Municipal Transportation Quality Review
Fiscal Years 2016-17 & 2017-18

January 7, 2020

San Francisco, California

Introduction

- This is the 9th biennial Transportation Quality Review since they were mandated by the City Charter in 1999

- This presentation covers Fiscal Years (FY) 2016-17 and 2017-18

  - The review is finalized after audited financials are received

- This audit cycle coincides with the last year of the SFMTA's prior strategic plan (FY2012-13 to 2017-18)

NELSON NYGAARD

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 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 lay person
  - 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 16-17	FY 17-18
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)	n/a	3.5	n/a
1.1.2	Customer Rating: Security of Transit Riding Experience (while waiting at stop or station)	n/a	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	n/a	3.9	n/a

NELSON
NYGAARD

SFMTA

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 16-17	FY 17-18
2.1.1	Customer Rating: Overall Customer Satisfaction with Transit Services	n/a	3.2	n/a
2.1.5	Customer Rating: Communications to Passengers	n/a	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	n/a	3.0	n/a
2.1.9	Customer Rating: Cleanliness of Muni Facilities (Stations, Elevators, Escalators)	n/a	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%

NELSON NYGAARD

SFMTA

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 16-17	FY 17-18
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	n/a	**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%

NELSON NYGAARD

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 16-17	FY 17-18
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 16-17	FY 17-18
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%

NELSON NYGAARD

Performance

Goal 4 Metrics: Create a workplace that delivers outstanding service

Strategic Plan Metric	Metric Description	Audit Period Trend	FY 16-17	FY 17-18
4.2.1	Employee Satisfaction	X	3.4	3.3
4.3.3	Unscheduled Absence Rate by Transit Operators	X	8.1%	9.1%

SFMTA

NELSON NYGAARD

Audit Summary

- We have verified the accurate collection of data and reporting
  - Between FY 2016-17 and FY 2017-18, 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

NELSON NYGAARD

Recommendations

1. Mid-cycle methodology changes should aim for clarity in reported historical trends

2. Formalize standard operating procedures as new technologies come online
   - Adopt data governance policies.

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