

# San Francisco Transit Effectiveness Project

## SFMTA Board Update



08

| 14

| 2007

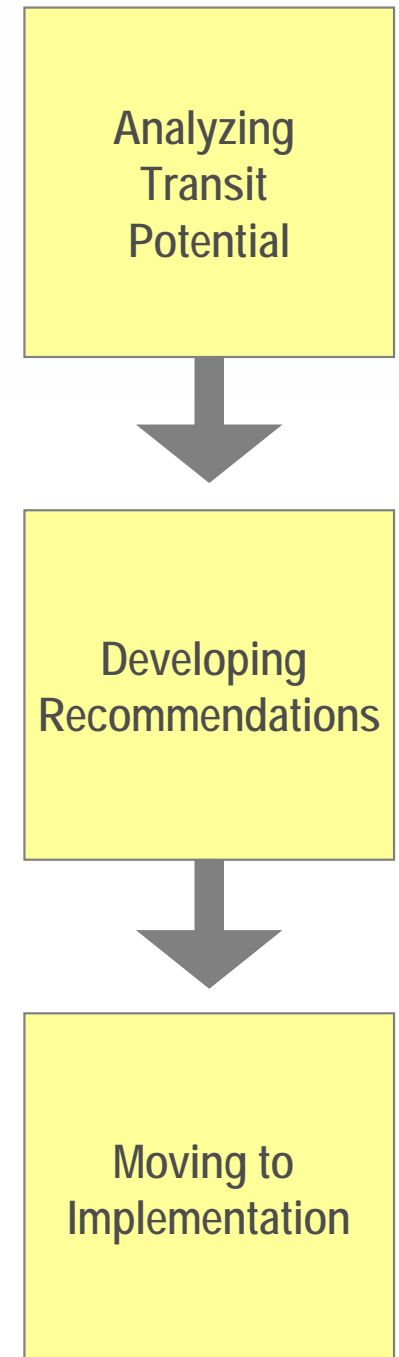
| SAN FRANCISCO, CALIFORNIA

# Project Rationale

- **First comprehensive evaluation of Muni system in 25 years**
- **Partnership between SFMTA and SF Controller's Office**
- **Key issues to address:**
  - Land use changes
  - Changing commute & other travel patterns
  - Increasing operating costs
  - Performance trends (on-time performance, ridership)
- **Stakeholder feedback critical to success!**

