



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

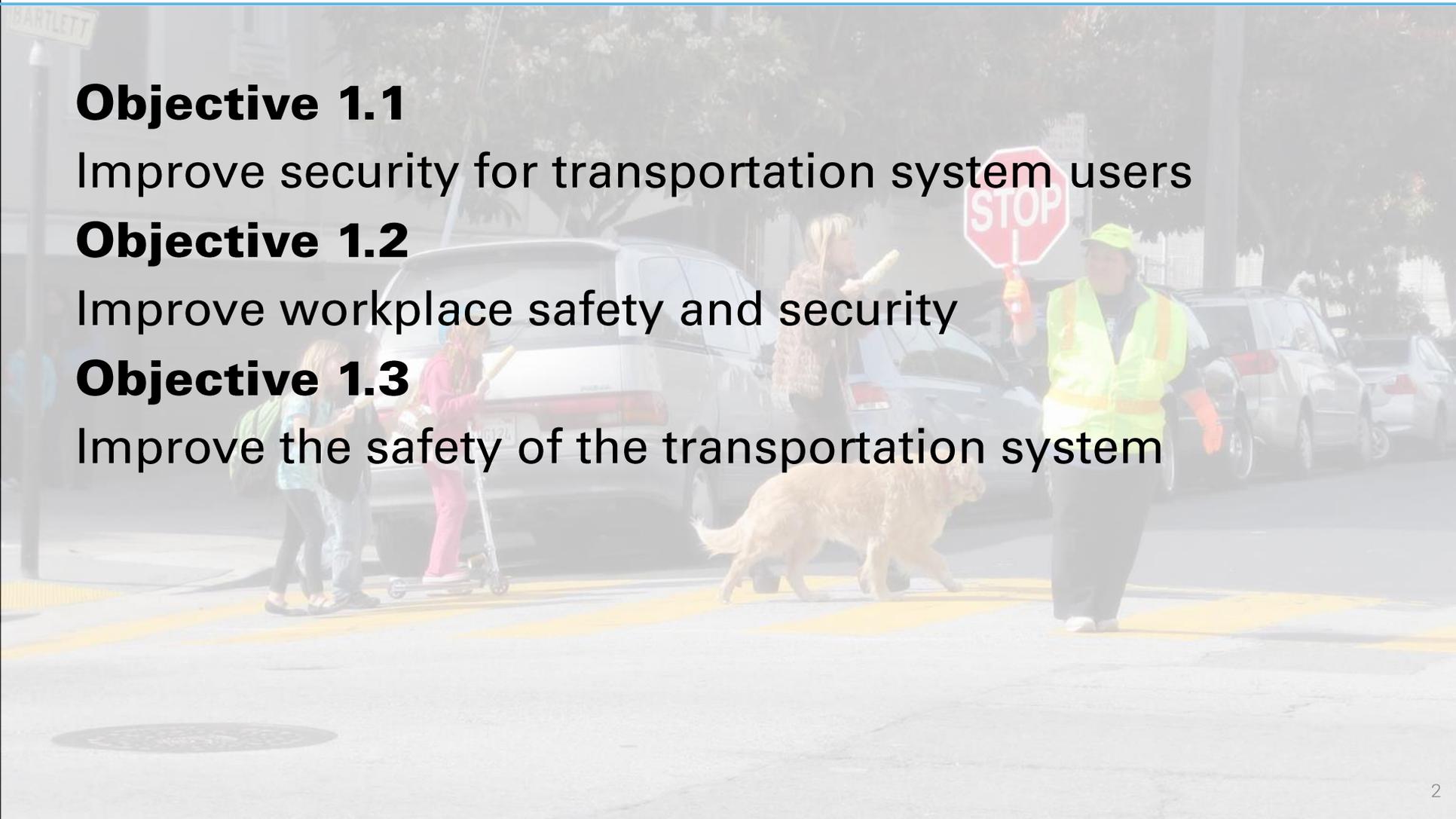
Improve security for transportation system users

Objective 1.2

Improve workplace safety and security

Objective 1.3

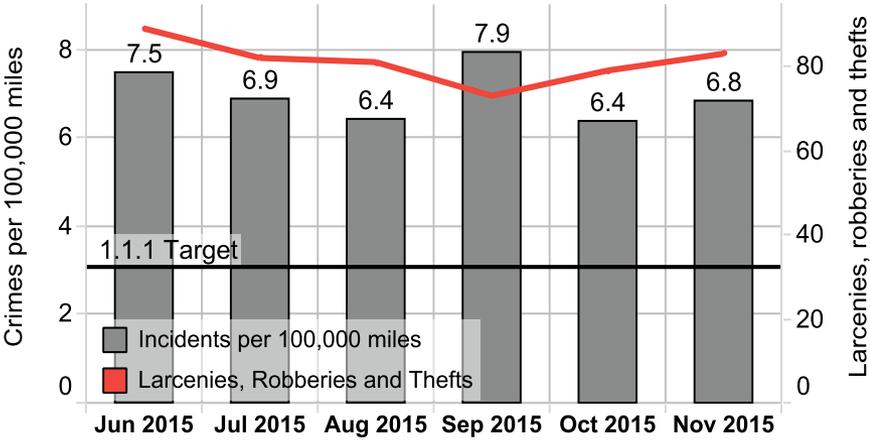
Improve the safety of the transportation system



