



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

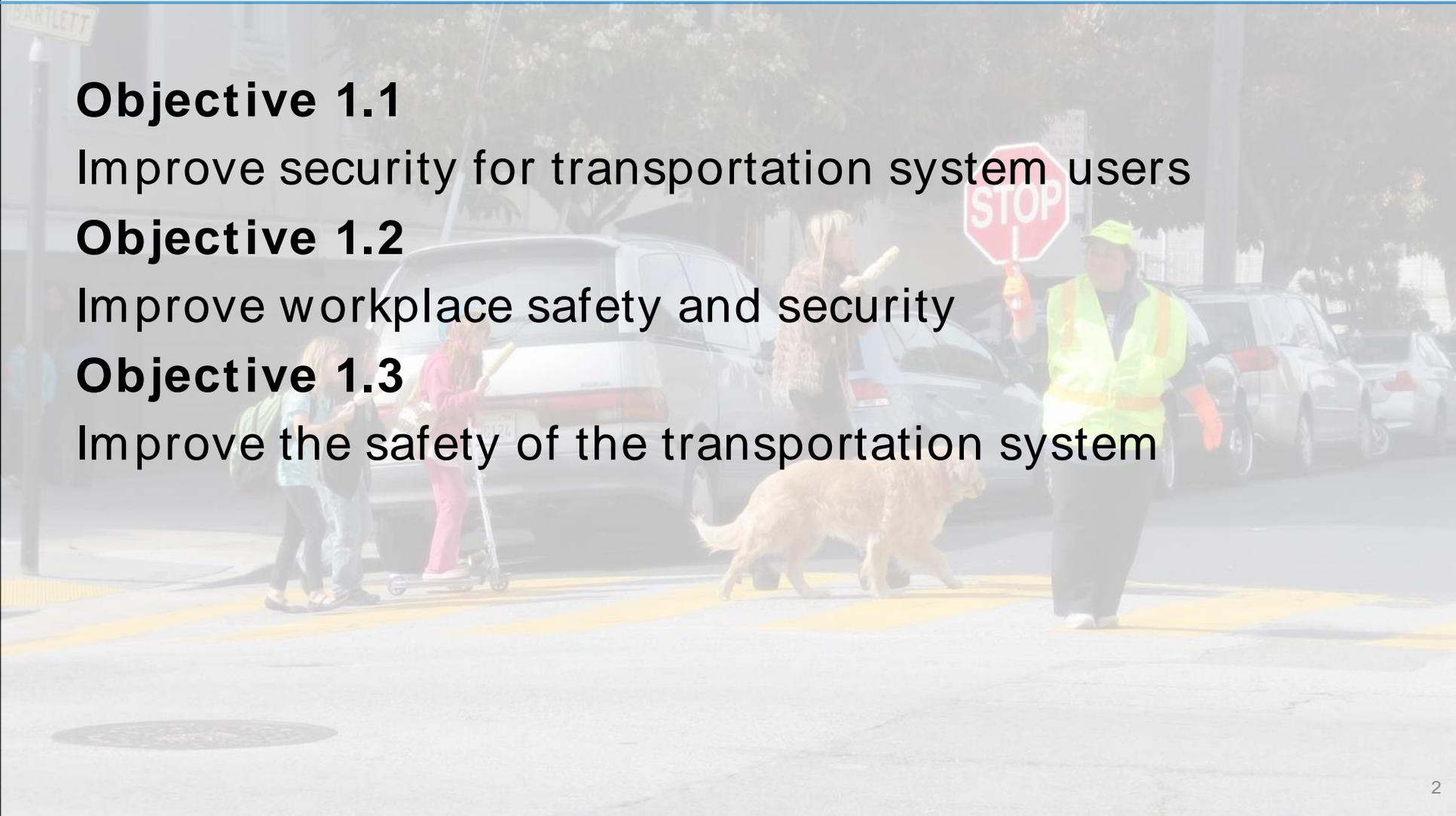
Improve security for transportation system users

Objective 1.2

Improve workplace safety and security

Objective 1.3

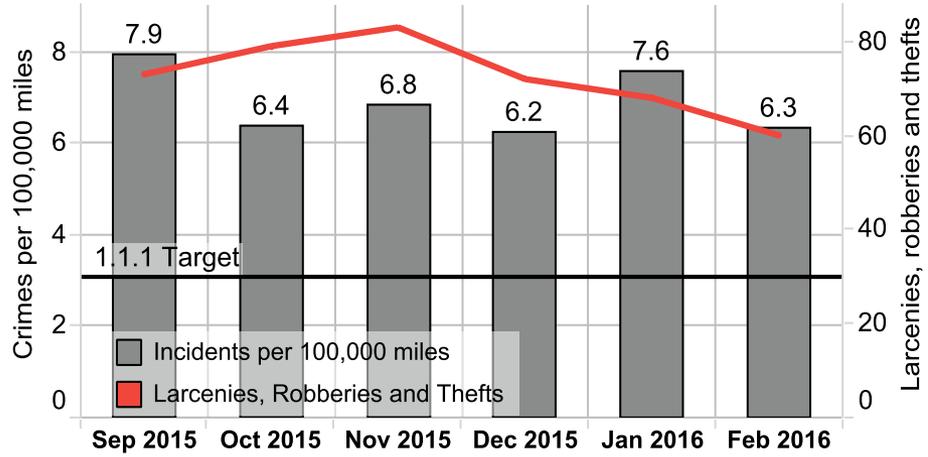
Improve the safety of the transportation system



