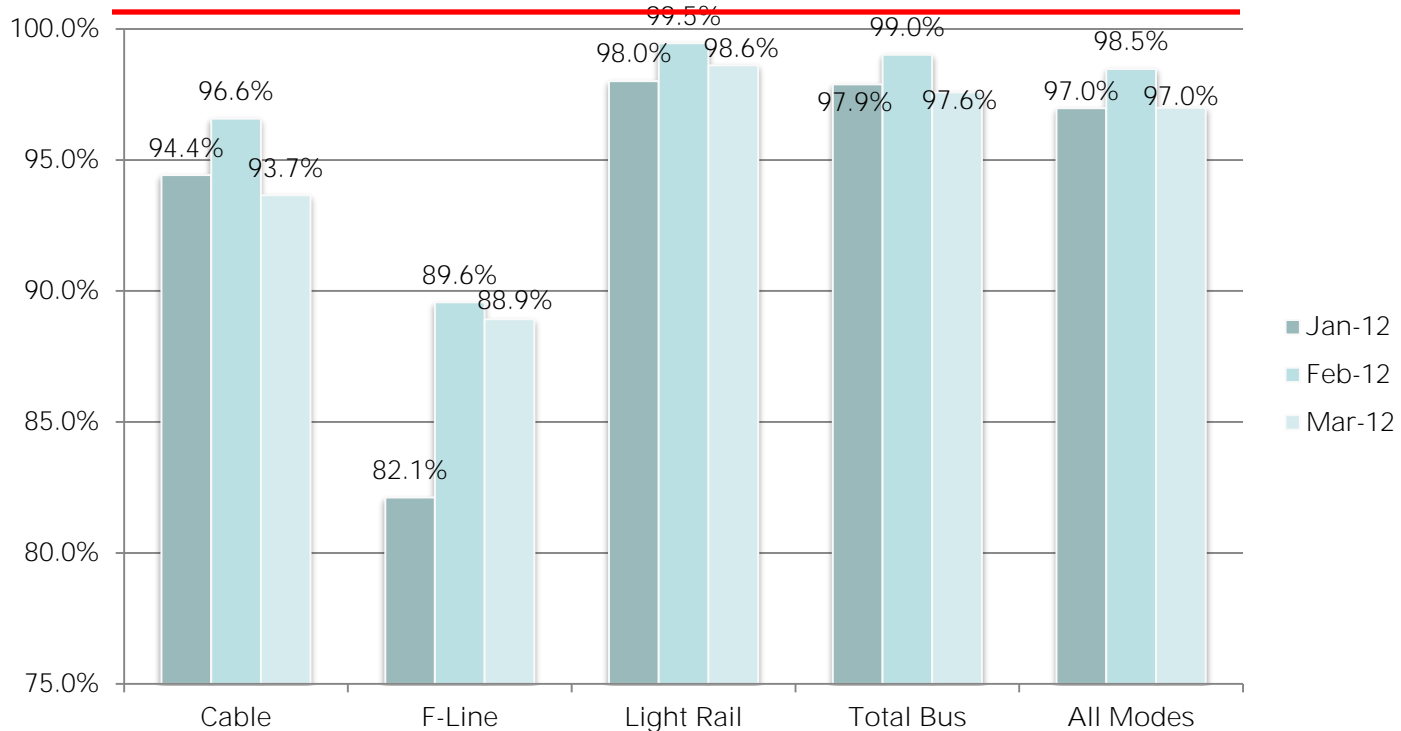


A grayscale background image showing a bus stop. A bus is visible on the right side, with the number 'CA 49819' on its side. In the background, there is a building with a classical architectural style, possibly a government or institutional building. The overall scene is dimly lit, creating a professional and official atmosphere.

# Presentation to the Policy and Governance Committee Monthly Operations Scorecard

# Percent Service Hours Delivered by Mode

Service Delivery % - First Three Months of 2012



# Percent Service Hours Delivered by Mode

Month	Cable Car	F-Line	Light Rail	Bus	All Modes
January 2012	94.4%	82.1%	98.0%	97.9%	97.0%
February 2012	96.6%	89.6%	99.5%	99.0%	98.5%
March 2012	93.7%	88.9%	98.6%	97.6%	97.0%
Three Month Trend	Down	Up	Flat	Flat	Flat

