Municipal Transportation Quality Review

SFMTA Response

June 2015

San Francisco, California

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
1.1.1 SFPD-Reported Muni-related Crimes/ 100,000 Miles • 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	Partially concur. Normalization to mileage will be maintained for monthly reporting. Staff will supplement reporting with normalization to ridership on an annual basis.
1.3.1 Muni Collisions/100,000 Miles & 1.3.3 Muni Falls on Board/100,000 Miles • Explore opportunities to streamline tracking and reporting in TransitSafe replacement software	Concur. Staff anticipates improvements with the new system.
2.1.1 Customer Rating: Overall Satisfaction • Work with Communications team to re-evaluate approach to customer surveys	Concur. Staff is undertaking efforts to expand survey coverage.

Specific Recommendations (cont.)

Recommendation	Response
2.2.1 Percentage of Transit Trips with <2 Min Bunching or +5 Min Gaps on Rapid Network • Redefine metric to focus on 'frequent' services (i.e., 10 min or less); provide full definition of metric on monthly reports	Concur. Staff will maintain focus on Rapid Network for consistency, while future enhanced metric content on sfmta.com can allow for frequency-based reporting.
2.2.2 Percentage of On-Time Performance for Non-Rapid Network Routes • Redefine metric to focus on 'infrequent' services (i.e., more than 10 min)	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.
2.2.4 Percentage of On-Time Departures from Terminals • Consider a tighter internal definition of "on time"	Concur. Internal reporting always evaluate on-time departures in an in-depth manner.

Specific Recommendations (cont.)

Recommendation	Response
2.2.7 Percentage of Trips Over Capacity During AM/ PM Peak at Max Load Points • Consider differentiating between route types (i.e., 'frequent' services vs. Community Circulators) • Consider separate metric evaluating routes traveling in/out of downtown only	Partially concur. Staff will supplement reporting with metric for routes traveling in/out of downtown only.
2.2.8 Mean Distance Between Failure • 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	Concur. These detailed improvements are goals for the forthcoming EAM system.
2.2.11 Ridership (Average Weekday Rubber Tire, Faregate Entries) • Consider reporting annual ridership data by mode	Concur. Staff will report annual data to coincide with National Transit Database submissions.

Specific Recommendations (cont.)

Recommendation	Response
3.2.1 Estimated economic impact of Muni service delays • Update underlying wage data and include full methodology in public reporting	Concur. Additionally, staff is estimating positive economic benefits of Muni service and is evaluating a supplementary congestion-based metric.
4.3.3 Unscheduled absence rate by employee group (Transit operators) • Review/simplify Trapeze coding system for increased clarity about "absences" • Institute additional metric(s) to track attendance Agencywide	Concur. Staff is in process of reviewing absence coding system and developing additional Agencywide metric.