



**SFMTA**  
Municipal  
Transportation  
Agency

# Strategic Plan Progress Report

December 2015

San Francisco, California

# Goal 1 metrics

Create a safer transportation experience for everyone

## Objective 1.1

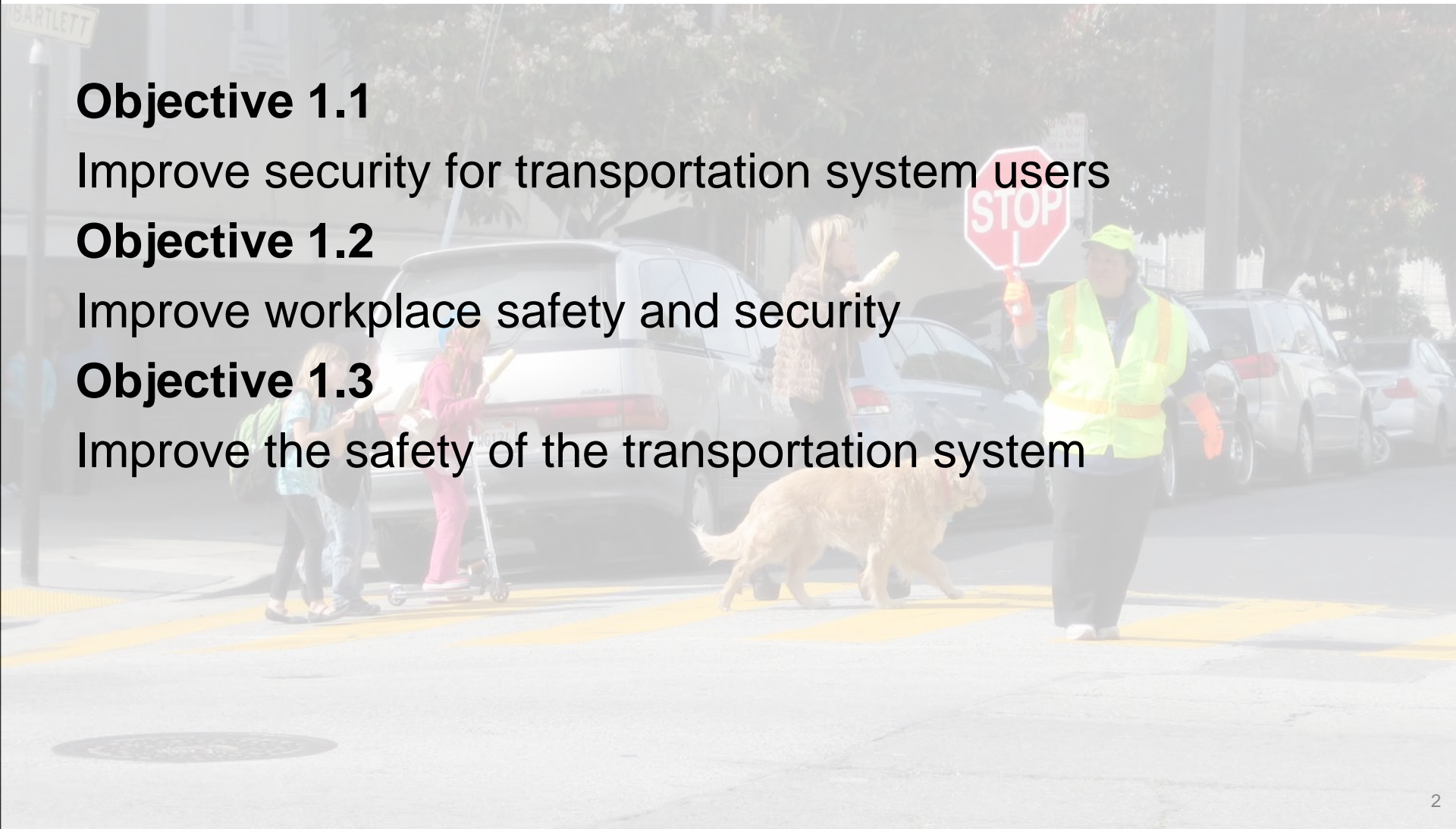
Improve security for transportation system users

