



Municipal Transportation Agency

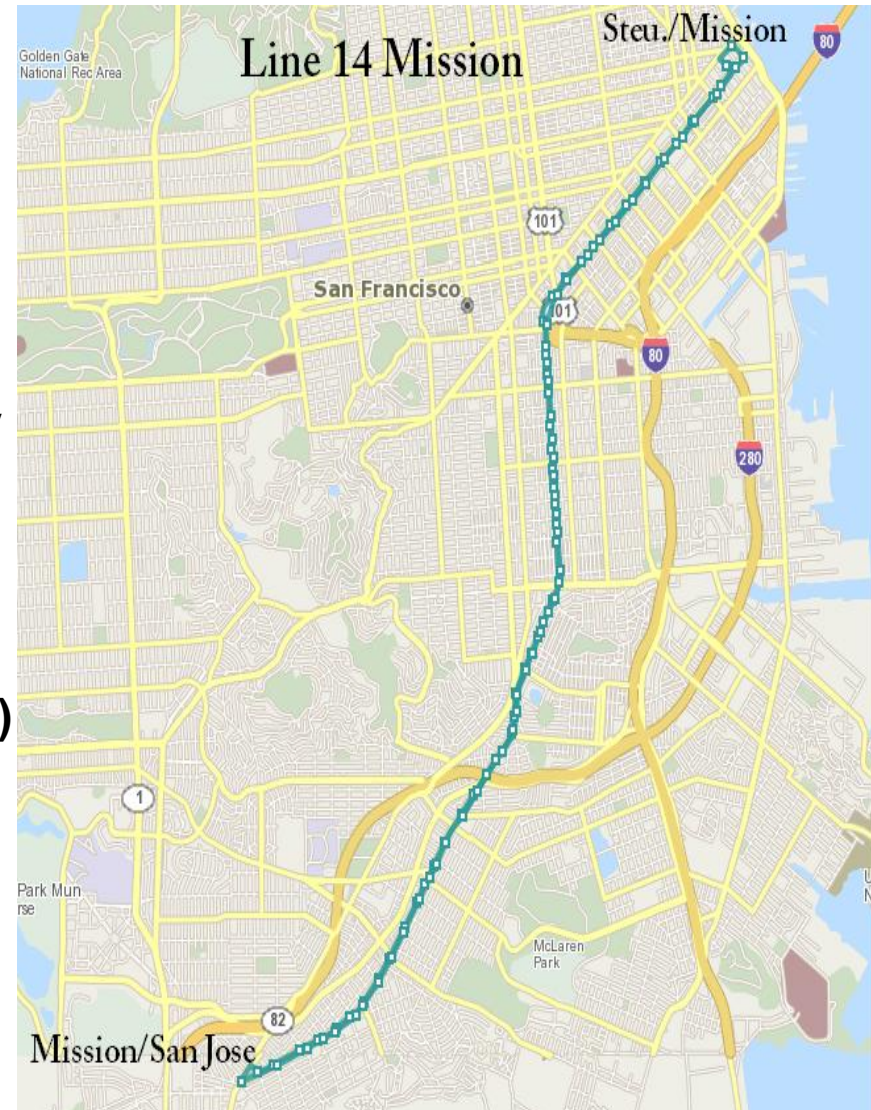
PLANS AND PROGRAMS COMMITTEE

SAN FRANCISCO COUNTY TRANSPORTATION AUTHORITY

02 | 08 | 2011 | SAN FRANCISCO, CALIFORNIA

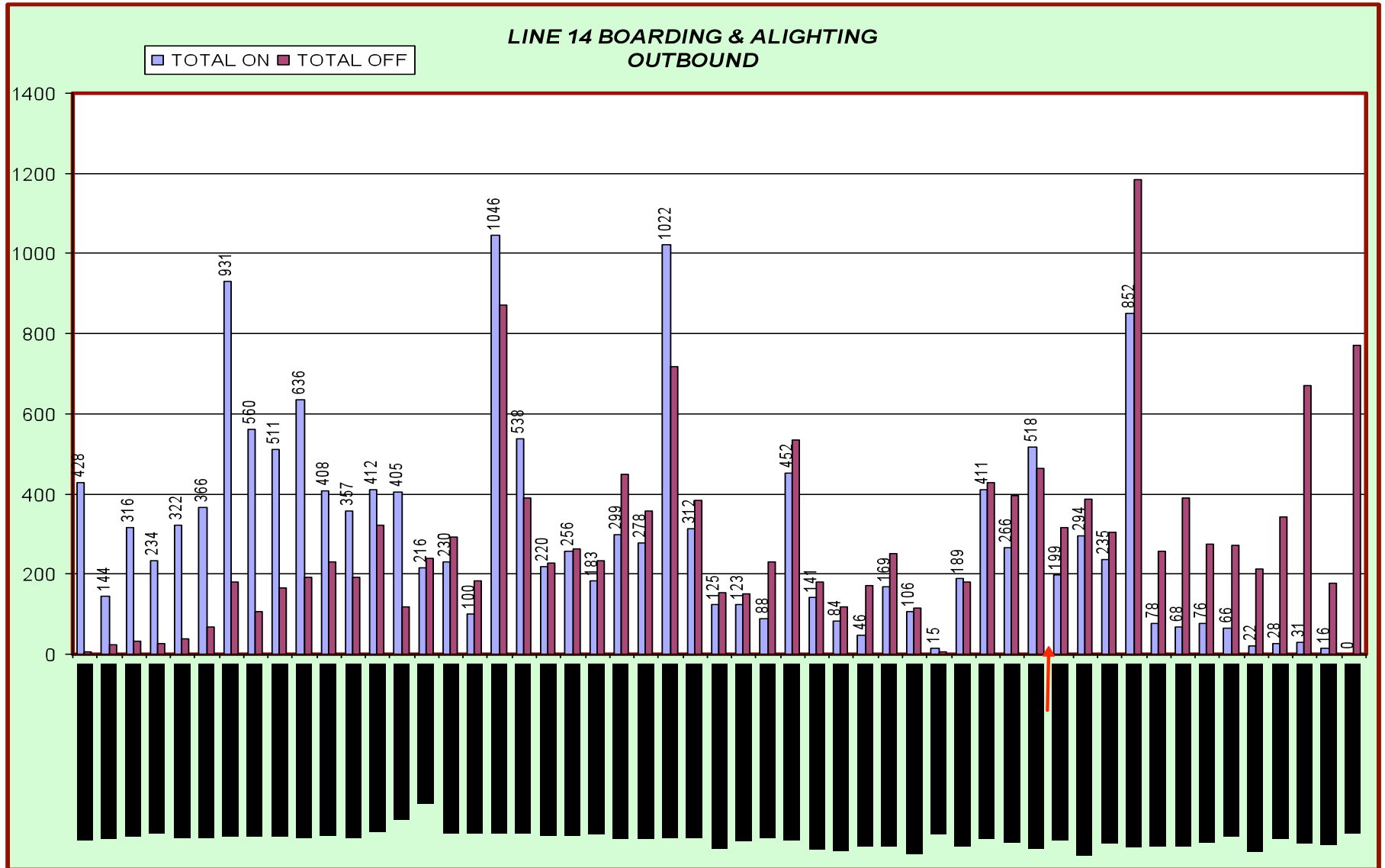
14 MISSION LINE AT A GLANCE

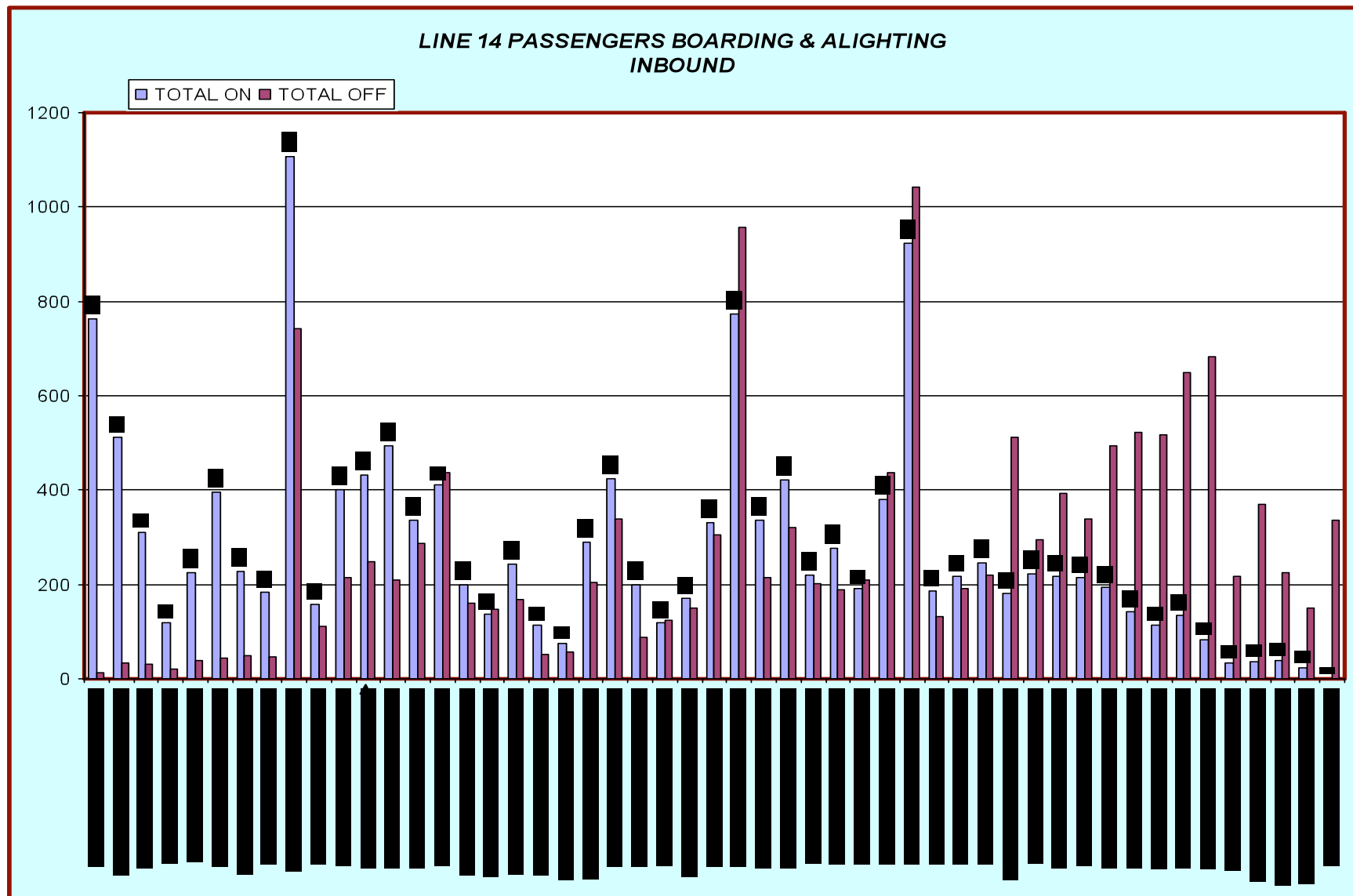
- **Annual Ridership: 10.08 Million**
- **Annual trips: 110,350**
- **Daily revenue trips 308 (both directions.)**
- **Vehicles in operation: 17- 60ft trolley coaches. (Local Service)**
- **Motorcoach operate Limited and Express**
- **Length of the line: 7.67 Miles**
- **Number of stops: 53 (each direction)**
- **Average stop distance: 799 ft**
- **Average operating speed: 6.9 mph**
- **Scheduled Peak Headway: 7-8 min.**
- **On Time Performance: 69 %**



Characteristics that Effect On-Time Performance On 14 Mission

- Traffic congestion in areas such as 16th Mission to 30th and Mission, and in the downtown core.
- Double parked vehicles along the route
