

Connecting Communities
FY 2018-2019 Annual Report

Connecting Communities

The San Francisco Municipal Transportation Agency (SFMTA) operates the Municipal Railway (Muni), the eighth largest transit agency in the United States, while also managing a street system where buses, cars, trucks, taxis, bicycles, pedestrians and new emerging mobility services; such as scooters, shared bicycles, electric mopeds, commuter shuttles and more; are all competing for limited space.

Managing such a complex transportation system often means confronting difficult tradeoffs and our actions aren't always popular. One thing is clear though — as a city, we are at our best when we lead with our values.

As San Franciscans, we believe that public transit should be an attractive and viable option for everyone. We believe that our streets should be safe for pedestrians, bicyclists and motorists. We value the economic vitality of our neighborhoods, clean air and convenient access to dining, entertainment and recreation that enhance our quality of life. And, of course, we are committed to promoting diversity, inclusion and equitable transportation options that meet the needs of all San Franciscans. Our expectations are high.

Every day, the SFMTA strives to meet those expectations. But, as our population and jobs continue to grow, and given our limited street space, we know that we have no choice but to move more people in fewer vehicles. It's simple geometry. As we work to attract more residents and visitors to public transit, and other sustainable modes of travel, we must continue make those options safer, more reliable, efficient and comfortable.

To improve the experience for our Muni customers, we have made historic investments to replace and expand our entire fleet of trains and buses, including adding 29 new LRV4 light rail vehicles in 2019. These state-of-the-art trains will reduce the frequency of breakdowns, one of the most common causes of subway delays. We are also making strategic upgrades to our aging transit infrastructure and hiring more bus and rail operators to further improve reliability and ensure that we are delivering on our service commitments.

For the past five years, various city agencies have worked collaboratively to reduce and, ultimately, eliminate traffic fatalities through our shared commitment to Vision Zero. This effort treats traffic deaths for what they are — a public health crisis.

This year, we adopted a new approach to streamline critical safety improvements on the Vision Zero High Injury Network. These "quick build" projects are allowing us to expedite pedestrian and bicycle safety improvements as we work on comprehensive, longer-term street changes through our major bicycle and pedestrian capital projects.

This effort was a response to concerning local and national trends. After a record low number of fatalities in 2017, the number of deaths has crept up over the last two years, prompting us to look for new ways to improve road safety. While San Francisco is doing better than other US cities, we remain steadfastly committed to the idea that these fatalities are both unacceptable and preventable.

While there is no denying that many challenges remain, we also celebrated some notable successes in 2019.

We are proud again this year to operate the greenest transit fleet of any major city in North America. In 2019, Muni carried more than a quarter of all daily trips in San Francisco yet generated only three hundredths of one percent (.03%) of the city's transportation sector greenhouse gas emissions. This is down from two percent (2%) in recent years. But we are San Francisco and we should expect nothing less.

This September, the city welcomed the Golden State Warriors to their new Chase Center home in Mission Bay. While the presence of an 18,000-person arena in a dense urban neighborhood offered numerous challenges, our collaboration with the Warriors proved what can be accomplished when we work together. The Warriors delivered on their promise to promote public transit and other sustainable modes of travel and implemented an agreement to bundle Muni day passes with all Chase Center event tickets. We added new bus and rail service to meet the growing demand and ensure that event goers can get to and from the arena without driving.

During my tenure as Interim Director of Transportation, I have been inspired by colleagues from every corner of the agency. None of what we have accomplished this year would have been possible without the 6,000 committed SFMTA employees who, every day, get you where you need to go easily and safely. Whether you ride Muni, drive a car, walk, ride a bicycle, take a taxi or ride paratransit, there they are — at your service.

Finally, I want to express my gratitude to the to the community stakeholders who give their time to write emails, attend meetings and keep us accountable to our values and focused on delivering outstanding service for the residents of, and visitors to, San Francisco. We are in this together and we are profoundly grateful for your ongoing support of public transportation.

