

FY 2014 Annual Report Appendix

Summary of Key Performance Indicators

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To track the implementation of the current SFMTA Strategic Plan, the Executive Team identified a Key Performance Indicator (KPI) for each of the 16 Strategic Objectives. Cross-divisional teams developed a list of actions and programs to implement the Strategic Plan during the first two-year budget cycle.

Employee Recognition

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Each year, the SFMTA recognizes the outstanding work of hundreds of staff members through awards issued by the Executive Team and through Special Recognition by the SFMTA Board of Directors. This appendix lists the 313 team members who have been recognized during FY 2014 for their outstanding work and contributions to the agency.

Key Performance Indicators

The FY 2013 - FY 2018 SFMTA Strategic Plan includes a series of key performance indicators and targets for each two-year budget cycle to assess the **agency's** progress in achieving its strategic goals. For FY 2013 - FY 2014, the agency prioritized information gathering to lay a foundation for the next four years. Two key performance indicators identified in the Strategic Plan, capital project delivery and the overall stakeholder rating, are still under development. The SFMTA will start reporting on these indicators in FY 2015.

GOAL 1: Create a safer transportation experience for everyone

Muni Security Incidents per 100,000 Miles

Month	1.1.1 Target	Incidents per 100k
Jul-12	3.4	4.852
Aug-12	3.4	5.091
Sep-12	3.4	5.975
Oct-12	3.4	5.647
Nov-12	3.4	5.262
Dec-12	3.4	4.814
Jan-13	3.4	7.240
Feb-13	3.4	9.439
Mar-13	3.4	10.680
Apr-13	3.4	9.239
May-13	3.4	11.369
Jun-13	3.4	11.011
Jul-13	3.4	11.181
Aug-13	3.4	10.240
Sep-13	3.4	11.342
Oct-13	3.4	12.151
Nov-13	3.4	7.736
Dec-13	3.4	8.191
Jan-14	3.4	7.533
Feb-14	3.4	9.971
Mar-14	3.4	8.823
Apr-14	3.4	8.503

Month	1.1.1 Target	Incidents per 100k
May-14	3.4	8.220
Jun-14	3.4	9.256

Decline in incidents in FY 2014. A grant from the Dept. of Homeland Security funded an increased police presence on Muni vehicles beginning in October 2013, improving the security on the system and reducing electronic device thefts in particular. The reported rate of incidents increased in January 2013 due to a methodological reporting change that expanded the definition of Muni-related incidents to include incidents at Muni stops and stations. Controlling for this reporting change, the average the security incident rate declined slightly in FY 2014 from FY 2013.

Workplace Injuries per 200,000 Hours

Month	Target	Injuries per 200k hours
Jul-12	14.6	14.18
Aug-12	14.6	17.86
Sep-12	14.6	12.57
Oct-12	14.6	15.00
Nov-12	14.6	17.96
Dec-12	14.6	13.68
Jan-13	14.6	13.67
Feb-13	14.6	12.75
Mar-13	14.6	11.33
Apr-13	14.6	11.96
May-13	14.6	13.90
Jun-13	14.6	10.34
Jul-13	14.6	12.01
Aug-13	14.6	17.63
Sep-13	14.6	12.13
Oct-13	14.6	12.21
Nov-13	14.6	13.59
Dec-13	14.6	9.04
Jan-14	14.6	9.33
Feb-14	14.6	10.29
Mar-14	14.6	11.07
Apr-14	14.6	14.68
May-14	14.6	10.52
Jun-14	14.6	12.28

Goal met. Workplace injuries declined steadily and continued to stay beneath the agency’s target rate of 14.6. Enhancement of the Ergonomic Program, additional training and accountability for staff, the Employee Health Program’s “Road to Fitness” initiative and other efforts to provide a stronger safety and wellness culture at the SFMTA are contributing to a decline in injury rates.