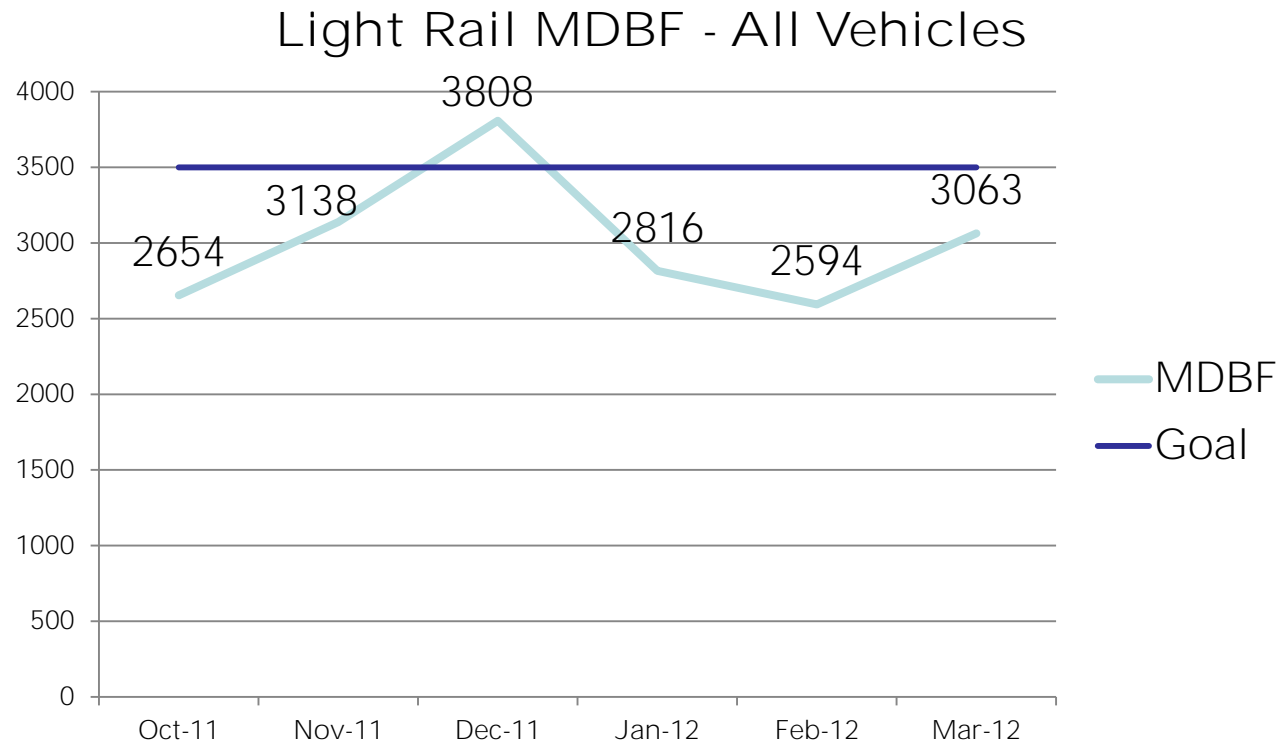
# **Actions Affecting Service Delivery**

- To close the current year budget gap, some runs are left open rather than filled with overtime operators
- F-Line will continue to experience a large number of missed runs due to an operator shortage



# Light Rail Reliability (All Vehicles)

- Reliability goal met only once in last six months
- Performance has fluctuated but is increased in March compared to February
- New mechanics expected to be in place by summer which will help improve reliability



# Light Rail Reliability (All Vehicles)

	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
All Vehicles	2,654	3,138	3,808	2,816	2,594	3,063
Goal	3,500	3,500	3,500	3,500	3,500	3,500
Goal Met?	No	No	Yes	No	No	No

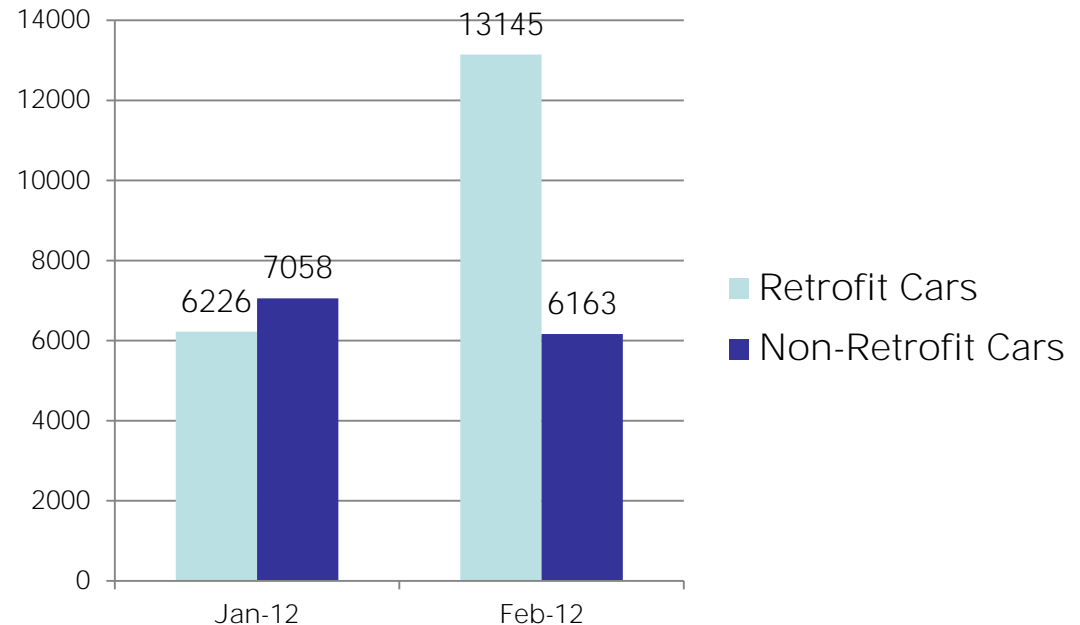
# LRV Rehabilitation Project

- A total of 25 LRVs have been rehabilitated by Breda and returned to service including 2 in March
- Contract will rehabilitate 143 vehicles by 2015
- Rehabilitated systems include doors and steps, air compressor, couplers, traction motor bearings, wire harnesses, and cables
- Does not include all systems



