



Presentation

Triennial Performance Audit

of the

San Francisco Municipal Transportation Agency (SFMTA)

SFMTA Policy and Governance Committee

August 19, 2016



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Audit Plan

➤ Audit Period

- FYs 2012-13, 2013-14 and 2014-15

➤ Audit Activities

- Review data collection, management and reporting methods.
- TDA performance indicator trend analysis.
- Compliance with statutory and regulatory requirements.
- Review actions to implement prior audit recommendations.
- Functional area performance review.
- Conclusions, commentary and recommendations.

Compliance with TDA Requirements

TDA Statistics	Compliance Finding
Operating Costs	In Compliance
Vehicle Service Hours	In Compliance
Vehicle Service Miles	In Compliance
Unlinked Passengers	Compliance with Follow-up
Full-time Equivalents	In Compliance

Unlinked Passenger Data Issues

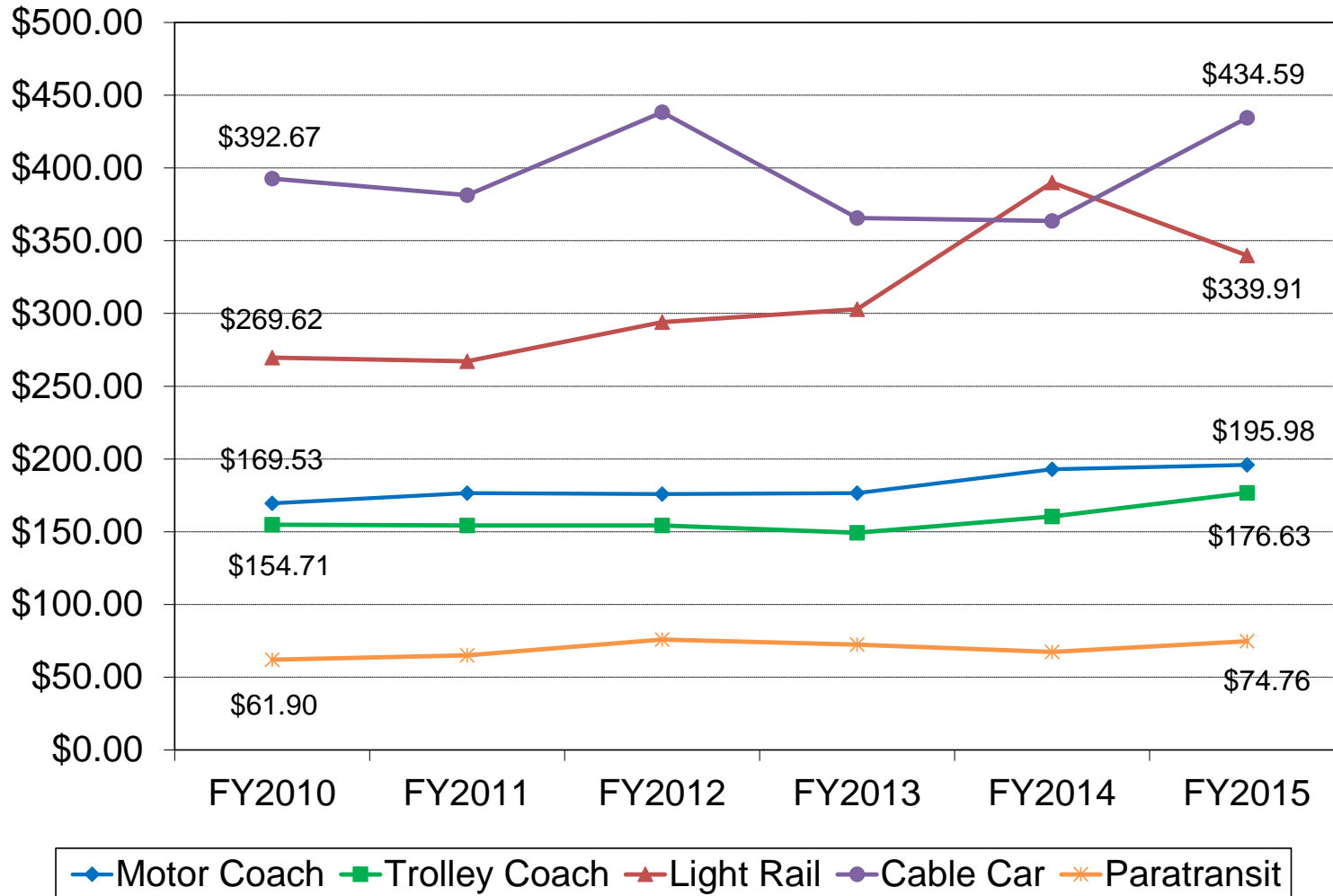
➤ Motor Coach and Trolley Coach

- Errors were reported with Automatic Passenger Counter (APC) system.
- SFMTA is working to ensure that its APC systems are properly functioning.

➤ Paratransit

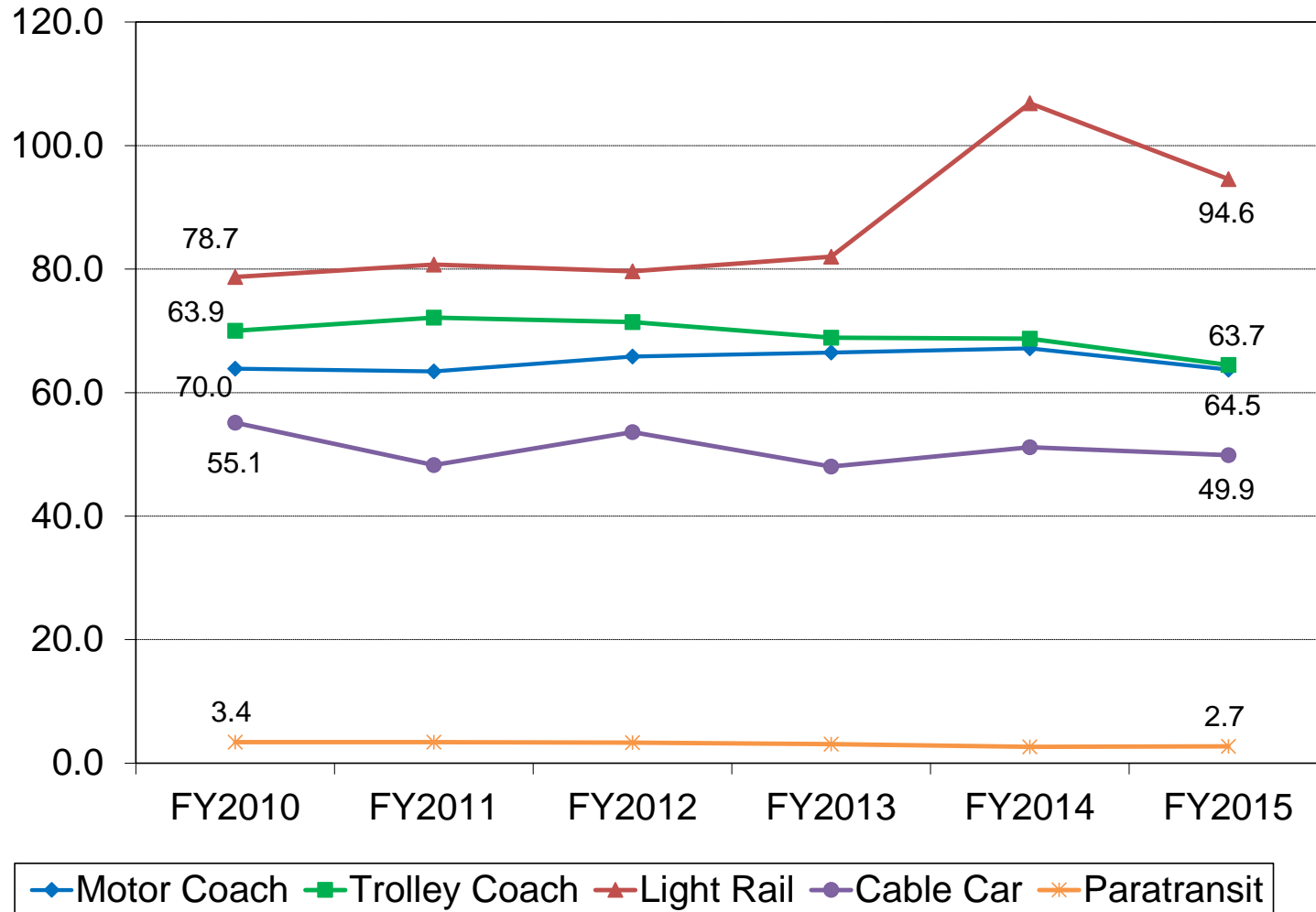
- Passenger trip data reported to the NTD had not been validated.
- Inconsistencies resulted from NTD data reported directly by the contractor versus monthly ridership data reported by the broker.
- Audit period NTD data shows declines in ridership, while validated monthly report data shows relatively steady ridership.