Muni Collisions per 100,000 Miles

Month	Target	Collisions per 100k
Jul-12	4.5	5.119
Aug-12	4.5	4.914
Sep-12	4.5	4.668
Oct-12	4.5	6.417
Nov-12	4.5	4.446
Dec-12	4.5	5.046
Jan-13	4.5	4.274
Feb-13	4.5	5.809
Mar-13	4.5	5.008
Apr-13	4.5	6.073
May-13	4.5	5.280
Jun-13	4.5	5.005
Jul-13	4.5	5.590
Aug-13	4.5	6.636
Sep-13	4.5	5.556
Oct-13	4.5	7.060
Nov-13	4.5	6.746
Dec-13	4.5	4.668
Jan-14	4.5	5.742
Feb-14	4.5	4.985
Mar-14	4.5	4.785
Apr-14	4.5	6.163
May-14	4.5	6.676
Jun-14	4.5	6.024

No improvement. The monthly rate of Muni collisions has increased during the two-year budget cycle, from an average of 5.2 in FY 2013 to 6.0 in FY 2014. SFMTA staff are working to identify corridors with the highest number of collisions and ways to make streets safer for all users.

GOAL 2: Make transit, walking, bicycling, taxi, ridesharing and carsharing the most attractive and preferred means of travel

Customer Rating on Overall Satisfaction with Transit Services

Muni Overall Service Rating	excellent and good ratings combined
2001	48%
2002	57%
2003	68%
2004	64%
2005	65%
2006	53%
2007	55%
2010	52%
2011	57%
2012	62%
2014	64%

Improved customer satisfaction. Sixty-four percent of San Francisco residents polled in the 2014 annual Muni ridership survey gave Muni an “excellent” (14 percent) or good (50 percent) rating—the highest customer ranking since 2005. The SFMTA also runs a quarterly online pulse survey to gauge customer satisfaction throughout the year.

Percent of Transit Trips with Bunches and Gaps

Month	Bunch Target	% Bunched	Gap Target	% Gaps
Jul-12	0.04	5.3%	0.139	19.0%
Aug-12	0.04	6.3%	0.139	20.2%
Sep-12	0.04	6.0%	0.139	19.0%
Oct-12	0.04	6.1%	0.139	20.2%
Nov-12	0.04	5.2%	0.139	18.4%
Dec-12	0.04	5.1%	0.139	20.2%
Jan-13	0.04	4.8%	0.139	17.5%
Feb-13	0.04	5.1%	0.139	17.8%
Mar-13	0.04	5.1%	0.139	16.3%
Apr-13	0.04	5.4%	0.139	15.1%
May-13	0.04	5.7%	0.139	16.6%
Jun-13	0.04	6.7%	0.139	16.8%
Jul-13	0.04	5.6%	0.139	16.7%

Month	Bunch Target	% Bunched	Gap Target	% Gaps
Aug-13	0.04	5.8%	0.139	17.6%
Sep-13	0.04	8.5%	0.139	18.8%
Oct-13	0.04	6.2%	0.139	18.8%
Nov-13	0.04	6.0%	0.139	17.5%
Dec-13	0.04	5.4%	0.139	17.7%
Jan-14	0.04	4.9%	0.139	17.5%
Feb-14	0.04	5.5%	0.139	17.1%
Mar-14	0.04	5.2%	0.139	17.1%
Apr-14	0.04	5.3%	0.139	18.4%
May-14	0.04	5.6%	0.139	20.8%
Jun-14	0.04	5.5%	0.139	21.1%

No improvement. The occurrence of bunches and gaps in transit service remained above the identified targets during the two-year budget cycle. Bunches averaged 5.7 percent in FY 2013 - FY 2014 and gaps averaged 18.2 percent.

Non-private Auto Mode Share

2011 Non-Private Auto Trips (total: 47%)

- Transit: 21%
- Walk: 19%
- Bike: 3%
- Taxi: 2%
- Carshare: 1%
- Scooter or Motorcycle: 1%

2011 Private Auto Trips (total: 53%)

- Drove alone: 29%
- Drove with others: 24%

Set baseline. The SFMTA has set a goal that 50 percent of all trips would be taken using non-private auto modes like walking, bicycling, transit and taxis by 2018. The SFMTA is on target to meet the 50/50 mode split target before the end of FY 2018.