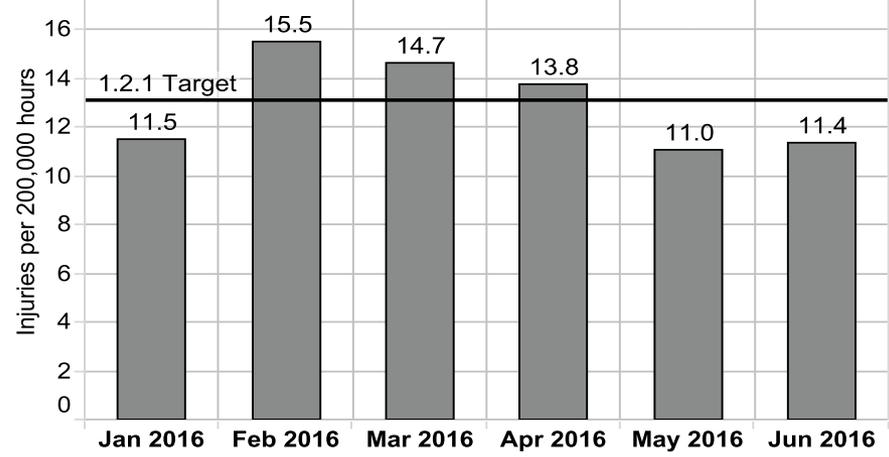
Goal 1 metrics

Key performance indicators

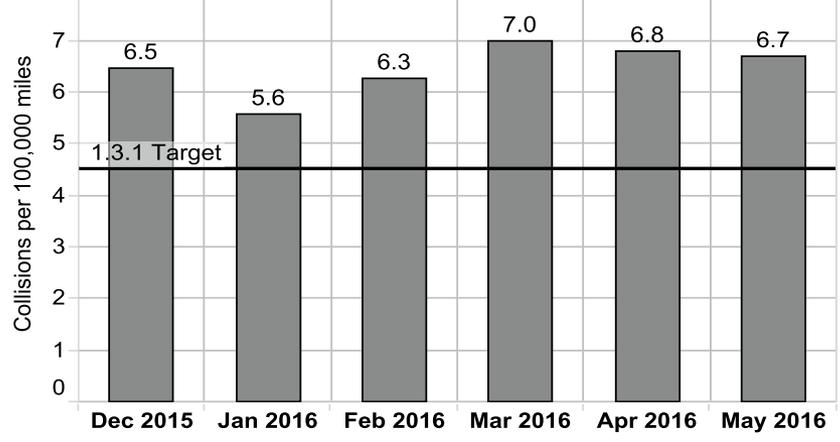
1.1.1 SFPD incidents per 100,000 miles



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

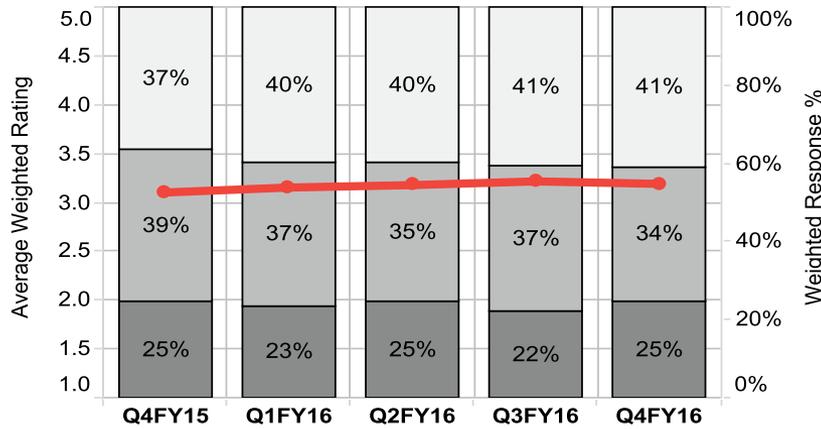
Objective 2.4

Improve parking utilization and manage parking demand

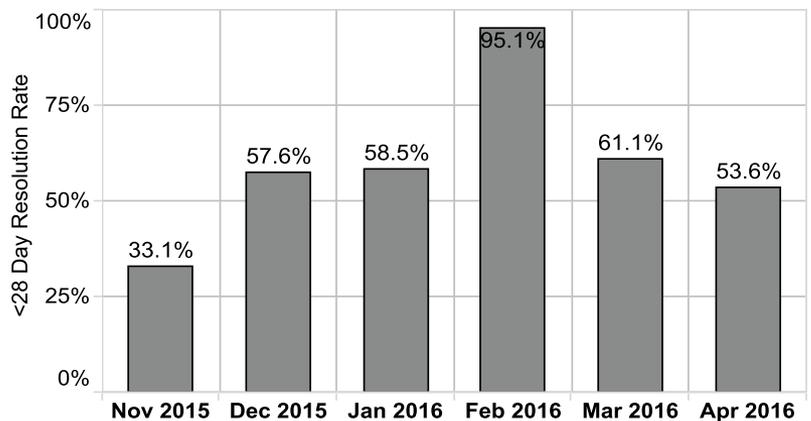
Goal 2 metrics

Key performance indicators

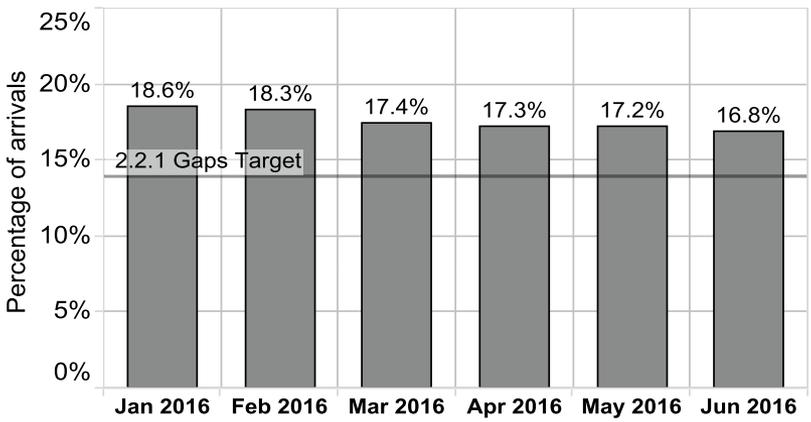
