



SFMTA
Municipal
Transportation
Agency

Municipal Transportation Quality Review

SFMTA Response

June 2015

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
Ensure all new Agency recordkeeping and data management software use inter-compatible formats	Concur. Staff evaluates each proposed system to maximize opportunities for aggregating data and producing meaningful analysis.
Consider improvements to the Operations Central Control data management system	Concur. Staff anticipates improved reporting and analysis of Central Control data after completion of radio replacement project.
Expand public documentation of Strategic Plan Metrics Report metrics	Concur. Expansion of metric content and documentation on sfmta.com is forthcoming.
To extent possible, consider reporting additional historic data in the monthly Metrics reports	Concur. Staff will incorporate additional historical data whenever feasible.
Continue to ensure the accuracy and internal consistency of publicly reported data	Concur. Staff will maintain and expand data quality control efforts.

Specific Recommendations

Recommendation	Response
<p>1.1.1 SFPD-Reported Muni-related Crimes/100,000 Miles</p> <ul style="list-style-type: none">• Continue coordination with Security, Investigations & Enforcement team to ensure compatibility b/w Transtat and any new SIE data management software• SIE staff suggest that tying target to ridership may be more meaningful	<p>Partially concur. Normalization to mileage will be maintained for monthly reporting. Staff will supplement reporting with normalization to ridership on an annual basis.</p>
<p>1.3.1 Muni Collisions/100,000 Miles & 1.3.3 Muni Falls on Board/100,000 Miles</p> <ul style="list-style-type: none">• Explore opportunities to streamline tracking and reporting in TransitSafe replacement software	<p>Concur. Staff anticipates improvements with the new system.</p>
<p>2.1.1 Customer Rating: Overall Satisfaction</p> <ul style="list-style-type: none">• Work with Communications team to re-evaluate approach to customer surveys	<p>Concur. Staff is undertaking efforts to expand survey coverage.</p>

Specific Recommendations (cont.)

Recommendation	Response
<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">• Redefine metric to focus on ‘frequent’ services (i.e., 10 min or less); provide full definition of metric on monthly reports	<p>Concur. Staff will maintain focus on Rapid Network for consistency, while future enhanced metric content on sfmta.com can allow for frequency-based reporting.</p>
<p>2.2.2 Percentage of On-Time Performance for Non-Rapid Network Routes</p> <ul style="list-style-type: none">• Redefine metric to focus on ‘infrequent’ services (i.e., more than 10 min)	<p>Concur. Staff will maintain focus on Non-Rapid Network for consistency, while future enhanced metric content on sfmta.com can allow for frequency-based reporting.</p>
<p>2.2.4 Percentage of On-Time Departures from Terminals</p> <ul style="list-style-type: none">• Consider a tighter internal definition of “on time”	<p>Concur. Internal reporting always evaluate on-time departures in an in-depth manner.</p>

Specific Recommendations (cont.)

Recommendation	Response
<p>2.2.7 Percentage of Trips Over Capacity During AM/PM Peak at Max Load Points</p> <ul style="list-style-type: none">• Consider differentiating between route types (i.e., ‘frequent’ services vs. Community Circulators)• Consider separate metric evaluating routes traveling in/out of downtown only	<p>Partially concur. Staff will supplement reporting with metric for routes traveling in/out of downtown only.</p>
<p>2.2.8 Mean Distance Between Failure</p> <ul style="list-style-type: none">• Cable Car: Formalize “chargeable” definitions• Rubber Tire: Ensure that maintenance’s Enterprise Asset Management (EAM) system will work with Transtat, and enable access to individual, transaction-level incident detail• Light Rail/Streetcar: Enable access to individual, transaction-level incident detail	<p>Concur. These detailed improvements are goals for the forthcoming EAM system.</p>
<p>2.2.11 Ridership (Average Weekday Rubber Tire, Faregate Entries)</p> <ul style="list-style-type: none">• Consider reporting annual ridership data by mode	<p>Concur. Staff will report annual data to coincide with National Transit Database submissions.</p>

Specific Recommendations (cont.)

