



SFMTA
Municipal
Transportation
Agency

Strategic Plan Progress Report

December 2015

San Francisco, California

Goal 1 metrics

Create a safer transportation experience for everyone

Objective 1.1

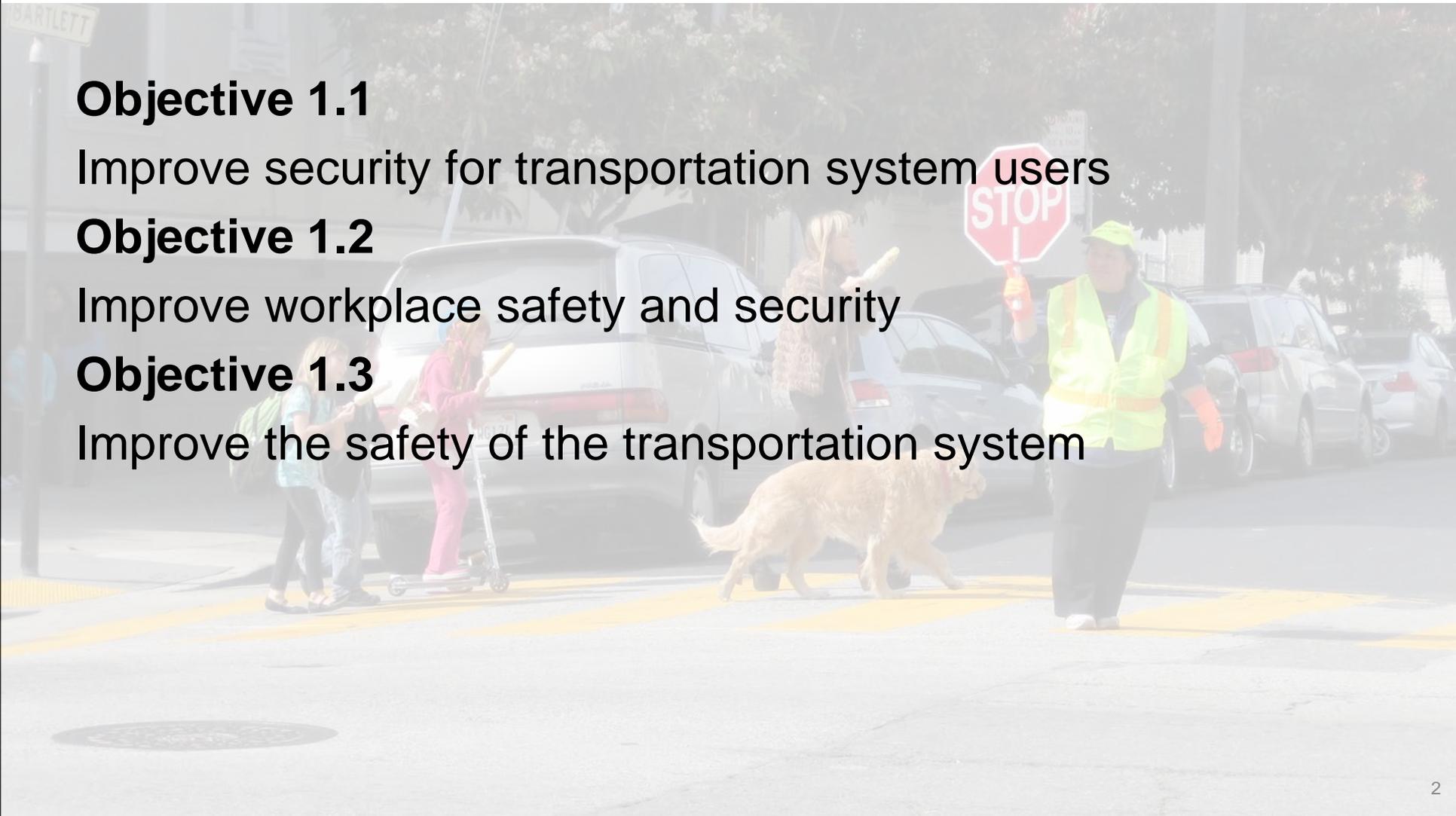
Improve security for transportation system users

