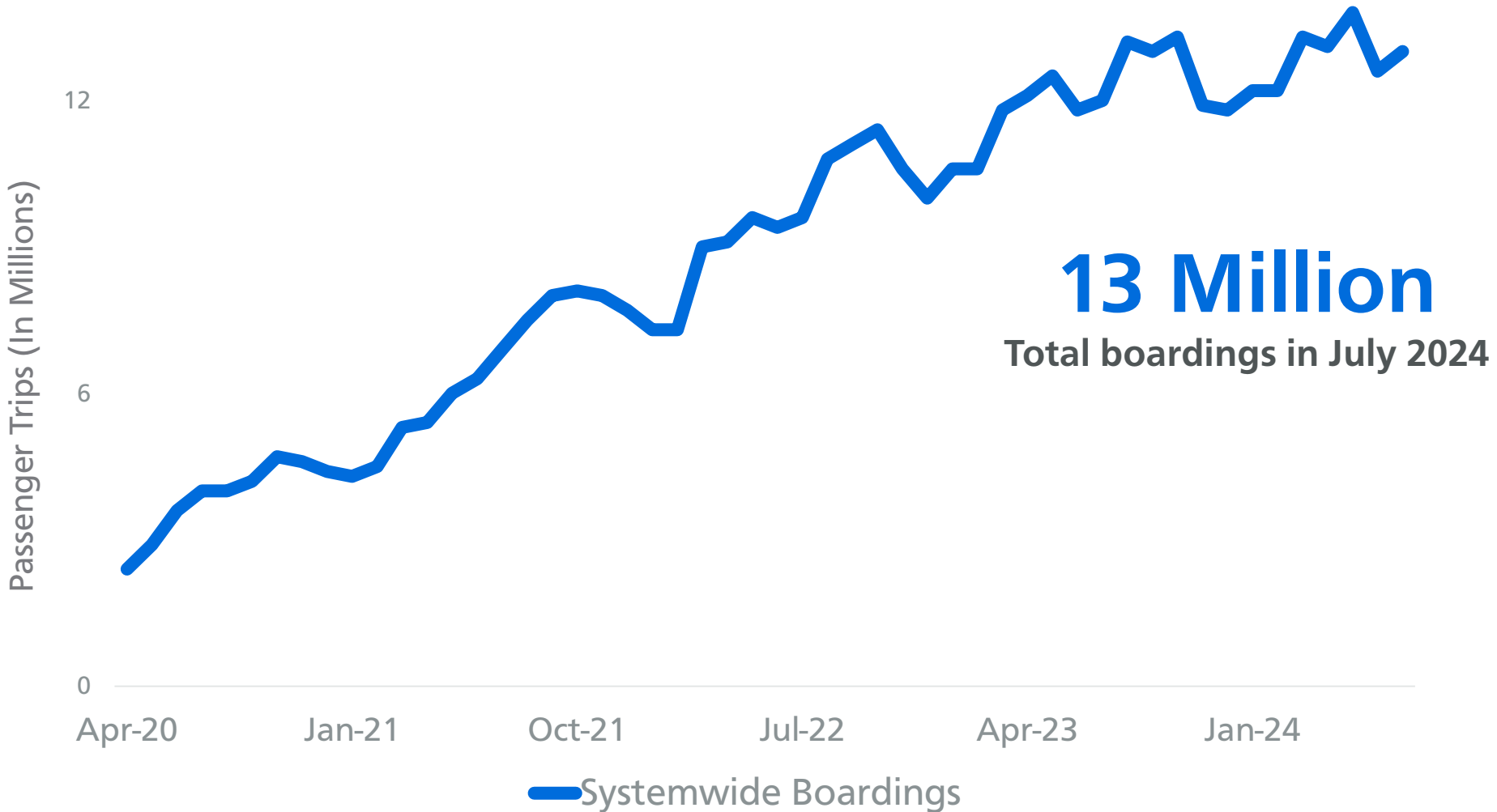# Muni Performance Update

SFMTA Board of Directors Meeting
September 17, 2024

July Total Passenger Trips
1 million more passenger trips than July 2023

13 Million
Total boardings in July 2024

Passenger Trips (In Millions)

12

6

0

Apr-20 Jan-21 Oct-21 Jul-22 Apr-23 Jan-24

—— Systemwide Boardings

Note: Excludes cable car and streetcar.