Recommendation	Response
<p>3.2.1 Estimated economic impact of Muni service delays</p> <ul style="list-style-type: none">• Update underlying wage data and include full methodology in public reporting	<p>Concur. Additionally, staff is estimating positive economic benefits of Muni service and is evaluating a supplementary congestion-based metric.</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. Staff is in process of reviewing absence coding system and developing additional Agencywide metric.</p>

Delivering Results – Moving Muni Forward

Improvements Since the Audit Period

We've Increased Service!

First of three planned service increases delivered in April

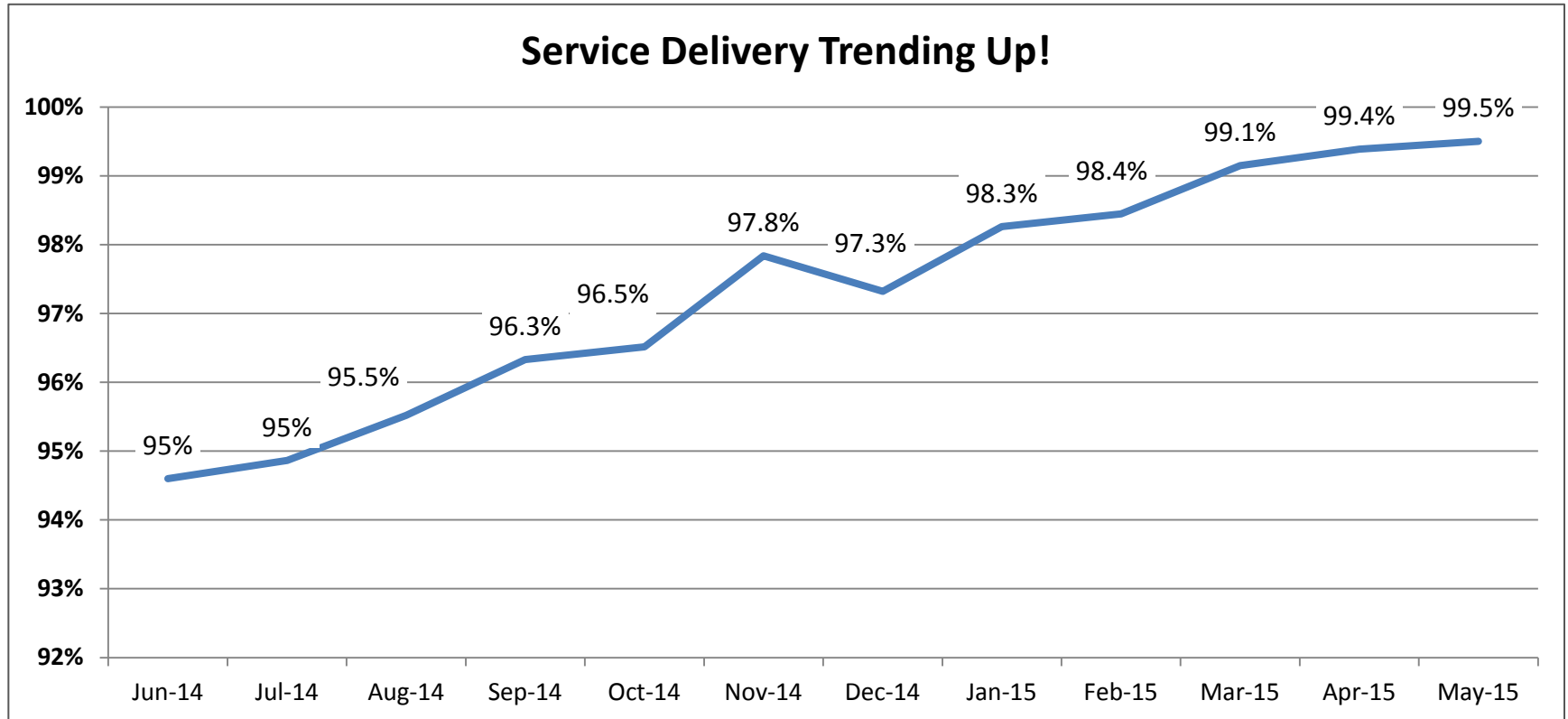
- Most significant improvements in decades
- Benefited over 165,000 daily riders
- Addressed crowding & frequency on Muni's most heavily used routes