Reliability Rate of SFpark Spaces

Month	Target Reliability Rate	Reliability Rate of SFpark spaces
Jul-12	100%	69.3%
Aug-12	100%	67.6%
Sep-12	100%	67.2%
Oct-12	100%	66.5%
Nov-12	100%	69.6%
Dec-12	100%	72.8%

Month	Target Reliability Rate	Reliability Rate of SFpark spaces
Jan-13	100%	78.7%
Feb-13	100%	74.3%
Mar-13	100%	72.6%
Apr-13	100%	73.2%
May-13	100%	73.8%
Jun-13	100%	75.9%
Jul-13	100%	76.8%
Aug-13	100%	79.4%
Sep-13	100%	79.6%
Oct-13	100%	73.0%
Nov-13	100%	72.4%
Dec-13	100%	70.0%

Improved space availability. The reliability rate of SFpark spaces, defined as the percentage of time that at least one space per block is available, improved from 71.9 percent in FY 2013 to 75.2 percent during the first half of FY 2014. Throughout the SFpark pilot program, the average time spent searching for parking decreased by 43 percent. This pilot ended in December 2013 and SFMTA staff are currently developing an alternative indicator for future assessment.

GOAL 3: Improve the environment and quality of life in San Francisco

Metric Tons of CO2e for Transportation

- 2010 Actual: 2,266,322
- 2017 Goal: 1,515,000

Set baseline. In 2010, transportation activity on the City’s streets resulted in 2.27 million metric tons of greenhouse gas emissions, a 1.5% increase from 1990 levels. While overall emissions increased by 1.5%, vehicle miles traveled increased by 7.5% during that period, signaling a divergence in the growth of those two rates as fuel economy and low-carbon fuel choices continue to improve. Future reporting of this KPI will be limited to the SFMTA’s carbon footprint only to allow for more timely reporting on agency progress.

Economic Impact of Muni Delays (\$ millions)

Month	\$ millions
Mar-13	\$2.8
Apr-13	\$4.6

Month	\$ millions
May-13	\$4.6
Jun-13	\$2.6
Jul-13	\$3.5
Aug-13	\$2.2
Sep-13	\$3.1
Oct-13	\$4.7
Nov-13	\$3.3
Dec-13	\$2.2
Jan-14	\$2.5
Feb-14	\$2.6
Mar-14	\$2.6
Apr-14	\$2.4
May-14	\$2.1
Jun-14	\$2.8

Fewer major delays. In FY 2014, major Muni delays of 10 minutes or more cost the City an estimated \$34 million in lost productivity, according to a preliminary economic impact model prepared by the City Economist. This result is less than the previous fiscal year's estimate of approximately \$43 million lost due to delay. Over the next few years, new, more reliable buses and trains and Muni Forward enhancements will improve reliability and further reduce Muni delays. SFMTA staff is also working to further develop economic models to identify the transportation system's economic benefits.

Transit Cost per Revenue Hour

Transit Cost per Revenue Hour	FY 2010	FY 2011	FY 2012	FY 2013
Average Cost to deliver one hour of transit service	\$209.23	\$208.76	\$202.50	\$202.67
Target Cost	\$192.00	\$192.00	\$192.00	\$192.00

Flat cost to deliver transit service. The average cost of delivering one hour of transit service has been relatively flat over the past two fiscal years at \$202 in FY 2012 and \$203 in FY 2013 (figures adjusted for inflation). The limited salary increases in the negotiated labor contracts during the period were the main reason for the flat average cost.

Structural Operating and Capital Deficits

Year	Structural Operating Deficit	Structural Capital Deficit - State of Good Repair (SGR)
2012	\$70M	\$260M
2013	\$70M	\$260M

2014	\$35M	\$260M
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Met one of two targets. The SFMTA reduced the annual structural operating deficit to \$35 million in FY 2014, thanks to revenue increases and expenditure alignments. The agency is currently working to project the SFMTA’s future operating needs to reflect revised growth in demand, service levels and labor costs, which will likely result in an update to the operating structural deficit figure. The State of Good Repair capital budget deficit has remained constant in the last few years. Funding from Propositions A and B, passed in November 2014, will help reduce the capital deficit.

GOAL 4: Create a collaborative environment to support delivery of outstanding service

Employee Rating, scale of 1 - 5

Year	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Average score, 1 to 5
I have access to info about Agency accomplishments, current events, issues and challenges						
FY13	19.94%	37.70%	17.47%	12.67%	12.22%	3.38
FY14	24.69%	37.82%	14.61%	11.97%	10.92%	3.53
I have the information and tools I need to do my job.						
FY13	21.97%	41.15%	11.05%	14.48%	11.35%	3.45
FY14	25.76%	37.36%	10.16%	14.90%	11.82%	3.50
What is your overall satisfaction as an employee of the SFMTA?						
FY13	21.25%	36.11%	16.66%	12.63%	13.36%	3.37
FY14	25.34%	33.28%	14.63%	12.90%	13.85%	3.42

Improved employee satisfaction. Overall employee satisfaction improved in FY 2014 - 58% of respondents reported being somewhat or very satisfied as employees of the SFMTA, a higher percentage than the previous year. To ensure that staff also feel connected and supported by the agency, the SFMTA also tracks the employee rating on access to agency information and the tools needed to perform their jobs. These ratings also increased in FY 2014.