Tom Maguire
Interim Director of Transportation

Transportation: It's What We Do

The San Francisco Municipal Railway (Muni) was established in 1912 as the first publicly-owned and operated municipal transit agency in the United States.

Eighty-seven years later, in 1999, San Francisco voters created the San Francisco Municipal Transportation Agency (SFMTA) to operate and manage the city's transportation network as a single, integrated system. This historic merger brought together multiple city departments under one roof; including Muni, the Department of Parking and Traffic and, in 2009, the Taxi Commission.

Today, the SFMTA operates the eighth largest public transit system in the United States. We also provide paratransit service, regulate taxis and emerging mobility services, and oversee on and off-street parking. We also collaborate with other city departments and regional agencies to define long-range transportation and equity goals, and more.

By performing these multiple, essential functions, we are keeping San Francisco moving while also reducing greenhouse gas emissions and ensuring the city's position as a center of economic vitality.

At Your Service

Every day, more than 6,000 SFMTA employees connect San Franciscans with their communities and enhance the economy, environment and quality of life in the city.

Our transportation system would not function without the transit operators, parking control officers, transit fare inspectors, mechanics, painters, electricians, station agents, custodians, crossing guards, planners, engineers and administrative support staff who, together, get you where you need to go each day.

Whether you ride Muni, drive a car, walk, bike, take a taxi or ride paratransit, we're there...at your service.

By The Numbers

SFMTA employees: 6,046

Muni Operators: 2,630

Parking Control Officers: 314

Crossing Guards: 189

Labor unions that represent our workforce: 18

Muni buses and Trolleys: 901

Light Rail Vehicles (LRV's): 215 - 149 Breda; 66 LRV4

Historic streetcars: 77

Cable cars: 40

Signalized intersections: 1,247

Pedestrian countdown signals: 1,115

Accessible /Audible pedestrian signals: 280

Public parking spaces: 278,000

Metered parking spaces: 28,000

Off-street parking garages and lots: 38

Miles of Bike Route: 210

Miles of Bike Lanes: 140

Miles of Bike Path: 78

Miles of Protected Bike Lanes: 28

Taxi Medallions: 1426

Disabled Parking Zones: 800+

Paratransit vehicles: 156

Transit: It's How We Roll

Every weekday, more than 560,000 people travel on Muni's 69 bus routes and more than 140,000 customers ride the Muni Metro light rail system.

Through the Muni Forward program, we are making transit service a safer, more reliable and, ultimately, more viable travel option for more San Franciscans. We are continuing to add "rapid line" bus service on busy routes, creating new transit-only lanes, implementing traffic signal priority to reduce trip times and building new bus boarding islands to reduce loading times.

Over the past several years, we have upgraded our entire fleet of buses and are in the process of replacing and expanding our light-rail fleet. The new state-of-the-art Siemens LRV4 trains are built to handle San Francisco's challenging operating environment, which includes sharp turns and our world-famous hills, and are less susceptible to vehicle breakdowns, the most common cause of service delays.

Delays do occur, however, and while our vehicles are brand new, our rail infrastructure is not. We recently renovated the Twin Peaks Tunnel and conducted extensive track and equipment maintenance throughout the subway system. In the coming years, we will continue to upgrade our infrastructure; including replacing the 20-year old computer system that controls trains while they operate in the subway.

Of course, it's the people who operate and maintain our vehicles who are the heart of Muni. In FY 2019, we successfully negotiated new contracts with the 18 labor unions that represent SFMTA employees, graduated more than 200 new transit operators and launched new apprenticeship and pre-apprenticeship programs to help us build our workforce to meet growing demands for service.

Through an ongoing series of 90-day action plans, and in collaboration with the Mayor's Muni Working Group, we are developing near and long-term approaches to improve the efficiency and reliability of San Francisco's transit system.

Greenest transit fleet in North America.