SERVICE IMPROVEMENT	ROUTE
INCREASE IN AM FREQUENCY	5R, 8AX, 8BX, 14R, 14X, 38R, 41 Plus a few extra trips on 10, 28
INCREASE IN PM FREQUENCY	5R, 8AX, 8BX, 14R, 14X, 38R, 41
INCREASE IN MIDDAY FREQUENCY	5R, 8, 14R, 29
LONGER AM HOURS	1AX, 1BX, 8AX, 8BX, 14X, 30X, 31AX, 31BX
FLEET CHANGE	14X (40' buses)
WEEKEND CHANGES	38R: Now on Sundays! Longer hours for 14R Sat/Sun

Sustained Policymaker and Voter Support for Transit Leading to Service Improvements

- Providing scheduled service at record levels
- Renewing fleet to achieve record reliability
- Advancing key infrastructure upgrades
- Leveraging organizational design to improve transit service

Service Delivery at Record High

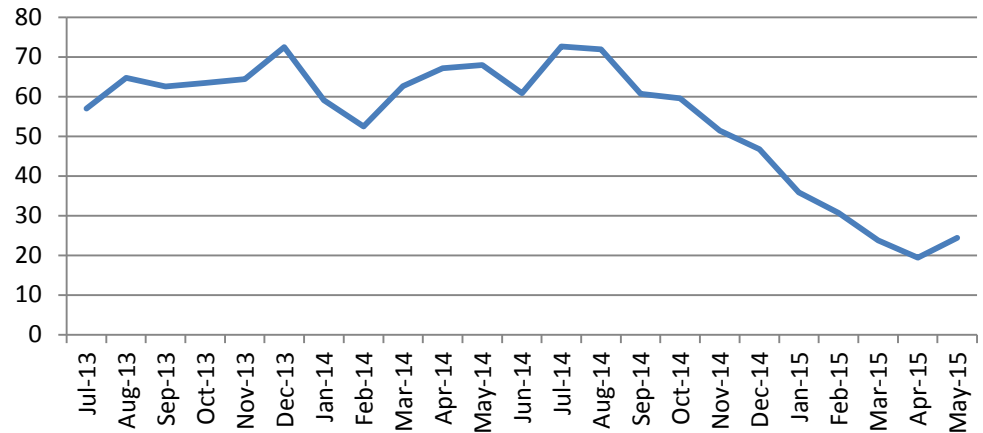


- Major training investments paying off in bus and rail
- Exceeded Prop E goal of 98.5% for last three months

