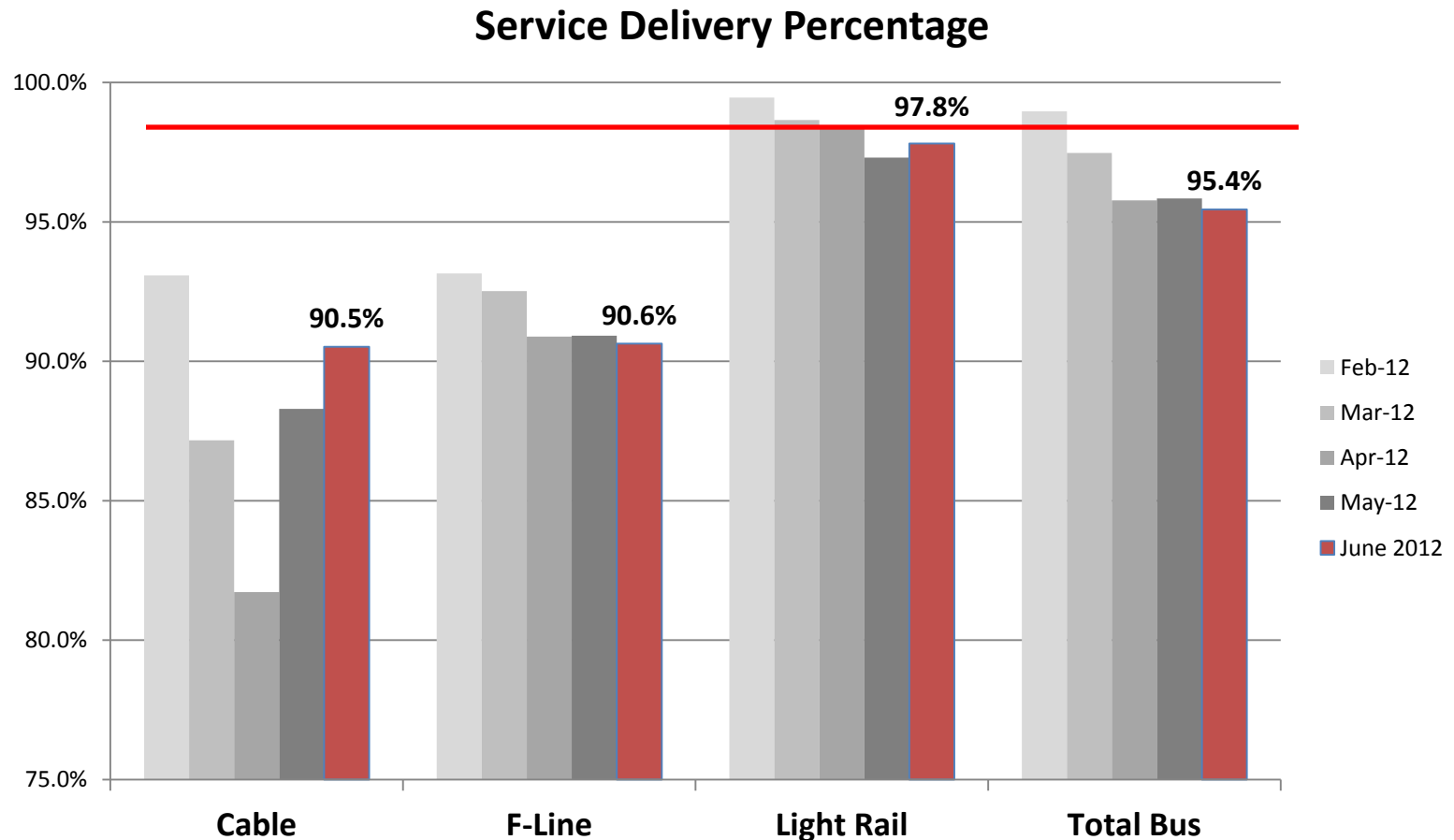


A faded background image showing a white bus with the number 'CA 49819' on its side, parked in front of a classical building with columns.