July Weekday and Weekend Ridership

459k
Weekday

325k
Weekend

Average Daily Boardings

500K
450K
400K
350K
300K
250K
200K
150K
100K
50K
0K

Apr-20 Aug-20 Dec-20 Apr-21 Aug-21 Dec-21 Apr-22 Aug-22 Dec-22 Apr-23 Aug-23 Dec-23 Apr-24

— Weekday Ridership   — Weekend Ridership
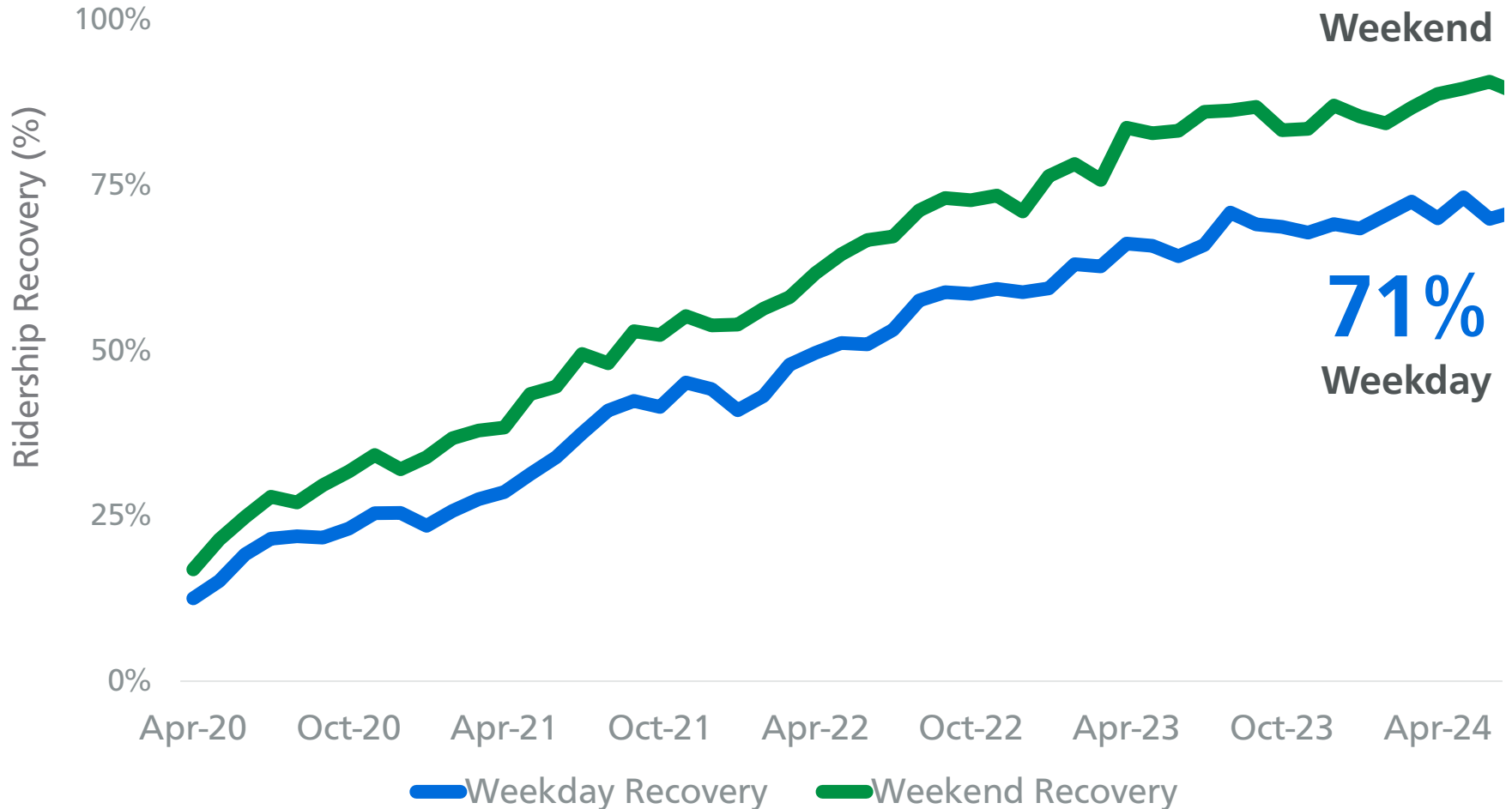
Note: Excludes cable car and streetcar.

