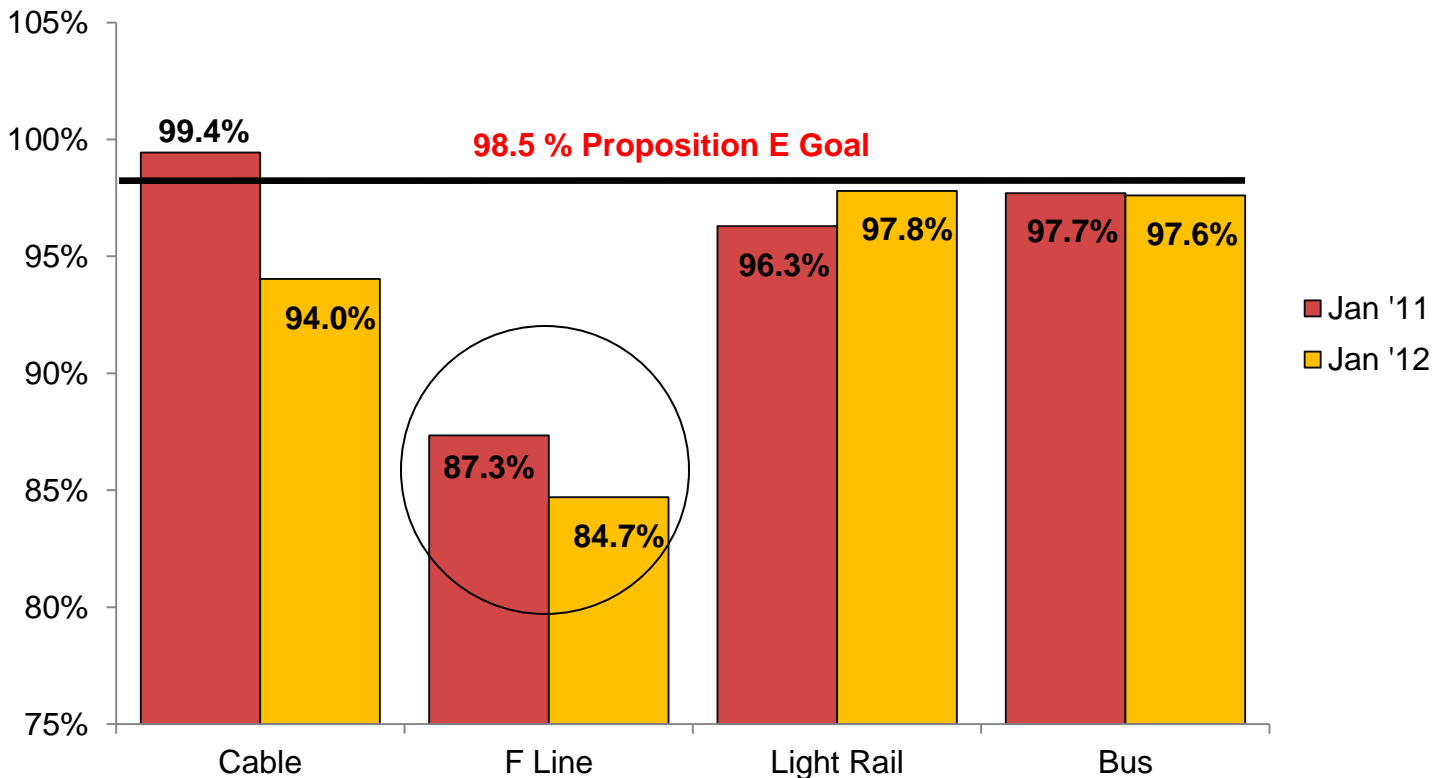


A grayscale background image showing a bus on the right and a building on the left. The bus has the number 'CA 49819' on its side. The building has a classical architectural style with columns.

