



Transportation Management Center Update

BACKGROUND

The SFMTA is currently transitioning from a 1970s era communications center and transportation model to a modern, 21st Century multi-modal transportation center called the Transportation Management Center (TMC) which will oversee the daily operations of one of the Nation's ten largest transit agencies.

OPERATIONS CENTRAL CONTROL (OCC)



- 1970s era communication system
- Vehicle tracking via a customer-focused interface, Nextbus, implemented in early 2000s

- ATCS installed in 1990s
- Focus on responding to incidents
- Quality of radio communications varies widely



TRANSPORTATION MGMT. CENTER (TMC)



- 21st Century communications system
- Clear, crisp radio communications
- Modern vehicle tracking
- User information automatically transmitted to controller



- Operator interface with performance
- Focus on performance to meet voter mandated on-time performance goals
- Proactive focus, not reactive

TRANSPORTATION MGMT. CENTER (TMC)

- Realization of our combined Agency mission
- TMC will combine transit service management and enforcement deployment into one control center
- Focus on performance management and proactive response to improve service for our 750,000 customers
 - On-Time Performance is 60% compared to goal of 85%

TIMELINE

- Approximately 200 of 850 buses have new radio and communicate with TMC
 - Completion date is April 2017
- Rail modes will have new radio installed this Spring and completed by July 2017
 - ATCS installation in TMC this Spring
- Close OCC in July 2017
 - Facility will be renovated as emergency backup center

MORE IMPROVEMENTS

- On-Street Supervision resource redistribution and refocus on performance planned for Spring 2017
 - Management concept change from reactive to proactive
 - Combine better oversight and use of data through TMC with boots on the ground deployment

NEW VEHICLES CONTINUE TO ROLL IN

- Breakdowns and equipment trending down
- New buses continuing to arrive
- First new train arrived this month!



THE FUTURE OF SFMTA IS NOW!