# MDBF for Rehabilitated LRVs

- In January, MDBF of the rehabilitated vehicles for rehabilitated systems was slightly lower than the non-rehabilitated systems
  - Due to defect which was fixed
  - If defect ignored, MDBF was 8,302 miles
- In February, the MDBF for rehabilitated systems on rehab LRVs was more than double the non-rehabilitated LRVs

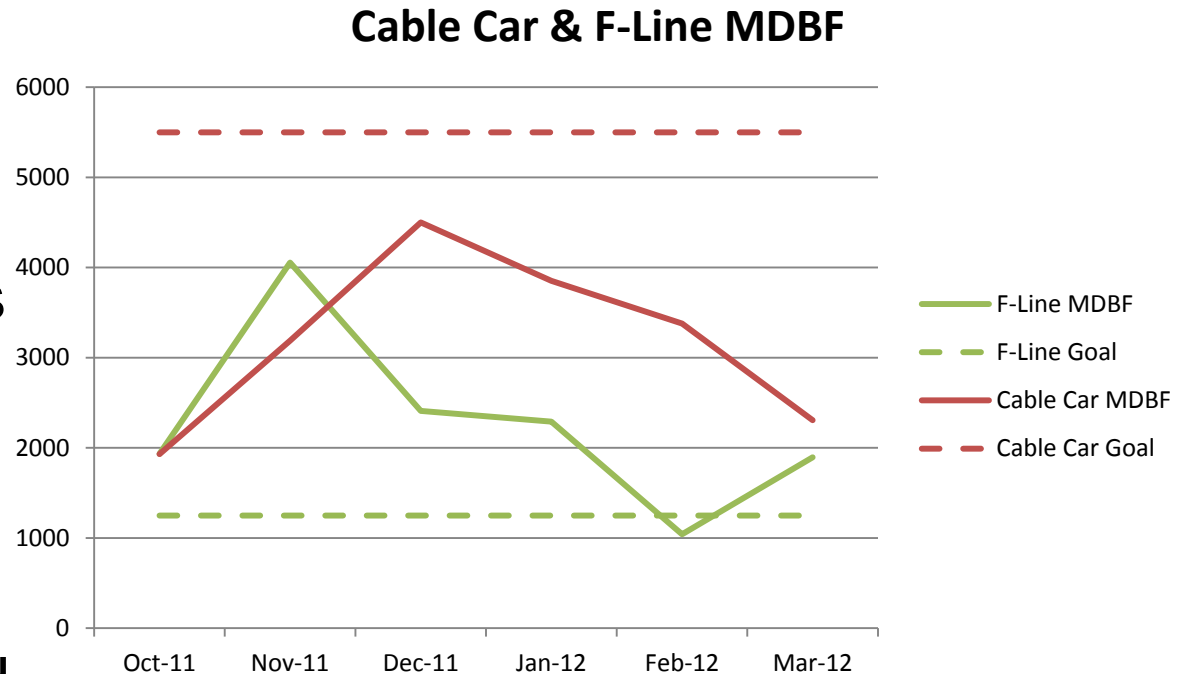


# MDBF for Rehabilitated LRVs

	Jan-12	Feb-12
Rehabilitated LRVs	6,226	13,145
Non-Rehab LRVs	7,058	6,163

# F-Line & Cable Car Reliability

- F-Line met the MDBF goal for March
- Cable car continues to not meet goal but has highest MDBF goal of all fleets
- New cable car and F-Line mechanics should be in place by summer