# Presentation to the Policy and Governance Committee Monthly Operations Scorecard

# Percent Service Hours Delivered by Mode



# Percent Service Hours Delivered by Mode

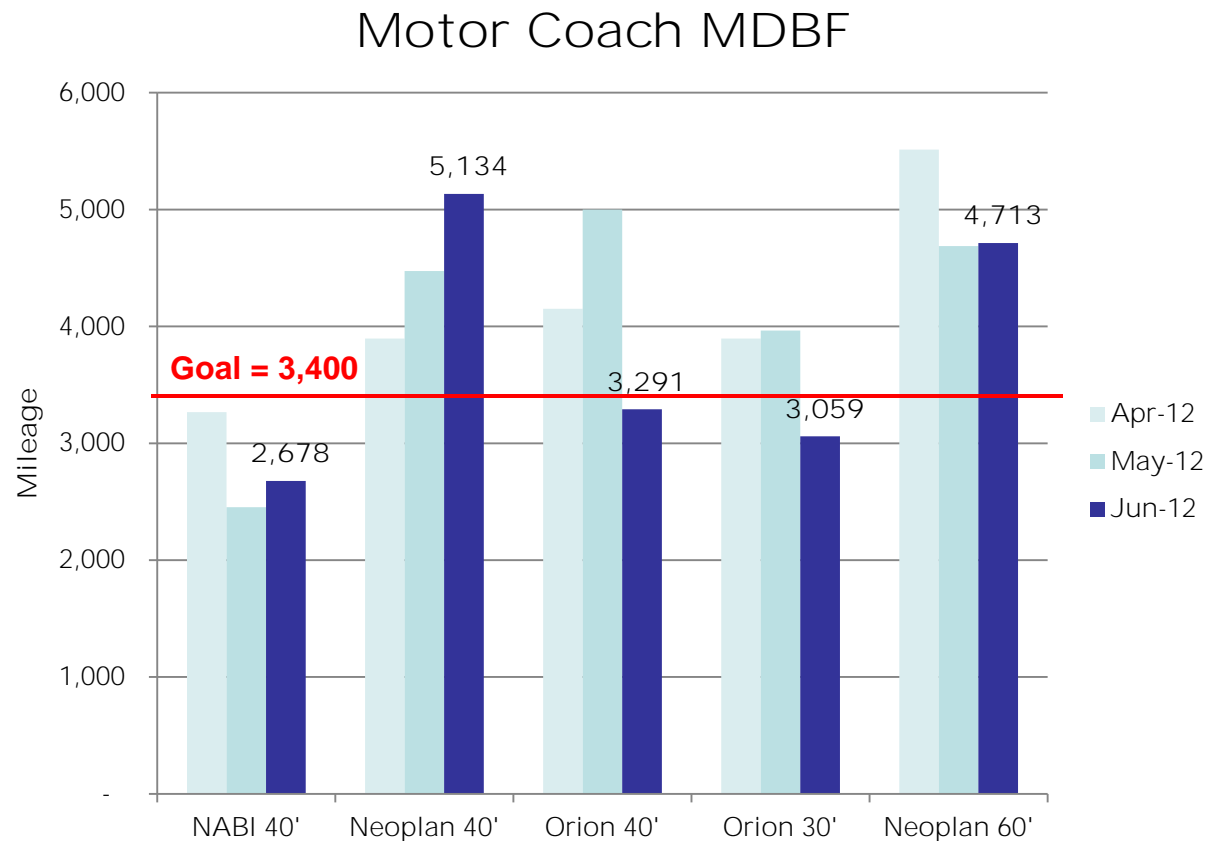
Month	Cable Car	F-Line	Light Rail	Bus	All Modes
February 2012	93.1%	93.1%	99.5%	99.0%	98.5%
March 2012	87.2%	92.5%	98.7%	97.5%	96.9%
April 2012	81.7%	90.9%	98.4%	95.8%	95.2%
May 2012	88.3%	90.9%	97.3%	95.8%	95.5%
June 2012	<b>90.5%</b>	<b>90.6%</b>	<b>97.8%</b>	<b>95.4%</b>	<b>95.3%</b>
Trend	Up	Flat	Flat	Flat	Flat

# Actions Affecting Service Delivery

- Service delivery essentially flat over the last three months with the goal of containing overtime costs and providing 95% of the scheduled service
- Operator availability and overtime controls preventing full service delivery
- Overtime rates returning to pre-part time operator conversion levels due to operator availability
  - In order to control overtime, service delivery may drop below 95%
- New full time operators will begin driving this month and a new class of part-time operator trainees will start
- Substituting buses for four F-Line cars in the short term in order to provide training with enough vehicles to train new F-Line operators