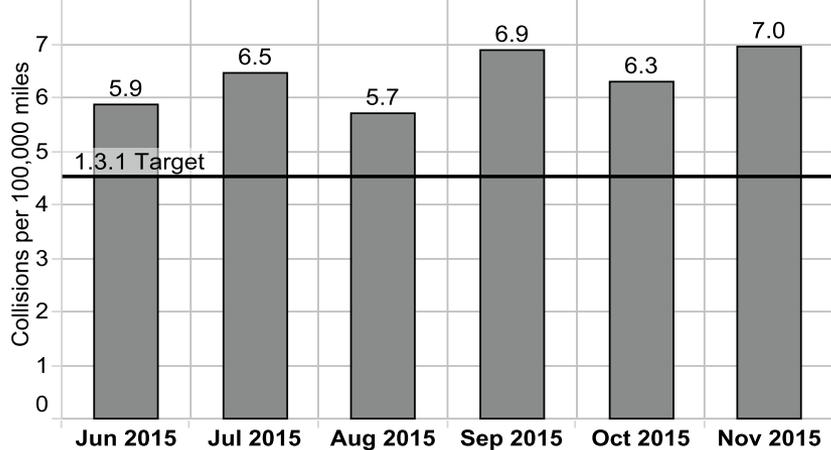
Goal 1 metrics

Key performance indicators

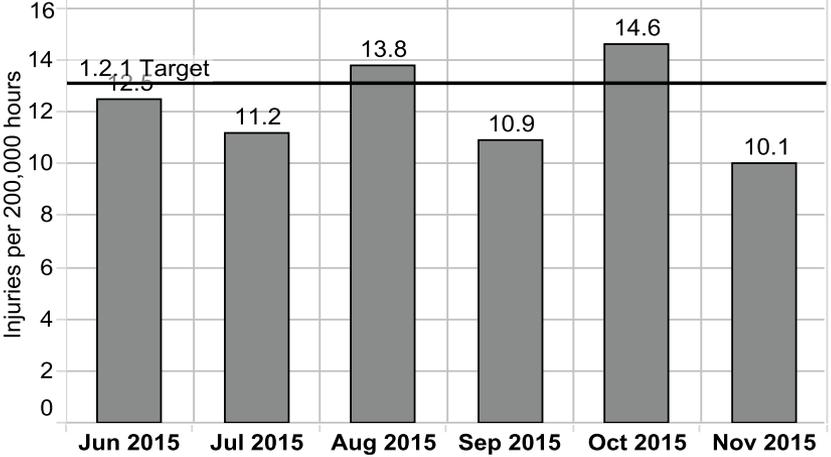
1.1.1 SFPD incidents per 100,000 miles



1.3.1 Collisions per 100,000 miles



1.2.1 Workplace injuries per 200,000 hours



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

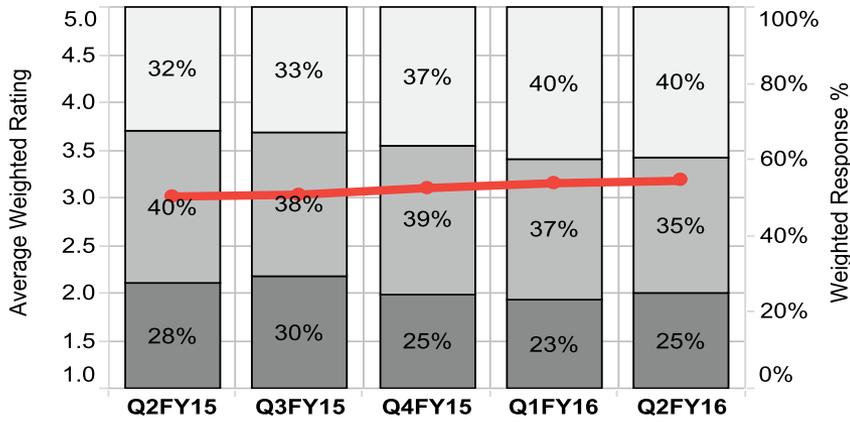
Objective 2.4

Improve parking utilization and manage parking demand

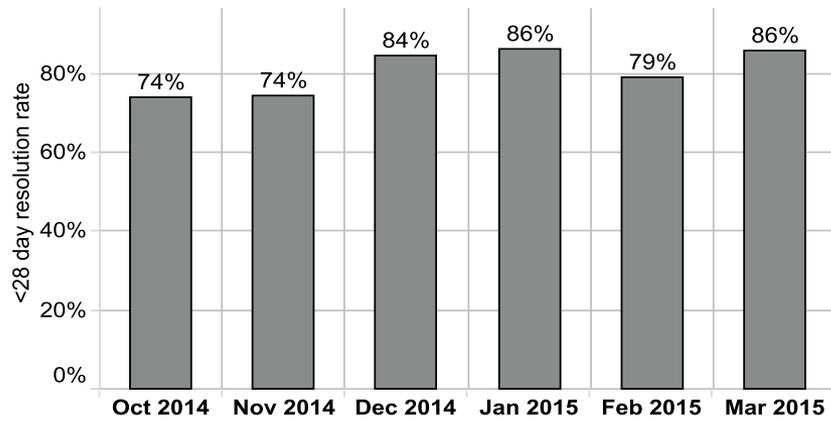
Goal 2 metrics

Key performance indicators

