West Portal Transit Delay Reduction Pilot
the problem

// 80,000 riders on Muni’s K, L & M are delayed by private vehicles at West Portal tunnel

// conflicts between 48 Quintara/24th St riders transferring to West Portal and trains/private vehicles
Team Exercise: Design Sprint Map

Mapping out the problem and goal

// Sprint map derives steps from end goal: how do you interact with product from when you discover it to the way you use it till goal is reached.

Why?

// Great artifact to refer back to when we make decisions.
design sprint map
Team Exercise: Possible Solutions

// Transit-only lanes
// Restrict u-turns and left-turns
// Relocate bus stops
// and much more!!!
success criteria

- improve reliability by x percent
- demonstrate neutral or positive impact on liability of service
- others?
why iterative testing is so important

// show impact quickly to improve reliability and reduce conflicts

// avoid unnecessary costs

// socialize potential solutions among different stakeholders by giving them an opportunity to actually see what could be and react
## Summary and Milestones

1. Understand & define the problem you want to solve
2. Define goal & success criteria so you can prove success
3. Draw experience journey to understand critical path
4. Locate where on this path you could offer solutions
5. Identify solutions that are easy to turn around and could have biggest impact based on map
6. Build & test solution
7. Measure & quantify based on success criteria
Current Pilot: Transit-only lanes
Current Pilot: Restricted turns
thank you