90-Day Action Plan

January 23, 2019

SFMTA

Overview of 1st 90-Day Action Plan
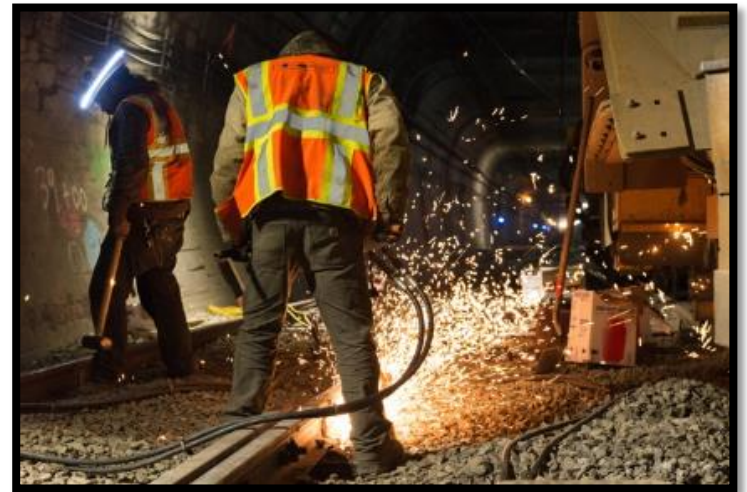
Successes and Lessons Learned

Successes:

- Focused our efforts using "bite size" actions

- Issues were easily flagged

- Success with several targets

- MTAB is excited and would like 90-Day Action Plan updates

Lessons Learned:

- Plan development would benefit from diverse perspectives

- Fewer, more targeted actions

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 Geary 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
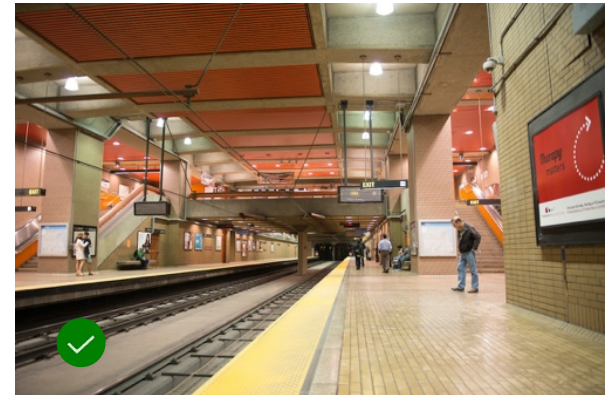
Low-cost station enhancements

Collision-reduction campaign

1st 90-Day Action Plan Results

Increase service delivery (96% or above)	95%
Reduce gaps on Rapid bus lines (12% or below)	12%
Reduce gaps on Metro rail (20% or below)	21%
Improve on-time performance on low frequency routes (63% or above)	55%
Reduce preventable collisions (68 per month or fewer)	53

Next 90-Day Action Plan Development

January 15 – April 15

Strategic Plan FY19-FY20

All initiatives and actions stem from the Strategic Plan

Major Initiatives

12/17/2018: Working session with managers

12/26/2018: Initiatives developed and sent out

Actions

1/7/2019 Draft actions submitted

1/9/2019: Finalize measurable goals

1/10/2019: Working session with direct reports to finalize actions

Major Initiative Categories

- Safety

- Warriors

- Subway Performance

- Rapid Network

- Missed Service

- Rapid Network

- Security

- Staff Engagement/Morale

Major Initiative Categories

- **Safety**: Reduce preventable collisions

- **Missed Service**: Increase service delivery, better distribute open runs across the bus system and ensure scheduled service on equity strategy lines is prioritized

- **Subway Performance**: Reduce major delays in the subway and enhance the customer experience during delays

Major Initiative Categories

- **Customer Information**: Enhance the quality, accuracy and availability of service information to our customers

- **Warriors**: Manage Warrior's construction proactively, deliver quality bus service on Third Street, minimize impacts to bus system and manage rail service gaps

- **Rapid Network**: Maintain positive trend in gap management on Rapid network

Major Initiative Categories

- **Security**: Enhance passenger and Operator security on-board and accessing transit stops

- **Staff Engagement/Morale**: Improve responsiveness and feedback loop when staff raise issues, ideas and concerns

Thank You

SFMTA