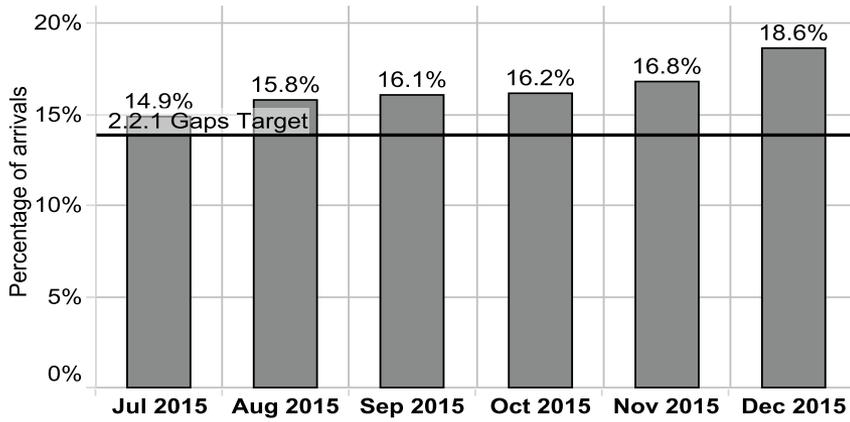
2.1.1 Customer rating: Overall satisfaction with transit services; scale of 1 (low) to 5 (high)



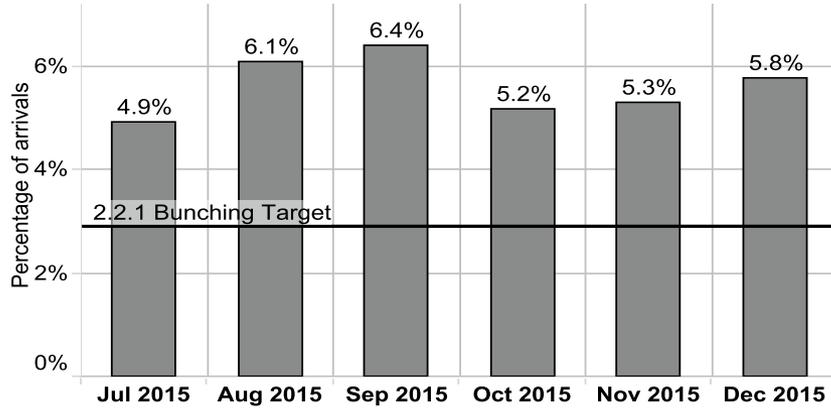
2.1.7 Percentage of actionable 311 Muni-related complaints addressed within 28 days



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.

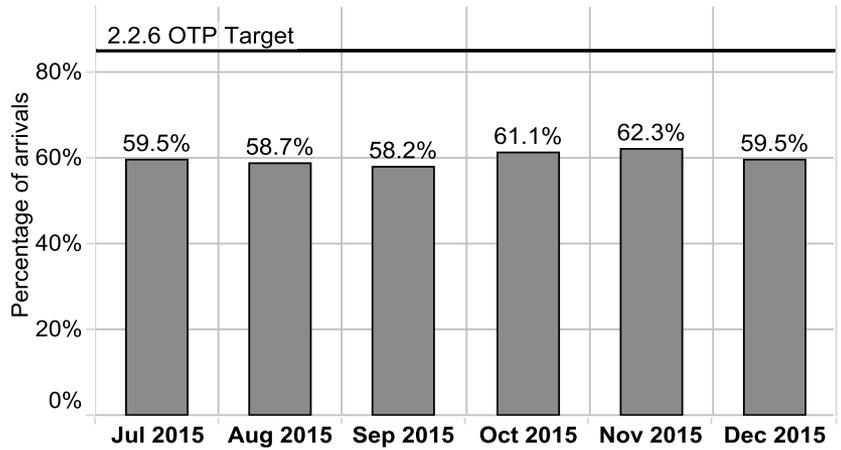
²Effective April 2015, the Muni Rapid Network is defined as routes/lines J, K, L, M, N, 5R, 7R, 9R, 14R, 28R, and 38R. This report reflects the updated Rapid Network.