2.1.1 Customer rating: Overall satisfaction with transit services; scale of 1 (low) to 5 (high)



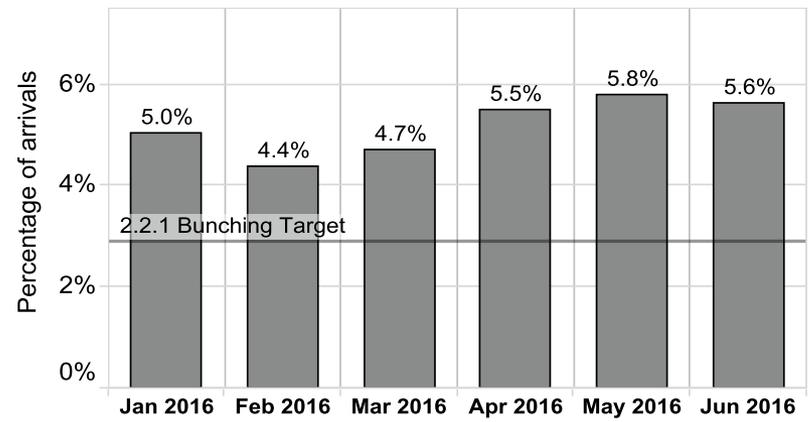
2.1.7 Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days



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)



¹Results 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.

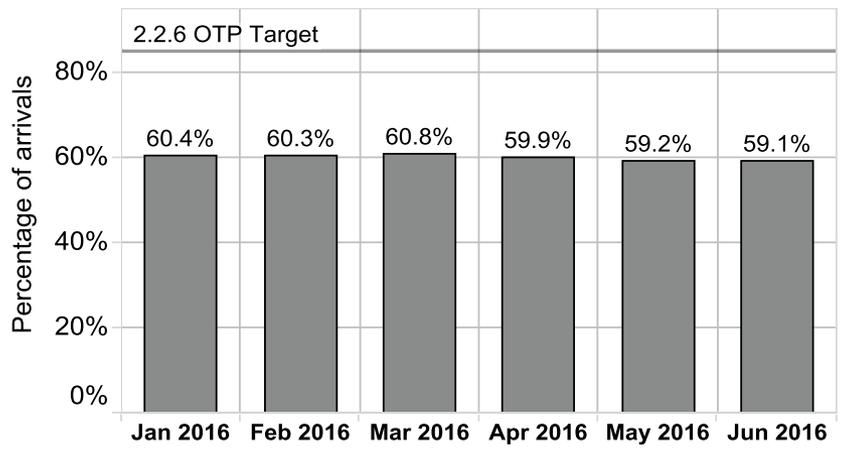
²Previously reported bunching and gap results have been revised to correct for a prior data processing error.