Muni carries 26% of all daily trips in San Francisco and generates only three hundredths of one percent of the city's transportation sector greenhouse gas emissions.

Safer Streets: Toward Vision Zero

Safety will always be our top priority.

Every year, approximately 30 people lose their lives, and over 500 more are severely injured on our city streets. These deaths and injuries are both unacceptable and preventable.

In 2014, the City and County of San Francisco adopted Vision Zero, a commitment to end traffic fatalities by building safer streets, educating the public about traffic safety, enforcing existing traffic laws and advocating for changes to local, state and federal laws.

Vision Zero is a data-driven, interdisciplinary approach, which focuses resources on the areas of the city where the needs are greatest. Seventy-five percent of traffic fatalities and severe injuries occur on 13 percent of San Francisco streets. We call this the High Injury Network and that is where we prioritize improvements to make walking and biking safer and more comfortable.

In 2019, the SFMTA added nine miles of parking-protected bike lanes, an increase of 47 percent, and began expediting critical safety improvements on the High Injury Network with improvements like new striping and the installation of safety posts. Having completed six of these “quick-build” projects, we committed to nine more by the end of 2020. These are in addition to making comprehensive, long-term safety enhancements through our major capital projects.

In 2019, the Board of Supervisors unanimously passed a resolution to declare a state of emergency for traffic safety in San Francisco. We stand with the city’s elected leadership and will continue to work with them and with stakeholders throughout the city to address this public health crisis.

Quick-Build

“Quick-build” projects, provide a fast, cost-effective way to make interim safety improvements; such as painted bike lanes and pedestrian safety zones, safety posts, signs, traffic signal timing and transit boarding islands.

Welcome to the Future: Regulating Emerging Mobility

Public transit is the most efficient way to move people around San Francisco, but standard bus and rail vehicles are not always the answer for every trip. That is why it is important to offer a wide variety of mobility options.

The SFMTA manages six emerging mobility permit programs, in addition to regulating the taxi industry. These programs include: commuter shuttles; private transit services; and shared bicycles, scooters, electric mopeds and cars. Taken together, these services carry approximately 21,000 trips each day.

When properly regulated, they have the potential to fill gaps in our transportation system and provide valuable first and last-mile connections to public transit.

In outlining a vision for the future of urban transportation, we worked closely with the San Francisco County Transportation Authority (SFCTA) to develop the Guiding Principles for Emerging Mobility Services and Technology. These principles help us hold new transportation services accountable and ensure that they operate in accordance with the City's policies and values.

Scooters

The SFMTA launched the new Powered Scooter Share Permit Program in 2019, authorizing four companies to operate 2,500 shared electric scooters on San Francisco streets.

Transportation for Everyone

Wherever you are in San Francisco, you are never more than a quarter of a mile from a transit stop. But ensuring transportation equity requires more than simply having stops in every corner of the city.

The Muni Service Equity Strategy is improving access to safe, convenient and reliable public transit service in eight priority neighborhoods with a high percentage of low-income households and people of color.

Access to services doesn't mean much if you can't afford to use them. In 2015, the SFMTA became the first public transit agency in the United States to offer no-cost rides for low-income students. We expanded the Free Muni program to cover 115,000 low and moderate-income youth, as well as seniors and people with disabilities, so they can get where they need to go without worrying about how they are going to pay.

In addition to removing financial barriers, we are making it easier for seniors and people with disabilities to move around the city. About one third of Muni customers report having one or more disabilities. Vehicle features, such as priority seating, kneeling buses, ramps and automated announcements make it easier for more people to ride Muni.

Despite these vehicle features, traditional transit service doesn't work for everyone. Each year, 775,000 paratransit trips serve those who are unable to independently use or access public transit because of a disability or disabling health condition. While a majority of these trips are served by paratransit vans, 40 percent are carried by our clean-air taxi fleet.

By working closely with our Multimodal Accessibility Advisory Committee, Paratransit Coordinating Committee and other disability rights advocates, we are empowering people with disabilities to help shape our programs to best meet their needs.

