

ID	Metric	Target	FY12 Avg	FY13 Avg	FY14 Avg	FY15 Avg	FY16 Avg	FY17 Avg	FY18 Avg	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	
Goa	1: Create a safer transportation experience for everyone																						
_	ctive 1.1: Improve security for transportation system users																						
	SFPD-reported Muni-related crimes/100,000 miles	5.3	3.8	7.6	9.4	8.2	6.4	4.5	4.2	4.6	5.3	4.6	4.5	4.7	3.8	4.1	4.4	4.7	4.7	4.7	3.1	2.8	~~~
1.1.2	Customer rating: Security of transit riding experience (while on a Muni vehicle); scale of 1 (low) to 5 (high)*				3.2	3.3	3.4	3.5		3.5													
1.1.2	Customer rating: Security of transit riding experience (while waiting at a Muni stop or station);				3.1	3.2	3.2	3.2		3.2													
	scale of 1 (low) to 5 (high)																						^_ ^
	Security complaints to 311 (Muni)		41.6	36	29	37	29	37	38	45	56	35	43	44	43	34	34	30	35	44	34	27	~~
	ctive 1.2: Improve workplace safety and security Workplace injuries/200,000 hours	11.3	16.2	13.8	12.0	11.0	12.8	12.4	13.2	16.3	13.0	13.1	11.2	13.2	17.5	9.8	13.0	15.7	12.0	13.5	13.2		~~~
1.2.1		11.5	11.3	12	10	8	13	11	11	5	12	12	10	13.2	17.5	11	15.0	9	15	7	8	8	~~~
	Lost work days due to injury		11.5	16.445 (CY13)		13,625 (CY15)	15,992 (CY16)	21,745 (CY17)					10	13			13		- 13		-	-	_
1.2.4				3.2	3.3	3.2	3.2	3.3															
	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			3.2	5.5	3.2	3.2	3.3															
	ctive 1.3: Improve the safety of the transportation system																						_
1.3.1	Muni collisions/100,000 miles	3.5	5.0 3,235 (CY12)	5.1	5.9 2,995 (CY14)	6.4 3,046 (CY15)	6.6	6.8	6.0	6.1	5.4	5.9	7.6	7.1	5.7	6.3	4.8	6.0	5.8	6.2	5.2	5.9	~~~
	Collisions involving motorists, pedestrians, and bicyclists* Muni falls on board / 100,000 miles*		3,235 (C112) 4.6	3,049 (CY13) 4.2	2,995 (CY14)	3,046 (C115) 4.4	4.5	4.2	3.3	4.1	3.0	3.5	3.7	3.3	3.1	3.8	3.6	2.7	3.3	3.6	3.3	3.3	~~~
	"Unsafe operation" Muni complaints to 311"		179.1	157	174	179	183	179	169	207	157	194	179	215	196	168	172	145	172	144	147	139	~~~
	Customer rating: Safety of transit riding experience; scale of 1 (low) to 5 (high)		1/5.1	137	3.7	3.7	3.8	3.9	103	3.9	137	134	1/3	213	150	100	1/2	143	1/2	144	147	133	· ~~
	1 2: Make transit, walking, bicycling, taxi, ridesharing & carsh	aring the	proformed	moons of		3.7	3.0	3.3		***													
	ctive 2.1: Improve customer service and communications	aring the	preferreu	illeans of	liavei																		
	Customer rating: Overall customer satisfaction with transit services; scale of 1 (low) to 5																						
2.1.1	(high)	3.4			3.0	3.1	3.2	3.2		3.2													
2.1.2	Customer rating: Overall customer satisfaction with taxi availability; scale of 1 (low) to 5 (high)				2.5	2.7	3.0	3.2		3.1													
2.1.3	Customer rating: Overall customer satisfaction with bicycle network; scale of 1 (low) to 5 (high)*				2.8	2.9	2.9	3.0		2.9													
