Transit Performance Update: 90-Day Action Plan Summary

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SFMTA Board of Directors
May 21, 2019
Recent Challenges

• Major subway delays due to infrastructure issues
• Operator availability
• LRV4 door and coupler issues
• Subway reliability
April 26: Subway Overhead Wire Delay
LRV 4 Design Issues
Single Panel End Door
Coupler Shear Bolts & End Stop

- End stop should clear the metal plate by 1-2 mm to fully swing
- When clearance is insufficient, end stop is blocked and extra pressure gets applied to the shear bolts
Safety Approval Process

Siemens
- Propose solution

LRV4 Project Team
- Review solution
- Approve

Independent Expert
- Review solution

LRV4 Safety Committee
(oversight by CPUC staff)
- Review solution
- Approve

SFMTA Board of Directors
- Oversight
Schedule: Back to full operations

Week of 5/6  Prototype car equipped for testing
            Prototype running through tests not in service

Week of 5/13 CPUC and Safety Certification Committee Review
            Following approval, prototype will operate in service
            Parts en route for fleet-wide retrofit

5/22 to 6/3  Parts expected to arrive *some are international
            Retrofits begin on fleet

Late June    Retrofits completed, full operation restored
            note: damaged coupler replacement by end of summer
90-Day Plan

- Empower staff to solve problems
- Breaks down the SFMTA Strategic Plan goals into “bite-sized” concrete actions
- Measurable targets to track performance
- Regular reporting to the SFMTA Board
90-Day Action 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
## 90-Day Action Plan Targets

<table>
<thead>
<tr>
<th>Action</th>
<th>Target</th>
<th>April</th>
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</thead>
<tbody>
<tr>
<td>Reduce preventable collisions</td>
<td>68/month or less</td>
<td>45*</td>
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<tr>
<td>Reduce peak direction subway delay minutes</td>
<td>10% reduction</td>
<td>-10%</td>
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<tr>
<td>Increase service delivery</td>
<td>96% or above</td>
<td>93.7%</td>
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<tr>
<td>Reduce gaps on Rapid bus lines</td>
<td>12% or below</td>
<td>12%</td>
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<tr>
<td>Reduce gaps on Muni Metro rail lines</td>
<td>20% or below</td>
<td>21%</td>
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<tr>
<td>Improve On-time Performance on low frequency routes</td>
<td>63% or above</td>
<td>58%</td>
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*There are 28 collisions in April still awaiting review.*
Service Delivery: 96% Goal
Reducing Missed Service

- SFMTA did not meet short term goal of 96% service delivery, but took important steps to reduce missed trips
- LRV service delivery exceeded target

- Implemented larger new operator classes (60 people)
- Overhauled new operator recruitment efforts
- Connected candidates with CityDrive program

Actions taken in the most recent 90-day plan will help reduce missed runs in the next 3 to 6 months
Service Gaps: Goal Varies by Mode

- Rapid
- Muni Metro
- Rapid Target (12%)
- Muni Metro Target (20%)
Bus (20-30 Min Routes): 63% OTP Goal

% On-Time

Oct 2018: 58%
Nov 2018: 58%
Dec 2018: 57%
Jan 2019: 58%
Feb 2019: 57%
Mar 2019: 59%
Apr 2019: 59%

90-Day Target (63%)
Improving Rapid Bus Performance

In order to maintain the positive momentum on Rapid bus, the SFMTA pursued 3 actions aimed at improving performance and reliability:

- Dedicated controller staff to line management
- Board approved SoMa 3rd St. Transit & Safety Project
- Transit signal optimization along Mission Street

Lessons learned on the Rapid Network will be broadened to other routes in the next 90 day plan.
Preventable Collisions: < 68 Per Month

Note: There are 20 collisions in April still awaiting review.
Emphasis on Safety

The SFMTA pursued 8 actions aimed at reducing collisions while also improving safety for Operators and passengers while riding and/or waiting for Muni.

- Campaigned to reduce trolley pole collisions
- All Buses Now Equipped with Protective Shields
- Implemented Rail Rules and Compliance Course

Providing a safe operating environment will continue to be a key initiative in the next 90-Day Action Plan.
## Current Subway Metrics

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<th>Target</th>
<th>April</th>
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<tr>
<td><strong>Subway Delay:</strong> Sum of all delay for all trains traveling in subway. Captures time between stations and at platforms (when train is stopped for more than 30 sec)</td>
<td>10% reduction in peak period minutes of delay</td>
<td>-10%</td>
</tr>
<tr>
<td><strong>Major Delays:</strong> Total number of delays that last more than 20 minutes</td>
<td>4 or fewer 20+ minute delays each month</td>
<td>2</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 decreased PM variability increased</td>
</tr>
<tr>
<td><strong>Embarcadero Turnaround Times:</strong> Captures the time and variability associated with turning trains at Embarcadero Station</td>
<td>5 min or less average turnaround time for near and far pocket</td>
<td>5.4</td>
</tr>
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</table>
Subway Metrics: Total Delay

(by time and direction)

Delay Minutes


AM-Peak (Inbound)  PM-Peak (Outbound)

Target: AM-PEAK (Inbound)  Target: PM-PEAK (Outbound)
Subway Metrics: Travel Time

**Median Travel Time (min)**

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

Graph showing median travel times from October 2018 to April 2019.
Improving Subway Performance

To address ongoing Subway issues, the SFMTA pursued 11 actions aimed at improving reliability and the customer experience in the Muni Metro Subway.

- Transitioned rail operations to the TMC
- Implemented West Portal service management plan
- Inspected and realigned over 130 Breda couplers

Improving subway service will continue to be a key initiative in the next 90-Day Action Plan
Strong Foundation in Place to Support Future Improvements

Upgraded Infrastructure

All New Green Fleet

Smarter Technology

Increased Rail Service

Work Force Planning

Transit-Priority Streets
90 Day Action Plan: Next Steps

Preliminary Actions, But We Are Still Brainstorming

Safety
Reduce preventable collisions and enhance passenger and operator security

Service Reliability
Improve reliability of transit service to ensure passengers are provided with the service they expect

Subway Performance
Reduce delays in the subway and improve the customer experience during delays

LRV4
Ensure that benefits of the new fleet are realized and project delivery is on track

Next 90-Day Action Plan Scheduled to Begin June 2019
Moving Muni Forward...Together