Operating Cost per Vehicle (Car) Service Hour



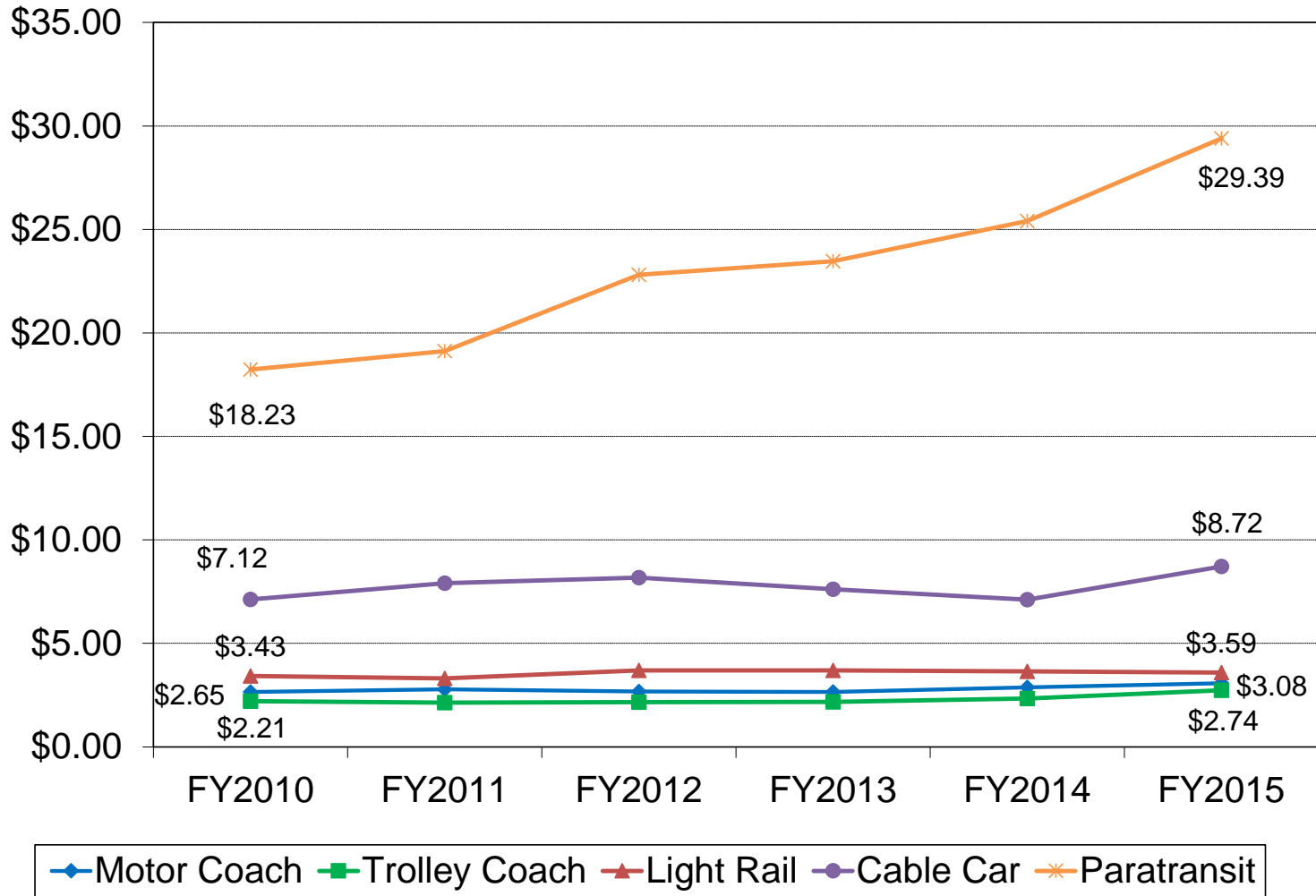


Passengers per Vehicle (Car) Service Hour





Operating Cost per Passenger



Summary of Findings

Code Reference	Description	Compliance Finding
PUC99251	CHP Certification	In Compliance
PUC99264	Operator-to-Vehicle Staffing	In Compliance
PUC99314.5(e) (1)(2)	Part-Time Drivers and Contracting	In Compliance
PUC99155	Reduced Fare Eligibility	In Compliance
PUC99155.1(a) (1)(2)	Welfare-to-Work	In Compliance
PUC99314.7, Gov't Code 66516, MTC Res. Nos. 3837, 4073	Joint Revenue Sharing Agreements	In Compliance
PUC99246(d)	Process for Evaluation of Passenger Needs	In Compliance

Functional Areas Examined by Mode

Functional Area	System-wide	Motor Coach	Trolley Coach	Light Rail	Cable Car	Paratransit
Management, Administration & Marketing	●					
Service Planning		●	●	●	●	●
Operations		●	●	●	●	●
Maintenance		●	●	●	●	●
Safety		●	●	●	●	●

Performance Summary – Systemwide

Performance Measure	Three-Year Change
Administrative Cost per Vehicle Service Hour	↑ 31.9%
Farebox Revenue Recovery Ratio	↓ 12.6%
Complaints per 100,000 Passenger Trips	↓ 2.5%
Lost Days Due to Industrial Accidents	↓ 0.8%

Performance Summary – Fixed-Route Services

Performance Measure	Three-Year Change			
	Motor Coach	Trolley Coach	Light Rail	Cable Car
SERVICE PLANNING				