July Weekday and Weekend Recovery

74% total recovery in July 2024

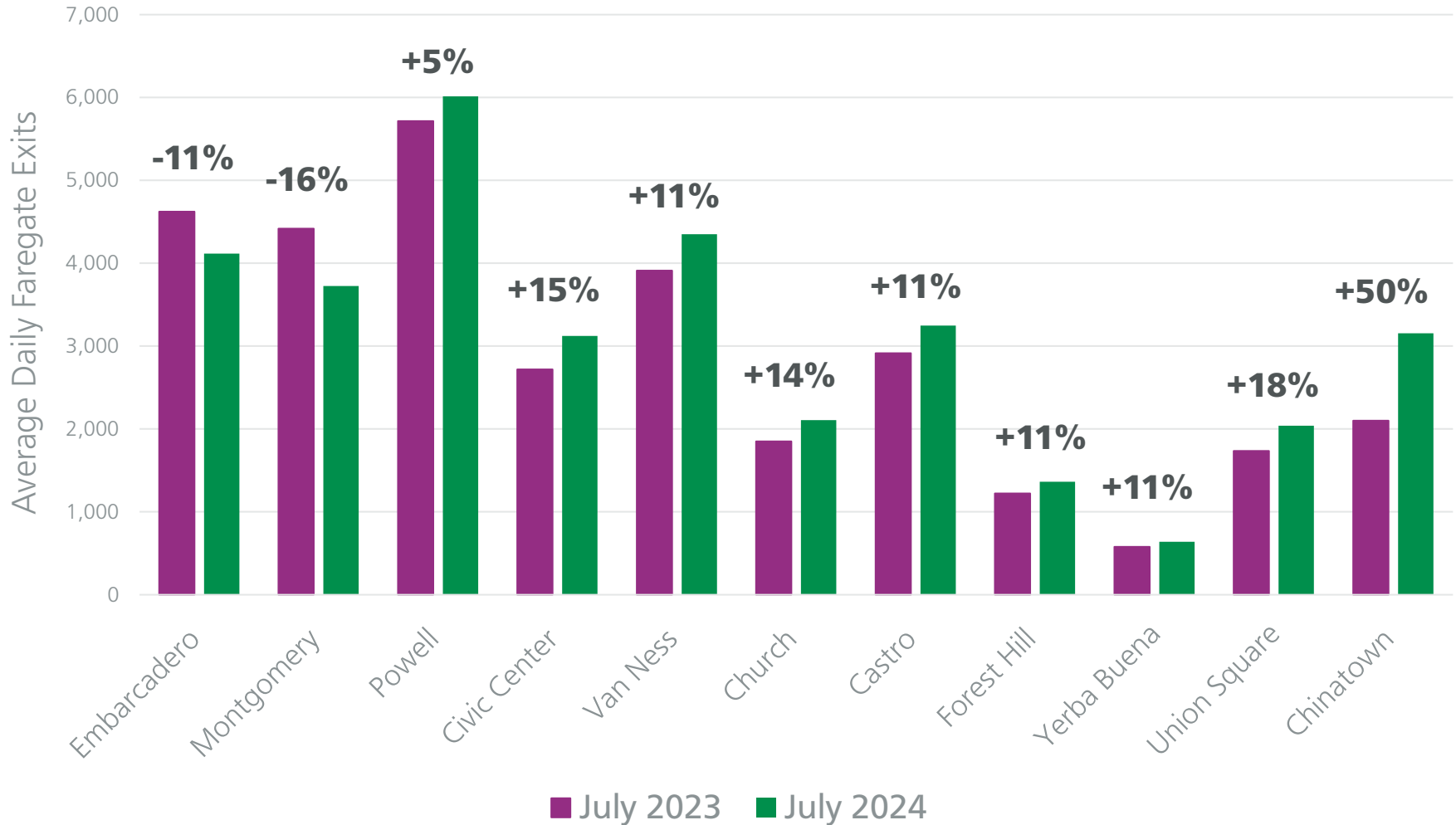Downtown rail stations lag at 36% weekday recovery

89%
Weekend

71%
Weekday

Ridership Recovery (%)