# Presentation to the Policy and Governance Committee Monthly Operations Scorecard

# PERCENT SCHEDULED SERVICE OPERATED - SYSTEMWIDE

TRANSIT SERVICE HOURS DELIVERED  
JANUARY 2012 vs 2011



# PERCENT SCHEDULED SERVICE OPERATED - SYSTEMWIDE

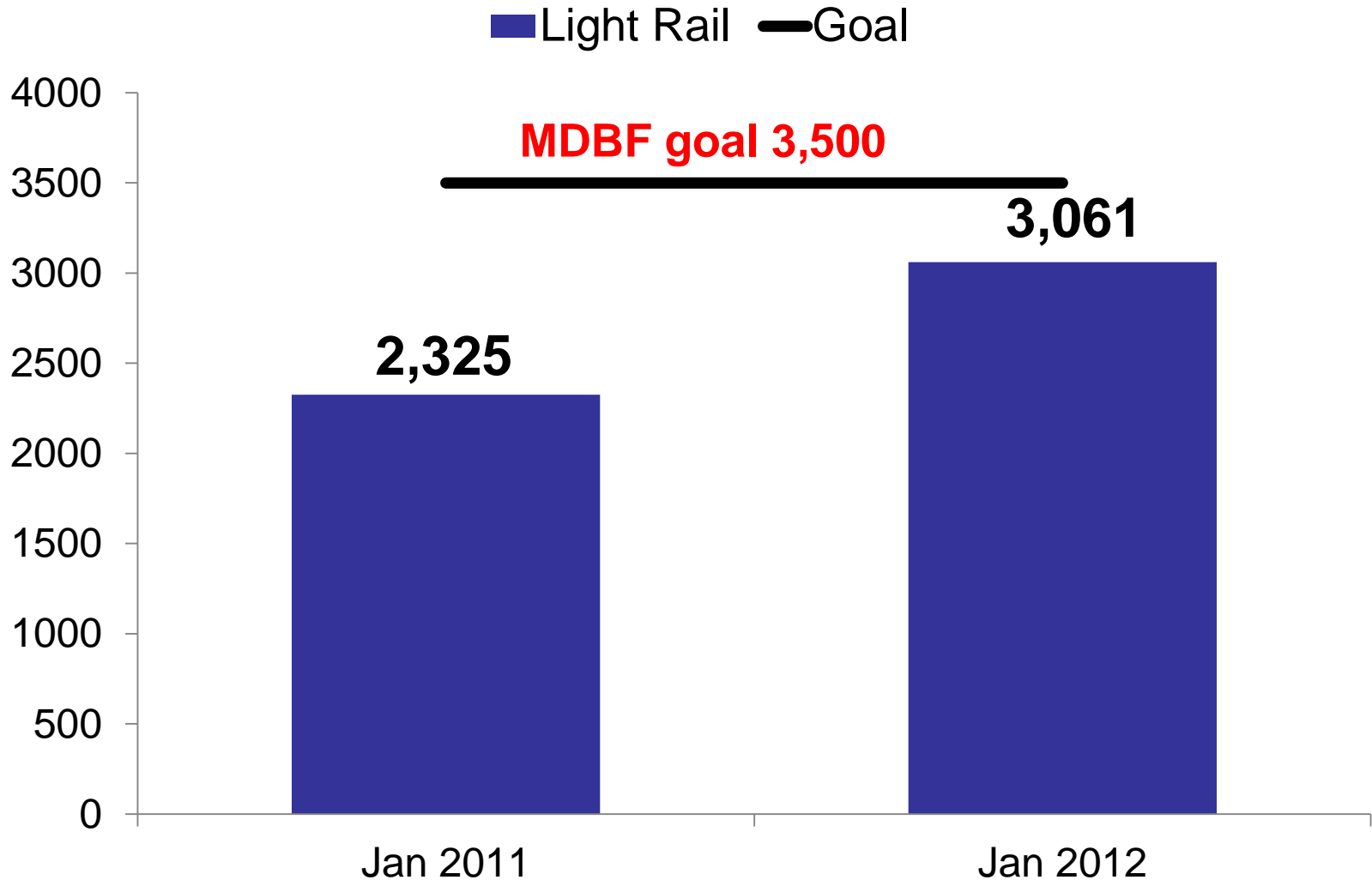
Month	Goal	Cable	F Line	Light Rail	Bus
Jan '11	98.5%	99.4%	87.3%	96.3%	97.7%
Jan '12	98.5%	94.0%	84.7%	97.8%	97.6%

# **ACTIONS TO INCREASE SERVICE DELIVERY**

- Supporting all initiatives for Operator training
- Focusing priorities on controlling and decreasing long term leaves
- Increasing F line training efforts
- Reviewing and evaluating progress for part time Operators