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

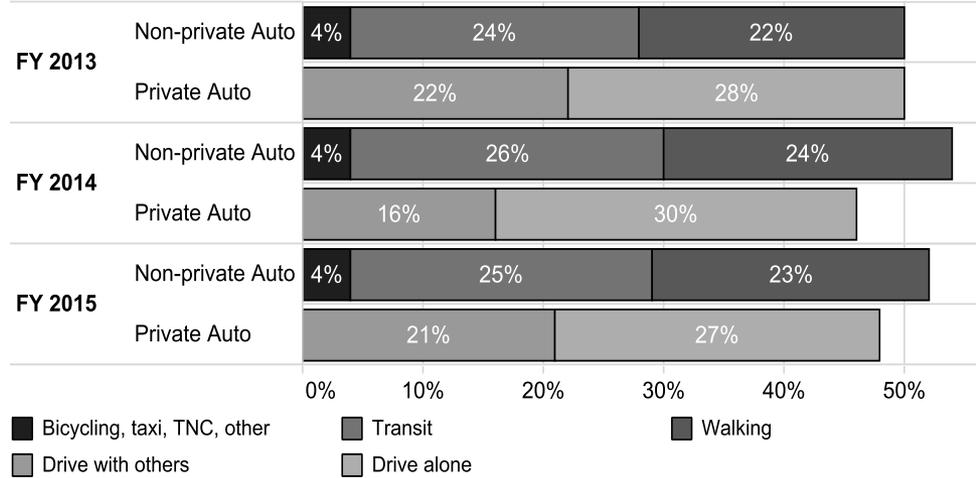
Goal 2 metrics

Key performance indicators **continued**

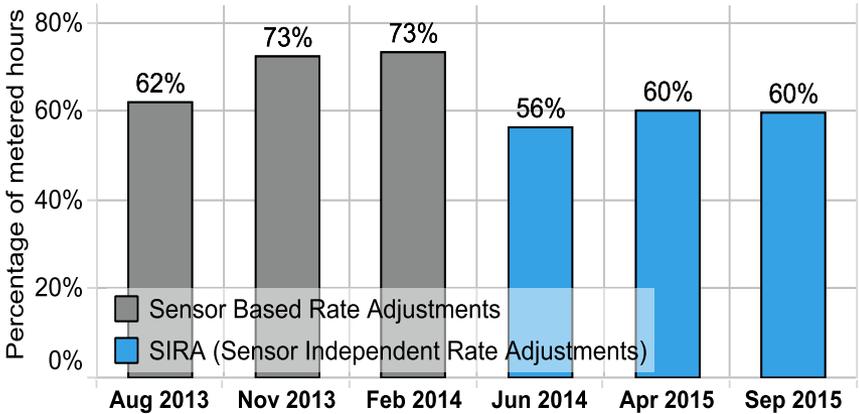
2.2.6 Percentage of on-time performance



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⁾



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

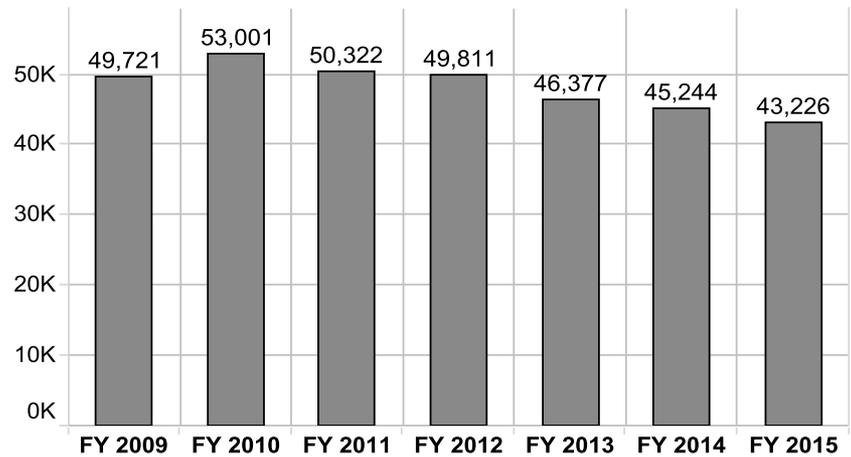
Objective 3.5

Reduce capital and operating structural deficits

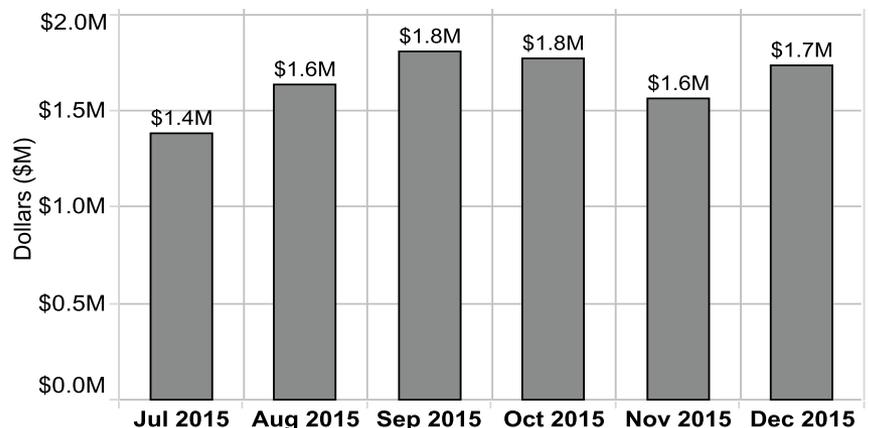
Goal 3 metrics

