



SFMTA



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SFMTA CAC
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Agenda

- Recent Progress
- LRV4 Update
- Short Range Transit Plan

Common Customer Frustrations

- Long/ unpredictable wait times
- Major subway delays
- Crowding
- Inaccurate predictions
- Lack of customer information updates



Service Challenges

- Operator shortage, as well as specialized maintenance trades
- Aging infrastructure, especially train control system
- Growing traffic congestion and citywide construction
- Staffing and training to maximize service management technology investments
- Growing service demands and equity needs
- Accurate real time customer information



Recent Progress – 90 day plan

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

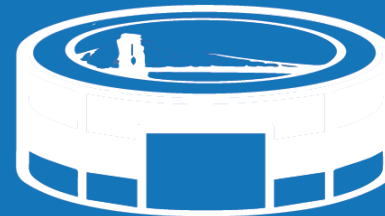
LRV4



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

Teamwork



- Track Maintenance
- Overhead Lines
- Signal Maintenance
- Mechanical Systems
- B&G - Custodians
- MOW Engineering
- Motive Power
- Scott Division

By The Numbers

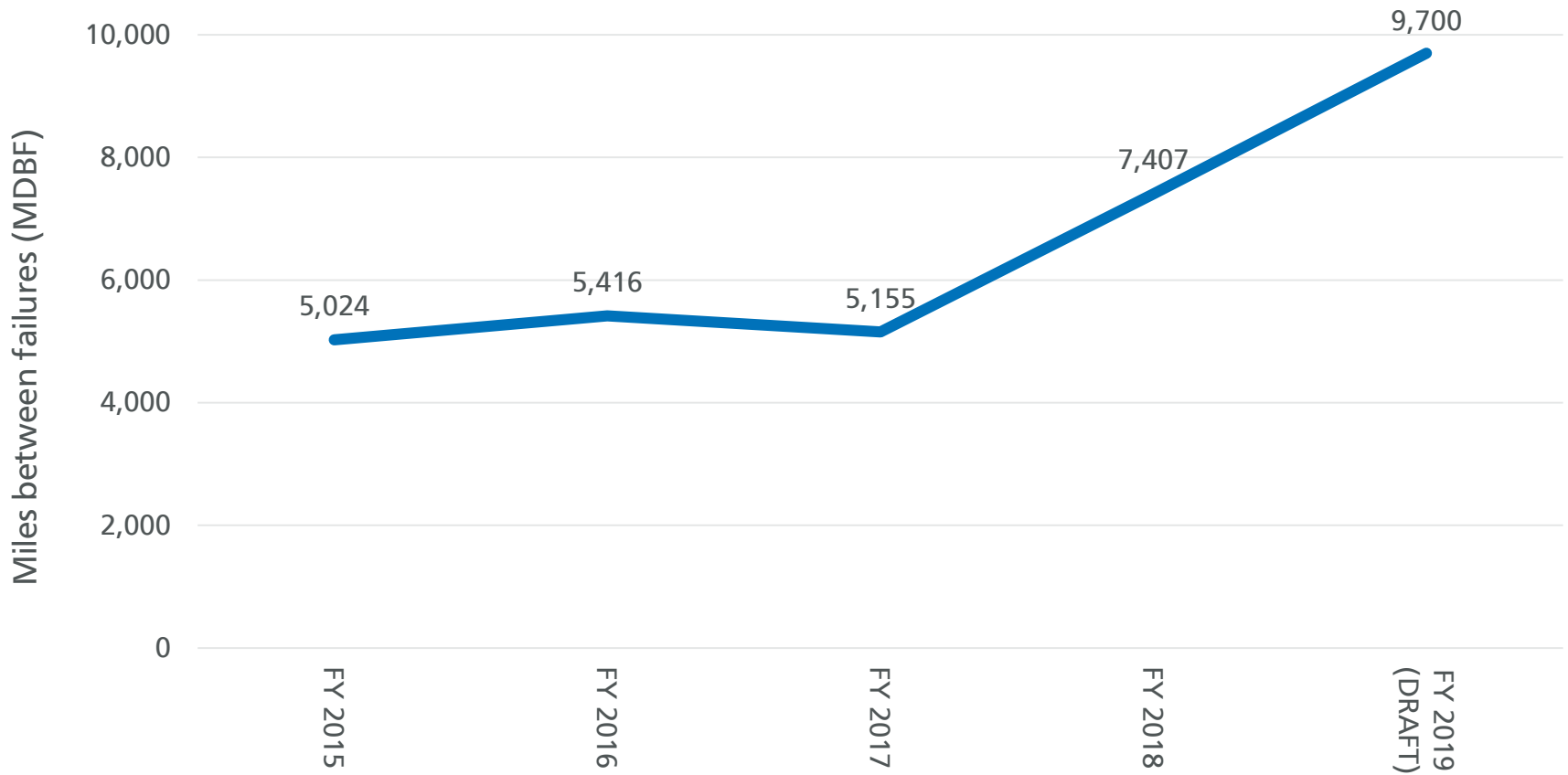
- 4700 feet of OCS renewed
- 30 overhead splices eliminated
- 5 Center boarding platform stations cleaned
- More than 1500 batteries replaced
- 6 switch points replaced
- 2 corroded rails replaced
- 5 Section Breaks installed
- Up to 70 staff in tunnel
- Opened the subway on-time everyday
- Over 4400 hours of maintenance and inspections
- All safety standards upheld
- 84 total hours shutdown



