

File No. 130053

Committee Item No. 3

Board Item No. _____

COMMITTEE/BOARD OF SUPERVISORS

AGENDA PACKET CONTENTS LIST

Committee: Land Use and Economic Development Date April 28, 2014

Board of Supervisors Meeting Date _____

Cmte Board

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|-------------------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Motion |
| <input type="checkbox"/> | <input type="checkbox"/> | Resolution |
| <input type="checkbox"/> | <input type="checkbox"/> | Ordinance |
| <input type="checkbox"/> | <input type="checkbox"/> | Legislative Digest |
| <input type="checkbox"/> | <input type="checkbox"/> | Budget and Legislative Analyst Report |
| <input type="checkbox"/> | <input type="checkbox"/> | Youth Commission Report |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Introduction Form |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Department/Agency Cover Letter and/or Report |
| <input type="checkbox"/> | <input type="checkbox"/> | MOU |
| <input type="checkbox"/> | <input type="checkbox"/> | Grant Information Form |
| <input type="checkbox"/> | <input type="checkbox"/> | Grant Budget |
| <input type="checkbox"/> | <input type="checkbox"/> | Subcontract Budget |
| <input type="checkbox"/> | <input type="checkbox"/> | Contract/Agreement |
| <input type="checkbox"/> | <input type="checkbox"/> | Form 126 – Ethics Commission |
| <input type="checkbox"/> | <input type="checkbox"/> | Award Letter |
| <input type="checkbox"/> | <input type="checkbox"/> | Application |
| <input type="checkbox"/> | <input type="checkbox"/> | Public Correspondence |

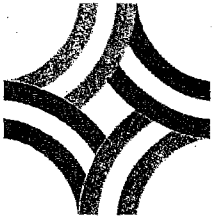
OTHER (Use back side if additional space is needed)

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Completed by: Andrea Ausberry Date April 24, 2014

