Transit Performance Update

Julie Kirschbaum, Acting Director, Transit

SFMTA Board of Directors, April 16, 2019
90 Day Plan Initiatives

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

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

**Missed Service**
- Increase service delivery, better distribute open runs across the system, and ensure scheduled service equity strategy lines are prioritized
  - 8 Actions

**Staff Engagement/Morale**
- Improve responsiveness and feedback loop when staff raises issues, ideas, and concerns
  - 6 Actions

**Mission Bay Platform**
- Manage construction proactively, deliver quality supplemental bus service on Third St., and minimize system impacts
  - 5 Actions

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

**Safety**
- Reduce preventable collisions and enhance passenger and operator security onboard and accessing transit stops
  - 8 Actions
## Current 90-Day Action Plan Targets

<table>
<thead>
<tr>
<th>Action</th>
<th>Target</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduce preventable collisions</td>
<td>68/month or less</td>
<td>47*</td>
</tr>
<tr>
<td>Reduce peak direction subway delay minutes</td>
<td>10% reduction</td>
<td>-6%</td>
</tr>
<tr>
<td>Increase service delivery</td>
<td>96% or above</td>
<td>95.1%</td>
</tr>
<tr>
<td>Reduce gaps on Rapid bus lines</td>
<td>12% or below</td>
<td>10%</td>
</tr>
<tr>
<td>Reduce gaps on Muni Metro rail lines</td>
<td>20% or below</td>
<td>20%</td>
</tr>
<tr>
<td>Improve On-time Performance on low frequency routes</td>
<td>63% or above</td>
<td>58%</td>
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</tbody>
</table>

*There are 43 collisions in March still awaiting review.*
Service Delivery – 96% or more goal

- October 2018: 90-Day Target
- November 2018: 95.1%
- December 2018: 94.4%
- January 2019: 93%
- February 2019: 92%
- March 2019: 95.1%
Service Gaps - goal varies by mode

- Rapid Target (12%)
- Muni Metro Target (20%)
- T-Bus Target (15%)
Bus (20-30 min routes) – 63% OTP goal

---|---|---|---|---|---
% On-Time | % On Time

- Oct 2018: 57%
- Nov 2018: 59%
- Dec 2018: 57%
- Jan 2019: 58%
- Feb 2019: 58%
- Mar 2019: 59%
Preventable Collisions: 68 per month or less

Note: There are 43 collisions in March still awaiting review.
Subway Delay: 24,000 minutes or less
Subway Monthly Performance
### Current Subway Metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Target</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subway Delay:</strong> Sum of all delay for all</td>
<td>10% reduction in peak period minutes of delay</td>
<td>-6%</td>
</tr>
<tr>
<td>trains traveling in subway. Captures time</td>
<td></td>
<td></td>
</tr>
<tr>
<td>between stations and at platforms (when train</td>
<td></td>
<td></td>
</tr>
<tr>
<td>is stopped for more than 30 sec)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Major Delays:</strong> Total number of delays that</td>
<td>4 or fewer 20+ minute delays each month</td>
<td>5</td>
</tr>
<tr>
<td>last more than 20 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Subway Travel Time and Travel Time Variability:</strong> End to end subway travel time, peak period, peak direction</td>
<td>Reduce variability by 5%</td>
<td>Varies by time period: AM variability increased PM variability decreased</td>
</tr>
<tr>
<td><strong>Embarcadero Turnaround Times:</strong> Captures the</td>
<td>5 min or less average turnaround time for near and</td>
<td>05:13</td>
</tr>
<tr>
<td>time and variability associated with turning</td>
<td>far pocket</td>
<td></td>
</tr>
<tr>
<td>trains at Embarcadero Station</td>
<td></td>
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</tbody>
</table>
Subway Metrics – Total Delay

(by time and direction)
Subway Metrics – Travel Time

- J, N Outbound (PM Peak)
- J, N Inbound (AM Peak)
- K, L, M Outbound (PM Peak)
- K, L, M Inbound (AM Peak)

Median Travel Time (min):

- J, N Outbound (PM Peak): 20
- J, N Inbound (AM Peak): 18
- K, L, M Outbound (PM Peak): 11
- K, L, M Inbound (AM Peak): 11
Major Subway Delays (Mar 12 – April 9)

• Broken Pantograph (Mar 18)
• Cracked Track (Mar 23)
• Vehicle ATCS Failure (Mar 27)
Transitioned Rail to TMC
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Proposed West Portal Traffic Changes
Switchbacks

What are they? A service management tool where a vehicle traveling in one direction will stop at location near switch, off load passengers and continue in service in opposite direction

Why do we use them?

1. To reduce wait times
2. Blocked tracked due to:
   • Breakdown
   • Infrastructure issue
   • Passenger incident
   • Non-Muni collision
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Monthly Switchbacks Ordered by Line

Oct 2018
Nov 2018
Dec 2018
Jan 2019
Feb 2019
Mar 2019

J  KT  L  M  N

[Bar chart showing monthly switchbacks ordered by line for Oct 2018 to Mar 2019]
No Switchbacks on Third St

• Initiative started April 6

• Builds on Muni Equity Strategy; focuses on improving service in southeast sector of the City

• Alternative service management strategies will be tested including new schedules, rail line management tools and gap trains
90 Day Action Plan - Next Steps

- Complete
  - Evaluate and report on current 90-Day Action Plan

- Initiatives
  - Major initiative brainstorming

- Action
  - Action development

- Finalize
  - Action items signed off, prepare for plan implementation.

Next 90-Day Action Plan scheduled to start June 2019