# Rubber Tire Reliability – Motor Coach

- Performance dropped on Orion subfleet
  - Hybrid drive issue / manufacturer is retrofitting
- Goal is low – based on fleet age and operating conditions
- SFMTA has one of the oldest fleets in the nation
- Urban operator MDBF ranges from 4,000-6,000 miles

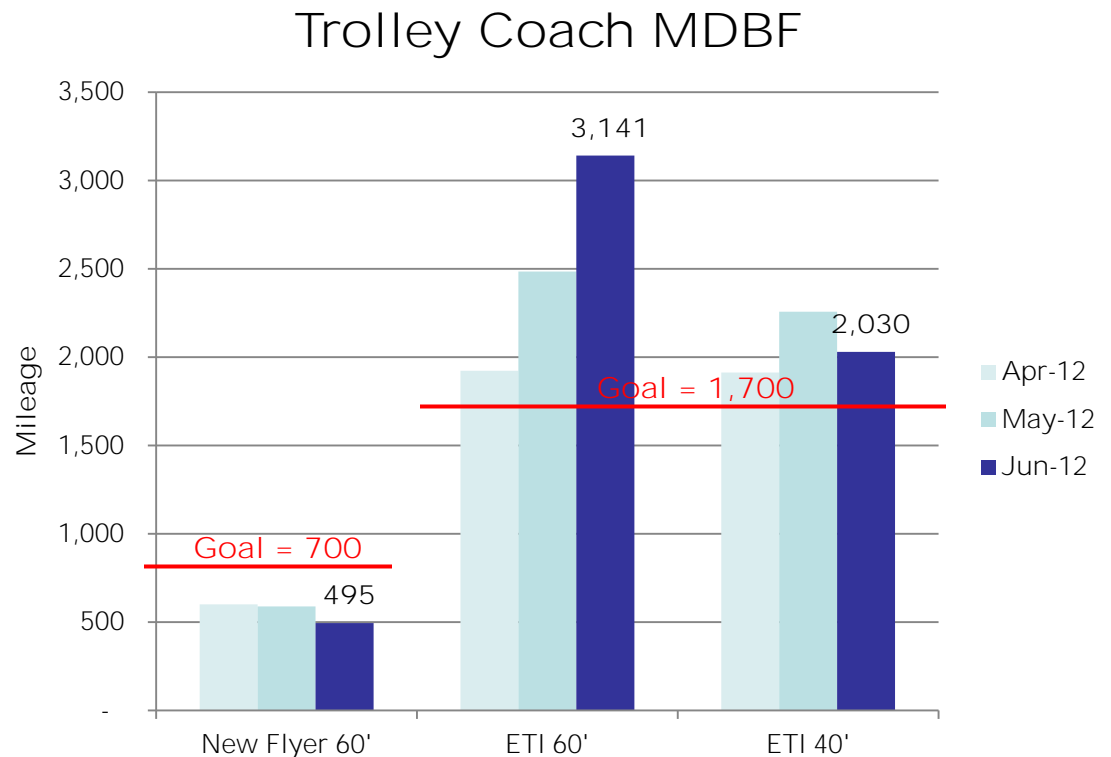


# Motor Coach Reliability

Fleet	Year	MDBF	Goal	Meets Goal?
NABI 40'	1999	2,678	3,400	No
Neoplan 40'	2000	5,134	3,400	Yes
Neoplan 60'	2002	4,713	3,400	Yes
Orion 30'	2007	3,059	3,400	No
Orion 40'	2007	3,291	3,400	No

# Rubber Tire Reliability – Trolley Coach

- Fleet reliability is improved on ETI 60' fleet and down slightly on ETI 40'
- Goals are low and lower than diesel fleet
- New Flyer MDBF means that each bus is breaking down approximately every five days
- New Flyers are almost 20 years old, well past retirement age, and make up about half of the articulated trolley fleet



# Trolley Coach Reliability

Fleet	Year	MDBF	Goal	Meets Goal?
New Flyer 60'	1992	495	700	No
ETI 40'	1999	2,030	1,700	Yes
ETI 60'	2000	3,141	1,700	Yes



