



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

Performance Metrics

These interactive performance dashboards track the Agency's progress in meeting the goals and objectives outlined in the SFMTA's 2013-2018 Strategic Plan. Click a link below to see how we're doing on our Key Performance Indicators for each strategic goal.



Goal 1: Create a safer transportation experience for everyone

View Key Performance Indicators for Goal 1, including Muni-related crimes, workplace injuries, and transit safety.



Goal 2: Make transit, walking, bicycling, taxi, ridesharing and carsharing the preferred means of travel

View Key Performance Indicators including customer satisfaction, on-time performance, and mode share for Goal 2.



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

View Key Performance Indicators for Goal 3, including SFMTA carbon footprint, economic impacts of Muni delays, and average annual transit cost per revenue hour.



Goal 4: Create a workplace that delivers outstanding service

View Goal 4 Key Performance Indicators including employee satisfaction, employee access to information and percentage of employees with performance plans and reviews.

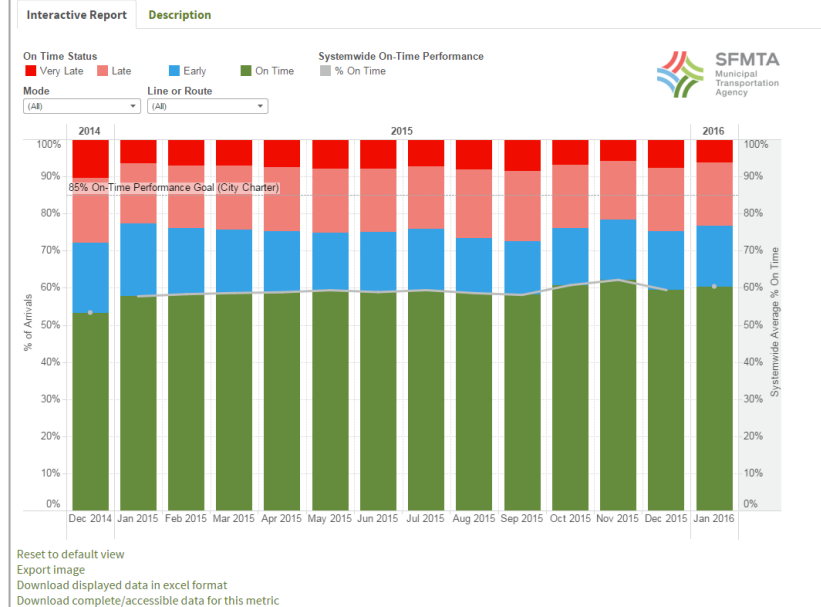
SEE ALSO

- Strategic Plan
- Strategic Plan Progress Reports
- Service Standards Reports
- Annual Report

MORE IN THIS SECTION

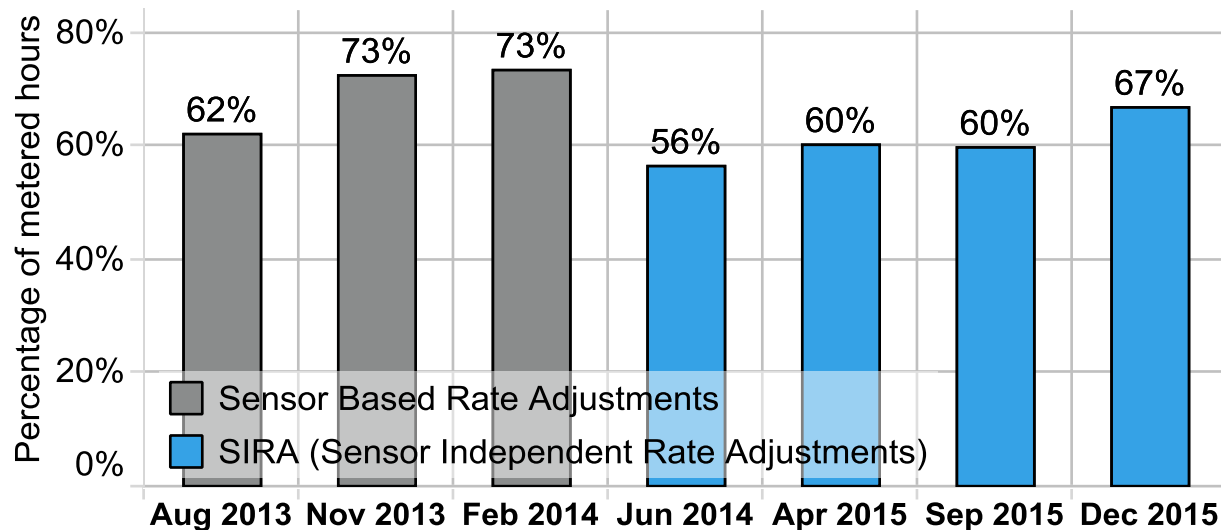
- 2015 Annual Report
- SFMTA Strategic Plan
- Performance Metrics
- All reports

