

Strategic Plan Metrics Report

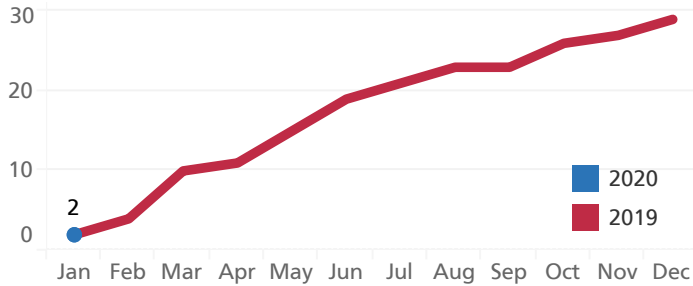
February 2020



Goal 1: Create a safer transportation experience for everyone

Objective 1.1: Achieve Vision Zero by eliminating all traffic deaths

Traffic Fatalities



Calendar year cumulative total

Recent vs
Prior Month

2
Jan 2020

2
Dec 2019

Annual Total
vs Prior Year

2
FYTD as of
Jan 2020

2
FYTD as of
Jan 2019

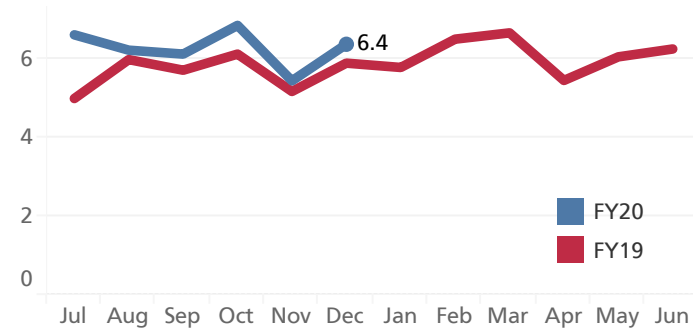
Target
Status

0
Target

Not Met
Current Target

Objective 1.2: Improve the safety of the transit system

Muni collisions per 100,000 miles



Recent vs
Prior Month

6.4
Dec 2019

5.5
Nov 2019

Annual Total
vs Prior Year

6.3
FYTD as of
Dec 2019

5.7
FYTD as of
Dec 2018

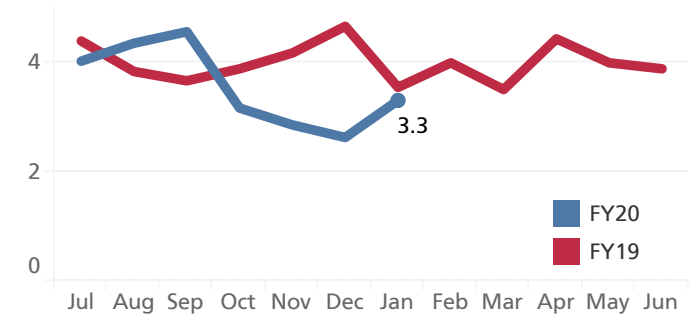
Target
Status

6.1
FY20 Target

Not Met
Current Target

Objective 1.3: Improve security for transportation system users

Muni-related crimes per 100,000 miles



Recent vs
Prior Month

3.3
Jan 2020

2.6
Dec 2019

Annual Total
vs Prior Year

3.6
FYTD as of
Jan 2020

4.0
FYTD as of
Jan 2019

Target
Status

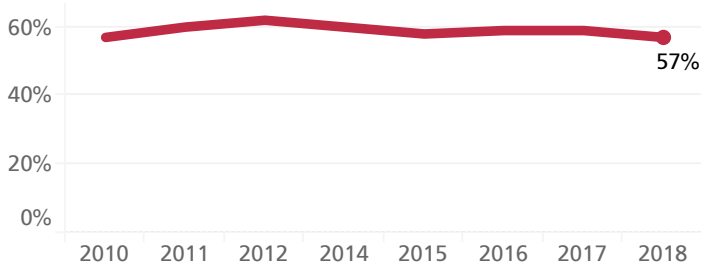
4.1
FY20 Target

Met
Current Target

Goal 1: Create a safer transportation experience for everyone

Objective 1.3: Improve security for transportation system users

Customer rating: Feeling safe and secure on Muni at a stop



Annual Total vs Prior Year

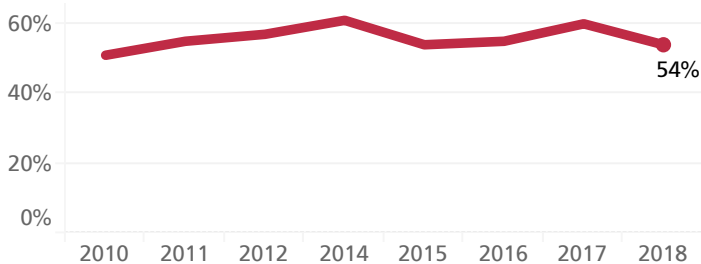
57%
in 2018

59%
in 2017

Target Status

61%
2019 Target

Customer rating: Feeling safe and secure on Muni on a vehicle



Annual Total vs Prior Year

54%
in 2018

60%
in 2017

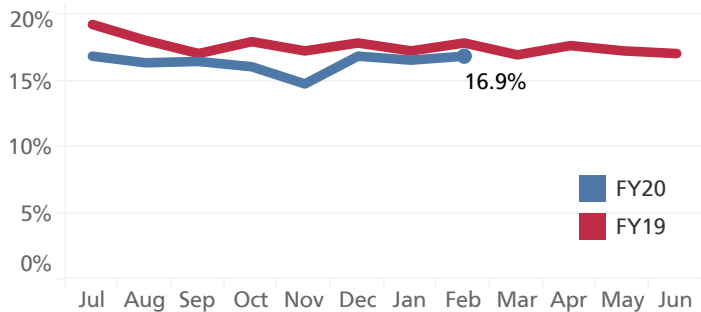
Target Status

62%
2019 Target

Goal 2: Make transit and other sustainable modes of transportation the most attractive and preferred means of travel

Objective 2.1: Improve transit service

% of Muni trips with service gaps



Recent vs Prior Month

16.9%
Feb 2020

16.6%
Jan 2020

Annual Total vs Prior Year

16.9%
FYTD as of Feb 2020

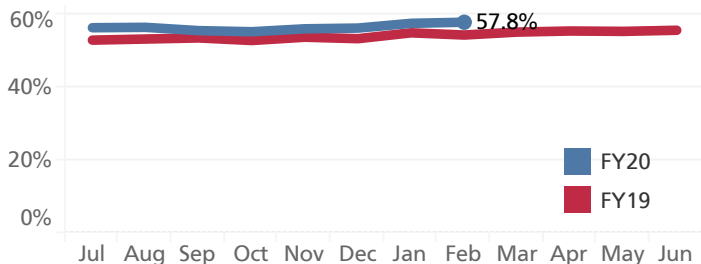
N/A
FYTD as of Feb 2019

Target Status

15%
FY20 Target

Not Met
Current Target

Muni on-time performance (System-wide)



Recent vs Prior Month

57.8%
Feb 2020

57.5%
Jan 2020

Annual Total vs Prior Year

57.8%
FYTD as of Feb 2020

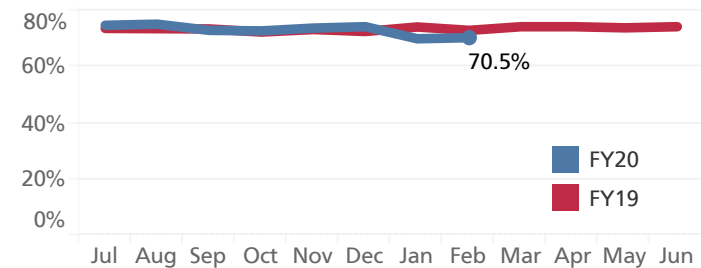
53.8%
FYTD as of Feb 2019

Target Status

85%
FY20 Target

Not Met
Current Target

Muni on-time performance (Terminal departures)



Recent vs Prior Month

70.5%
Feb 2020

70.1%
Jan 2020

Annual Total vs Prior Year

70.5%
FYTD as of Feb 2020

73.0%
FYTD as of Feb 2019

Target Status

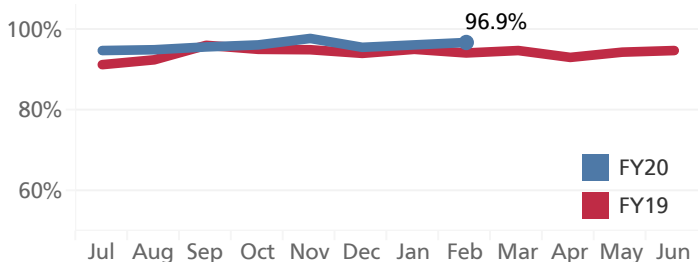
85%
FY20 Target

Not Met
Current Target

Goal 2: Make transit and other sustainable modes of transportation the most attractive and preferred means of travel