# Rubber Tire Reliability

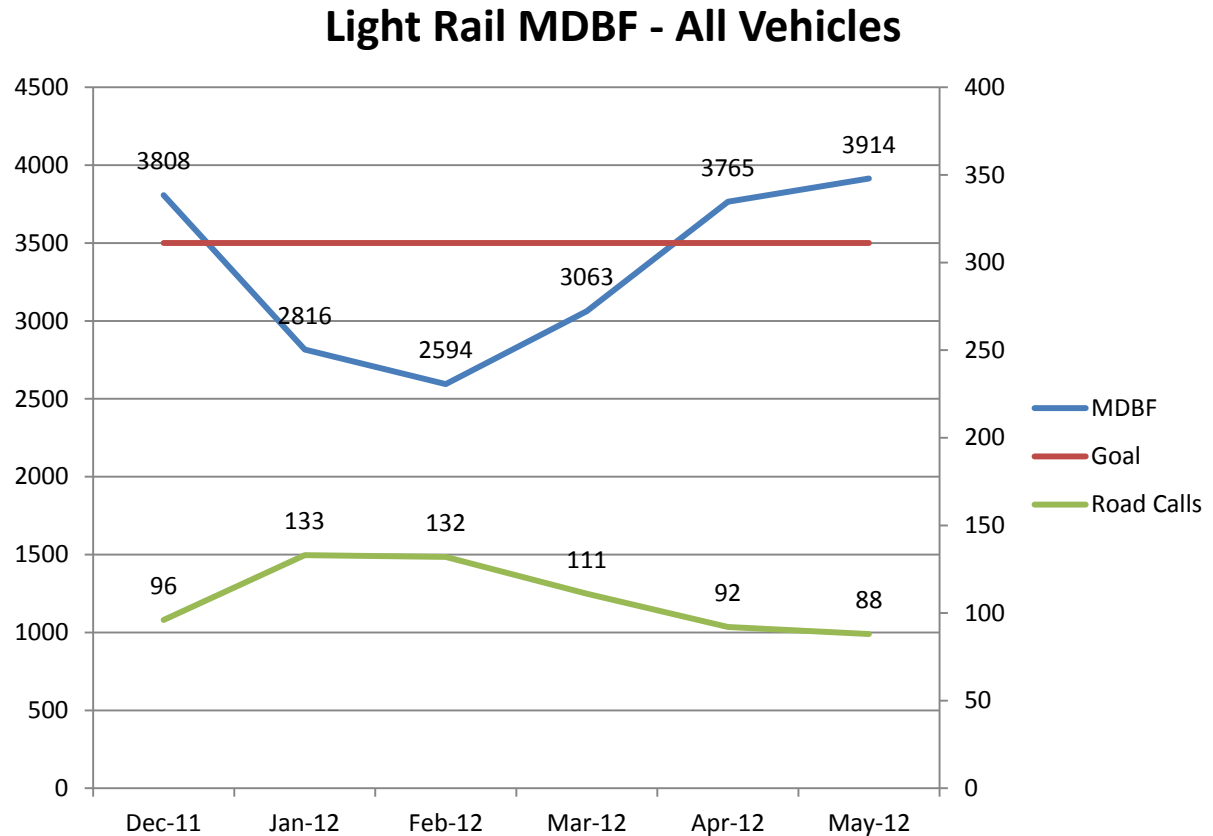
- Fleet MDBF and target goals are low
- Hybrid drive issue driving down Orion reliability being taken care of by BAE, the manufacturer
- Fleet mileage increasing due to special events and route additions
- Average age of the diesel fleet is 10 years and trolley fleet is 14 years
  - Almost half of fleet at or past retirement age
  - Additional 40% will be at retirement age within 3 years
- Six trolley mechanics started in June – 3 at Presidio, 3 at Potrero; more mechanics to be hired this year
- Investment in maintenance and vehicle replacement is critical

## Rubber Tire Projects

- Current campaign on trolley bases and doors all fleet, 20 buses completed
- Turntable rehab on 82 diesel articulated vehicles completed
- NABI bus replacement: 45 vehicles (8% of diesel fleet), Gillig not bidding, evaluating New Flyer proposal
  - Expected to start arriving in summer 2013
- New Flyer trolley bus replacement: 60 vehicles (18% of trolley fleet), reviewing piggybacking off King County Metro bus purchase
  - Expected to start arriving in 2014
- Neoplan rehabilitation: 80 vehicles (15% of diesel fleet), expect to go to the Board in August, first bus to contractor in September