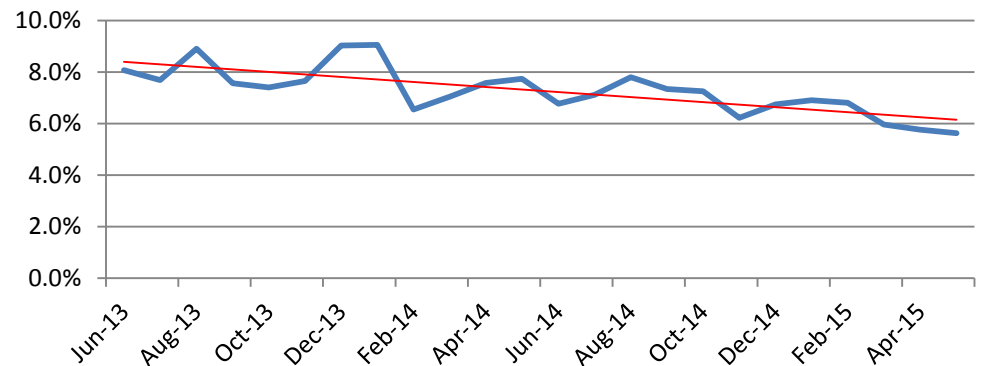
Service Delivery Also More Efficient

- Reliance on overtime significantly reduced
- Fewer Operators out sick each day

Average Daily Operators Working an Overtime Shift by Month



Average Monthly Operator Sick Leave - Two Year Trend

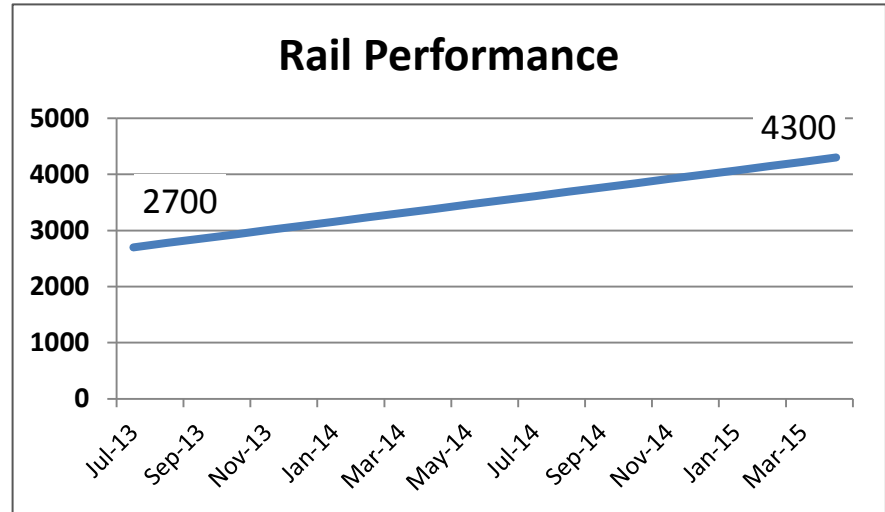
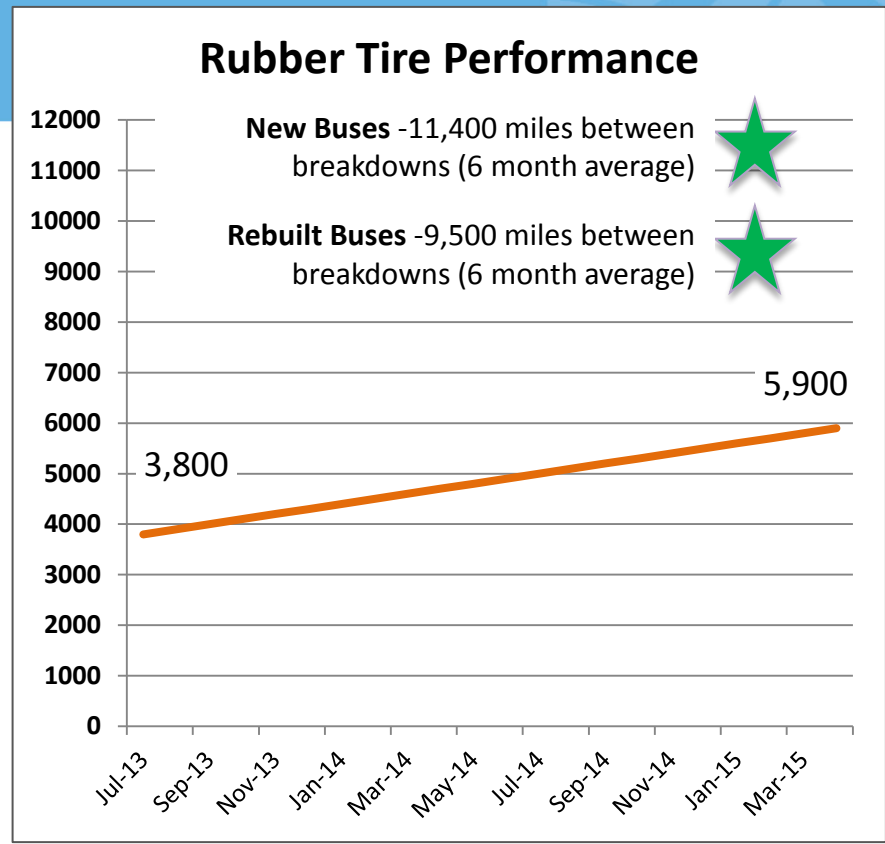