Completed by: _____ Date _____

File No. 130053
5/28/13 Presented
in Committee



SFMTA

Municipal Transportation Agency

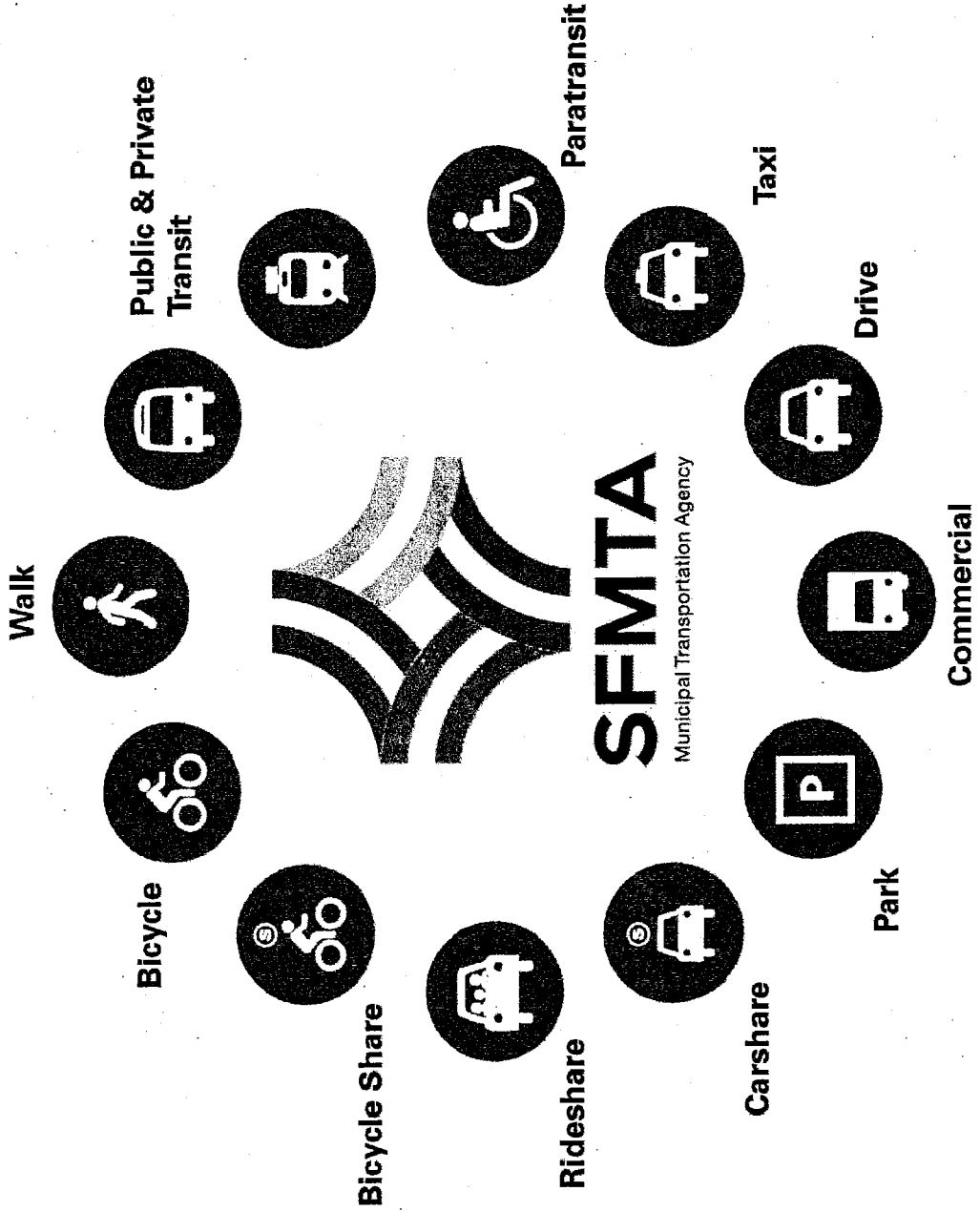
Multi-Performance and System Needs

San Francisco Board of Supervisors
Land Use and Economic Development
Committee

5 | 28 | 2013
SAN FRANCISCO, CALIFORNIA



Who We Are





How are we doing?

Performance Metric	FY 2013 To Date	April 2013	April 2012
On-Time Performance	58.7%	61.3%	60.5%
Gaps	19.1%	15.9%	20.5%
Percentage of Scheduled Service Delivered	96.6%	99.2%	95.1%
Bus Crowding (over 100% capacity)	7.7% (AM inbound) 7.7% (PM outbound)	7.0% (AM inbound) 7.6% (PM outbound)	5.9% (AM inbound) 8.2% (PM outbound)
Vehicle Availability (Percentage of Weekdays with Sufficient Vehicles to Deliver Scheduled Peak Service)	100.0% (Motor Coach) 64.0% (Trolley Coach) 33.1% (Train)	100.0% (Motor Coach) 50.0% (Trolley Coach) 9.1% (Train)	100.0% (Motor Coach) 66.7% (Trolley Coach) 9.5% (Train)
Mean Distance Between Failure (MDBF)	4,395 (Motor Coach) 1,961 (Trolley Coach) 3,796 (Train)	5,370 (Motor Coach) 2,121 (Trolley Coach) 3,656 (Train)	4,297 (Motor Coach) 1,643 (Trolley Coach) 3,765 (Train)
Average Daily Hold Count (Vehicles unavailable for revenue service)	181	189	195
Line delays (over 10 minutes)	216	200	242
Estimated Customer Delay Hours	N/A	151,263 (Maintenance-related) 20,932 (Other Operations-related)	N/A

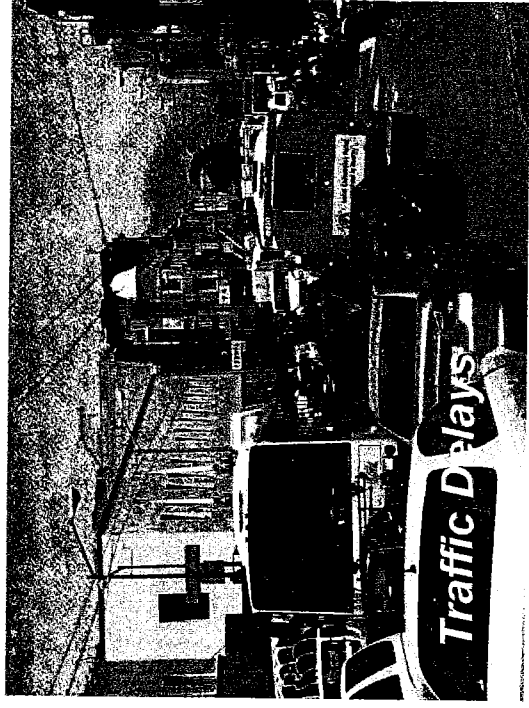
■ Better than last year

■ Worse than last year



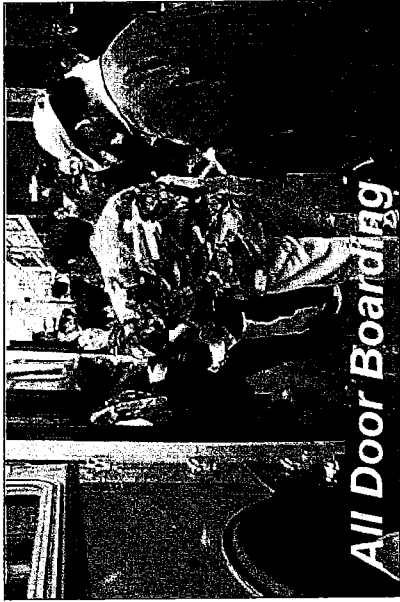
What affects Muni's Performance Today?

