



SFMTA
Municipal
Transportation
Agency

Municipal Transportation Quality Review

SFMTA Response & Improvements
Since the Audit Period

January 16, 2018

San Francisco, California

Overview

- The Agency's response to recommended modifications in the Transportation Quality Review
- An update on Muni improvements since the review period

Response to Transportation Quality Review Recommendations

General Recommendations

Recommendation	Response
<p>Clearly note any measure definition changes and discontinue reporting of historical trend data if definitions have changed in ways that make historical reporting incomparable.</p>	<p>Partially concur. SFMTA staff are developing new public documentation for all metrics but will continue to report historical figures and clearly denote if historical trends are not comparable.</p>
<p>Continue making improvements to the Operations Control Center (OCC) data management system and process controls to simplify performance data sharing, processing, and analysis.</p>	<p>Concur. Transit Operations is expanding and centralizing the role of the Transportation Management Center and will simplify and standardize data collection for reporting and analysis.</p>
<p>Formalize standard operating procedures as new technologies come online. Adopt data governance policies to ensure smooth transitions from older legacy data systems to newer technologies and ensure consistent and acceptable uses of data.</p>	<p>Concur. Data governance activities are underway to support the implementation of new systems and development of new performance metrics.</p>

Specific Recommendations

Recommendation	Response
<p>1.1.1 SFPD-Reported Muni-related Crimes/100,000 Miles</p> <ul style="list-style-type: none">Establish a protocol for regularly receiving crime data from SFPD on a regular basis.	<p>Concur. SFPD staff have established routine submittal of monthly crime data.</p>
<p>Customer ratings (1.1.2, 1.3.5, 2.1.1, 2.1.5, 2.1.8)</p> <ul style="list-style-type: none">Replace the quarterly panel survey with the annual rider survey.	<p>Concur. Annual Muni Rider Survey will be the new source of reporting.</p>
<p>1.1.4 Security Complaints to 311 (Muni)</p> <ul style="list-style-type: none">Normalize complaint metrics to mileage, boardings or service hours.	<p>Concur. Metric will be updated with FY 2019 Strategic Plan metrics reporting.</p>
<p>1.2.2 Security incidents involving SFMTA personnel (Muni only)</p> <ul style="list-style-type: none">Develop a standard operating procedure to ensure all security incidents get entered into the new Intelex safety management system.	<p>Concur. SFMTA staff are developing SOPs for expanded role of new Intelex safety management system.</p>

Specific Recommendations (cont.)

Recommendation	Response
<p>1.3.1 Muni collisions/100,000 miles</p> <ul style="list-style-type: none">Consider reporting preventable collisions separately in addition to total collisions.	<p>Concur. Metric will be updated with FY 2019 Strategic Plan metrics reporting.</p>
<p>1.3.3 Muni Falls on Board/100,000 Miles</p> <ul style="list-style-type: none">Rename this metric “Passenger falls on board Muni per 100,000 miles.”	<p>Do not concur. Metric will not be included in future FY 2019 Strategic Plan metrics reporting.</p>
<p>1.3.4 “Unsafe operation” Muni complaints to 311</p> <ul style="list-style-type: none">Normalize to mileage, boardings or service hours to control for changes in service delivery year over year.	<p>Concur. Metric will be updated with FY2019 Strategic Plan reporting.</p>

Specific Recommendations (cont.)

Recommendation	Response
<p>2.1.7 Percentage of actionable 311 Muni-related complaints addressed within 28 days</p> <ul style="list-style-type: none">• Expand and revise metric to track percent of all PSRs closed within a predetermined, relevant performance threshold.• Develop additional metrics to track volume of customer complaints and response times.• Normalize to service hours to control for changes in service delivery year over year.	<p>Concur. Metrics will be updated/developed for FY 2019 Strategic Plan metrics reporting.</p>
<p>2.2.1 Percentage of Transit Trips with <2 Min Bunching or +5 Min Gaps on Rapid Network</p> <ul style="list-style-type: none">• Enable reporting of headway-related metrics for each service category.	<p>Concur. Metric will be updated in FY 2019 Strategic Plan metrics reporting.</p>
<p>2.2.2 Percentage of On-Time Performance for Non-Rapid Network Routes</p> <ul style="list-style-type: none">• Expand reporting to show on-time performance by service category.	<p>Concur. Metric will be updated in FY 2019 Strategic Plan metrics reporting.</p>

Specific Recommendations (cont.)