Chase Center: Welcoming the Warriors

San Francisco is the new home of the Golden State Warriors and Chase Center, the most transit-friendly arena in the United States. Opening a new 18,000-person arena in the heart of the bustling Mission Bay neighborhood provided both opportunities and challenges for the city's transportation system.

The SFMTA worked with the Warriors and other community stakeholders to ensure that event patrons are able to get to and from the arena safely, efficiently, sustainably and with the minimum possible impact on Mission Bay residents, merchants and employers.

To facilitate travel to and from Mission Bay, we constructed a new, larger UCSF/Chase Center (16th Street) platform and launched two new bus routes. The new 300-foot long boarding platform allows four, two-car trains to load simultaneously after events and the 78X and 79X express buses provide pre and post-game service to 16th Street Mission BART and down the Van Ness Corridor, respectively.

These improvements, along with the tireless efforts of SFMTA's Parking Control Officers, make it possible for us to clear the area around Chase Center within one hour after the end of an event.

Ticket Bundling

As part of their commitment to San Francisco's Transit First principles, the Golden State Warriors signed a historic agreement to bundle free one-day Muni passes with every Chase Center basketball game or event ticket.

Projects Completed

1. Bay Street Pedestrian Safety Project
2. Building Progress Program - 1508 Bancroft Rehabilitation
3. Building Progress Program - Burke Street Facility Renovation
4. Lombard Garage Waterproofing
5. Eddy Street Two-Way Conversion Project
6. Fall Protection System & Disconnect Switch Installation
7. Gough Street Traffic Signal Upgrade Project
8. Muni 33 Stanyan Pole and Overhead Reconstruction
9. Muni Metro Escalator Rehabilitation Project
10. Muni M-Line 19th Avenue Track Replacement
11. Parking Access Revenue Control Systems (PARCS) Upgrades at Civic Center Garage
12. Parking Access Revenue Control Systems (PARCS) Upgrades at St. Mary's Square Garage
13. Parking Access Revenue Control Systems (PARCS) Upgrades at Ellis-O'Farrell Garage
14. Parking Access Revenue Control Systems (PARCS) Upgrades at San Francisco General Hospital
15. Parking Access Revenue Control Systems (PARCS) Upgrades at Japan Center and Japan Center Annex Garages
16. Parking Access Revenue Control Systems (PARCS) Upgrades at 7th & Harrison Lot
17. Parking Access Revenue Control Systems (PARCS) Upgrades at Performing Arts Garage
18. Parking Access Revenue Control Systems (PARCS) Upgrades at Union Square Garage
19. Polk Street Signal Upgrade
20. Polk Street Streetscape Project
21. Quick Build - 6th Street (Market to Folsom)
22. Quick Build - 7th Street (Townsend to 16th)
23. Quick Build - Brannan Street (Embarcadero to Division)
24. Quick Build - Howard Street (3rd to 6th)
25. Quick Build - Taylor Street (Market to Sutter)
26. Quick Build - Terry Francois Boulevard (Mariposa to Mission Bay)
27. Valencia Bikeway Improvements Project
28. Van Ness Station Muni Metro Wiring

29. Curb Management Implementation: 22nd Street Caltrain
30. Curb Management Implementation: Chase Center
31. Curb Management Implementation: 10th & 11th Streets
32. Curb Management Implementation: Oracle Park
33. Curb Management Implementation: Salesforce Transit Center
34. Evening parking meters: 18th Street

Citywide Projects

Operator Convenience Facility Project (Phase 2)

Pedestrian Countdown Signals on High Injury Corridors (17 locations)

Residential Traffic Calming Program (158 speed humps, 7 bulbouts, 2 curb ramps, 1 pedestrian island in four neighborhoods)

Traffic Signals for High Injury Corridors (9 locations)

On-street Car Share - new locations added

Paratransit Fleet Expansion/Replacement

Pay or Permit Regulations: Residents park free

Pay-by-license plate: All SFMTA parking lots

Procurement of 40' and 60' Hybrid Motor Coaches

This list reflects projects in their final phase or completely closed out by time of publication. We deliver projects at many stages. In our commitment to refine projects, we continue to solicit user feedback and projects continue to evolve. Follow projects in design, construction and completion stages at [SFMTA.com/Projects](https://www.sfmta.com/Projects).