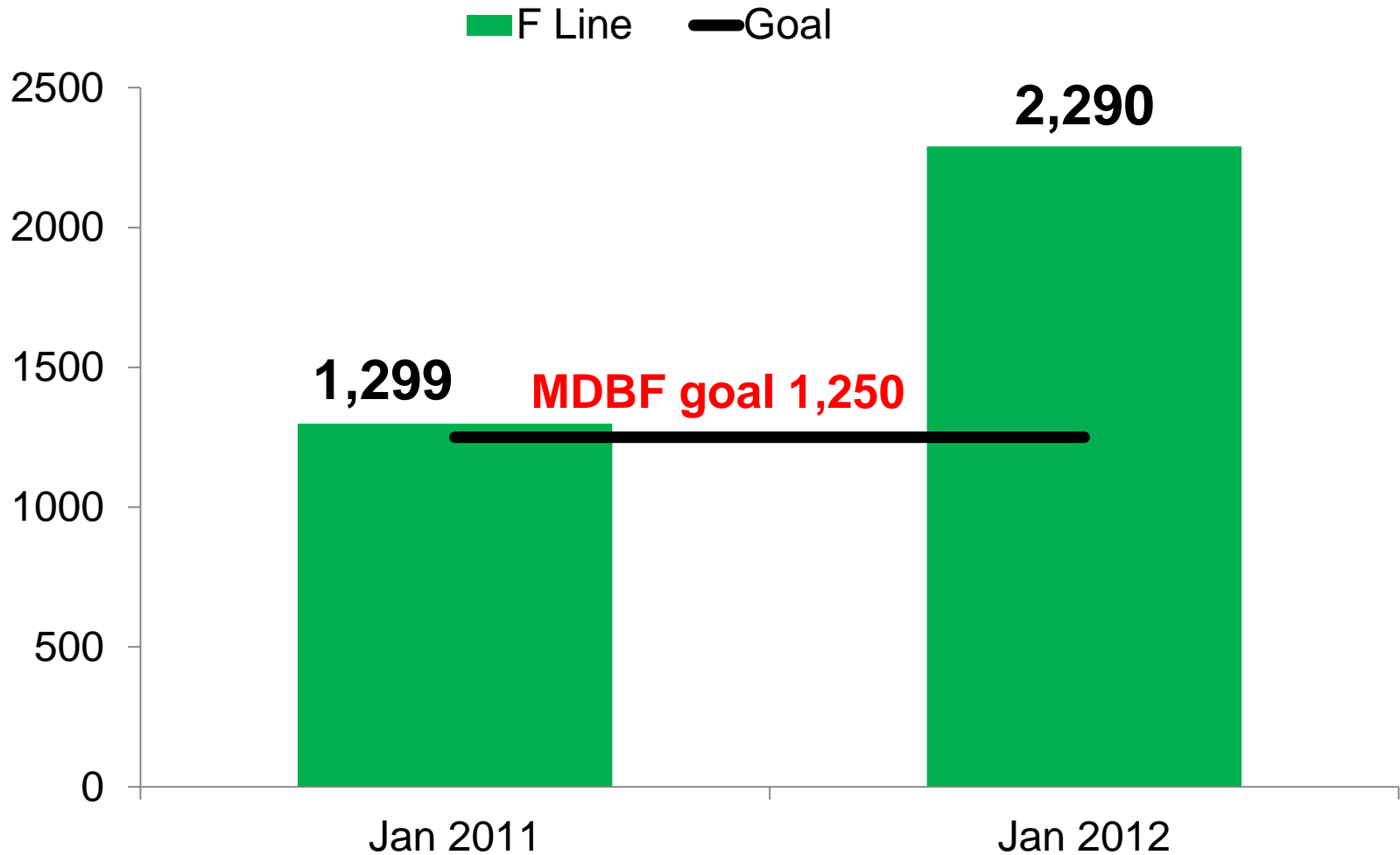
# RAIL RELIABILITY



# RAIL RELIABILITY

<b>Date</b>	<b>Light Rail</b>	<b>Goal</b>
Jan-12	3,061	3,500
Jan-11	2,325	3,500

# RAIL RELIABILITY





# RAIL RELIABILITY

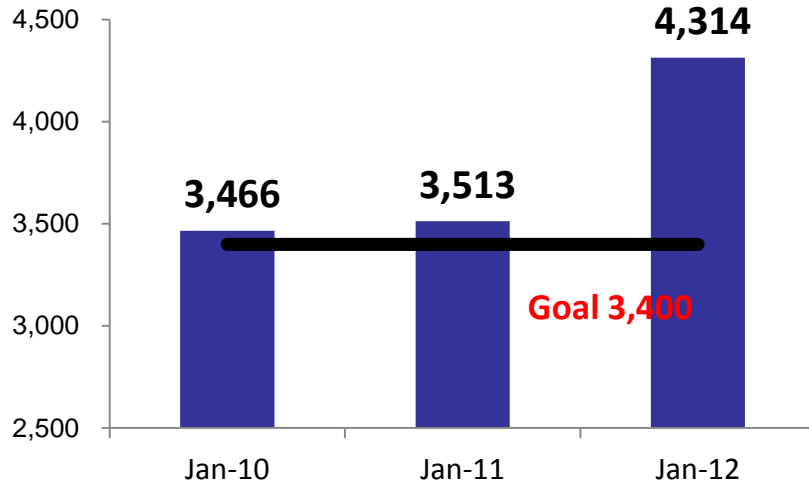
<b>Date</b>	<b>F Goal</b>	<b>F Line</b>
Jan-12	1,250	2,290
Jan-11	1,250	1,299

# ACTIONS TO IMPROVE RELIABILITY

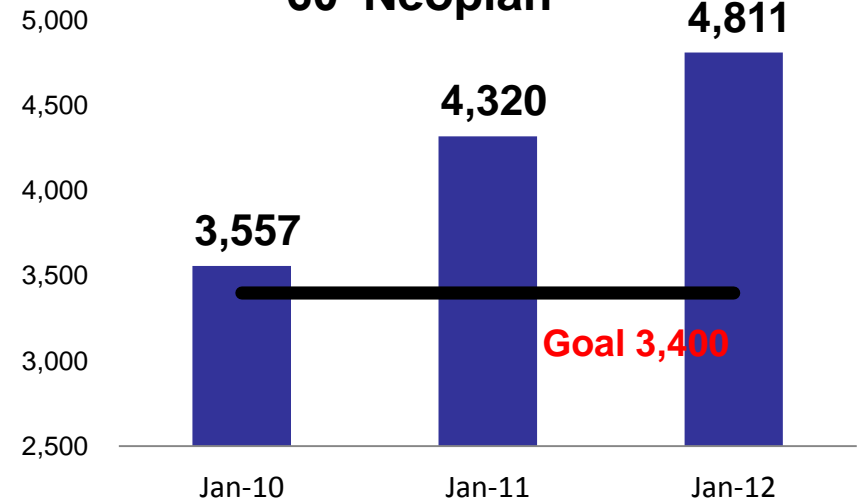
- Looking at all aspects of preventative maintenance and campaign support to prevent equipment failures due to propulsion, doors, and brakes
- Deployed 5 rebuilt F line vehicles from Brookville to improve performance. Successful completion of the remaining 6 vehicles will ensure that we meet the increased F line service needs and positions us for the America's Cup this summer
- Rail vehicle component overhaul programs underway to reduce vehicle breakdowns
- Accelerating overhaul of out of service rail vehicles
- Campaign underway on the first of three systems on the Breda car
- Developing service plan to begin a project to zero time critically worn components on the Breda LRV doors and steps
- Redirecting the fresh air intake to more suitable location to address propulsion failures
- Replacing of electrical coupler pins and completing 30 LRVs blower motor starter relays has increased the reliability for the LRV fleet