- Under-investment in the system
 - Aging fleet and infrastructure
 - Outdated technology
- Insufficient operator, maintenance, and supervision staffing
 - Not filling scheduled service
 - Crowded vehicles
 - Longer customer waits
- Operating in mixed flow traffic
 - Delays, service gaps, slow speeds





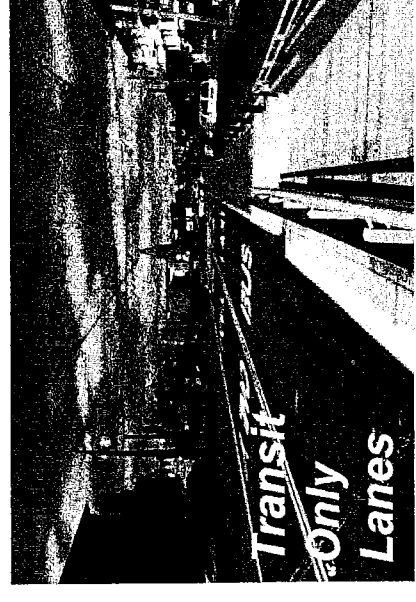
Initiatives to Improve Performance



- **Reducing travel times**
 - All-Door Boarding
 - J Church priority lanes



- **Increasing system efficiency**
 - Transit Effectiveness Project (TEP)
 - Customer First initiatives

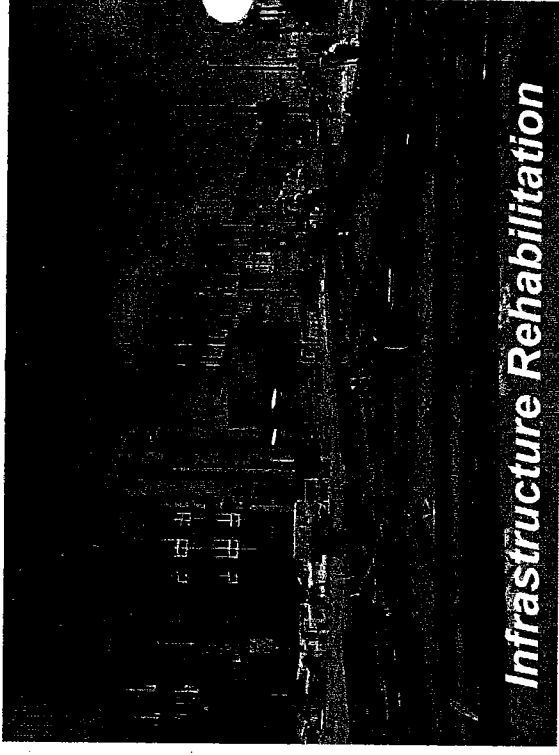
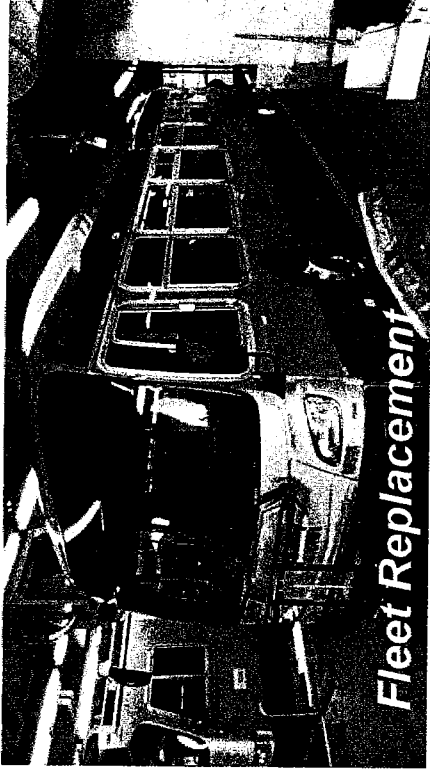


- **Supervision**
 - Line Management Center
 - Use of modern technology
- **Schedules**
 - More frequent and demand-based schedule adjustments



Initiatives to Improve Performance

- **Realignment of capital program to address aging Transit fleet and infrastructure**
- **Fleet and infrastructure rehabilitation and replacement**
 - Bus fleet replaced in next five years
 - Rail replacements (Duboce, Sunset, etc.)
- **Focus on maintenance**
 - More comprehensive preventive maintenance
 - Targeted component rehabilitation
- **Reduced subway delays**
 - Replacing worn infrastructure
 - Clearing disabled trains faster