Budget

Operating Revenues

The chart depicts operating revenue from fiscal years 2015, 2016, 2017, 2018 and 2019.

Note: Fines, Fees and Permits include Taxi Services. Other Revenue category includes the following: Advertising, Interest, Rental Income and Appropriated Fund balance.

Operating Expenses

The chart depicts operating expenses from fiscal years 2015, 2016, 2017, 2018 and 2019.

Note: Other Operating Expense category includes insurance and claims, rent expense, debt service and payment to other governmental entities.

CIP Program

The chart depicts Capital Program budgets from fiscal years 2018, 2019, 2020, 2021, 2022, 2023, 2024 and 2025.

Key Performance Indicators

Goal 1 | Create a safer transportation experience for everyone.

Where investment has been made, incidents have decreased. However, traffic fatalities remain high. Our commitment to push harder for street transformations that save lives and make more vibrant and connected communities remains strong. Collisions have decreased due to a more focused approach including increased frequency of operator safety trainings focused on real-world incidents. Through initiatives such as Quick-Build, the early 2020 Market Street closure to vehicles, building 20 miles of protected bike paths by 2021 and updating traffic signals timed for pedestrian safety, the city will continue seek solutions to prioritize safe streets, guided by our Vision Zero policy.

Objective 1.1.1 Traffic Fatalities

This metric tracks our progress toward reaching our Vision Zero goal to eliminate traffic deaths and reduce severe injuries. Our goal is to eliminate traffic fatalities to zero by 2024. This chart depicts annual rate of traffic fatalities. By Fiscal Year, the reported rate was 38 for 2016, 19 for 2017, 20 for 2018, and 34 for 2019.

Objective 1.2.1 Muni collisions per 100,000 miles

This metric tracks our efforts to reduce Muni collisions. The goal in Fiscal Year 2019 was 6.4 collisions per 100,000 miles or less. This chart depicts Muni collisions per 100,000 miles. By Fiscal Year, the reported rate was 5.2 per 100,000 miles in 2013, 5.9 in 2014, 6.4 in 2015, 6.6 in 2016, 6.8 in 2017, 6 in 2018, and 5.9 in 2019.

Objective 1.3.1 SFPD-reported Muni-related crimes per 100,000 miles

This metric tracks our efforts to reduce crime on Muni. This chart depicts SFPD-reports Muni-related crimes per 100,000 miles. The goal in Fiscal Year 2019 was 4.3 crimes per 100,000 miles or less. By Fiscal Year, the reported rate was 7.6 per 100,000 miles in 2013, 9.5 in 2014, 8.2 in 2015, 6.5 in 2016, 4.6 in 2017, 4.2 in 2018, and 4 in 2019.

Goal 2 | Make transit and other sustainable modes of transportation the most attractive and preferred means of travel.

Nationally transit ridership has declined. While Muni faces similar challenges, including increased traffic congestion and competing travel options, it remains one of the most highly-utilized transit systems in the nation with ridership on Rapid lines increasing 14 percent over the past two years. Muni's Rapid network prioritizes frequency and reliability on many of the busiest lines. To match demand, capacity has been added along with increased frequencies on Rapid lines which has generated new ridership and even shifted demand from driving to transit. Ongoing upgrades such as transit lanes, wider sidewalks at stops for quicker boarding times and traffic signals that stay green for transit are all contributing to keeping Muni moving.