Objective 2.1: Improve transit service

% of scheduled Muni service hours delivered



Recent vs Prior Month

96.9%
Feb 2020

96.3%
Jan 2020

Annual Total vs Prior Year

96.1%
FYTD as of Feb 2020

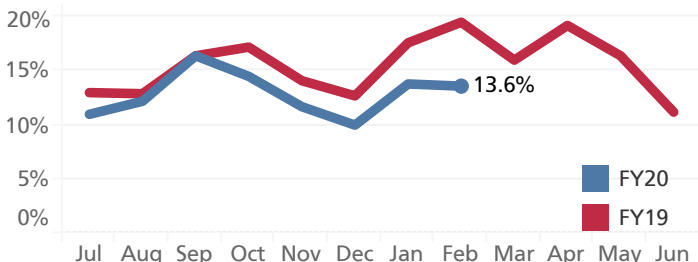
94.2%
FYTD as of Apr 2019

Target Status

98.5%
FY20 Target

Not Met
Current Target

% of Muni bus trips over capacity during AM peak



Recent vs Prior Month

13.6%
Feb 2020

13.6%
Jan 2020

Annual Total vs Prior Year

12.8%
FYTD as of Feb 2020

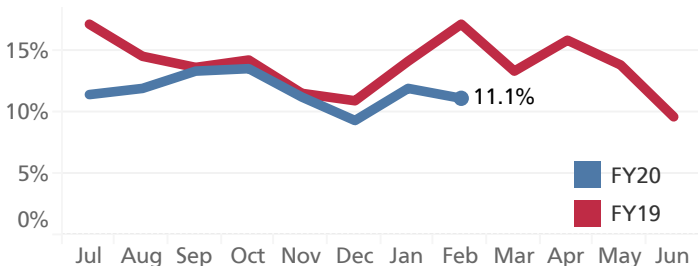
15.3%
FYTD as of Feb 2019

Target Status

13%
FY20 Target

Met
Current Target

% of Muni bus trips over capacity during PM peak



Recent vs Prior Month

11.1%
Feb 2020

11.6%
Jan 2020

Annual Total vs Prior Year

11.7%
FYTD as of Feb 2020

14.1%
FYTD as of Feb 2019

Target Status

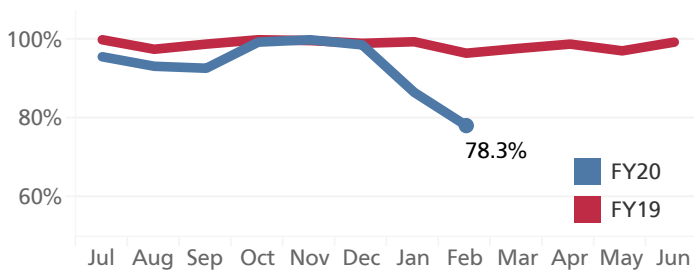
13%
FY20 Target

Met
Current Target

Goal 2: Make transit and other sustainable modes of transportation the most attractive and preferred means of travel

Objective 2.1: Improve transit service

Operational availability of elevators at Muni stations



Recent vs Prior Month

78.3%
Feb 2020

86.7%
Jan 2020

Annual Total vs Prior Year

93.2%
FYTD as of Feb 2020

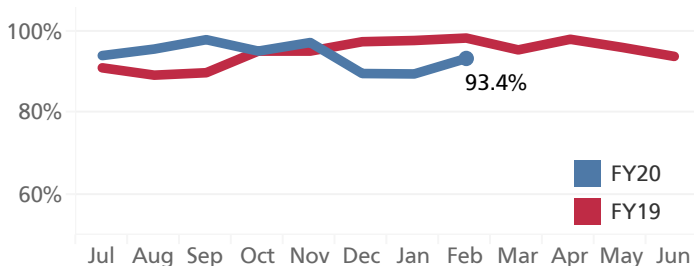
98.8%
FYTD as of Feb 2019

Target Status

98%
FY20 Target

Not Met
Current Target

Operational availability of escalators at Muni stations



Recent vs Prior Month

93.4%
Feb 2020

89.6%
Jan 2020

Annual Total vs Prior Year

94.1%
FYTD as of Feb 2020

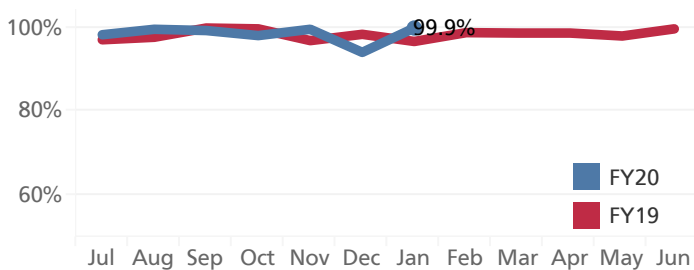
94.3%
FYTD as of Feb 2019

Target Status

97%
FY20 Target

Not Met
Current Target

% of cable service hours delivered without interruption



Recent vs Prior Month

99.9%
Jan 2020

94.1%
Dec 2019

Annual Total vs Prior Year

98.4%
FYTD as of Jan 2020

98.0%
FYTD as of Jan 2019

Target Status

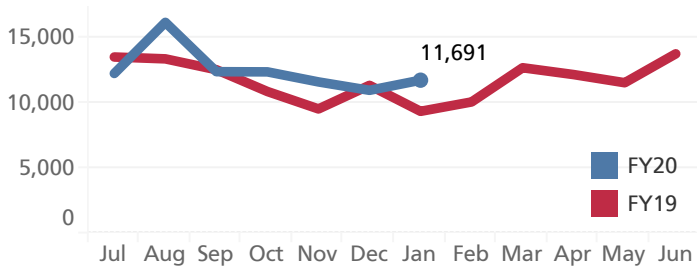
99.5%
Target

Not Met
Current Target

Goal 2: Make transit and other sustainable modes of transportation the most attractive and preferred means of travel

Objective 2.1: Improve transit service

Muni mean distance between failure (Motor Coach)



Recent vs Prior Month

11,691
Jan 2020

10,918
Dec 2019

Annual Total vs Prior Year

12,289
FYTD as of Jan 2020

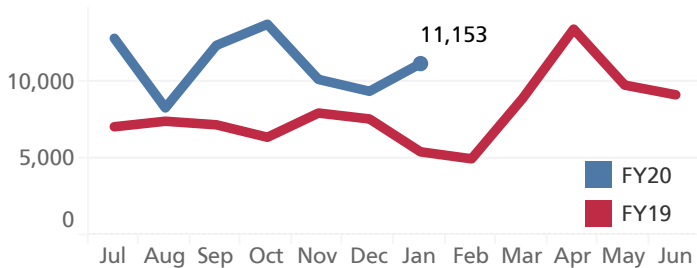
11,260
FYTD as of Jan 2019

Target Status

10,000
Target

Met
Current Target

Muni mean distance between failure (Trolley Coach)



Recent vs Prior Month

11,153
Jan 2020

9,356
Dec 2019

Annual Total vs Prior Year

10,801
FYTD as of Jan 2020

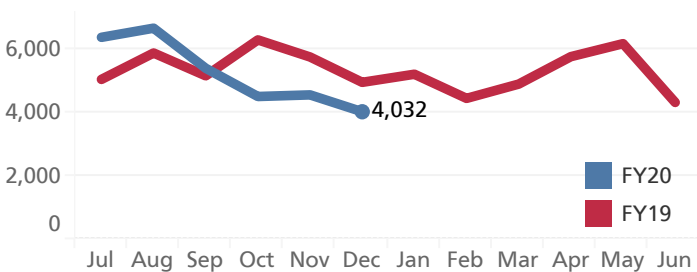
6,890
FYTD as of Jan 2019

Target Status

6,000
Target

Met
Current Target

Muni mean distance between failure (Breda LRV)



Recent vs Prior Month

4,032
Dec 2019

4,565
Nov 2019

Annual Total vs Prior Year

5,094
FYTD as of Dec 2019

5,510
FYTD as of Dec 2018

Target Status

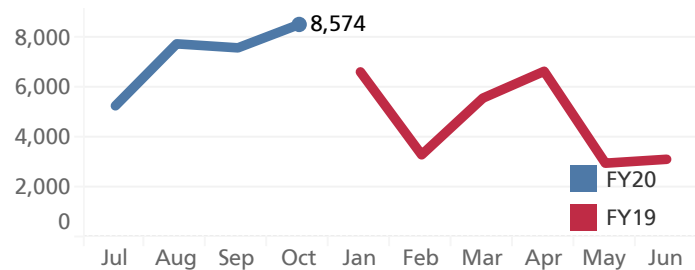
5,500
Target

Not Met
Current Target

Goal 2: Make transit and other sustainable modes of transportation the most attractive and preferred means of travel

