



SFMTA
Municipal
Transportation
Agency

Municipal Transportation Quality Review

FISCAL YEARS 2015 & 2016

December 2017
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 work flows
- Improved documentation available to the public
- Refined metric definitions, such as the term “Rapid”

Performance

Trends reflect the current audit period

Positive	Negative	Neutral
↑	↓	↔

Performance

Goal 1 Metrics: Create a safer transportation experience for everyone

Strategic Plan Metric	Metric Description	Audit Period Trend
1.1.1	SFPD-Reported Muni-related crimes/100,000 miles	↑
1.1.2	Customer Rating: Security of Transit Riding Experience (while on Muni vehicle or waiting at stop or station)	↔
1.1.4	Security Complaints to 311 (Muni)	↑
1.2.1	Workplace Injuries/200,000 Hours	↓
1.2.2	Security Incidents Involving SFMTA Personnel (Muni Only)	↓
1.3.1	Muni Collisions/100,000 Miles	↓
1.3.3	Muni Falls On Board/100,000 Miles	↔
1.3.4	"Unsafe Operation" Muni Complaints to 311	↓
1.3.5	Customer Rating: Safety of Transit Riding Experience	↑

Performance

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

Strategic Plan Metric	Metric Description	Audit Period Trend
2.1.1	Customer Rating: Overall Customer Satisfaction with Transit Services	↑
2.1.5	Customer Rating: Communications to Passengers	↑
2.1.7	Percentage of Actionable 311 Muni-Related Complaints Addressed within 28 Days	↓
2.1.8	Customer Rating: Cleanliness of Muni Vehicles	↑
2.1.9	Customer Rating: Cleanliness of Muni Facilities (Stations, Elevators, Escalators)	↓
2.2.1	Percentage of Transit Trips with <2 Minute Bunching on Rapid Network	↓
2.2.1	Percentage of Transit Trips with >5 Minute Gaps on Rapid Network	↑

Performance

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

Strategic Plan Metric	Metric Description	Audit Period Trend
2.2.2	Percentage of On-Time Performance for Non-Rapid Network Routes	↑
2.2.3	Percentage of Scheduled Service Delivered (Trips)	↑
2.2.4	Percentage of On-Time Departures from Terminals	↑
2.2.6	On-Time Performance	↑
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	↑
2.2.8	Mean Distance Between Failure: Bus	↑
2.2.8	Mean Distance Between Failure: Historic Streetcar	↓
2.2.8	Mean Distance Between Failure: Cable Car	↓
2.2.8	Mean Distance Between Failure: LRV	↑

Performance

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

Strategic Plan Metric	Metric Description	Audit Period Trend
2.2.9	Percentage of Scheduled Service Hours Delivered	↑
2.2.11	Ridership (Bus, Average Weekday)	↑
2.2.11	Ridership (Metro Faregate Entries, Average Weekday)	↔
2.2.12	Percentage of Days Elevators are in Full Operation	↑
2.2.13	Percentage of Days Escalators are in Full Operation	↓

Performance

Goal 3 Metrics:

Improve the environment and quality of life in San Francisco

Strategic Plan Metric	Metric Description	Audit Period Trend
3.2.1	Estimated Economic Impact of Muni Service Delays	↑
3.4.1	Average Annual Transit Cost per Revenue Hour	↓
3.4.2	Passengers per Revenue Hour for Buses	↓
3.4.3	Cost per Unlinked Trip	↓
3.4.5	Farebox Recovery Ratio	↓

Performance

Goal 4 Metrics: Create a workplace that delivers outstanding service

Strategic Plan Metric	Metric Description	Audit Period Trend
4.2.1	Employee Satisfaction	↔
4.3.3	Unscheduled Absence Rate by Transit Operators	↓

Performance Summary

While goals were reached for some measures, none were met for key performance indicators.

In FY 2015 and FY 2016, Muni made improvements in important areas of:

- Reliability
- Customer service
- Technology upgrades

Recommendations Summary

1. Simplify performance data sharing, processing, and analysis
 - Continue improvements to the Operations Central Control data management system

2. As data analysis improves, updates to methodologies should be expected
 - Changes that happen mid-cycle should be clear
 - Aim for clarity with methodology

3. Formalize standard operating procedures as new technologies such as the new safety management software Intelex comes online
 - Example: The roll of Intelex is expanding. Only operator incidents were previously recorded. All security incidents involving all SFMTA personnel can now be captured.