



**SFMTA**  
Municipal  
Transportation  
Agency

# Municipal Transportation Quality Review

FISCAL YEARS 2013 & 2014

June 2015

San Francisco, California

# Introduction

- This is the 7<sup>th</sup> biennial Transportation Quality Review since they were mandated by Prop E in 1999
- This presentation covers two rounds: FY 2011-2012 and FY 2013-2014
- The review does not include the recent improvements in Muni performance during FY 2015, including:
  - Increased operator availability and level of service delivery
  - Upward trend in on-time performance
  - Increased vehicle reliability for Rubber Tire, LRV and Cable Car fleets

# What is the Quality Review?

- Audit of Muni data collection and reporting methods
- Analysis of performance
- Recommendations to improve both

# Summary Findings – FY 2011-2012

- No major problems with data collection and reporting
- Overall performance declined in FY11-12 due to vehicle constraints and increased ridership
- Improvements observed in service delivery and vehicle reliability
- Audit period covered the SFMTA's transition to a new way of processing and reporting data, so no major changes were recommended

# Summary Findings – FY 2013-2014

- No major problems with data collection and reporting
- Overall performance remained stable, with improvements in customer security, employee safety, and vehicle reliability
- No major changes to performance reporting recommended – focus on minor fixes and ongoing Agency coordination

# Changes Since Last Quality Review

- Adoption of FY 2013-2018 Strategic Plan: SFMTA leadership commitment to timely and transparent performance reporting
- New “Performance Team” oversees Transtat, a business intelligence tool used for data visualization and reporting
- New set of cohesive performance metrics, based on Strategic Plan goals/objectives and past Quality Review recommendations
- Monthly Strategic Plan Metrics Reports offer meaningful data in an easily-understandable format

# Performance Reporting

- Only minor issues:
  - May and June 2014 data for metric 2.2.7, percentage of trips over capacity during AM peak, were misreported due to an internal error – the correction was not accompanied by a note explaining the change.
  - Data for metric 4.3.3, unscheduled absence rate of transit operators, may both under- and over-count “unscheduled” absences due to limitations in the source data

# Performance

- On-time performance fell short of 85% Charter goal – audit period high was 61.4% in April 2013
- Service delivery (% of Scheduled Service Delivered) remained shy of 98.5% Prop E target on average, but occasionally exceeded the target month-to-month
- Bunching/gapping relatively constant: around 5.6% (% of trips w/ <2 min bunching) and 18% (% of trips w/ +5 min gaps)
- Ridership increased gradually, while the percentage of trips over capacity during the AM and PM peak hours decreased slightly

# Performance

- Security: SFPD-Reported Muni-Related Crimes/ 100,000 Miles dropped 40% in November 2013 due to “surge” program
- Safety: workplace injuries declined, but collisions with and falls on board Muni vehicles gradually increased
- Reliability: Mean Distance Between Failure for buses increased steadily due to new fleet and improved preventative maintenance; MDBF for rail dropped slightly

# General Recommendations

- Ensure all new Agency recordkeeping and data management software use inter-compatible formats
- Consider improvements to the Operations Central Control data management system
- Expand public documentation of Strategic Plan Metrics Report metrics
- To extent possible, consider reporting additional historic data in the monthly Metrics reports
- Continue to ensure the accuracy and internal consistency of publicly reported data

# Specific Recommendations

## **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
- Revisit the performance target for this metric and modify as necessary
  - SIE staff suggest that tying target to ridership may be more meaningful

## **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

# Recommendations

## **2.1.1 Customer Rating: Overall Satisfaction**

- Work with Communications team to re-evaluate approach to customer surveys
  - Current approach has several limitations: “survey fatigue,” not yet geographically representative.

## **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 mins or less); provide full definition of metric on monthly reports

## **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 mins)

# Recommendations

## **2.2.4 Percentage of On-Time Departures from Terminals**

- Consider a tighter internal definition of “on time”

## **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

# Recommendations

## **2.2.8 Mean Distance Between Failure**

- Cable Car: Formalize “chargeable” definitions
- Rubber Tire: Ensure that maintenance’s Enterprise Asset Management 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

## **2.2.11 Ridership (Average Weekday Rubber Tire, Faregate Entries)**

- Consider reporting annual ridership data by mode

# Recommendations

## **3.2.1 Estimated economic impact of Muni service delays**

- Update underlying wage data and include full methodology in public reporting

## **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

# Summary

- Performance
  - Relatively stable, with improvements in key areas (customer security, employee safety, and vehicle reliability)
- Recommendations
  - Minor tweaks and suggestions for continued usefulness, efficacy, and transparency of performance reporting
  - Ensure SFMTA keeps up the good work!