

City Services Auditor

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

November 21, 2014



Completed Projects

August–November 2014

- Audits Unit
 - Audit of the Sutter Stockton Garage *(Issued 8/20/14)*
 - Audit of the Union Square Garage *(Issued 8/20/14)*
 - Parking Meter Revenue Audit *(Issued 11/13/14)*
 - Audit of Central Subway Project's Cost Reporting Practices *(Issued 11/17/14)*
- City Performance Unit
 - No project reports issued during this period



Audits Unit

Parking Meter Revenue Audit

Audit Objectives

- Identify and analyze the barriers that prevent SFMTA from collecting the maximum potential parking meter revenue
- Determine the effectiveness of internal controls over the collection procedures of SFMTA and the contractor, Serco Inc.

Audit Results

- Maximum potential revenue from parking meters is \$190M annually. Due to unoccupied meters and meters occupied by those exempt from payment totaling \$109M, SFMTA can only expect to collect \$81M. Of this amount, SFMTA collected meter revenue and issued citations fines of \$77.8M (96%).

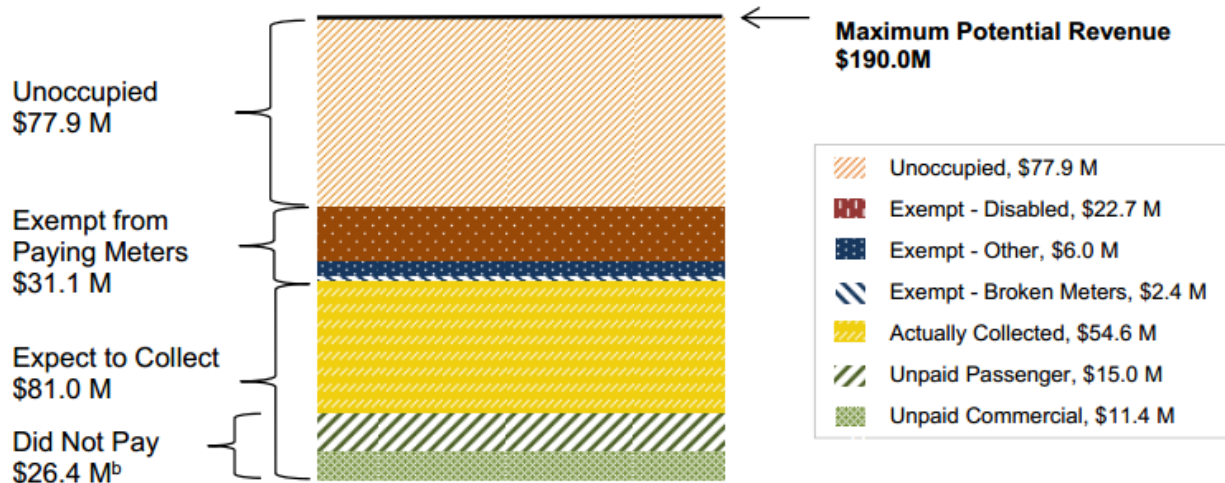
Audits Unit

Parking Meter Revenue Audit

Factors That Result in Nonpayment of City Parking Meters, Fiscal Year 2012-13

Description	Amount in Millions
Maximum Potential Parking Meter Revenue	\$190.0
Less Unoccupied Meters	(77.9)
Less Unavailable Meters due to Disabled Placard Holders	(22.7)
Less Unavailable Meters due to Certain Permit Holders and Other Exempt Vehicles	(6.0)
Less Occupied Broken Meters Unable to Collect Revenue	(2.4)
Amount SFMTA Can Expect to Collect	\$81.0

Factors That Reduce City Parking Meter Revenue^a



Notes:

^a Amounts shown are for fiscal year 2012-13. M = million

^b Although parkers did not pay meters \$26.4 million as required, the City issued related citation fines of \$23.2 million.



Audits Unit

Central Subway Project's Cost Reporting Practices

Audit Objectives

- Review Central Subway Project's (CSP) accounting systems and processes, budgeting, and fund reporting activities to obtain reasonable assurance that project cost information is properly recorded and correctly reported.

Audit Results

- CSP's project costs reported to the Federal Transit Administration (FTA) are supported by reliable source data and past variances have been resolved and accepted by FTA.

Projects in Progress and Planned FY15

- Audits Unit
 - Absence Management Audit
 - Nonrevenue Vehicle Maintenance Program Audit
- City Performance Unit
 - Development Agreements
 - Streetscape Prioritization Project FY15
 - Survey Assistance, Vision Zero support, TEP support



Audits Unit

Absence Management Audit

Audit Objectives

1. Assess SFMTA's processes for absence management, including:
 - Assess the effectiveness of policies, procedures, and oversight.
 - Determine absenteeism's impacts on departmental resources and operations.
2. Determine strategies for SFMTA to measure, mitigate, and manage employee absences, including determining leading practices in absence management.



City Performance Unit

Streetscape Prioritization

- Streetscape Prioritization Project will develop a prioritized list of streetscape projects on the Streetscape Network (previously referred to as the “key walking streets”)
- Project is a collaborative effort among CSA, SFMTA Complete Streets, DPW, SF Planning, DPH, PUC, OEWD and SFCTA
- Consultants in coordination with City team have completed major deliverables including 3 draft scenario definitions with maps, charrette with internal City stakeholders to get feedback on the 3 scenarios, peer use memo, and draft funding landscape with potential funding sources
- Next steps include selecting a scenario for prioritization, develop the corresponding infographics/map based on selected scenario data and metrics, and stakeholder outreach/in-reach

City Services Auditor

Questions and Discussion