Objective 1.2

Improve workplace safety and security

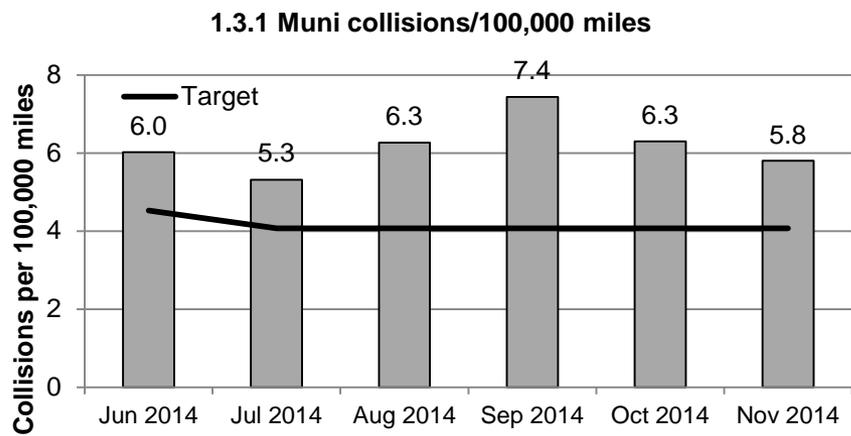
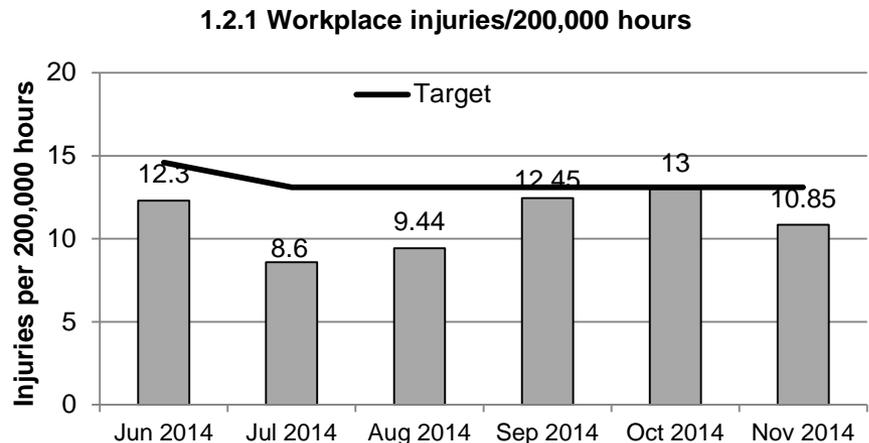
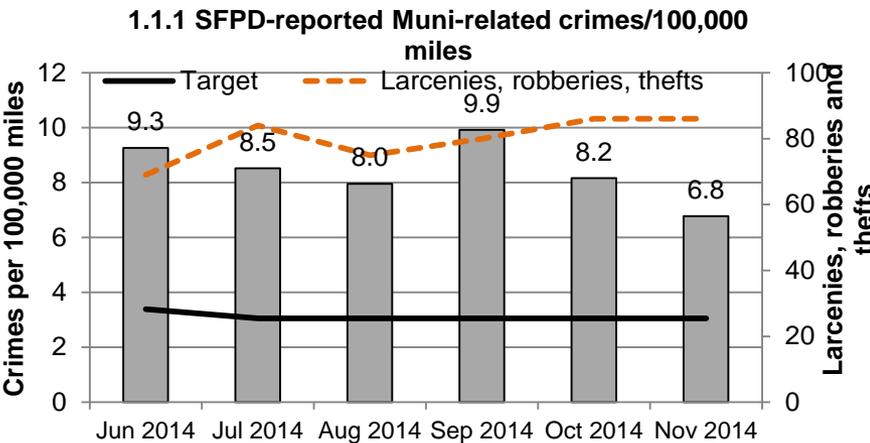
Objective 1.3