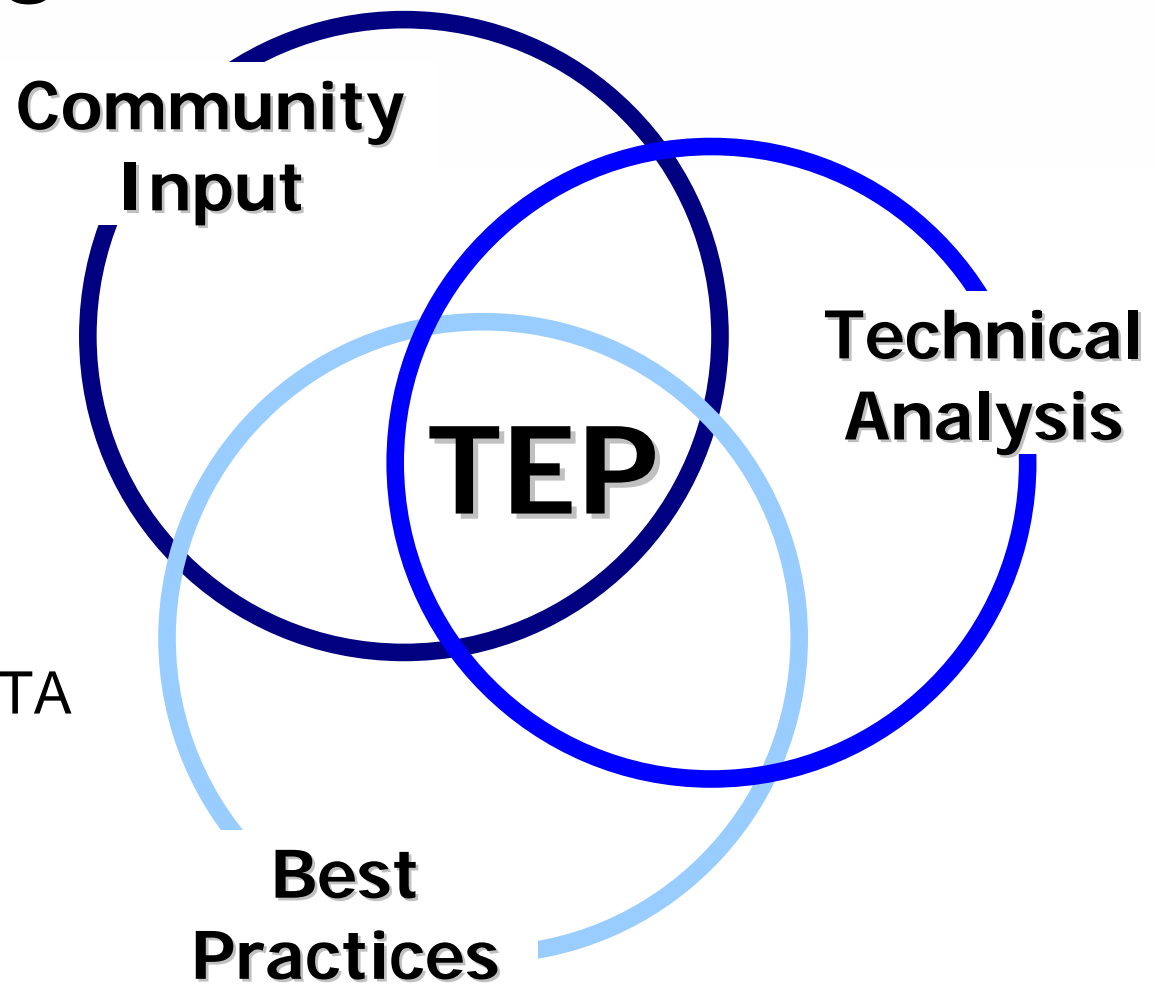
# TEP Objectives

- Improve overall performance and promote long-term financial stability
- Provide faster, more convenient travel that reflects current travel patterns
- Develop more cost-effective operating practices
- Develop action plan that clearly articulates goals, strategies & resources, and provides a 5- to 7-year agency road map



# Foundation for Comprehensive Planning Process

- Develop strong policy framework
- Craft recommendations through technical analysis, community input, & best practices from other cities
- Build consensus with all stakeholders including SFMTA employees, policymakers, transit riders, advocates, & general public