## Objective 1.2

Improve workplace safety and security

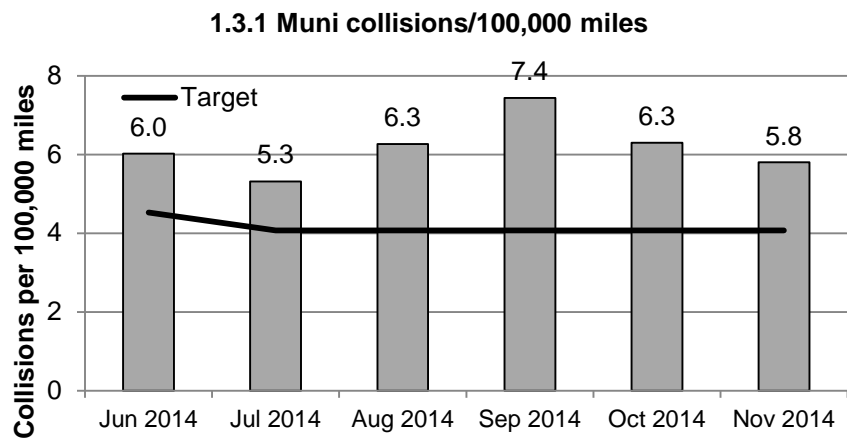
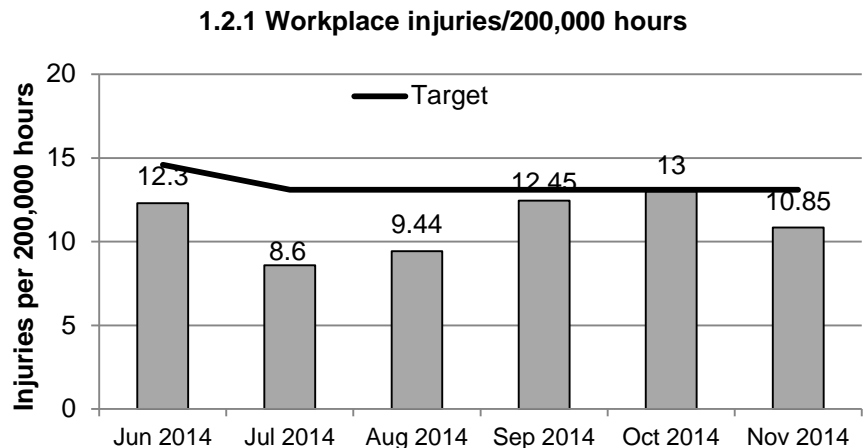
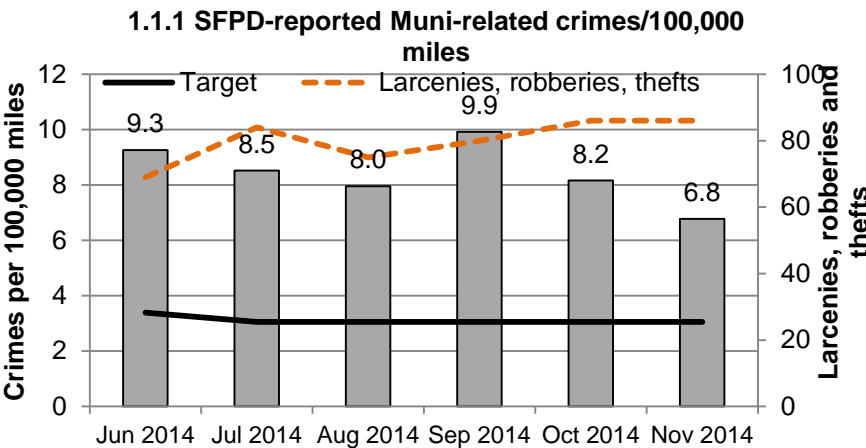
## Objective 1.3

Improve the safety of the transportation system



# Goal 1 metrics

## Key performance indicators



Note: Reported results are subject to change as data quality improves or new data become available.

# Goal 2 metrics

Make transit, walking, bicycling, taxi, ridesharing, and carsharing the preferred means of travel.

