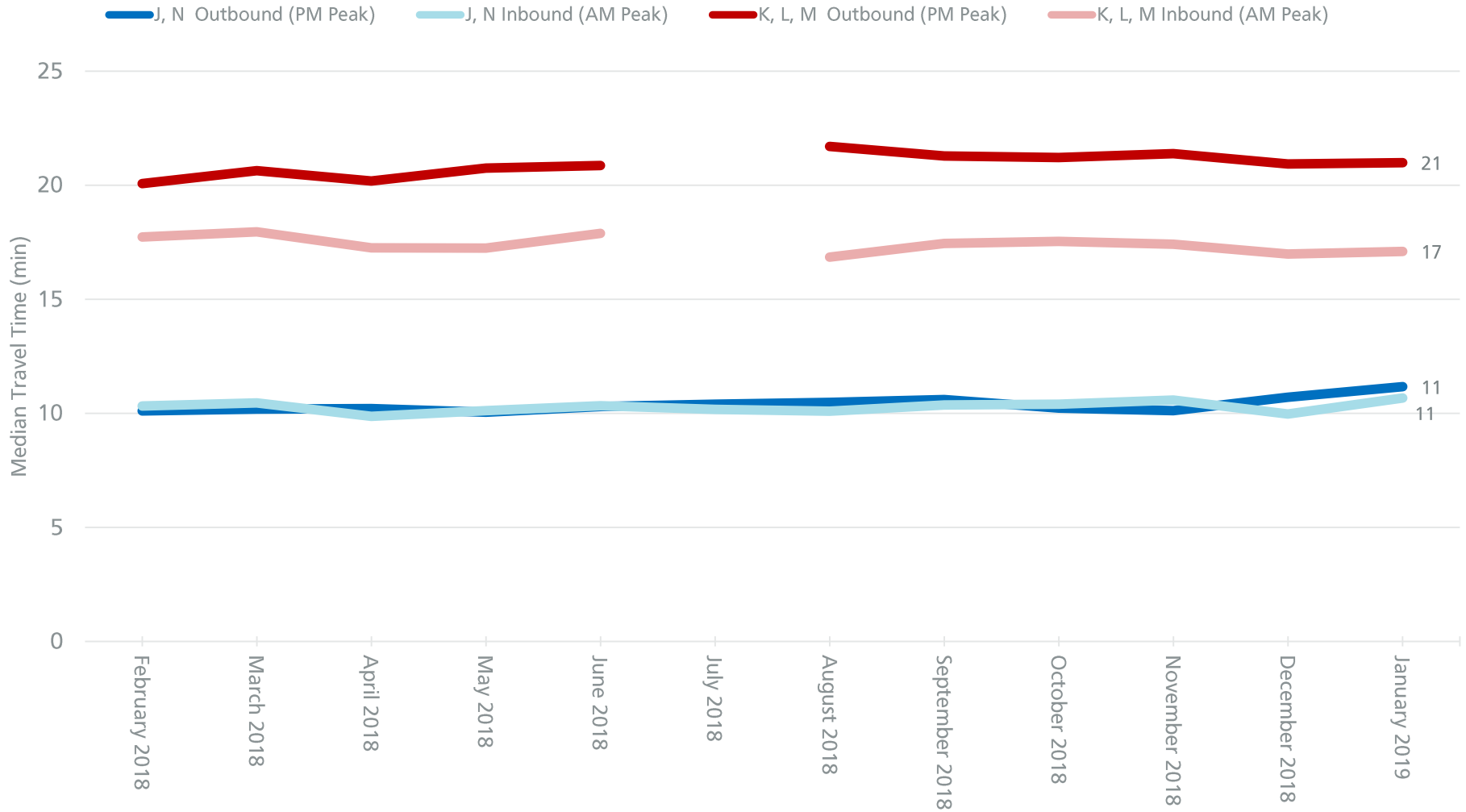
Subway Metrics – Incident Delay

SIGNIFICANT SUBWAY DELAYS