Key performance indicators

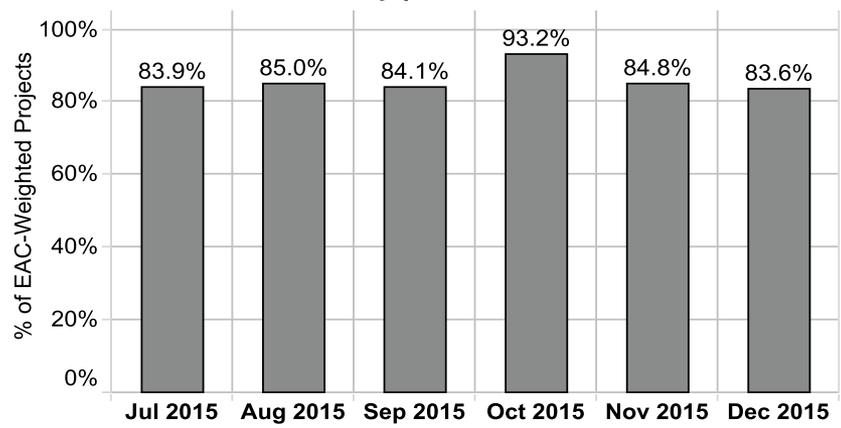
3.1.1 SFMTA carbon footprint (metric tons CO2e)



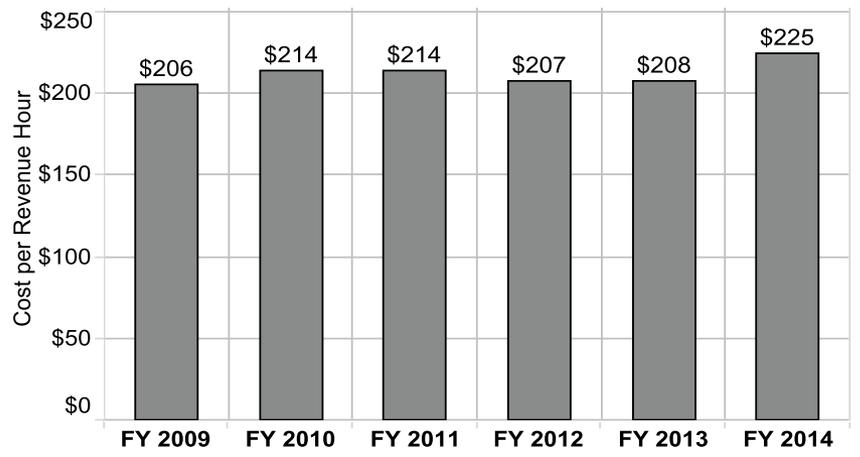
3.2.1 Estimated economic impact of Muni service delays (Monthly \$M)



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



3.4.1 Transit cost per revenue hour

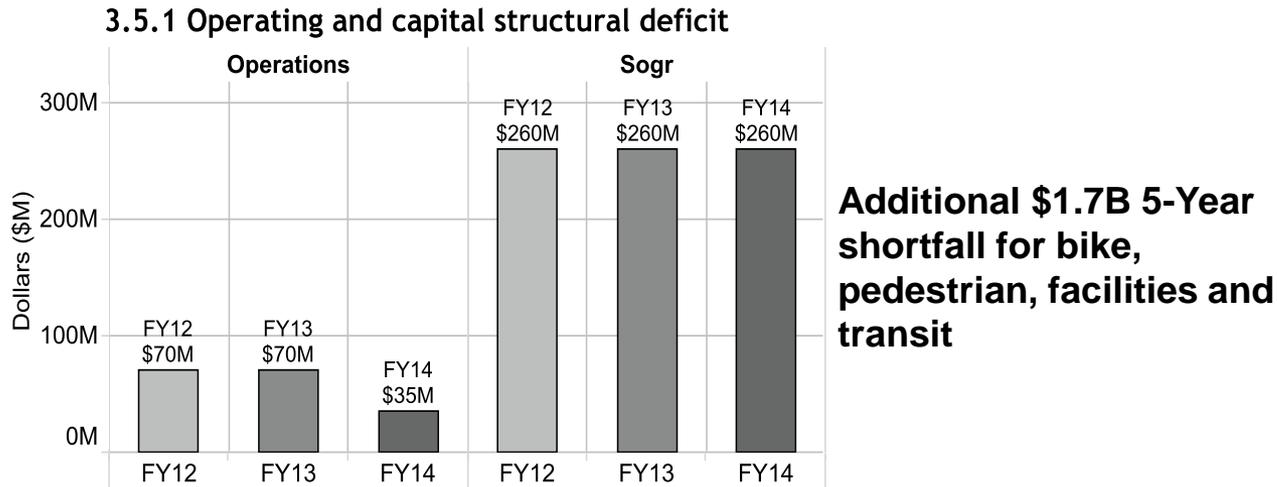


¹Figures are adjusted for inflation to reflect FY14 dollars.
 Note: Reported results are subject to change as data quality improves or new data become available.