# Light Rail Reliability

- Reliability has increased since February
- MDBF Goal is 3,500 miles but low
- 6,000 miles is peer average however peers generally do not have movable doors/steps and our operating environment



# Light Rail Reliability

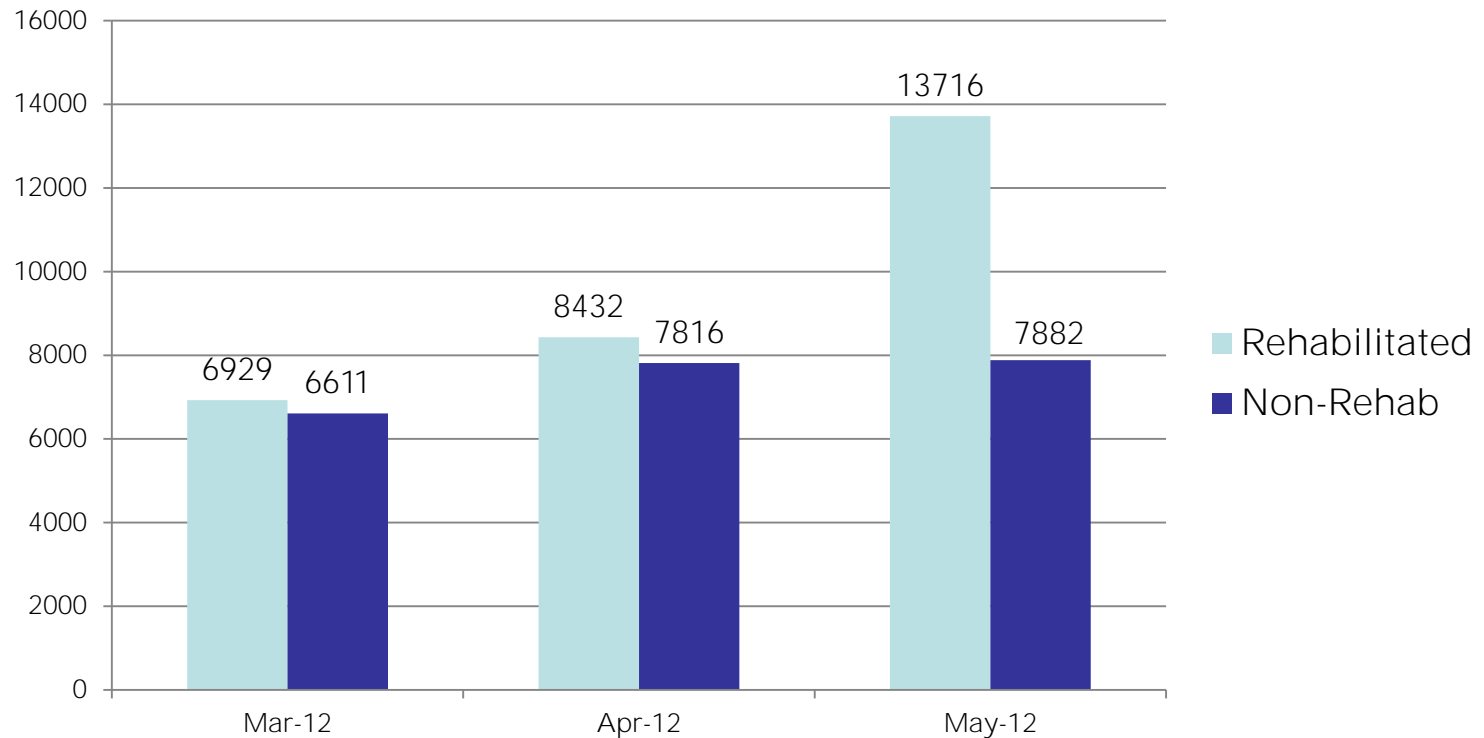
	Jan-12	Feb-12	Mar-12	Apr-12	May-12
MDBF	2816	2594	3063	3765	3914
Road Calls	133	132	111	92	88
Goal	3500	3500	3500	3500	3500
Met Goal?	No	No	No	Yes	Yes