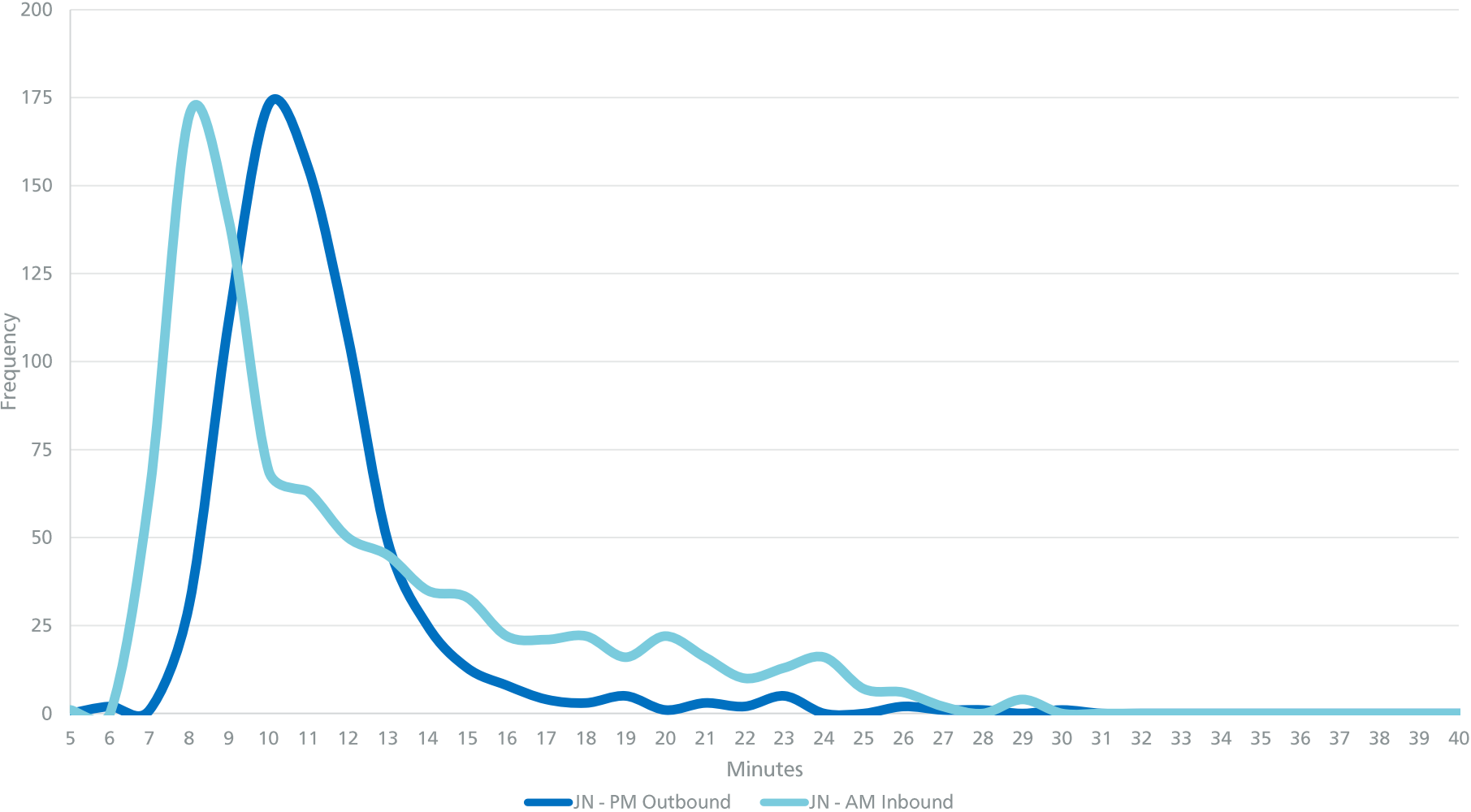
Subway Metrics – Travel Time

SUBWAY TRAVEL TIME



