



**SFMTA**  
Municipal  
Transportation  
Agency

# Strategic Plan Progress Report

## *Metric Updates*

July 2016

San Francisco, California

# Goal 1 metrics

Create a safer transportation experience for everyone

## **Objective 1.1**

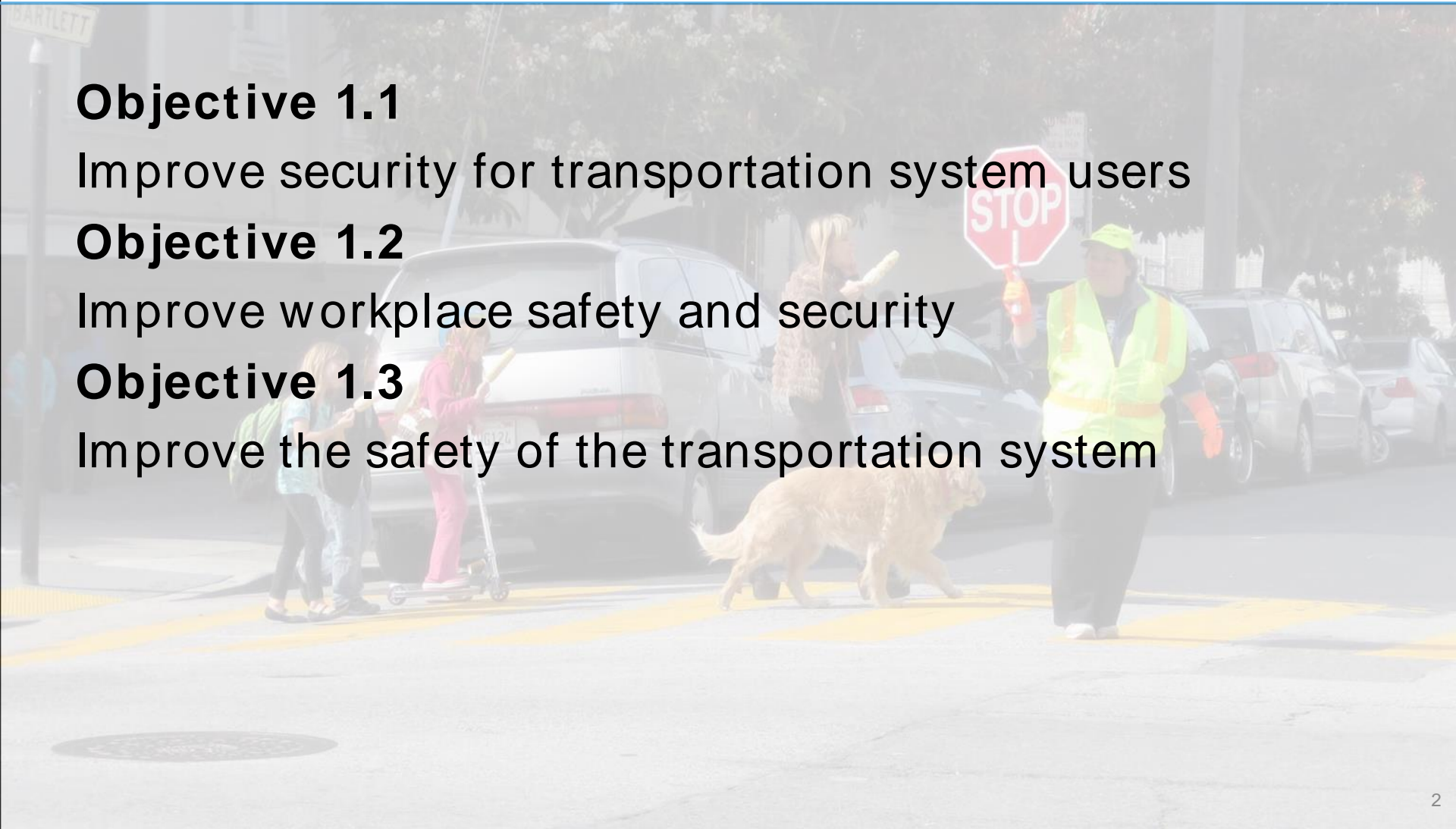
Improve security for transportation system users

## **Objective 1.2**

Improve workplace safety and security

## **Objective 1.3**

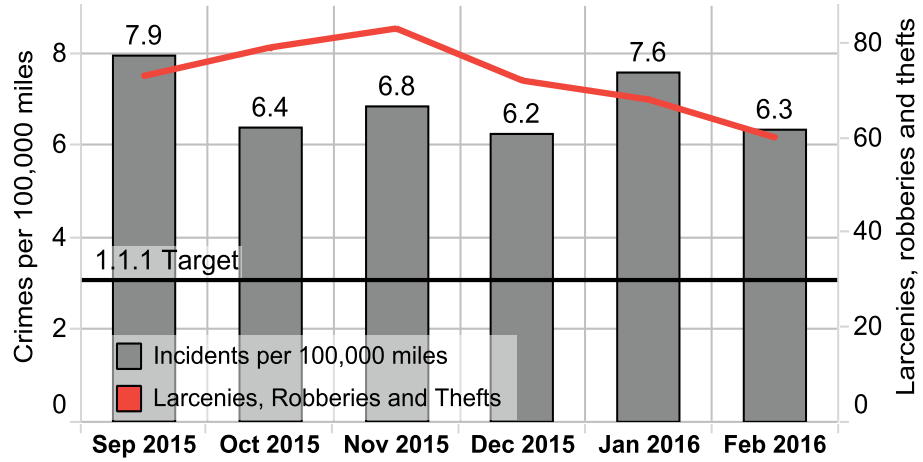
Improve the safety of the transportation system



