SFMTA
Municipal
Transportation
Agency

Strategic Plan Performance Metrics Update

Finance & Administration Committee

March 9, 2016

Recent Strategic Plan metric reporting changes

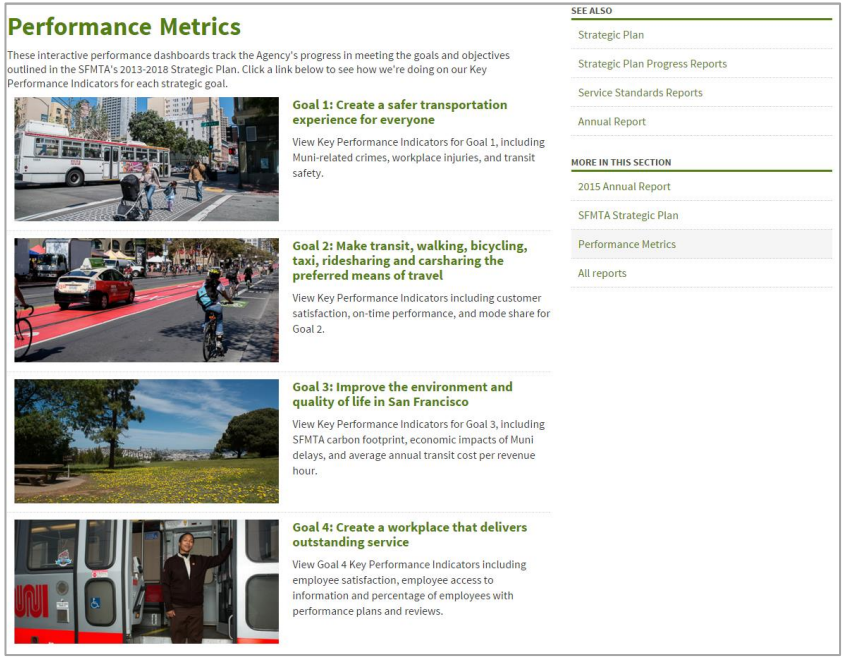
Established new interactive performance reporting on SFMTA.com

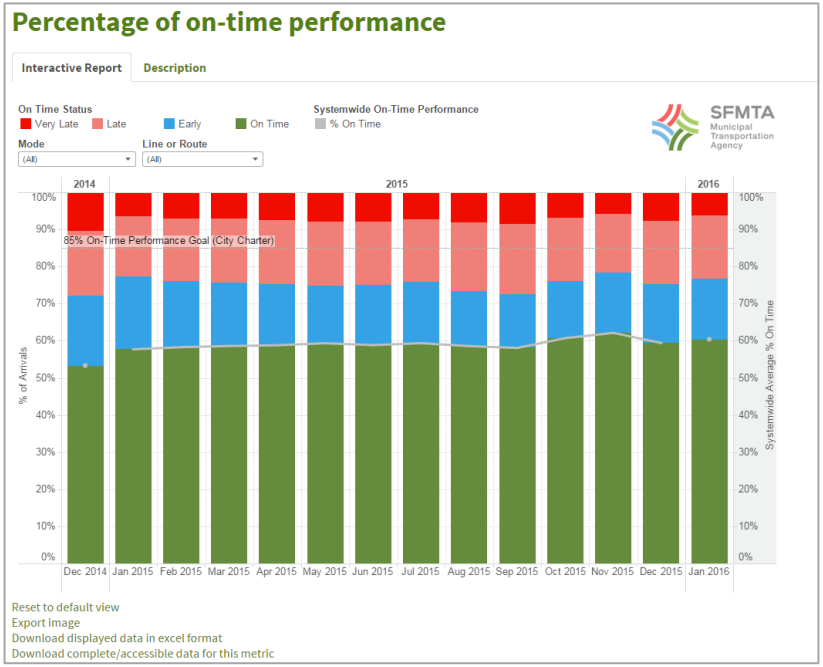
Developed new Key Performance Indicator (KPI) for *Objective 2.4 Improve parking utilization and manage parking demand*

Revised KPI for *Objective 3.1 Reduce the Agency's and the transportation systems resource consumption, emissions, waste and noise*