Note: Excludes cable car & streetcar.
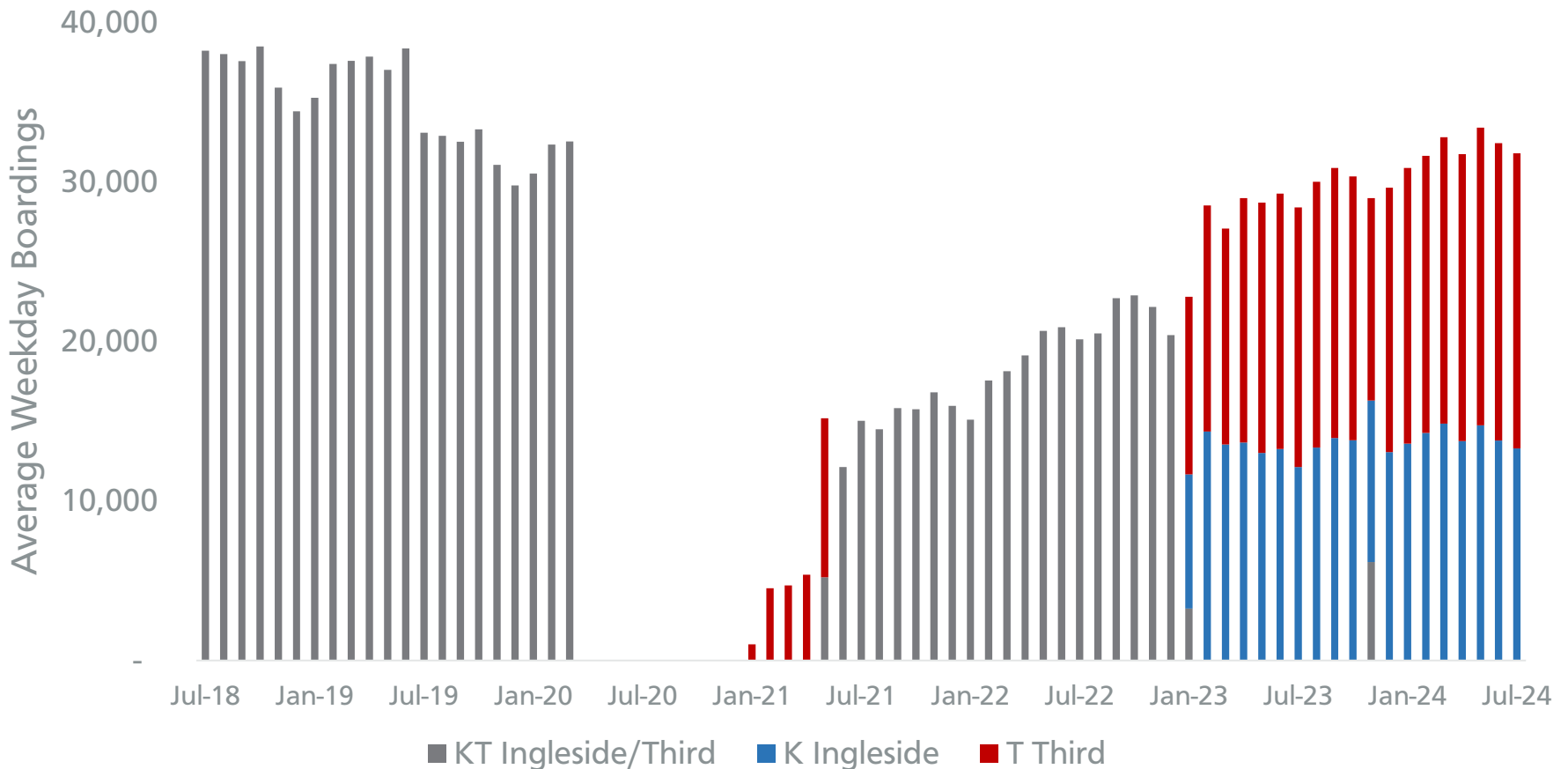Recovery baselined against average daily