Completed Performance Plans and Appraisals

Year	Plans Prepared	Appraisals Completed
FY 2013	20.3%	18.8%
FY 2014	62.5%	61.1%

Increased number of plans and appraisals. In FY 2014, the percentage of employees with performance plans and appraisals more than tripled. Contributing to the increase was the deployment of an online portal that made it easier to submit plans and appraisals on the SFMTA staff intranet.

Employee Recognition

Outstanding service begins with the people and culture of the SFMTA. The following list of SFMTA team members have been recognized during FY 2014 for their outstanding work and contributions to the agency.

50th Cable Car Bell Ringing Competition

Trini Whittaker, First place winner

Ken Lunardi, Second place winner

Joseph Sue, Third place winner



Quarterly Maintenance Safety Award

Scott Center, FY2014 First Quarter

Finance & Information Technology/Storeroom, FY2014 Second Quarter

Enforcement, FY2014 Third Quarter

Materials Management Storerooms and Storekeepers Section, FY2014 Fourth Quarter

Systemwide Operator of the Month

Ted Briones, Green Division, January 2014

Billy Gibson, Green Division, August 2013

Gregory Griffin, Flynn Division, June 2014

Bobby Johnson, Cable Car Division, July 2013

Melinea Melson, Potrero Division, March 2014

Joseph Miller, Presidio Division, November 2013

Shelly O'Guinn, Woods Division, December 2013

Warren Rubit, Presidio Division, April 2014

Greg Tucker, Potrero Division, October 2013

Systemwide Runner-Up Operator of the Month

Bernard Chatman, Potrero Division, October 2013

Jacquelyn Clemon, Presidio Division, April 2014

Halmar Duran, Flynn Division, June 2014
Simon Ma, Green Division, August 2013
Gilbert Rosher, Green Division, January 2014
Debra Stevens, Potrero Division, March 2014
Eddy Suazo, Woods Division, December 2013
Jesus Vargas, Cable Car Division, July 2013
David Wong, Presidio Division, November 2013

Operator of the Month

Gretchen Alexander, Flynn Division, January 2014
Saul Alegria, Cable Car Division, September 2013
Francisco Arce, Presidio Division, February 2014
Tommy Benford, Green Division, October 2013
Jerome Bowers, Presidio Division, July 2013 & January 2014
Myra Brummel, Green Division, September 2013
Peter Cajucom, Flynn Division, November 2013
Kenneth Chambers, Flynn Division, May 2014
Peter Chiong, Woods Division, August 2013
Oscar Collazos, Flynn Division, October 2013
Arlyce Connor, Woods Division, December 2013
Jose Cruz, Potrero Division, September 2013
Dung Dang, Flynn Division, April 2014
James Darrel, Potrero Division, May 2014
Kevin Davis, Cable Car Division, August 2013
Freddie De Leon, Green Division, March 2014
L'Tanya Demby, Woods Division, July 2013
Si Du, Cable Car Division, March 2014
Miguel Duarte, Cable Car Division, October 2013
Jason Fan, Flynn Division, December 2013
Jorge Flores, Potrero Division, October 2013
Jesse Grady, Flynn Division, August 2013
James Green, Potrero Division, August 2013
Vanessa Griffin, Flynn Division, March 2014
Cassandra Griffin, Cable Car Division, May 2014
Hui Guo, Presidio Division, August 2013
Theoatis Hill, Cable Car Division, April 2014
Victor Lu, Woods Division, November 2013
Michael Jackson, Potrero Division, April 2014
Mitchell Johnson, Flynn Division, September 2013
Donald Jue, Green Division, November 2013
Sherman Kou, Cable Car Division, January 2014
Sam Lam, Green Division, July 2013
Peola Lane, Potrero Division, December 2013
Thomas Lau, Potrero Division, March 2014
Jim C. Lee, Presidio Division, November 2013
Jack Leong, Presidio Division, April 2014
Jeffrey Mandala, Green Division, February 2014
Wai Ng, Cable Car Division, December 2013
Anthony Olay, Potrero Division, January 2014