Improving Customer Communications

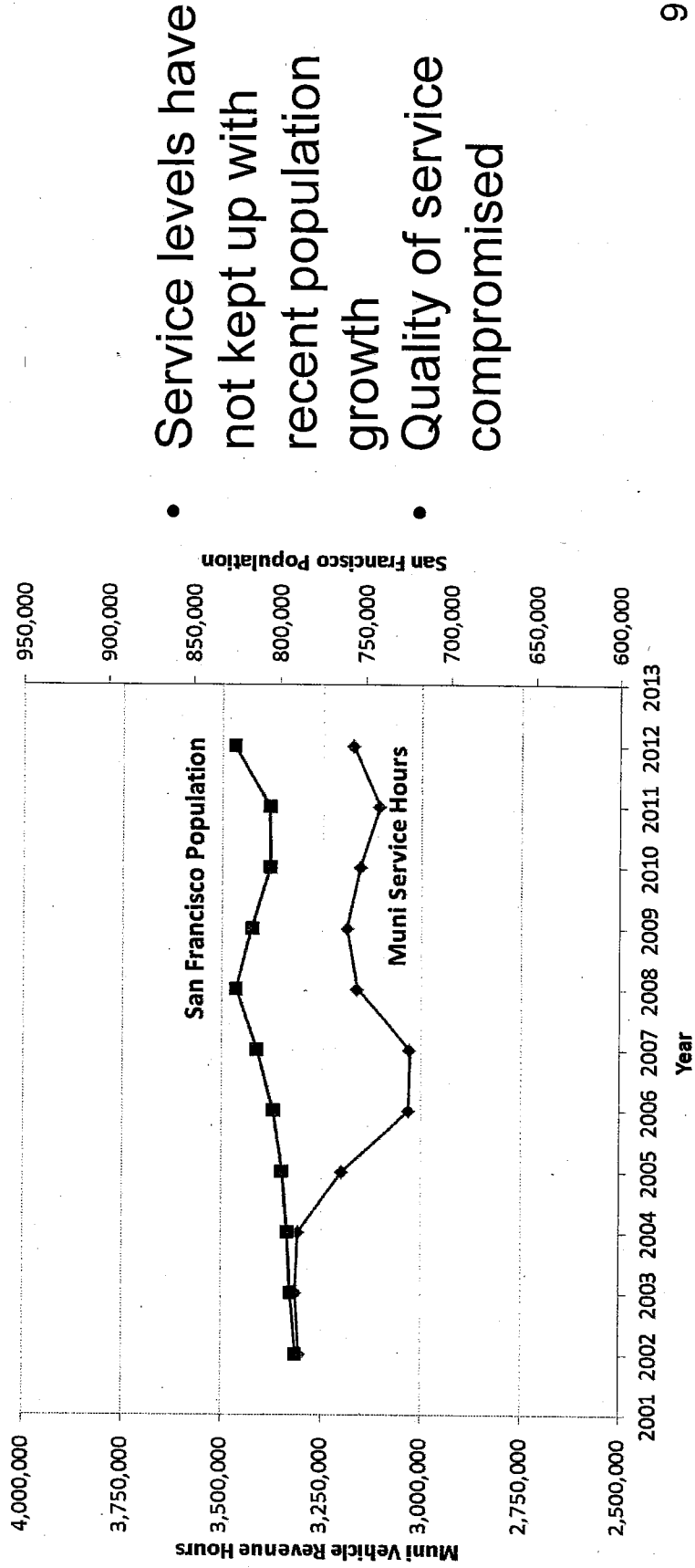
- **Communications**
 - Real-time customer communication via Twitter, NextBus and audio announcements
 - New website
- **Customer Outreach**
 - Rider alerts
 - New subway signage and audio system
 - Pilot electronic signage





Investment Needed to Meet Today's Needs

- The SFMTA faces a \$320M *annual* structural budget deficit
 - \$70M in unfunded operating needs (\$50M for transit alone)
 - \$260M in State of Good Repair needs
- Decades of under-investment have contributed to a system that does not meet Proposition E standards





Transit System – State of Good Repair

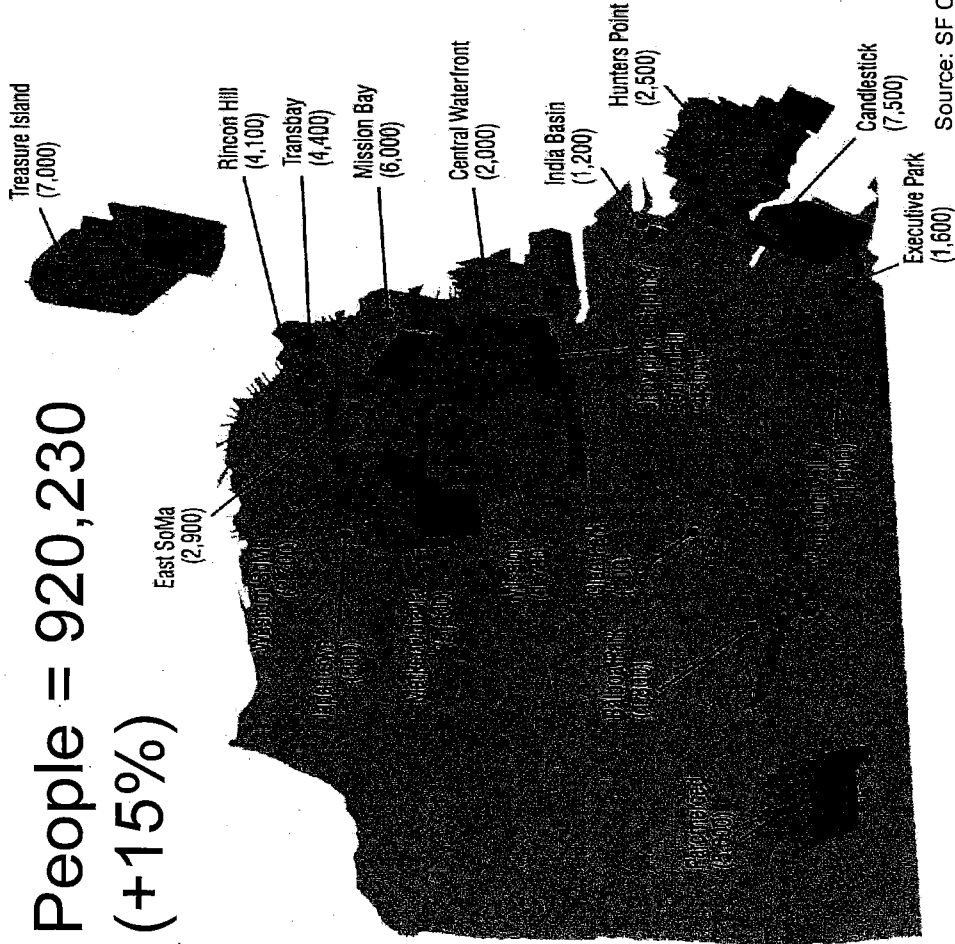
- The SFMTA has total assets of \$12.35 billion
- Assets classified as “**Transit Service Dependent**”
 - Assets that directly impact the provision of transit services; reduce day-to-day maintenance and/or operating costs
 - Total Transit Service Dependent Assets = **\$6.69 billion**
 - Deferrals = **\$680 million as of 2010**