## **Objective 2.1**

Improve customer service and communications

## **Objective 2.2**

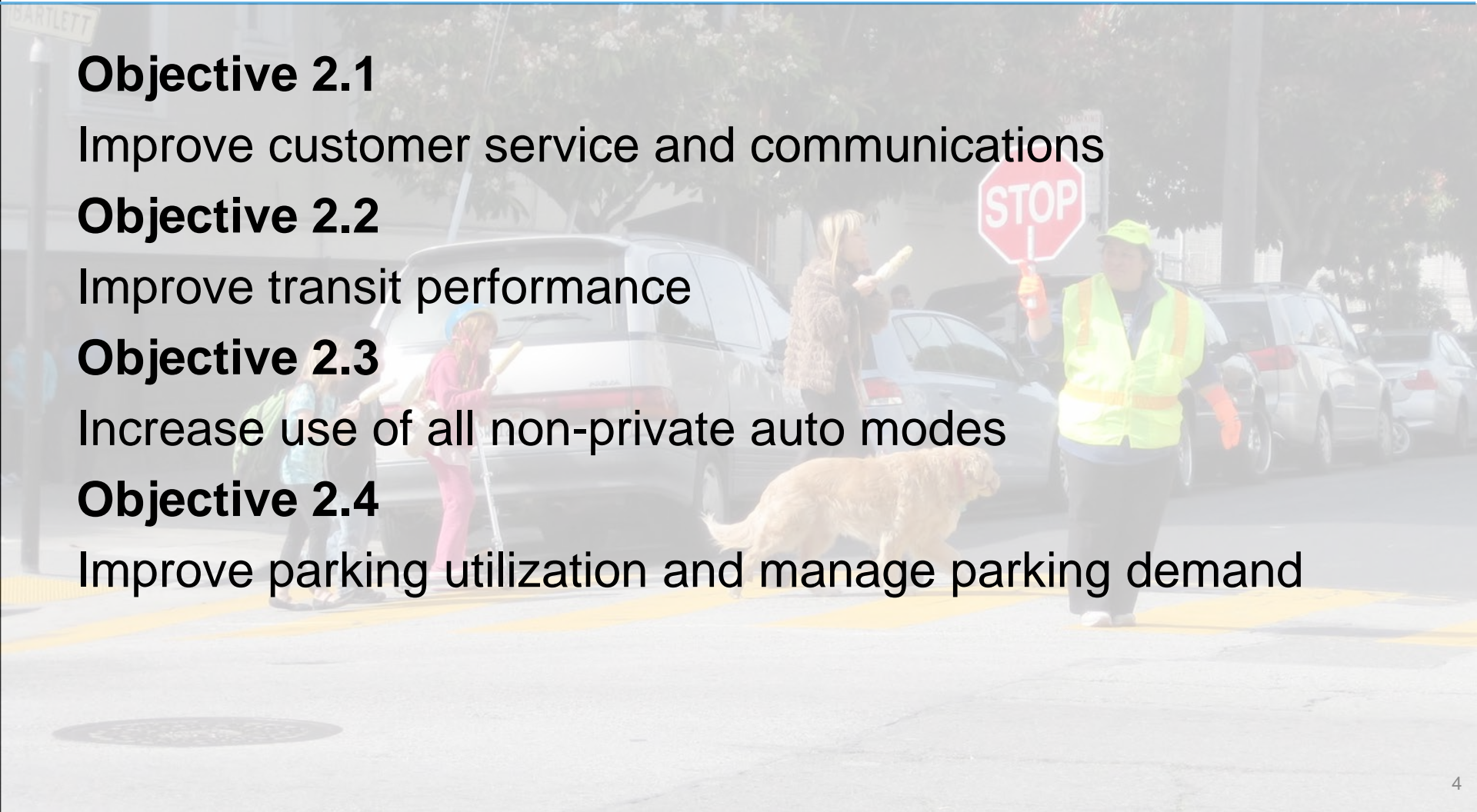
Improve transit performance

## **Objective 2.3**

Increase use of all non-private auto modes

## **Objective 2.4**

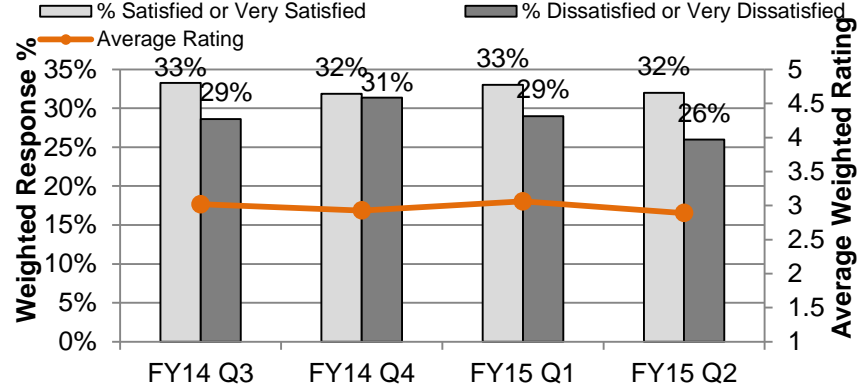
Improve parking utilization and manage parking demand



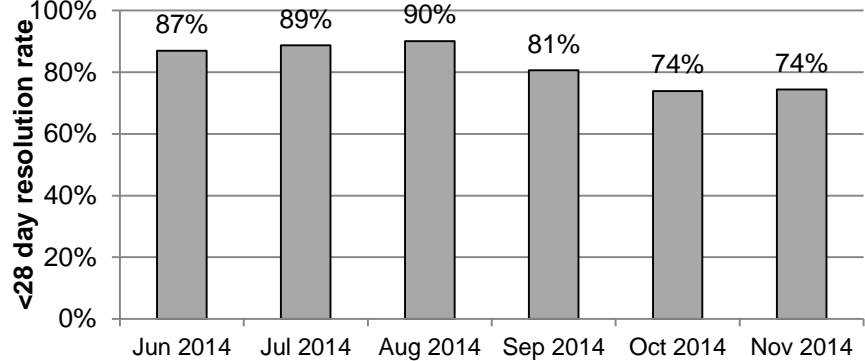
# Goal 2 metrics

## Key performance indicators

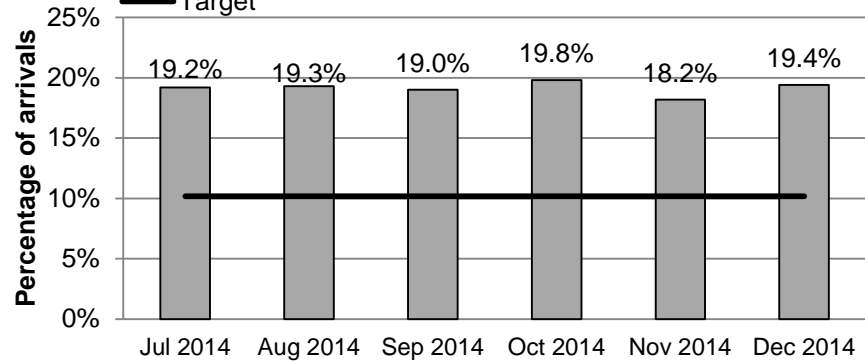
**2.1.1 Customer Rating: Overall customer satisfaction with transit services; scale of 1 (low) to 5 (high)**