boardings from same month in calendar year 2019.
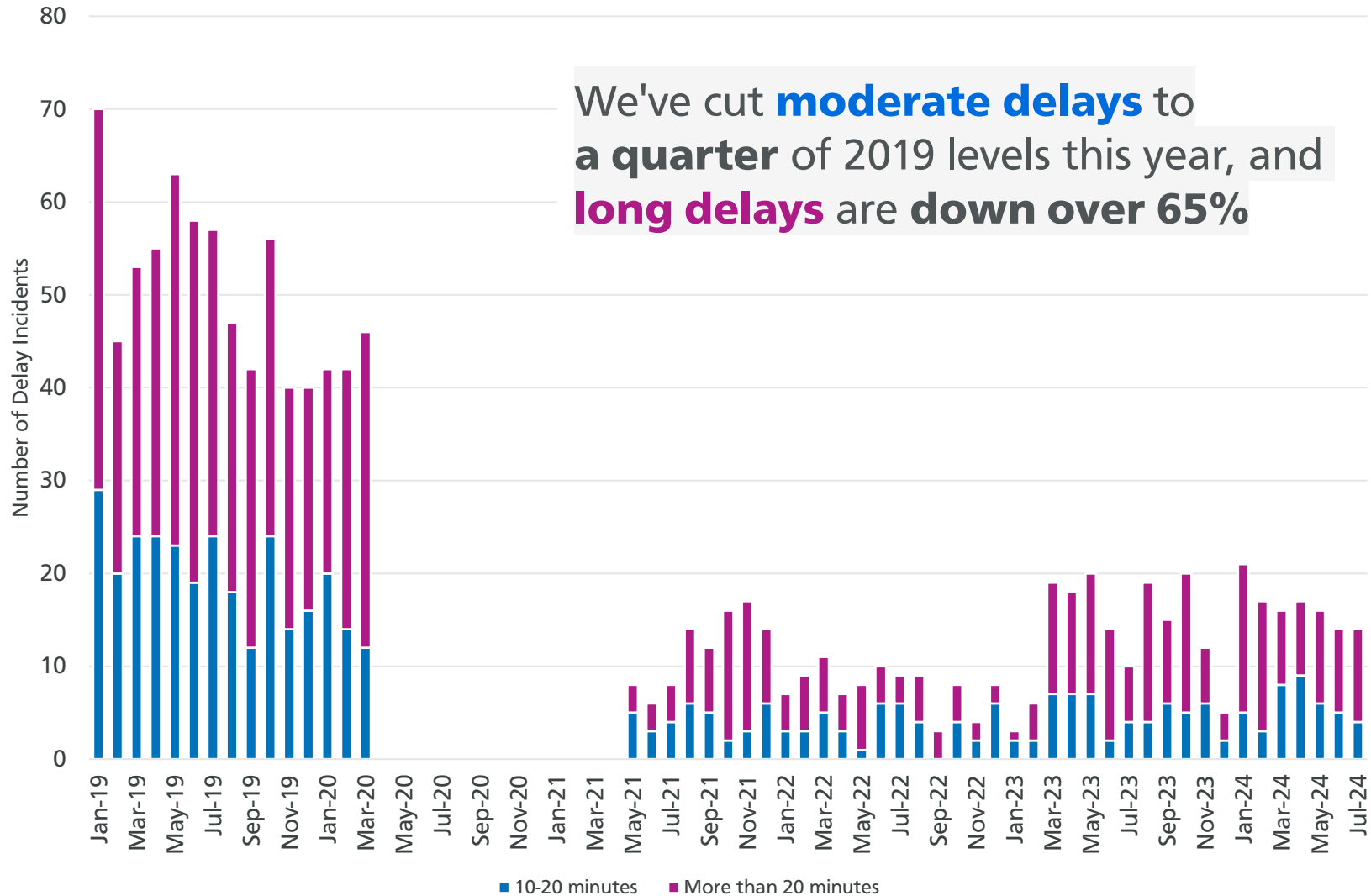
Average Weekday Daily Faregate Exits