# F-Line & Cable Car Reliability

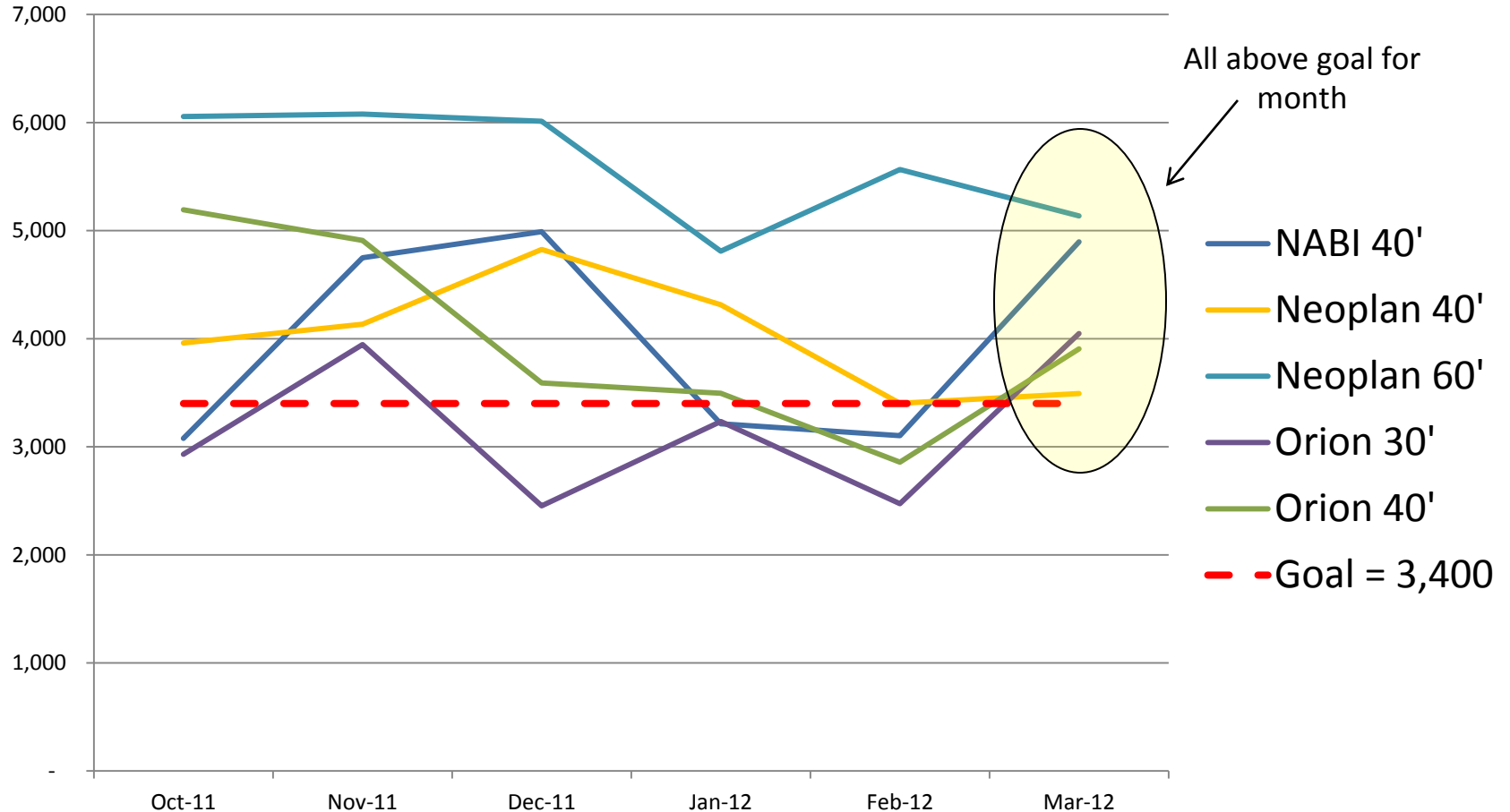
	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
<b>F Line</b>						
MBDF	1,934	4,054	2,410	2,290	1,041	1,896
Goal	1,250	1,250	1,250	1,250	1,250	1,250
Goal Met?	Yes	Yes	Yes	Yes	No	Yes
<b>Cable Car</b>						
MBDF	1,930	3,188	4,501	3,852	3,379	2,307
Goal	5,500	5,500	5,500	5,500	5,500	5,500
Goal Met?	No	No	No	No	No	No

# Other Rail Capital Programs

- LRV Collision Repair of 10 Vehicles
  - Two due to return in December 2012
  - All will be repaired by 2015
- F-Line Car Rehabilitation of 11 Vehicles
  - Eight are returned and back in service
  - All are expected back by the end of Summer
- Rail replacements
  - Five rail switches replaced on Judah. All mainline switches under the project will be completed by the end of summer.
  - Guard rail being replaced on Eureka Curve near Castro Station. Expected to be completed by July.