# MOTOR COACH RELIABILITY

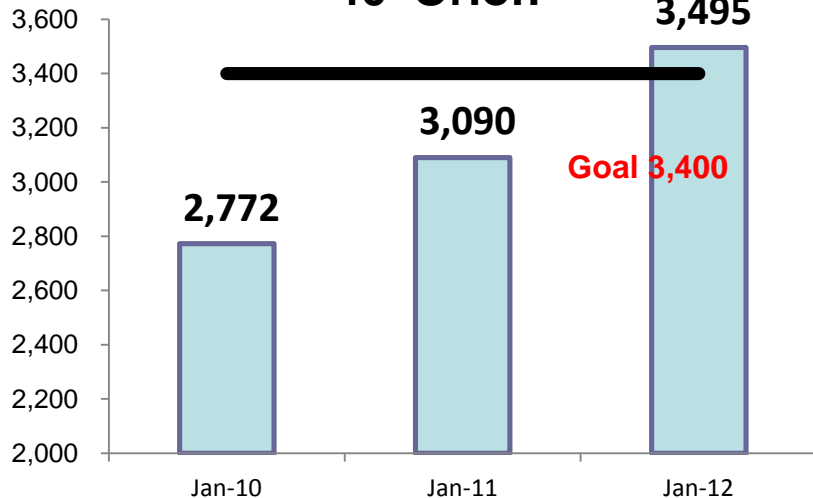
## 40' Neoplan



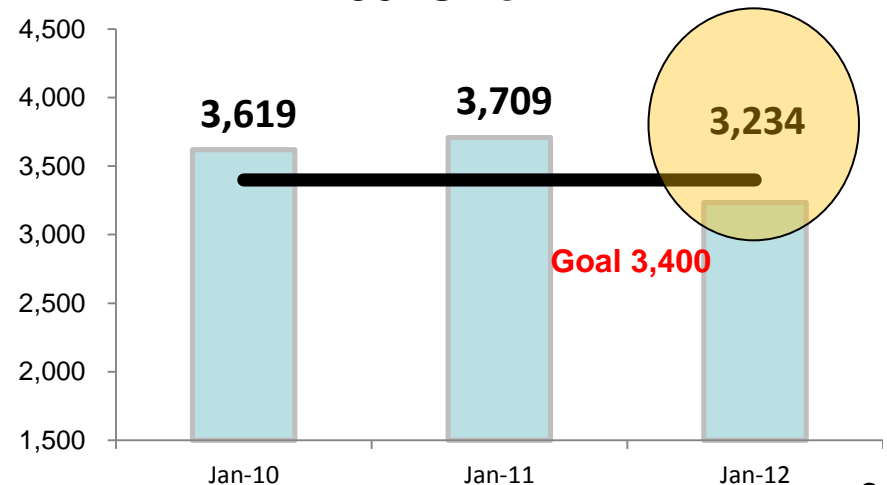
## 60' Neoplan



## 40' Orion



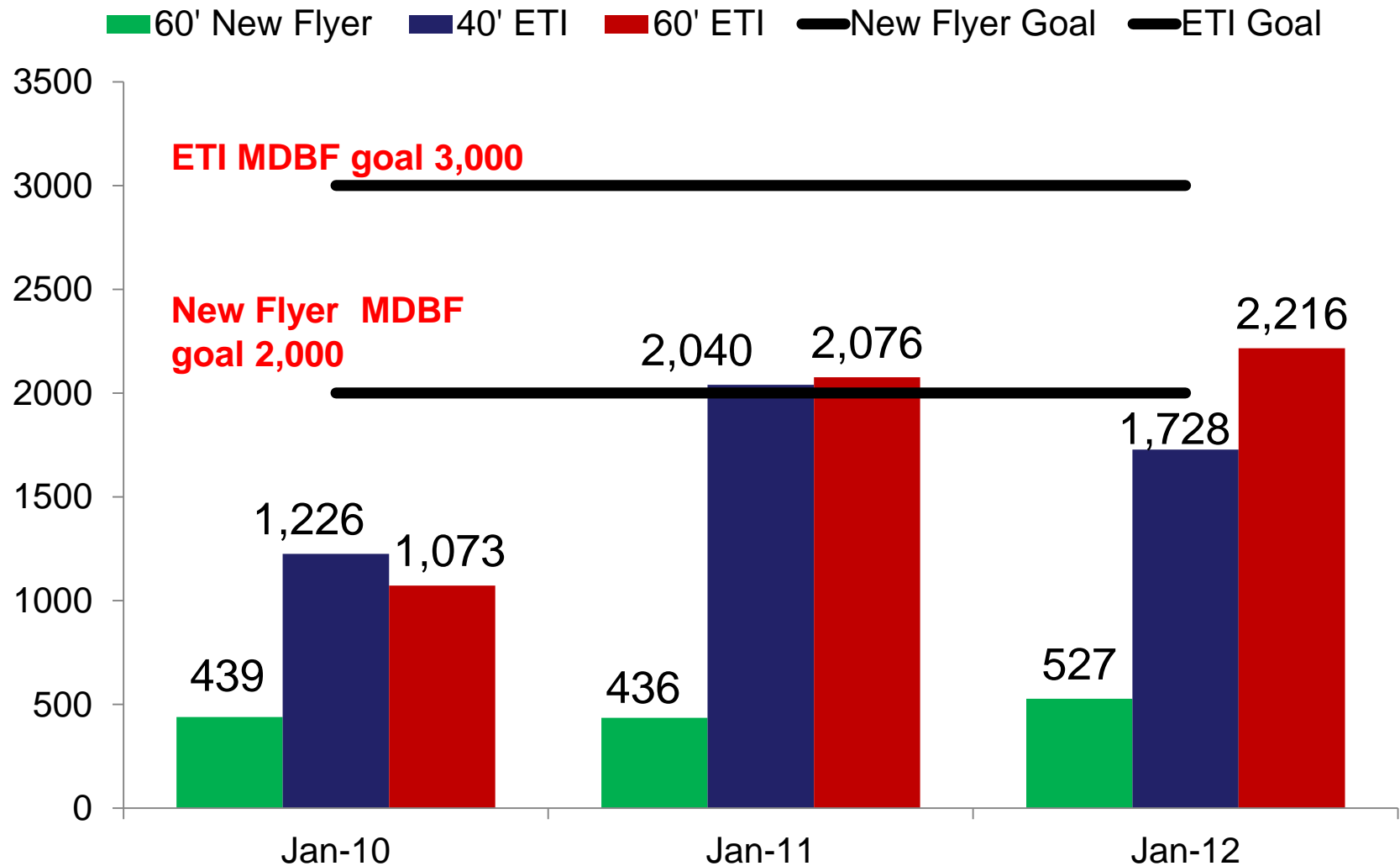
## 30' Orion



# MOTOR COACH RELIABILITY

Month	Goal	40 foot Neoplan	60 foot Neoplan	40 foot Orion	30 foot Orion
January 2010	3,400	3,466	3,557	2,772	3,619
January 2011	3,400	3,513	4,320	3,090	3,709
January 2012	3,400	4,314	4,811	3,495	3,234

# TROLLEY COACH RELIABILITY



# TROLLEY COACH RELIABILITY

<b>Month</b>	<b>ETI Goal</b>	<b>40 foot ETI</b>	<b>60 foot ETI</b>	<b>New Flyer Goal</b>	<b>60 foot New Flyer</b>
January 2010	3,000	1,226	1,073	2,000	439
January 2011	3,000	2,040	2,076	2,000	436
January 2012	3,000	1,728	2,216	2,000	527

# ACTIONS TO IMPROVE RELIABILITY

- Advancing the time for replacement of aged motor coach NABI and trolley coach New Flyer fleet
- Proposed adjustments to the current Fleet Plan for critical fleet procurement will also help reduce maintenance costs, reduce the age of the fleet, and improve service reliability
