

THIS PRINT COVERS CALENDAR ITEM NO. : 11

**SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY**

DIVISION: Finance and Information Technology

BRIEF DESCRIPTION:

Presentation of the FY11 Q3/Q4 Year-End Service Standards Scorecard

SUMMARY:

- Schedule adherence (A1) decreased slightly on a fiscal year-over-year basis, dipping from 73.5 percent in FY10 to 73.0 percent in FY11.
- Scheduled service hours delivered (A1) increased from 96.6 percent in FY10 to 97.0 percent in FY11.
- Late pull outs (A2) decreased from 0.8 percent in FY10 to 0.7 percent in FY11.
- Mean distance between failure (A5) for the rubber tire fleet improved from 2,467 miles in FY10 to 2,900 miles in FY11. Mean distance between failure for rail dropped from 2,206 miles in FY10 to 1,946 miles in FY11.
- Customer complaints received (C2) dropped from 27,123 in FY10 to 20,925 in FY11.
- Systemwide collisions per 100,000 miles (C3) dropped from 5.73 in FY10 to 5.67 in FY11.

ENCLOSURES:

1. FY11 Q3/Q4 Year-End Service Standards Scorecard

APPROVALS:

DATE

DIRECTOR OF DIVISION

PREPARING ITEM _____

FINANCE _____

DIRECTOR _____

SECRETARY _____

ASSIGNED SFMTAB CALENDAR DATE: _____

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PURPOSE

In accordance with Charter Section 8A.103, the San Francisco Municipal Transportation Agency (SFMTA) tracks, monitors and reports on over 35 service standards for system reliability and performance, staffing performance and customer service on a quarterly basis.

Results are presented in the *Service Standards Scorecard*, which highlights results in both graphical and data formats.

GOAL

The Service Standards Program supports a number of the Agency's strategic goals, including:

GOAL 2: System Performance - To provide safe, accessible, clean, environmentally sustainable service and encourage the use of auto-alternative modes through the Transit First policy.

Objective 2.1 Improve transit reliability to meet 85% on-time performance standard.

GOAL 4: Financial Capacity - To ensure financial stability and effective resource utilization.

Objective 4.1 Ensure efficient and effective use of resources.

GOAL 5: SFMTA Workforce - To provide a flexible, supportive work environment and develop a workforce that takes pride and ownership of the Agency's mission and vision and leads the agency into an evolving, technology-driven future.

Objective 5.1 Increase resources available for employees in performing their jobs.

Objective 5.3 Improve internal communication and employee satisfaction.

GOAL 6: Information Technology - To improve service and efficiency, the SFMTA must leverage technology.

Objective 6.1 Identify, develop, and deliver the new and enhanced systems and technologies required to support SFMTA's 2012 goals.

DESCRIPTION

Key results for FY11 (July 2010-June 2011) are as follows:

Schedule adherence (A1) decreased during the fiscal year, dropping from 73.5 percent in FY10 to 73.0 percent in FY11. The 8BX Bayshore 'B' Express, 14L Mission Limited, 14X Mission Express, 56 Rutland and 88 BART Shuttle all exceeded the Charter-mandated goal of 85 percent. Nine of the 37 lines and routes evaluated achieved on-time performance of 80 percent or greater.

Scheduled service hours delivered (A2) increased from 96.6 percent in FY10 to 97.0 percent in FY11. Presidio Division led all reporting units at 99.0 percent service delivery while the Green Division delivered 93.1 percent. The Charter-mandated goal is 98.5 percent.

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Late pull-outs (A2) also improved on a year -ver-year basis. The percentage of vehicles leaving yards behind schedule dropped from 0.8 percent in FY10 to 0.7 percent in FY11. The Charter-mandated goal is 1.5 percent.

Mean distance between failure (A5) for the bus fleet improved from 2,467 miles in FY10 to 2,900 miles in FY11. The goal is 2,669 miles. In contrast, miles between road calls for rail dropped from 2,206 miles in FY10 to 1,946 miles in FY11. The goal is 3,456 miles.

Customer complaints received (C2) dropped from to 27,123 in FY10 to 20,925 in FY11. Three of the 53 complaint types comprised nearly 43 percent of all complaints received: Pass-Up/Did Not Wait for Transferee, Delay/No Show and Discourtesy to Customer. On a related note, percentage of operator conduct complaints resolved within 14 days held relatively steady, dipping from 80 percent in FY10 to 79 percent in FY11. The goal is 90 percent.

Last, systemwide collisions per 100,000 miles (C3) decreased from 5.73 in FY10 to 5.67 in FY11. The goal is 5.29. The collision rate dropped for both rail and bus; rail collisions per 100,000 miles dipped from 6.21 in FY10 to 6.15 in FY11 and bus collisions decreased from 4.05 in FY10 to 3.97 in FY11.

ALTERNATIVES CONSIDERED

Not applicable. Reporting on the achievement of Service Standards is required by Charter.

FUNDING IMPACT

Not applicable.

OTHER APPROVALS RECEIVED OR STILL REQUIRED

The Citizens' Advisory Council will receive the report at a forthcoming meeting.

RECOMMENDATION

Receive the report.