On-going Initiatives

- Continued focus on Operator hiring
- Increased Operations Supervisor staffing
- Better Market Street quick build program
- Short-term subway enhancements
- Electric-battery bus pilot
- Next-generation customer information system
- Customer service and de-escalation training
- Equity Strategy planning
- Bus midlife overhaul program

Fewer In-Service Bus Breakdowns

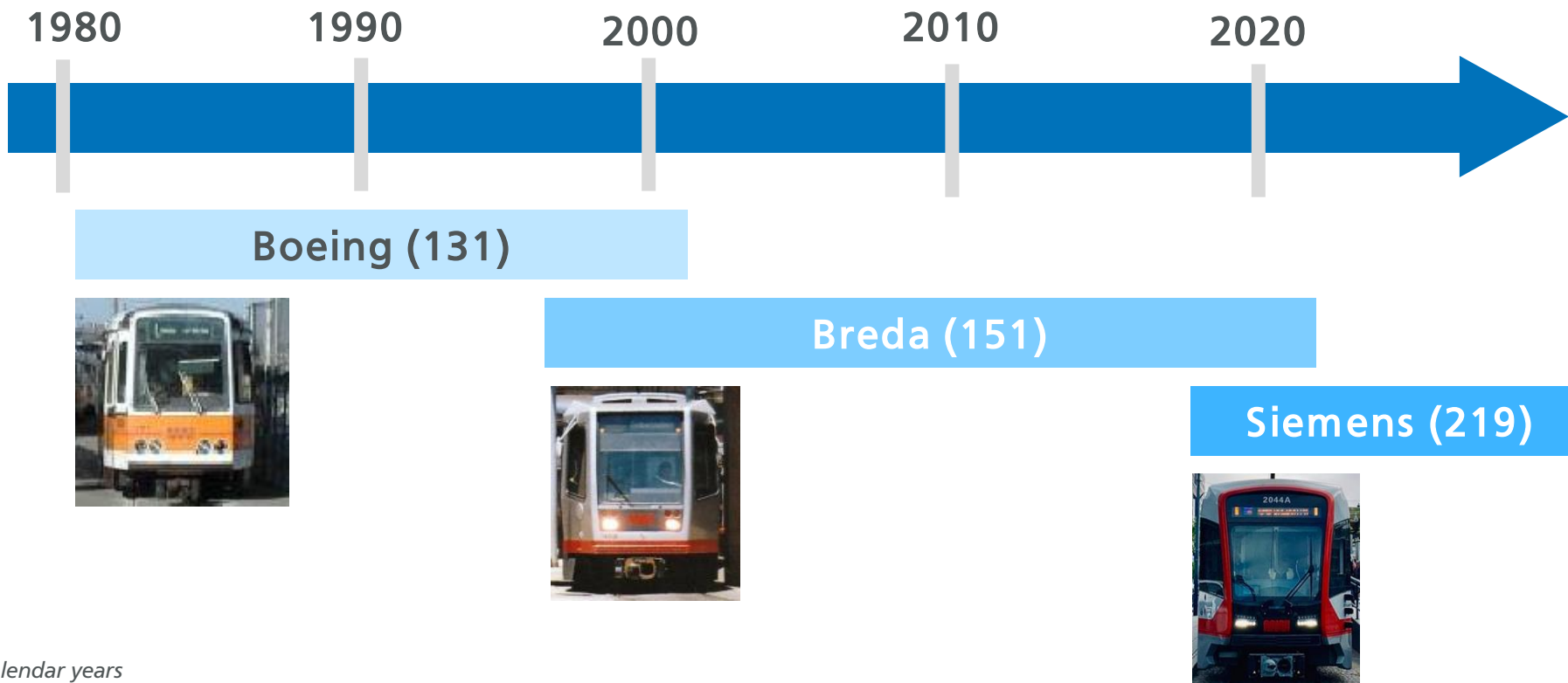




LRV4 Update

SFMTA Light Rail Fleet

SFMTA is in the process of a fleet transition. 68 expansion vehicles (LRV4) have been purchased from Siemens. The next phase replaces the Bredas (2021 to 2025).