ASSET CLASS	TOTAL VALUE	% Deferred 2010
Light Rail Vehicles	\$1,006 M	2%
Motor Coach Vehicles	\$1,168 M	5%
Train Control and Communications	\$876 M	11%
Trolley Coach Vehicles	\$742 M	17%
Overhead Lines	\$2,177 M	17%
Track/Rail	\$724 M	22%
TOTAL	\$6,693 M	10%

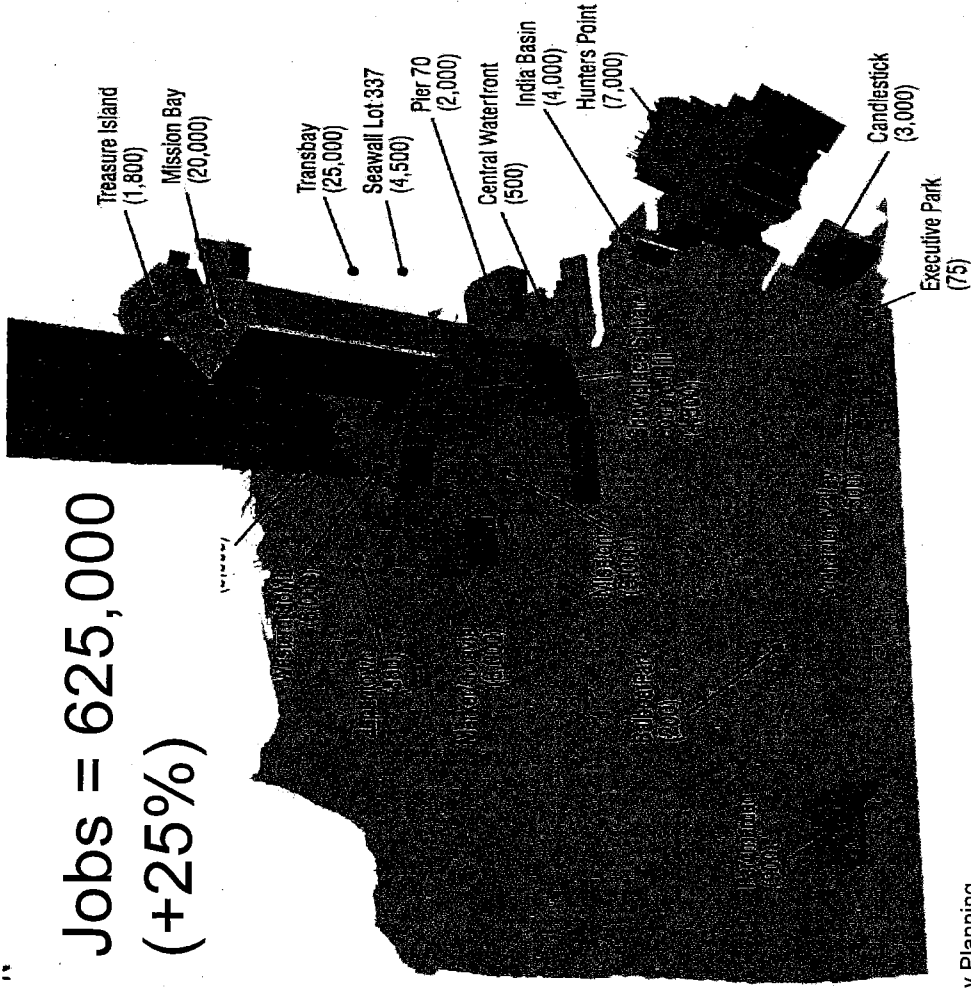


City's 2035 Population & Job Growth Requires More Transit

People = 920,230
(+15%)



Jobs = 625,000
(+25%)