Wilfredo Olivar, Potrero Division, February 2014
Zan Ou, Cable Car Division, July 2013
Alberto Perez, Green Division, August 2013
Guo Qing Peng, Presidio Division, October 2013
James Qualters, Cable Car Division, June 2014
Victor Ramos, Potrero Division, July 2013
Reginald Snelgro, Cable Car Division, February 2014
Joseph Sylva, Woods Division, October 2013
Garland Taylor, Flynn Division, June 2014
Loi Tran, Green Division, January 2014
Kelvin Tran, Presidio Division, March 2014
Donald Tse, Flynn Division, February 2014
Errol Washington, Presidio Division, September 2013
Orlando Williams, Flynn Division, July 2013
David Williams Jr., Green Division, December 2013
Jheri Wilson, Woods Division, September 2013
Loretta Wilson, Potrero Division, November 2013

FY 2014 Safe Driver Awards

Mauricio A. Aguirre, Flynn Division, 18 years
Maria M. Alegria, Kirkland Division, 23 years
Sharon L. Alexander-Berry, Kirkland Division, 16 years
Raymond Alfonso, Woods Division, 16 years
Duane Allen, Cable Car Division, 39 years
Carl N. Anderson, Cable Car Division, 20 years
Eric C. Angeles, Kirkland Division, 19 years
Kenneth Anwukah, Flynn Division, 16 years
Scott Ashley, Flynn Division, 16 years
Hashim E. Azam, Woods Division, 22 years
Oscar Baeza, Woods Division, 26 years
Ryan O. Banks, Cable Car Division, 17 years
Lonnie L. Beard, Presidio Division, 21 years
Yohannes Bemnet, Presidio Division, 16 years
Jonathan Benton, Woods Division, 16 years
Antonio D. Beronilla, Potrero Division, 16 years
Steve Brown, Woods Division, 21 years
Eduardo Bungay, Kirkland Division, 16 years
Windell Burnside, Flynn Division, 23 years
Rafael Cabrera, Cable Car Division, 22 years
Peter L. Cajucom, Flynn Division, 16 years
Johnny E. Cannon, Woods Division, 24 years
Israel Castro, Green Division, 22 years
Karl G. Cato, Woods Division, 17 years
Gabriel Ceballos, Green Division, 17 years
Kenneth Chambers, Flynn Division, 21 years
Stanley Chan, Cable Car Division, 25 years
Wee T. Chan, Cable Car Division, 18 years
Hoke L. Chang, Presidio Division, 33 years
Chee-Lin Chang, Presidio Division, 27 years

David W. Chau, Woods Division, 34 years
Freeman Chee, Cable Car Division, 31 years
Shu A. Chen, Cable Car Division, 16 years
Albert E. Cheng, Kirkland Division, 23 years
Tommy K. Chiu, Cable Car Division, 16 years
Jimmy Chiu, Flynn Division, 32 years
Bill Chui, Kirkland Division, 30 years
Buu K. Chung, Green Division, 26 years
Wilson Chung, Green Division, 20 years
Eddie R. Clark, Cable Car Division, 29 years
Melvin S. Clark, Green Division, 24 years
Juanita Concepcion, Green Division, 22 years
Emilio A. Corona, Potrero Division, 22 years
Ricardo Cuaresma, Presidio Division, 20 years
Kevin D. Davis, Cable Car Division, 16 years
Michael R. Davis, Woods Division, 16 years
Randall S. Dea, Cable Car Division, 25 years
Si K. Du, Cable Car Division, 16 years
Robert Dufresne, Cable Car Division, 20 years
Vawanda J. Ferdinand, Flynn Division, 22 years
Ronnie Freeman, Woods Division, 20 years
Louis E. Galarce, Green Division, 22 years
Billy Gibson, Green Division, 30 years
Orlando J. Gomez, Woods Division, 16 years
Gerardo A. Gonzalez, Cable Car Division, 19 years
Antonio Gonzalez Jr., Cable Car Division, 20 years
Kevin N. Grady, Cable Car Division, 27 years
Jesse Grady, Flynn Division, 30 years
Gregory Griffin, Flynn Division, 26 years
Gerardo Guillen, Flynn Division, 27 years
Katung Ha, Kirkland Division, 17 years
Terrence Hall, Presidio Division, 17 years
Siegfried V. Henderson, Woods Division, 19 years
Lawrence Herd, Green Division, 32 years
Theresa Hernandez, Green Division, 23 years
Ricardo Hernandez Jr., Presidio Division, 16 years
Reginald V. Hicks, Potrero Division, 24 years
Theoatis Hill, Cable Car Division, 16 years
Gregory L. Hill, Green Division, 24 years
Duke E. Horton, Cable Car Division, 25 years
Mont Hubbard, Potrero Division, 25 years
Milton James, Kirkland Division, 29 years
Gee Sing Jeung, Kirkland Division, 16 years
Arthur Jew, Presidio Division, 16 years
William A. Johnson, Cable Car Division, 24 years
Bobby M. Johnson, Cable Car Division, 17 years
Michael A. Johnson, Presidio Division, 21 years
Sheila J. Johnson, Woods Division, 16 years
Willie R. Johnson, Woods Division, 17 years