Recommendation	Response
<p>2.2.3 Percentage of scheduled service delivered (trips)</p> <ul style="list-style-type: none">Discontinue this metric in favor of 2.2.9 Percentage of scheduled service hours delivered.	<p>Concur. Metric will be discontinued in FY 2019 Strategic Plan metrics reporting.</p>
<p>2.2.4 Percentage of On-Time Departures from Terminals</p> <ul style="list-style-type: none">Expand reporting to show on-time departures from terminals by service category.	<p>Concur. Metric will be updated in FY 2019 Strategic Plan metrics reporting.</p>
<p>2.2.6 Percentage of on-time performance</p> <ul style="list-style-type: none">Rename the metric “Systemwide On-Time Performance.”	<p>Concur. New title will be reflected in FY 2019 Strategic Plan metrics reporting.</p>
<p>2.2.7 Percentage of trips over capacity during AM and PM peaks at max load points</p> <ul style="list-style-type: none">Expand reporting over-crowding by service category.	<p>Concur. Metric will be updated in FY 2019 Strategic Plan metrics reporting.</p>

Specific Recommendations (cont.)

Recommendation	Response
<p>2.2.8 Mean Distance Between Failure</p> <ul style="list-style-type: none">• Use this metric for bus, light rail and historic streetcar only.• Consider implementing a new metric “Preventative Maintenance: On-Time Performance.”	<p>Concur. Metrics will be updated/developed for FY 2019 Strategic Plan metrics reporting.</p>
<p>2.2.9 Percentage of scheduled service hours delivered</p> <ul style="list-style-type: none">• Transition data collection to OrbStar CAD/AVL radio system when it’s available.	<p>Concur. Service delivery data will be derived from CAD/AVL system in the future.</p>
<p>2.2.12/2.2.13 Percentage of days that elevators/escalators are in full operation;</p> <ul style="list-style-type: none">• Rename metrics to “Operational Availability of Elevators/Escalators” or “Elevator/Escalator Time in Service” which is more user-friendly and used in the industry.	<p>Concur. New title will be reflected in FY 2019 Strategic Plan metrics reporting.</p>
<p>3.4.2 Average passengers per revenue hour (bus)</p> <ul style="list-style-type: none">• This metric should be expanded to all modes.	<p>Concur. Metric will be updated in FY 2019 Strategic Plan metrics reporting.</p>

Specific Recommendations (cont.)

Recommendation	Response
<p>3.4.3 Cost per unlinked trip</p> <ul style="list-style-type: none">• Rename this metric “Cost per boarding.”	<p>Concur. New title will be reflected in FY 2019 Strategic Plan metrics reporting.</p>
<p>4.2.1 Employee satisfaction</p> <ul style="list-style-type: none">• Improve response rates to the survey• Change the annual survey frequency to biennial and hire a professional firm to conduct the survey.	<p>Partially concur. Staff have engaged a professional firm for survey management but will continue with annual survey frequency.</p>
<p>4.3.3 Unscheduled absence rate by employee group (Transit operators)</p> <ul style="list-style-type: none">• Review/simplify Trapeze coding system for increased clarity about “absences”• Institute additional metric(s) to track attendance Agencywide	<p>Concur. Reporting will be expanded to all employee groups using PeopleSoft payroll system data.</p>

Improvements Since the Audit Period

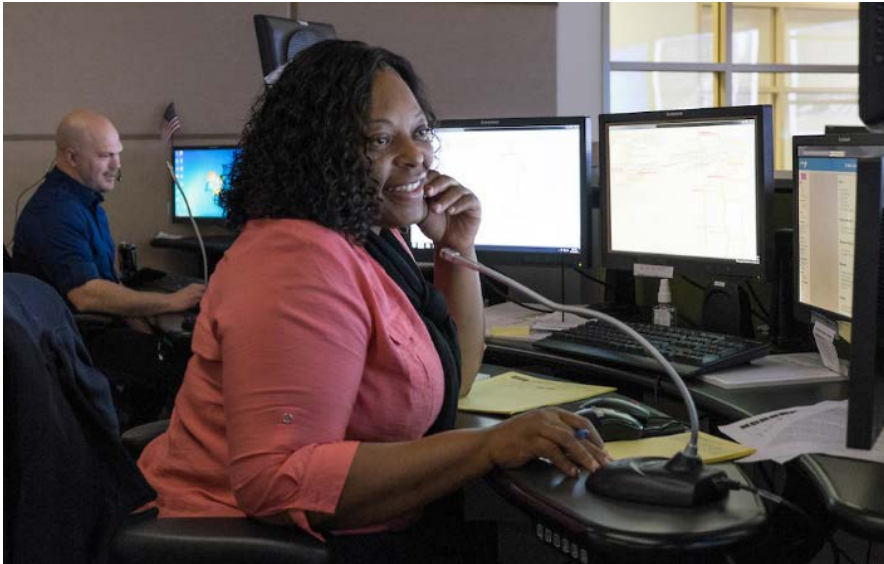
Leveraging New Technologies

- New Computer Aided Dispatch/Automatic Vehicle Location system enables real-time service management
- Improved asset management, better parts and materials tracking and usage
- Fewer service disruptions due to real-time maintenance information systems on new vehicles

