

THIS PRINT COVERS CALENDAR ITEM NO. : 13

**SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY**

DIVISION: Finance and Information Technology

BRIEF DESCRIPTION:

Presentation of the FY13-FY14 Municipal Transportation Quality Review report.

SUMMARY:

- On a biennial basis, the San Francisco Municipal Transportation Agency (SFMTA) contracts with a nationally-recognized transportation consulting firm to conduct an independent review of the quality of its operations.
- The FY13-FY14 Municipal Transportation Quality Review contains a detailed analysis of the extent to which the SFMTA has met the goals, objectives, and performance standards it is required to adopt under City Charter Section 8A.103 and verifies the Agency's reported performance under the performance measures.
- SFMTA management and staff have reviewed the independent auditor's recommendations and will present a detailed assessment of the feasibility and benefit of implementing the proposed changes in conjunction with proposed service standards for Fiscal Years 2013 and 2014.

ENCLOSURES:

1. Municipal Transportation Quality Review Report

APPROVALS:

DATE

DIRECTOR _____ 6/26/15

SECRETARY _____ 6/26/15

ASSIGNED SFMTAB CALENDAR DATE: July 7, 2015

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PURPOSE

In accordance with Charter Section 8A.107, the San Francisco Municipal Transportation Agency (SFMTA) shall biennially contract with a nationally recognized management or transportation consulting firm with offices in the City and County for an independent review of the quality of its operations.

GOAL

The Municipal Transportation Quality Review supports a number of SFMTA strategic goals, including:

Goal 1: Create a safer transportation experience for everyone.

Objective 1.1: Improve security for transportation system users.

Objective 1.2: Improve workplace safety and security.

Objective 1.3: Improve the safety of the transportation system.

Goal 2: Make transit, walking, bicycling, taxi, ridesharing, and carsharing the preferred means of travel.

Objective 2.2: Improve transit performance.

Objective 2.3: Increase use of all non-private auto modes.

Goal 3: Improve the environment and quality of life in San Francisco.

Objective 3.2: Increase the transportation system's positive impact to the economy.

Objective 3.4: Deliver services efficiently.

Goal 4: Create a workplace that delivers outstanding service.

Objective 4.3: Improve employee accountability.

DESCRIPTION

This Municipal Transportation Quality Review contains a detailed analysis of the extent to which the Agency has met the goals, objectives and performance standards it is required to adopt under Section 8A.103 and independent verification of the Agency's reported performance under the performance measures. Results are presented to the Citizens' Advisory Council, the SFMTA Board, the Board of Supervisors, and the Mayor by the reviewing firm.

Beginning in FY 2013, with the completion of a six-year Strategic Plan, the SFMTA began placing an even greater emphasis on performance reporting with resources devoted to a Performance unit housed within the Technology and Performance Section of its Finance and Information Technology Division. In FY 2016, Technology and Performance will separate and the Performance unit will be reassigned under the Chief of Staff's Office.

Since FY 2013, Performance has focused on developing Transtat, a business intelligence tool

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serving as the central repository of the Agency's performance data and metrics spanning both mandated Proposition E reporting as well as others associated with the Strategic Plan. The SFMTA's Performance Team is tasked with a few key, high-level goals. They include:

- Collect high-quality performance data from throughout the Agency.
- Ensure that data are used to drive nuanced and intelligent decision making.
- Manage the Transtat business intelligence tool as a utility for internal and external data sharing, analysis and visualization.

This report is the first to review performance standards and metrics introduced as part of Transtat. The auditors reviewed trends in data and performance achievement over the two-year audit period, focusing on metrics pertaining to transit system performance. Overall Muni performance remained relatively stable during the audit period, with service delivery measures such as on-time performance and instances of bunches and gaps remaining essentially unchanged during FY 2013 and 2014. During this timeframe Muni made improvements in important areas of customer security, employee safety, and vehicle reliability

General recommendations include:

- Ensure all new Agency recordkeeping and data management software use inter-compatible formats
- Consider improvements to the Operations Central Control data management system
- Expand public documentation of Strategic Plan Metrics Report metrics
- To extent possible, consider reporting additional historic data in the monthly Metrics reports
- Continue to ensure the accuracy and internal consistency of publicly reported data

Staff generally concurs with the Auditor recommendations, as well as with specific recommendations relating to individual strategic plan metrics. Specific responses are included in the attached SFMTA Response presentation to the Municipal Transportation Quality Review.

PUBLIC OUTREACH

The SFMTA posts performance metrics statistics every month on its website. In addition, the Chief Information Officer presented the findings of the FY 13-14 Municipal Transportation Quality Review to the SFMTA Citizens' Advisory Council on June 4, 2015. The SFMTA has not received any substantive comments from the public on either the content of the performance metrics or the Municipal Transportation Quality Review.

ALTERNATIVES CONSIDERED

Not applicable. The Municipal Transportation Quality Review is required by Charter.

FUNDING IMPACT

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Not applicable.

OTHER APPROVALS RECEIVED OR STILL REQUIRED

As required by the Charter, a committee of the Board of Supervisors will be provided with the report.

RECOMMENDATION

Receive the report.