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

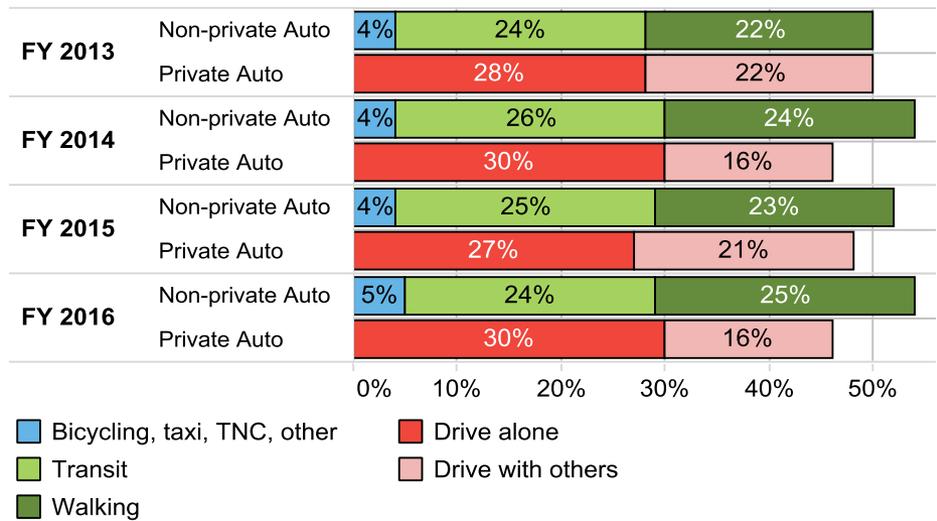
Goal 2 metrics

Key performance indicators **continued**

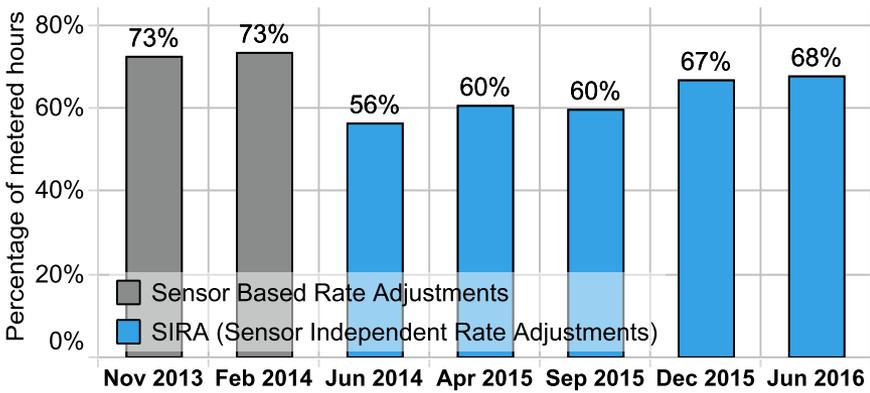
2.2.6 Percentage of on-time performance



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⁽¹⁾