Luke Jones, Flynn Division, 18 years
Gregory L. Kelly, Woods Division, 17 years
Sam Khuu, Cable Car Division, 18 years
Patricia King, Kirkland Division, 24 years
De Lam, Presidio Division, 17 years
Jason Lao, Green Division, 31 years
Wah K. Lau, Kirkland Division, 25 years
Peter S. Lee, Green Division, 33 years
Albert G. Lee, Green Division, 23 years
Jason K. Lee, Kirkland Division, 16 years
Alan W. Leong, Kirkland Division, 25 years
Dominic Leung, Presidio Division, 23 years
Calvin A. Lewis, Presidio Division, 22 years
Manuel S. Lezcano, Green Division, 19 years
Kam C. Li, Cable Car Division, 22 years
Wah K. Li, Kirkland Division, 26 years
Willard A. Lindsay, Kirkland Division, 24 years
Ken Liu, Cable Car Division, 18 years
Kenneth P. Lunardi, Cable Car Division, 27 years
Tuong Luu, Kirkland Division, 16 years
Simon C. Ma, Kirkland Division, 23 years
Andrew Z. Mackie, Cable Car Division, 28 years
Gary Maestas, Green Division, 17 years
John Joseph B. Manabat, Cable Car Division, 24 years
Darrell Marshall, Woods Division, 24 years
Andre Mayo, Potrero Division, 16 years
Ambrose Mercer, Green Division, 16 years
Luis M. Montano, Cable Car Division, 18 years
Lonnie Moore Jr., Green Division, 38 years
Reynaldo Morante, Cable Car Division, 22 years
Benjamin S. Mosqueda, Cable Car Division, 17 years
Wai T. Ng, Cable Car Division, 17 years
Hong V. Nguyen, Green Division, 16 years
Leonard L. Oats, Cable Car Division, 16 years
Gilbert O'Guinn, Flynn Division, 25 years
Jaime O. Olivar, Green Division, 25 years
Wilfredo G. Padoan, Kirkland Division, 23 years
Nancy Padilla, Green Division, 26 years
Felix Pagatpatan, Presidio Division, 24 years
Anthony F. Parker, Flynn Division, 24 years
Arturo Perez, Green Division, 25 years
Julian M. Perez, Woods Division, 22 years
Hernan M. Porras, Kirkland Division, 18 years
Roy C. Puckett, Green Division, 20 years
Darrell A. Rahman, Green Division, 17 years
Joseph W. Rand, Flynn Division, 27 years
Johnny Randall, Potrero Division, 19 years
Darryl S. Reed, Woods Division, 24 years
Jacinto A. Reyes, Cable Car Division, 16 years