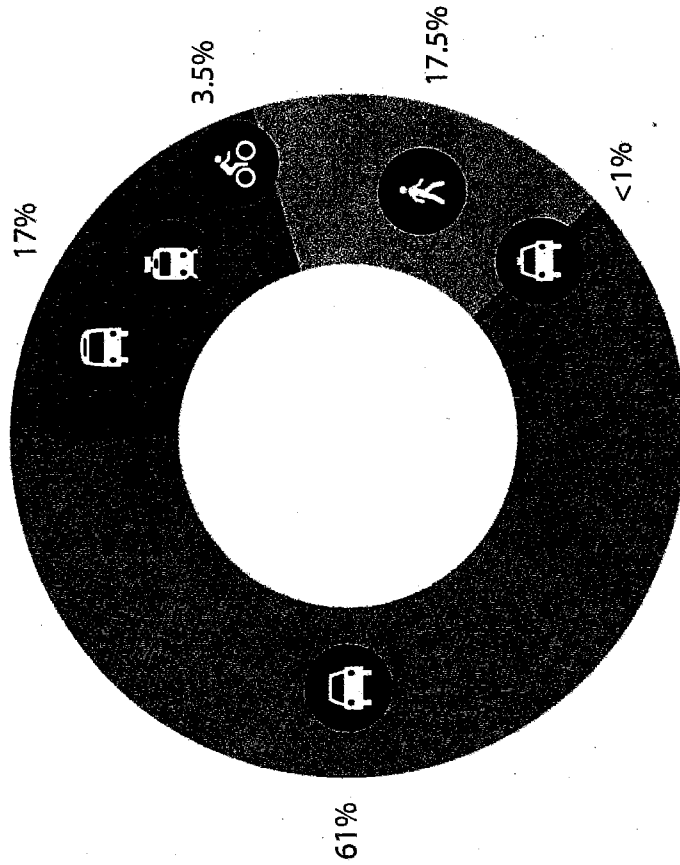


Source: SF City Planning



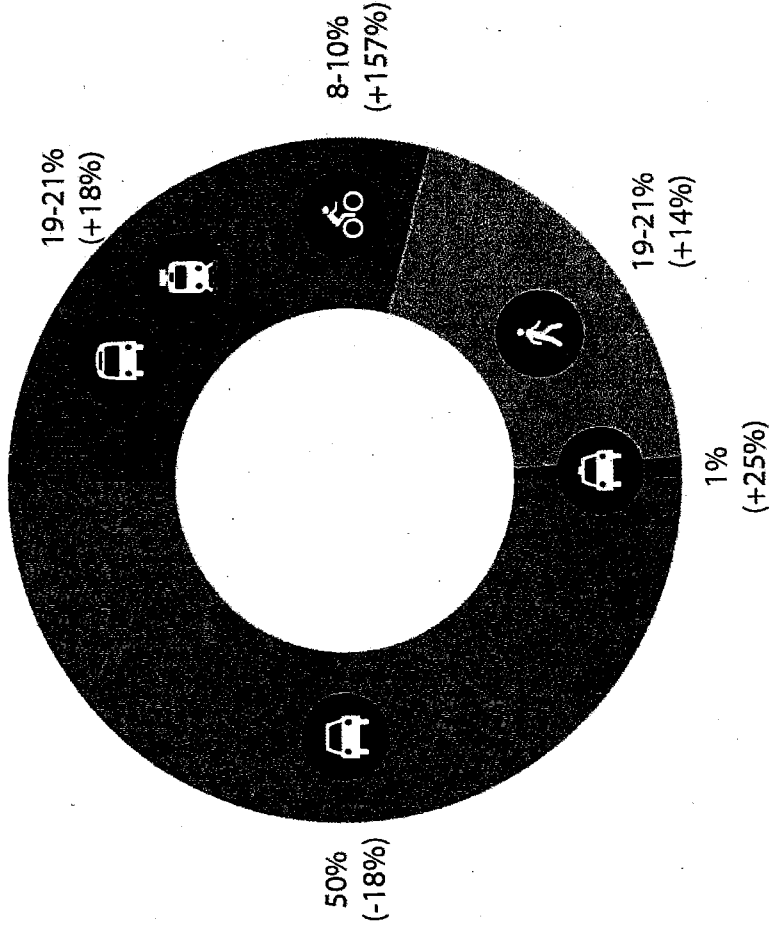
Quality of Life Depends on Mode Shifts to Sustainable Transportation