¹Previously 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

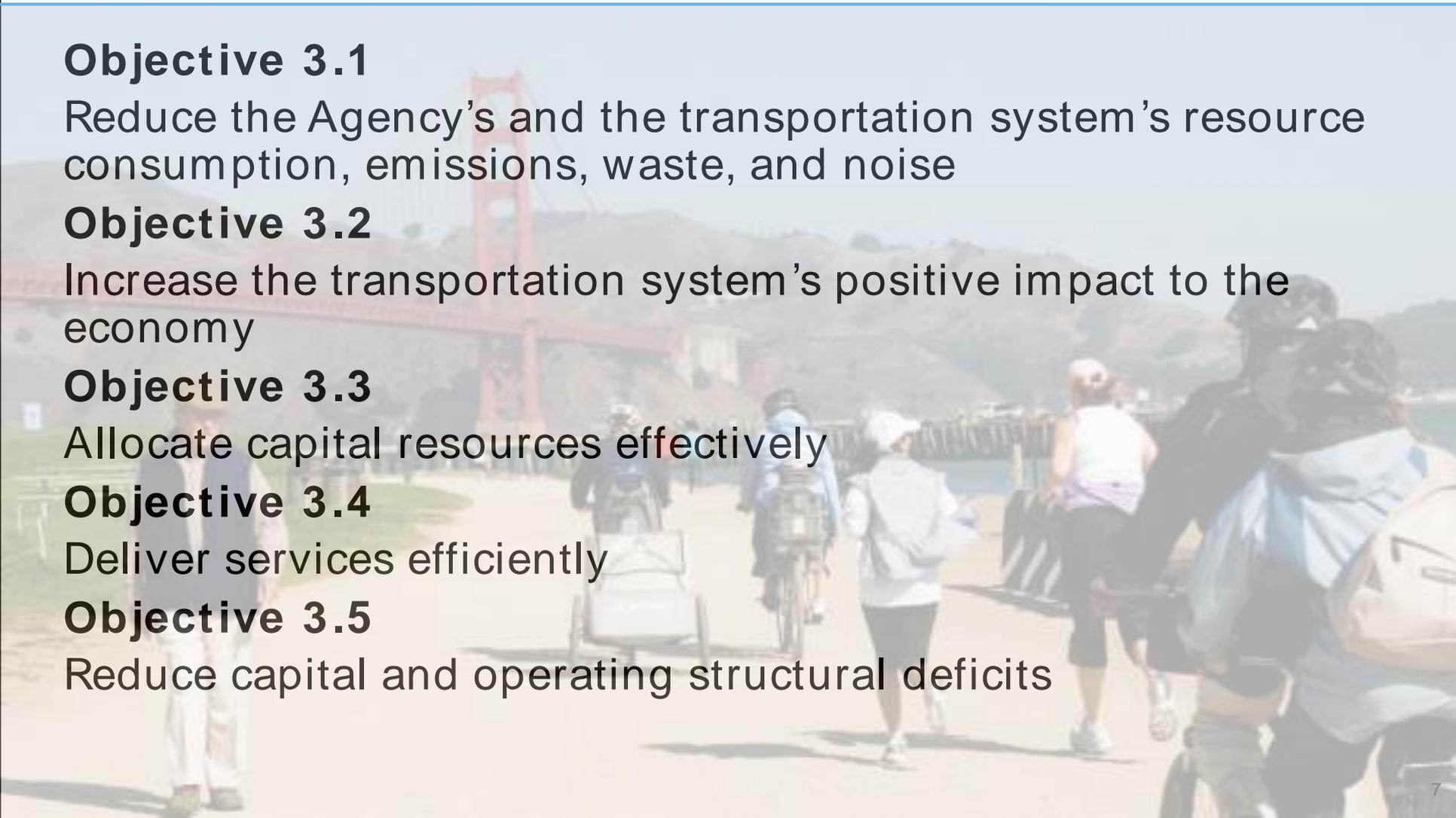
Allocate capital resources effectively

Objective 3.4

Deliver services efficiently

Objective 3.5

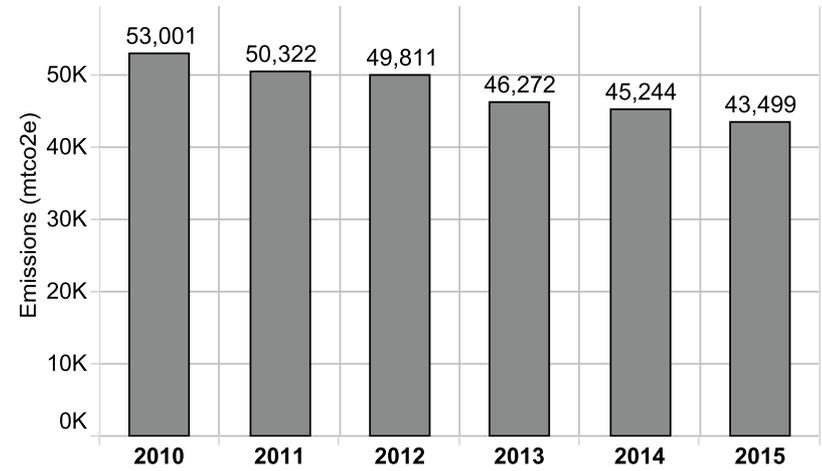
Reduce capital and operating structural deficits