Percentage of on-time performance



Objective 2.4 Improve parking utilization and manage parking demand

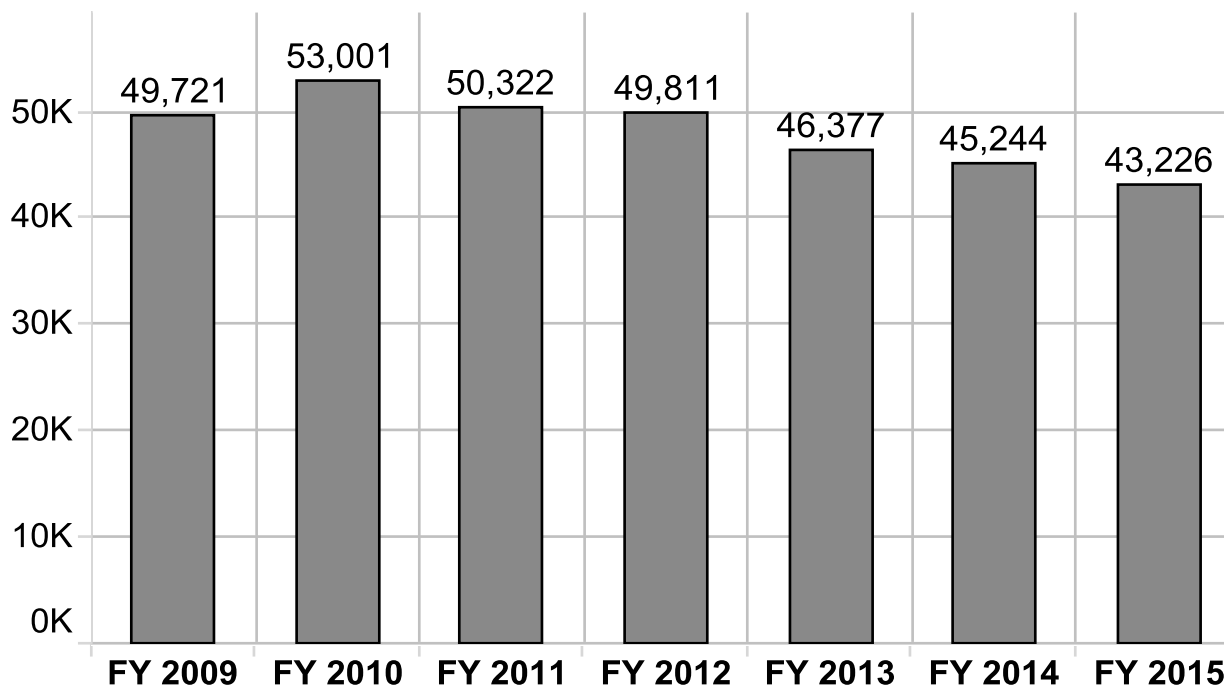
2.4.1 Percentage of metered hours with no rate change in SFpark pilot areas⁽¹⁾



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

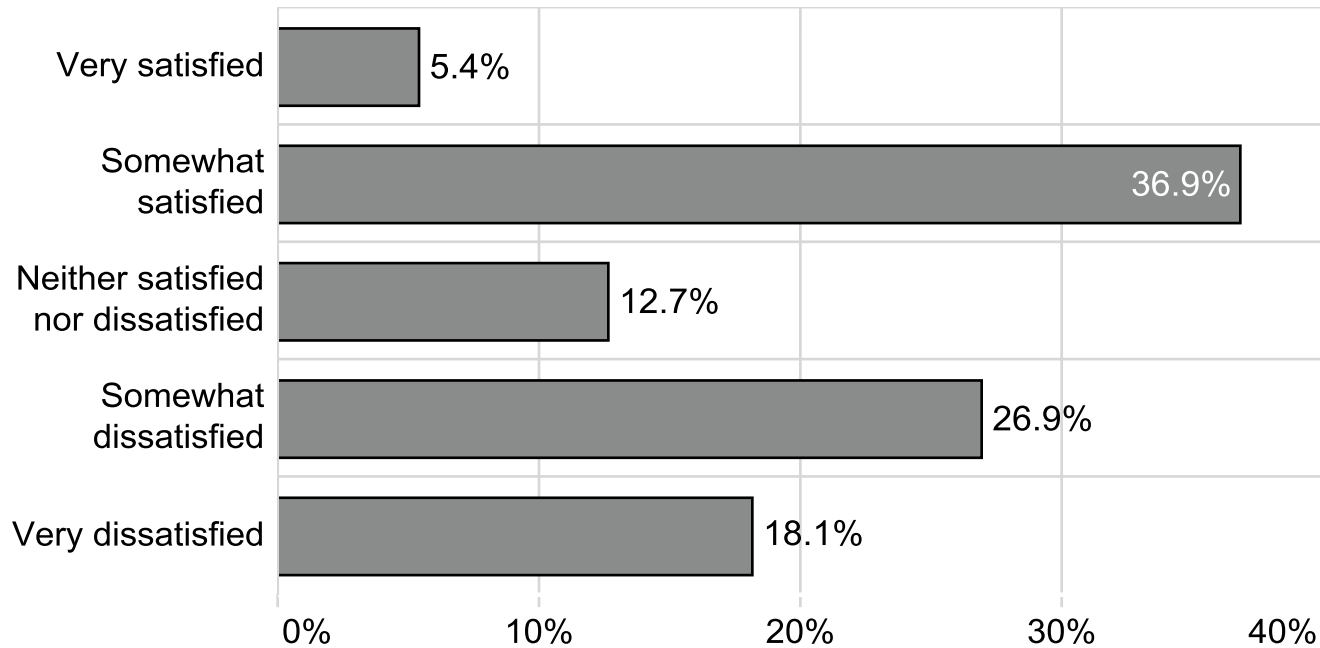
Objective 3.1 Reduce the Agency's and the transportation systems resource consumption, emissions, waste and noise

3.1.1 SFMTA carbon footprint (metric tons CO₂e)



Objective 4.4 Improve relationships and partnerships with our stakeholders

4.4.1 Stakeholder rating: satisfaction with SFMTA management of transportation in San Francisco



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*