Fleet Investment Yielding Results

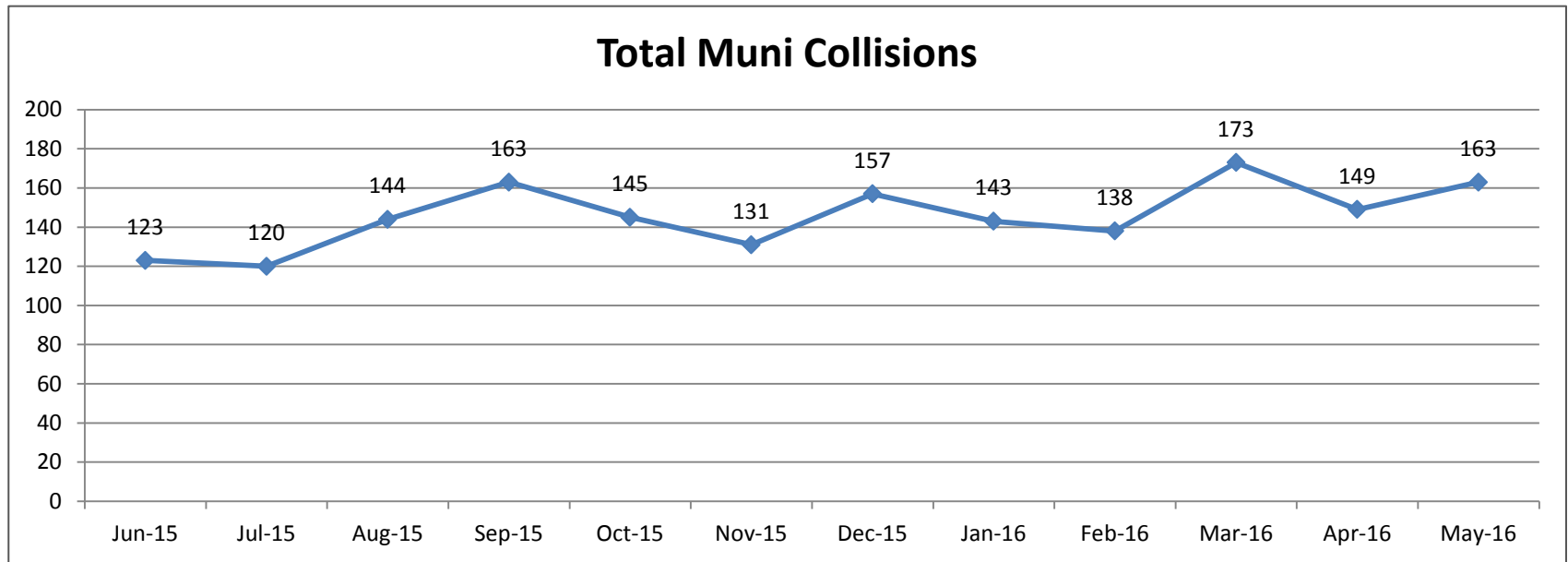


Reducing Breakdowns

- The Board’s continued support on vehicle investment is paying off
- Programs
 - Fleet replacement
 - Major rehabilitation
 - Focused internal campaigns based on failure analyses (e.g., repeater doors)
- New 60 ft motor coaches arrive this summer
- New 60 ft trolley coaches arrive this fall
- 1st LRV due in late 2016