# LRV Rehabilitations

- 143 vehicles to be rehabilitated by Breda in Pittsburg, CA through 2015
- 31 have returned to service (20% of fleet) including two in June
- Not all systems rehabilitated
  - Includes only doors and steps, air supply units, wire harnesses, and complete truck overhauls
- As more return, we expect failure rates to decrease on rehabilitated systems
- MDBF is approximately 75% higher on rehabilitated systems compared to the same systems on non-rehabilitated vehicles in May
  - With low number of rehabilitated vehicles in service, MDBF can be skewed heavily by a small number of incidents
  - Only five roadcalls on rehabilitated systems in May

# LRV Rehabilitations

MDBF Rehab vs. Non-Rehab Systems



# LRV Rehabilitations

	Mar-12	Apr-12	May-12
Rehabilitated LRVs	6,929	8,432	13,716
Non-Rehabilitated LRVs	6,611	7,816	7,882

## Light Rail Reliability

- **“Mini” Door** campaign started at the end of June (29% of May roadcalls)
  - Two cars completed as of June 30
- Seeking capital funding for campaigns on propulsion, brakes, and train control systems (combined 51% of May roadcalls)
- Despite staffing shortages and overtime constraints, MDBF gradually increasing
- Eight new mechanics started at the end of May, are now done with training, and working on preventative maintenance
- New third shift will start at next sign-up

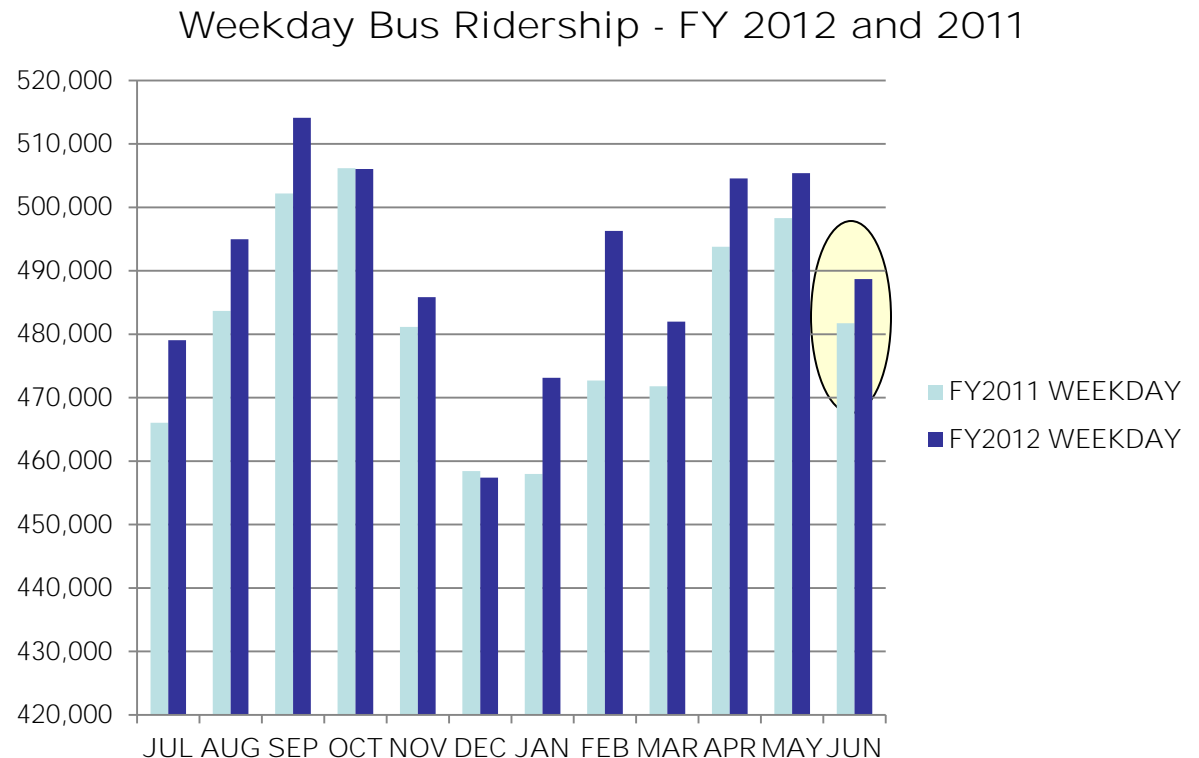


# Fleet Summary

- Rehabilitation program on LRVs is improving reliability of rehabilitated systems
- Overall staffing levels low across all job classes – need to fill vacancies above attrition levels
  - Four new automotive service workers starting in July
  - Selection process underway for new mechanic supervisors (13) and maintenance of way technicians and laborers (8) – August start date
  - Hiring notices posted for new motor coach mechanics
- NABI 45 coach replacement: Gillig decided not to bid so moving forward with procurement with New Flyer