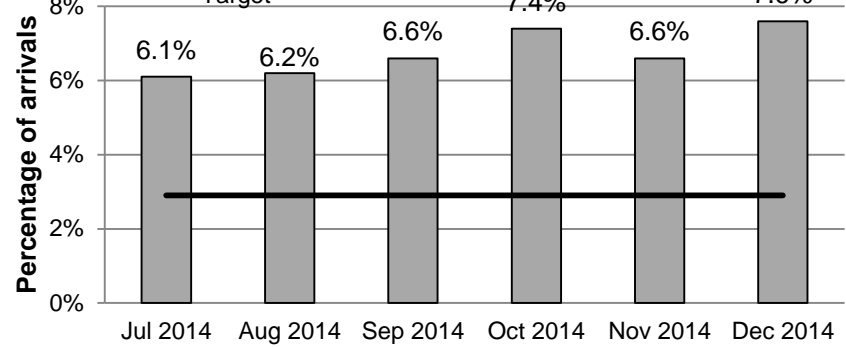
**2.1.7 Percentage of actionable 311 Muni-related complaints addressed within 28 days**



**2.2.1 Percentage of transit trips with + 5 min gaps on Rapid Network**



**2.2.1 Percentage of transit trips with <2 min bunching on Rapid Network (<1 min for headways of 5 min or less)**



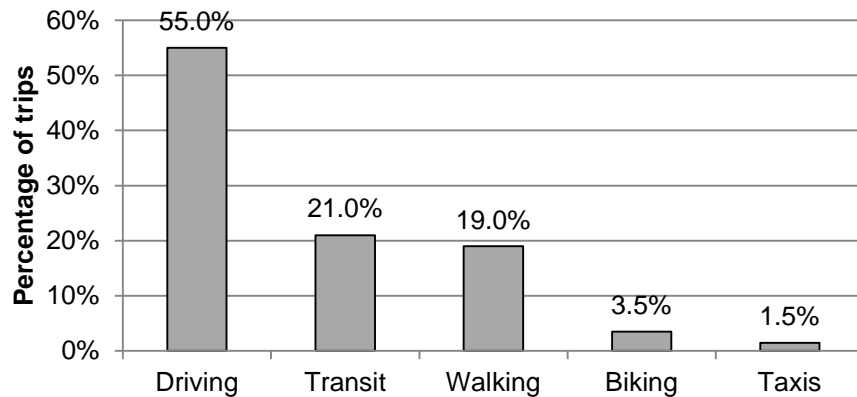
<sup>1</sup>Results are based on a non-probability sample from opt-in SFMTA online survey conducted quarterly and are weighted to reflect the geographic distribution of San Francisco's population.

Note: Reported results are subject to change as data quality improves or new data become available.

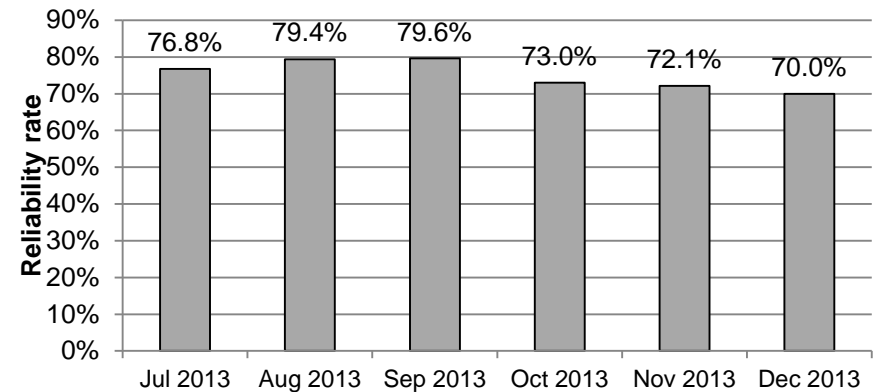
# Goal 2 metrics

## Key performance indicators **continued**

2.3.1 Non-private auto mode share (2011 all trips)



2.4.1 Parking reliability rate of SFpark spaces<sup>1</sup>



<sup>1</sup>Due to street sensor removal, occupancy-based parking measures will not be reported after Dec 2013. Parking program staff are currently developing an alternative metric.

Note: Reported results are subject to change as data quality improves or new data become available.

# Goal 3 metrics

Improve the environment and quality of life in San Francisco.

## **Objective 3.1**

Reduce the Agency's and the transportation system's resource consumption, emissions, waste, and noise.

## **Objective 3.2**

Increase the transportation system's positive impact to the economy.