- Highest percentage of vandalism/crime
- 55% of Trolley Vehicle Fleet is over 18 years old
- Failure rate affects vehicle reliability and overcrowding on buses.





ACTIONS TAKEN TO MANAGE SERVICE

- Manage service, consistent headway (intervals) between vehicles.
- Trade coaches and operators to maintain schedule.
- Enhance service by adding operators with overtime.
- Switchbacks where infrastructure permits.

Locations with Trolley wire where service can be balanced

Inbound-Mission and 25th

Mission and 16th

Mission and 11th

Mission and 4th

Outbound- Market and Beale

Mission and 14th

Mission and 25th

Mission and Randall

Mission and Richland

Mission and Persia

Mission and Lowell

POLICY FOR SWITCHBACKS BUS AND TROLLEY MUST MEET FOLLOWING CONDITIONS

- That the Operator must display the correct destination sign on the vehicles.
- Inspector to notify the Operator to make continued announcements of the intended destination throughout the trip.
- There is another bus or trolley within 5 minutes of the vehicle being turned.
- The following coach or bus can accommodate the passengers being off loaded.

Switchback Data

- January- 137 Switchbacks- 96 in the outbound direction, 41 on the inbound direction.
- February- To date 34 switchbacks- 25 in the outbound direction, 9 on the inbound direction

What Are We Doing To Improve 14 Line Performance

- Deploy Parking Officers to areas of congestion, enforce double parking and bus zones.
- Increase outreach education to riders on Transit Operations (e.g. Have your fare ready when boarding)
- Engage Transit Fare Inspectors at heavy stops (Mission/ Geneva, 24, 16, & 4th) to expedite boarding.
- Managing 14 line on real-time basis using Line Management Center.
- Mandates that all trolley line adjustments to are logged in a new database detailing cause of delay, action taken to resolve the service disruption and supervise that SFMTA's switchback policy is strictly adhered to.