Nelson Rodriguez, Woods Division, 19 years
Gilbert C. Rosher, Green Division, 25 years
Alfred Sanchez, Cable Car Division, 32 years
Oscar J. Sanchez, Green Division, 36 years
Donald Sanders, Kirkland Division, 30 years
Abraham L. Sherman, Green Division, 43 years
Matthew E. Smith, Potrero Division, 21 years
Reginald B. Snelgro, Cable Car Division, 23 years
Vickie L. Solls Davis, Woods Division, 17 years
Mark L. Spencer, Potrero Division, 19 years
Janetta Strong, Green Division, 21 years
Joseph Sue, Cable Car Division, 19 years
Prospero P. Sunga Jr., Potrero Division, 26 years
Sam Tcheng, Presidio Division, 18 years
Michael Terrell, Presidio Division, 15 years
Marvin L. Terry, Potrero Division, 28 years
Cao Tran, Cable Car Division, 28 years
Sanh M. Tran, Green Division, 27 years
Thurston Trinh, Cable Car Division, 23 years
David P. Truong, Kirkland Division, 27 years
Allen Tsai, Potrero Division, 22 years
Donald H. Tse, Flynn Division, 17 years
Rudy Uribe, Green Division, 16 years
Oliverio Valle, Cable Car Division, 41 years
Jesus Vargas Jr., Cable Car Division, 24 years
Roberto G. Velasquez, Woods Division, 22 years
Frederick Ward, Kirkland Division, 33 years
Melvin E. Washington, Cable Car Division, 20 years
Gerald H. Webster, Cable Car Division, 21 years
James E. Westfield, Green Division, 17 years
Michael S. Whitten, Potrero Division, 22 years
Orlando Williams, Flynn Division, 26 years
James E. Wilson, Kirkland Division, 16 years
Karen G. Wilson, Woods Division, 22 years
Linda F. Wilson-Allen, Presidio Division, 20 years
Eric W. Wong, Cable Car Division, 26 years
Kenneth W. Wong, Kirkland Division, 26 years
Ken Y. Wong, Woods Division, 17 years
Michael L. Wood, Green Division, 20 years
James K. Wu, Woods Division, 21 years
Hoi Kwong Yu, Green Division, 22 years



Special Recognition from the Board

Cesar Agudelo, Sustainable Streets Division
Ayn Antonio, Transit Division
Rachel Carpenter, Sustainable Streets Division
Linda Chan, San Francisco Police Department
Lorrie Chang, Taxi & Accessible Services
Larry Chau, Transit Division
Redeena Cleaver, Human Resources
Maria Contreras, Sustainable Streets Division
Ernesto del Barrio, Transit Division
Leo Emmler, Transit Division
Josh Fong, Finance and Information Technology
Julia Friedlander, Director of Transportation
Oliver Gajda, Sustainable Streets Division
Milton Gee, Transit Division
Billy Gibson, Transit Division
Denise Green, Transit Division
Linda Grove, Transit Division
Gabriel Ho, Sustainable Streets Division
Mari Hunter, Sustainable Streets Division
Gloria Johnson, Finance and Information Technology
Jesse Jones, Transit Division
Adelaide Julian, Transit Division
Azi Khaliq, Sustainable Streets Division
Anthony Lee, Sustainable Streets Division
Mark Lee, Sustainable Streets Division
David Lee, Transit Division
Hong Luu, Transit Division
Luis Montoya, Sustainable Streets Division
Ha Nguyen, Capital Programs and Construction
Linus Oha, Transit Division
Carlos Peza, Finance and Information Technology
Charles Ream, Sustainable Streets Division
Michael Riebe, Sustainable Streets Division
Felipe Robles, Sustainable Streets Division
Curtis Rucker, Transit Division
Charmaine Solla, Sustainable Streets Division

Laura Stonehill, Sustainable Streets Division
Alexiy Sukhenko, Finance and Information Technology
Henry Trinh, Transit Division
Nelson Tse, Transit Division
Wes Valaris, Transit Division
James Watts, Transit Division
Larry Willis Deshae, Transit Division
Linda Wilson Allen, Transit Division
Lucas Woodward, Sustainable Streets Division
Carol Wother, Transit Division
Bond Yee, Sustainable Streets Division
Michael Young, Transit Division

Sustainable Streets Division Outstanding Employee Award

Marcel Barnes, Security, Investigations & Enforcement
Thomas Chen, Temporary Sign Shop
Theresa De la Paz, Security, Investigations & Enforcement
Ryan Dodge, Livable Streets
Jannette Mena, Sustainable Streets Administration
Karimah Mouton, Security, Investigations & Enforcement
James Nolan, Sustainable Streets Sign Shop
Carlos Osorio, Sustainable Streets Paint Shop
Kathleen Phu, Strategic Planning & Policy
Felipe Robles, Transit Engineering
Anthony Solariosa, Sustainable Streets Meter Shop
Steve Vannucchi, Sustainable Streets Signal Shop
Paul Virgil, Sustainable Streets Signal Shop
Norman Wong, Transportation Engineering