# Average Weekday Ridership FY11 vs. FY12

- Average weekday ridership was up 1.45% in June 2012 compared to June 2011
- Ridership was up in 10 out of 12 months in FY 2012 compared to FY 2011
- Ridership continues to improve despite service delivery around 95%



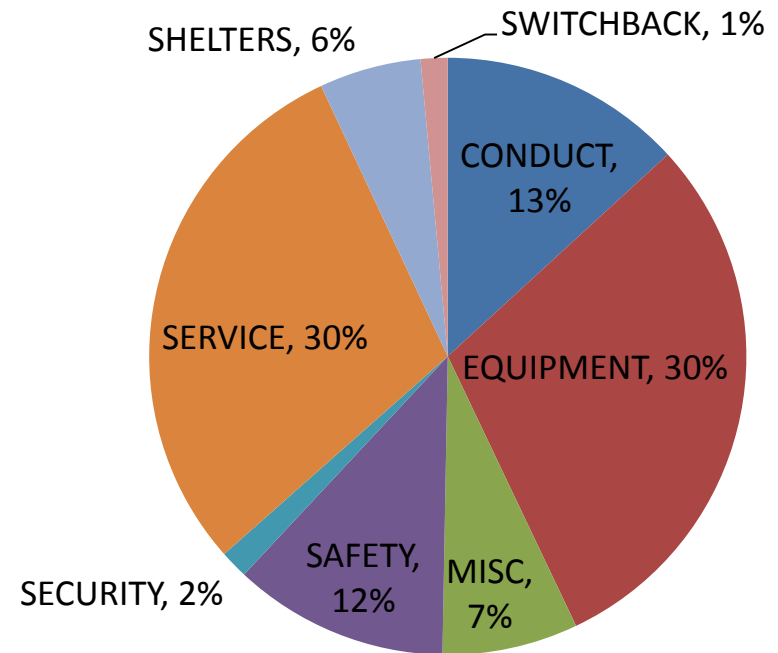
# Average Weekday Ridership Data

<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	481,998	2.16%
April	493,780	504,370	2.14%
May	498,311	504,632	1.27%
June	481,725	488,688	1.45%

# Complaints

- Complaints through 311 up 2% in June to approximately 1,600
- Complaints directly through Director Reiskin, SFMTA Board, and Board of Supervisors increasing
- Open runs and missed service affecting passengers negatively
  - Some routes experiencing more open runs and more service gaps due to operator availability issues