Objective 2.1.1 % of Muni trips with service gaps

This metric tracks our efforts to provide more consistently timed Muni service. This chart depicts % of Muni trips with service gaps. The goal in Fiscal Year 2019 was 17% or less. By Fiscal Year, the reported rate was 19.4% in 2013, 19.2% in 2014, 18.5% in 2015, 18.2% in 2016, 18.6% in 2017, 15.9% in 2018, and 17.3% in 2019.

Objective 2.1.2 Muni on-time performance

This metric tracks our efforts to improve the timeliness of Muni service. This chart depicts Muni on-time performance. The charter-mandated goal is 85%. By Fiscal Year, the reported rate was 59% in 2013, 58.9% in 2014, 57% in 2015, 59.8% in 2016, 57.3% in 2017, 56.1% in 2018, and 55.4% in 2019.

Objective 2.1.3 % of scheduled Muni service hours delivered

This metric tracks our efforts to deliver all scheduled service. This chart depicts % of scheduled Muni service hours delivered. The charter-mandated goal is 98.5%. By Fiscal Year, the reported rate was 97% in 2013, 96.2% in 2014, 97.7% in 2015, 99% in 2016, 98.9% in 2017, 97.5% in 2018, and 94.3% in 2019.

Objective 2.2.1 Muni Ridership (Average weekday boardings)

This metric tracks our efforts to grow Muni ridership. This chart depicts average weekday Muni boardings. The goal in Fiscal Year 2019 was 729,208. By Fiscal Year, ridership was 708,839 in 2015, 726,373 in 2016, 715,291 in 2017, 711,015 in 2018, and 708,352 in 2019.

Objective 2.3.2 | % metered hours that meet parking occupancy targets

This metric tracks our efforts to provide consistent parking space availability. This chart depicts % of metered hours that meet parking occupancy targets. The goal in Fiscal Year 2019 was to meet targets for occupancy more than 45% of the time. By Fiscal Year, the reported rate was 71.5% in 2017, 72.9% in 2018, and 73.5% in 2019.

Goal 3 | Improve the quality of life and environment in San Francisco and the region.

The agency is committed to advancing a suite of comprehensive planning efforts with local and regional partners such as ConnectSF, to ensure that tomorrow's transportation system is safe, sustainable, equitable and resilient. SFMTA is also helping to connect land use and transportation investments across the city which ideally will allow future residents to choose sustainable modes. Additionally, the agency is working to ensure that emerging mobility operations are consistent with the city's expectations for safe, equitable and sustainable transportation.

Objective 3.1.1 | % of eligible population utilizing free or discounted Muni fare programs

This metrics tracks our efforts to increase usage of free and discounted Muni fare programs. This chart depicts participation in these programs. In Fiscal Year 2017, 36.5%

of eligible participants used Free Muni for Youth, 57.1% used Free Muni for Seniors, 29.5% used Free Muni for People with Disabilities, and 10.9% used Lifeline. In Fiscal Year 2018, 37.4% of eligible participants used Free Muni for Youth, 59.7% used Free Muni for Seniors, 29.5% used Free Muni for People with Disabilities, and 11.1% used Lifeline. In Fiscal Year 2019, 34.5% of eligible participants used Free Muni for Youth, 55.1% used Free Muni for Seniors, 48.3% used Free Muni for People with Disabilities, and 13% used Lifeline. The goals in Fiscal Year 2019 were greater than 40% for Free Muni for Youth, 61% for Free Muni for Seniors, 33% for Free Muni for People with Disabilities, and 13% for Lifeline.

Objective 3.3.1 | # average weekday trips using Emerging Mobility Services (EMS)

This metric tracks usage of Emerging Mobility Services. The chart depicts average weekday trips using Emerging Mobility Services. In Fiscal Year 2018, there were an average of 3,246 stationed bike trips using stationed bikes on weekdays. In Fiscal Year 2019, there were an average of 5,352 stationed bike trips, 2,085 stationless bike trips, and 1,760 powered scooter trips on weekdays.

