



Intro

Strategic Plan

SFTP

TDM

Facilities

Transit

Bicycle

Pedestrian

Taxi

TRANSIT UPDATE

Presented by

John Haley, Transit Services

Julie Kirschbaum, Operations Planning & TEP



Strategic Goals & Objectives

- **Goal 2: Make transit, walking, bicycling, taxi, ridesharing & carsharing the preferred means of travel**
 - Objective 2.1: Improve customer service and communications
 - Objective 2.2: Improve transit performance.

- **Goal 3: Improve the environment and quality of life in San Francisco**
 - Objective 3.4: Deliver services efficiently



Transit & the Strategic Plan

- **Improving transit is critical to accomplishing the SFMTA's Strategic Plan goals and objectives and touches all goals and objectives**
- **To accomplish these goals, Transit must focus on:**
 - Improving reliability
 - Improving transit travel times
 - Improving customer service
 - Improving safety



Key Strategic Actions

- **2.1 #13:** Install improved signage and customer information outside of the subway stations
- **2.2 #2:** Develop and Implement measures to improve reliability and reduce transit travel times
- **2.2 #7:** Maintain vehicles, equipment, and facilities in a state of good repair
- **2.2 #15:** Improve dynamic supervision and service management, including a fully operational line management center
- **3.4 #2:** Identify incremental opportunities to shift resources from underutilized routes to overcrowded routes and increase schedule efficiency



Muni Today

- **Missing 3-5% of scheduled service daily or 250-500 daily trips**
- **Systemwide on-time performance is 60%**
- **Aging fleet and infrastructure**
- **Aging workforce, limited hiring and work rule flexibility**
- **Increasing demand and development but limited funding**



Intro

Strategic Plan

SFTP

TDM

Facilities

Transit

Bicycle

Pedestrian

Taxi

Improvements Are Underway



All Door Boarding

- **First in the nation!**
- **Half of passengers now boarding through the rear doors**
- **Dwell times down**
- **Comprehensive evaluation underway**





Replacement & Rehabilitation

- Rail replacement & switch completed at numerous locations
- Twin Peaks and Sunset Tunnel projects advancing
- Radio replacement and new Central Control Center projects underway



- New hybrid buses by Summer 2013
- Rehabilitation underway on bus and rail fleet
- New maintenance staff started this month





Line Management Center

- Regularly staffing the Line Management Center (LMC)
- Staff concentrating on on-time performance, reducing bunches and gaps



- Systemwide on-time performance is improving
- Leveraging technology to support a modern, dynamic operation



Scheduling Efficiencies



- Implemented modified holiday schedules between Christmas and New Year's Day
- Assessing service level adjustments for March sign-up
- All new hires are part-time



Customer-Focused Initiatives

- Creating comprehensive subway disruption operations and communications plan



- Increased use of social media and texting for customer alerts and graffiti prevention
- Customer information panel and bus stop sign improvements



Safety Initiatives



- Ensuring frontline staff are fully trained on standard safety operating procedures
- Designing safety systems into future fleet procurements
- Investment in stationary and on-vehicle cameras
- Vehicle troubleshooting training for operators and inspectors



**Mid- and long-term improvements
are necessary to improve
performance and meet Strategic
Plan goals**



Transit Effectiveness Project (TEP) Initial Environmental Study Just Released

- **Initial Study published Jan 23**
- **Discloses potential impacts across 18 environmental review categories**
 - Most categories did not have significant impacts
 - Mitigations consistent with City's existing construction practices
- **Next steps**
 - Release of Draft Environmental Impact Report (EIR) Summer 2013 and Final EIR Winter 2014
 - Controls in place to prevent further schedule setbacks



Transit Effectiveness Project Pilots

- **Church St. Transit Only Lane**
 - Implementation Spring 2013
 - 18 month trial
 - Expected to improve reliability and travel time

Red Carpet Ride on Church Street



Golden Gate Getaway on the 76X



- **76 Marin Headlands**
 - Route change, stop consolidation and schedule adjustments
 - Saturday service
 - Implemented Fall 2013
 - On-time performance up 40%



“Customer First” Amenities

- \$28M grants awarded for customer and travel time improvements to be delivered by July 2014
- Lines 8X, N, 14/14L, and 49
- Design elements include:
 - Colorized transit lanes
 - Transit signal priority
 - Stop enhancements including NextMuni
 - Vehicle branding
 - Transit-Only Lane Enforcement (TOLE) cameras





Success of the Transit Effectiveness Project Requires Large Investment

- **Success hinges on fully funding operating needs to meet current and future service level demand**
 - Increased service will require additional operating funds
- **5-year Capital Improvement Program investments includes:**
 - \$175M in Transit Effectiveness Project-related capital costs
 - \$100M for Transit Signal Priority and other Customer First Investments
- **Future work beyond 5-year Capital Improvement Program (~\$200M)**
- **Funding strategy to focus on “shovel ready” projects and pursue General Obligation Bond**



Next Steps to Continuing Momentum

- **Focus funding and staff efforts on greatest needs and passenger impacts**
- **Aggressively replacing and rehabilitating fleet and infrastructure**
- **Focus on our training programs**
- **Move forward with Transit Effectiveness Project**
- **Continue route performance audit program**
- **Investment in new technology to improve service**