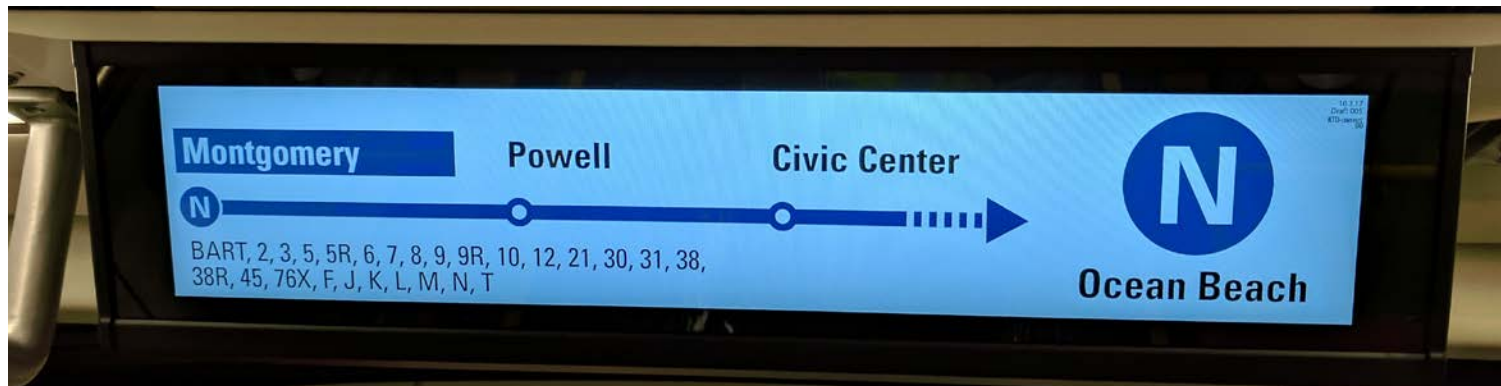


Better Communicating to Our Riders

New radio system allows centralized announcements to all riders



Strategically-placed upgraded subway signs provide more real-time information

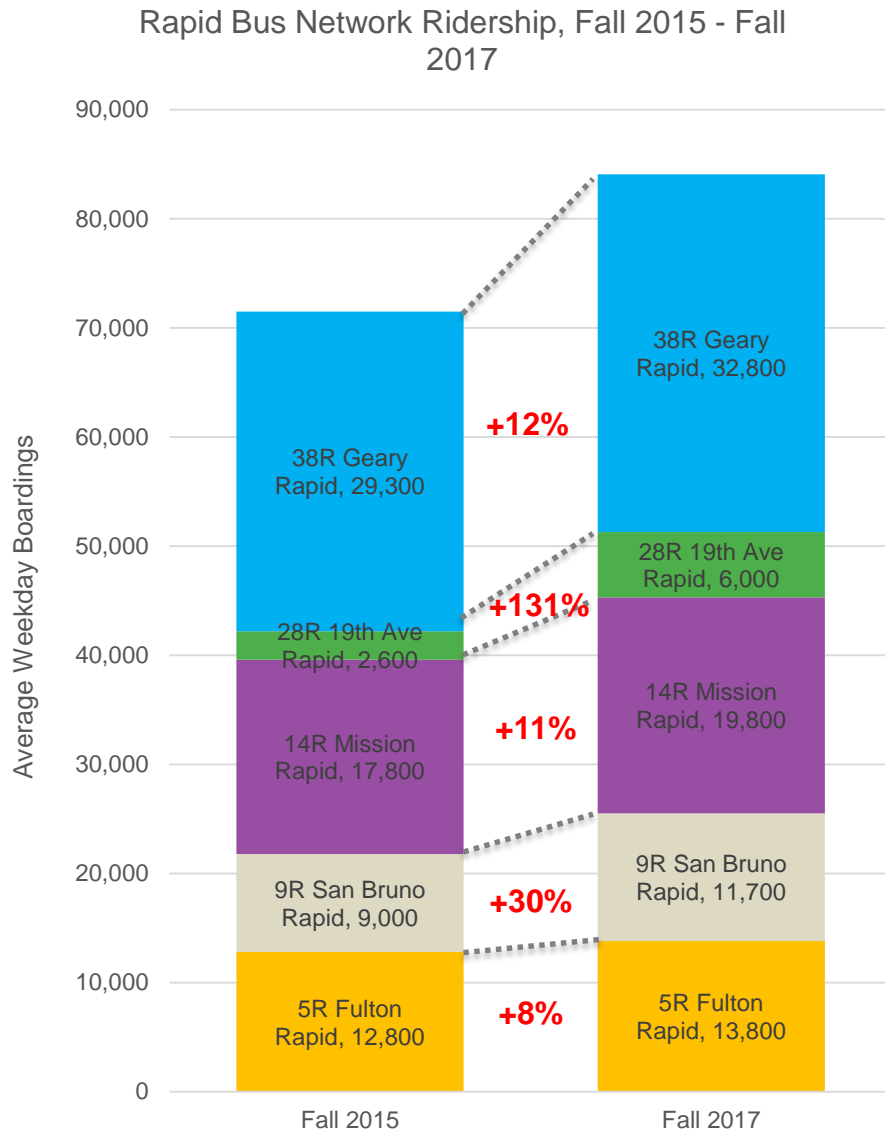


New LRVs show stop information and connection opportunities

Improving Efficiency

- Realizing savings in maintenance from new fleet
 - Less preventative maintenance
 - Fuel savings
- Supporting construction and ensuring reimbursement
- Utilizing more part-time operators
- Enforcing absenteeism policy

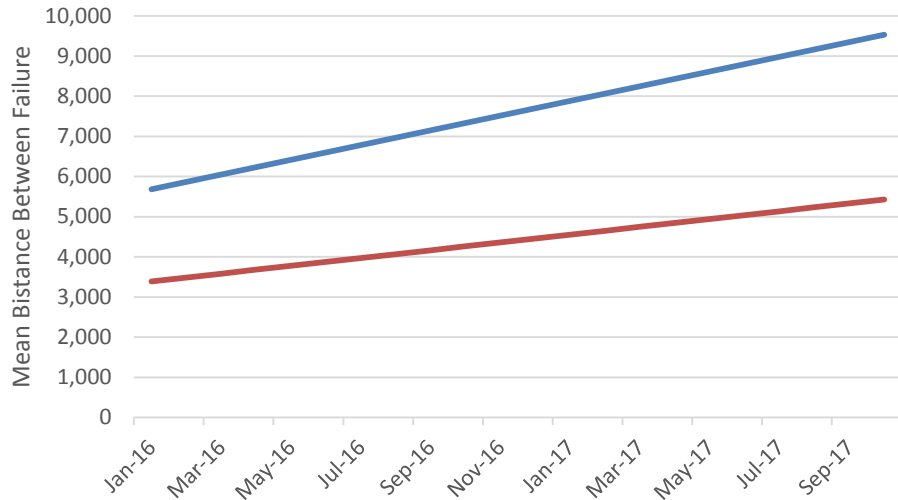
Rapid Bus Ridership Growing!



- Overall Rapid Bus ridership up by 18%
- Result of investment in:
 - Frequency increases
 - Capacity enhancements
 - Travel time and reliability improvements
 - Service realignments
- The changes we've made to service have had the intended effect
- We will continue to analyze ridership and realign service according to demand

New Fleet Investments Improving Reliability

Mean Distance Between Failure, New Flyer vs. Older Buses



- **Bus**

- New Flyer buses improving reliability
- Focus on maintaining best vehicles of older fleets
- Complete replacement of bus fleet anticipated by 2019



- **Rail**

- Over 60 new LRVs in the next two years
- Implementing Breda door & propulsion campaigns

Commitment to Zero-Emission Vehicles

- Goal is to adopt 100% zero-emission technology by 2035
- Established internal committee to:
 - Develop and implement plans & policies to support zero-emission goal
 - Implement a pilot program that can be used to demonstrate the role of zero-emission fleet technology
 - To identify funds and resources to help convert transit vehicles to zero-emission vehicles

Improving Elevators and Escalators

- Modernizing 12 existing elevators in the Muni Metro system
- Adding 3 more elevators
 - Powell
 - Van Ness
 - Castro
- Project underway to replace 17 escalators in the subway is 50% complete



More to Come

- Fully staff Transportation Management Center to better manage service in real-time
- Implement suite of new systems to improve data collection, reporting, and inform improvements to practice
- Complete key infrastructure capital projects
- Continue to upgrade fleet
 - Put 68 new LRVs and 185 new trolleys into service
 - Expand motor coach fleet and replace 30-foot coaches
 - Implement pilot program for zero-emission fleet