Goal 3 metrics

Key performance indicators *continued*

3.5.1 Operating and capital structural deficit (FY14)



Goal 3 financials

Expenditures (FY16 as of October 2015)

EXPENDITURES	Revised Budget ⁽¹⁾	Actuals: Year to Date	Encumbrances	Total Projection for the Year ⁽²⁾	Saving/(Overage)
SFMTA Agency Wide	\$97,414,651	\$19,560,371	\$43,656,478	\$100,295,738	(\$2,881,087)
Board of Directors	\$596,049	\$175,630	\$500	\$568,384	\$27,665
Capital Programs and Construction	\$545,255	(\$1,369,488)	\$2,424,334	\$545,255	\$0
Communications	\$6,425,892	\$1,143,834	\$1,051,212	\$5,748,689	\$677,202
Director of Transportation	\$2,508,056	\$534,692	\$460,821	\$2,474,571	\$33,485
Finance and Information Technology	\$92,743,142	\$17,393,721	\$21,155,770	\$89,292,008	\$3,451,134
Government Affairs	\$1,108,148	\$295,353	\$214,886	\$1,107,818	\$330
Human Resources	\$34,362,677	\$8,778,470	\$7,158,559	\$38,023,461	(\$3,660,783)
Safety	\$4,597,261	\$648,177	\$1,844,042	\$5,153,201	(\$555,939)
Sustainable Streets	\$160,797,585	\$39,000,751	\$47,936,501	\$154,981,540	\$5,816,046
Transit Services	\$596,916,095	\$171,038,150	\$65,139,904	\$600,237,594	(\$3,321,500)
Taxi and Accessible Services	\$29,708,519	\$6,447,881	\$11,862,401	\$29,189,808	\$518,710
TOTAL	\$1,027,723,329	\$263,647,543	\$202,905,406	\$1,027,618,067	\$105,263

(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 October 2015)

REVENUE	Revised Budget	Actuals Year to Date	Total Projection for the Year	Surplus/(Deficit)
TRANSIT FARES				
Cable Car Fares	\$26,580,000	\$12,620,418	\$27,264,677	\$684,677
Cash Fares	\$81,636,000	\$29,408,562	\$82,544,820	\$908,820
Other Fares	\$4,570,000	\$1,419,952	\$4,268,887	(\$301,113)
Passes	\$88,255,000	\$30,167,788	\$88,052,460	(\$202,540)
TRANSIT FARES Total	\$201,041,000	\$73,616,719	\$202,130,844	\$1,089,844
PARKING FEES & FINES				
General Fund Baseline Transfer	\$71,800,000	\$35,900,000	\$71,800,000	\$0
Citations and Fines	\$97,040,000	\$35,192,337	\$100,599,272	\$3,559,272
Garage Revenue	\$64,464,191	\$21,586,015	\$64,464,191	\$0
Meter Revenue	\$45,337,319	\$20,223,468	\$54,670,404	\$9,333,085
Permit Revenue	\$13,420,000	\$5,171,911	\$14,732,572	\$1,312,572
PARKING FEES & FINES Total	\$292,061,510	\$118,073,730	\$306,266,439	\$14,204,929
Operating Grants	\$132,080,682	\$21,344,127	\$136,419,524	\$4,338,842
Taxi Service	\$14,310,000	\$1,728,671	\$7,230,819	(\$7,079,181)
Other Revenues	\$28,536,000	\$13,379,721	\$29,940,389	\$1,404,389
General Fund Transfer ⁽²⁾	\$272,000,000	\$136,000,000	\$277,000,000	\$5,000,000
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	\$1,027,756,858	\$451,870,635	\$1,046,715,681	\$18,958,822

Goal 3 financials

Overtime Report (FY16 as of October 2015)

