SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY BOARD OF DIRECTORS

POLICY AND GOVERNANCE COMMITTEE

CSA Update Muni Customer Service Review Project May 20, 2016



Muni Customer Service Review

The Controller's Office and Muni Customer Service are working on a collaborative effort to improve the Passenger Service Report (PSR) process. The SFMTA receives over 20,000 PSRs per year, and about half are employee-related.

<u>Why</u>

- We need to make the PSR process better
- Our customers are our eyes and ears, and their feedback helps us create a better transit system
- PSRs require <u>substantial effort</u> from SFMTA employees and are difficult to take action on and <u>use as a management tool</u>





Muni Customer Service Review

Muni Customer Service Goal

 Make PSRs more actionable and <u>easier to use and process</u>

Our Approach & Progress

- Interviews
- Data analysis
- Workday observations
- Working sessions
- Business Process Mapping





Controller's Office

Observations & Process Mapping



Presidio Div. - Process for a day of B.R.'s 5/3/16









City and County of San Francisco

Overall Business Process Map



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Report Overview and Timeline

Key Tasks	March	April	Мау	June	July
Chapter 1: Profile of Incoming PSRs					
Chapter 2: 311 Sub Process					
Chapter 3: MCR Triage Process					
Chapter 4: Where PSRs Go					
Division Meetings (4 total)					
Other Departments Meetings (6 total)			_		
Chapter 5: Performance Metrics					
Chapter 6: Customer Interaction					
Customer Survey					
Draft Final Report					
Peer Survey					



Contact Info

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