Objective 2.1: Improve transit service

Muni mean distance between failure (Siemens LRV)



Recent vs Prior Month

Annual Total vs Prior Year

Target Status

Jan 2020

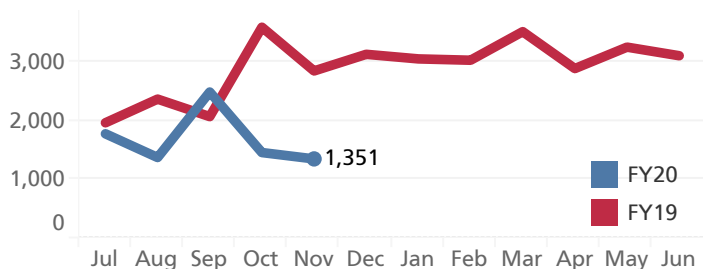
7,273
FYTD as of Jan 2020

25,000
Target

Dec 2019

Not Met
Current Target

Muni mean distance between failure (Historic Streetcar)



Recent vs Prior Month

Annual Total vs Prior Year

Target Status

1,351
Nov 2019

1,602
FYTD as of Nov 2019

2,900
Target

1,459
Oct 2019

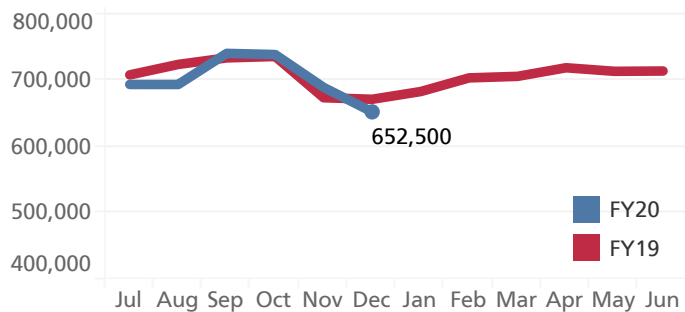
2,460
FYTD as of Nov 2018

Not Met
Current Target

Goal 2: Make transit and other sustainable modes of transportation the most attractive and preferred means of travel

Objective 2.2: Enhance and expand use of the city's sustainable modes of transportation

Muni Average weekday boardings



Recent vs
Prior Month

652,500
Dec 2019

689,310
Nov 2019

Annual Total
vs Prior Year

701,443
FYTD as of
Dec 2019

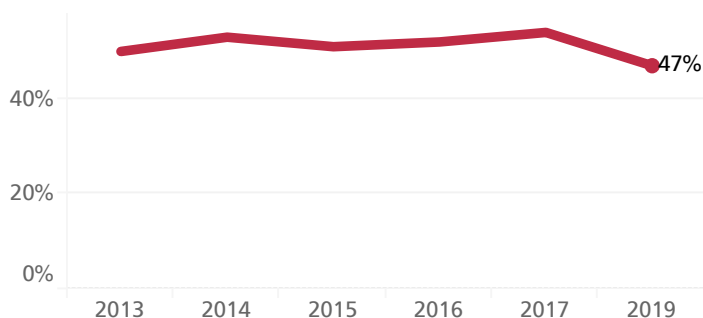
704,880
FYTD as of
Dec 2018

Target
Status

764,954
Target

Not Met
Current Target

Sustainable transportation mode share



Annual Total
vs Prior Year

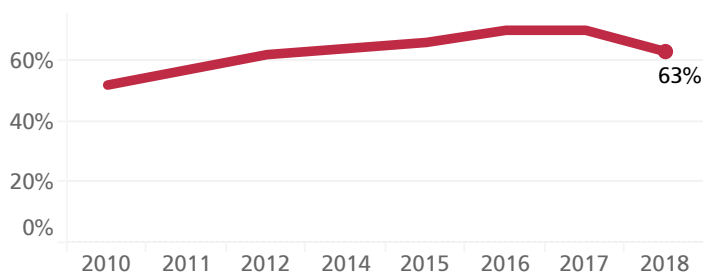
47%
in 2019

54%
in 2017

Target
Status

58%
2019 Target

Customer rating: Overall customer satisfaction with Muni



Annual Total
vs Prior Year

63%
in 2018

70%
in 2017

Target
Status

70%
2019 Target

Goal 2: Make transit and other sustainable modes of transportation the most attractive and preferred means of travel

Objective 2.2: Enhance and expand use of the city's sustainable modes of transportation

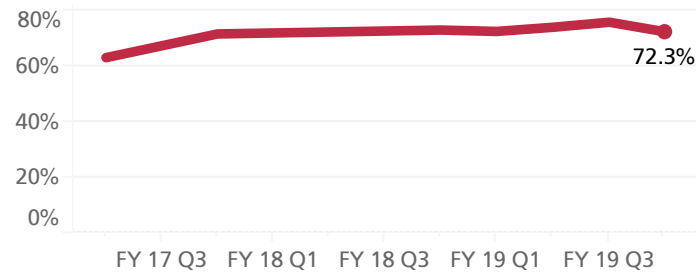
Average weekday bike trips

95,000 trips in 2017

Estimate is based on U.S. Census American Community Survey and SFMTA Travel Decision Survey. Quarterly reporting for estimated average weekday bike trips is currently in development.

Objective 2.3: Manage congestion and parking demand to support the Transit First policy

% of metered hours that meet parking occupancy targets



Recent vs Prior Quarter

72.3%
Apr 2019

75.7%
Jan 2019

Annual Total vs Prior Year

73.5%
FYTD as of Apr 2019

72.9%
FYTD as of Apr 2018

Target Status

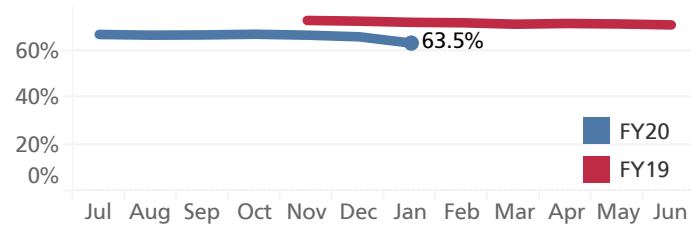
35%
FY19 Target

Met
Current Target

Goal 3: Improve the environment and quality of life in San Francisco and the region

Objective 3.1: Use Agency programs and policies to advance San Francisco's commitment to equity

% of eligible population utilizing free Muni fare programs (Youth)



Percent enrolled

Recent vs Prior Month

63.5%
Jan 2020

Annual Total vs Prior Year

63.5%
FYTD as of Jan 2020

Target Status

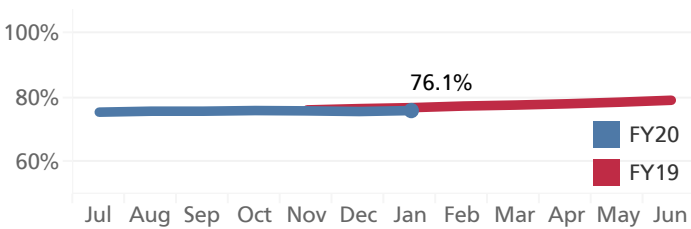
FY20 Target

66.2%
Dec 2019

72.4%
FYTD as of Jan 2019

N/A
Current Target

% of eligible population utilizing free Muni fare programs (Seniors)



Percent enrolled

Recent vs Prior Month

76.1%
Jan 2020

Annual Total vs Prior Year

76.1%
FYTD as of Jan 2020

Target Status

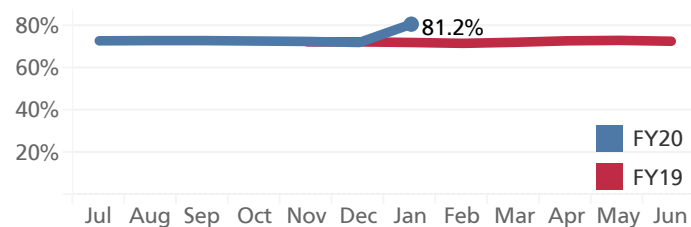
FY20 Target

75.8%
Dec 2019

77.0%
FYTD as of Jan 2019

N/A
Current Target

% of eligible population utilizing free Muni fare programs (People w/ disabilities)