LRV4 Status Today






- 68 expansion vehicles delivered (*original two test vehicles still at Siemens*)
- Preparing to initiate Phase 2 Breda replacement
- Faced challenges related to reliability and availability, but solutions in progress:
 - Starting retrofits to address flat wheels
 - Multiple field modifications (FMIs) underway to reduce breakdowns
 - Bringing long lead time items (e.g., seating) to SFMTA Board for action



90-Day Plan

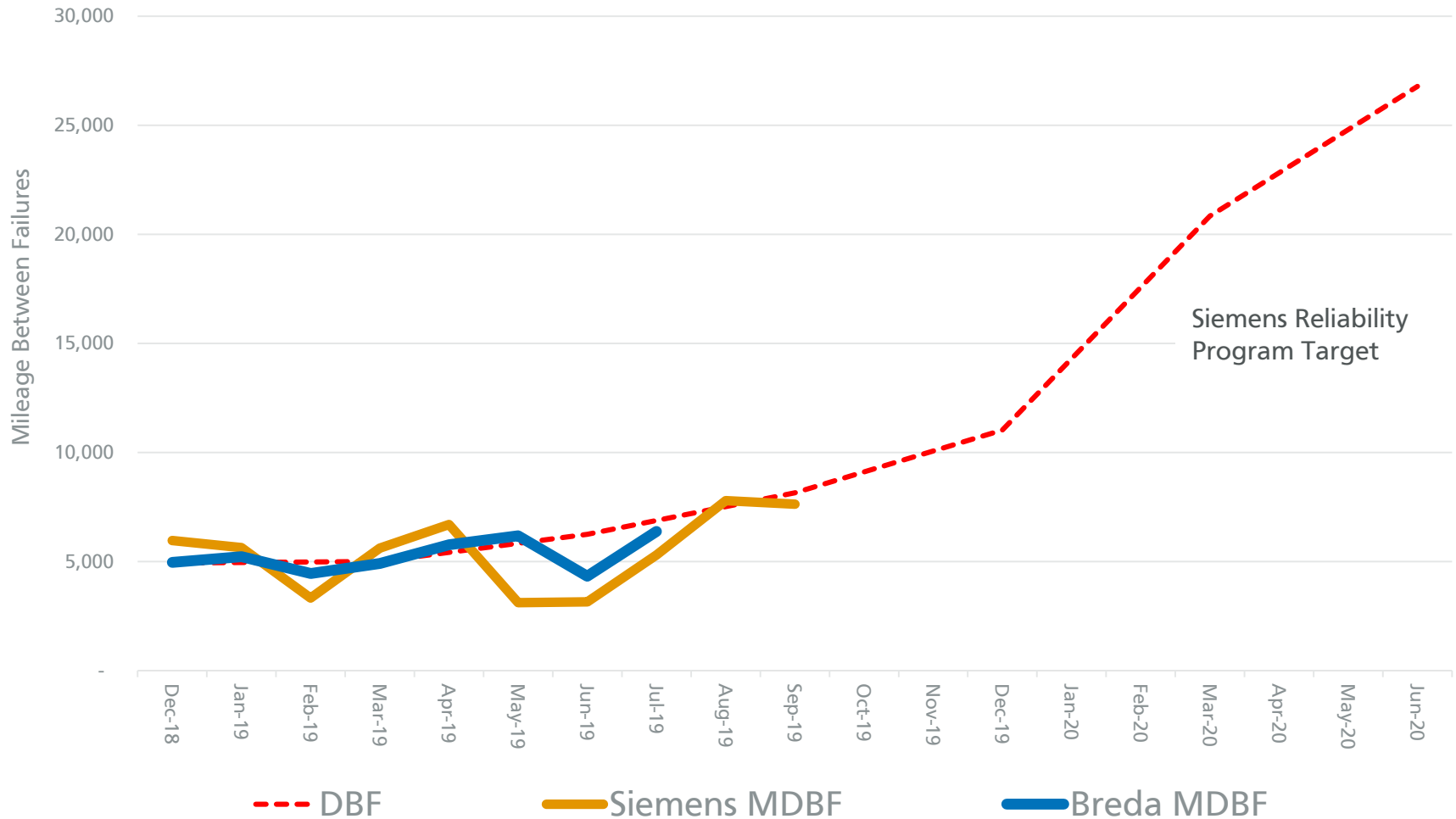
LRV4 initiatives in the most recent 90-Day Plan included the following targets:



Availability	Delivery	Doors	Reliability	Track Brakes
Increase vehicle availability to 35 vehicles per day	Complete delivery of the first phase of 68 vehicles	Correct issues with doors and couplers, remove all restrictions	Increase reliability to 8,000 miles MDBF or greater	Submit new design for track brakes to CPUC
				
<i>Averaging 35+</i>	<i>Arriving first week of Oct.</i>	<i>Completed</i>	<i>August at 7,793 miles</i>	<i>Completed</i>

Building Reliability

Mean Distance Between Failures



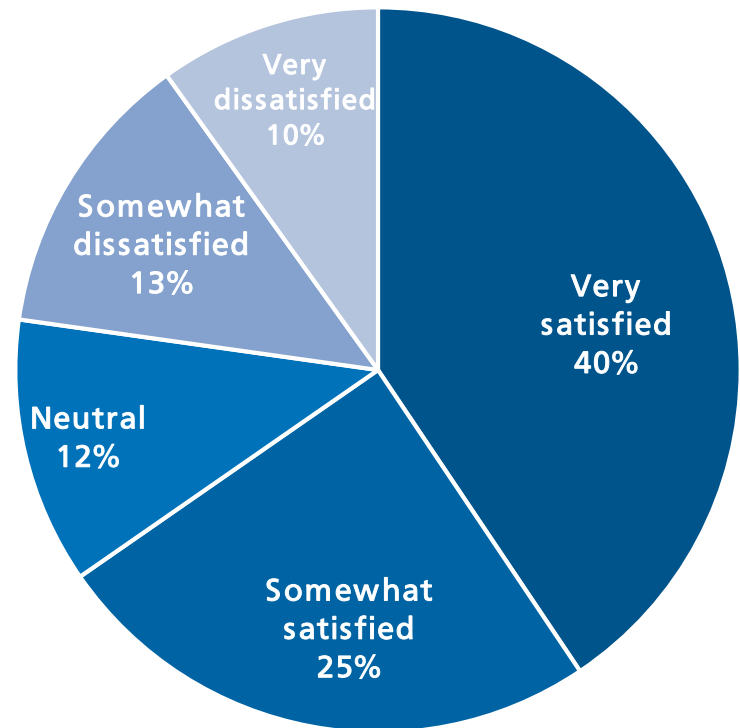
What do riders think of the new fleet overall?

Survey results:
Are you satisfied with the new LRV4s?