## **Objective 3.3**

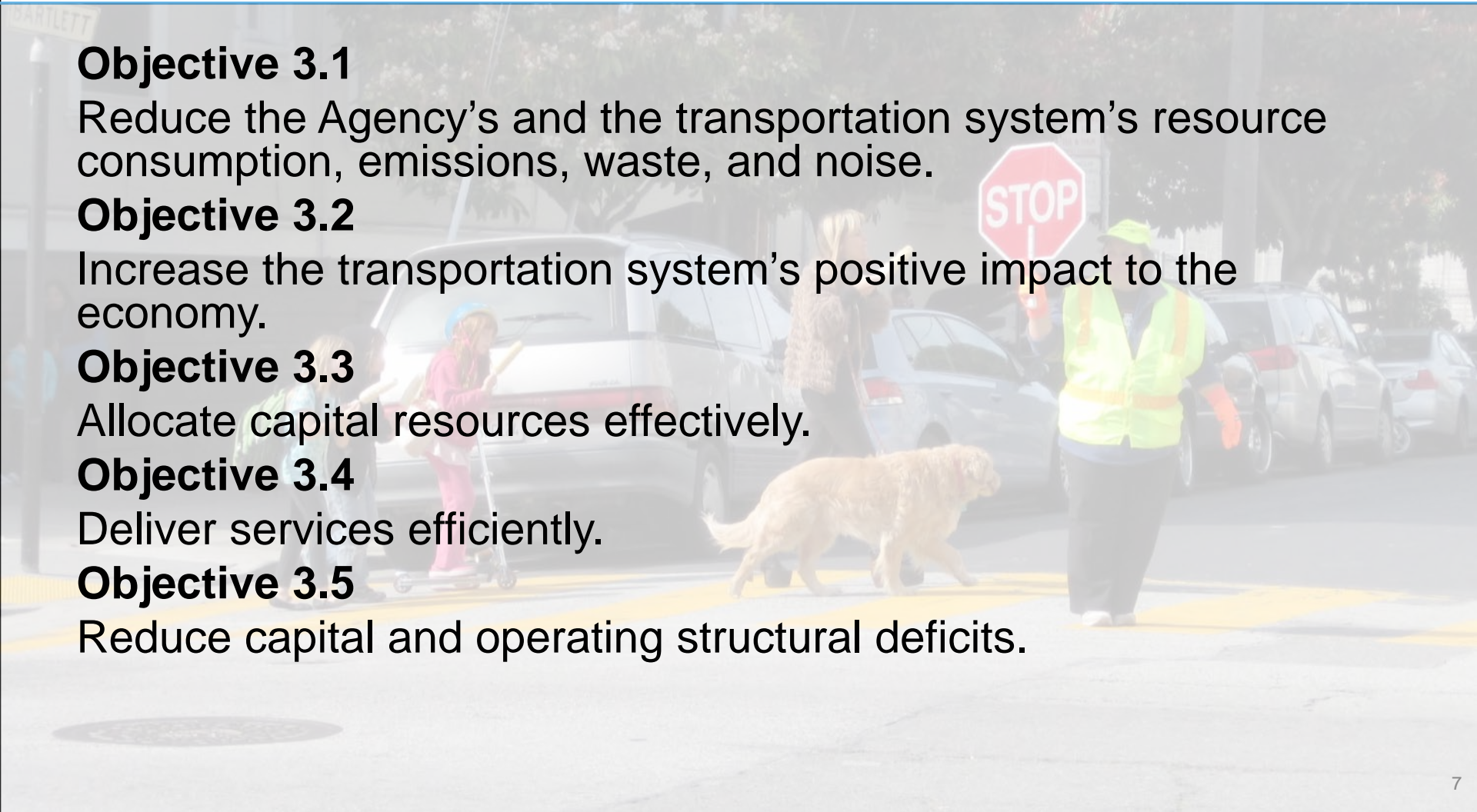
Allocate capital resources effectively.

## **Objective 3.4**

Deliver services efficiently.

## **Objective 3.5**

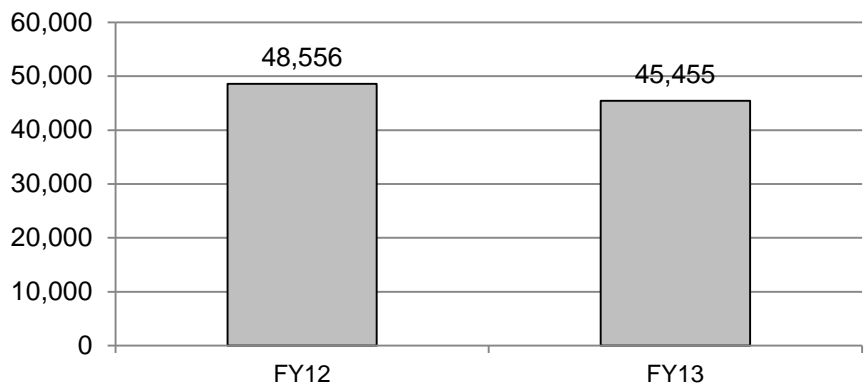
Reduce capital and operating structural deficits.