FUND/DIVISION	ANNUAL REVISED BUDGET	ACTUALS 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	\$7,770,798	\$15,852,241	\$23,623,040	(\$36,420)
Transit Vehicle Maintenance	\$6,468,689	\$3,984,881	\$8,356,156	\$12,341,036	(\$5,872,347)
Transit – All Others	\$4,664,203	\$3,657,369	\$8,279,319	\$11,936,688	(\$7,272,485)
Subtotal Transit Services Division	\$34,719,512	\$15,413,049	\$32,487,715	\$47,900,764	(\$13,181,252)
SUSTAINABLE STREETS DIVISION					
Parking Control Officers	\$994,984	\$398,415	\$0	\$398,415	\$596,569
Sustainable Streets – All Others	\$794,714	\$254,729	\$504,500	\$759,229	\$35,485
Subtotal Sustainable Streets Division	\$1,789,698	\$653,144	\$504,500	\$1,157,644	\$632,054
SFMTA AGENCY WIDE	\$0	\$0	\$0	\$0	\$0
ALL OTHER DIVISIONS	\$889,774	\$453,322	\$971,354	\$1,424,675	(\$534,901)
TOTAL OPERATING FUND	\$37,398,984	\$16,519,514	\$33,963,569	\$50,483,083	(\$13,084,099)
NON OPERATING FUND					
Capital Programs & Construction	\$0	\$732,296	\$1,579,288	\$2,311,583	(\$2,311,583)
Sustainable Streets Engineering Programs	\$0	\$304,135	\$655,906	\$960,041	(\$960,041)
Total Non-Operating Fund	\$0	\$1,036,431	\$2,235,194	\$3,271,625	(\$3,271,625)
TOTAL	\$37,398,984	\$17,555,945	\$36,198,763	\$53,754,708	(\$16,355,724)

⁽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 \$ 1,122,017 as of October 2015.

Goal 4 metrics

Create a workplace that delivers outstanding service

Objective 4.1

Improve internal communications

Objective 4.2

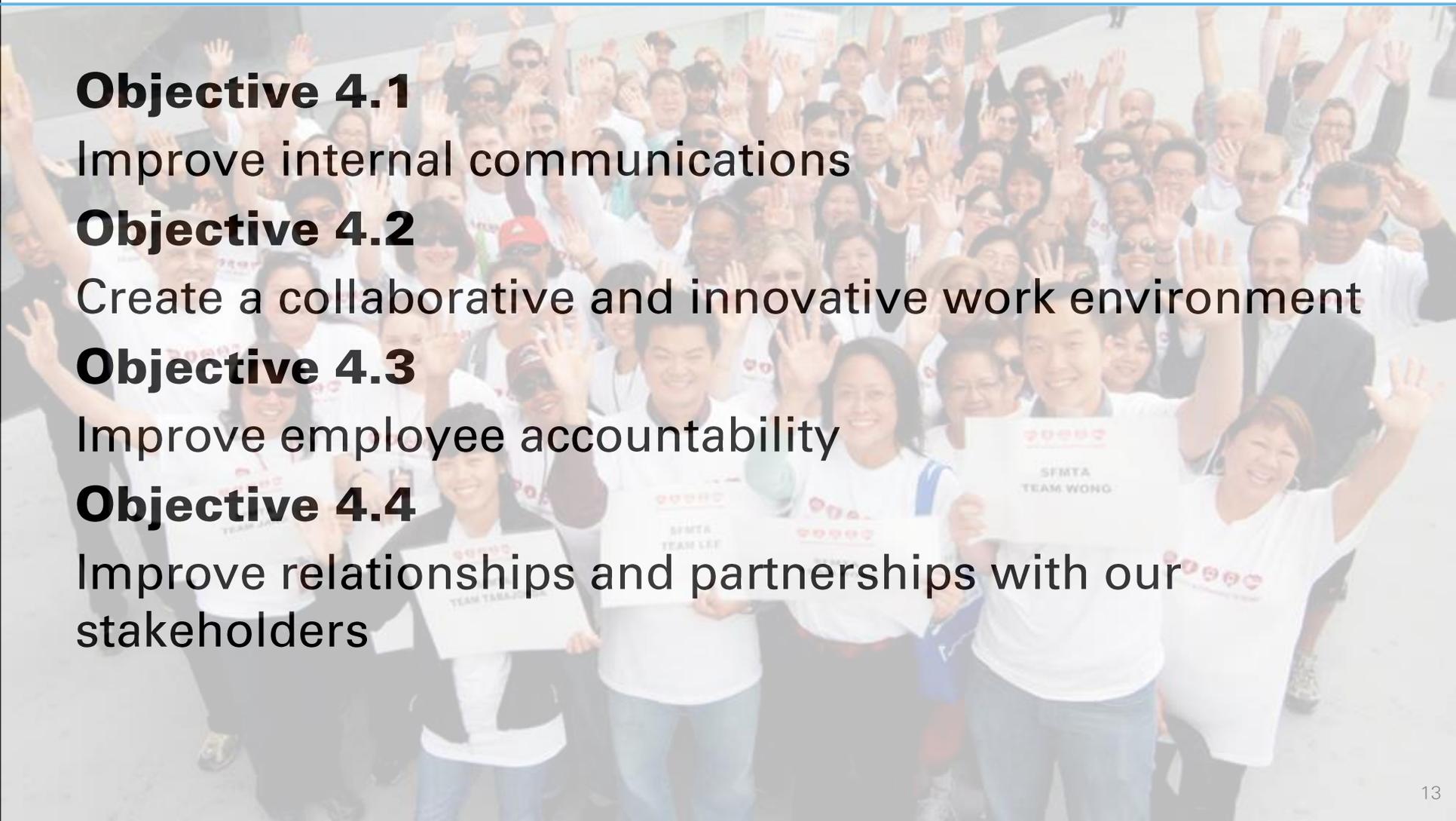
Create a collaborative and innovative work environment