# Motor Coach Reliability

## Motor Coach MDBF by Fleet – Six Month Trend

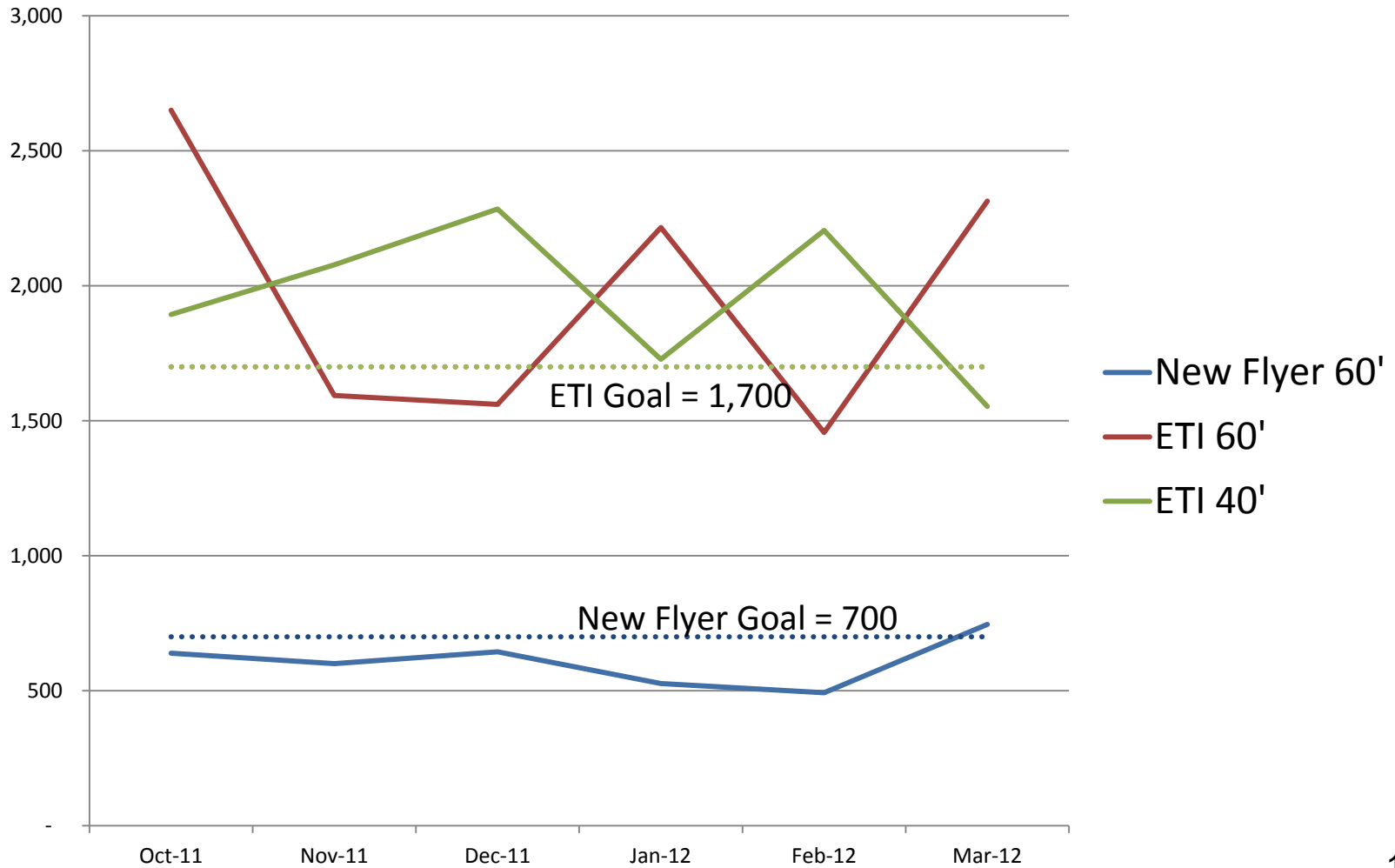


# Motor Coach Reliability

Fleet	Length	Year	MDBF for March	Goal	Meets Goal?
NABI	40	1999	4,896	3,400	Yes
Neoplan	40	2000	3,492	3,400	Yes
Neoplan	60	2002	5,136	3,400	Yes
Orion	30	2007	4,048	3,400	Yes
Orion	40	2007	3,907	3,400	Yes