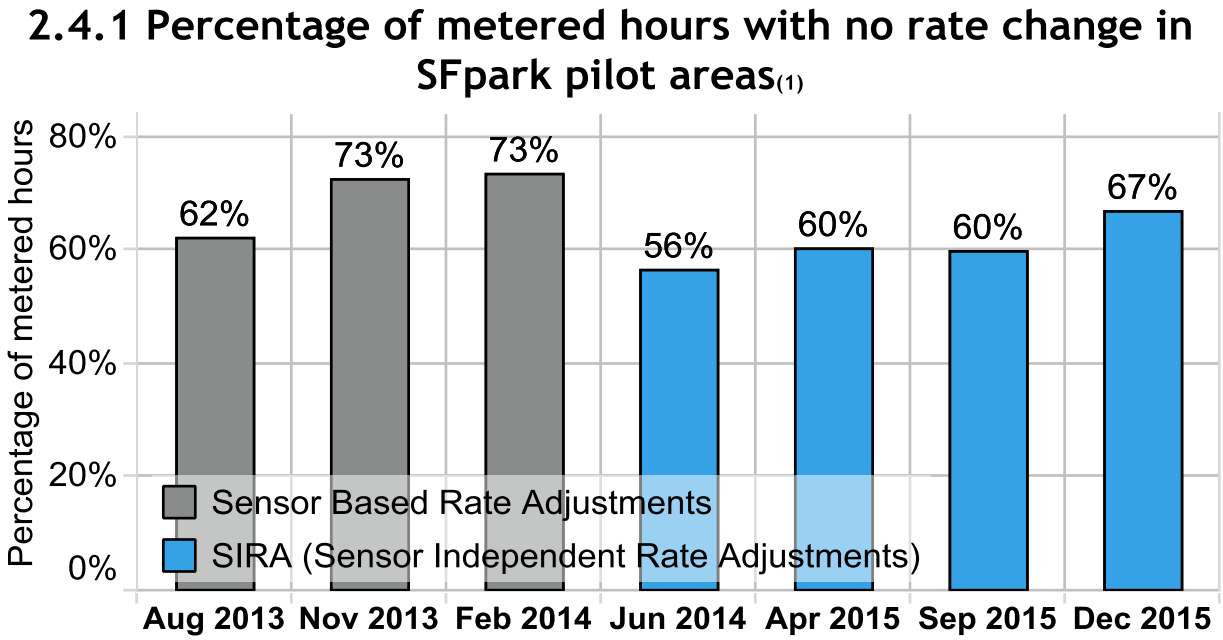
Began reporting KPI for *Objective 4.4 Improve relationships and partnerships with our stakeholders*