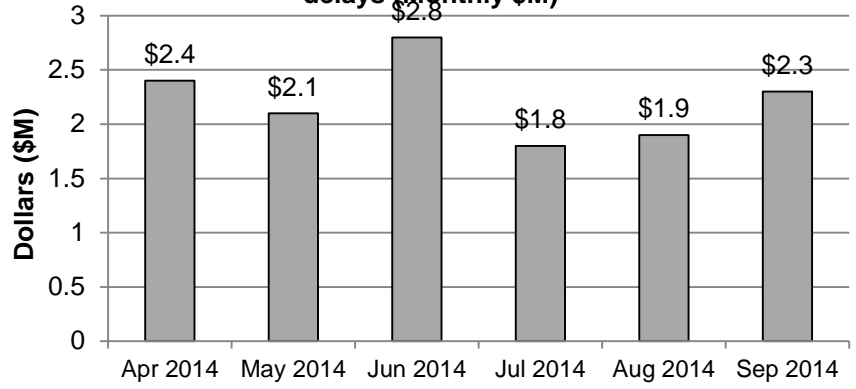
# Goal 3 metrics

## Key performance indicators

3.1.1 SFMTA carbon footprint (metric tons CO2e)



3.2.1 Estimated economic impact of Muni service delays (Monthly \$M)

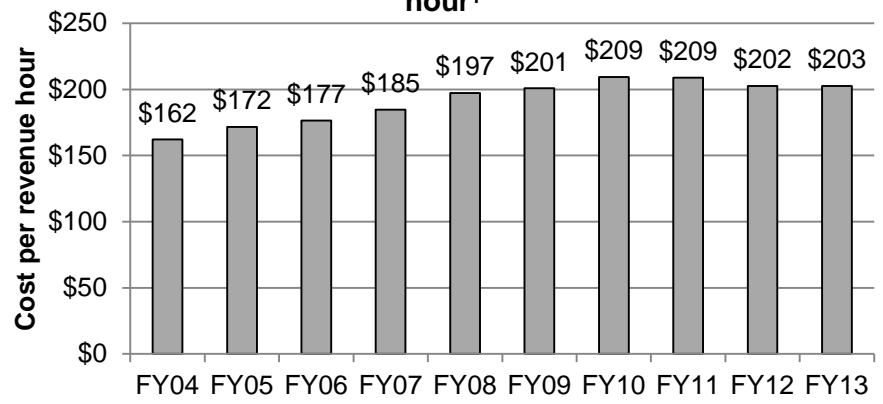


3.3.1 Percentage of all capital projects delivered on-budget by phase



Measure in development

3.4.1 Average annual transit cost per revenue hour<sup>1</sup>



Note: Reported results are subject to change as data quality improves or new data become available.



# Goal 3 financials

## Expenditures (FY15 as of October 2014)

EXPENDITURES	Revised Budget	Actuals: Year to Date	Encumbrances	Total Projection for the Year <sup>(1)</sup>	Saving/(Overage)
SFMTA Agency Wide	\$106,417,647	\$18,088,357	\$39,385,581	\$110,618,583	(\$4,200,936)
Board of Directors	\$606,325	\$171,608	\$3,334	\$519,058	\$87,267
Capital Programs and Construction	\$190,088	(\$1,083,139)	\$2,531,483	\$190,088	(\$0)
Communications	\$5,969,322	\$820,821	\$717,559	\$5,040,378	\$928,944
Director of Transportation	\$2,677,049	\$920,893	\$504,364	\$2,504,811	\$172,238
Finance and Information Technology	\$88,457,902	\$19,421,103	\$24,767,194	\$86,062,025	\$2,395,877
Government Affairs	\$1,032,451	\$245,282	\$208,627	\$1,002,019	\$30,432
Human Resources	\$32,027,075	\$7,709,694	\$7,569,772	\$30,694,786	\$1,332,289
Safety	\$4,097,506	\$1,122,641	\$1,295,940	\$4,961,640	(\$864,134)
Sustainable Streets	\$149,772,636	\$38,172,099	\$29,499,412	\$145,397,592	\$4,375,044
Transit Services	\$568,897,870	\$159,056,600	\$59,596,625	\$573,321,447	(\$4,423,577)
Taxi and Accessible Services	\$29,851,599	\$5,918,783	\$19,763,755	\$29,322,807	\$528,792
<b>TOTAL</b>	<b>\$989,997,471</b>	<b>\$250,564,742</b>	<b>\$185,843,646</b>	<b>\$989,635,234</b>	<b>\$362,237</b>

Note:

(1) Expenditures projection is based on all encumbrance spent in FY2015.

# Goal 3 financials

## Revenues (FY15 as of October 2014)

REVENUE	Revised Budget	Actuals Year to Date	Total Projection for the Year	Surplus/(Deficit)
<b>TRANSIT FARES</b>				
Cable Car Fares	\$25,809,060	\$12,038,018	\$25,809,060	\$0
Cash Fares	\$77,900,551	\$30,765,376	\$80,900,551	\$3,000,000
Other Fares	\$7,280,441	\$1,221,253	\$5,330,441	(\$1,950,000)
Passes	\$93,103,795	\$31,959,951	\$94,053,795	\$950,000
<b>TRANSIT FARES Total</b>	<b>\$204,093,847</b>	<b>\$75,984,599</b>	<b>\$206,093,847</b>	<b>\$2,000,000</b>
<b>PARKING FEES &amp; FINES</b>				
General Fund Baseline Transfer	\$67,900,000	\$16,975,000	\$67,900,000	\$0
Citations and Fines	\$96,426,440	\$33,814,492	\$96,426,440	\$0
Garage Revenue	\$62,655,325	\$22,563,445	\$63,755,325	\$1,100,000
Meter Revenue	\$44,594,452	\$18,348,151	\$47,094,452	\$2,500,000
Permit Revenue	\$13,200,818	\$4,573,814	\$13,200,818	\$0
<b>PARKING FEES &amp; FINES Total</b>	<b>\$284,777,035</b>	<b>\$96,274,902</b>	<b>\$288,377,035</b>	<b>\$3,600,000</b>
Operating Grants	\$128,590,739	\$23,939,093	\$131,590,739	\$3,000,000
Taxi Service	\$14,244,560	\$4,224,539	\$9,244,560	(\$5,000,000)
Other Revenues	\$28,853,509	\$13,636,212	\$29,853,509	\$1,000,000
General Fund Transfer	\$247,860,000	\$61,965,000	\$247,860,000	\$0
Fund Balance for Current Year Budget	\$20,000,000	\$20,000,000	\$20,000,000	\$0
Fund Balance for Prior Year				
Encumbrance Carry Forward	\$61,865,344	\$61,865,344	\$61,865,344	\$0
<b>TOTAL</b>	<b>\$990,285,034</b>	<b>\$357,889,690</b>	<b>\$994,885,034</b>	<b>\$4,600,000</b>