Improve the safety of the transportation system



Goal 1 metrics

Key performance indicators



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

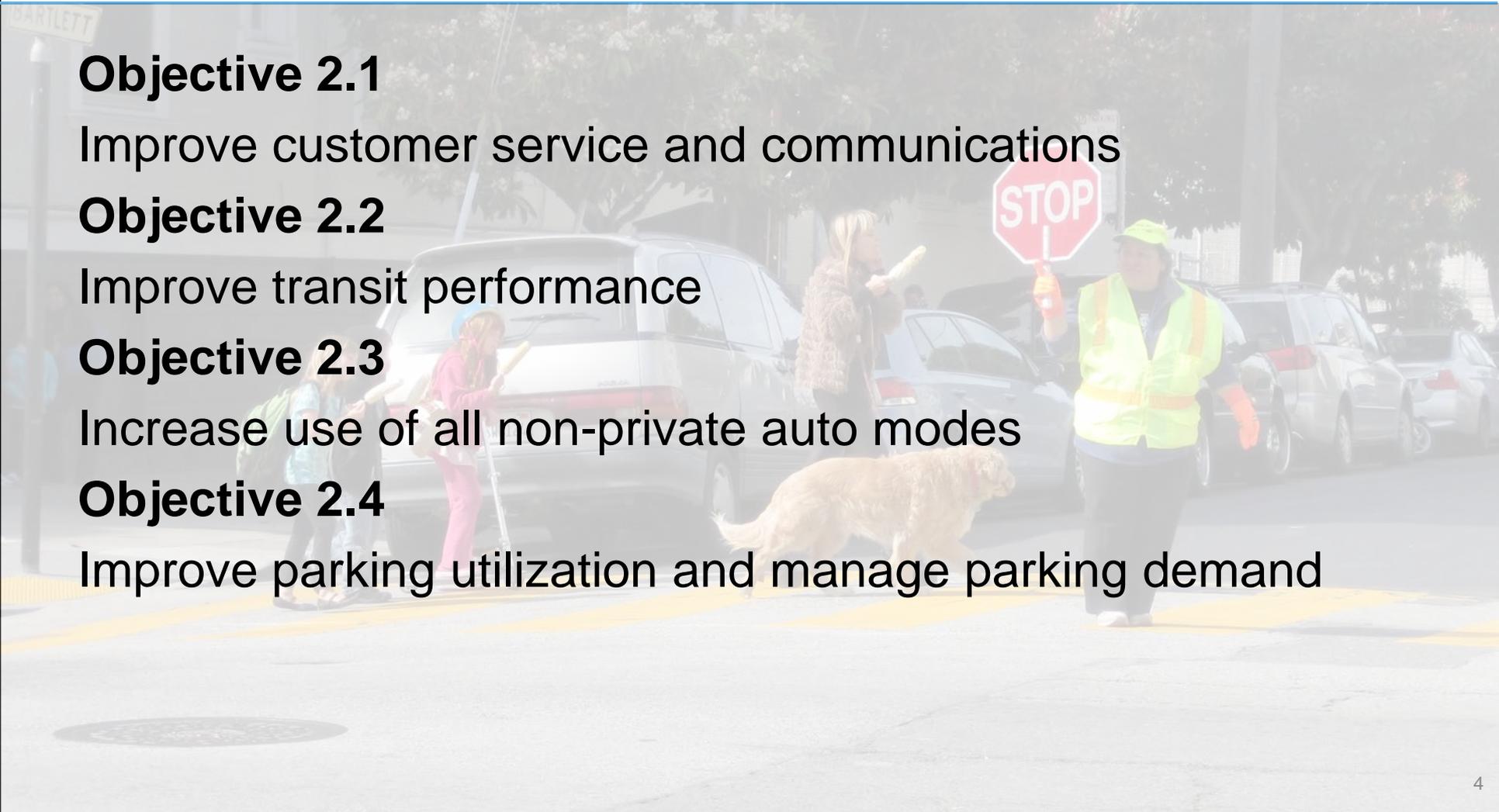
Improve transit performance

Objective 2.3

Increase use of all non-private auto modes

Objective 2.4

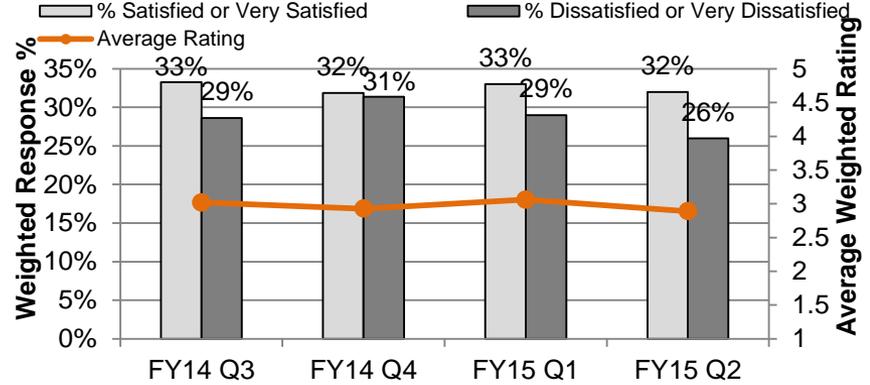
Improve parking utilization and manage parking demand



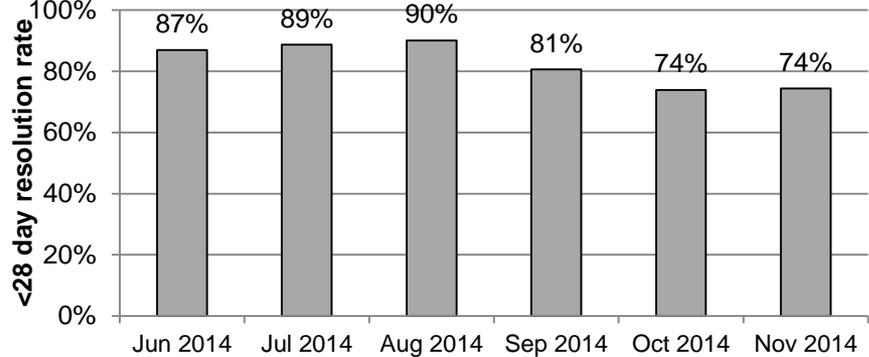
Goal 2 metrics

Key performance indicators

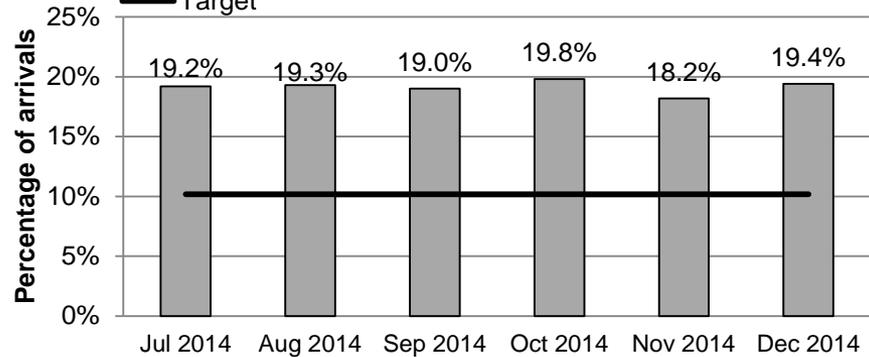
2.1.1 Customer Rating: Overall customer satisfaction with transit services; scale of 1 (low) to 5 (high)



