Transit Performance Update

Julie Kirschbaum, Director of Transit
SFMTA Board of Directors
March 3, 2020
90-Day Action Plan
Wrap-up
90-Day Action Plan Initiatives
November 1, 2019 to January 31, 2020

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

Rail Maintenance
Ensure vehicle availability meets demand and that benefits of the new fleet are realized

Employee Generated Improvements
Improve employee engagement by implementing a series of employee generated service enhancement recommendations
## Recent Performance

<table>
<thead>
<tr>
<th>Action</th>
<th>Target</th>
<th>January</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduce preventable collisions</td>
<td>55/month or less</td>
<td>52</td>
</tr>
<tr>
<td>Reduce early departures on routes with frequencies 15-30 min</td>
<td>20% or below</td>
<td>17%</td>
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<tr>
<td>Improve Headway Adherence on frequent routes</td>
<td>90% or above</td>
<td>86%</td>
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<tr>
<td>Increase service delivery</td>
<td>96% or above</td>
<td>97%</td>
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<tr>
<td>Increase service delivery–Equity Routes</td>
<td>96% or above</td>
<td>97%</td>
</tr>
<tr>
<td>Reduce number of subway delays exceeding 20 minutes</td>
<td>4 or fewer per month</td>
<td>2</td>
</tr>
<tr>
<td>Improve LRV4 Availability</td>
<td>At least 48 cars per day</td>
<td>43</td>
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</tbody>
</table>

*Note: Preventable collisions are for December; figures for January are still under review.*
Emphasis on Safety

The SFMTA pursued 6 actions aimed at reducing collisions while also improving safety for Operators and passengers.

- Rear Bus Door Safety Decals
- MMT Egress Gate Replacement

Providing a safe operating environment will continue to be a key initiative in the next 90-Day Action Plan.
Preventable Collision Target

*Note: Preventable collisions are for December. Figures for January still under review.
Reliability

We met key reliability goals by targeting subway maintenance and Operator hiring.

- Extended subway maintenance window
- Quick build policy developed for Muni’s slowest segments
- Hire trainers for Operator classes every 5 weeks

Actions taken in the most recent 90-day plan will help reduce missed runs over the next 3 - 6 months
Service Delivery Equity Routes

% Service Hours Delivered

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<tbody>
<tr>
<td>Systemwide</td>
<td>90%</td>
<td>90%</td>
<td>92%</td>
<td>94%</td>
<td>96%</td>
<td>98%</td>
<td>98%</td>
<td>100%</td>
<td>100%</td>
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</tr>
<tr>
<td>Equity Routes</td>
<td>98%</td>
<td>96%</td>
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</table>

- Systemwide: 97%
- Equity Routes: 97%
- 90-Day Target: 90%
Major Subway Delays

- Dec 1 – LRV4 failure (propulsion) at Duboce Junction, 23-min delay
- Dec 7 – Station flooding
- Jan 8 – Vehicle delay (mirrors) at Embarcadero OB, 26-min delay
- Jan 25 – Switch failure between Van Ness and Church, 23-min delay
## Critical Subway Repair Priorities

<table>
<thead>
<tr>
<th>Track Maintenance</th>
<th>Overhead Lines</th>
<th>Mechanical Systems Group</th>
<th>Signal Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace Switch Points - Church and Duboce</td>
<td>Replace overhead contact wire at various locations</td>
<td>Wet Standpipes</td>
<td>Replace Relay Room Batteries</td>
</tr>
<tr>
<td>Replace Switch Points - MMT</td>
<td>Eliminate numerous wire splices</td>
<td>Life Safety Systems</td>
<td>Duboce Loop Adjustments</td>
</tr>
<tr>
<td>Clean Tracks</td>
<td>Inspect, adjust and replace hardware</td>
<td>Inspect for Water Issues</td>
<td>Support Track Crew</td>
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<tr>
<td>Repair and replace 3 Sticks Rail - MMT</td>
<td>Remove Temporary Section Breaks installed for the Twin Peaks Tunnel project</td>
<td>Crossover Doors</td>
<td>Inspection of Blue Lights and CCTV</td>
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<tr>
<td>Adjust plates and fasteners - MMT</td>
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<td>Catwalk Grates at MMT</td>
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<tr>
<td>Inspect and adjust Rail Lubricators</td>
<td></td>
<td>Fire Panels</td>
<td>Buildings and Grounds</td>
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<td></td>
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<td>Deluge System</td>
<td>Steam Cleaning Platform Stations</td>
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<tr>
<td></td>
<td></td>
<td>Crossover lighting</td>
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<tr>
<td></td>
<td></td>
<td>Station lighting</td>
<td>Motive Power</td>
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<tr>
<td></td>
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<td>Electrical Switching and Support</td>
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</table>
Median Subway Travel Time

Travel Time (min)


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

The LRV4s are meeting our reliability targets, which increases overall vehicle availability and reduces missed service.

- Increased LRV4 availability to 43 per day
- Hired 7371-Electrical Transit System Mechanics
- Reliability program exceeded January 2020 targets

We are looking ahead and planning to increase the Siemens to Breda vehicle ratio
Rail Vehicle Availability

Average daily cars available

Jan 2019: 112
Feb 2019: 107
Mar 2019: 97
Apr 2019: 113
May 2019: 115
Jun 2019: 110
Jul 2019: 112
Aug 2019: 113
Sep 2019: 116
Oct 2019: 114
Nov 2019: 117
Dec 2019: 111
Jan 2020: 111

Siemens (LRV4)  Breda (LRV2-3)  90-Day Target LRV4 Availability
LRV4 Reliability Program

Miles travelled between failures

- Siemens Fleet
- Reliability Program Target
Employee Generated Feedback

We made progress on employee-generated items, but still have work to do. We will continue this initiative in next cycle.

Implement new feedback tool on operator portal
Vacancy & overtime reports

We are implementing programs to address concerns raised by our own staff
Next 90-Day Cycle
Next 90-Day Cycle Steps

90-Day Action Plan scheduled to start March 15, 2020

February 11
REFLECT
Review results, gather feedback from staff

February 22
SHARE
Share upcoming cycle initiatives

February 26
BRAINSTORM
Preview the upcoming 90-day cycle

March 4
DEVELOP
Action development within teams

March 11
FINALIZE
Action items signed off, prepare for implementation
90-Day Action Plan Initiatives

March 15, 2020 to June 15, 2020

**Subway Plan**
- Improve subway reliability by developing plan to make near-term improvements to service and infrastructure

**Safety**
- Reduce preventable collisions and enhance passenger and operator security

**Hiring and Training**
- Improve capacity to address service reliability by filling critical vacancies and deploying new and enhanced training programs

**Employee Generated Improvements**
- Improve employee engagement by implementing a series of employee generated service enhancement recommendations
Thank you