- Maintenance is performing campaigns and retrofits to address issues with hybrid drive propulsion systems
- NABI campaigns include procurement of rear door shaft part procurement to address spike in rear door defects
- Prioritizing trolley base replacement campaign

# MAJOR INITIATIVE UPDATE



## TRANSIT ONLY LANE ENFORCEMENT (TOLE)



# TRANSIT ONLY LANE ENFORCEMENT

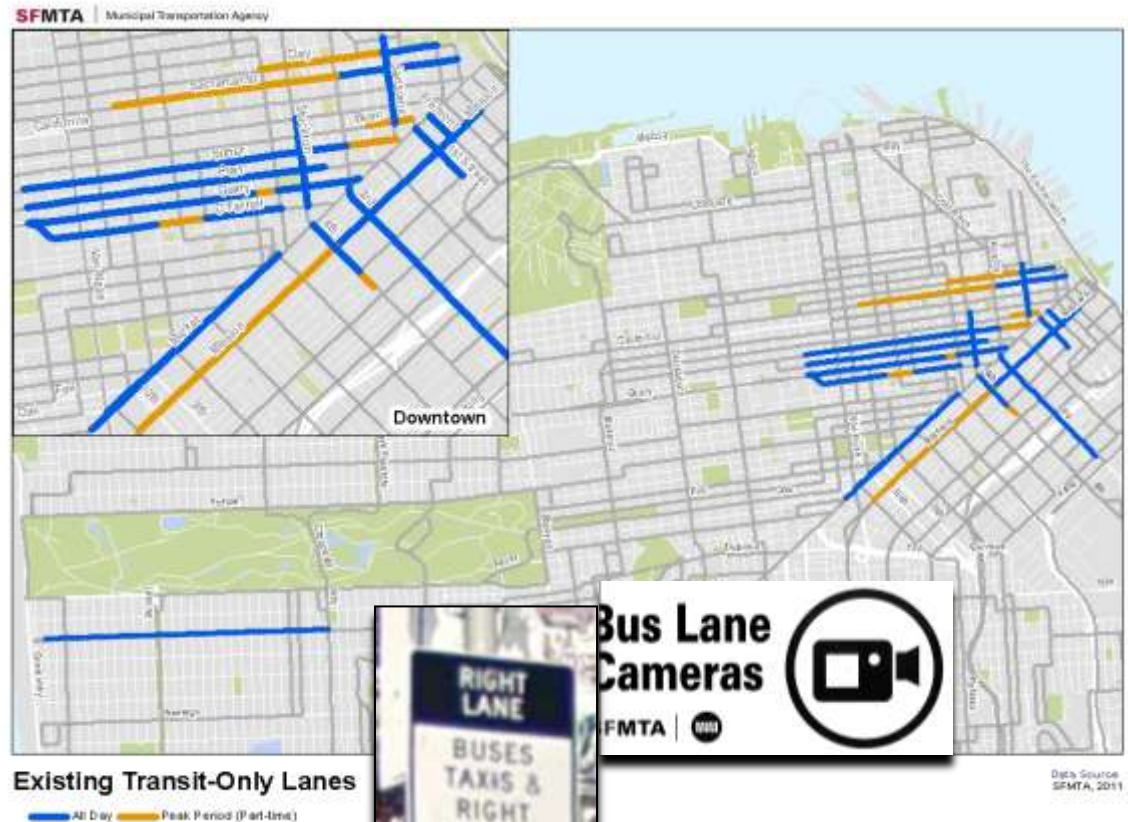
- **Legislation passed**
  - Pilot extended through 2015 under recently enacted law (AB 1041-Ma)
- **Reviewing citations daily**
  - Cameras continually record vehicles in the Bus Only Lanes, Bus Zones, and Tow Away Zones
  - Currently 30 buses equipped
  - Serving 19 routes
- **Biweekly meetings designed to enhance program**
  - Equip Entire Fleet
  - Improve on time performance
  - Improving signage and lane striping
- **Developing plan to expand TOLE lanes**