# Trolley Coach Reliability

Trolley Coach MDBF by Fleet – Six Month Trend





# Trolley Coach Reliability

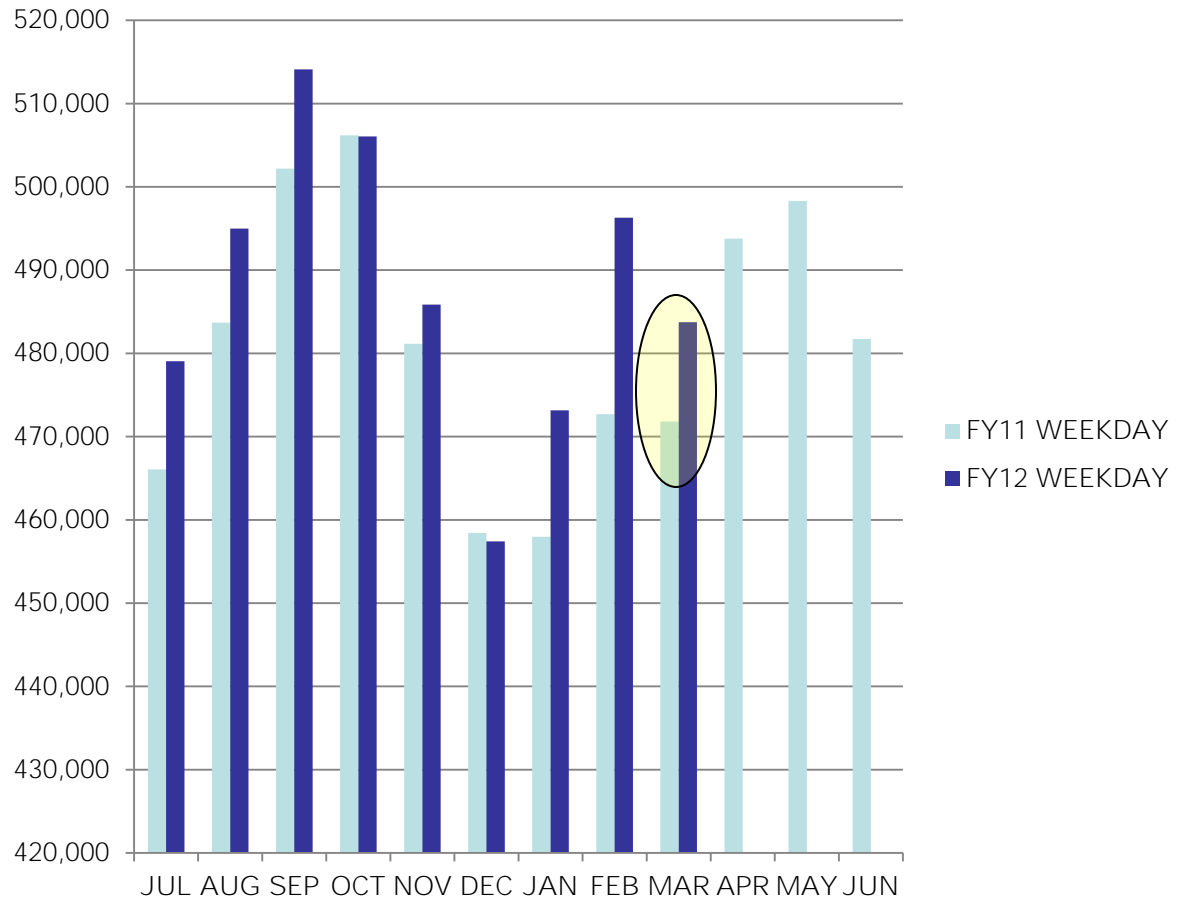
<b>Fleet</b>	<b>Length</b>	<b>Year</b>	<b>MDBF for March</b>	<b>Goal</b>	<b>Meets Goal?</b>
New Flyer	60	1992	745	700	Yes
ETI	40	1999	1,553	1,700	No
ETI	60	2000	2,314	1,700	Yes

# Actions to Improve Reliability

- Reliability goals met for all sub-fleets except 40 foot ETI trolley buses
- Fleet engineering actively addressing reliability issue on trolley buses on trolley pole bases
- Completion of minor rehabilitation campaigns on air brakes, particulate matter filters, and propulsion systems on trolley buses has helped increase performance
- These projects were funded by Proposition K
- Buses past useful life with major maintenance issues will be permanently retired
- Maintenance focusing on long term holds to get vehicles back into service

# Average Weekday Ridership FY11 vs. FY12

- Average weekday ridership was up 2.5% in March 2012 compared to March 2011
- Ridership has been up almost every month this fiscal year compared to FY 2011

