

ITEM 6

DRAFT - Employee and Stakeholder Survey

The SFMTA Board of Directors is undertaking a national search for a new Director of Transportation (DOT). Just as we believe that community members have a right to have a say in what happens in their neighborhood, we know that staff can provide valuable insights to help shape this recruitment process.

In keeping with our commitment to engage staff and other stakeholders, we would like to hear your thoughts regarding the values, skills, attributes and experiences that would define the ideal candidate.

The Board appreciates your comments as they consider applicants for this important position.

Thank you for your consideration

1) In your opinion, what is the single most important task for the new DOT?

- Lead, inspire, inform and build mutual trust with staff?
- Build relationships with SFMTA stakeholders, partners in transportation and other government entities?
- Maintain quality service
- Build a stable financial future
- Create a culture that values diversity, inclusion and trust at the SFMTA
- Other

2) What should the top focus of the DOT be?

- Running a professional and efficient organization
- Reinforce trust in the SFMTA both internally and externally
- Operating a cost-effective, on-time transit service
- Lead the effort to obtain additional revenue and build a stable financial base
- Represent the SFMTA at the local, regional, state and federal levels

3) What is the most important attribute in the next DOT?

- Leadership and integrity
- Knowledge of SFMTA modes including Muni, bikes, pedestrians, taxis and cars
- Knowledge of San Francisco
- Motivate, support and respect employees
- A clear vision for the future of the SFMTA and the city's transportation system

4) For the next question, please assign a number 1-6

- 1 – Not at all important
- 2 – Slightly important
- 3 – Moderately important
- 4 – Very important
- 5 – Extremely Important
- 6 – No opinion

Is it important for the next DOT to be and/or have:

- A. Use the SFMTA's services?
- B. Have a transportation background?
- C. Proven leadership within a government agency?
- D. Proven leadership within a private corporation?
- E. A creative thinker?
- F. Willing to take a risk?
- G. Actively engages employees agency-wide?

5) Please rank the following qualities in terms of most important to least (1 – most important)

- A. Leadership: Establishes clear direction and engages staff at all levels of the agency. Models effective teamwork with his/her direct reports. Has the ability to make tough decisions and take responsibility for the outcomes.
- B. Communication: Is a clear and candid communicator as well as an effective listener.
- C. Collaboration: Models cooperation and teamwork.
- D. Commitment to Developing Employees: Invests in growing and retaining the skills needed for agency growth. Looks to the future to ensure effective succession.
- E. Relationship Skills: Ability to accomplish objectives with others, including employees, customers, the Board and city, regional, state and federal stakeholders.
- F. Political Skill: Accomplished at integrating a variety of perspectives and interests into the decision-making process and crafting outcomes that address diverse needs.
- G. Vision: Understands the current and future demands for transportation in San Francisco and has a well-defined plan to serve those needs.

H. Customer-Focused: Consistently assigns a high priority to understanding and meeting customer needs.

H. Technology-Savvy: Is attuned to the technology and other disruptions that are currently impacting the ways that people get around. Is committed to seeking alignment between emerging mobility and San Francisco's goal for a safe, equitable and sustainable transportation system.

In general, is the SFMTA headed in the right direction?

Yes

No

COMMENT: _____

Are you a: (check one)

Employee

Stakeholder

If employee:

What division do you work in?

Capital Programs & Construction (CP&C)

Central Subway Program

Communications & Marketing

Finance & Information Technology

Government Affairs

Human Resources

Office of the Board Secretary

Sustainable Streets

System Safety

Taxi & Accessible Services

Transit

How many years have you been with the SFMTA?

Less than two years

2-5 years

5-10 years

10-20 years

20+ years

If stakeholder:

What are your top three modes of transportation?

Muni
Bicycle
Pedestrian
Automobile
Ride-sharing
Taxi
Other: _____

How often do you use your primary mode of transportation?

Every day
3-4 times/week
1-2 times/week

How often do you use your secondary mode of transportation?

Every day
3-4 times/week
1-2 times/week
Several times/month
Less than once a month

How often do you use your third mode of transportation?

Every day
3-4 times/week
1-2 times/week
Several times/month
Less than once a month

What is your age?

12 or younger
13-17
18-24
25-34
35-44
45-54
55-64
64-74
74 or older

What is your zip code?

Do you have other comments or suggestions about the qualities and characteristics that a new Director of Transportation should have?

Thank you again for your time.