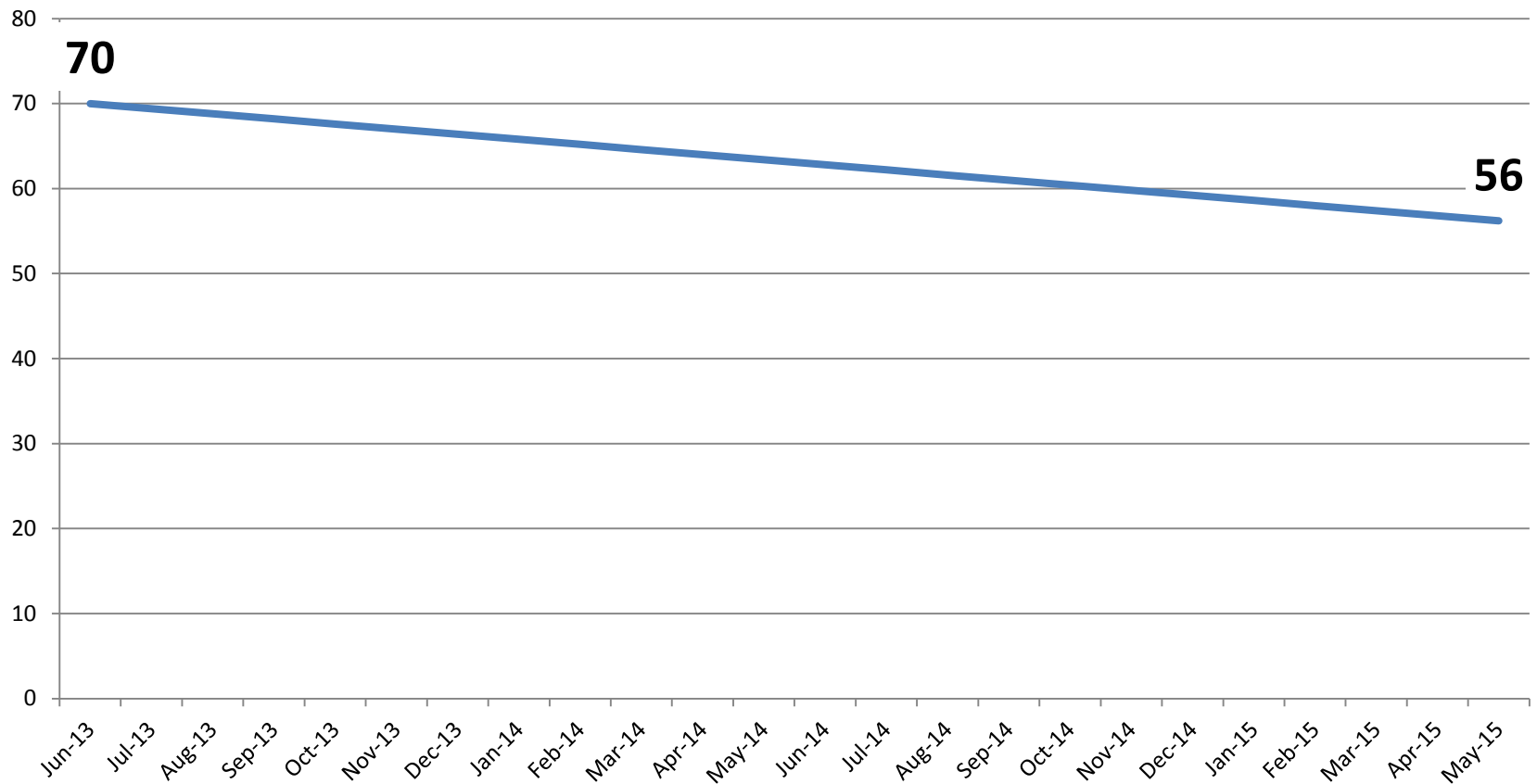
Focus on Safety and Collision Reduction



- Collisions are trending upward, but leveling out trend projected for June
- Agency and labor partnering to reduce collisions
- Programs:
 - Monthly safety campaigns
 - Focused retraining
 - Distracted driving campaign and focus on one-on-one operator outreach
 - “Back to Basics” rail training completed for ALL light rail operators