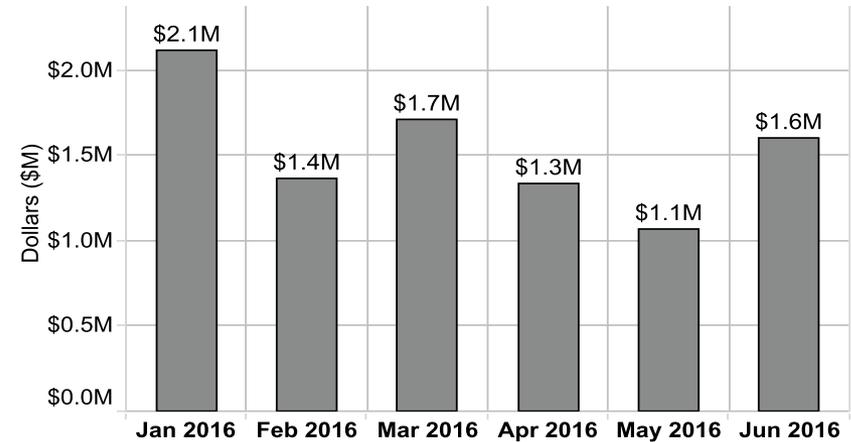
Goal 3 metrics

Key performance indicators

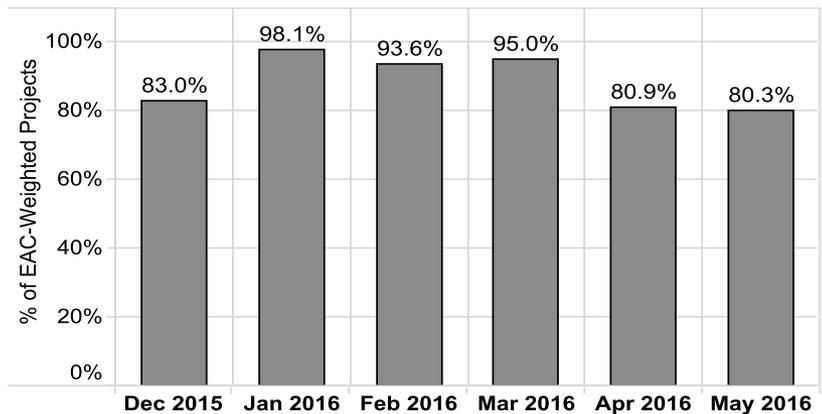
3.1.1 SFMTA carbon footprint (metric tons CO2e)



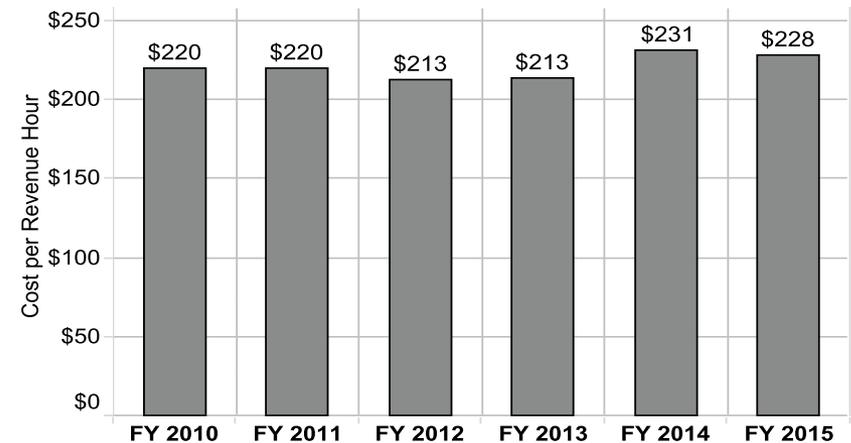
3.2.1 Estimated economic impact of Muni service delays (Monthly \$M)



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



3.4.1 Transit cost per revenue hour



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

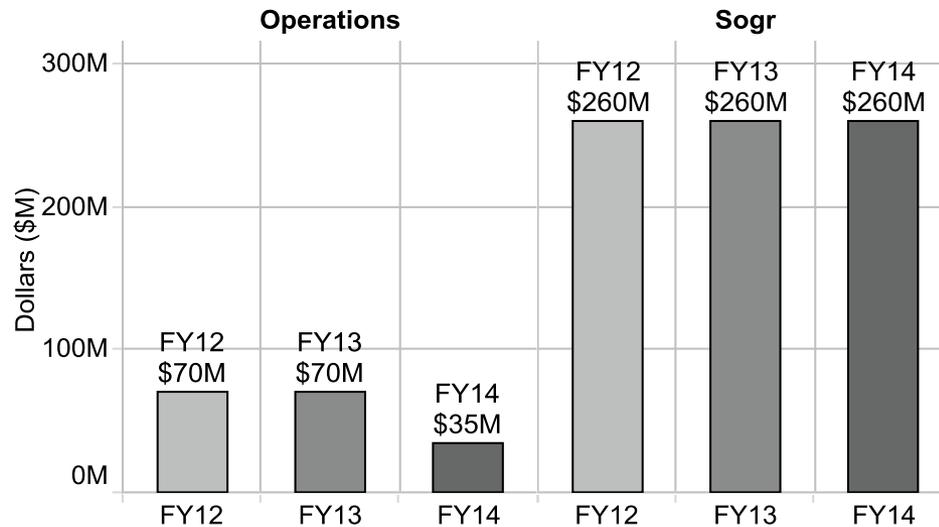
²Reported results currently exclude projects in the Sustainable Streets Division portfolio.

