



SFMTA

Municipal Transportation Quality Review

FISCAL YEARS 2017 & 2018

Citizens' Advisory Council

Engineering, Maintenance, and Safety Committee

November 2019



Introduction

- This is the 9th biennial Municipal Transportation Quality Review since they were mandated by the City Charter in 1999
- This presentation covers Fiscal Years (FY) 2017 and 2018
- This audit cycle coincides with the last year of the SFMTA's prior Strategic Plan (FY13-18)

What is the Quality Review?

- Audit of Muni data collection and reporting methods
 - note that non Muni-related strategic plan metrics are not covered in this review
- Analysis of performance
- Recommendations to improve both

Changes Since Last Quality Review

- Methodology: replaced the quarterly online customer service panel survey with the annual rider survey for all customer-survey related metrics
- Implemented recommendations from the last audit:
 - Expanded reporting of average passengers per revenue hour for all transit modes
 - Renamed metrics to make them more understandable to the audiences outside the Agency
 - Normalized security complaints to 311 by mileage

Performance

Trends reflect the current audit period



Positive Trend

X Negative Trend

○ Neutral Trend

Performance

Goal 1 Metrics: Create a safer transportation experience for everyone

Strategic Plan Metric	Metric Description	Audit Period Trend	FY 2017	FY 2018
1.1.1	SFPD-Reported Muni-related crimes/100,000 miles	✓	4.6	4.2
1.1.2	Customer Rating: Security of Transit Riding Experience (while on Muni vehicle)	○	3.5	n/a
1.1.2	Customer Rating: Security of Transit Riding Experience (while waiting at stop or station)	○	3.2	n/a
1.1.4	Security Complaints to 311 (Muni)	○	3.6	3.6
1.2.1	Workplace Injuries/200,000 Hours	X	12.4	12.9
1.2.2	Security Incidents Involving SFMTA Personnel (Muni Only)	○	10.9	11.4
1.3.1	Muni Collisions/100,000 Miles	✓	6.8	6.0
1.3.3	Muni Falls On Board/100,000 Miles	✓	4.2	3.3
1.3.4	"Unsafe Operation" Muni Complaints to 311	✓	178.6	169.4
1.3.5	Customer Rating: Safety of Transit Riding Experience	✓	3.9	n/a

Performance

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

Strategic Plan Metric	Metric Description	Audit Period Trend	FY 2017	FY 2018
2.1.1	Customer Rating: Overall Customer Satisfaction with Transit Services	○	3.2	n/a
2.1.5	Customer Rating: Communications to Passengers	○	2.9	n/a
2.1.7	Percentage of Actionable 311 Muni-Related Complaints Addressed within 28 Days	✓	74%	86%
2.1.8	Customer Rating: Cleanliness of Muni Vehicles	✓	3.0	n/a
2.1.9	Customer Rating: Cleanliness of Muni Facilities (Stations, Elevators, Escalators)	✓	2.5	n/a
2.2.1	Percentage of Transit Trips with <2 Minute Bunching on Rapid Network	○	5.9%	5.9%
2.2.1	Percentage of Transit Trips with >5 Minute Gaps on Rapid Network	✓	18.1%	16.9%
2.2.2	Percentage of On-Time Performance for Non-Rapid Network Routes	X	59.5%	57.3%

Performance

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

Strategic Plan Metric	Metric Description	Audit Period Trend	FY 2017	FY 2018	
2.2.3	Percentage of Scheduled Service Delivered (Trips)	X	99.0%	97.4%	
2.2.4	Percentage of On-Time Departures from Terminals	○	75.0%	75.3%	
2.2.6	On-Time Performance	○	57.3%	57.3%	
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	X	AM	n/a	12.2%
			PM	n/a	10.4%
2.2.8	Mean Distance Between Failure: Bus	✓	5,155	7,407	
2.2.8	Mean Distance Between Failure: Historic Streetcar	○	2,865	2,512	
2.2.8	Mean Distance Between Failure: LRV	○	5,218	5,204	
2.2.9	Percentage of Scheduled Service Hours Delivered	X	98.1%	97.5%	

Performance

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

Strategic Plan Metric	Metric Description	Audit Period Trend	FY 2017	FY 2018
2.2.11	Ridership (Bus, Average Weekday)	○	507,333	508,850
2.2.11	Ridership (Metro Faregate Entries, Average Weekday)	X	70,236	64,865
2.2.12	Operational Availability of Elevators at Muni Stations	✓	97.0%	98.0%
2.2.13	Operational Availability of Escalators at Muni Stations	✓	91.4%	92.6%

Performance

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

Strategic Plan Metric	Metric Description	Audit Period Trend	FY 2017	FY 2018
3.2.1	Muni Ridership	X	714,910	711,015
3.4.1	Transit Passengers per Hour	✓	62.6	63.6
3.4.2	Average Annual Transit Cost per Revenue Hour	✓	\$236.83	\$220.39
3.4.3	Cost per Unlinked Trip	X	\$3.49	\$3.54
3.4.5	Farebox Recovery Ratio	X	26%	25%

Performance

Goal 4 Metrics: Create a workplace that delivers outstanding service

Strategic Plan Metric	Metric Description	Audit Period Trend	FY 2017	FY 2018
4.2.1	Employee Satisfaction	X	3.4	3.3
4.3.3	Unscheduled Absence Rate by Transit Operators	X	8.1%	9.1%

Audit Summary

- We have verified the accurate collection of data and reporting
 - Between FY 2017 and FY 2018, Muni made improvements in data collection methodology, which aims to improve:
 - Reliability
 - Customer service
- Established goals were met on the following key performance indicators
 - 1.1.1 SFPD-Reported Muni-related Crimes/100,000 Miles
 - 1.3.1 Muni Collisions/100,000 Miles
 - 2.2.1 Percentage of Transit Trips with <2 Minute Bunching on Rapid Network
 - 3.4.2 Average Annual Transit Cost Per Revenue Hour

Recommendations

1. Mid-cycle methodology changes should aim for clarity in reported historical trends
2. Formalize standard operating procedures as new technologies come online (including the adoption of data governance policies)

Recommendations

3. Expand to more detailed reporting for several metrics
 - Quarterly security complaints for seasonal trends
 - Bunching and gaps by service category
 - On-time performance by service category

4. Adopt new metric to track preventative maintenance