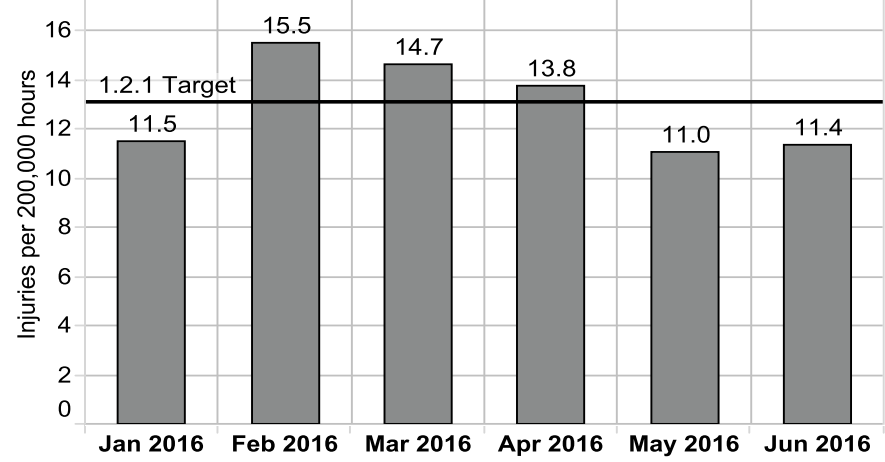
# Goal 1 metrics

## Key performance indicators

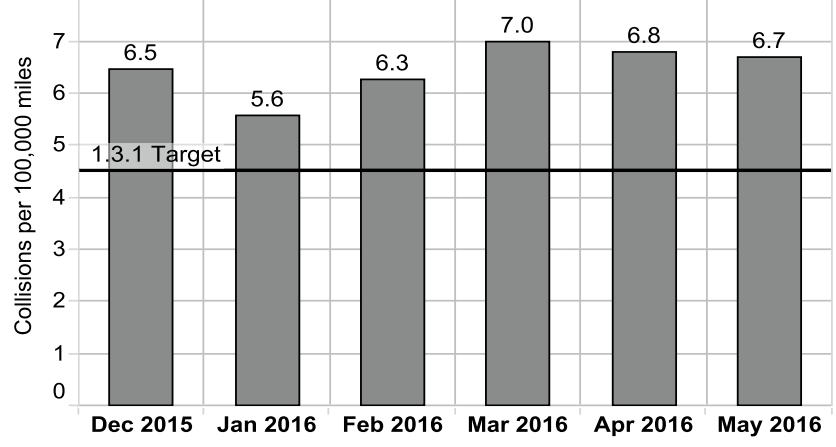
1.1.1 SFPD incidents per 100,000 miles



1.2.1 Workplace injuries per 200,000 hours



1.3.1 Collisions per 100,000 miles



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

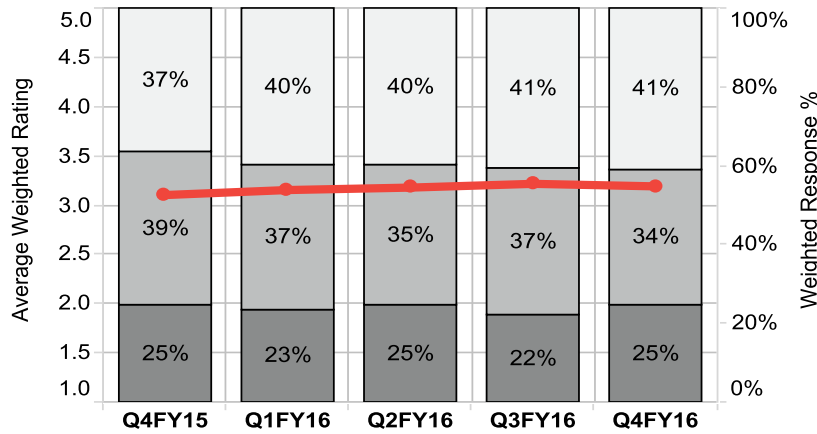
## **Objective 2.4**

Improve parking utilization and manage parking demand

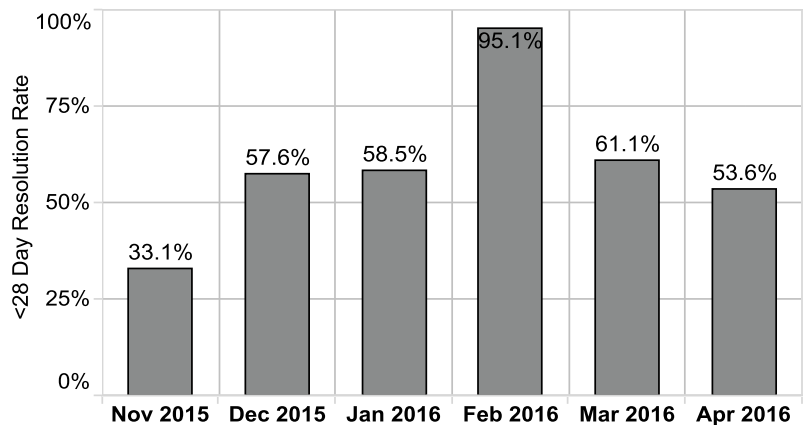
# Goal 2 metrics

## Key performance indicators

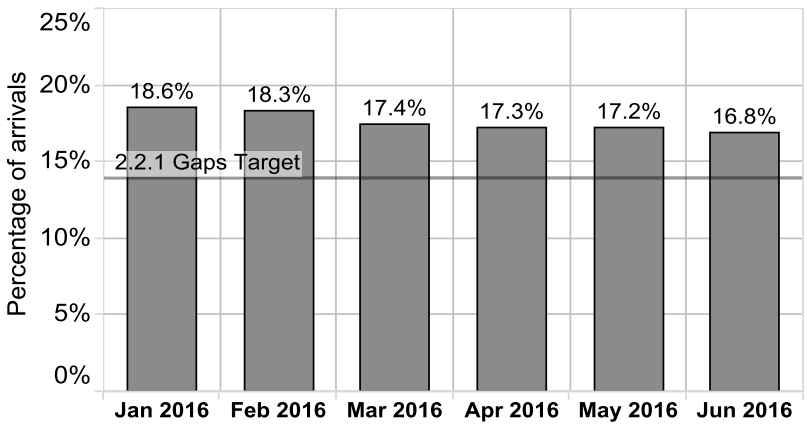
2.1.1 Customer rating: Overall satisfaction with transit services; scale of 1 (low) to 5 (high)



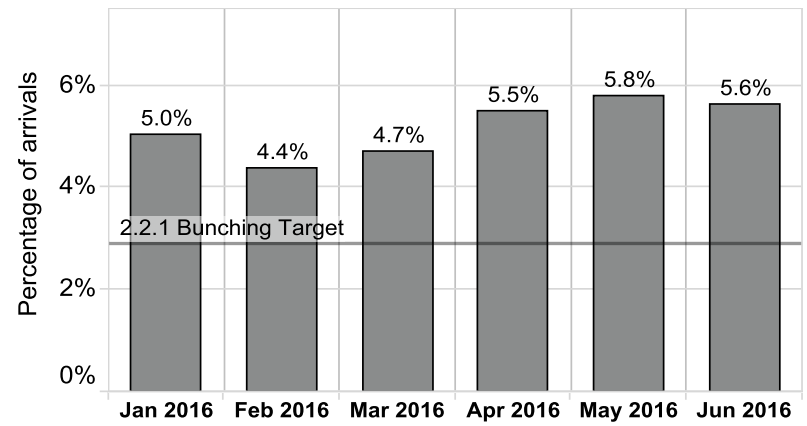