# THE CURRENT TOLE NETWORK

In San Francisco there are approximately 15 miles of bus/transit lanes. These are located primarily in the Financial District and in Chinatown

Transit Lane Network has evolved over years

Limited transit lane network constrains benefits



# TOLE PROGRAM EFFECTIVENESS

- Safety: Reduced accidents from buses pulling out into traffic from designated bus stops
- Improved schedule adherence due to buses not being hindered by vehicles stop or parked in the TOLE lanes
- Buses move more freely due to less traffic congestion in TOLE lanes
- Buses no longer pick-up customers in the street due to parked vehicles. Buses now stop at the curb, to allow easy boarding by our customers

## NEXT STEPS

SFMTA will investigate:

- Expanding TOLE network as part of larger ongoing efforts to add transit only lanes
- Standardizing evaluation criteria of TOLE Program.
- Publicizing the TOLE Program and the fact that buses have cameras to discourage future infractions
- Expanding the quality and number of TOLE units

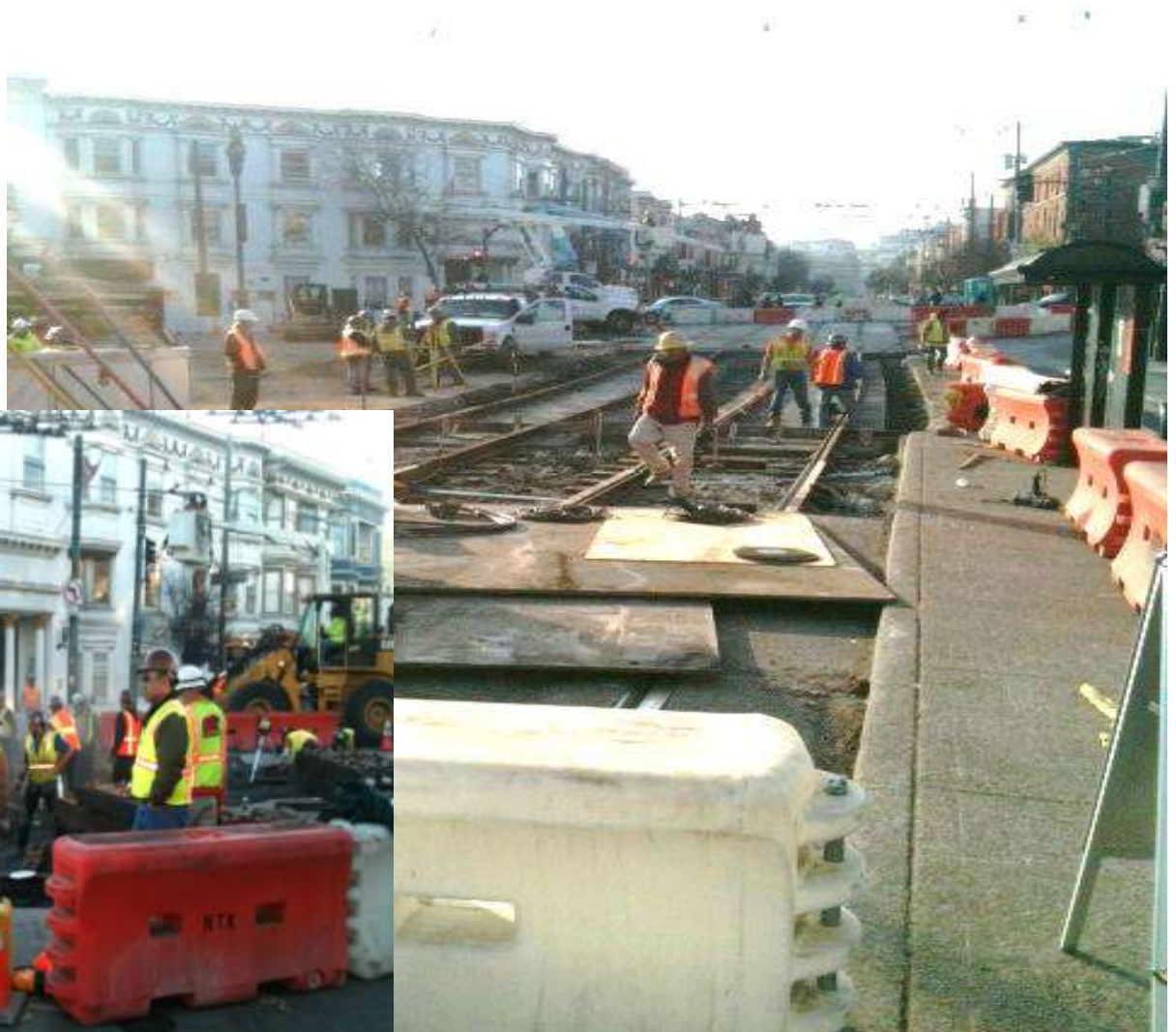




# HIGHLIGHTS OF CHURCH & MARKET Track/Overhead Replacement

- Weekend of January 27-29, 2012
- Built new track & overhead
- Provide smoother rides
- Will reduce wear & tear on vehicles
- Less noise



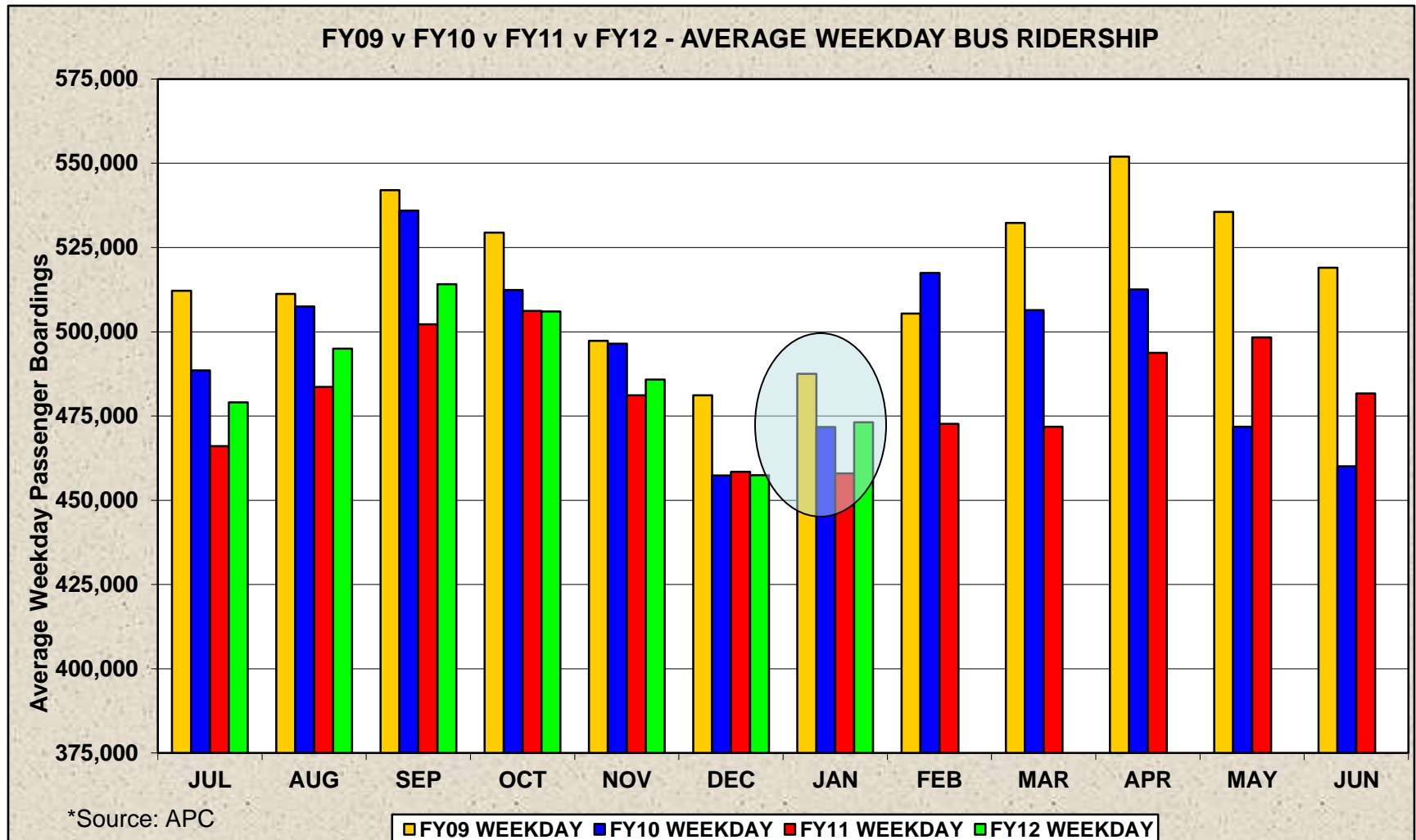








# RIDERSHIP YEAR OVER YEAR



# RIDERSHIP DATA

Month	<b>FY09 WEEKDAY</b>	<b>FY10 WEEKDAY</b>	<b>FY11 WEEKDAY</b>	<b>FY12 WEEKDAY</b>
JUL	512,196	488,507	466,055	479,063
AUG	511,211	507,539	483,678	494,986
SEP	542,049	535,993	502,192	514,109
OCT	529,408	512,435	506,183	506,052
NOV	497,348	496,492	481,158	485,849
DEC	481,148	457,338	458,438	457,410
JAN	487,555	471,761	457,979	473,146
FEB	505,412	517,470	472,696	
MAR	532,322	506,456	471,810	
APR	551,976	512,546	493,780	
MAY	535,579	471,808	498,311	
JUN	518,981	460,060	481,725	