Riders are overwhelmingly satisfied with the new vehicles

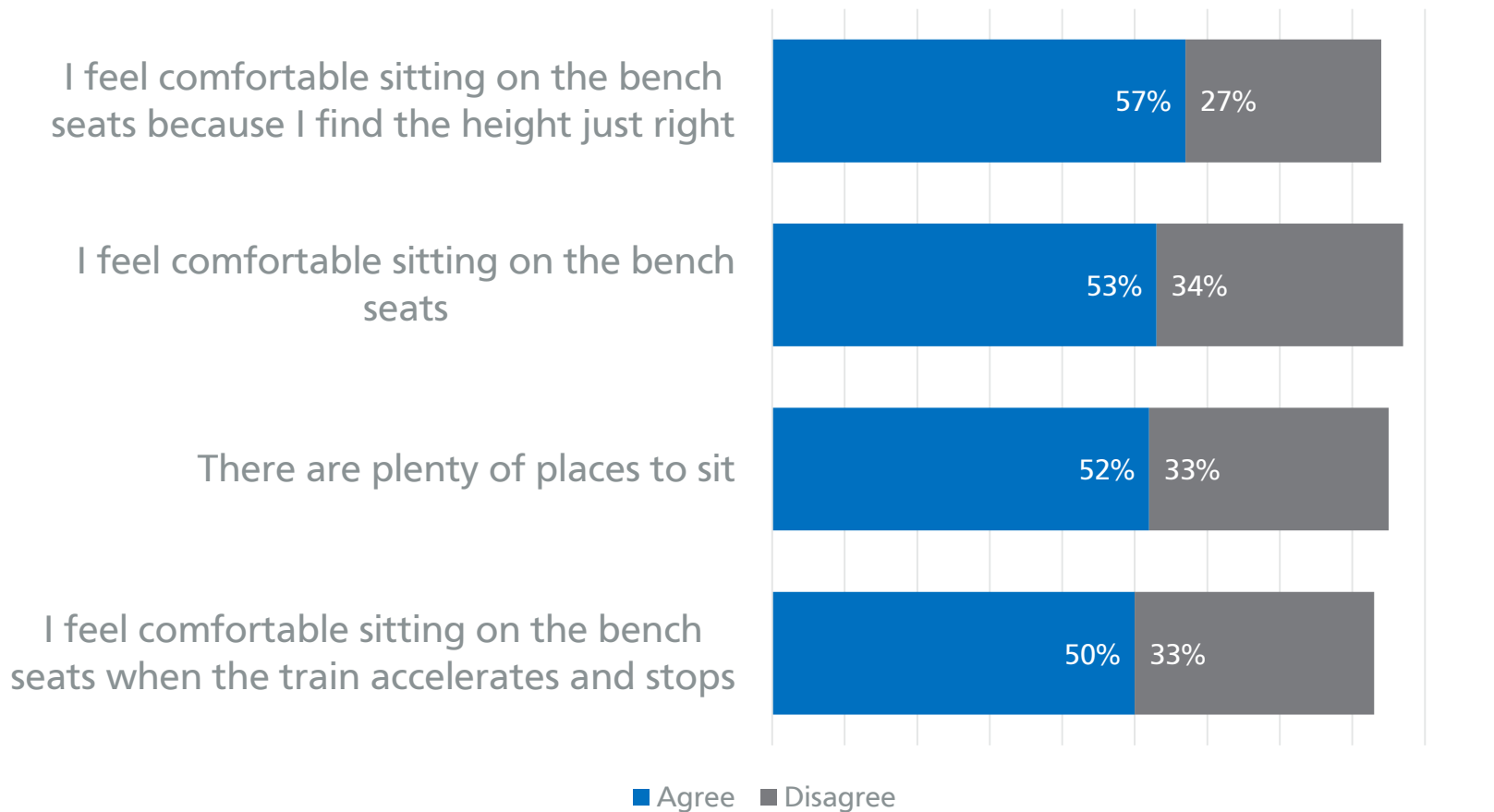
Majority of those surveyed are regular riders, all had first hand experience onboard the new Siemens trains

In all categories we surveyed, people are more satisfied than dissatisfied



n=340

What we heard: Room for improvement



n=340

Proposed Seating layout

FLEET	INTERIOR DESIGN MODIFICATION
50 replacement	Convert half of longitudinal seats to single transverse
101 replacement	Convert half of longitudinal seats to double transverse
68 expansion	Retrofit bench seating style to individual seats, convert half of longitudinal seats to single transverse

First 50: Convert half of seats to single transverse seats



Second 101: Convert half of seats to double transverse seats



Operations and maintenance enhancements

We've been collecting feedback from operators, maintenance, engineering and the public about all aspects of these vehicles since they first arrived

Operations: *20 enhancements*

- Improved exterior access panel
- Updated operator panel switches to more easily distinguish functionality (e.g., front door versus all door button)
- Updates to passenger information system to clarify messaging

Maintenance: *22 enhancements*

- Updates to wheel design to make wheel-truing easier
- Modify brakes to better distribute force during quick stops
- Changes to panel securements for easier access

Ongoing Work

We continue to work to address ongoing feedback we have received:

- Pole placement at front entrance
- Improved monitors for Operators
- HVAC
- Improved customer information
- Determining location and number of additional blue seats

Next Steps

- Continue progress on reliability and availability
- Oversee initial retrofit work
- Build accelerated Breda retirement into Phase 2 schedule
- Continue to work through ongoing improvement items





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FELTON
Bayview District

169

8900

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**Short-Range
Transit Plan**

About SRTPs

- Summary of agency plans and policies, including financial information
- Federal government & MTC require biannual updates



Why the SRTP?

- Essential information on agency financials, policies and performance, all in one place
- Makes clear connection between major policies (Transit First Policy, Service Equity Strategy, Vision Zero) and agency performance
- Tool for holding agency accountable

Contents

- Overview of the SFMTA and Muni
- Goals, objectives, standards, policies and performance measures
- Transit service overview and evaluation
- External audits (Title VI, FTA Triennial)

Contents

- Operating budgets and capital funding
- Capital projects and programs, including Muni Forward
- Fleet inventory
- Facilities inventory
- Non-transit capital programs

Notable Changes

- Information updates
 - Updated financial information
 - 2019 FTA Triennial Review summary
- Policy changes
 - 2018 Strategic Plan overview
- Technical changes
 - e.g. adjust load standards for new low-floor buses

Next Steps

- MTAB approval 12/3
- MTC delivery by 12/31
- Next cycle to begin in spring
(target adoption: summer 2021)



Thank you