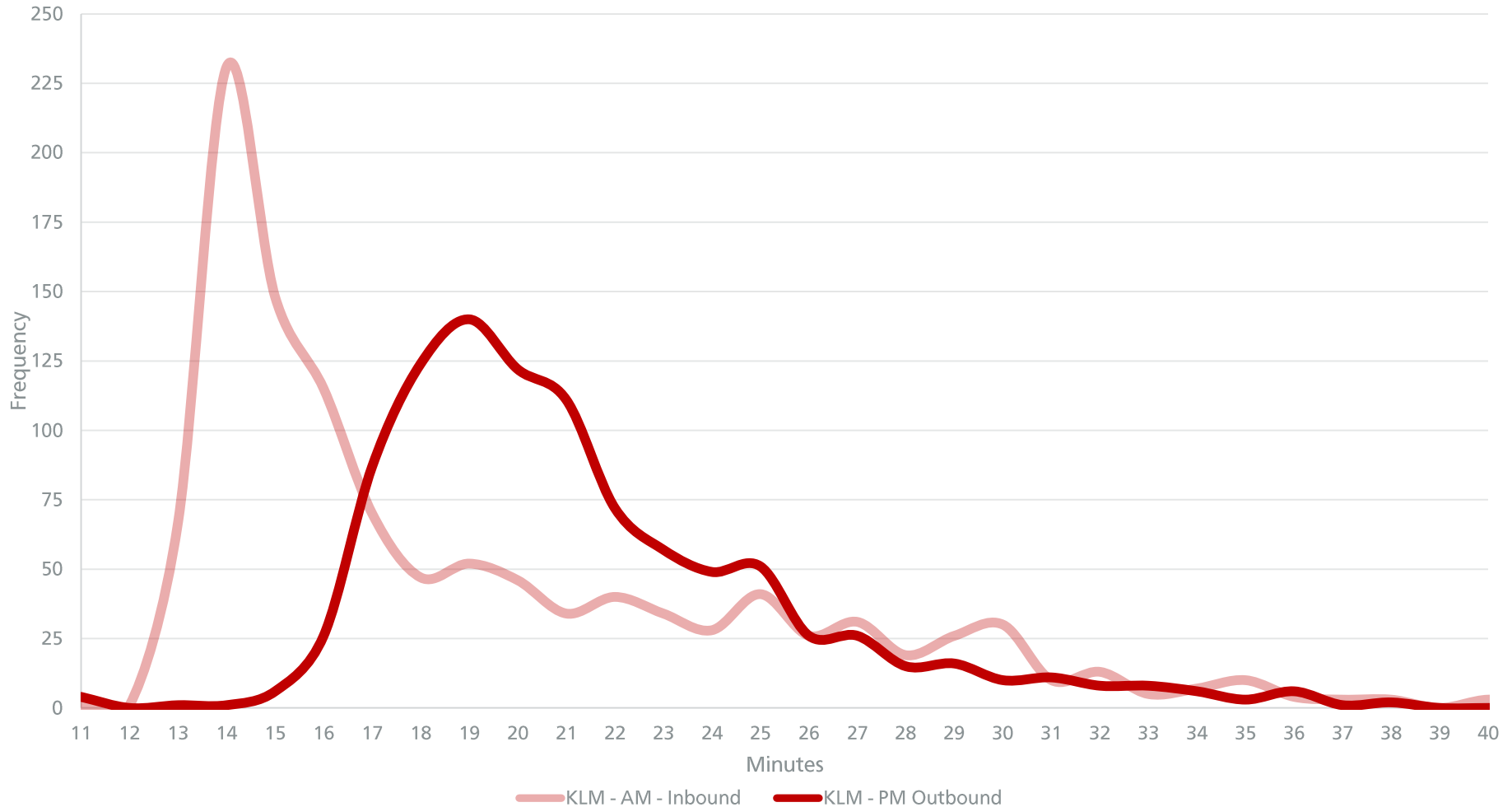
Subway Metrics – Travel Time Variability