# TEP – Public Outreach Efforts

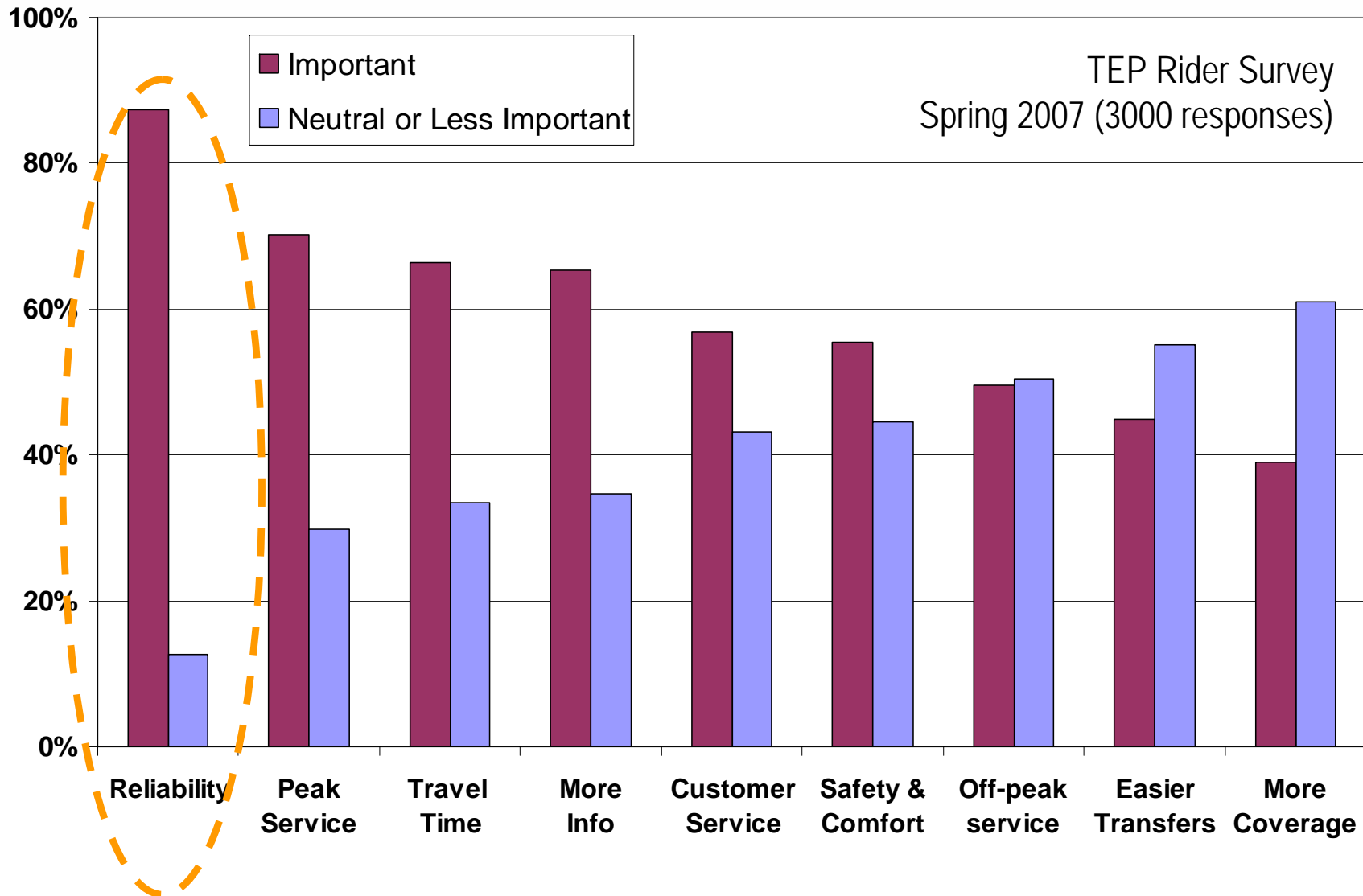
- Continued community briefings
- Received 3,000 surveys from Muni riders
- Conducted survey for seniors & people with disabilities
- Added new committee members
  - Mayor's Office on Disability (PAG)
  - Parents for Public Schools (CAC)
- Launched SFMTA employee outreach including operator interviews, ridealongs, & staff presentations



*Chinatown seniors identify issues & solutions*

# Market Research

## How important is it to improve...



# TEP – Progress on Major Tasks

- **Market Research**
  - Completed land use/travel pattern analysis & consumer research
  - Assessing transit competitiveness throughout San Francisco
- **Service Evaluation**
  - Wrapped up data collection on bus & rail
  - Generating maps/reports for analyses
  - Conducting fieldwork to corroborate data
- **Operations Review**
  - Completed analysis, including peer comparisons & staff interviews
  - Presenting key needs & recommendations
- **O&M Cost Model**
  - Finalized model to evaluate current service & future recommendations
  - Applying model for FTA Central Subway submission