Percent enrolled

Recent vs Prior Month

81.2%
Jan 2020

Annual Total vs Prior Year

81.2%
FYTD as of Jan 2020

Target Status

FY20 Target

72.5%
Dec 2019

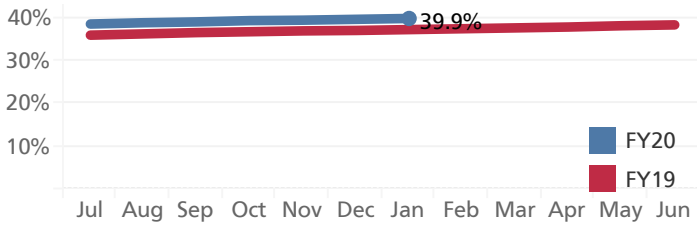
72.5%
FYTD as of Jan 2019

N/A
Current Target

Goal 3: Improve the environment and quality of life in San Francisco and the region

Objective 3.1: Use Agency programs and policies to advance San Francisco's commitment to equity

% of eligible population utilizing free Muni fare programs (Lifeline Pass)



Percent enrolled

Recent vs Prior Month

39.9%
Jan 2020

39.7%
Dec 2019

Annual Total vs Prior Year

39.9%
FYTD as of Jan 2020

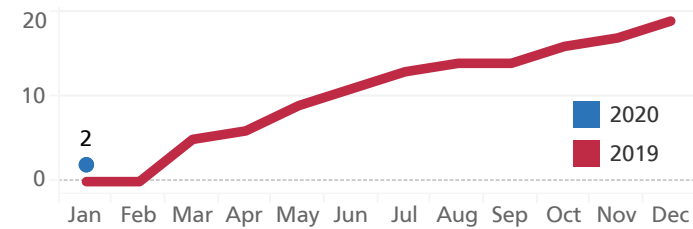
37.3%
FYTD as of Jan 2019

Target Status

FY20 Target

N/A
Current Target

Traffic Fatalities in Communities of Concern



Calendar year cumulative total

Recent vs Prior Month

2
Jan 2020

2
Dec 2019

Annual Total vs Prior Year

2
FYTD as of Jan 2020

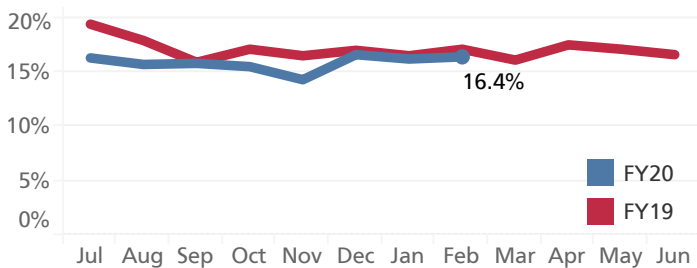
0
FYTD as of Jan 2019

Target Status

0
Target

Not Met
Current Target

% of Muni trips with service gaps on Equity Strategy routes



Recent vs Prior Month

16.4%
Feb 2020

16.2%
Jan 2020

Annual Total vs Prior Year

16.4%
FYTD as of Feb 2020

N/A
FYTD as of Feb 2019

Target Status

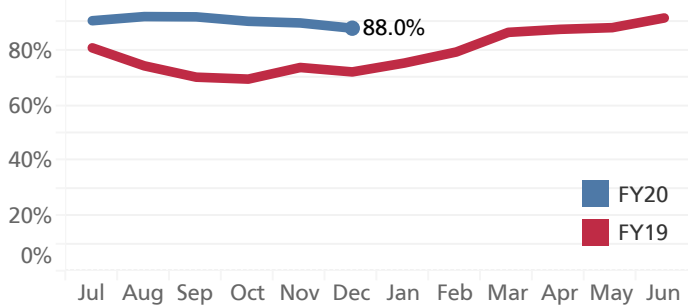
15%
FY20 Target

Not Met
Current Target

Goal 3: Improve the environment and quality of life in San Francisco and the region

Objective 3.1: Use Agency programs and policies to advance San Francisco's commitment to equity

Paratransit on-time performance



Recent vs Prior Month

88.0%
Dec 2019

89.9%
Nov 2019

Annual Total vs Prior Year

90.6%
FYTD as of Dec 2019

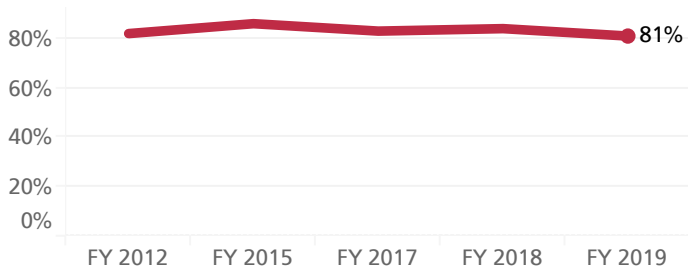
73.6%
FYTD as of Dec 2018

Target Status

87%
FY20 Target

Met
Current Target

Customer rating: Overall customer satisfaction with paratransit services



Annual Total vs Prior Year

81%
in 2019

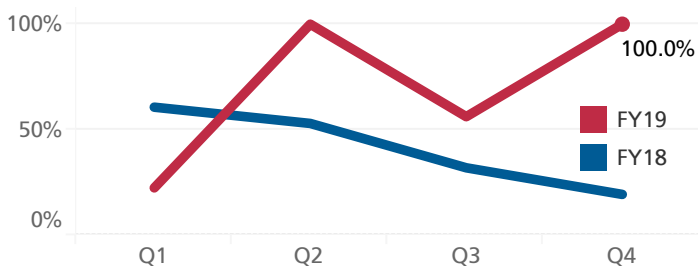
84%
in 2018

Target Status

85%
2019 Target

Met
Current Target

% of contract \$ awarded to Local Business Enterprises



Recent vs Prior Quarter

100.0%
Apr 2019

56.2%
Jan 2019

Annual Total vs Prior Year

31.5%
FYTD as of FY 19 Q4

25.8%
FYTD as of 18 Q2

Target Status

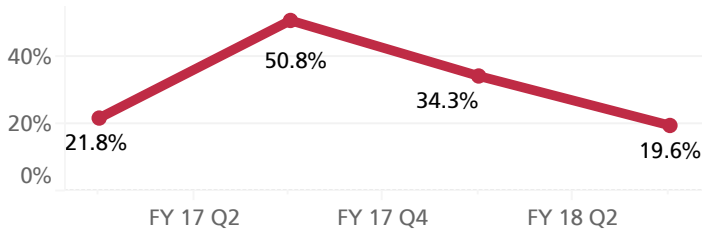
40%
FY19 Target

Not Met
Current Target

Goal 3: Improve the environment and quality of life in San Francisco and the region

Objective 3.1: Use Agency programs and policies to advance San Francisco's commitment to equity

% of contract \$ awarded to Disadvantaged Business Enterprises



Semi-annual

Annual Total vs Prior Year

25.3%
FYTD as of June 2018

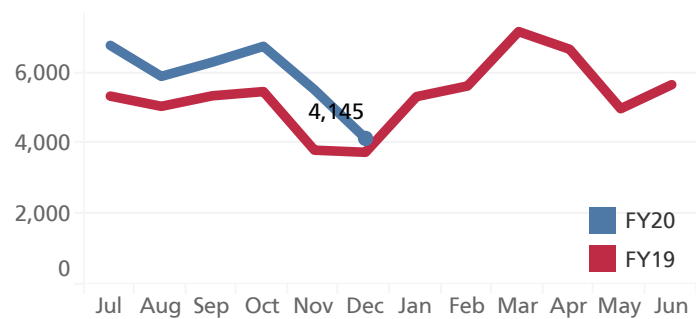
34.6%
FYTD as of June 2017

Target Status

15%
FY19 Target

Objective 3.3: Guide emerging mobility services so that they are consistent with sustainable transportation principles

Average weekday Bay Wheels trips



Recent vs Prior Month

4,145
Dec 2019

5,522
Nov 2019

Annual Total vs Prior Year

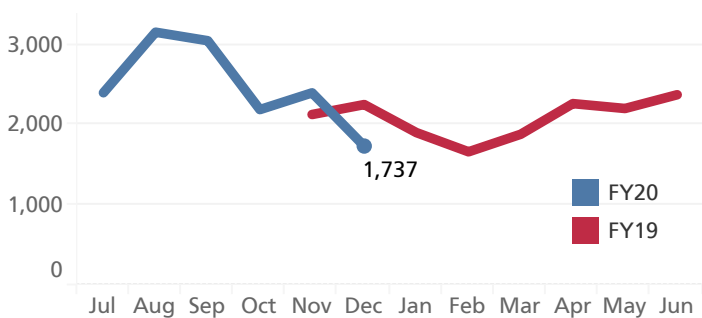
5,900
FYTD as of Dec 2019

4,797
FYTD as of Dec 2018

Target Status

Establishing Baseline

Average weekday JUMP Bike trips



Recent vs Prior Month

1,737
Dec 2019

2,400
Nov 2019

Annual Total vs Prior Year

2,489
FYTD as of Dec 2019

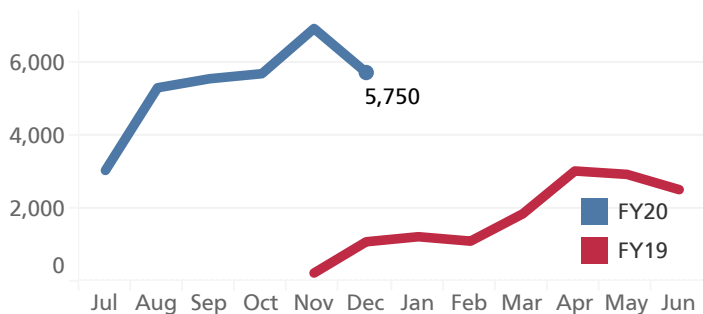
Target Status

Establishing Baseline

Goal 3: Improve the environment and quality of life in San Francisco and the region