January 2019 Travel Time
J&N

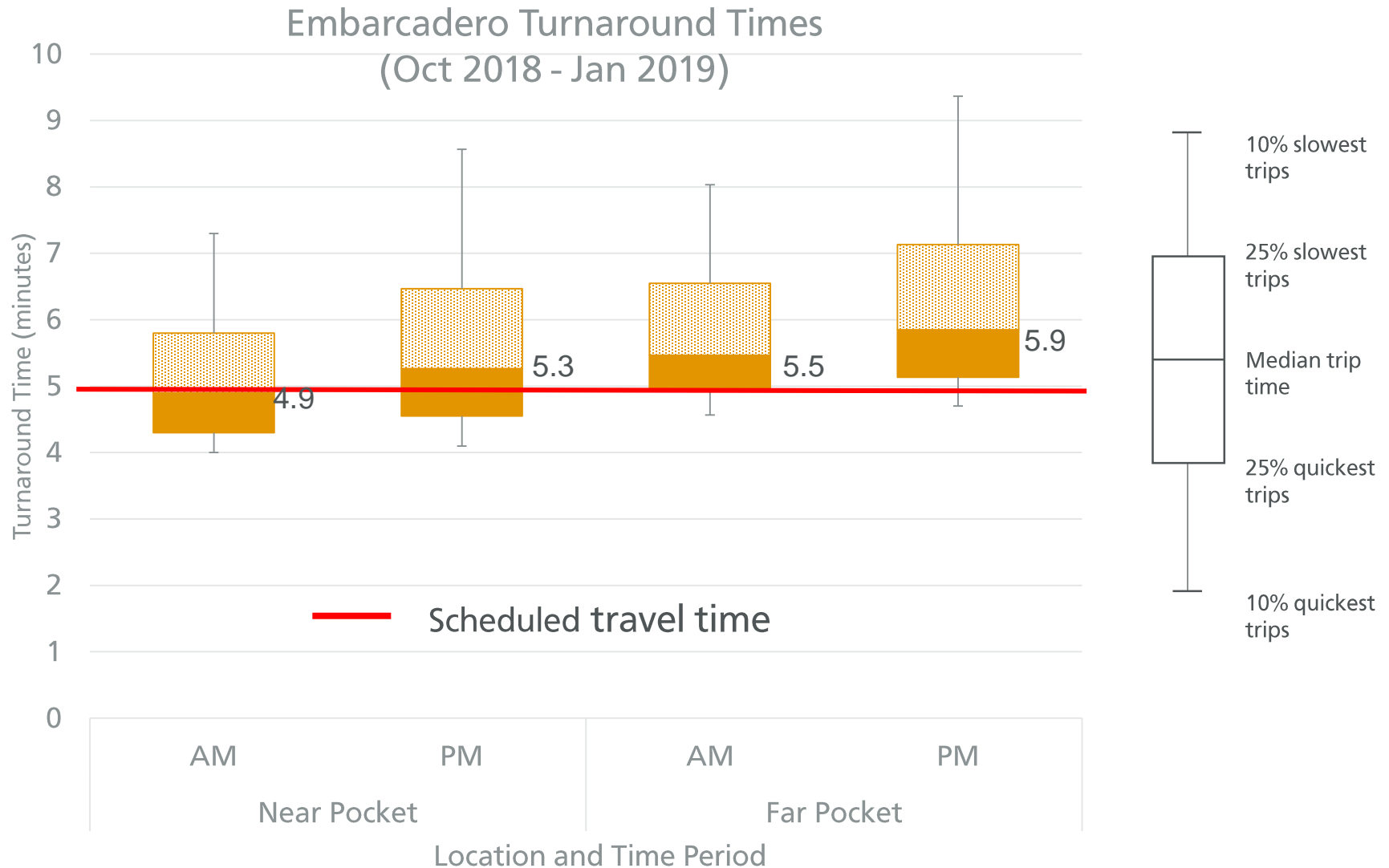


Subway Metrics – Travel Time Variability

January 2019 Travel Time
KLM



Subway Throughput



Major Service Delays (Jan 15-Feb 10)

- Broken switch at Castro (Feb 5)
- Vehicle breakdown on surface N Judah (Feb 4)
- Intermittent problem with axle counter at Church/Duboce (corrected Feb 3)



MAKING
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FROM THE
C-SUITE.
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is
helping

Health
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is
helping

NO
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Clean Air Vehicle
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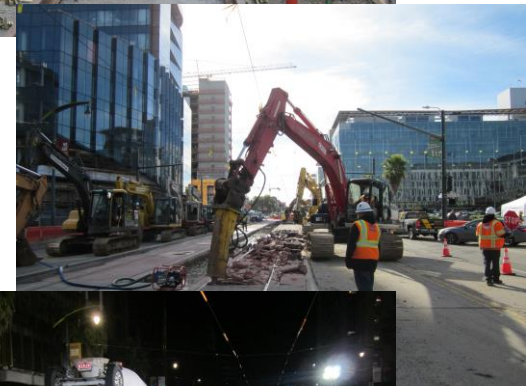
Current Transit Focus Areas

- Subway Performance
- Safety
- Rapid Network
- Mission Bay Platform
- Customer Information
- Missed Service
- Staff Engagement/Morale