2010



61% auto/39% non-auto

2018 Goal



50% auto/50% non-auto

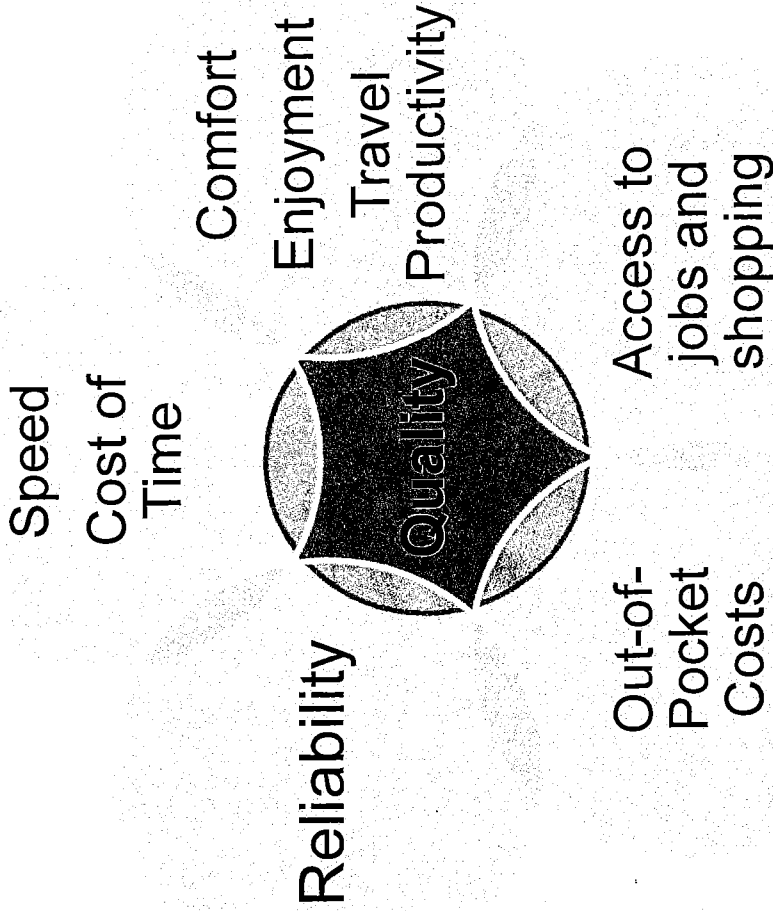


Residents Make Choices Based on the Quality of the Transportation System

- Where to Live?
- Where to Work?
- Where to Shop?
- How to Travel?
- Willingness to pay for housing?



“Quality” Means Different Things



Poor quality transportation reduces the quality of life in San Francisco



Economic Impacts of Low Quality Transportation

Lower Quality of Life for Residents

- Higher Labor Costs
- Lower Property Values

Smaller Labor Pool for Businesses

- Less Access to Skills
- Higher Labor Costs
- Weaker Competitiveness



Muni Delays, April 2013: Impact on Commuters

- 86,000 customer-hours* lost in peak-hour delays due to maintenance or other Muni-related reason.
- Increased commute time for San Franciscans by 1.5%
- Caused economic loss of \$4.2 million (\$50 million** annualized), due to higher costs and lower competitiveness.

* Total customer-hours in peak period estimated at 1,900,000

** Excludes the impacts of reduced shopping access and off-peak delays



Implications

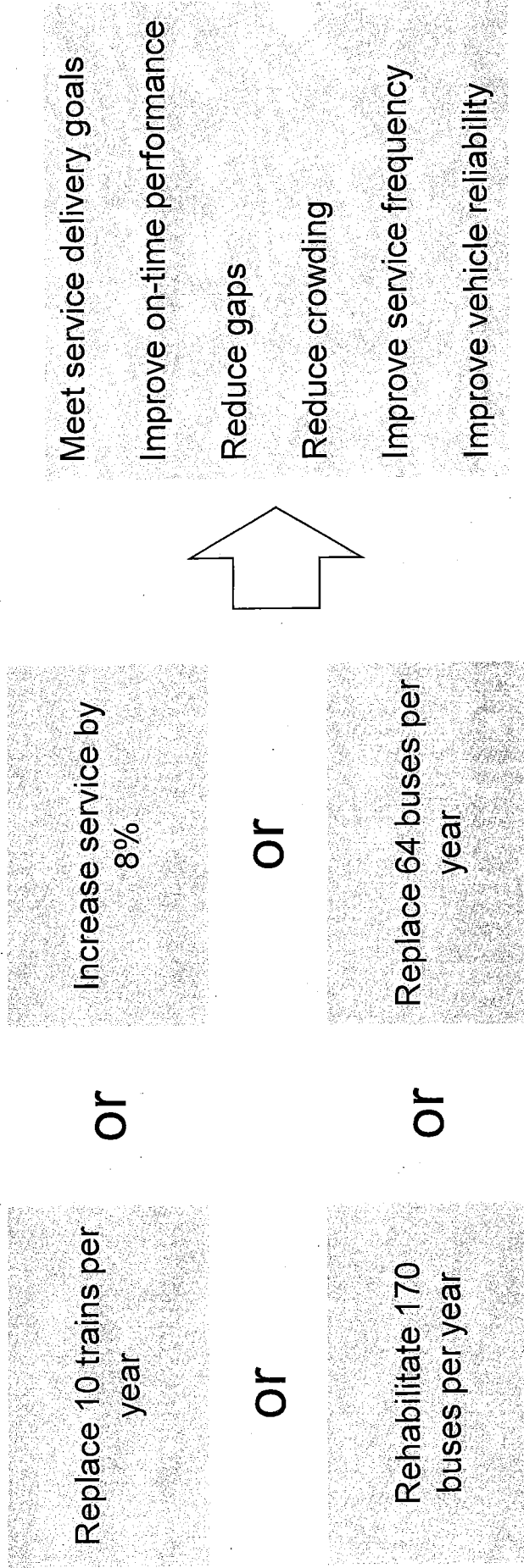
- Reducing transit delays creates economic benefits.
- Improving transit performance can create additional economic benefits.
- Investment in Muni and other city transportation infrastructure can create economic benefits that exceed their cost.
- Economic analysis of these benefits can help identify investments with the greatest potential return on investment.