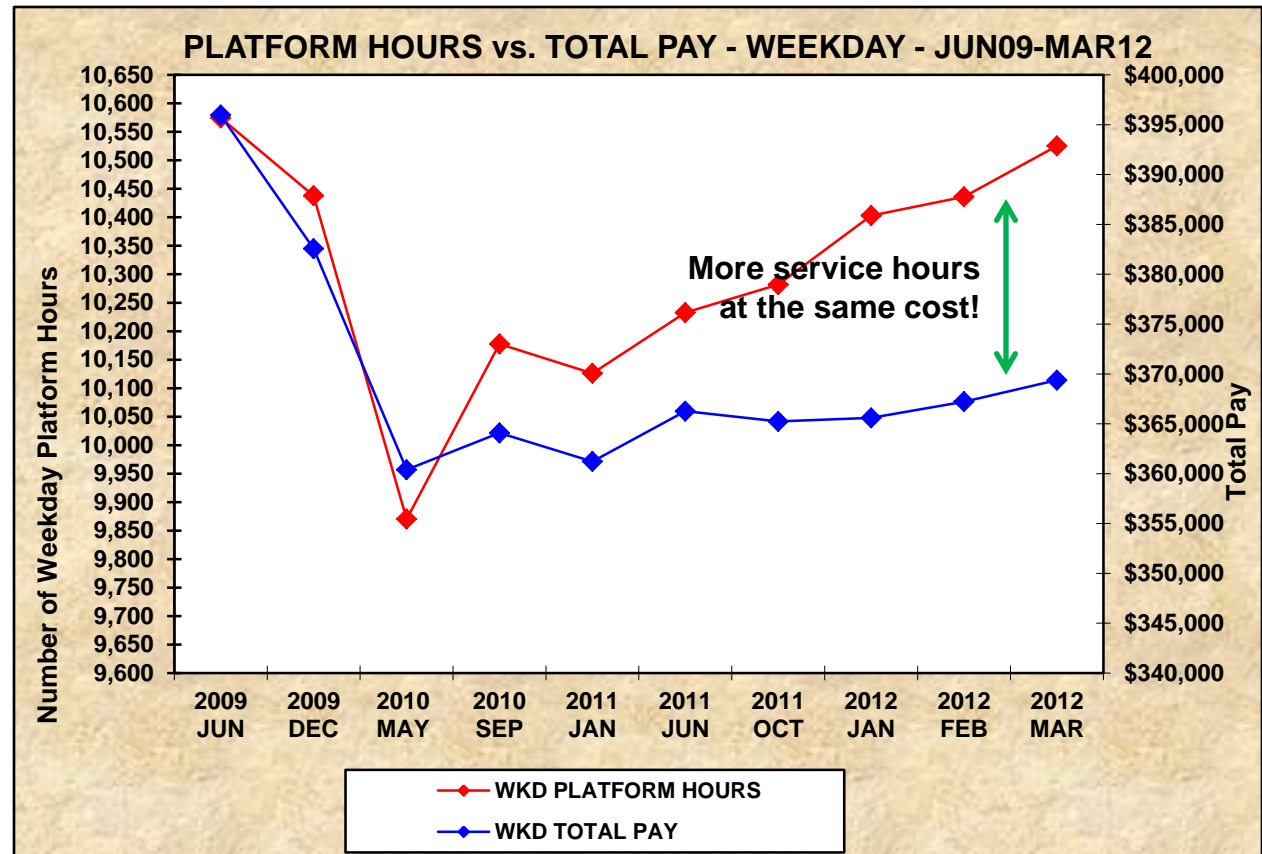


# Average Weekday Ridership Data

<b>Month</b>	<b>FY 11 Weekday</b>	<b>FY 12 Weekday</b>	<b>% Change</b>
July	466,055	479,063	2.79%
August	483,678	494,986	2.34%
September	502,192	514,109	2.37%
October	506,183	506,052	-0.03%
November	481,158	485,849	0.97%
December	458,438	457,410	-0.22%
January	457,979	473,146	3.31%
February	472,696	496,294	4.99%
March	471,810	483,737	2.53%
April	493,780		
May	498,311		
June	481,725		

# Adding Service Efficiently

- More efficient scheduling due to part-time drivers
- Increased weekday hours over 6% since May 2010 while increasing cost by less than 1%

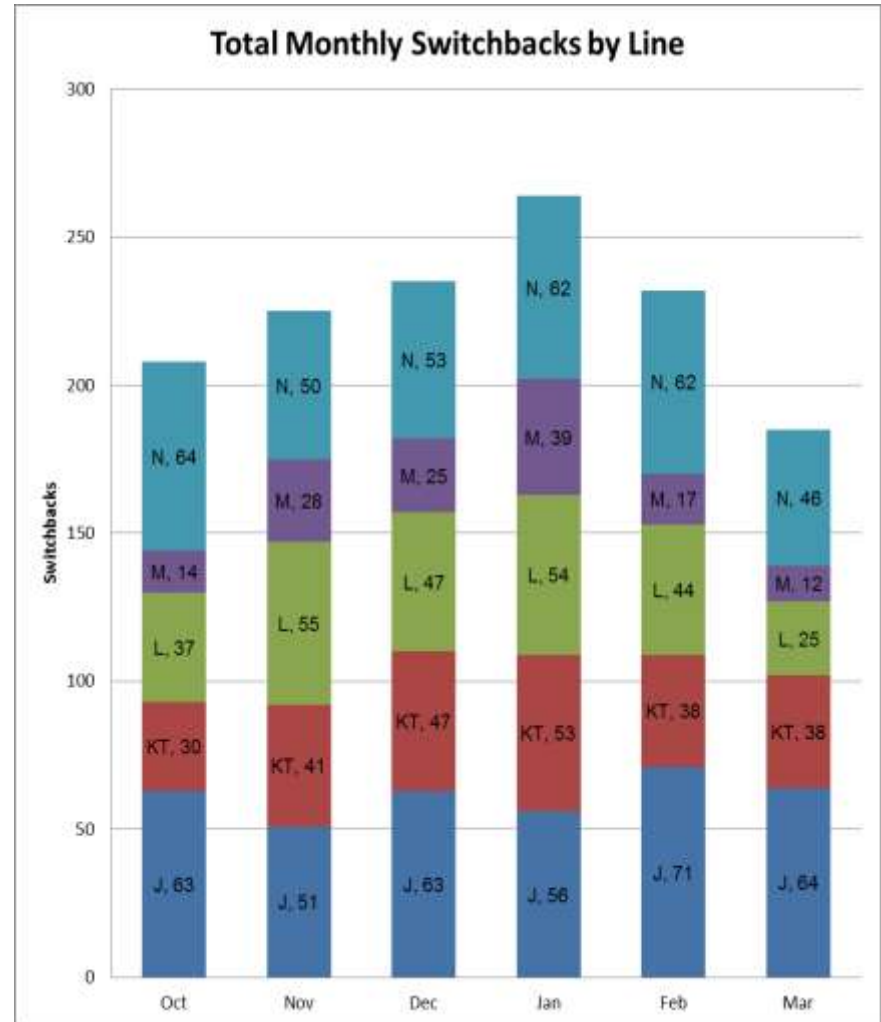


# Adding Service Efficiently

Sign Up Date	Weekday Platform Hours	Total Pay
June 2009	10,574.47	\$395,965.33
December 2009	10,437.90	\$382,567.02
May 2010	9,870.15	\$360,392.16
September 2010	10,177.65	\$364,077.62
January 2011	10,126.08	\$361,216.20
June 2011	10,232.63	\$366,266.05
October 2011	10,281.85	\$365,236.63
January 2012	10,403.00	\$365,586.52
February 2012	10,436.07	\$367,220.90
March 2012	10,525.28	\$369,380.06