Objective 4.3

Improve employee accountability

Objective 4.4

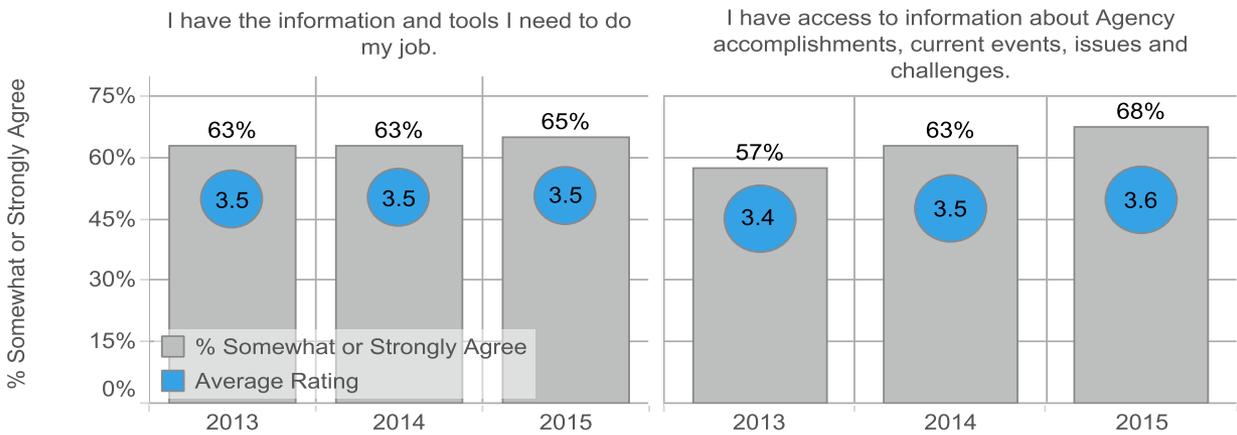
Improve relationships and partnerships with our stakeholders



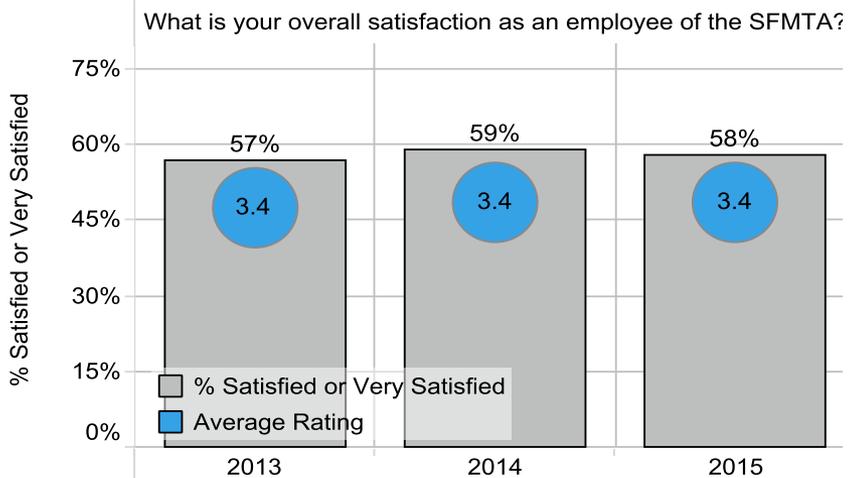
Goal 4 metrics

Key performance indicators

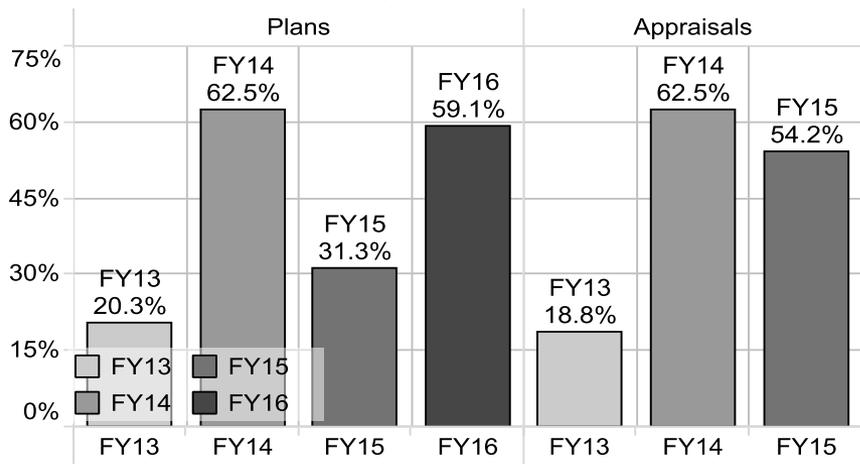
4.1.1 Employee Rating: Access to Agency information and tools needed to do my job



4.2.1 Employee Rating: Overall employee satisfaction



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



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
results
analysis in
progress.**