Objective 3.4.1 | Transportation sector carbon footprint (metric tons CO₂e)

This metric tracks our efforts to reduce the carbon footprint of the transportation sector. This chart depicts the footprint of the transportation sector. The goal is 1,830,000 metric tons or less. By Fiscal Year, the footprint was 2,676,430 in 2010, 2,512,044 in 2015, 2,424,257 in 2016, and 2,215,287 in 2017.

Goal 4 | Create a workplace that delivers outstanding service.

Goal 4 underpins the first three Strategic Plan goals, and we know that in order to achieve our safety, livability and sustainability goals, our team needs to feel supported and respected in the workplace. The agency continued to focus on identifying opportunities to improve on workforce management, employee productivity and engagement, with an emphasis on employee recognition and respect in the workplace. Based on employee surveys, we have created a holistic approach to employee engagement with a focus on training, townhalls, focus groups, employee interviews, and peer-to-peer recognition. The peer-to-peer "Going the Extra Mile" or GEM award was even more popular in its third year. From 2018 to 2019 the number of GEM nominations doubled. Last year we were also proud to add a team member to deliver, support and amplify racial equity programs to employees.

Objective 4.1.1 | Employee unscheduled absence rate

This metrics tracks our efforts to reduce absenteeism. This chart depicts the agency's unscheduled absence rate. In Fiscal Year 2017 the rate was 11.7%. In Fiscal Year 2018 it was 9%.

Objective 4.1.2 | Employee rating: Overall employee satisfaction

This metric tracks our efforts to improve employee satisfaction. This chart depicts overall employee satisfaction. The goal is greater than 50% of employees either somewhat agreeing or strongly agreeing with the statement "overall satisfaction". By Fiscal Year, the reported rate was 57% in 2013, 59% in 2014, 57% in 2015, 54% in 2016, 53% in 2017, and 50% in 2018.

Objective 4.2.1 | Security incidents involving SFMTA employees (monthly average)

This metric tracks our efforts to improve safety for our employees. This chart depicts the average number of security incidents involving SFMTA employees each month. The goal in Fiscal Year 2019 was 12 or fewer incidents per month. By Fiscal Year, the reported rate was 14 per month in Fiscal Year 2016, 12.7 in 2017, 13.8 in 2018, and 7.4 in 2019.

Objective 4.3.1 | Muni employee commendations to 311 (monthly average)

This metric tracks our success in pleasing our customers. This chart depicts the average number of commendations received per month. The goal in Fiscal Year 2019 was 119 or more commendations per month. By Fiscal Year, the number was 124 in 2013, 105 in 2014, 156 in 2015, 242 in 2016, 157 in 2017, 135 in 2018, and 144 in 2019.

Objective 4.4.1 | Employee rating: I feel that the Agency values workplace diversity

This metric tracks our success in building a diverse workplace. This chart depicts employee's perceptions about workplace diversity in the agency. The goal is greater than 57% of employees either somewhat agreeing or strongly agreeing with the preceding statement. By Fiscal Year, the rate was 54.9% in 2017 and 52.9% in 2018.

Objective 4.5.1 | % of capital projects completed on time

This metric tracks our success in project delivery. This chart depicts the percentage of capital projects delivered on time. The goal in Fiscal Year 2019 was greater than 75% of projects delivered on time. By Fiscal Year, the reported rate was 66.7% in 2013, 33% in 2014, 75% in 2015, 50% in 2016, 43.3% in 2017, 56.3% in 2018, and 72.3% in 2019.

Acknowledgements

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VISION

Excellent transportation choices for San Francisco.

MISSION

We connect San Francisco through a safe, equitable, and sustainable transportation system.

Goal 1

Create a safer transportation experience for everyone.

Goal 2

Make transit and other sustainable modes of transportation the most attractive and preferred means of travel.

Goal 3

Improve the quality of life and environment in San Francisco and the region.

Goal 4

Create a workplace that delivers outstanding service.

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