2.1.7 Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days



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



2.2.1 Percentage of Rapid Network transit trips with <2 min bunching (<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.

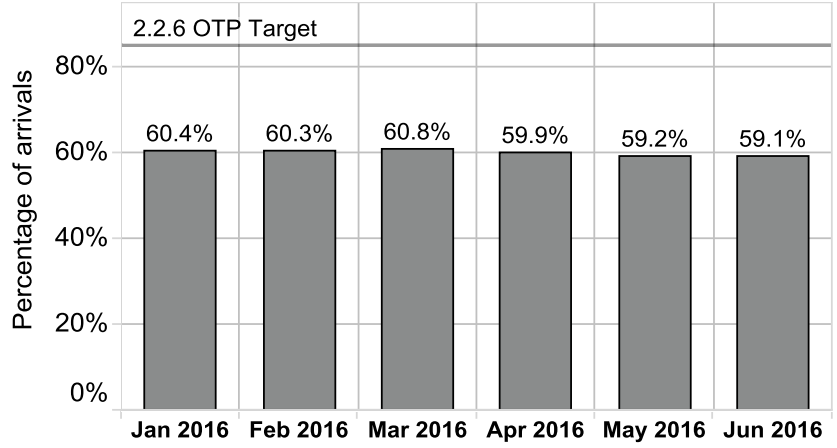
<sup>2</sup>Previously reported bunching and gap results have been revised to correct for a prior data processing error.

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

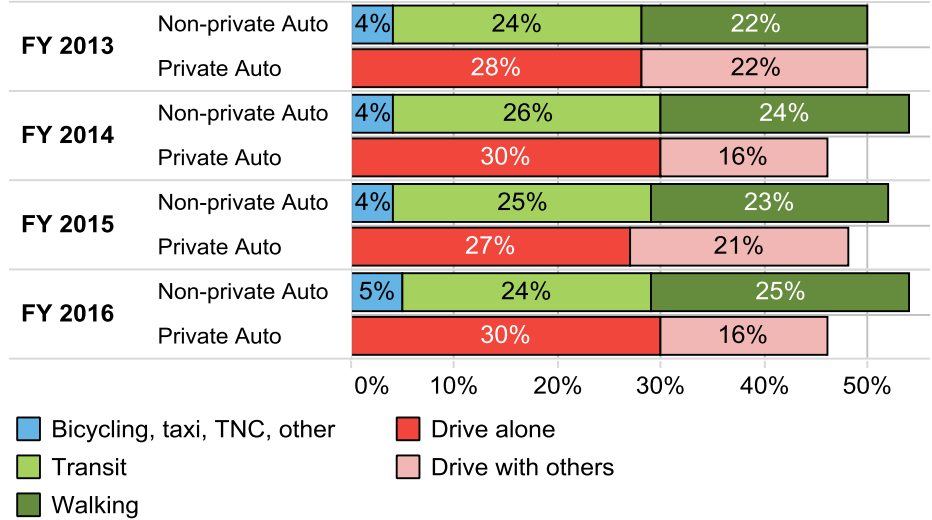
# Goal 2 metrics

## Key performance indicators **continued**

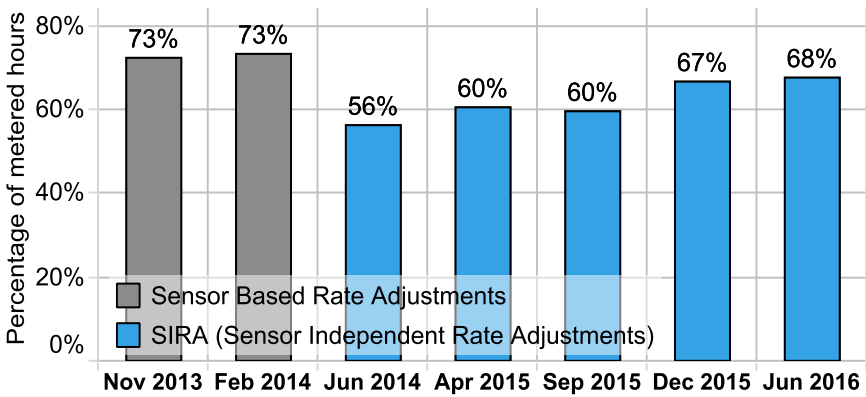
**2.2.6 Percentage of on-time performance**



