



SFMTA
Municipal
Transportation
Agency

Municipal Transportation Quality Review

FISCAL YEARS 2015 & 2016

January 16, 2018
San Francisco, California

Introduction

- This is the 8th biennial Transportation Quality Review since they were mandated by the City Charter in 1999
- This presentation covers FY 2015-2016

What is the Quality Review?

- Audit of Muni data collection and reporting methods
- Analysis of performance
- Recommendations to improve both

Changes Since Last Quality Review

- Continued automating collection and reporting of data
- Improved documentation available to the public
- Refined metric definitions, such as the term “Rapid”

Performance

Trends reflect the current audit period

Positive	Negative	Neutral
✓	X	○

Performance

Goal 1 Metrics: Create a safer transportation experience for everyone

Strategic Plan Metric	Metric Description	Audit Period Trend	FY 2015	FY 2016
1.1.1	SFPD-Reported Muni-related crimes/100,000 miles	✓	8.2	6.4
1.1.2	Customer Rating: Security of Transit Riding Experience (while on Muni vehicle)	✓	3.3	3.4
1.1.2	Customer Rating: Security of Transit Riding Experience (while waiting at stop or station)	○	3.2	3.2
1.1.4	Security Complaints to 311 (Muni)	✓	37.2	28.8
1.2.1	Workplace Injuries/200,000 Hours	✗	11.0	12.8
1.2.2	Security Incidents Involving SFMTA Personnel (Muni Only)	✗	8.3	12.8
1.3.1	Muni Collisions/100,000 Miles	✗	6.4	6.6
1.3.3	Muni Falls On Board/100,000 Miles	○	4.4	4.4
1.3.4	"Unsafe Operation" Muni Complaints to 311	✗	179.6	183.5
1.3.5	Customer Rating: Safety of Transit Riding Experience	✓	3.7	3.8

Performance

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

Strategic Plan Metric	Metric Description	Audit Period Trend	FY 2015	FY 2016
2.1.1	Customer Rating: Overall Customer Satisfaction with Transit Services	✓	3.1	3.2
2.1.5	Customer Rating: Communications to Passengers	✓	2.8	2.9
2.1.7	Percentage of Actionable 311 Muni-Related Complaints Addressed within 28 Days	X	90%	58%
2.1.8	Customer Rating: Cleanliness of Muni Vehicles	✓	2.7	2.9
2.1.9	Customer Rating: Cleanliness of Muni Facilities (Stations, Elevators, Escalators)	X	2.6	2.5
2.2.1	Percentage of Transit Trips with <2 Minute Bunching on Rapid Network	X	4.8%	5.4%
2.2.1	Percentage of Transit Trips with >5 Minute Gaps on Rapid Network	✓	17.2%	16.9%

Performance

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

Strategic Plan Metric	Metric Description	Audit Period Trend	FY 2015	FY 2016
2.2.2	Percentage of On-Time Performance for Non-Rapid Network Routes	✓	57.4%	60.5%
2.2.3	Percentage of Scheduled Service Delivered (Trips)	✓	97.7%	98.9%
2.2.4	Percentage of On-Time Departures from Terminals	✓	72.7%	75.3%
2.2.6	On-Time Performance	✓	57.0%	59.8%
2.2.7	Percentage of Trips Over Capacity During AM and PM Peaks (8:00a-8:59a, Inbound, 5:00p-5:59p, Outbound) at Max Load Point	✓ AM	4.3%	3.0%
		PM	4.9%	3.3%
2.2.8	Mean Distance Between Failure: Bus	X	5,802	5,596
2.2.8	Mean Distance Between Failure: Historic Streetcar	✓	1,866	2,076
2.2.8	Mean Distance Between Failure: Cable Car	✓	8,521	8,918
2.2.8	Mean Distance Between Failure: LRV	✓	4,618	5,672

Performance

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

Strategic Plan Metric	Metric Description	Audit Period Trend	FY 2015	FY 2016
2.2.9	Percentage of Scheduled Service Hours Delivered	✓	97.7%	99.0%
2.2.11	Ridership (Bus, Average Weekday)	✓	500,981	504,558
2.2.11	Ridership (Metro Faregate Entries, Average Weekday)	X	73,811	69,515
2.2.12	Percentage of Days Elevators are in Full Operation	✓	93.3%	94.5%
2.2.13	Percentage of Days Escalators are in Full Operation	X	91.9%	86.5%

Performance

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

Strategic Plan Metric	Metric Description	Audit Period Trend	FY 2015	FY 2016
3.2.1	Estimated Economic Impact of Muni Service Delays	✓	\$1.9M	\$1.65M
3.4.1	Average Annual Transit Cost per Revenue Hour	X	\$227.69	\$229.37
3.4.2	Passengers per Revenue Hour for Buses	X	64.0	63.0
3.4.3	Cost per Unlinked Trip	X	\$3.29	\$3.38
3.4.5	Farebox Recovery Ratio	X	30%	26%

Performance

Goal 4 Metrics: Create a workplace that delivers outstanding service

Strategic Plan Metric	Metric Description	Audit Period Trend	FY 2015	FY 2016
4.2.1	Employee Satisfaction	○	3.4	3.4
4.3.3	Unscheduled Absence Rate by Transit Operators	X	7.7%	8.6%

Audit Summary

We've verified the accurate collection of data and reporting

- Between FY 2015 and FY 2016, Muni made improvements in the important areas of:
 - Reliability
 - Customer service
 - Technology upgrades
- Established goals were not met on the key performance indicators

Recommendations

1. As data analysis improves, updates to methodologies should be expected
 - Changes that happen mid-cycle should be clear
 - Aim for clarity
2. Data integration: Simplify performance data sharing, processing, and analysis
 - Continue improvements to the Operations Control Center data management system
3. Formalize standard operating procedures as new technologies come online
 - Example: The roll of Intellex is expanding. Only operator incidents were previously recorded. All security incidents involving all SFMTA personnel can now be captured.