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

¹Operating 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 ⁽¹⁾	Actuals: Year to Date	Encumbrances	Total Projection for the Year ⁽²⁾	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)
TOTAL	\$1,027,263,738	\$847,104,762	\$93,983,573	\$1,027,065,613	\$198,126

(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)
TRANSIT FARES				
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
TRANSIT FARES Total	\$201,041,000	\$188,376,174	\$205,450,419	\$4,409,419
PARKING FEES & FINES				
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
PARKING FEES & FINES Total	\$292,824,147	\$300,370,049	\$322,145,173	\$29,321,026
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 ⁽²⁾	\$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
TOTAL	\$1,034,358,340	\$989,692,266	\$1,064,210,076	\$29,851,736

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)
OPERATING FUND					
TRANSIT SERVICES DIVISION					
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)
Subtotal Transit Services Division	\$34,719,512	\$42,657,743	\$5,309,333	\$47,967,075	(\$13,247,563)
SUSTAINABLE STREETS DIVISION					
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
Subtotal Sustainable Streets Division	\$1,789,698	\$1,049,782	(\$114,340)	\$935,441	\$854,257
SFMTA AGENCY WIDE	\$0	\$0	\$0	\$0	\$0
ALL OTHER DIVISIONS	\$889,774	\$1,016,203	\$126,480	\$1,142,683	(\$252,909)
TOTAL OPERATING FUND	\$37,398,984	\$44,723,728	\$5,321,473	\$50,045,199	(\$12,646,215)
NON OPERATING FUND					
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)
Total Non-Operating Fund	\$0	\$2,571,434	\$320,050	\$2,891,484	(\$2,891,484)
TOTAL	\$37,398,984	\$47,295,162	\$5,641,523	\$52,936,683	(\$15,537,699)

(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

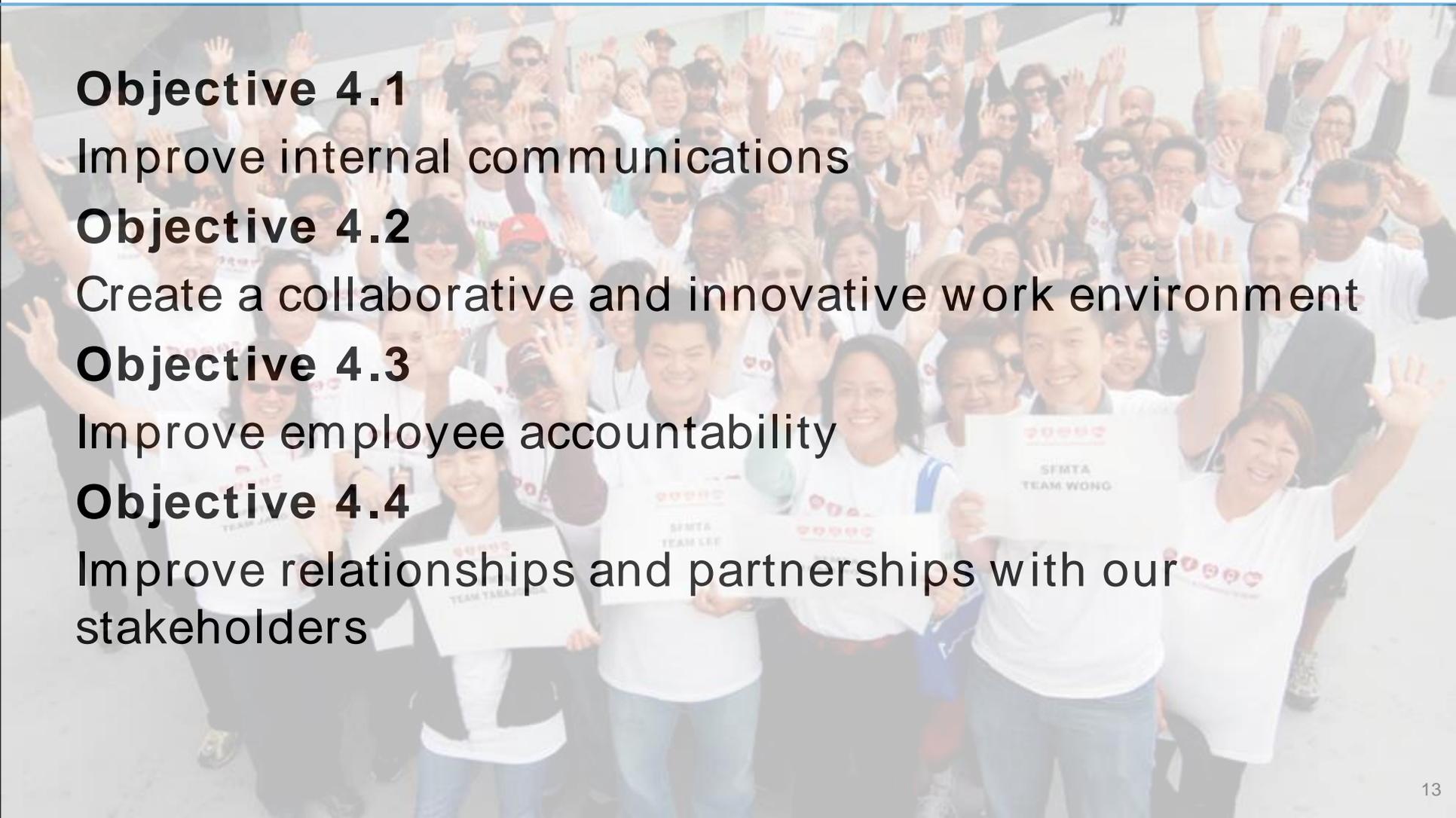
Create a collaborative and innovative work environment