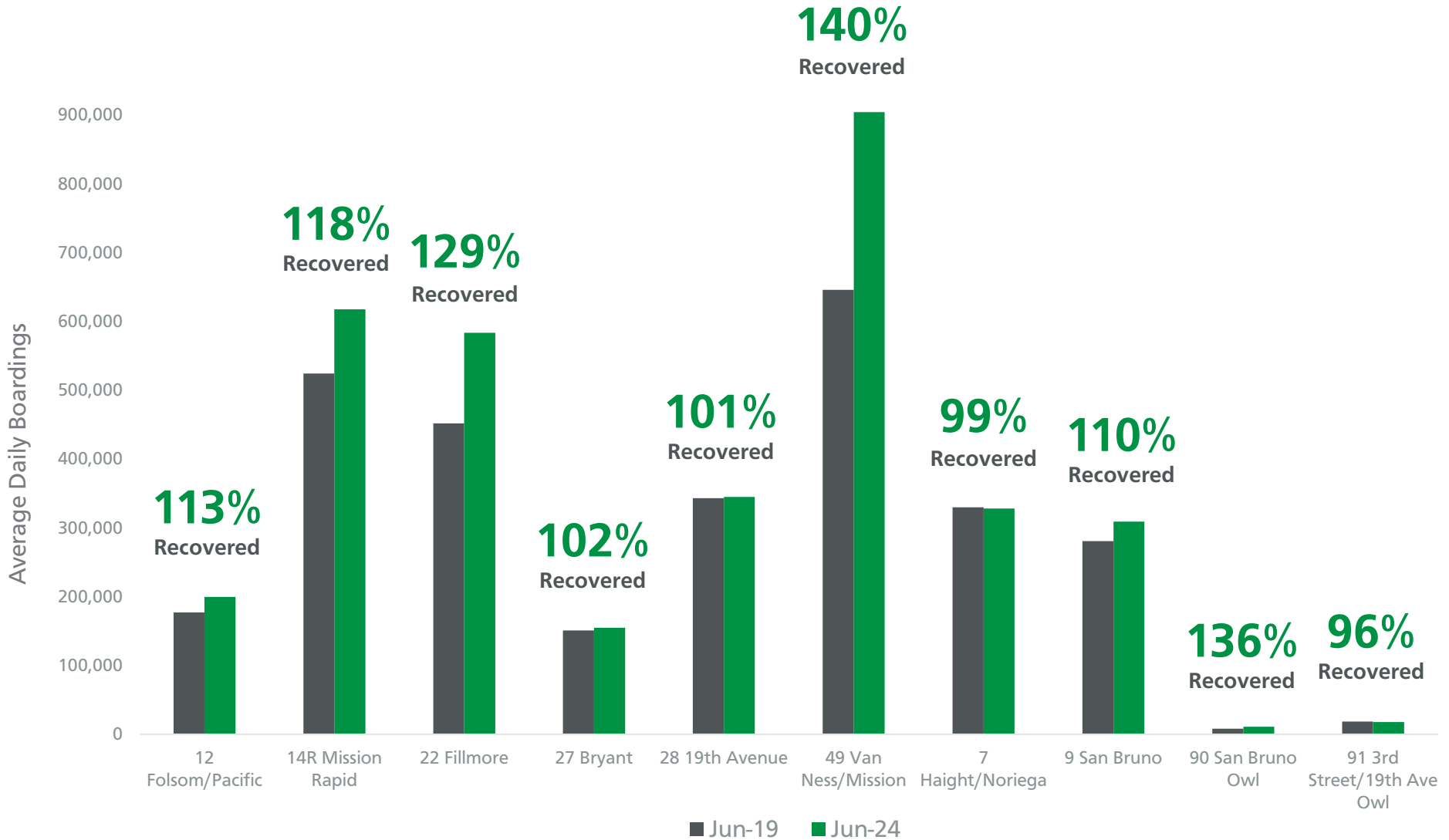# Central Subway: KT vs. K+T

There were **32k** average daily riders on the K and T lines in July 2024, nearly equal to the **33k** KT riders in July 2019.

Market Street Subway Delay Events

We've cut **moderate delays** to **a quarter** of 2019 levels this year, and **long delays** are **down over 65%**

July 2024 – Top 10 Recovered Routes

Recovery baselined against average daily boardings from the same month in calendar year 2019.

July Headway Adherence

- Headway adherence systemwide reached **88%** for July 2024, consistent with prior months

- Headway adherence for Metro/Rapid routes reached **89%** in July 2024 while other routes reached **87%**

- Top 5 routes by headway performance for July include:
  - 14R Mission Rapid (92%)
  - 38R Geary Rapid (92%)
  - 45 Union-Stockton (92%)
  - 55 Dogpatch (91%)
  - 9R San Bruno Rapid (91%)

Centering Customer Experience

Using more precise crowding data

Centering Customer Experience

Switching to headway management for most routes

Centering Customer Experience

Measuring on time performance more accurately

Centering Customer Experience

Planning service for 100% delivery

Centering Customer Experience

Every quarter we are getting better at using data to inform decision making, and we are doing that now with our bus reliability metrics

Shifting to MDBSI Reporting

MDBF
(old)

Mean Distance Between *Failure*

MDBSI
(new)

Mean Distance Between *Service Interruptions*

Reasons

- Increases reliability
- Decreases service delays
- Disincentivizes marginal "calls"
- Better aligns with NTD reporting guidelines

MDBF & Service Delays

The intention of MDBF was to keep vehicles in service

- When a defect was reported, the operator was instructed to wait for the shop to respond, however:

    – A road call is not always the most efficient repair location

    – Impacts to customers were understated because we were only recording pull-ins, not missed trips