# Goal 3 financials

## Overtime Report (FY15 as of October 2014)

FUND/DIVISION	ANNUAL REVISED BUDGET	ACTUALS FISCAL YEAR TO DATE*	PROJECTION FOR REMAINING MONTHS	END OF YEAR PROJECTION	SURPLUS (DEFICIT)
<b>OPERATING FUND</b>					
<b>TRANSIT SERVICES DIVISION</b>					
Transit Operators	\$23,586,620	\$9,184,674	\$19,353,421	\$28,538,095	(4,951,475)
Transit Vehicle Maintenance	\$7,037,296	\$4,346,667	\$9,159,048	\$13,505,715	(6,468,419)
Transit – All Others	\$4,066,867	\$3,520,263	\$7,417,696	\$10,937,959	(6,871,092)
<b>Subtotal Transit Services Division</b>	<b>\$34,690,783</b>	<b>\$17,051,604</b>	<b>\$35,930,165</b>	<b>\$52,981,768</b>	<b>(18,290,985)</b>
<b>SUSTAINABLE STREETS DIVISION</b>					
Parking Control Officers	\$994,984	\$944,325	\$1,989,828	\$2,934,153	(1,939,169)
Sustainable Streets – All Others	\$794,714	\$237,697	\$500,861	\$738,558	56,156
<b>Subtotal Sustainable Streets Division</b>	<b>\$1,789,698</b>	<b>\$1,182,022</b>	<b>\$2,490,689</b>	<b>\$3,672,711</b>	<b>(1,883,013)</b>
<b>SFMTA AGENCY WIDE</b>	\$0	\$0	\$0	\$0	0
<b>ALL OTHER DIVISIONS</b>	<b>\$889,774</b>	<b>\$285,263</b>	<b>\$601,090</b>	<b>\$886,354</b>	<b>\$3,420</b>
<b>TOTAL OPERATING FUND</b>	<b>\$37,370,255</b>	<b>\$18,518,889</b>	<b>\$39,021,945</b>	<b>\$57,540,833</b>	<b>(20,170,578)</b>
<b>NON OPERATING FUND</b>					
Capital Programs & Construction	\$0	\$392,215	\$826,452	\$1,218,667	(1,218,667)
Sustainable Streets Engineering Programs	\$0	\$142,316	\$299,880	\$442,196	(442,196)
<b>Total Non-Operating Fund</b>	<b>\$0</b>	<b>\$534,530</b>	<b>\$1,126,332</b>	<b>\$1,660,862</b>	<b>(1,660,862)</b>
<b>TOTAL</b>	<b>\$37,370,255</b>	<b>\$19,053,419</b>	<b>\$40,148,276</b>	<b>\$59,201,696</b>	<b>(21,831,441)</b>

\*Figures include cost recovery for events or services totaling \$566K as of month-end (October 2014) for FY2015. The amount includes reimbursements for payroll (both regular and overtime), overhead, and other non-labor costs as applicable.