**2.3.1 Percentage of non-private auto mode share**



**2.4.1 Percentage of metered hours with no rate change in SFpark pilot areas<sup>(1)</sup>**



<sup>1</sup>Previously on-time performance results have been revised to correct for a prior data processing error. 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**

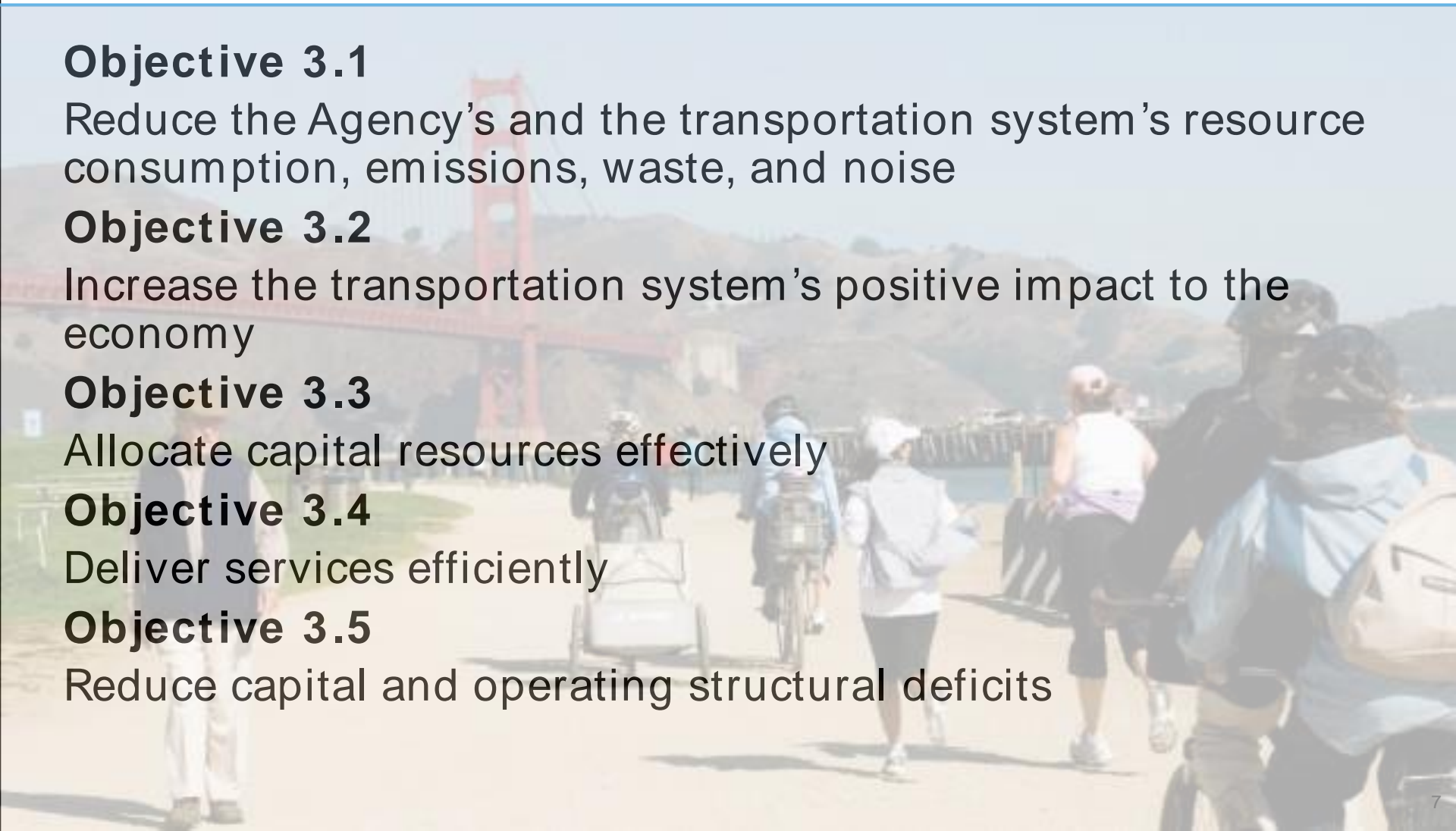
Allocate capital resources effectively

### **Objective 3.4**

Deliver services efficiently

### **Objective 3.5**

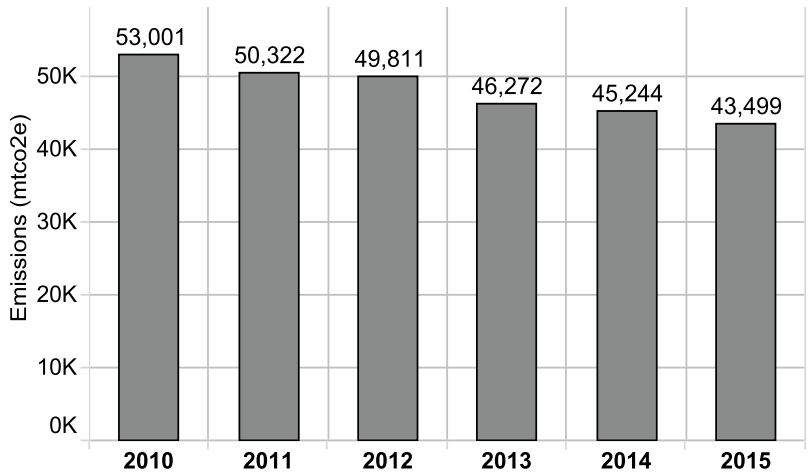
Reduce capital and operating structural deficits



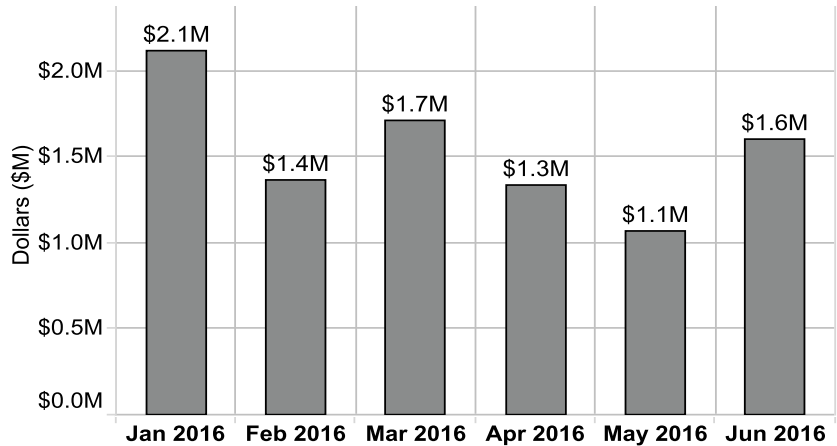
# Goal 3 metrics

## Key performance indicators

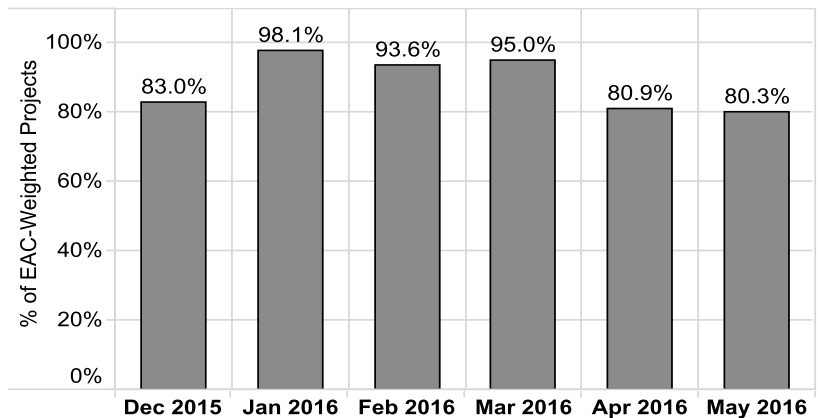
3.1.1 SFMTA carbon footprint (metric tons CO2e)



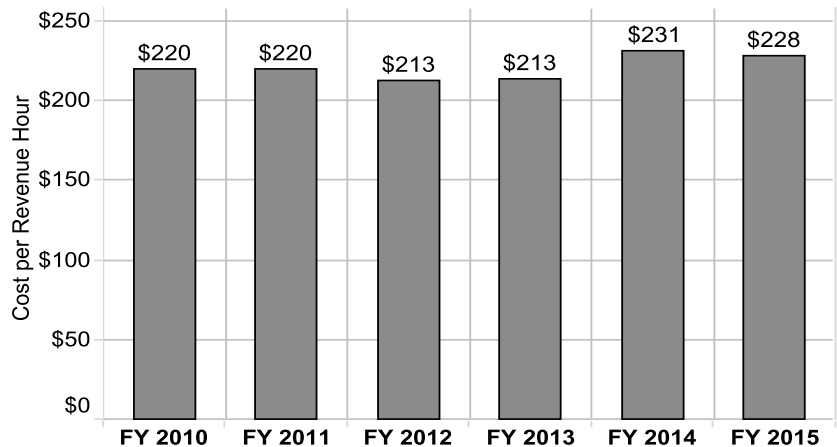
3.2.1 Estimated economic impact of Muni service delays (Monthly \$M)



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



3.4.1 Transit cost per revenue hour



<sup>1</sup>FY14 figures are based on preliminary unaudited financials. Figures are adjusted for inflation to reflect FY15 dollars.

<sup>2</sup>Reported results currently exclude projects in the Sustainable Streets Division portfolio.

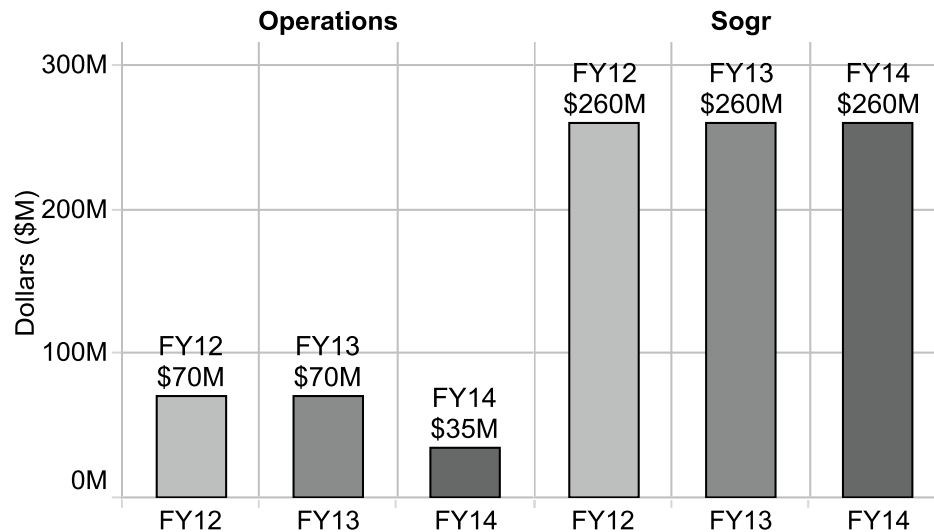
Note: Reported results are subject to change as data quality improves or new data become available.



# Goal 3 metrics

## Key performance indicators **continued**

### 3.5.1 Operating and capital structural deficit



**Additional \$1.7B 5-Year shortfall for bike, pedestrian, facilities and transit**

<sup>1</sup>Operating and capital structural deficit figures are being recalculated and will be available by the end of the FY16.  
Note: Reported results are subject to change as data quality improves or new data become available.

# Goal 3 financials

## Expenditures (FY16 as of May 2016)

EXPENDITURES	Revised Budget <sup>(1)</sup>	Actuals: Year to Date	Encumbrances	Total Projection for the Year <sup>(2)</sup>	Saving/(Overage)
SFMTA Agency Wide	\$85,491,168	\$73,964,621	\$8,513,061	\$84,659,008	\$832,160
Board of Directors	\$611,779	\$526,022	\$988	\$593,103	\$18,676
Capital Programs and Construction	\$395,255	\$13,694,437	\$692,777	\$395,255	\$0
Communications	\$6,425,891	\$3,601,289	\$1,102,289	\$5,938,591	\$487,300
Director of Transportation	\$2,491,655	\$1,523,225	\$329,212	\$2,117,481	\$374,174
Finance and Information Technology	\$89,354,860	\$57,523,441	\$22,733,252	\$85,973,412	\$3,381,448
Government Affairs	\$1,113,098	\$852,717	\$214,886	\$1,173,346	(\$60,248)
Human Resources	\$34,417,622	\$27,019,063	\$3,268,625	\$36,856,840	(\$2,439,218)
Safety	\$4,907,792	\$3,089,496	\$890,974	\$5,385,937	(\$478,145)
Sustainable Streets	\$161,095,562	\$121,764,766	\$14,742,157	\$154,740,816	\$6,354,746
Transit Services	\$609,894,538	\$520,583,603	\$35,826,138	\$618,097,071	(\$8,202,533)
Taxi and Accessible Services	\$31,064,519	\$22,962,082	\$5,669,214	\$31,134,753	(\$70,234)
<b>TOTAL</b>	<b>\$1,027,263,738</b>	<b>\$847,104,762</b>	<b>\$93,983,573</b>	<b>\$1,027,065,613</b>	<b>\$198,126</b>

(1) Revised budget includes encumbrance and equipment carry forward of \$58.3 million..

(2) Expenditures projection is based on all encumbrance spent in FY2016.

# Goal 3 financials

## Revenues (FY16 as of May 2016)

REVENUE	Revised Budget	Actuals Year to Date	Total Projection for the Year	Surplus/(Deficit)
<b>TRANSIT FARES</b>				
Cable Car Fares	\$26,580,000	\$26,245,976	\$28,678,942	\$2,098,942
Cash Fares	\$81,636,000	\$76,033,740	\$83,731,177	\$2,095,177
Other Fares	\$4,570,000	\$4,128,609	\$4,748,226	\$178,226
Passes	\$88,255,000	\$81,967,849	\$88,292,074	\$37,074
<b>TRANSIT FARES Total</b>	<b>\$201,041,000</b>	<b>\$188,376,174</b>	<b>\$205,450,419</b>	<b>\$4,409,419</b>
<b>PARKING FEES &amp; FINES</b>				
General Fund Baseline Transfer	\$72,562,637	\$72,562,637	\$73,962,637	\$1,400,000
Citations and Fines	\$97,040,000	\$92,434,585	\$101,244,348	\$4,204,348
Garage Revenue	\$64,464,191	\$61,576,434	\$68,057,739	\$3,593,548
Meter Revenue	\$45,337,319	\$57,537,806	\$62,164,252	\$16,826,933
Permit Revenue	\$13,420,000	\$16,258,587	\$16,716,197	\$3,296,197
<b>PARKING FEES &amp; FINES Total</b>	<b>\$292,824,147</b>	<b>\$300,370,049</b>	<b>\$322,145,173</b>	<b>\$29,321,026</b>
Operating Grants	\$132,779,526	\$102,590,168	\$135,070,744	\$2,291,218
Taxi Service	\$14,310,000	\$3,238,567	\$4,432,982	(\$9,877,018)
Other Revenues	\$28,536,000	\$30,249,641	\$32,243,091	\$3,707,091
General Fund Transfer <sup>(2)</sup>	\$277,140,000	\$277,140,000	\$277,140,000	\$0
Fund Balance for Current Year Budget	\$20,009,965	\$20,009,965	\$20,009,965	\$0
Transfer from Non-operating Fund	\$9,459,969	\$9,459,969	\$9,459,969	\$0
Fund Balance for Prior Year Encumbrance Carry Forward	\$58,257,733	\$58,257,733	\$58,257,733	\$0
<b>TOTAL</b>	<b>\$1,034,358,340</b>	<b>\$989,692,266</b>	<b>\$1,064,210,076</b>	<b>\$29,851,736</b>

# Goal 3 financials

## Overtime Report (FY16 as of May 2016)

FUND/DIVISION	ANNUAL REVISED BUDGET	ACTUAL 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	\$23,455,322	\$2,919,332	\$26,374,654	(\$2,788,034)
Transit Vehicle Maintenance	\$6,688,861	\$11,301,502	\$1,406,625	\$12,708,127	(\$6,019,266)
Transit – All Others	\$4,444,031	\$7,900,919	\$983,376	\$8,884,294	(\$4,440,263)
<b>Subtotal Transit Services Division</b>	<b>\$34,719,512</b>	<b>\$42,657,743</b>	<b>\$5,309,333</b>	<b>\$47,967,075</b>	<b>(\$13,247,563)</b>
<b>SUSTAINABLE STREETS DIVISION</b>					
Parking Control Officers	\$994,984	\$395,852	\$0	\$395,852	\$599,132
Sustainable Streets – All Others	\$794,714	\$653,930	(\$114,340)	\$539,589	\$255,125
<b>Subtotal Sustainable Streets Division</b>	<b>\$1,789,698</b>	<b>\$1,049,782</b>	<b>(\$114,340)</b>	<b>\$935,441</b>	<b>\$854,257</b>
<b>SFMTA AGENCY WIDE</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>ALL OTHER DIVISIONS</b>	<b>\$889,774</b>	<b>\$1,016,203</b>	<b>\$126,480</b>	<b>\$1,142,683</b>	<b>(\$252,909)</b>
<b>TOTAL OPERATING FUND</b>	<b>\$37,398,984</b>	<b>\$44,723,728</b>	<b>\$5,321,473</b>	<b>\$50,045,199</b>	<b>(\$12,646,215)</b>
<b>NON OPERATING FUND</b>					
Capital Programs & Construction	\$0	\$1,941,804	\$241,684	\$2,183,488	(\$2,183,488)
Sustainable Streets Engineering Programs	\$0	\$629,630	\$78,366	\$707,996	(\$707,996)
<b>Total Non-Operating Fund</b>	<b>\$0</b>	<b>\$2,571,434</b>	<b>\$320,050</b>	<b>\$2,891,484</b>	<b>(\$2,891,484)</b>
<b>TOTAL</b>	<b>\$37,398,984</b>	<b>\$47,295,162</b>	<b>\$5,641,523</b>	<b>\$52,936,683</b>	<b>(\$15,537,699)</b>

(3) Reported overtime actuals and resulting deficit are net of cost recovery for events or services that includes reimbursements for payroll (both regular and overtime), overhead, and other non-labor costs as applicable. The total actual cost recoveries is \$ 5.3 million as of May 2016.

# Goal 4 metrics

Create a workplace that delivers outstanding service

## **Objective 4.1**

Improve internal communications

## **Objective 4.2**

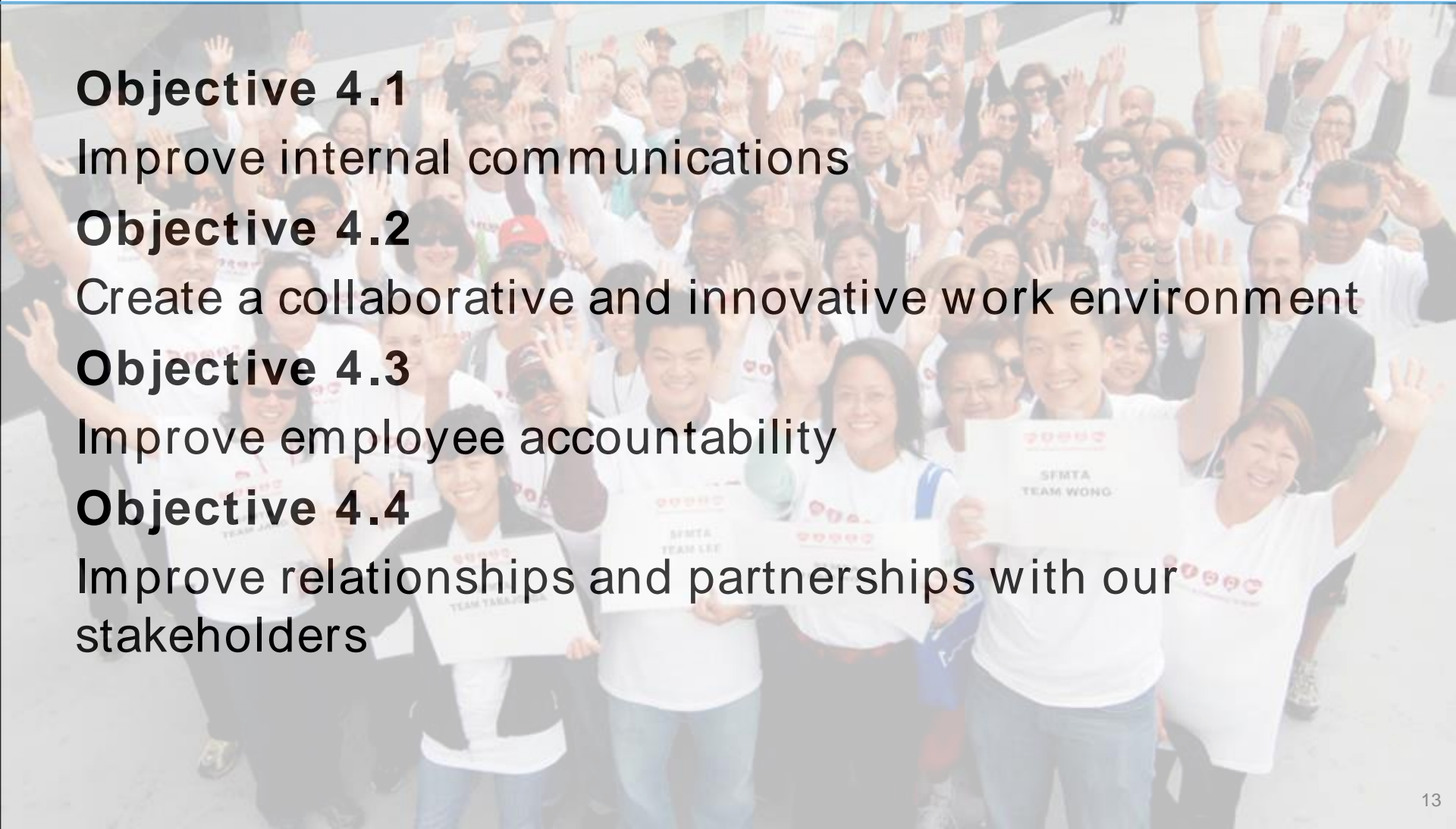
Create a collaborative and innovative work environment

## **Objective 4.3**

Improve employee accountability

## **Objective 4.4**

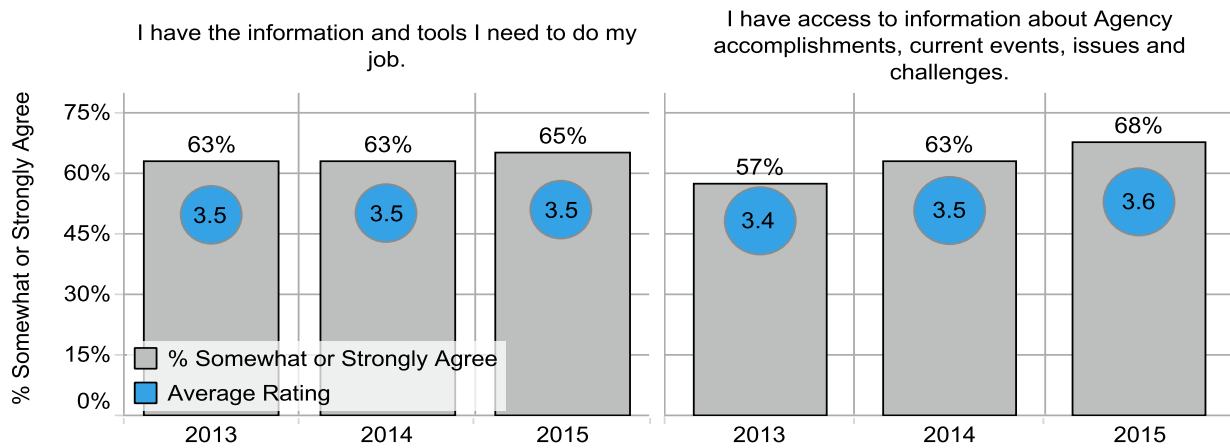
Improve relationships and partnerships with our stakeholders



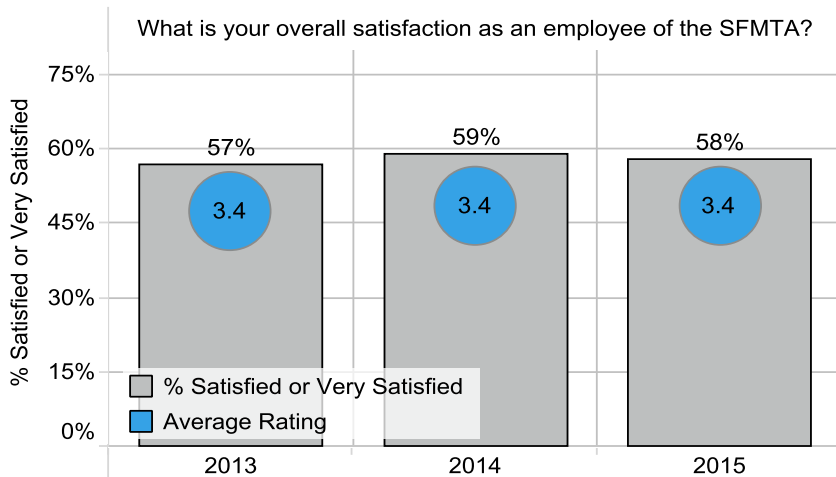
# Goal 4 metrics

## Key performance indicators

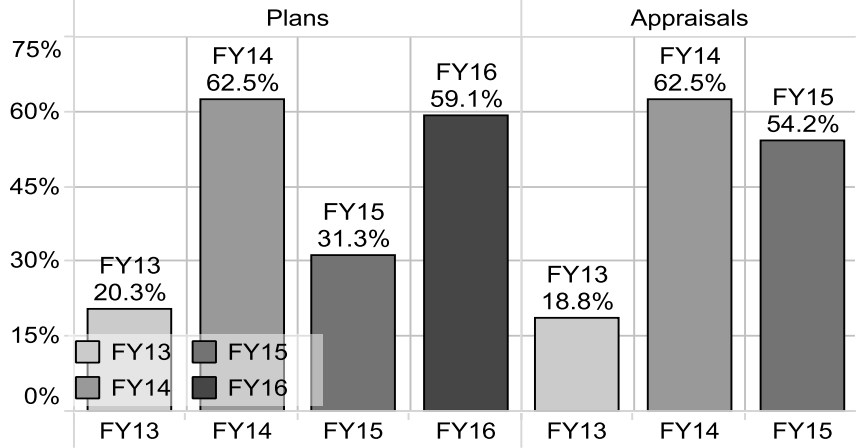
### 4.1.1 Employee Rating: Access to Agency information and tools needed to do my job



### 4.2.1 Employee Rating: Overall employee satisfaction



### 4.3.1 Percentage of employees with performance plans/appraisals by start/end of fiscal year



2016 employee survey will be completed in September.  
 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 management of transportation in San Francisco