Objective 3.3: Guide emerging mobility services so that they are consistent with sustainable transportation principles

Average weekday electric scooter trips



Recent vs Prior Month

5,750
Dec 2019

6,960
Nov 2019

Annual Total vs Prior Year

5,399
FYTD as of Dec 2019

Target Status

Establishing Baseline

Average weekday TNC trips (Uber, Lyft)

Trip data not currently provided by TNCs

Transportation Network Companies

Recent vs Prior Month

N/A

Annual Total vs Prior Year

N/A

Target Status

N/A

EMS collisions per 100,000 miles (JUMP Bike)



Recent vs Prior Month

3.9
Sep 2019

7.8
Aug 2019

Annual Total vs Prior Year

7.3
FYTD as of Sep 2019

Target Status

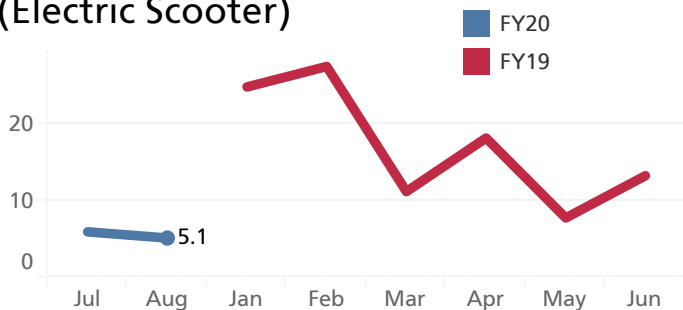
Establishing Baseline

*EMS collisions are self-reported and do not distinguish between property damage and injury.

Goal 3: Improve the environment and quality of life in San Francisco and the region

Objective 3.3: Guide emerging mobility services so that they are consistent with sustainable transportation principles

EMS collisions per 100,000 miles (Electric Scooter)



Recent vs Prior Month

5.1
Aug 2019

5.9
Jul 2019

Annual Total vs Prior Year

5.4
FYTD as of Aug 2019

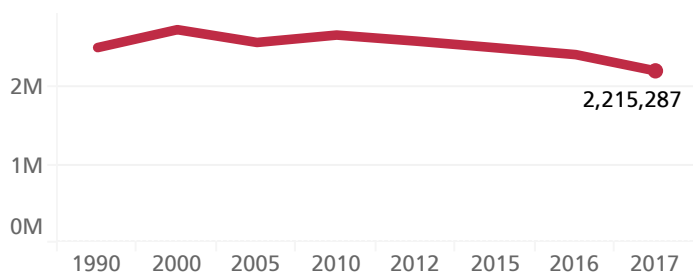
Target Status

Establishing Baseline

*EMS collisions are self-reported and do not distinguish between property damage and injury.

Objective 3.4: Provide environmental stewardship to improve air quality, enhance resource efficiency, and address climate change

Transportation sector carbon footprint (metric tons CO2e) at a stop



Annual Total vs Prior Year

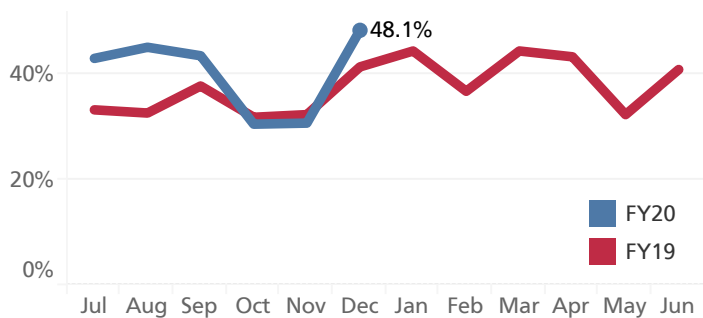
2.22M
in 2017

2.42M
in 2016

Target Status

1.83M
2018 Target

Agency waste diversion rate



Recent vs Prior Month

48.1%
Dec 2019

30.6%
Nov 2019

Annual Total vs Prior Year

40.9%
FYTD as of Dec 2019

47.7%
FYTD as of Dec 2018

Target Status

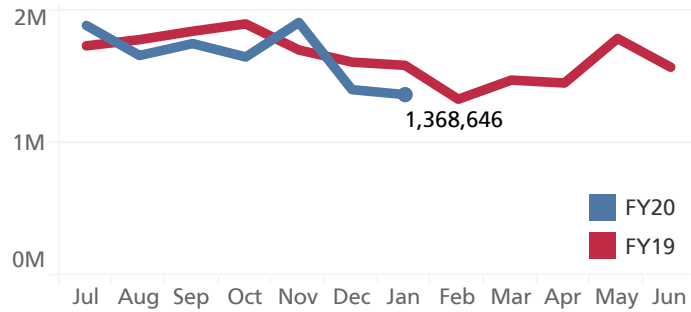
100%
FY20 Target

Not Met
Current Target

Goal 3: Improve the environment and quality of life in San Francisco and the region

Objective 3.4: Provide environmental stewardship to improve air quality, enhance resource efficiency, and address climate change

Agency water consumption (gallons)



Recent vs Prior Month

1,368,646
Jan 2020

1,406,202
Dec 2019

Annual Total vs Prior Year

1,664,555
FYTD as of Jan 2020

1,740,377
FYTD as of Jan 2019

Target Status

900,000
Target

Not Met
Current Target

Agency electricity consumption (kWh)



Recent vs Prior Month

9,916,657
Sep 2019

10,206,267
Aug 2019

Annual Total vs Prior Year

9,998,138
FYTD as of Sep 2019

9,923,104
FYTD as of Sep 2018

Target Status

10,000,000
Target

Met
Current Target

Agency gas consumption (therms)



Recent vs Prior Month

1,112
Sep 2019

7,866
Aug 2019

Annual Total vs Prior Year

6,633
FYTD as of Sep 2019

14,257
FYTD as of Sep 2018

Target Status

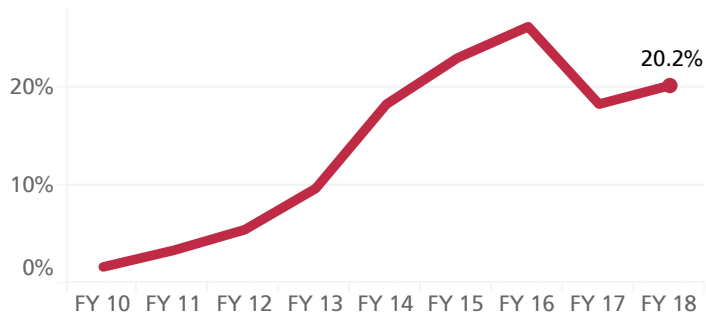
30,000
Target

Met
Current Target

Goal 3: Improve the environment and quality of life in San Francisco and the region