Operator Pay-to-Platform Hours – Scheduled	↑ 7.1%	↑ 6.2%	↓ 5.8%	↑ 8.0%
Vehicle Service Hours to Total Hours	↓ 1.0%	↓ 0.1%	↓ 0.3%	↔ 0.0%
OPERATIONS				
Vehicle Operations Cost per Veh. Svc. Hour	↑ 4.0%	↑ 10.6%	↑ 17.3%	↑ 15.0%
Operator Pay-to-Platform Hours – Actual	↑ 9.6%	↑ 6.8%	↑ 12.0%	↑ 9.6%
Time points On-Time to Total Time points	↓ 6.5%	↓ 1.5%	↑ 1.0%	↓ 4.6%

Performance Summary – Fixed-Route Services, *continued*

Performance Measure	Three-Year Change			
	Motor Coach	Trolley Coach	Light Rail	Cable Car
MAINTENANCE				
Vehicle Maintenance Cost per Veh. Svc. Mile	↑ 18.4%	↑ 34.4%	↑ 2.3%	↑ 29.0%
Mean Distance Between Major Failures	↑ 32.5%	↑ 11.1%	↑ 1.3%	↑ 37.6%
SAFETY				
Preventable Accidents per 100,000 Veh. Miles	↑ 15.7%	↑ 15.9%	↑ 2.9%	↑ 60.4%

Performance Summary – Paratransit

Performance Measure	Three-Year Change
ADA Trips On-Time to Total ADA Trips	↑ 5.0%
Trip Cancellations to Total ADA Trips	↑ 2.0%
Missed Trips per 10,000 Total Trips	↑ 13.4%
No-Shows to Total ADA Trips	↑ 2.3%
Complaints per 10,000 Passenger Trips	↑ 47.8%



Two recommendations resulted from the audit . . .

1. Continue efforts toward obtaining accurate results from SFMTA's automatic passenger counters.
2. Ensure that paratransit passenger trip data is consistent and accurate across all reporting systems.



Thank you for your attention!

**We are happy to answer any questions
you may have . . .**