

City Services Auditor

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

August 15, 2014



Completed Projects

May 2014 – July 2014

- Audits Unit
 - No audits issued during this period.
- City Performance Unit
 - CSA issued: Management Review of the 2011 Road Repaving and Street Safety Bond Program on 5/28/14
 - CSA staff presented the Public Transportation Benchmarking report that was issued in March 2013 to the MTA Board, the Board of Supervisors Government Audit and Oversight Committee, and the MTA Citizens Advisory Committee.



City Performance Unit

Review of the 2011 Road Repaving and Street Safety Bond

- Overall CSA found that most of the projects in the five program areas—Street Repaving and Reconstruction, Streetscape, Traffic Signal Infrastructure, Curb Ramps and Street Structures are tracking to their estimated duration, schedule and budget. Out of 88 projects, 30 had some area of concern—a delay, cost or scope issue. Appendix C shows these status indicators.
- CSA recommends proactive updating and usage of data in Envista—of the tracking and project management systems used by the departments involved in the bond, Envista seems to have the best shared functionality.
- Improvements are needed in the availability and performance tracking of contractors. Performance scoring and developing a three-year pre-qualified pool of contractors are recommended.
- Streetscape projects—pedestrian and bicycle safety—are at risk with project managers and design staff carrying multiple projects with similar deadlines and the need for high levels of public outreach. Staffing loads and needs should be watched closely and staff increased if needed.

Projects in Progress and Planned FY15

- Audits Unit
 - Parking Meter Revenue Audit
 - Sutter-Stockton and Union Square Garage Audits
 - Absence Management Audit
 - Nonrevenue Vehicle Maintenance Program Audit
- City Performance Unit
 - Development Agreements
 - Better Streets Prioritization Project FY15
 - Survey Assistance, Vision Zero support, TEP support



Audits Unit

Projects in Progress

- Parking Meter Revenue Audit – *To be issued by 9/30/14*
 - Objectives:
 - Identify and analyze barriers that prevent SFMTA from collecting the maximum potential parking meter revenue.
 - Determine the effectiveness of internal controls over parking meter revenue collection used by SFMTA and contractor, Serco Inc.
- Sutter-Stockton and Union Square Garage Audits – *To be issued by 8/28/14*
 - Garage operator correctly reported garage revenue and expenditures.
 - SFMTA generally ensured optimal operational and financial performance at the garages.
- Absence Management Audit
 - Determine if SFMTA's management of employee absences should be improved.
- Nonrevenue Vehicle Maintenance Program Audit
 - Assess the management of the nonrevenue vehicle maintenance program at the Scott Garage

City Performance Unit

Projects in Progress

- Development Agreements Project
 - Website created with map and links to approved development agreements and OEWD has agreed to house it;
 - Customized fields created in Plans and Permits Tracking System (PPTS) for this purpose. Go-live of PPTS is scheduled for October 2014;
 - FY15 work will include operationalizing the tracking tools, agreeing departmental roles, and crafting development agreement templates.
- Surveys and Customer Service Support
 - Title VI Language Assistance Outreach;
 - Origin-Destination and Demand Survey.
- TEP, Vision Zero, and Transportation Task Force recommendations support. CSA staff will work with MTA and other agencies to track projects, match funding sources, and provide reporting and transparency for prioritized and bond-funded projects if voters approve the proposed November 2014 \$500M transportation bond.
- Better Streets Prioritization effort modeled after the WalkFirst process is underway.

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Questions and Discussion