**Complaints by Type - June 2012**

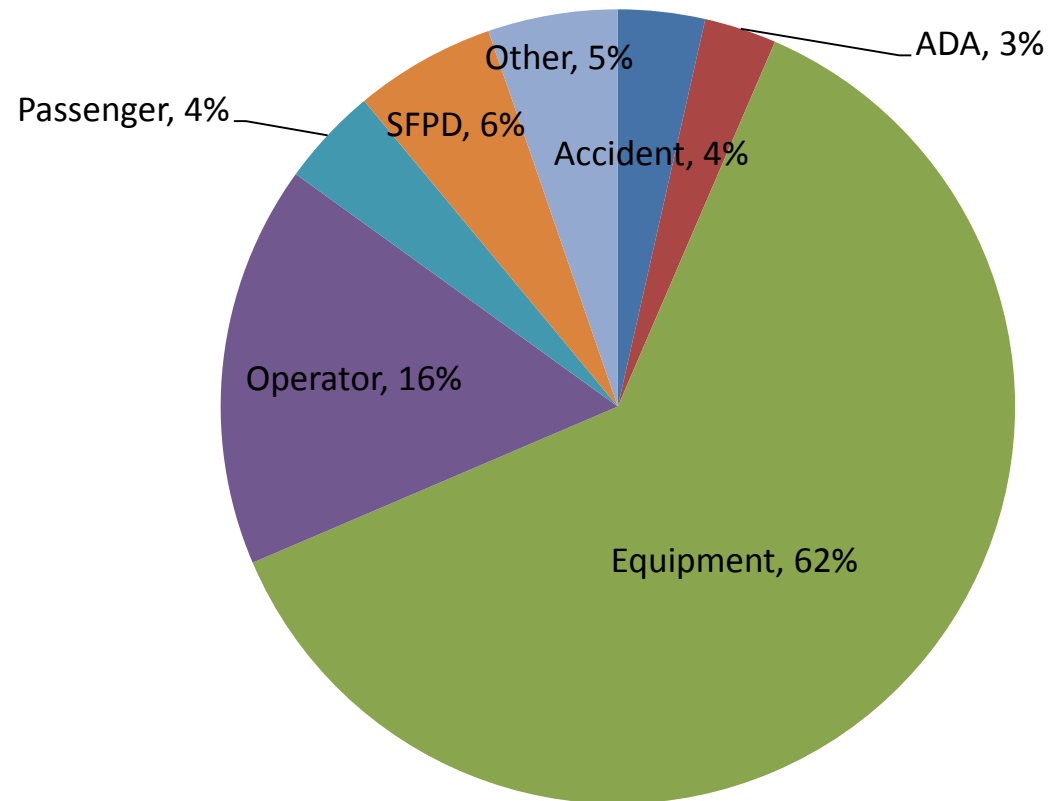


# Complaints

Type	Total	Percent
CONDUCT	208	13%
EQUIPMENT	469	30%
MISC	116	7%
SAFETY	184	12%
SECURITY	24	2%
SERVICE	466	30%
SHELTERS	87	6%
SWITCHBACK	23	1%
Total Complaints	1,577	100%

# Vehicle Delays

- 106 hours of line delay in June
  - Down 17% compared to May mostly due to fewer SFPD related delays
- Equipment failures largest portion
- Creating five day rail troubleshooting training for inspectors in order to decrease in service delays
  - Accounted for 42 hours of line delay (40%) in June



# Vehicle Delays

Incident Type	# of Incidents	% of Total Incidents	Line Delay	% of Total Line Delay
Accident	101	4%	8.0	8%
ADA	84	3%	1.9	2%
Aid Rendered	14	0%	0.8	1%
ATCS	61	2%	1.5	1%
Cable	8	0%	6.6	6%
Equipment	1774	62%	58.5	55%
Juvenile	3	0%	0.2	0%
Non-Muni	29	1%	6.7	6%
Operator	468	16%	1.8	2%
Passenger	115	4%	2.1	2%
Revenue	7	0%	0.5	0%
Service	10	0%	0.0	0%
SFFD	19	1%	4.8	5%
SFPD	164	6%	13.0	12%
Total	2857		106.4	

# E-Line Pilot





# E-Line: Embarcadero Historic Streetcar Line

- E-Line is scheduled to have a pilot launch for the **America's Cup**
  - Saturday, August 25 and Sunday, August 26
- Operates between 4<sup>th</sup>/King and Jones/Beach for eight hours per day on a 15 minute headway
- Five double ended PCCs needed
- Supplemented by regular F-Line, T-Third, and N-Judah service
- Addressing vehicle & operator availability issues in order to provide the pilot service

# All Door Boarding

- All Door Boarding started on Sunday, July 1
- **We're monitoring the progress closely**
- Staff will be evaluating the success of the program based on the following metrics:
  - Route running time
  - Stop dwell time
  - % of rear door boardings
  - Passenger complaints
  - Passenger incidents with doors
  - Revenue
  - Operator feedback



## July 4 Fireworks Display

- 70 buses provided on Wednesday, July 4 to support fireworks
- Request granted for special bus lane/taxi lane on Polk between Bay and Union
- Service went smoothly with Polk Street closure / buses were not stuck in gridlock
- Crowds concentrated on Embarcadero so Van Ness services were lighter than expected
- Large cost associated for the event with no cost recovery

## Looking Forward

- Rail State of Good Repair bus substitution projects:
  - Three more N-Judah shutdowns July 20-22, August 3-5, and August 17-19 for Church/Duboce & Carl Street rail replacement
  - L-Taraval bus substitution on July 13-15 for switch replacements
  - J-Church bus substitution on Saturday, July 21 for switch replacements
- Progress on 10-Townsend route audit next PAG
- Full Line Management Center to begin in late July/early August
- New bus purchase negotiations with New Flyer