Objective 4.3

Improve employee accountability

Objective 4.4

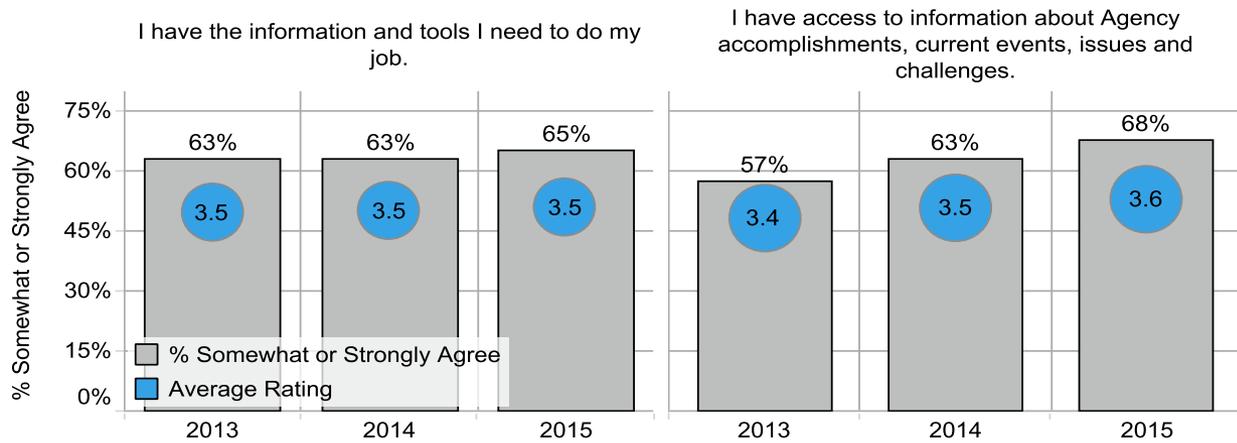
Improve relationships and partnerships with our stakeholders



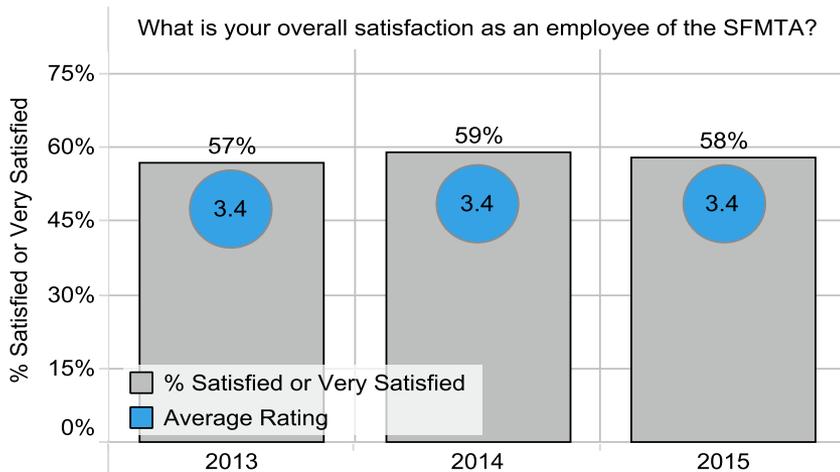
Goal 4 metrics

Key performance indicators

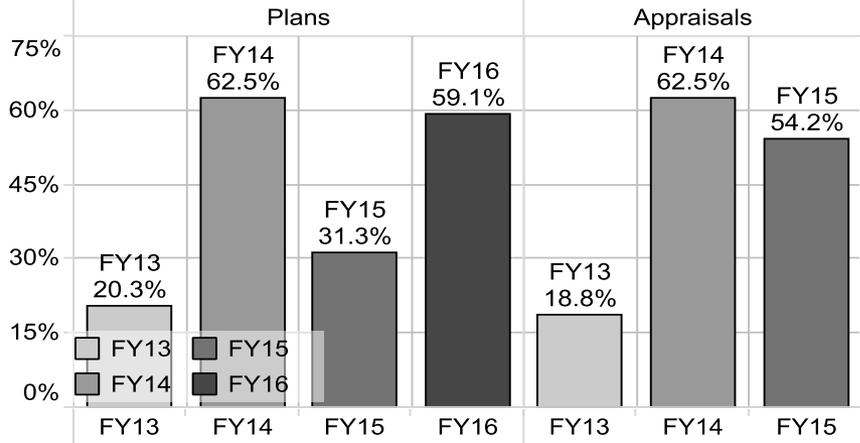
4.1.1 Employee Rating: Access to Agency information and tools needed to do my job



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