- Average delay was about an hour, but some delays as high as 4 hours

MDBF vs. MDBSI Reporting

MDBF	MDBSI
1. Failures were only reported if we were unable to restore service (vehicle was sent-in to the division for repair vs. on road repairs)	1. Failures are reported if the vehicle doesn't complete its scheduled revenue trip or doesn't start its next trip on time.
2. Vehicle delay time was not considered. Vehicles waited for a mechanic to repair failures which can result in service delays.	2. Any vehicle delay makes the call reportable. There's no incentive to wait for mechanics.
3. There was an exemption if a failure occurred within the last 30 minutes of revenue service, making it non-reportable.	3. No exemption for near end of service calls. The only exemption is for failures repaired during the scheduled operator layover at the terminal.
4. Certain failures were excluded from reports. (E.g. tires)	4. All mechanical failures are reported.

Increased Reliability

- When all defects matter, all defects will be addressed

- Past practice caused us to focus efforts on reducing "chargeable" defects

- With renewed focus on all failures, we incentivize more thorough inspections along with double checks for overlooked items (e.g., open panels)

- Prior to new methodology we average 21 open panels per month, as a result of our new approach, August panel issues were the lowest in three years
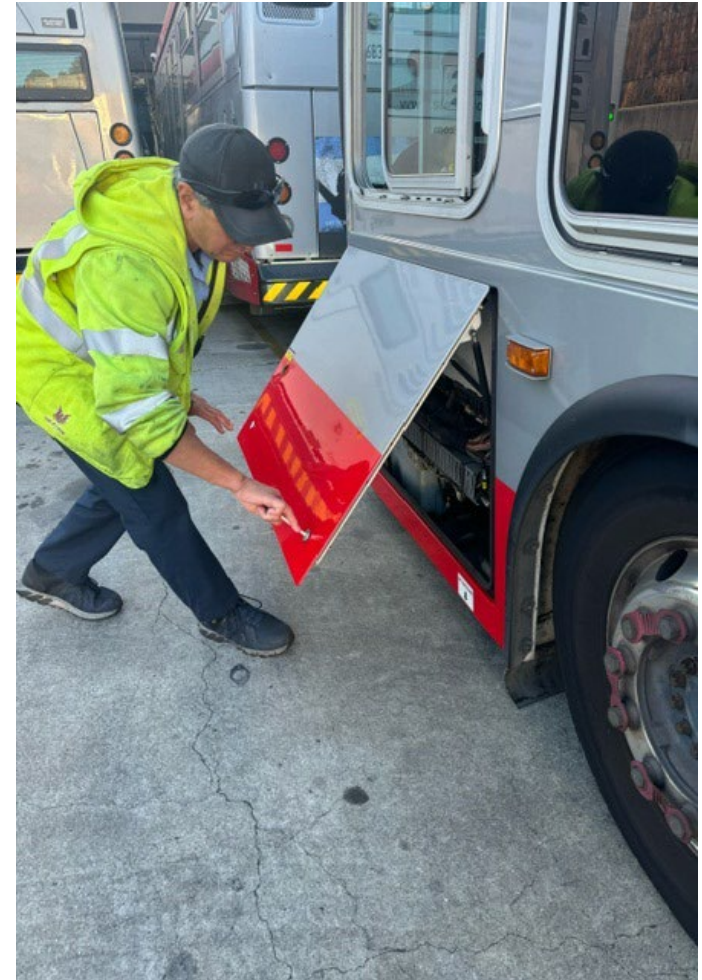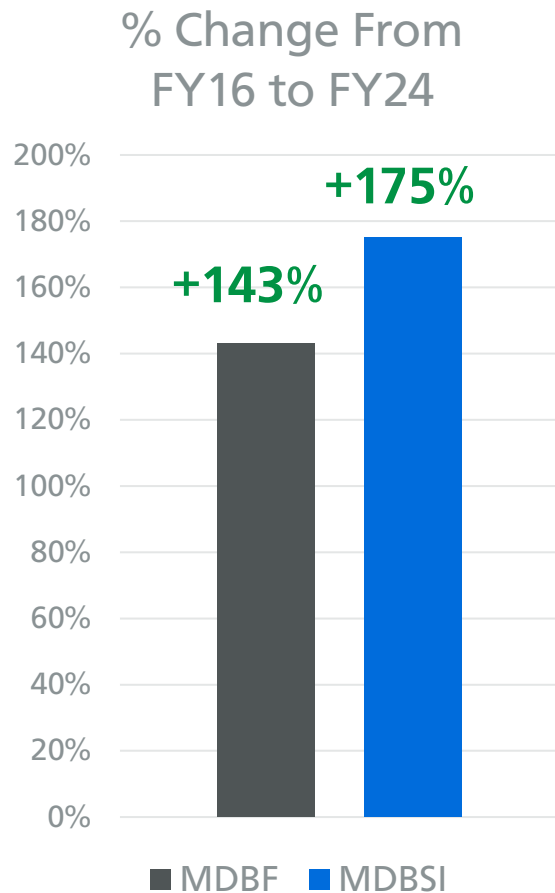
Data Comparison - FY 24
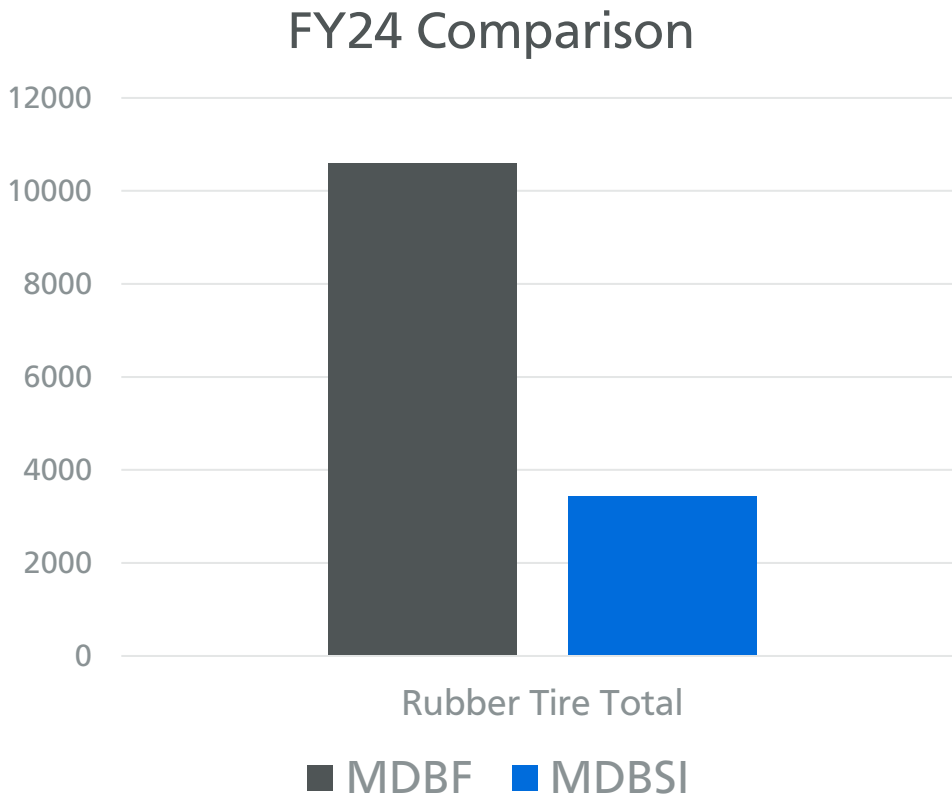
FY24 Comparison