Objective 3.5: Achieve financial stability for the agency

Agency fund balance ratio



Annual Total vs Prior Year

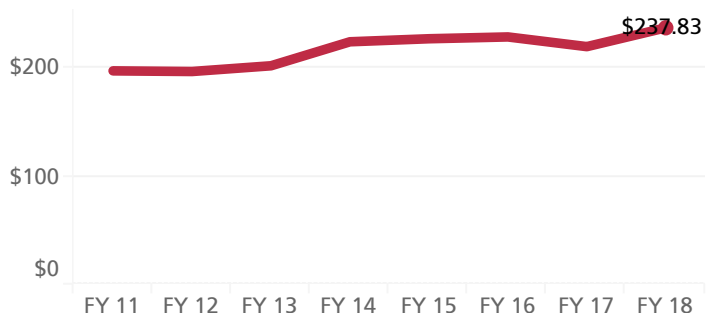
20.2%
in FY18

18.3%
in FY17

Target Status

12.5%
FY19 Target

Muni cost per revenue hour



Annual Total vs Prior Year

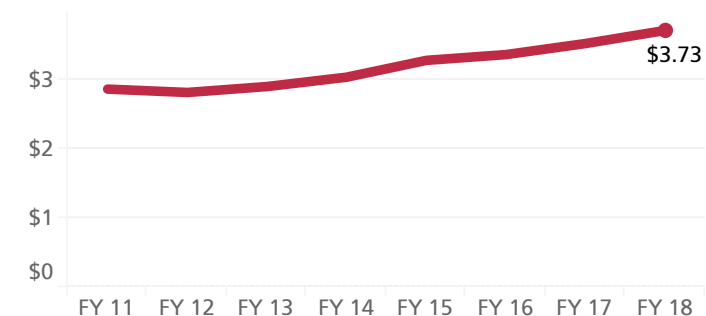
\$237.83
in FY18

\$220.39
in FY17

Target Status

\$229.21
FY19 Target

Muni cost per unlinked trip



Annual Total vs Prior Year

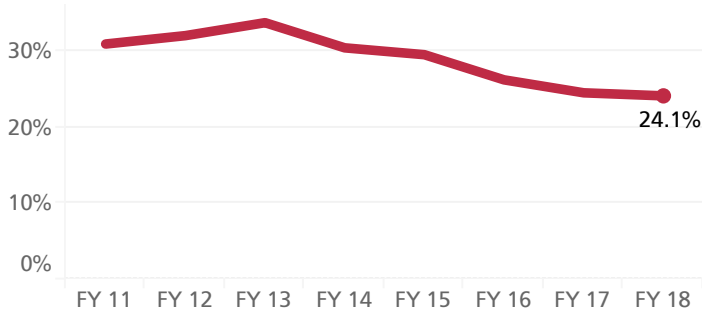
\$3.73
in FY18

\$3.54
in FY17

Goal 3: Improve the environment and quality of life in San Francisco and the region

Objective 3.5: Achieve financial stability for the agency

Muni farebox recovery ratio



Annual Total vs Prior Year

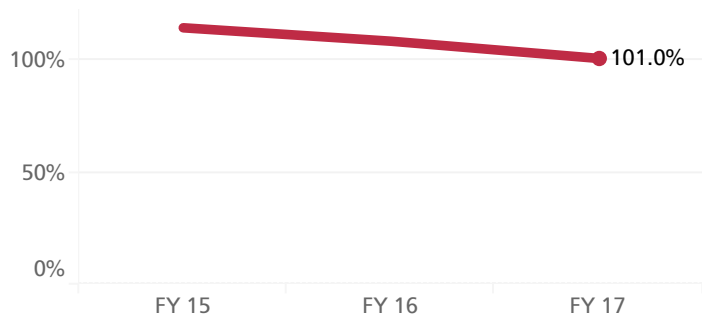
24.1%
in FY18

24.5%
in FY17

Target Status

26.7%
FY19 Target

Muni cost recovery ratio



Annual Total vs Prior Year

101.0%
in FY17

108.7%
in FY16

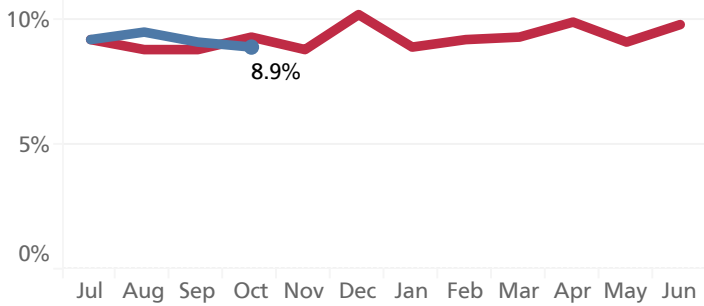
Target Status

108.1%
FY19 Target

Goal 4: Create a workplace that delivers outstanding service

Objective 4.1: Strengthen morale and wellness through enhanced employee engagement, support, and development

Employee unscheduled absence rate



Recent vs
Prior Month

8.9%
Oct 2019

9.1%
Sep 2019

Annual Total
vs Prior Year

9.0%
FYTD as of
Oct 2019

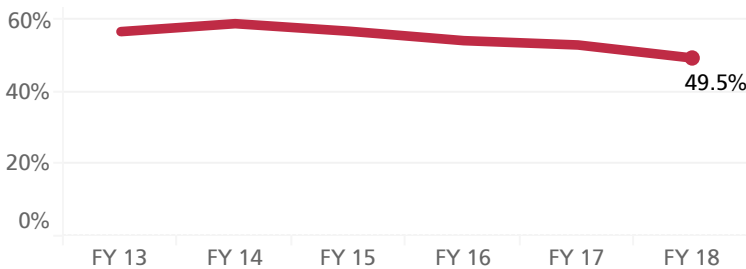
8.7%
FYTD as of
Oct 2018

Target
Status

FY20 Target

N/A
Current Target

Employee rating: Overall employee satisfaction



Annual Total
vs Prior Year

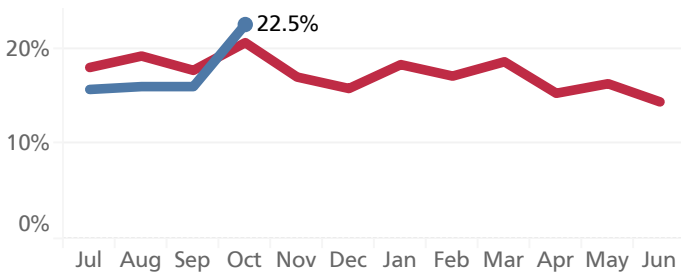
49.5%
in FY18

53.1%
in FY17

Target
Status

55.0%
FY19 Target

SFMTA employee wellness program utilization rate



Recent vs
Prior Month

22.5%
Oct 2019

16.0%
Sep 2019

Annual Total
vs Prior Year

17.6%
FYTD as of
Oct 2019

18.9%
FYTD as of
Oct 2018

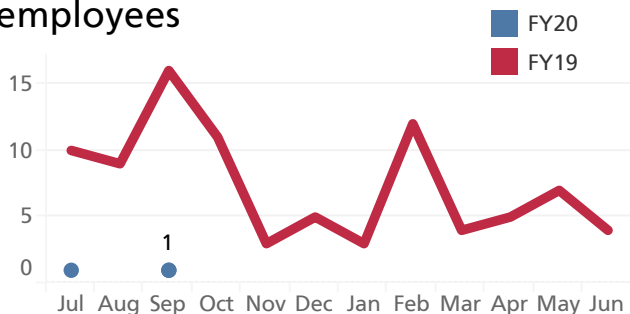
Target
Status

25%
FY20 Target

Not Met
Current Target

Goal 4: Create a workplace that delivers outstanding service
Objective 4.2: Improve the safety, security, and functionality of SFMTA work environments