# RIDERSHIP

- Average weekday rubber tire ridership rose 3.3 % in January 2012 over January 2011
- Increases seen on express routes
- Increases attributed to increased economic activity and increase in service hours
- Expecting ridership to grow more due to trend showing increase in monthly ridership



# ATCS LOOP CABLE

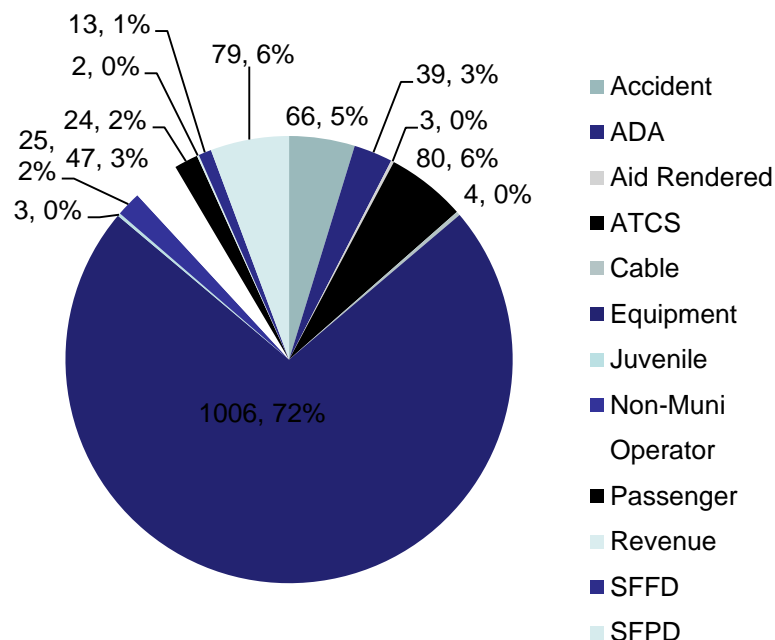
- ATCS Loop Cable carries train control information to and from the main ATCS computer located at Central Control and all trains operating in the subway
- The current reliability of the inductive loop system continues to operate at a high level of reliability (98.5% of trains in automatic daily)
- Phase 1 – completed December 31, 2011
- Phase 2 - Assessment, installation schedule, and test plan by February, 2012
- All new cable installed by August, 2012

# SERVICE DELAYS

## January, 2012

- Equipment malfunctions caused 72% of line delays in January, 2012
- Total service delays equaled 90 hours or 0.04% of additional missed service

### Types of Service Delays



Line	Incidents	Delay Hours	Line	Incidents	Hours of Delay
1	41	0.63	48	6	0
2	5	0	49	93	1.97
3	6	0	52	6	0
5	64	2.63	54	14	0
6	36	0	59	19	3.93
8	1	0	60	15	6.82
9	20	0	61	14	12.12
10	9	0.48	67	5	0
12	3	0	71	24	0
14	102	4.92	108	3	0
18	5	0	14L	22	0
19	13	0.9	1X	4	0
21	20	0	8X	36	0
22	35	0	9L	3	0
23	8	0	9X	1	0
24	37	0.17	14X	1	0
26	2	1	28L	1	0
27	11	0	31X	1	0
28	10	0	38L	10	0
29	26	0	F	46	8.37
30	53	0.97	J	31	6.98
31	23	2.28	K	12	0.62
33	43	0.58	KT	65	11.85
36	12	0	L	50	5.75
37	7	0	M	49	4.45
38	35	0	N	81	12.48
41	8	0	S	2	0
43	18	0	T	6	0.55
44	18	0			

# TYPES OF SERVICE DELAYS

## January 2012

Type	Incidents	Hours Delayed	%
Accident	66	4.57	5%
ADA	39	0.7	3%
Aid Rendered	3	0.08	0%
ATCS	80	8.62	6%
Cable	4	10.78	0%
Equipment	1006	48.48	72%
Juvenile	3	0.2	0%
Non-Muni	25	3.78	2%
Operator	47	1.75	3%
Passenger	24	1.62	2%
Revenue	2	0.37	0%
SFFD	13	4.68	1%
SFPD	79	15.73	6%
Total	1391	101.36	100%

# LOOKING FORWARD

<b>Continuing to work with both Human Resources and Training to address operator shortage</b>	<b>Engaging vehicle manufacturers and Fleet Engineering to implement short term improvement programs</b>
Continuing to improve reliability of rail fleet	Continuing and accelerating bus fleet rehabilitation programs
Systematically reviewing schedules and travel patterns to look for opportunities to improve service	Expansion of Part Time Operators