Objective: Establish data monitoring practice to enable periodic evaluation of system performance

- **Time Periods:**
  - Late PM: 9:00 pm to 12:00 am
  - Early AM: 12:00 am to 5:00 am

- **Proposed Metrics:**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ridership</td>
<td>Stop / route level boardings</td>
</tr>
<tr>
<td>Service Delivery</td>
<td>% scheduled service delivered</td>
</tr>
<tr>
<td>Reliability</td>
<td>% of arrivals on-time</td>
</tr>
<tr>
<td>Productivity</td>
<td>Boardings / revenue hour</td>
</tr>
<tr>
<td>Safety</td>
<td># collisions/incidents</td>
</tr>
</tbody>
</table>
Service Analysis Overview

Proposed data monitoring practice:

- **Agency lead:** SFCTA
- **Monitoring plan:** Include in SF Congestion Management Program
  - Regular multimodal system performance report (not just congestion!)
  - SFCTA already gathers data from transit operators for regular updates
  - SFCTA has budget to include Late Night
- **Monitoring frequency:**
  - Every two years, beginning 2017
  - Frequency of regular CMP updates
  - Allows for more frequent monitoring and adjustments, but long enough for ridership trends and other changes to occur
- **Next step:** Develop project charter to establish interagency process, data collection, and metrics agreement