Security incidents involving SFMTA employees



Recent vs Prior Month

1
Sep 2019

1
Jul 2019

Annual Total vs Prior Year

1
FYTD as of Sep 2019

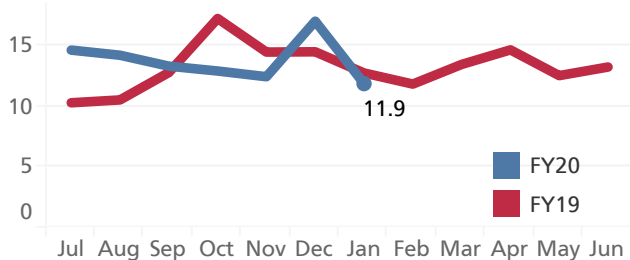
10
FYTD as of Aug 2018

Target Status

11.4
FY20 Target

Met
Current Target

Workplace injuries per 200,000 hours



Recent vs Prior Month

11.9
Jan 2020

17.1
Dec 2019

Annual Total vs Prior Year

13.8
FYTD as of Jan 2020

13.3
FYTD as of Jan 2019

Target Status

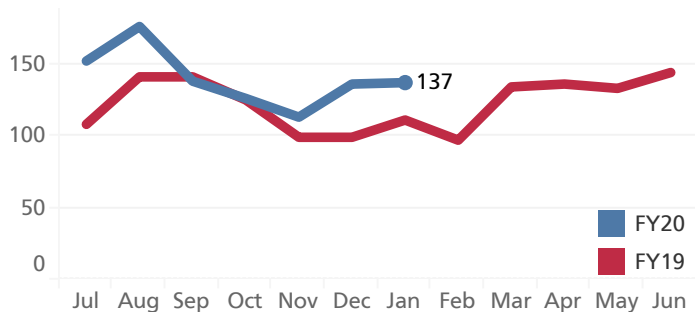
12.0
Target

Not Met
Current Target

Goal 4: Create a workplace that delivers outstanding service

Objective 4.3: Enhance customer service, public outreach, and engagement

Muni employee commendations to 311



Recent vs
Prior Month

137
Jan 2020

136
Dec 2019

Annual Total
vs Prior Year

140
FYTD as of
Jan 2020

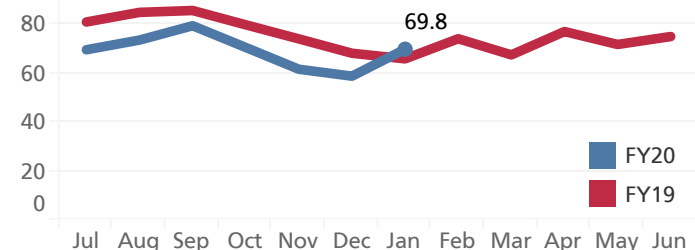
119
FYTD as of
Jan 2019

Target
Status

123
Target

Met
Current Target

Muni customer complaints per 100,000 miles



Recent vs
Prior Month

69.8
Jan 2020

58.8
Dec 2019

Annual Total
vs Prior Year

68.8
FYTD as of
Jan 2020

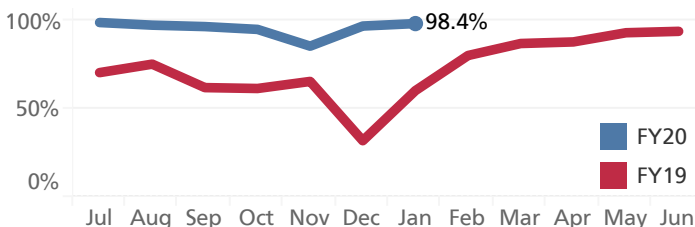
77.0
FYTD as of
Jan 2019

Target
Status

68.4
Target

Not Met
Current Target

% of Muni passenger service reports responded to within timeliness standards



Recent vs
Prior Month

98.4%
Jan 2020

97.0%
Dec 2019

Annual Total
vs Prior Year

95.8%
FYTD as of
Jan 2020

62.0%
FYTD as of
Jan 2019

Target
Status

90%
FY20 Target

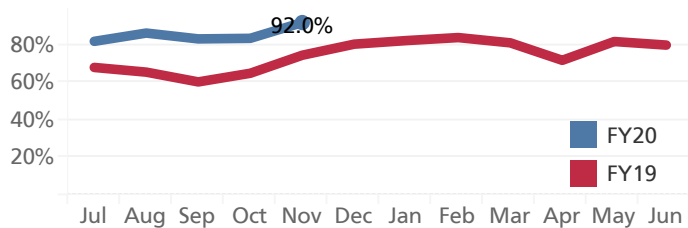
Met
Current Target

Standard for timely response is 14 business days

Goal 4: Create a workplace that delivers outstanding service

Objective 4.3: Enhance customer service, public outreach, and engagement

% of Muni passenger service reports addressed within timeliness standards



Standard for timely resolution is 28 business days

Recent vs Prior Month

92.0%
Nov 2019

83.6%
Oct 2019

Annual Total vs Prior Year

85.2%
FYTD as of
Nov 2019

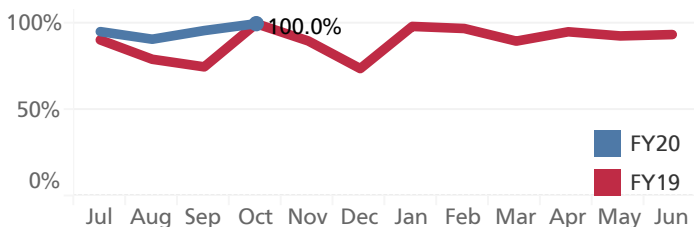
66.5%
FYTD as of
Nov 2018

Target Status

80%
FY20 Target

Met
Current Target

% of color curb requests addressed within timeliness standards



Standard for timely resolution is 30 days

Recent vs Prior Month

100.0%
Oct 2019

96.0%
Sep 2019

Annual Total vs Prior Year

95.9%
FYTD as of
Oct 2019

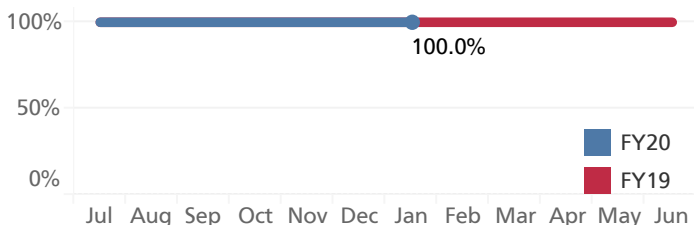
86.3%
FYTD as of
Oct 2018

Target Status

90%
FY20 Target

Met
Current Target

% of hazardous traffic sign reports addressed within timeliness standards



Standard for timely resolution is 24 hours

Recent vs Prior Month

100.0%
Jan 2020

100.0%
Dec 2019

Annual Total vs Prior Year

100.0%
FYTD as of
Jan 2020

100.0%
FYTD as of
Jan 2019

Target Status

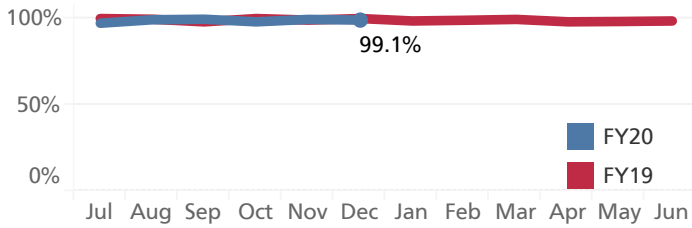
100%
FY20 Target

Met
Current Target

Goal 4: Create a workplace that delivers outstanding service

Objective 4.3: Enhance customer service, public outreach, and engagement

% of hazardous traffic signal reports addressed within timeliness standards



Standard for timely resolution is 2 hours

Recent vs Prior Month

99.1%
Dec 2019

99.5%
Nov 2019

Annual Total vs Prior Year

98.9%
FYTD as of Dec 2019

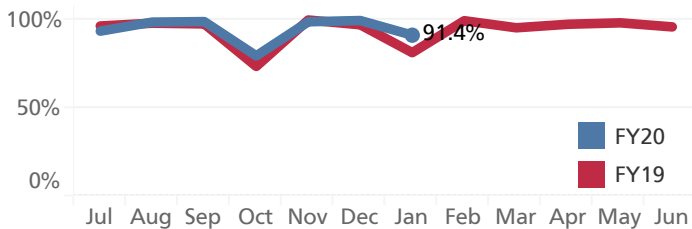
99.6%
FYTD as of Dec 2018

Target Status

92%
FY20 Target

Met
Current Target

% of parking meter malfunction reports addressed within timeliness standards



Standard for timely resolution is 48 hours

Recent vs Prior Month

91.4%
Jan 2020

99.7%
Dec 2019

Annual Total vs Prior Year

94.3%
FYTD as of Jan 2020

91.6%
FYTD as of Jan 2019

Target Status

92%
FY20 Target

Met
Current Target

% of traffic and parking control requests addressed within timeliness standards



Standard for timely resolution is 90 days

Recent vs Prior Quarter

49.8%
Sep 2019

68.6%
Jun 2019

Annual Total vs Prior Year

49.8%
FYTD as of Sep 2019

90.3%
FYTD as of Sep 2018

Target Status

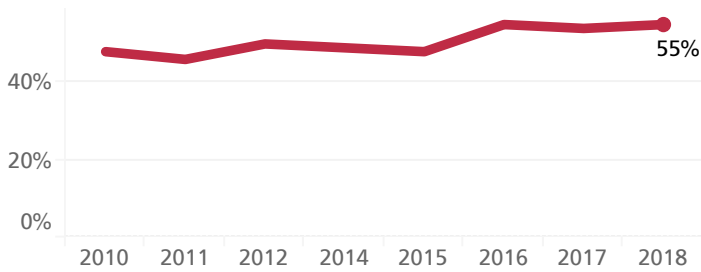
80%
FY20 Target

Not Met
Current Target

Goal 4: Create a workplace that delivers outstanding service

Objective 4.3: Enhance customer service, public outreach, and engagement

Customer rating: Muni communication with riders



Annual Total vs Prior Year

55%
in 2018

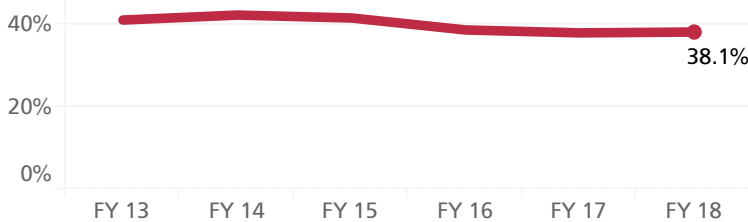
54%
in 2017

Target Status

57%
2019 Target

Objective 4.4: Create a more diverse and inclusive workforce

Employee rating: My concerns, questions, and suggestions are welcomed and acted upon quickly and appropriately