# Operations Review

**Key Objective:** Improve service reliability

Service Scheduling  
& Service Planning

Division Management  
Operations & Fleet

Field Service  
Management  
Daily Service Delivery

- Interviewed staff (e.g., superintendents, schedulers, dispatchers, on-street & central supervisors, maintenance)
- Reviewed SFMTA operational data & documentation
- Reviewed peer system practices & performance

# Operations Review

## Key Findings

- Low management staffing ratios compared to peers
  - E.g., division management, schedulers, street supervisors
- Operator shortages and vehicle reliability problems challenging
- Information and communications systems outdated and/or have significant performance shortcomings
  - E.g., Central Control, automatic train control & transit radio
- Storage/maintenance facilities overcapacity
- Initial progress made in critical areas (e.g., operator attendance, vehicle availability)

# Service Scheduling

## Peer Comparison: Schedulers per Division

**Based on  
April 07  
SFMTA  
staffing  
levels**

Peer Agency	Schedule Development		
	Number of Divisions	Number of Schedulers <sup>1</sup>	Schedulers per Division
Boston - MBTA	12	10	0.8
Chicago - CTA	14	12	0.9
Los Angeles County MTA	15	26	1.7
New York City Transit MTA <sup>2</sup>	20	30	1.5
Oakland - AC Transit	4	6	1.5
Philadelphia - SEPTA	8	12	1.5
Seattle - King County MTD	4	8	2.0
Washington D.C. - WMATA	15	18	1.2
Toronto - TTC	9	15	1.7
Vancouver - CMBC	11	12	1.1

<b>SFMTA<sup>3</sup></b>	<b>8</b>	<b>4</b>	<b>0.5</b>
<b>Peer Average</b>	<b>11</b>	<b>15</b>	<b>1.4</b>

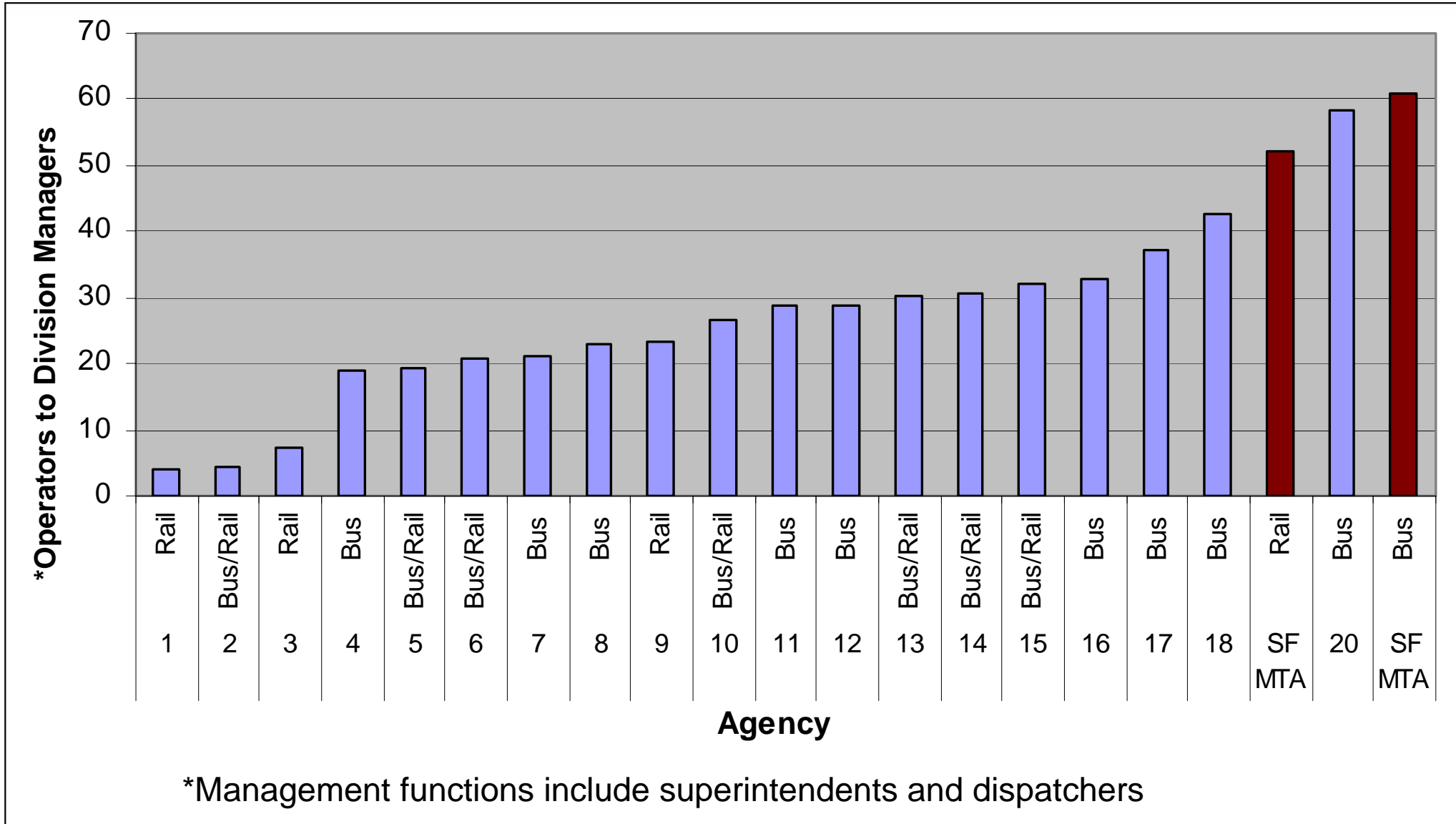
<sup>1</sup> Includes SFMTA Data Analyst

<sup>2</sup> New York City Transit MTA reported statistics for bus only

<sup>3</sup> Assumes 3 rail division - cable car, plus Geneva and Green functioning as separate operating divisions; 6th and King also adds complexity.

# Division Management

## Peer Comparison: Operators per Division Managers



# Division Management

## Operator Availability

- Operator vacancies exceed 150 people
- Higher rate of absence than non-California peers
- Effective programs in place to reduce absenteeism
  - Collectively managing attendance, complaints & safety
  - Short-term absenteeism (7 to 30 days) decreased 11% from Jan to June 2007
- Overtime and retired operators helping to bridge near-term staffing needs



Mode	Miles Between Roadcalls			
	Sub Fleet	2007	2006	Prop E Standard
<b>Trolley Coach:</b>				
<i>348 Vehicles</i>				
333 (1999-2000)	Standard	1,437	1,153	1,250
15 (1976)	Articulated	893	898	700
<b>Motor Coach:</b>	Standard	2,841	2,273	3,000
<i>511 Vehicles</i>	Articulated	2,434	3,048	3,000
<b>Rail:</b>				
<i>151 LRV</i>	LRV	3,892	1,765	3,500
151 (1997-2003)				
<i>33 Streetcars</i>	Streetcar	1,516	879	1,200
8 MILAN (1926)				
16 (1946-1948)				
4 New J. (1950)				
5 Historic (1900-1920)				
<i>40 Cable Cars</i>	Cable Car	5,974	5,364	5,500
Dating to 1887				

# Project Timeline\*

## Summer 2007

Finalize market research,  
service assessment &  
operations review

## Fall 2007

Present key findings;  
brainstorm solutions  
*(2nd public workshops)*

## Winter 2008

Vet policy framework &  
draft service concepts  
*(3rd public workshops)*

*\* Dates are tentative*

# How To Participate

- Visit TEP website: <http://www.sftep.com>
  - Sign up on the mailing list
  - Learn about upcoming community briefings and/or set up briefing for your group
- Attend public workshops, community briefings, monthly Citizen Advisory Committee meetings
- Record comments/questions on project voicemail
  - 415.701.4599 for English
  - 415.226.1313 for Spanish & Chinese
- Send us an e-mail: [info@sftep.com](mailto:info@sftep.com)