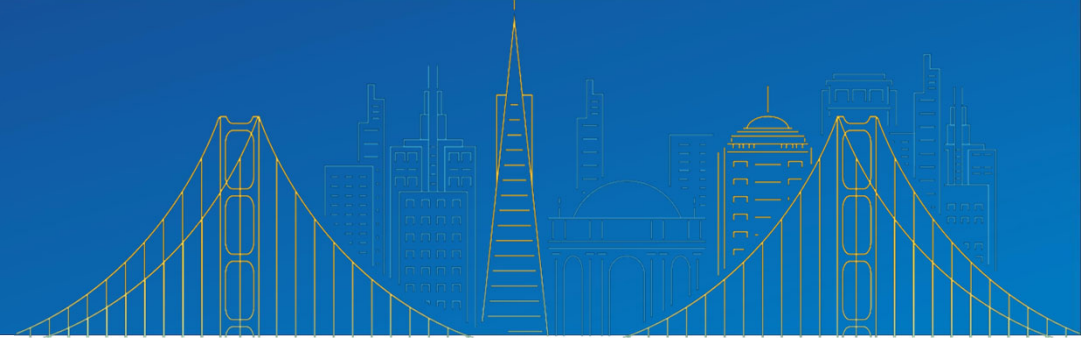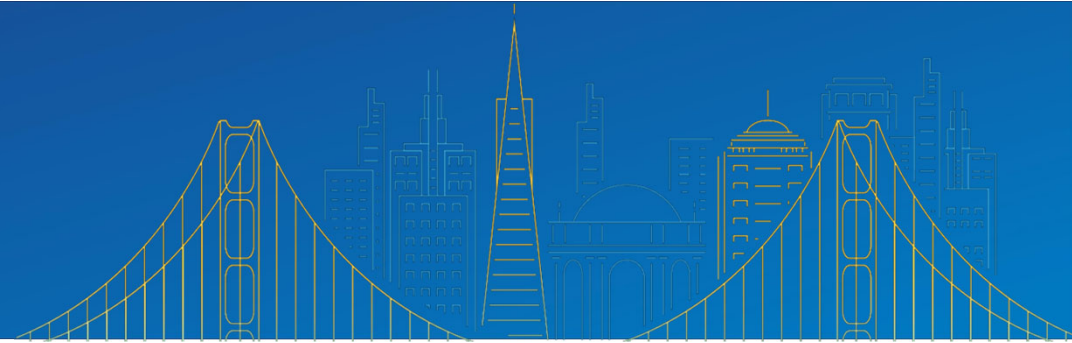# MBTIF Metrics/Budget

September 24, 2020

Introduction

- We were tasked with developing a framework for metrics. These metrics will be an agreed to platform used to measure services provided & inform future budget requests.
- We created a draft framework. The sub committee working groups will work with City agency contacts to validate, refine and finalize a draft for approval by the Advisory Committee
- Everything in this presentation is a guideline framework and up for discussion with committee members as well as City Departments

Presentation Overview

- Metrics and Budget
- Yearly Budget Approval Questions
- Breakdown of Subgroups
- Next Steps
- Examples of Metrics

Metrics and Budget

- Metrics – Key indicators based on which budgets will be assessed (public safety and cleanliness metrics are up for discussion. Transportation metrics outlined in the TMP)
- Budgets – Proposed as well as actuals for at least one instance/date of each scenario