Annual Total vs Prior Year

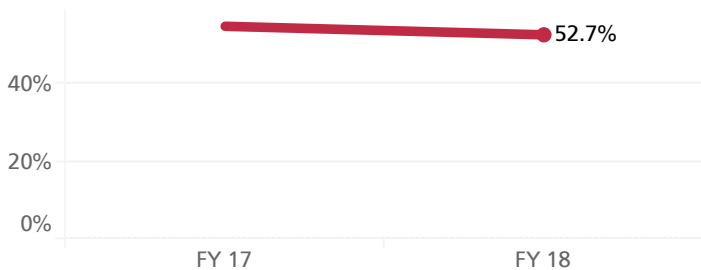
38.1%
in FY18

37.9%
in FY17

Target Status

40.0%
FY19 Target

Employee rating: I feel that the Agency values workplace diversity



Annual Total vs Prior Year

52.7%
in FY18

54.9%
in FY17

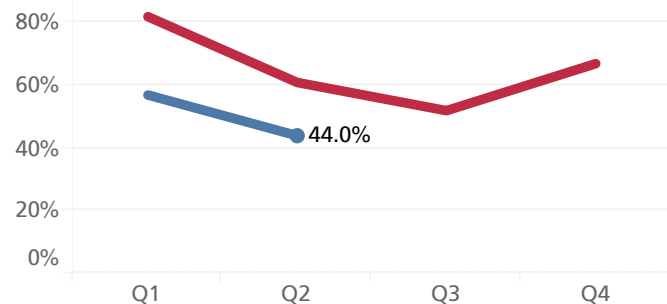
Target Status

57.0%
FY19 Target

Goal 4: Create a workplace that delivers outstanding service

Objective 4.5: Increase the efficiency and effectiveness of business processes and project delivery through the implementation of best practices

% of capital projects initiated on time



Recent vs Prior Month

44.0%
Oct 2019

57.0%
Jul 2019

Annual Total vs Prior Year

51.3%
FYTD as of Oct 2019

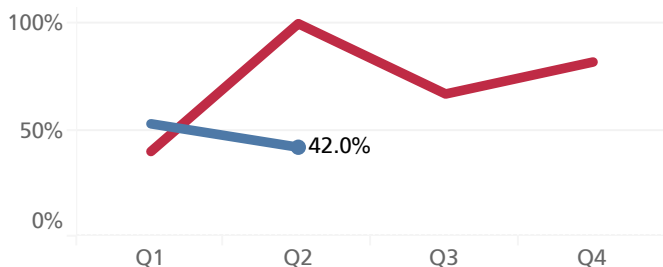
66.0%
FYTD as of Apr 2018

Target Status

85%
FY20 Target

Not Met
Current Target

% of capital projects completed on time



Recent vs Prior Month

42.0%
Oct 2019

42.0%
Oct 2019

Annual Total vs Prior Year

49.0%
FYTD as of Oct 2019

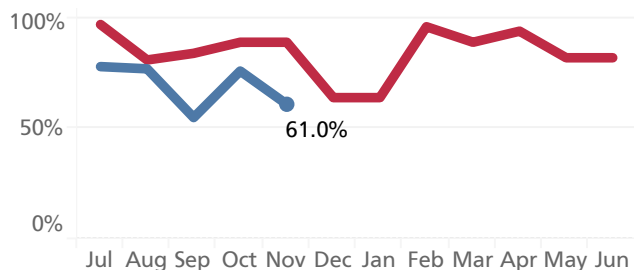
67.0%
FYTD as of Apr 2018

Target Status

75%
FY20 Target

Not Met
Current Target

% of meter work orders completed within 30 days



Recent vs Prior Month

61.0%
Nov 2019

76.0%
Oct 2019

Annual Total vs Prior Year

69.4%
FYTD as of Nov 2019

88.0%
FYTD as of Nov 2018

Target Status

80%
FY20 Target

Not Met
Current Target

Appendix

Metric Id	Metric Title	Variant	
1.1.1	Traffic fatalities	All modes	1
1.2.1	Muni collisions per 100,000 miles	System-wide	1
1.3.1	SFPD-reported Muni-related crimes per 100,000 miles	System-wide	1
1.3.2	Customer rating: Feeling safe and secure on Muni	At a stop	2
		On a vehicle	2
2.1.1	% of Muni trips with service gaps	System-wide	3
2.1.2	Muni on-time performance	System-wide	3
		Terminal departures	3
2.1.3	% of scheduled Muni service hours delivered	System-wide	4
2.1.4	% of Muni bus trips over capacity during AM/PM peak	AM Peak	4
		PM Peak	4
2.1.5	Operational availability of elevators & escalators at Muni stations	Elevator	5
		Escalator	5
2.1.6	% of cable service hours delivered without interruption	All Lines	5
2.1.7	Muni mean distance between failure	Motor Coach	6
		Trolley Coach	6
		LRV (Breda)	6
		LRV (Siemens)	7
		Historic Streetcar	7
2.2.1	Muni ridership	System-wide	8
2.2.2	Sustainable transportation mode share	City-wide	8
2.2.5	Customer rating: Overall customer satisfaction with Muni	System-wide	8
2.3.2	% of metered hours that meet parking occupancy targets	City-wide	9
3.1.1	% of eligible population utilizing free or discounted Muni fare programs	% of eligible youth enrolled	10
		% of eligible seniors enrolled	10
		% of eligible people with disabilities enrolled	10
		% of eligible population enrolled in Lifeline	11
3.1.2	Traffic fatalities in Communities of Concern	Communities of Concern	11
3.1.3	% of Muni trips with service gaps on Equity Strategy routes	System-wide	11
3.1.4	Paratransit on-time performance	System-wide	12
3.1.5	Customer rating: Overall customer satisfaction with paratransit services	City-wide	12
3.1.6	% of contract \$ awarded to DBEs/LBEs	Disadvantaged Business Enterprises	13
		Local Business Enterprises	12
3.3.1	# of trips using Emerging Mobility Services (EMS)	JUMP Bike	13
		Electric Scooter	14
		BayWheels	13
3.3.2	EMS collisions per 100,000 miles	JUMP Bike	14
		Electric Scooter	15
3.4.1	Transportation sector carbon footprint (metric tons CO2e)	City-wide	15
3.4.2	Agency waste diversion rate	Agency-wide	15
3.4.3	Agency resource consumption	Electricity (kWh)	16
		Natural Gas (Therms)	16
		Water (Gallons)	16
3.5.1	Agency fund balance ratio	Agency-wide	17
3.5.3	Muni cost per revenue hour	System-wide	17
3.5.4	Muni cost per unlinked trip	System-wide	17
3.5.5	Muni farebox recovery ratio	System-wide	18
3.5.6	Muni cost recovery ratio	System-wide	18
4.1.1	Employee unscheduled absence rate	Admin	
4.1.2	Employee rating: Overall employee satisfaction	Somewhat or Very Satisfied	19
4.1.3	Employee wellness program utilization rate	Agency-wide	19
4.2.1	Security incidents involving SFMTA employees	System-wide	20
4.2.2	Workplace injuries per 200,000 hours	Agency-wide	20
4.3.1	Muni employee commendations to 311	System-wide	21
4.3.2	Muni customer complaints per 100,000 miles	System-wide	21
4.3.3	% of Muni Passenger Service Reports responded to within timeliness standards	System-wide	21
4.3.4	% of Muni Passenger Service Reports addressed within timeliness standards	System-wide	22
4.3.5	% of streets-related customer requests addressed within timeliness standards	Color Curb Requests	22
		Hazardous Traffic Sign Reports	22
		Hazardous Traffic Signal Reports	23
		Parking Meter Malfunction Reports	23
		Traffic and Parking Control Requests	23
4.3.7	Customer rating: Muni communication with riders	System-wide	24
4.4.1	Employee rating: I feel that the Agency values workplace diversity	Agency-wide	24
4.4.2	Employee rating: My concerns, questions, and suggestions are welcomed and acte..	Agency-wide	24
4.5.1	% of capital projects initiated/completed on time	% of capital projects completed on time	25
		% of capital projects initiated on time	25
4.5.4	% of sign and meter work orders completed within 30 days	Meter Shop	25

Metrics in Development

<u>Metric ID</u>	<u>Metric Title</u>	<u>Target Reporting Month</u>
2.2.3	Avg weekday taxi trips	TBD
2.2.4	Avg bike trips	TBD
2.3.1	Muni travel time on key segments	TBD
3.2.1	Ratio of new vs. entitled parking spaces in new developments	TBD
3.3.3	% of EMS trips delivered to/from CoCs	TBD
3.3.4	# of EMS trips provided to PWDs	TBD
3.5.2	Year-end SOG investment	TBD
4.3.6	Community rating: feeling of being informed about projects	TBD
4.5.2	% of Capital projects completed on budget	TBD
4.5.3	Service critical staff vacancy rate	TBD