- The new methodology means lower mileage numbers

- But it's a better metric, and **better data will lead to better outcomes**

Historic Comparison

% Change From FY16 to FY24

+175%

+143%

- MDBF
- MDBSI

Breakdown Data Trends

	FY14	FY16	FY20	FY22	FY24
MDBSI	1,248	1,517	3,430	3,826	3,442
MDBF	4,355	5,418	12,160	11,737	10,597

- Both MDBF and MDBSI show benefits of transformative fleet program

- Fortunately, our data records are robust enough that we can back-cast MDBSI to understand historic trends

Centering Customer Experience
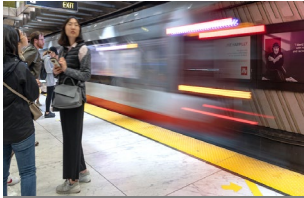
Fast

Frequent

Reliable

Safe

Clean

MDBSI methodology change is part of our broader reforms to center customer experience in service delivery

We're just starting to **adapt practices** to this new methodology

We expect to continue **reducing vehicle breakdowns** with better data and information

Next Steps

- Identify and meet with peer agencies to understand best practices

- Develop MDBSI metric for all years between FY14 to FY24

- Share data on www.SFMTA.com/muni-data

- Continue to empower maintenance staff to raise tough problems and collaborate on solutions