Additional Funding Yields a Return on Investment

Economic impact of delays is estimated at \$50 million annually

- With a \$50 million recurring annual investment, here are examples of how the SFMTA could improve Muni service:



BOARD of SUPERVISORS



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Dr. Carlton B. Goodlett Place, Room 244
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TDD/TTY No. 554-5227

MEMORANDUM

TO: Ben Rosenfield, City Controller
Ed Reiskin, Director, Municipal Transportation Agency

FROM: Alisa Miller, Clerk, Land Use and Economic Development Committee
Board of Supervisors

DATE: January 22, 2013

SUBJECT: HEARING MATTER INTRODUCED

The Board of Supervisors' Land Use and Economic Development Committee has received the following hearing, introduced by Supervisor Wiener on January 15, 2013:

File No. 130053

Hearing and monthly report, directed to the Municipal Transportation Agency and the Controller, analyzing and disclosing the state of Municipal Transportation Agency service and maintenance, including month-on-month comparisons, and the loss of economic productivity in San Francisco resulting from Municipal Transportation Agency service disruptions.

The hearing request directs MTA and the Controller to provide reports and present specific information. Please see the *Introduction Form* for additional specifics requested by the sponsor.

If you would like to submit reports or comments prior to the hearing, please forward them to me at the Board of Supervisors, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102.

c: Monique Zmuda, Deputy Controller
Kate Breen, Municipal Transportation Agency
Janet Martinsen, Municipal Transportation Agency

Introduction Form

By a Member of the Board of Supervisors or the Mayor

Time stamp
or meeting date

I hereby submit the following item for introduction (select only one):

- 1. For reference to Committee:
- An ordinance, resolution, motion, or charter amendment.
- 2. Request for next printed agenda without reference to Committee.
- 3. Request for hearing on a subject matter at Committee:
 - + monthly report
- 4. Request for letter beginning "Supervisor inquires"
- 5. City Attorney request.
- 6. Call File No. from Committee.
- 7. Budget Analyst request (attach written motion).
- 8. Substitute Legislation File No.
- 9. Request for Closed Session (attach written motion).
- 10. Board to Sit as A Committee of the Whole.
- 11. Question(s) submitted for Mayoral Appearance before the BOS on

Please check the appropriate boxes. The proposed legislation should be forwarded to the following:

- Small Business Commission
- Youth Commission
- Ethics Commission
- Planning Commission
- Building Inspection Commission

Note: For the Imperative Agenda (a resolution not on the printed agenda), use a different form.

Sponsor(s):

Subject:

The text is listed below or attached:

Hearing and monthly report – directed to the MTA and the Controller – analyzing and disclosing the state of Muni service and maintenance, including month-on-month comparisons, and the loss of economic productivity in San Francisco resulting from Muni service disruptions.

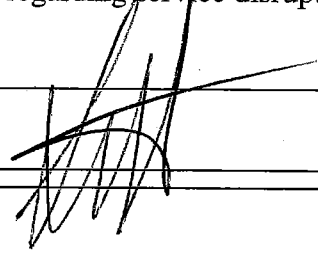
The MTA, with analytical support from the Controller, will submit detailed monthly reports addressing various issues and data. The monthly reports will provide month-on-month comparative data about Muni’s performance and the impacts of that performance on San Francisco.

The monthly reports shall be provided to the Board of Supervisors and will be published to the press and via social media so that the public can understand the causes and scope of Muni’s operational and maintenance challenges.

Issues to be addressed are:

- 1) Performance statistics, including on-time performance rates, missed runs (overall number and as a percentage of planned runs), average speed of Muni vehicles, weekday average ridership, and passengers per hour traveling;
- 2) Maintenance statistics, including total deferred maintenance on vehicles and other infrastructure, as well as specific categories of deferred maintenance.
- 3) (a) The current number of active light rail vehicles, diesel coaches, and electric trolleys in service; the number of broken down vehicles in each category; the number of vehicles needed in service in order to meet Charter-mandated service requirements; and the number of days in each particular month in which Muni did not have sufficient vehicles to meet service needs; (b) the number of vehicles that break down each day and the average length of time to fix each such vehicle; (c) the number of vehicles that, as of the time of the monthly report, have been out of service for more than one month;
- 4) Unplanned service disruption events (known among riders as "Muni meltdowns"), including causes, length of delays, and number of vehicles and riders impacted;
- 5) The economic productivity impact of unplanned Muni meltdowns on San Francisco (for each specific meltdown and for the month in total);
- 6) Muni's progress on work rule reform and reduced operator absenteeism, per Proposition G.
- 7) Muni's efforts to improve real-time communication with riders regarding service disruptions, including use of text broadcasts and social media.

Signature of Sponsoring Supervisor: _____



For Clerk's Use Only:

