



SFMTA
Municipal
Transportation
Agency

Strategic Plan Progress Report

December 2016

San Francisco, California

Goal 1 metrics

Create a safer transportation experience for everyone

Objective 1.1

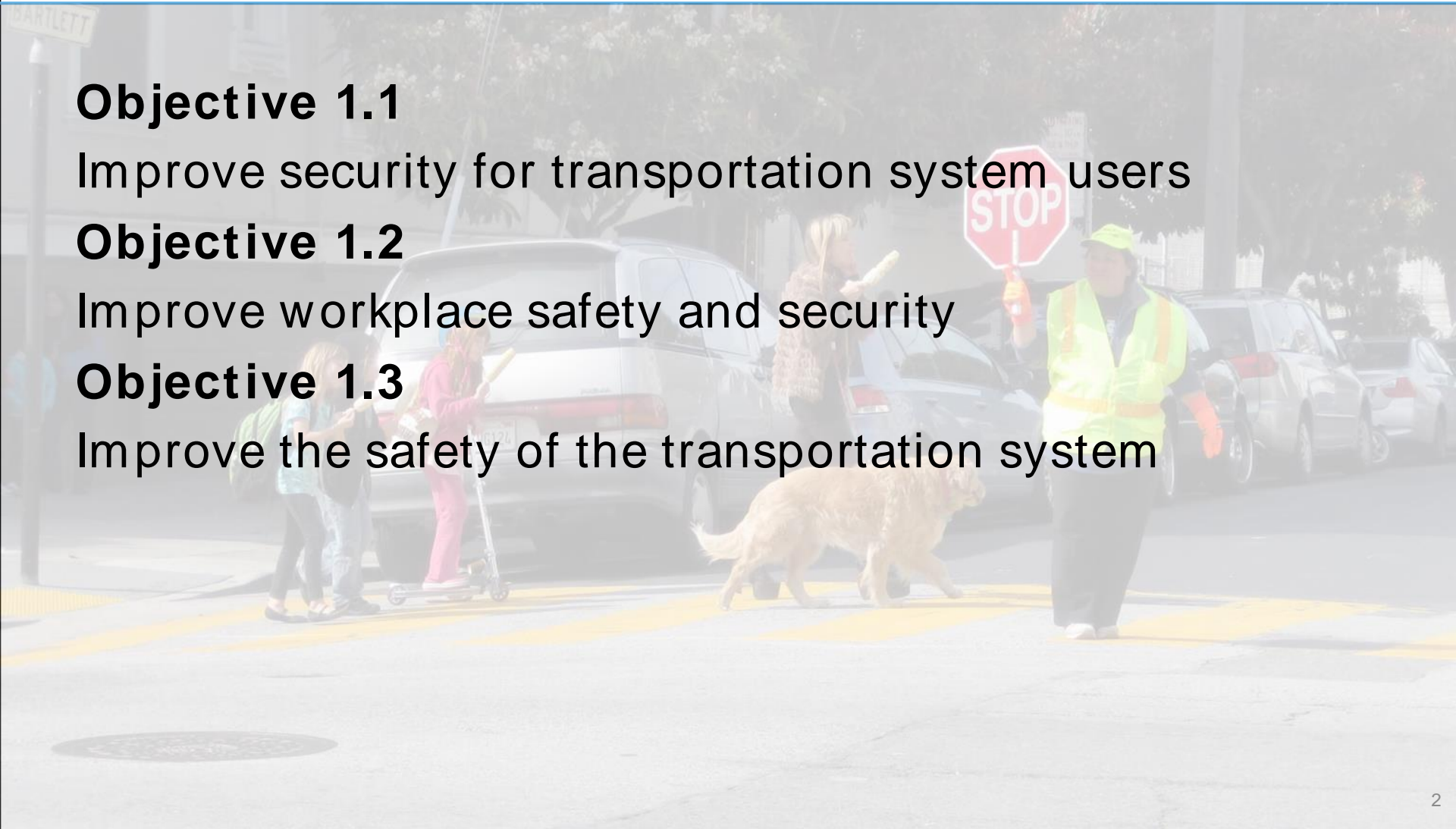
Improve security for transportation system users

Objective 1.2

Improve workplace safety and security

Objective 1.3

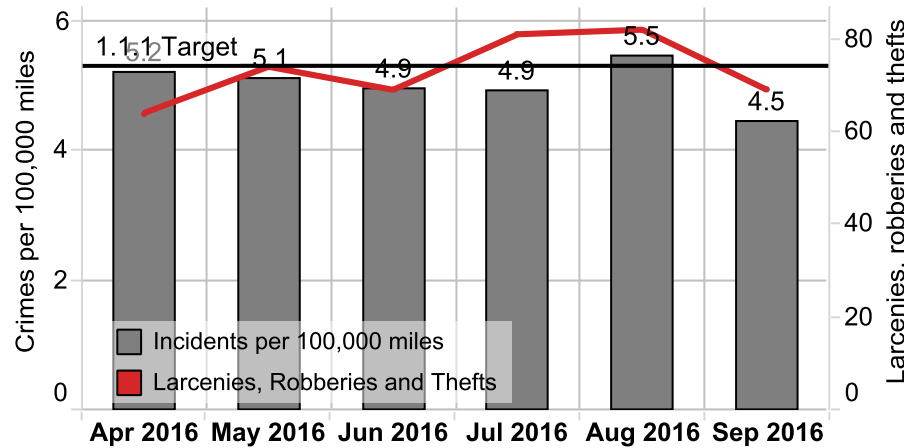
Improve the safety of the transportation system



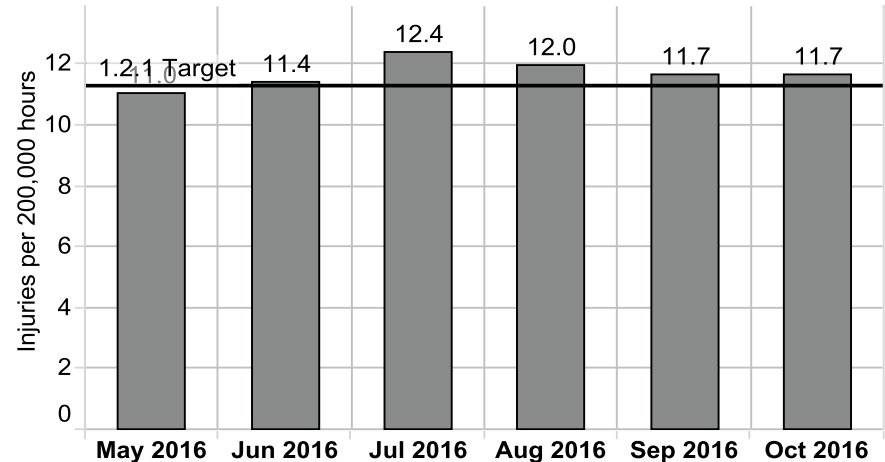
Goal 1 metrics

Key performance indicators

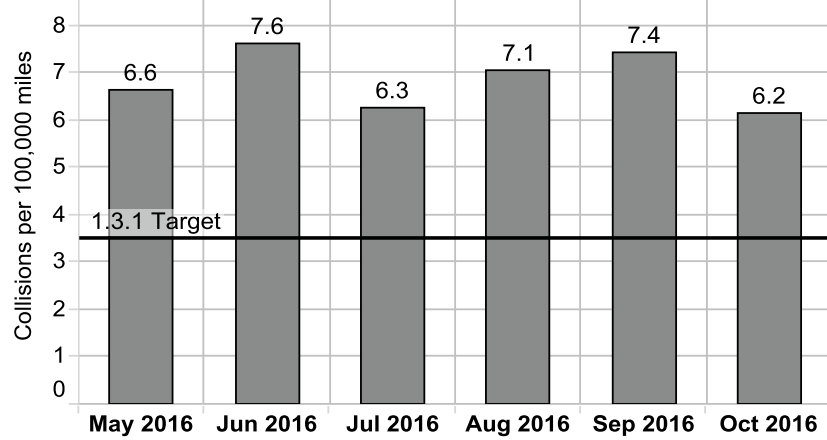
1.1.1 SFPD incidents per 100,000 miles



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

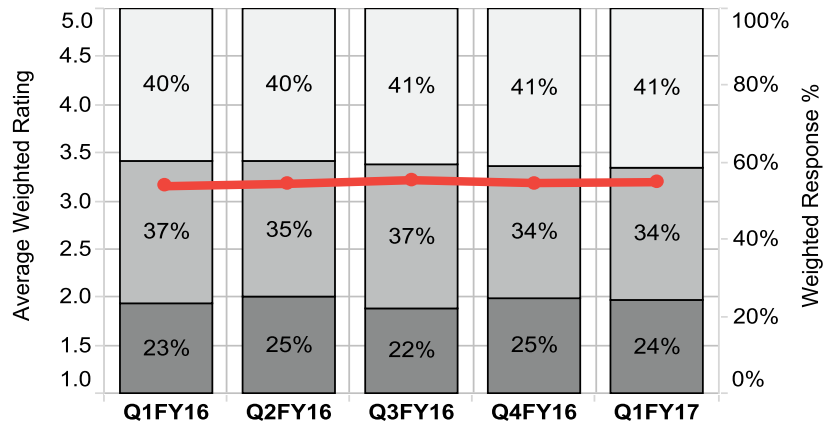
Objective 2.4

Improve parking utilization and manage parking demand

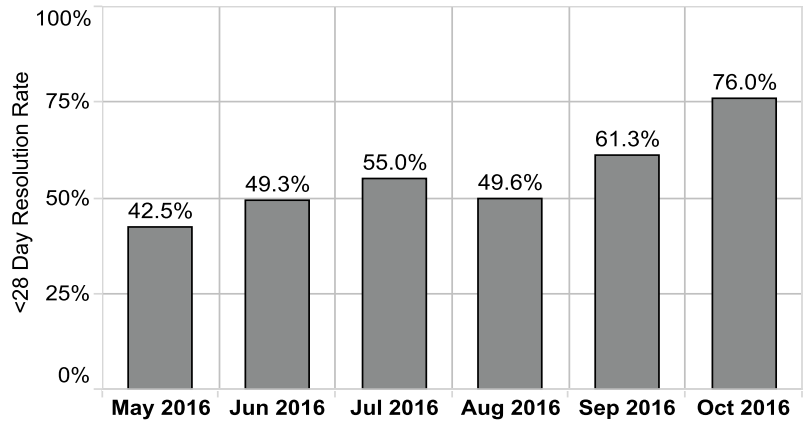
Goal 2 metrics

Key performance indicators

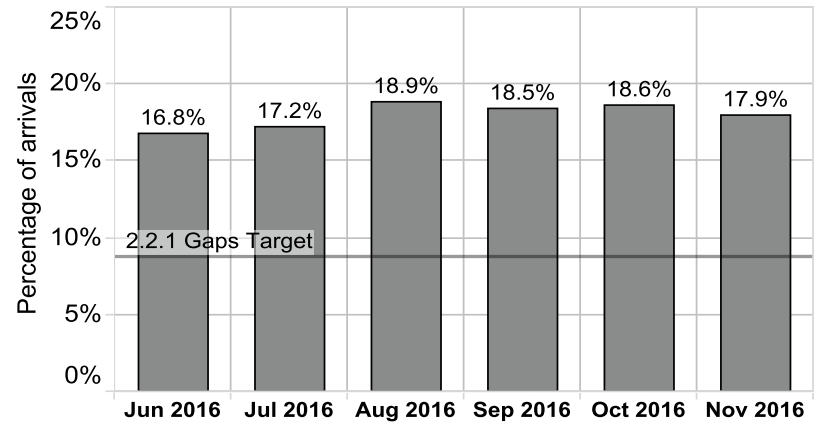
2.1.1 Customer rating: Overall satisfaction with transit services; scale of 1 (low) to 5 (high)



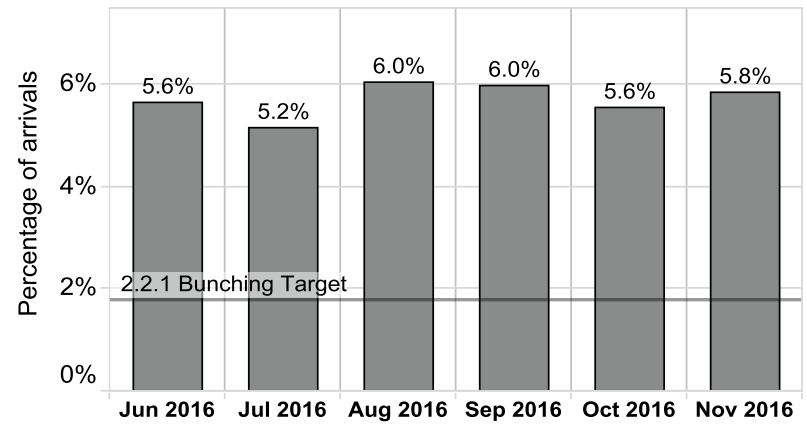
2.1.7 Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days



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)



2.1.1 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.

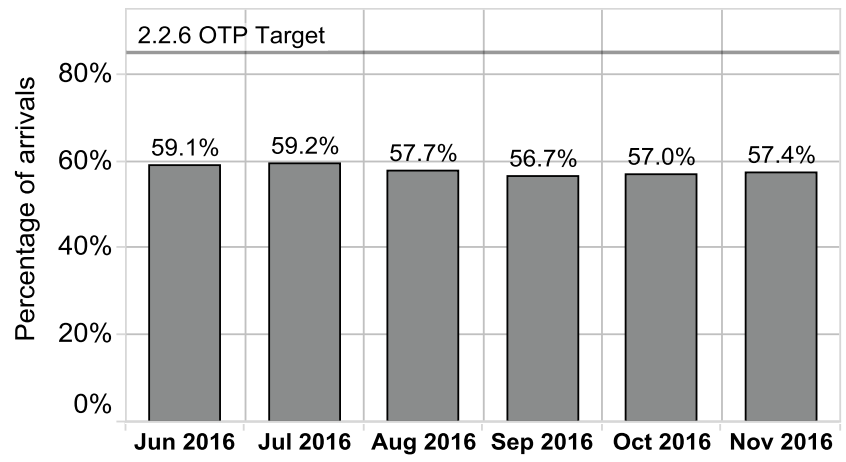
2.1.7 Previously reported "Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days" results have been revised to reflect updated figures.

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

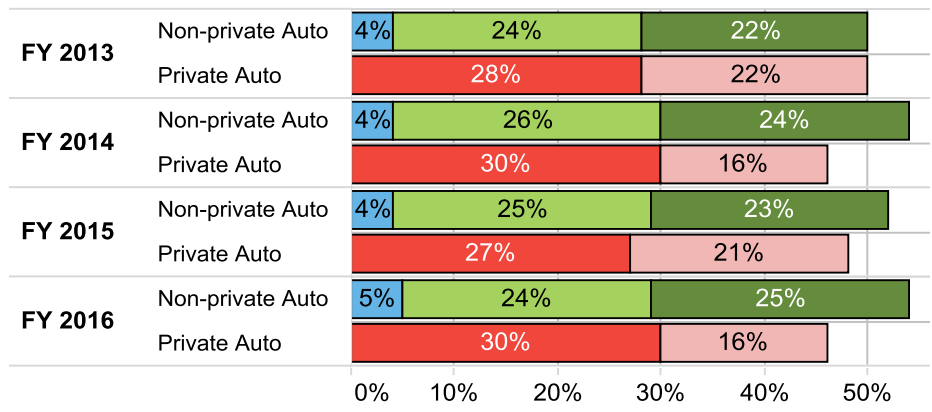
Goal 2 metrics

Key performance indicators **continued**

2.2.6 Percentage of on-time performance

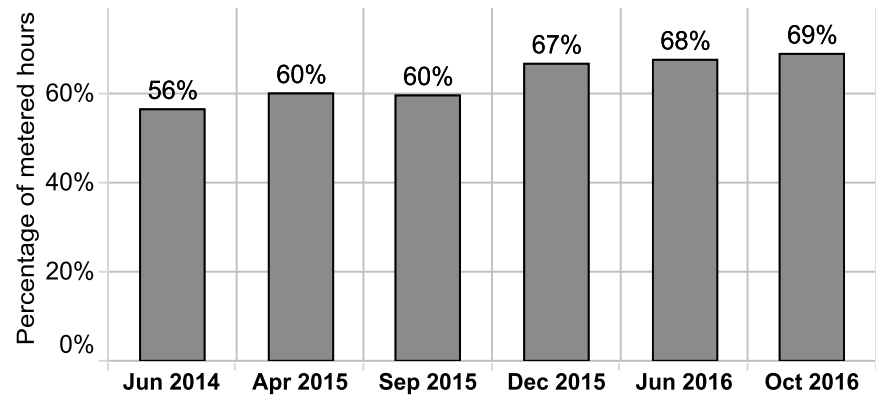


2.3.1 Percentage of non-private auto mode share



- Bicycling, taxi, TNC, other
- Transit
- Walking
- Drive alone
- Drive with others

2.4.1 Percentage of metered hours with no rate change in SFpark pilot areas⁽¹⁾



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

Goal 3 focus

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

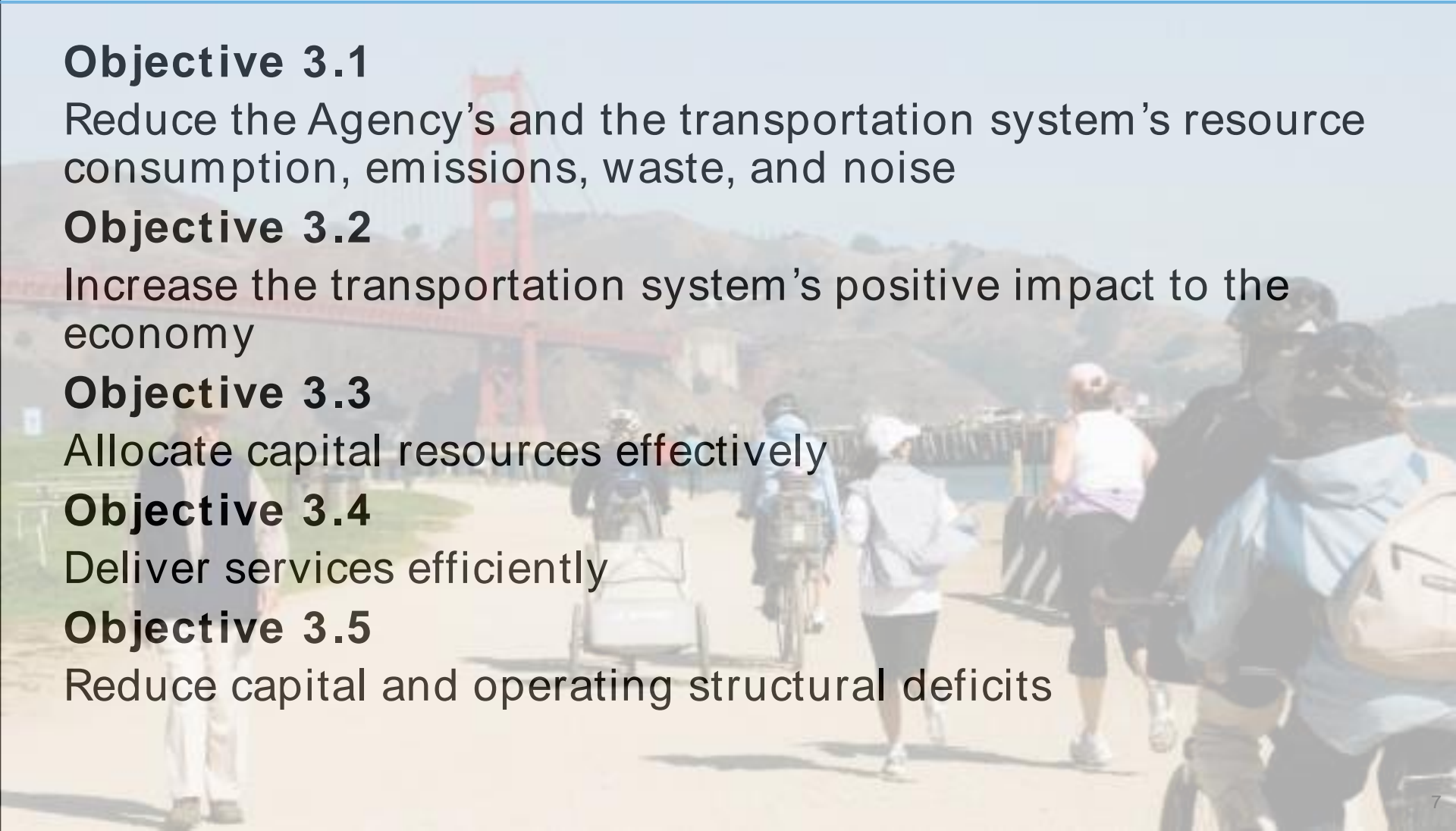
Allocate capital resources effectively

Objective 3.4

Deliver services efficiently

Objective 3.5

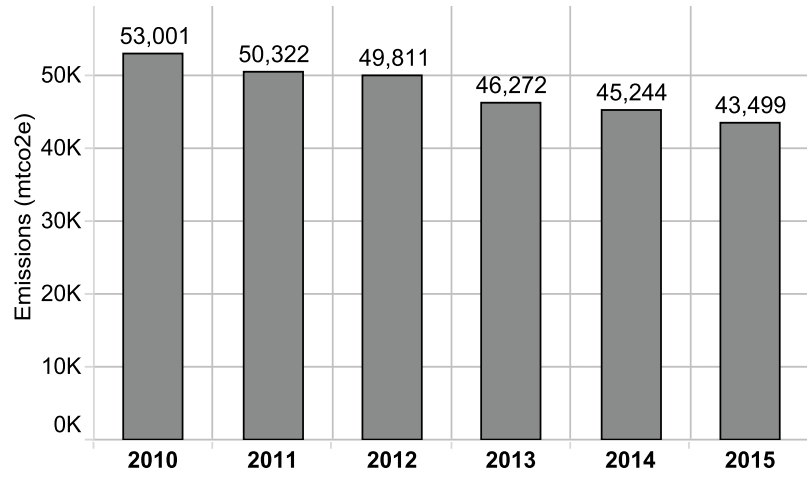
Reduce capital and operating structural deficits



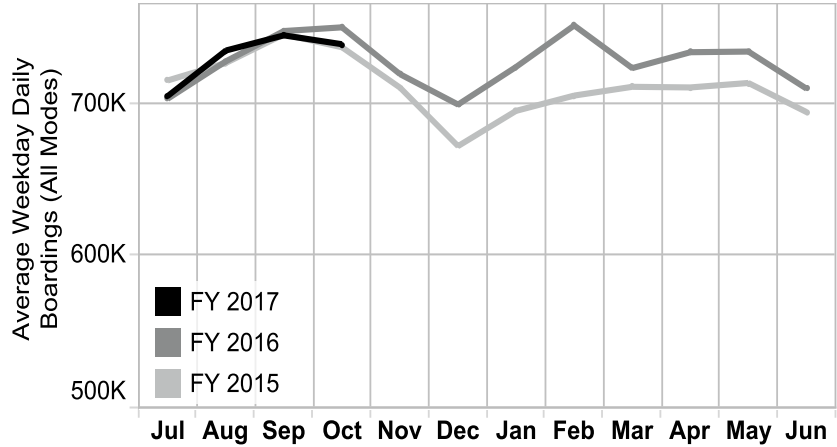
Goal 3 metrics

Key performance indicators

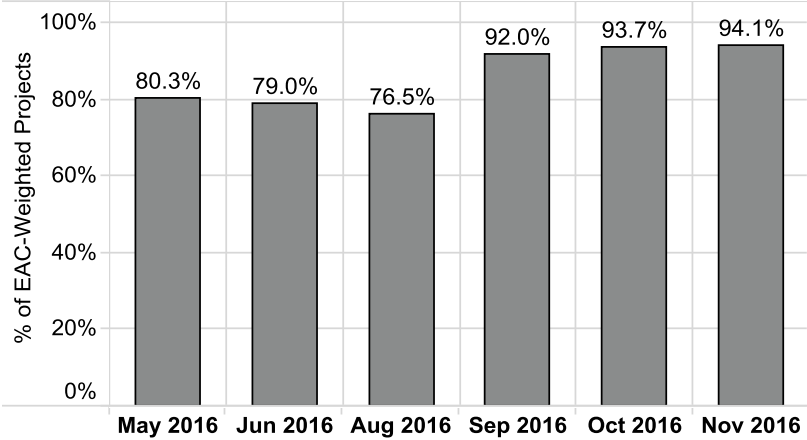
3.1.1 SFMTA carbon footprint (metric tons CO2e)



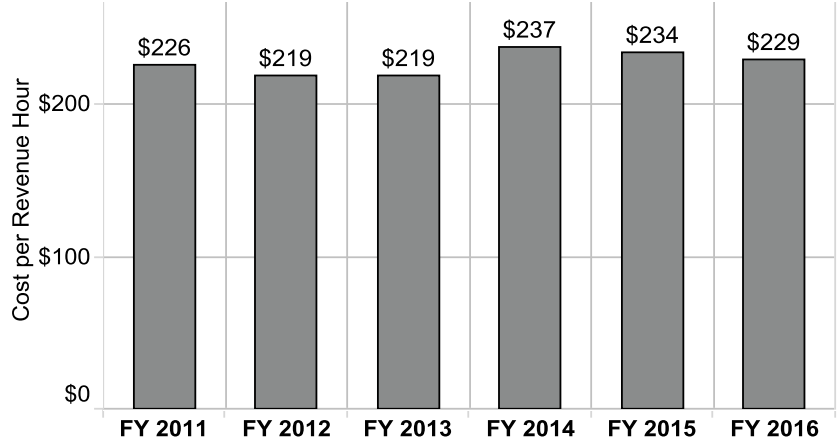
3.2.1 Muni average weekday boardings



3.3.1 Percentage of all capital projects delivered on-budget



3.4.1 Transit cost per revenue hour



3.3.1 Reported results currently exclude projects in the Sustainable Streets Division portfolio. No data for reporting project delivery budget performance is available for July 2016.

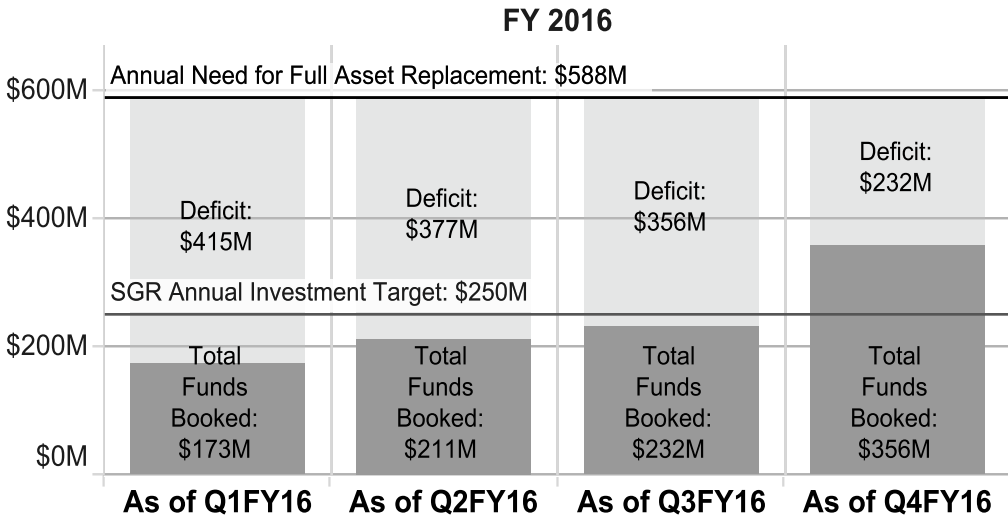
3.4.1 Figures are adjusted for inflation to reflect FY16 dollars. FY16 figures are based on preliminary unaudited financials.

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 Structural capital budget deficit (SGR)



Goal 3 financials

Expenditures (FY17 as of October 2016)

EXPENDITURES	Revised Budget ⁽¹⁾	Actuals Year to Date	Encumbrances	Total Projection for the Year ⁽²⁾	Saving/(Overage)
SFMTA Agency Wide	\$139,489,492	\$23,695,747	\$41,270,250	\$137,109,611	\$2,379,881
Board of Directors	\$684,238	\$190,328	\$944	\$666,663	\$17,575
Capital Programs and Construction	\$1,107,400	\$3,168,237	\$3,403,959	\$1,107,400	\$0
Communications	\$8,466,086	\$1,445,124	\$1,345,227	\$6,873,724	\$1,592,362
Director of Transportation	\$1,979,882	\$337,951	\$532,550	\$1,925,471	\$54,411
Finance and Information Technology	\$120,303,808	\$23,165,486	\$38,153,470	\$118,184,654	\$2,119,154
Government Affairs	\$1,332,093	\$312,740	\$221,333	\$1,333,111	(\$1,018)
Human Resources	\$38,286,972	\$8,207,109	\$6,621,377	\$38,234,507	\$52,465
Safety	\$6,133,801	\$1,177,155	\$2,601,375	\$6,378,668	(\$244,867)
Sustainable Streets	\$149,852,148	\$34,353,496	\$44,014,059	\$144,615,414	\$5,236,734
Transit Services	\$610,607,644	\$174,568,739	\$64,229,780	\$622,049,678	(\$11,442,034)
Taxi and Accessible Services	\$33,798,606	\$6,694,916	\$23,487,481	\$33,412,793	\$385,813
TOTAL	\$1,112,042,170	\$277,317,028	\$225,881,805	\$1,111,891,694	\$150,476

(1) Revised budget includes encumbrance and equipment carry forward from FY16 of \$59.2 million.

(2) Expenditures projection is based on all encumbrance spent in FY2017.

Goal 3 financials

Revenues (FY17 as of October 2016)

REVENUE	Revised Budget	Actuals Year to Date	Total Projection for the Year	Surplus/(Deficit)
TRANSIT FARES				
Cable Car Fares	\$27,725,000	\$11,909,142	\$27,725,000	\$0
Cash Fares	\$84,550,000	\$27,817,468	\$84,550,000	\$0
Other Fares	\$4,240,000	\$1,367,057	\$4,240,000	\$0
Passes	\$89,365,000	\$28,028,967	\$86,968,942	(\$2,396,058)
TRANSIT FARES Total	\$205,880,000	\$69,122,634	\$203,483,942	(\$2,396,058)
PARKING FEES & FINES				
General Fund Baseline Transfer	\$74,260,000	\$37,130,000	\$74,260,000	\$0
Citations and Fines	\$104,998,892	\$38,226,862	\$109,396,244	\$4,397,352
Garage Revenue	\$70,577,578	\$22,055,079	\$67,815,199	(\$2,762,379)
Meter Revenue	\$58,411,840	\$22,130,764	\$62,892,291	\$4,480,451
Permit Revenue	\$16,282,000	\$5,854,403	\$16,282,000	\$0
PARKING FEES & FINES Total	\$324,530,310	\$125,397,108	\$330,645,734	\$6,115,424
Operating Grants	\$135,392,363	\$20,739,419	\$133,984,575	(\$1,407,788)
Taxi Service	\$8,375,682	\$1,570,717	\$3,439,177	(\$4,936,505)
Other Revenues	\$29,729,000	\$10,516,079	\$32,353,927	\$2,624,927
General Fund Transfer	\$291,540,000	\$145,770,000	\$291,540,000	\$0
Fund Balance for Current Year Budget	\$45,000,000	\$45,000,000	\$45,000,000	\$0
Transfer from Non-operating Fund	\$13,520,638	\$26,394	\$13,520,638	\$0
Fund Balance from Prior Year Encumbrance Carry Forward	\$59,217,156	\$59,217,156	\$59,217,156	\$0
TOTAL	\$1,113,185,149	\$477,359,507	\$1,113,185,149	\$0

Goal 3 financials

Overtime Report (FY17 as of October 2016)

FUND/DIVISION	ANNUAL REVISED BUDGET	ACTUAL FISCAL YEAR TO DATE ⁽³⁾	PROJECTION FOR REMAINING MONTHS	END OF YEAR PROJECTION	SURPLUS (DEFICIT)
OPERATING FUND					
TRANSIT SERVICES DIVISION					
Transit Operators	\$23,586,620	\$8,958,731	\$19,908,292	\$28,867,024	(\$5,280,404)
Transit Vehicle Maintenance	\$6,718,500	\$4,043,928	\$8,978,619	\$13,022,547	(\$6,304,047)
Transit – All Others	\$4,544,031	\$3,155,382	\$3,679,782	\$6,835,164	(\$2,291,133)
Subtotal Transit Services Division	\$34,849,151	\$16,158,041	\$32,566,693	\$48,724,735	(\$13,875,584)
SUSTAINABLE STREETS DIVISION					
Parking Control Officers	\$994,984	\$159,419	-154,005	\$5,414	\$989,570
Sustainable Streets – All Others	\$794,714	\$214,917	(\$624,783)	(\$409,866)	\$1,204,580
Subtotal Sustainable Streets Division	\$1,789,698	\$374,336	(\$778,788)	(\$404,452)	\$2,194,150
SFMTA AGENCY WIDE	\$0	\$0	\$0	\$0	\$0
ALL OTHER DIVISIONS	\$709,466	\$312,493	\$694,427	\$1,006,920	(\$297,454)
TOTAL OPERATING FUND	\$37,348,315	\$16,844,870	\$32,482,333	\$49,327,203	(\$11,978,888)
NON OPERATING FUND					
Capital Programs & Construction	\$0	\$524,986	\$1,166,635	\$1,691,620	(\$1,691,620)
Sustainable Streets Engineering Programs	\$0	\$196,491	\$436,647	\$633,138	(\$633,138)
Total Non-Operating Fund	\$0	\$721,477	\$1,603,281	\$2,324,758	(\$2,324,758)
TOTAL	\$37,348,315	\$17,566,347	\$34,085,614	\$51,651,961	(\$14,303,646)

⁽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 \$ 1,247K.

Goal 4 metrics

Create a workplace that delivers outstanding service

Objective 4.1

Improve internal communications

Objective 4.2

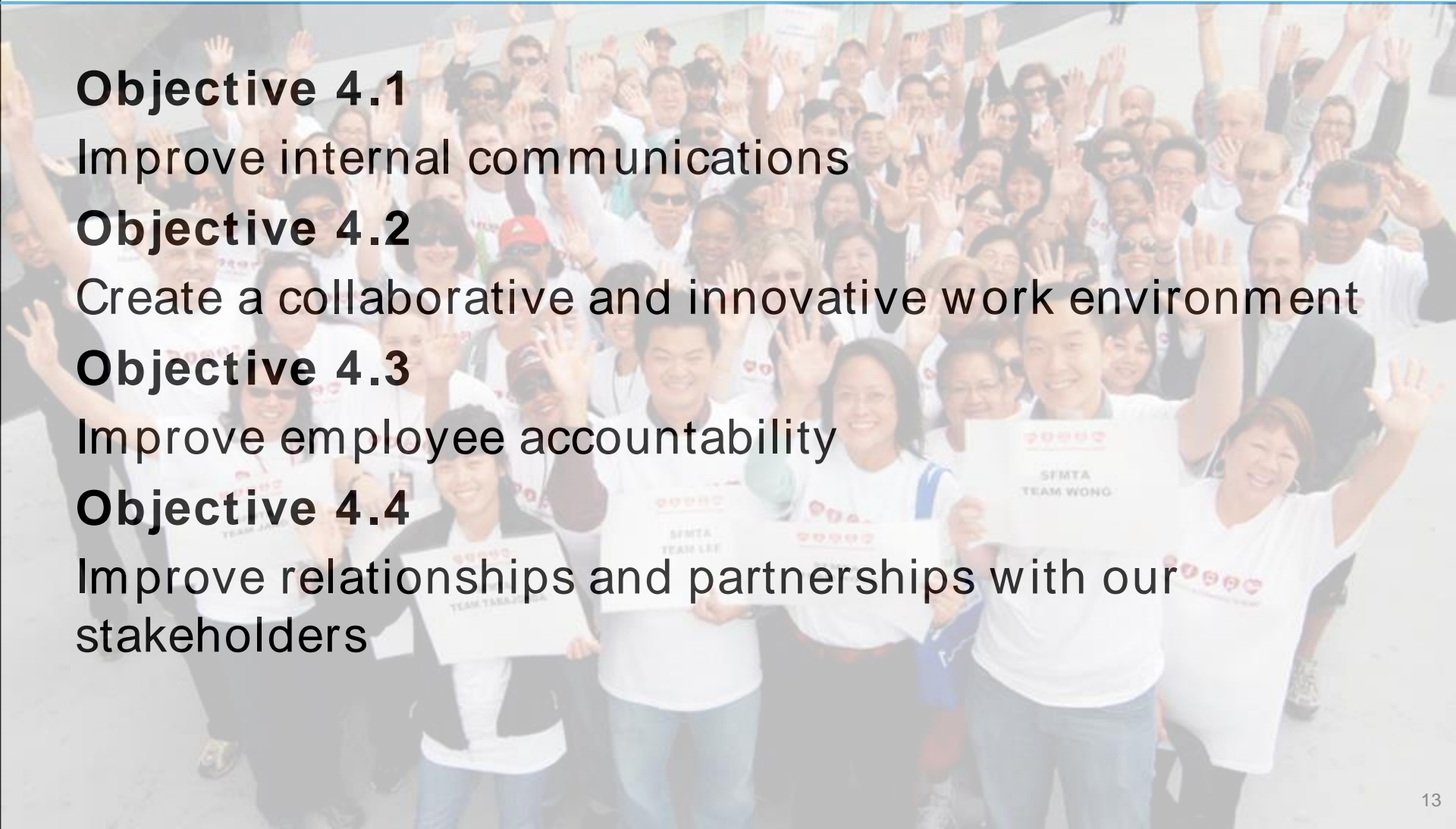
Create a collaborative and innovative work environment

Objective 4.3

Improve employee accountability

Objective 4.4

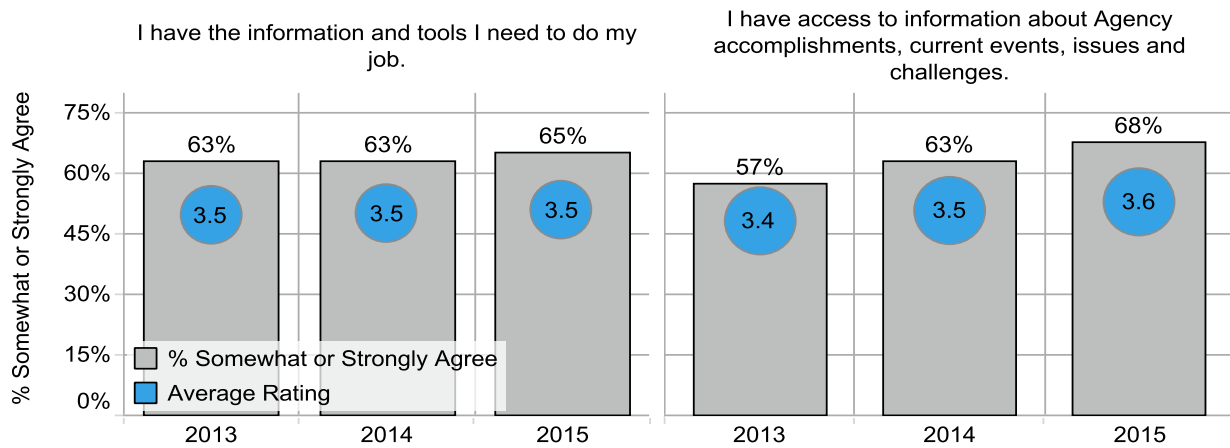
Improve relationships and partnerships with our stakeholders



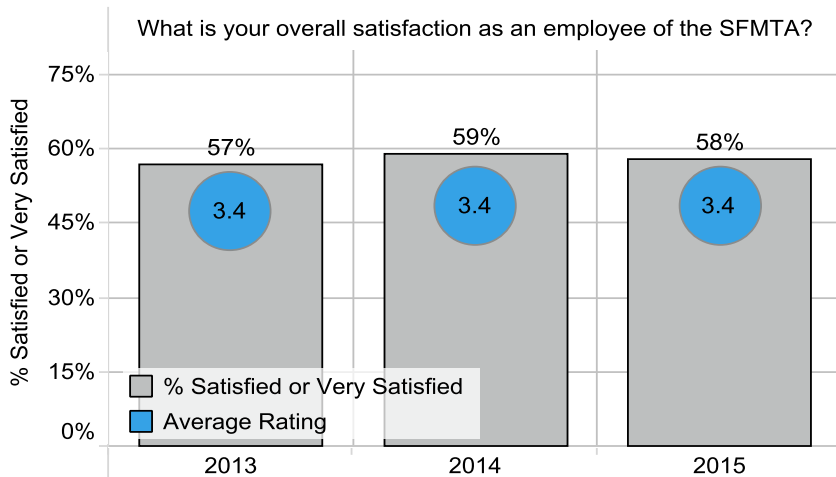
Goal 4 metrics

Key performance indicators

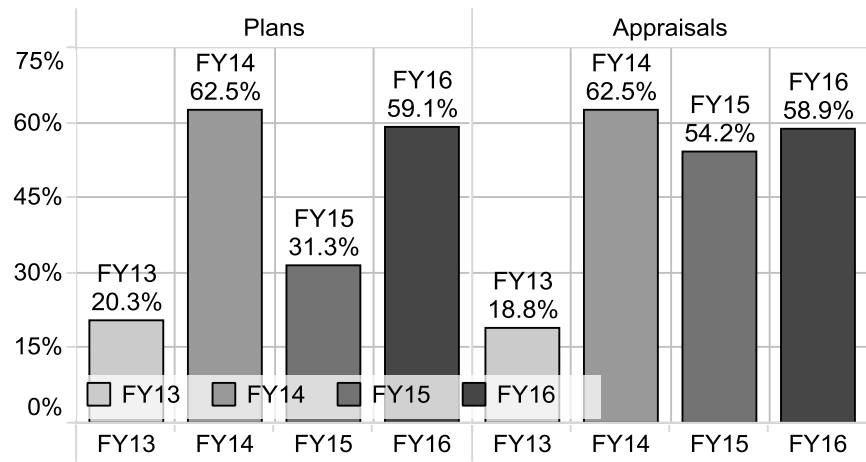
4.1.1 Employee Rating: Access to Agency information and tools needed to do my job



4.2.1 Employee Rating: Overall employee satisfaction



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



4.1.12016 employee survey results will be reported in January 2017.
 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