Scenarios for Actuals
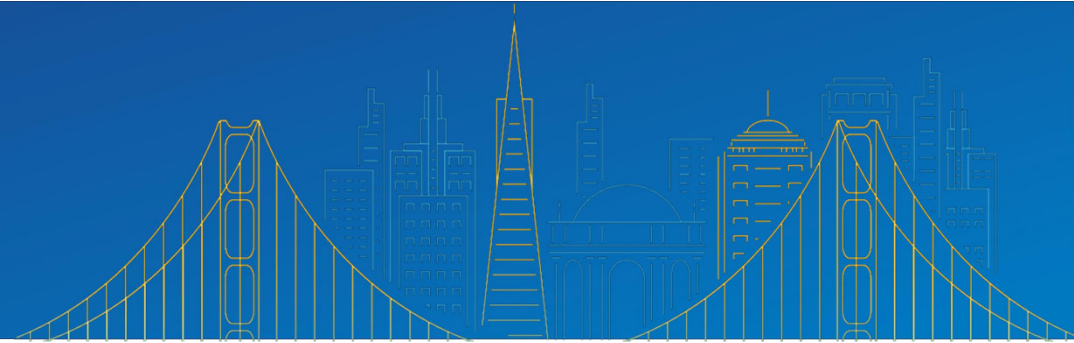
- No Event at Chase Center or Oracle Park (baseline every year)
- Small Event at Chase Center (under 5,000 attendees)
- Medium Event at Chase Center (5,000-10,000 attendees)
- Large Event at Chase Center (over 10,000 attendees)
- Concurrent Event at Chase Center and Oracle Park
- Event at Oracle Park only

Simplest way of reporting actuals

- Determine if departments can report aggregate actuals for activities included in their MB TIF budgets.
- Establish date/s for each scenario every year (there could be multiple dates for event types if we are looking for averages)
- Report on the metric (based on actuals, surveys etc.)
- Report out total number of staff hours only (can be reported to the UCC at Chase Center)
- More detailed staff reporting – will help advisory committee make informed comments
  - Report out total number of staff by classification, based on their location and hours worked for those dates
  - We could have maps printed out and the supervisors could just mark off these staff at various locations

Establishing Metrics & Trends

- Baseline – It will be important to have baseline information (no event time data) to assess impacts
- Nexus – It will also be important to collect these metrics during event days/times to ensure this can be obtained while finalizing
- Yearly Trends – Graphs showing yearly comparisons between the six scenarios (see simple data example here)
- Year over Year Trends – Graphs showing year over year comparisons for each scenario

Year - 2019-2020	
Event Type	Staffing hours - SFMTA
No Event	0
Small Event	448
Medium Event	672
Large Event	800
Concurrent Event	960
Event at Oracle only	720

Staffing hours based on number of staff multiplied by average event duration

(This is an illustrative example; ideally agencies can pull this information easily based on event charging code and day)

Yearly budget approval questions

For each Department (SFMTA, SFPD and SFPW) to answer:

- All budget requests above the MB TIF Allocation will be presented in a waterfall format including incremental asks and their impact on services provided (as defined by metrics) and associated risks.
- Are there instances of metrics not being met or major issues reported through a survey/hotline? Can they be attributed to events at Chase Center?
- How many actual staff hours were spent for each of the 6 scenarios that year? (Yearly trend)
- Were the staff hours more or less than the previous year for any of the 6 scenarios and was there either an improvement/decline in the result of a metric? (Year over year trend)
- Can we rebalance the staff hours to respond to an unmet metric/Department ask?
- Can we reduce staff hours for metrics that have been met or performance exceeded?

Proposed Subgroups
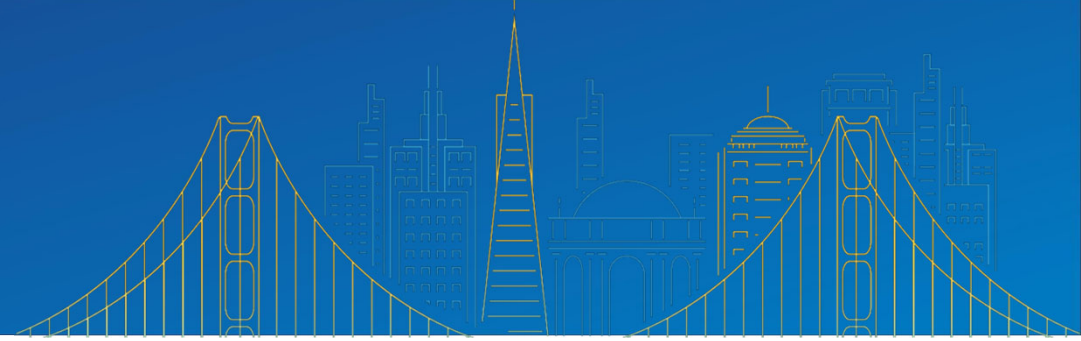
Tasked with working with each of the Department contacts to establish metrics and actuals of costs for the previous year:

- Transportation – SFMTA (Bruce & Manoj)
- Public Safety – SFPD (Catherine & Manoj)
- Cleanliness – SFPW (Sarah & Manoj)

Next Steps

- Establish timelines for finalizing metrics (assuming an updated draft presentation to AC and a second meeting to approve)
- Establish geometry (boundaries) of areas for reporting – see Salesforce TC map & Navigation center area map examples
- Establish points of contacts for each Department
  - See roles and responsibilities document
  - We will need a 24 hour point of contact for when events are happening as well

- Sub committee's meet with Departments and establish metrics and get data for actuals from Year 2019-2020
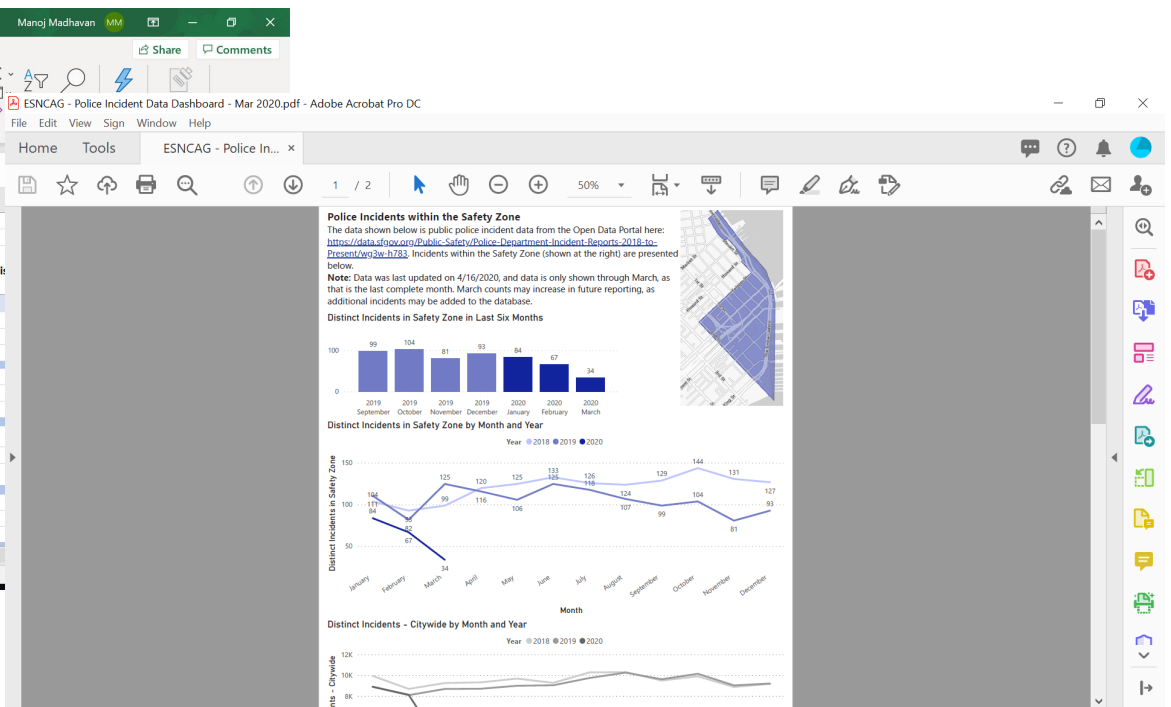- Determine timeline for next meeting for reporting to everyone

Examples of metrics - SFPD

Examples
of metrics - SFPW