# Goal 4 metrics

Create a workplace that delivers outstanding service

## **Objective 4.1**

Improve internal communications

## **Objective 4.2**

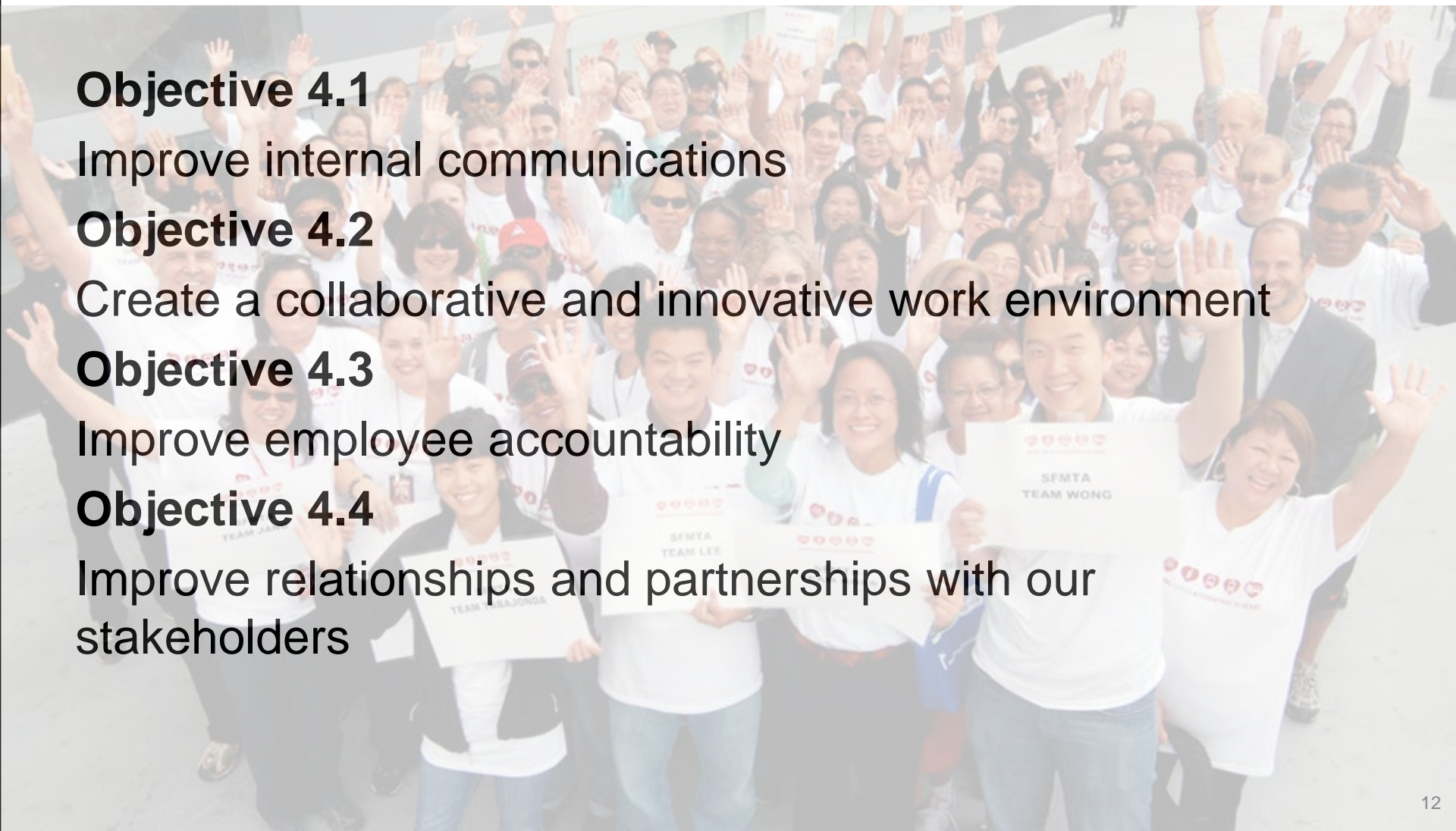
Create a collaborative and innovative work environment

## **Objective 4.3**

Improve employee accountability

## **Objective 4.4**

Improve relationships and partnerships with our stakeholders



# Goal 4 metrics

## Key performance indicators

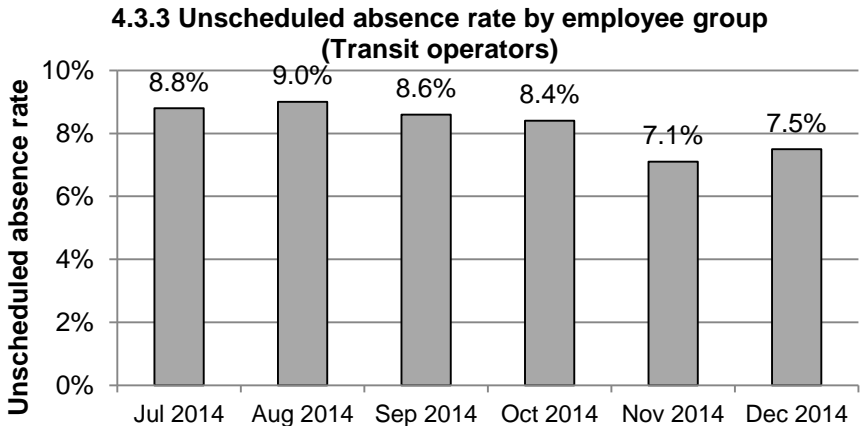
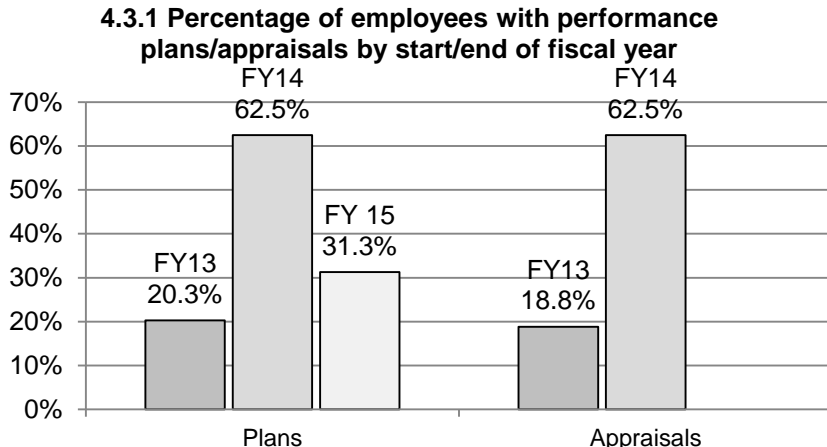
**4.1.1 Employee rating: I have the info and tools I need to do my job; I have access to info about Agency accomplishments, current events, issues and challenges;**

scale of 1 (high) to 5 (low)

**3.5, 3.5**  
**(FY14)**

**4.2.1 Employee rating: Overall employee satisfaction; scale of 1 (low) to 5 (high)**

**3.4**  
**(FY14)**



Note: Reported results are subject to change as data quality improves or new data become available.

# Goal 4 metrics

## Key performance indicators **continued**

4.4.1 Stakeholder rating: satisfaction with SFMTA decision-making process/communications; scale of 1 (low) to 5 (high)



**Survey will be  
conducted in FY15.**