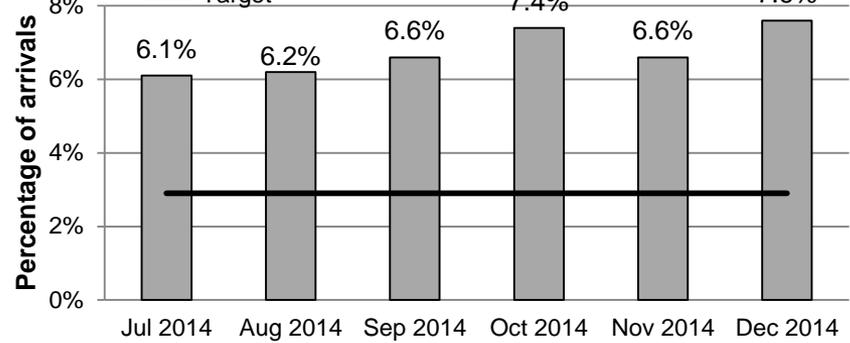
2.1.7 Percentage of actionable 311 Muni-related complaints addressed within 28 days



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



2.2.1 Percentage of transit trips with <2 min bunching on Rapid Network (<1 min for headways of 5 min or less)



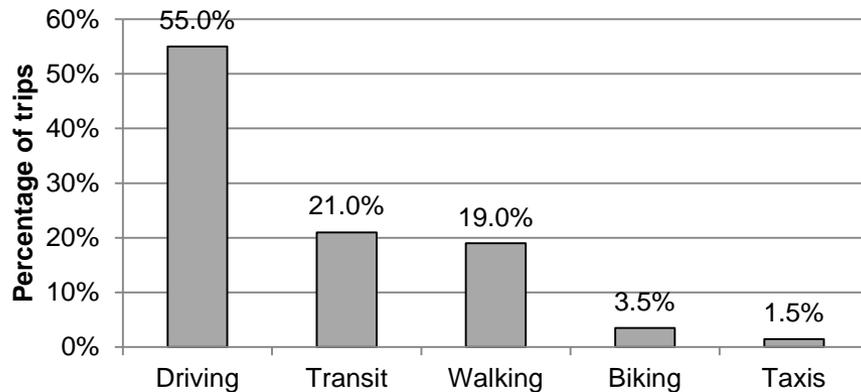
¹Results are based on a non-probability sample from opt-in SFMTA online survey conducted quarterly and are weighted to reflect the geographic distribution of San Francisco's population.

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

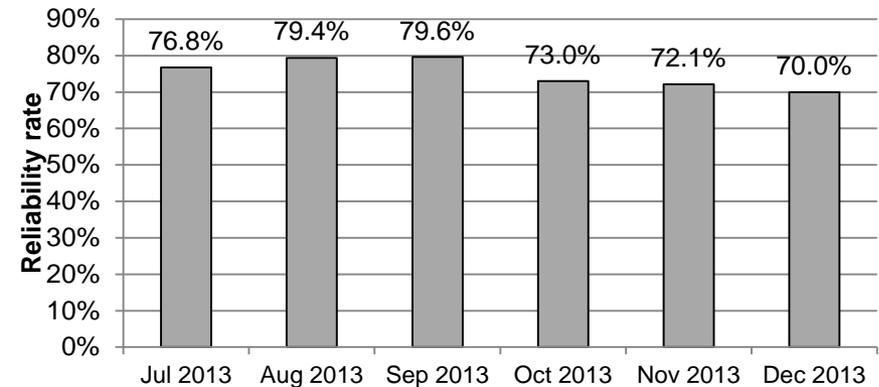
Goal 2 metrics

Key performance indicators **continued**

2.3.1 Non-private auto mode share (2011 all trips)



2.4.1 Parking reliability rate of SFpark spaces¹



¹Due to street sensor removal, occupancy-based parking measures will not be reported after Dec 2013. Parking program staff are currently developing an alternative metric.

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

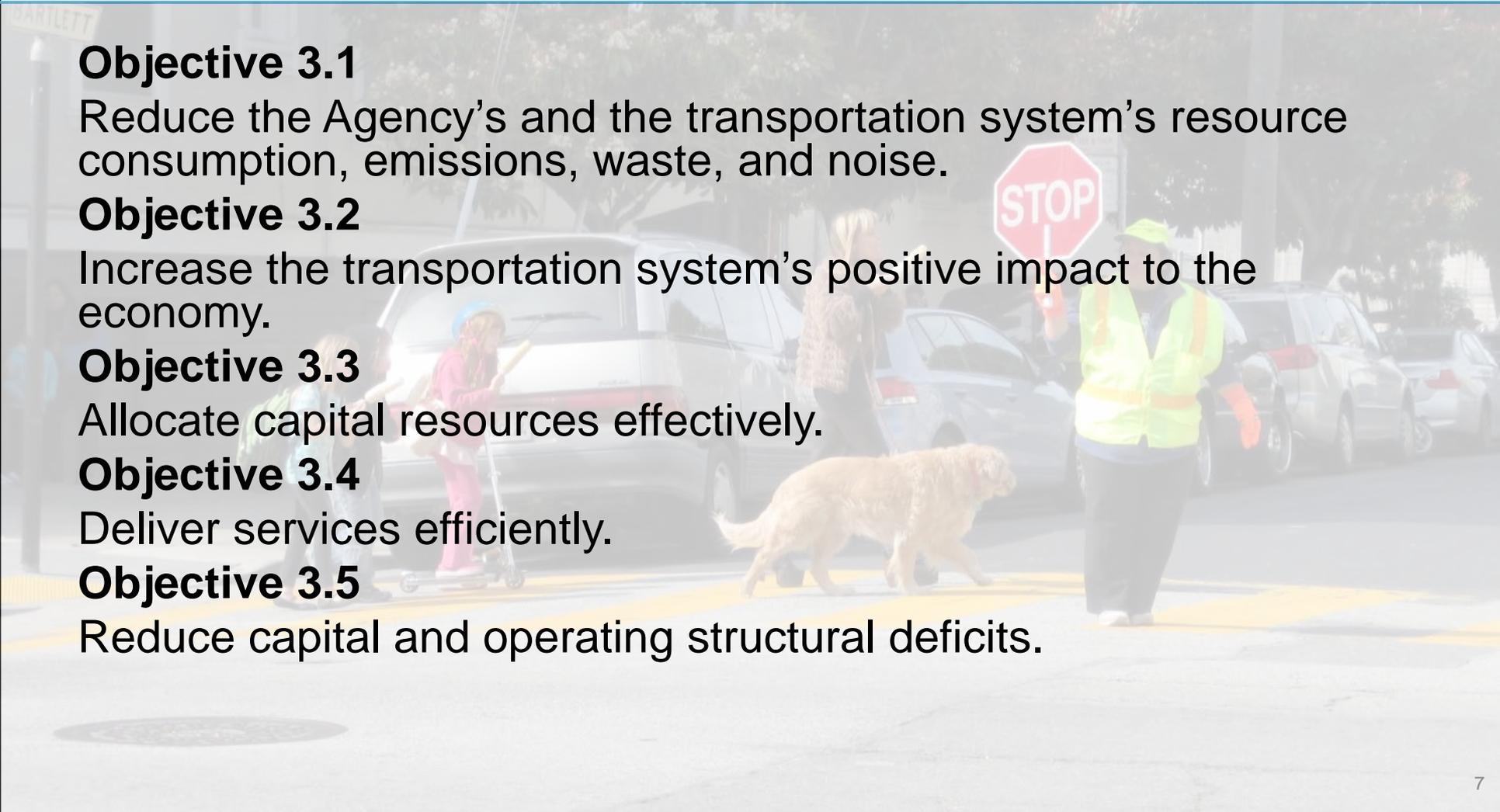
Allocate capital resources effectively.

Objective 3.4

Deliver services efficiently.

Objective 3.5

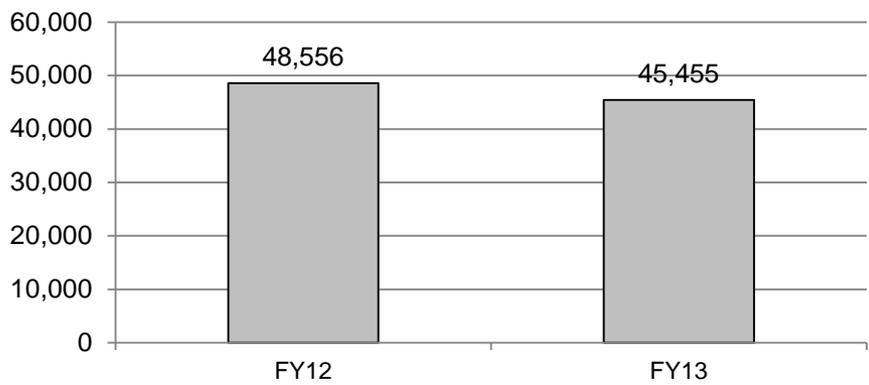
Reduce capital and operating structural deficits.



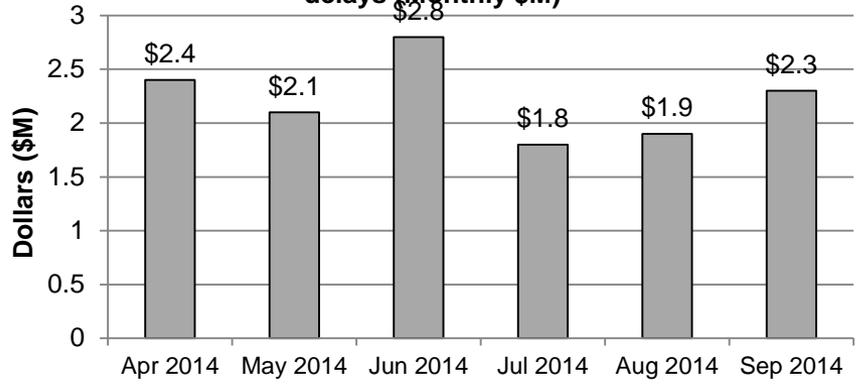
Goal 3 metrics

Key performance indicators

3.1.1 SFMTA carbon footprint (metric tons CO2e)



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

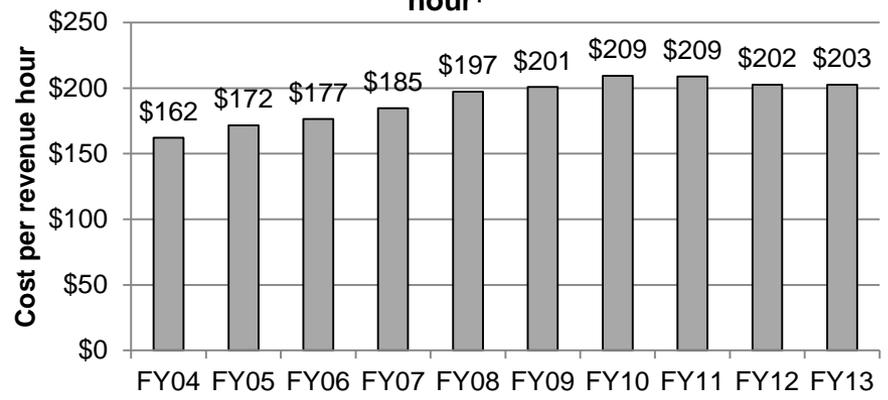


3.3.1 Percentage of all capital projects delivered on-budget by phase



Measure in development

3.4.1 Average annual transit cost per revenue hour¹



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

Goal 3 financials

Expenditures (FY15 as of October 2014)

EXPENDITURES	Revised Budget	Actuals: Year to Date	Encumbrances	Total Projection for the Year ⁽¹⁾	Saving/(Overage)
SFMTA Agency Wide	\$106,417,647	\$18,088,357	\$39,385,581	\$110,618,583	(\$4,200,936)
Board of Directors	\$606,325	\$171,608	\$3,334	\$519,058	\$87,267
Capital Programs and Construction	\$190,088	(\$1,083,139)	\$2,531,483	\$190,088	(\$0)
Communications	\$5,969,322	\$820,821	\$717,559	\$5,040,378	\$928,944
Director of Transportation	\$2,677,049	\$920,893	\$504,364	\$2,504,811	\$172,238
Finance and Information Technology	\$88,457,902	\$19,421,103	\$24,767,194	\$86,062,025	\$2,395,877
Government Affairs	\$1,032,451	\$245,282	\$208,627	\$1,002,019	\$30,432
Human Resources	\$32,027,075	\$7,709,694	\$7,569,772	\$30,694,786	\$1,332,289
Safety	\$4,097,506	\$1,122,641	\$1,295,940	\$4,961,640	(\$864,134)
Sustainable Streets	\$149,772,636	\$38,172,099	\$29,499,412	\$145,397,592	\$4,375,044
Transit Services	\$568,897,870	\$159,056,600	\$59,596,625	\$573,321,447	(\$4,423,577)
Taxi and Accessible Services	\$29,851,599	\$5,918,783	\$19,763,755	\$29,322,807	\$528,792
TOTAL	\$989,997,471	\$250,564,742	\$185,843,646	\$989,635,234	\$362,237

Note:

(1) Expenditures projection is based on all encumbrance spent in FY2015.

Goal 3 financials

Revenues (FY15 as of October 2014)

REVENUE	Revised Budget	Actuals Year to Date	Total Projection for the Year	Surplus/(Deficit)
TRANSIT FARES				
Cable Car Fares	\$25,809,060	\$12,038,018	\$25,809,060	\$0
Cash Fares	\$77,900,551	\$30,765,376	\$80,900,551	\$3,000,000
Other Fares	\$7,280,441	\$1,221,253	\$5,330,441	(\$1,950,000)
Passes	\$93,103,795	\$31,959,951	\$94,053,795	\$950,000
TRANSIT FARES Total	\$204,093,847	\$75,984,599	\$206,093,847	\$2,000,000
PARKING FEES & FINES				
General Fund Baseline Transfer	\$67,900,000	\$16,975,000	\$67,900,000	\$0
Citations and Fines	\$96,426,440	\$33,814,492	\$96,426,440	\$0
Garage Revenue	\$62,655,325	\$22,563,445	\$63,755,325	\$1,100,000
Meter Revenue	\$44,594,452	\$18,348,151	\$47,094,452	\$2,500,000
Permit Revenue	\$13,200,818	\$4,573,814	\$13,200,818	\$0
PARKING FEES & FINES Total	\$284,777,035	\$96,274,902	\$288,377,035	\$3,600,000
Operating Grants	\$128,590,739	\$23,939,093	\$131,590,739	\$3,000,000
Taxi Service	\$14,244,560	\$4,224,539	\$9,244,560	(\$5,000,000)
Other Revenues	\$28,853,509	\$13,636,212	\$29,853,509	\$1,000,000
General Fund Transfer	\$247,860,000	\$61,965,000	\$247,860,000	\$0
Fund Balance for Current Year Budget	\$20,000,000	\$20,000,000	\$20,000,000	\$0
Fund Balance for Prior Year				
Encumbrance Carry Forward	\$61,865,344	\$61,865,344	\$61,865,344	\$0
TOTAL	\$990,285,034	\$357,889,690	\$994,885,034	\$4,600,000

Goal 3 financials

Overtime Report (FY15 as of October 2014)

FUND/DIVISION	ANNUAL REVISED BUDGET	ACTUALS FISCAL YEAR TO DATE*	PROJECTION FOR REMAINING MONTHS	END OF YEAR PROJECTION	SURPLUS (DEFICIT)
OPERATING FUND					
TRANSIT SERVICES DIVISION					
Transit Operators	\$23,586,620	\$9,184,674	\$19,353,421	\$28,538,095	(4,951,475)
Transit Vehicle Maintenance	\$7,037,296	\$4,346,667	\$9,159,048	\$13,505,715	(6,468,419)
Transit – All Others	\$4,066,867	\$3,520,263	\$7,417,696	\$10,937,959	(6,871,092)
Subtotal Transit Services Division	\$34,690,783	\$17,051,604	\$35,930,165	\$52,981,768	(18,290,985)
SUSTAINABLE STREETS DIVISION					
Parking Control Officers	\$994,984	\$944,325	\$1,989,828	\$2,934,153	(1,939,169)
Sustainable Streets – All Others	\$794,714	\$237,697	\$500,861	\$738,558	56,156
Subtotal Sustainable Streets Division	\$1,789,698	\$1,182,022	\$2,490,689	\$3,672,711	(1,883,013)
SFMTA AGENCY WIDE	\$0	\$0	\$0	\$0	0
ALL OTHER DIVISIONS	\$889,774	\$285,263	\$601,090	\$886,354	\$3,420
TOTAL OPERATING FUND	\$37,370,255	\$18,518,889	\$39,021,945	\$57,540,833	(20,170,578)
NON OPERATING FUND					
Capital Programs & Construction	\$0	\$392,215	\$826,452	\$1,218,667	(1,218,667)
Sustainable Streets Engineering Programs	\$0	\$142,316	\$299,880	\$442,196	(442,196)
Total Non-Operating Fund	\$0	\$534,530	\$1,126,332	\$1,660,862	(1,660,862)
TOTAL	\$37,370,255	\$19,053,419	\$40,148,276	\$59,201,696	(21,831,441)

*Figures include cost recovery for events or services totaling \$566K as of month-end (October 2014) for FY2015. The amount includes reimbursements for payroll (both regular and overtime), overhead, and other non-labor costs as applicable.

Goal 4 metrics

Create a workplace that delivers outstanding service

Objective 4.1

Improve internal communications

Objective 4.2

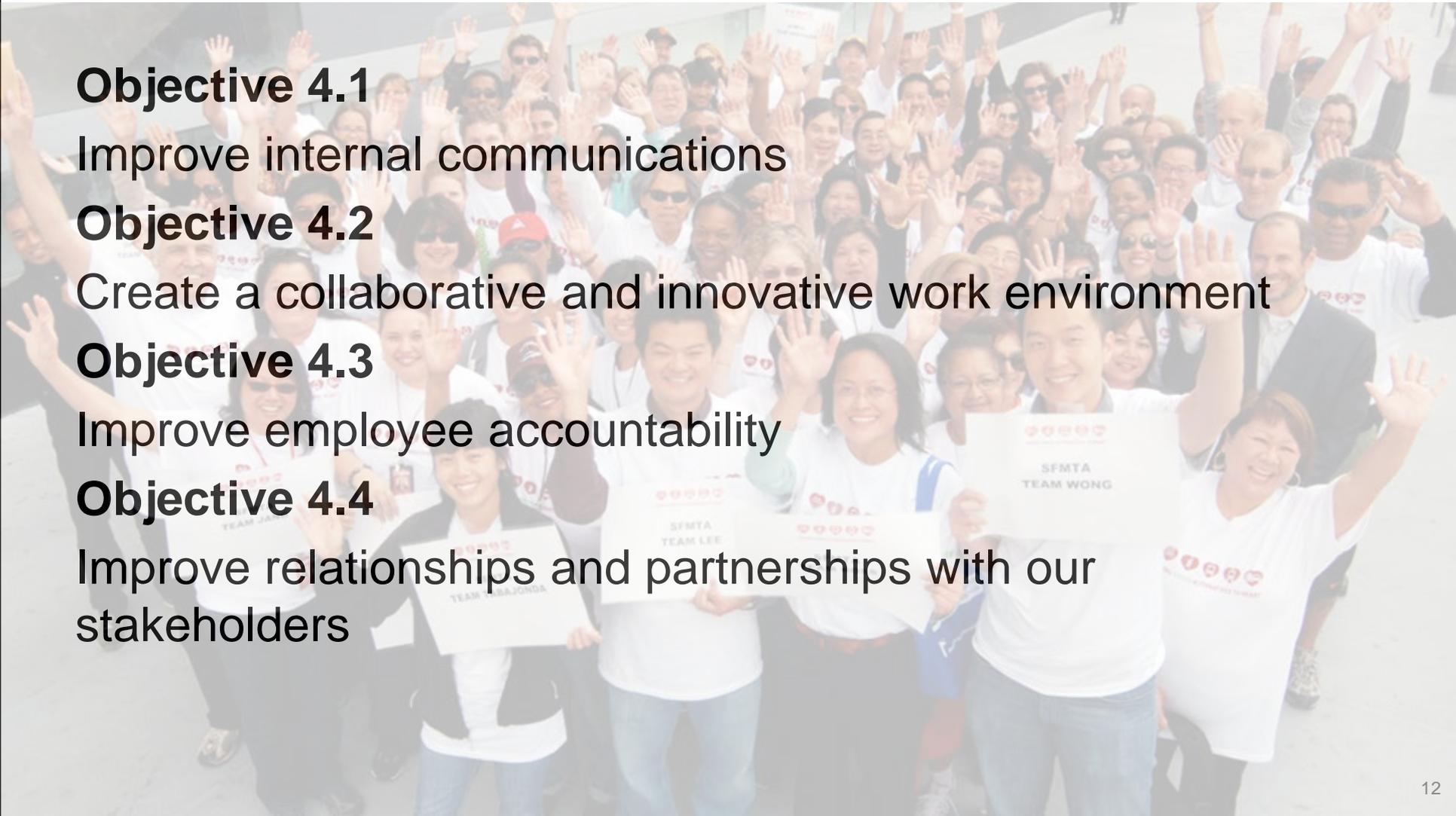
Create a collaborative and innovative work environment

Objective 4.3

Improve employee accountability

Objective 4.4

Improve relationships and partnerships with our stakeholders



Goal 4 metrics

Key performance indicators

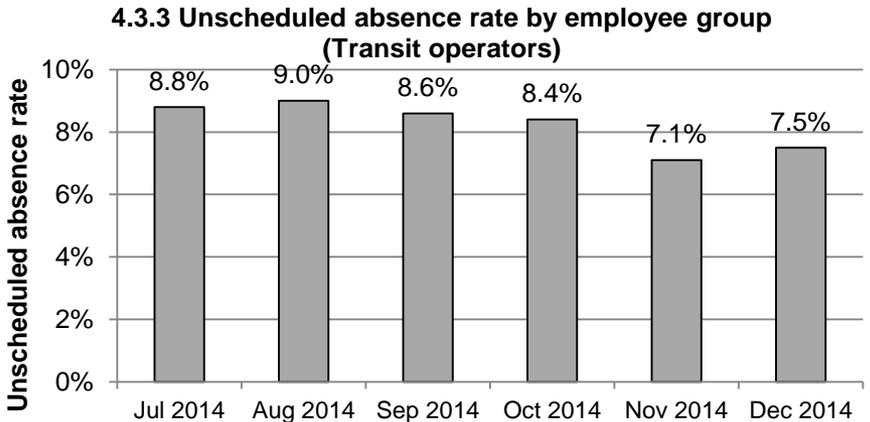
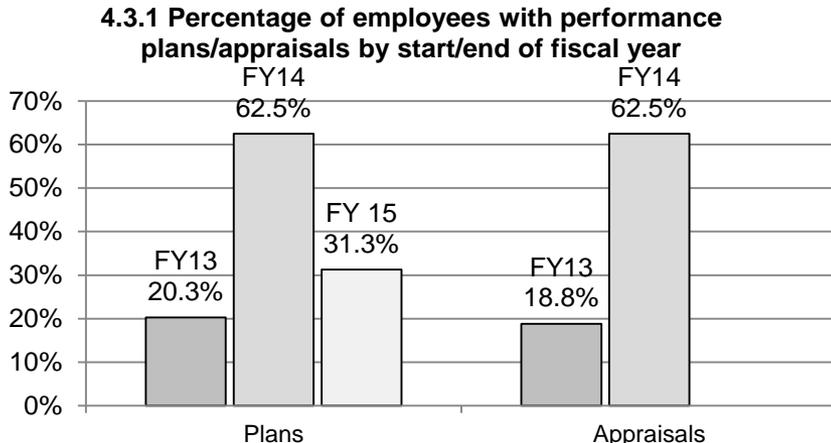
4.1.1 Employee rating: I have the info and tools I need to do my job; I have access to info about Agency accomplishments, current events, issues and challenges;

scale of 1 (high) to 5 (low)

3.5, 3.5
(FY14)

4.2.1 Employee rating: Overall employee satisfaction; scale of 1 (low) to 5 (high)

3.4
(FY14)



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 decision-making process/communications; scale of 1 (low) to 5 (high)



**Survey will be
conducted in FY15.**