Interactive performance reporting available on SFMTA.com in August 2015



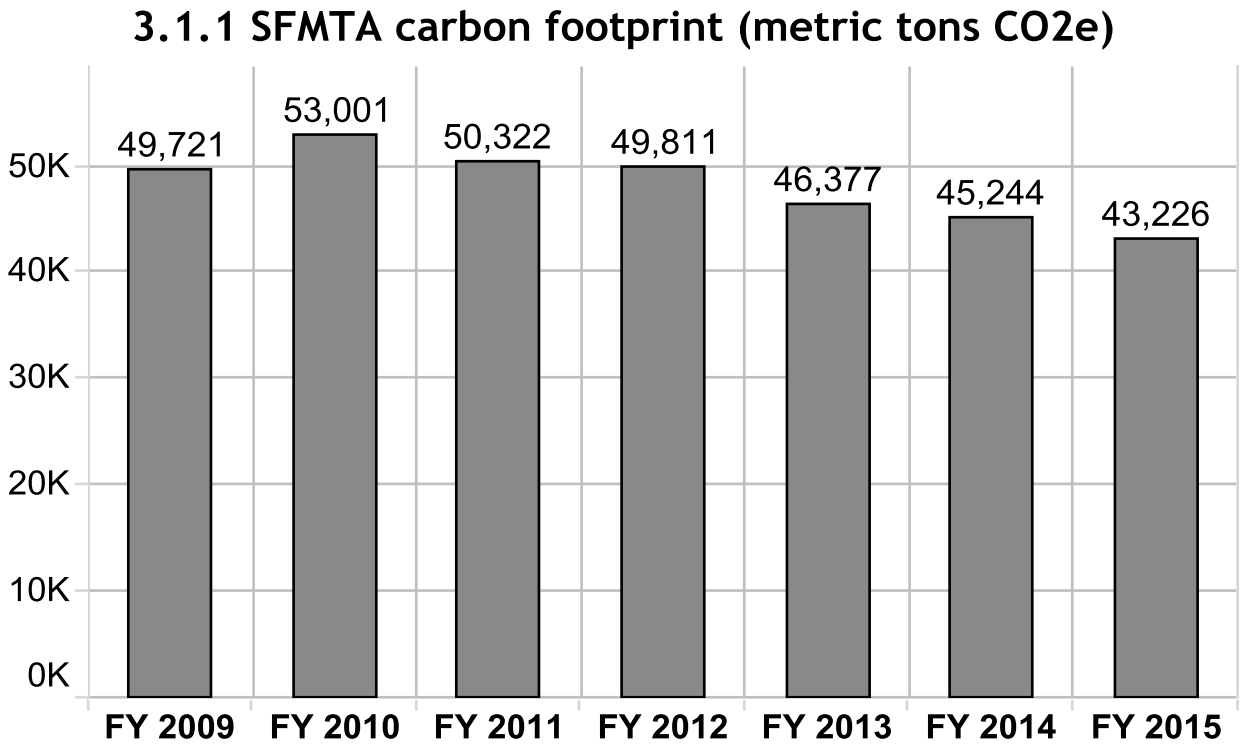


Objective 2.4 Improve parking utilization and manage parking demand

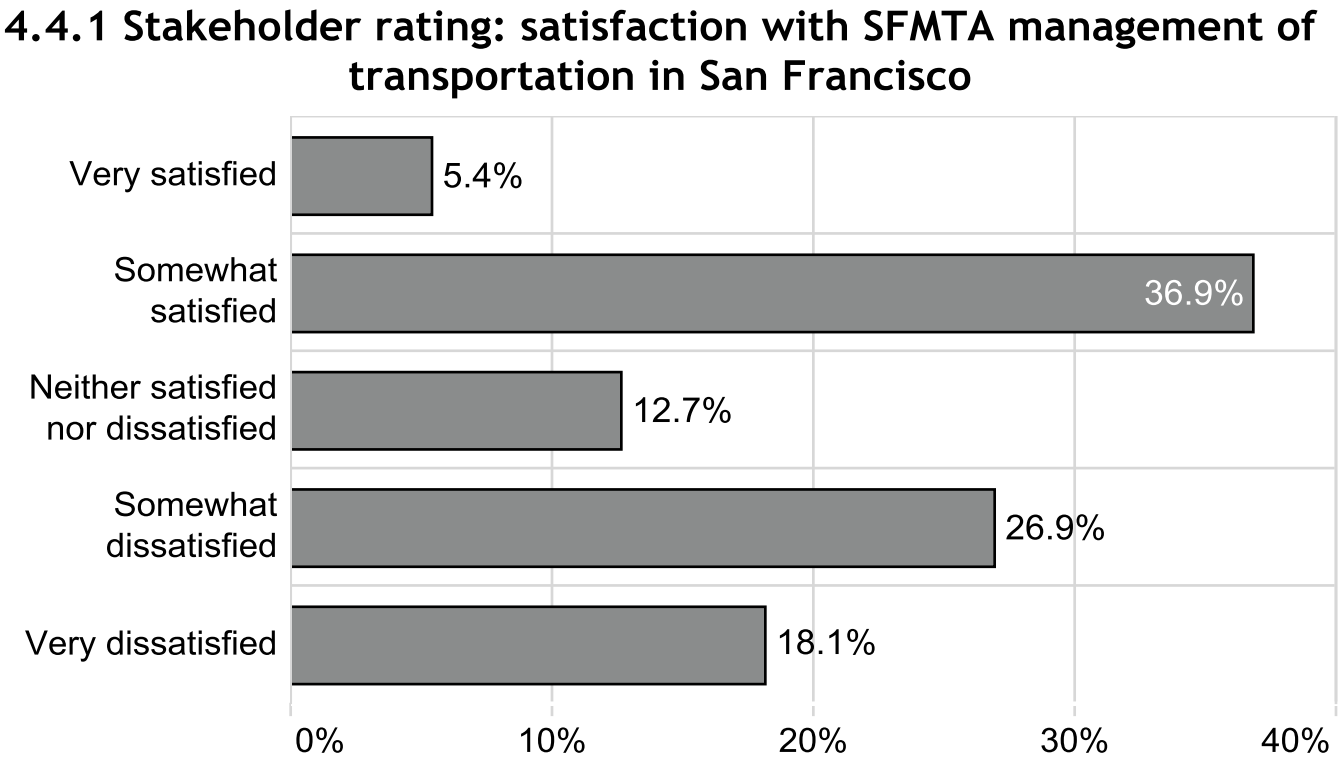


[1]Adjustments (SIRA) based on meter payment data started in June 2014 and include all SFpark pilot area blocks

Objective 3.1 Reduce the Agency's and the transportation systems resource consumption, emissions, waste and noise



Objective 4.4 Improve relationships and partnerships with our stakeholders



Strategic Plan Metrics pending implementation

Metrics pending methodology updates:

- 1.2.3 Lost days due to injury
- 2.1.7 Percentage of actionable Muni customer complaints resolved within 28 business days

Metrics not yet reported:

- 2.2.5 Running time performance
- 2.2.10 Percentage of service mileage delivered
- 2.3.3 Average daily taxi trips

Proposed Strategic Plan metric modifications

- Update Customer Complaint metric 2.1.7 to include additional Muni service areas and non-Muni modes
- Establish alternative maintenance metric for Cable Car to replace MDBF for metric 2.2.8
- Establish new automated bicycle count metric for *Objective 2.3 Increase use of all non-private auto modes*
- Establish new KPI for *Objective 3.2 Increase the transportation system's positive impact to the economy*
- Explore options for alternative efficiency KPI for *Objective 3.4 Deliver services efficiently*