

City Services Auditor

**SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS
POLICY AND GOVERNANCE COMMITTEE
CSA Update**

November 15, 2013



Completed Projects

August - November 2013

- Audits Unit
 - Construction Contract Close-out Assessment for the Cable Car Propulsion System DC Motor Drives Upgrade (10/17/13)
 - Audit of Transit Operator Hiring, Training, & Occupational Safety (9/10/13)
- City Performance Unit
 - District 7 Pedestrian Safety Improvement Project Report (10/22/13)



Audits Unit

Construction Contract Close-out Assessment for the Cable Car Propulsion System DC Motor Drives Upgrade Project

- Objective:
 - Determine whether SFMTA adequately oversaw compliance with the close-out procedures in the contract and whether Shimmick Construction Company, Inc., complied with the contract's close-out procedures.
- Results:
 - SFMTA properly closed out the construction and equipment contract but did not require the contractor to submit written certification that the work was ready for pre-final inspection.



Audits Unit

Audit of Transit Operator Hiring, Training, & Occupational Safety

- Audit Objectives:

Determine whether:

- SFMTA's recruitment, selection, and initial training processes yield enough transit operators to fill all vacant positions and are efficient and effective.
- The duration of the initial training of transit operators is optimal and complies with any applicable state or federal requirements.
- SFMTA's initial and ongoing training of transit operators adequately addresses worker safety, including ergonomics, and wellness to prevent workplace injuries.
- SFMTA's estimate of the number of full-time equivalent transit operator positions that must be filled to enable SFMTA to have enough operators to staff every scheduled transit route every day is accurate and reliable.

Audits Unit

Audit of Transit Operator Hiring, Training, & Occupational Safety

- Results:

- The Transit, Human Resources, and Finance divisions have the needed data but do not collaborate on an integrated transit operator staffing analysis to inform the agency's budget and its hiring and training goals.
- SFMTA's staffing analysis underestimates the transit operator shortage because it uses a relief factor that is too low (20% instead of 27%) and does not account for attrition (8% yearly).
- SFMTA estimated that it needed 1,983 FTE operators to fulfill the service schedule, or 283 (13%) short of the audit's estimate of 2,266.
- Because the Training unit lacks enough instructors, buses, and an off-street skill course that is consistently available, this unit is the bottleneck in the hiring and training process.
- SFMTA has difficulty attracting and retaining enough well-qualified transit supervisors to serve as training instructors, partly because overtime is not offered.

City Performance Unit

District 7 Pedestrian Safety Improvement Project Report

- Requested by District 7 Supervisor Norman Yee
- Findings: Supervisorial District 7, with streets such as 19th Avenue, Ocean Avenue and Sloat Boulevard accounts for approximately 5% of the city's pedestrian injuries and fatalities annually, and approximately 7% of the City's severe and fatal injuries annually.
- Report documents planned pedestrian safety projects, geographic information on pedestrian injuries in District 7, and recommendations for future improvement efforts.
- One main recommendation is to identify opportunities for the best use of District 7 add-back funds in conjunction with SFMTA and create community engagement opportunities to better identify and address District 7 pedestrian safety concerns and assist in setting priorities for pedestrian safety initiatives.
- Report is intended to improve City transparency efforts related to pedestrian safety and to guide pedestrian safety improvements in District 7.
- Report completed and published in October 2013

Projects in Progress

- Audits Unit
 - Performance Audit of the Taxi and Accessible Service Division
 - Construction Contract Performance Evaluation Audit
 - Central Subway Overhead Rates - Design Package Phase 3
- City Performance Unit
 - Mayor's Transportation Task Force
 - WalkFirst Pedestrian Investment Strategy
 - Transit Effectiveness Project Implementation



Audits Unit

Audit of the Taxi and Accessible Services Division

- Fourth annual performance audit of an SFMTA division.
- Audit team is near completion of the audit survey phase and is finalizing the audit objectives.
- Audit will review the Taxi unit and the paratransit contract, which is administered by the Accessible Services unit.



City Performance Unit

Transportation Task Force

- Transportation Task Force has CSA staff support for Co-Chair Deputy Controller Monique Zmuda
- Has worked with Task Force, Mayor's Office, Board of Supervisors and stakeholders in developing findings and recommendations to address the need and target new investment for transportation
- Recommends \$2.9 billion of new investment through 2030 and identifies key new revenue sources
- Controller's Office continues to perform engagement and receive feedback from interested groups, most recent have been with the SFCTA and SFMTA Boards
- Report will be presented for consideration by the Mayor on November 25, 2013



City Performance Unit

WalkFirst

- WalkFirst will develop a five-year capital improvement program for pedestrian safety projects along the 70 miles of San Francisco's streets where 60 percent of pedestrian injuries and fatalities occur
- Project is a collaborative effort among CSA, SFMTA Livable Streets, SF Planning, Department of Public Health Environmental Health, SFCTA and DPW
- Consultants in coordination with City team have completed major deliverables for project outreach materials, collision profiles, and pedestrian countermeasures with associated costs
- Online tool scheduled to be public on November 18, intended to be a major opportunity for public engagement on topic of pedestrian safety and inform project prioritization
- Please visit online at walkfirst.sfgov.org

City Performance Unit

Transit Effectiveness Project

- Workorder funding for environmental review contractor is increasing to address longer and more complicated Final Environmental Impact Report (FEIR) and contractor assistance with appeal process. FEIR expected to be issued in early 2014.
- CSA will analyze corridor intercept survey responses to gauge transportation and spending habits of residents and shoppers on Irving (N Judah) and San Bruno (9 San Bruno). SFMTA collected approximately 100 surveys on Irving. San Bruno survey pending. Once San Bruno is complete CSA will summarize survey responses to support TEP outreach expected this Winter.
- Update to the TEP Implementation Strategy pending with SFMTA. CSA drafted the update based 2011 Draft Implementation Strategy, the DEIR and other TEP documentation. The update summarizes the TEP proposals, cost estimates, and timeline on a route by route basis. SFMTA is finalizing the Strategy with cost alternatives and robust graphics to enhance readability.

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Questions and Discussion