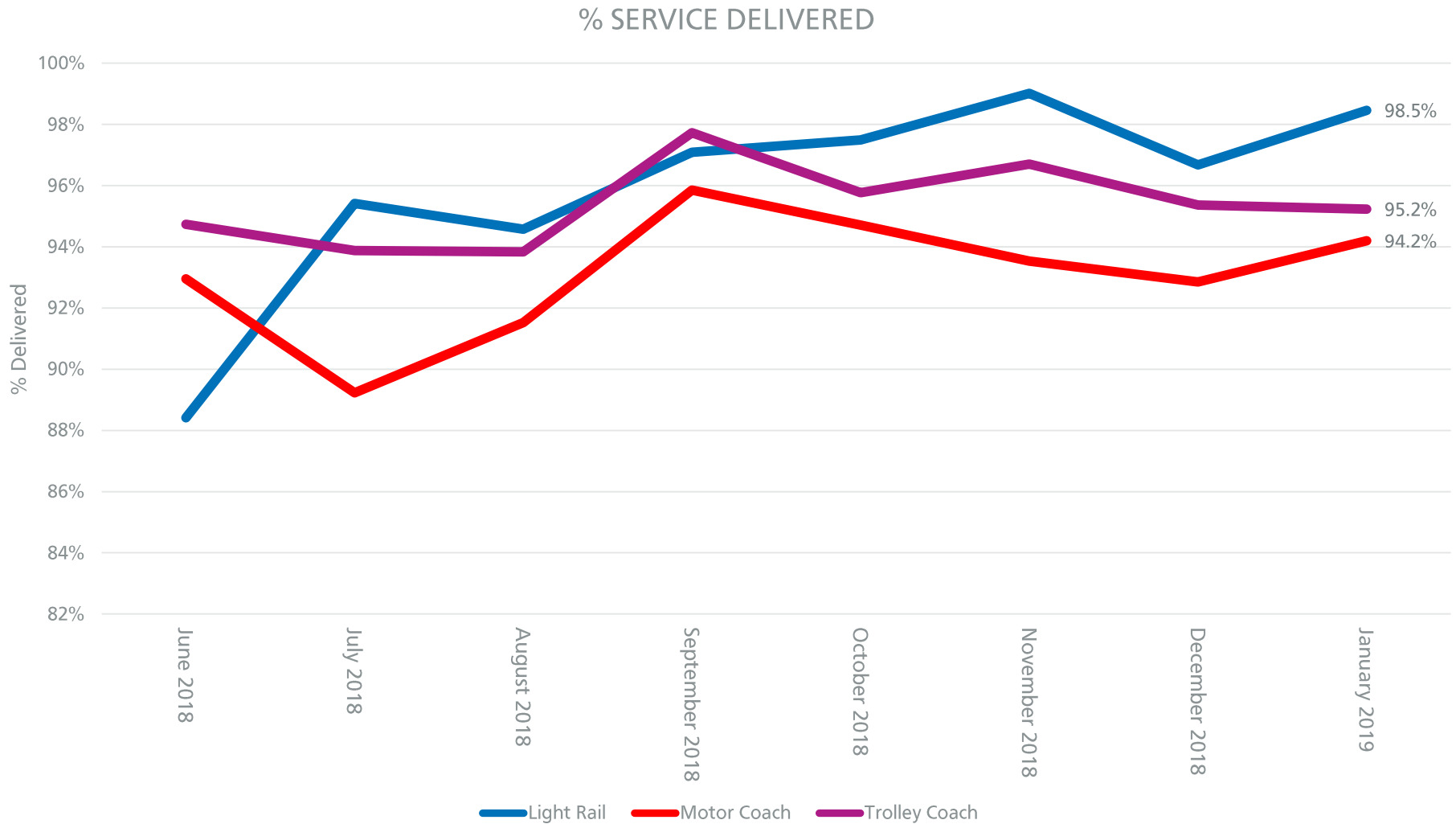


Mission Bay Platform

- Regained access to MME on Sunday!
- Agency-wide collaboration to manage complex service plan, train storage and customer information campaign
- Tracking complaints for service and construction issues
 - 311 complaints declined over 50% after week one (65 to 29)
 - Top issues were signage and noise; signage complaints dropped to 3 in week two after starting signage audits
- Managing T bus gaps with TMC and Inspector support



Reducing Missed Service



Current 90-Day Action Plan Targets

Action	Target
Reduce preventable collisions	68 per month or fewer
Reduce subway delay	10% reduction
Increase service delivery	96% or above
Reduce gaps on Rapid bus lines	12% or below
Reduce gaps on Muni Metro rail lines	20% or below
Improve On-time Performance on low frequency routes	5% increase