Vehicle Failure Incidents Trending Down

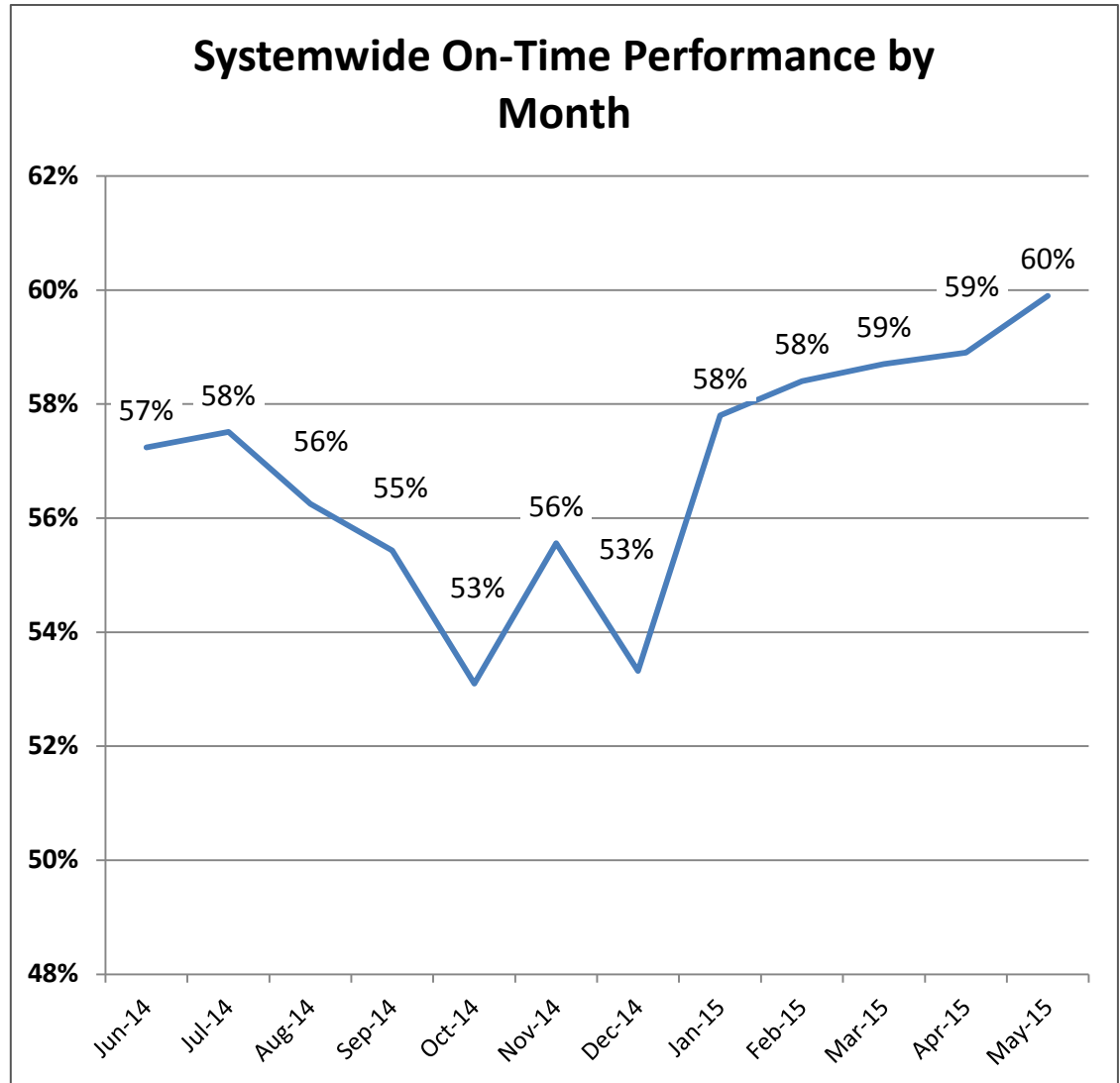
Average Daily In Service Breakdowns by Month



On Time Performance is Up

Actions:

- Fill all scheduled service
- Reassessment of schedules
- Hiring front line service managers
- Continued focus on reducing breakdowns
- Rapid Network management in TMC



Rapid Network Delivering Results

Prioritizing frequency and reliability on Muni's busiest routes

- All Rapid routes slated for capital improvements and increased service
- Nearly 70% of daily ridership is on the Rapid Network

Focusing on Rapid Network management in TMC

- TMC producing daily reports on Rapid Network performance
- OTP on Rapid bus lines as high as 75% depending on time of day

Infrastructure Upgrades Complement Service Management

Improving safety, travel time, reliability

- Transit signal priority and transit-only lanes
- Vision Zero
- Signal upgrades at 4th/King
- Rail Profiling
- ATCS Upgrades

Future Progress Anticipated

Preparing comprehensive service improvements: two more increases planned over the next year!

- Improvements aim to reduce crowding, improve frequency, and provide new/streamlined connections
- Schedule adjustments to improve on-time performance
- New E Line route starts weekends late July

Upgrading cleaning standards to enhance customer comfort

Reconfiguring 15 more LRVs as an interim measure to reduce crowding

Launching rail vehicle troubleshooting program this summer

Introducing elevator overhaul initiative