# Switchback Progress

- Switchbacks down 20% in March compared to February
- Added extra layover time in March to L-Taraval
  - Switchbacks down 43% as a result

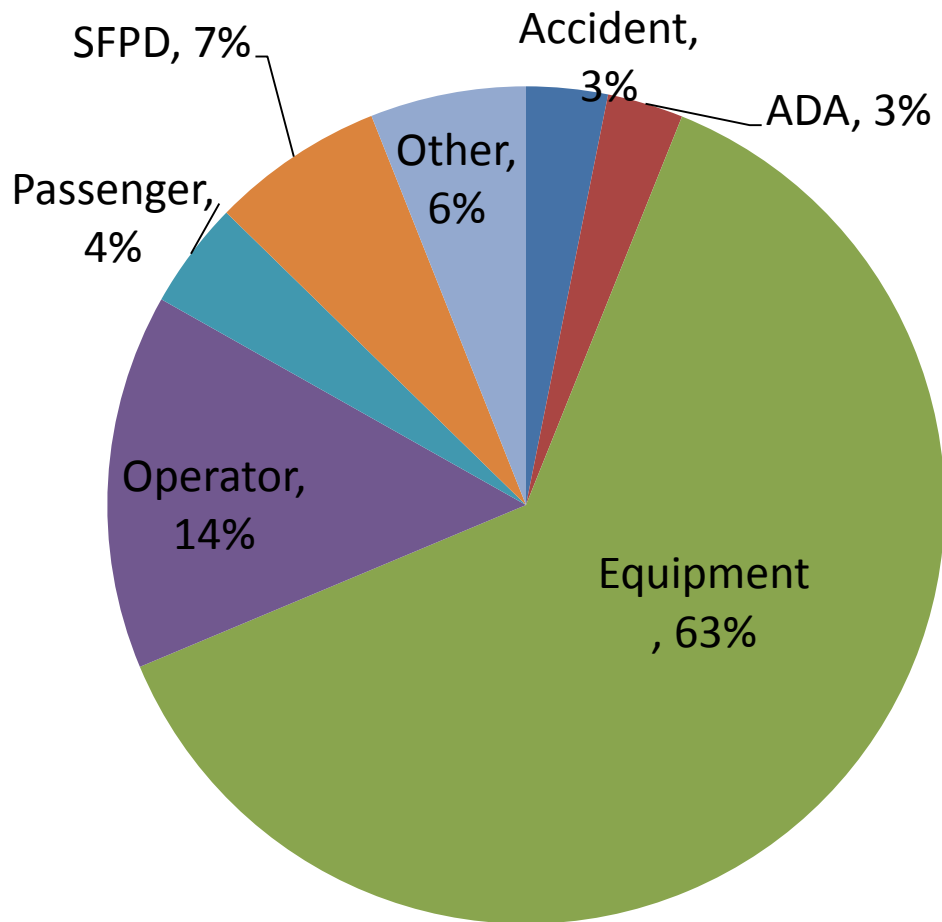


# Switchback Progress

Line	Oct	Nov	Dec	Jan	Feb	Mar
J	63	51	63	56	71	64
KT	30	41	47	53	38	38
L	37	55	47	54	44	25
M	14	28	25	39	17	12
N	64	50	53	62	62	46
Totals	208	225	235	264	232	185



# Service Delays March 2012



- Equipment malfunctions accounted for 63% of delay incidents in March
  - New fiscal year budget includes significant maintenance investment
- 14% were due to operator issues
  - Focusing on adding and improving operator restrooms

# Types of Service Delays

## March 2012

Incident Type	# of Incidents	% of Total Incidents	Line Delay	% of Total Line Delay
Accident	105	3%	3.8	3%
ADA	98	3%	0.5	0%
Aid Rendered	27	1%	0.0	0%
ATCS	63	2%	2.8	2%
Cable	17	1%	2.2	2%
Equipment	2091	63%	59.4	52%
Juvenile	5	0%	0.1	0%
Non-Muni	55	2%	11.9	10%
Operator	484	14%	2.2	2%
Passenger	138	4%	3.9	3%
Revenue	1	0%	0.0	0%
Service	10	0%	1.6	1%
SFFD	23	1%	6.8	6%
SFPD	223	7%	19.1	17%
<b>Total</b>	<b>3340</b>		<b>114.3</b>	

# Stroller Policy Update

- Staff has drafted two stroller policies
- Both options allow strollers on the vehicles
- Option 1 is an informal approach allowing strollers as long as the aisle is not blocked
- Option 2 is a more formal policy which **would direct passenger's to place strollers** in a designated area which would be marked on the vehicle

# Looking Forward

New hybrid coach procurement will be forthcoming

Return of three more rehabilitated PCCs

Continuing focus on rehabilitating and replacing vehicles and infrastructure