2.1.4	Customer rating: Overall customer satisfaction with pedestrian environment; scale of 1 (low) to 5 (high)*				3.5	3.3	3.2	3.2		3.3													
2.1.5	Customer rating: Satisfaction with communications to passengers; scale of 1 (low) to 5 (high)				2.8	2.8	2.9	2.9		2.9													
2.1.6			86.4%	93.3%	93.6%	69.9%	96.6%	95.8%	97.4%	98.6%	100.0%	96.1%	100.0%	100.0%	98.3%	98.5%	97.7%	99.1%	97.2%	94.1%	76.1%		
2.1.6	Percentage of hazardous traffic sign reports addressed within 24 hours		99.0%	100.0%	99.5%	98.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
2.1.6			85.0%	82.4%	75.6%	60.0%	82.5%	91.2%	87.7%	87.4% 87.1%	97.7%	92.9% 76.9%	84.0%	78.9%	84.8% 90.6%	84.0%	98.6%	78.8% 89.6%	87.3%	89.0%	89.1% 85.4%	88.5%	~~~
2.1.6	Percentage of traffic and parking control requests addressed within 90 days		81.0% 97.0%	79.1% 96.9%	53.8% 96.8%	40.4% 96.8%	54.7% 97.5%	82.1% 97.9%	85.5% 99.0%	99.4%	100.0%	99.3%	98.0%	98.8%	97.7%	98.3%	98.5%	99.7%	97.5%	99.5%	99.6%	100.0%	~~~
	Percentage of traffic signal requests addressed within 2 hours Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business																						
2.1.7	days*		94.2%	93.5%	89.8%	89.5%	57.5%	74.3%	86.8%	87.0%	84.7%	87.8%	89.4%	60.8%	85.4%	91.2%	96.9%	97.0%	94.1%	93.4%	85.7%	45.8%	V \
2.1.8	Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high)*				2.7	2.7	2.9	3.0		3.0													
2.1.9	Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to				2.6	2.6	2.5	2.5		2.9													
	5 (high)																						
	ctive 2.2: Improve transit performance	1.8%	3.9%	4.0%	4.0%	4.8%	5.4%	5.9%	5.9%	5.7%	5 0%	6.8%	7.7%	5.8%	6.0%	5.6%	5.0%	5.6%	5.2%	5.4%	5.6%	5.9%	
	Percentage of transit trips with <2 min bunching on Rapid Network Percentage of transit trips with +5 min gaps on Rapid Network	8.8%	19.5%	17.8%	18.6%	17.2%	16.9%	18.1%	16.9%	17.5%	17.1%	16.9%	17.5%	19.2%	18.0%	17.0%	16.2%	15.0%	15.2%	15.9%	17.1%	18.6%	
2.2.2	Percentage of on-time performance for non-Rapid Network routes	85%	61.1%	59.9%	59.6%	57.4%	60.5%	59.5%	57.3%	59.4%	57.7%	57.1%	57.8%	56.7%	56.3%	56.5%	58.4%	58.5%	58.2%	57.2%	57.2%	55.5%	$\overline{\sim}$
2.2.4	Percentage of on-time departures from terminals*	85%	76.9%	73.7%	73.9%	72.2%	75.3%	75.0%	75.3%	75.3%	74.3%	73.4%	74.2%	73.5%	73.8%	74.7%	77.1%	77.4%	77.2%	76.3%	76.1%	75.1%	
2.2.6		85%	60.1%	59.0%	58.9%	57.0%	59.8%	57.3%	57.3%	57.2%	57.7%	57.1%	57.5%	56.7%	56.5%	56.9%	58.4%	58.5%	58.4%	57.2%	57.2%	54.6%	\sim
2.2.7	Percentage of bus trips over capacity during AM peak (8:00a-8:59a, inbound) at max load points		5.9%	7.4%	7.4%	4.7%	3.4%	2.1%	1.7%	2.0%	1.1%	1.5%	1.6%	1.6%	1.4%	1.4%	1.9%	1.9%	1.5%	2.0%	2.0%	2.2%	\\\\
2.2.7	Percentage of bus trips over capacity during PM peak (5:00p-5:59p, outbound) at max load points		7.1%	8.6%	8.3%	5.6%	4.1%	2.5%	2.3%	1.5%	1.4%	2.0%	3.7%	3.1%	1.5%	1.6%	2.2%	1.0%	2.4%	2.3%	2.2%	4.1%	M
Obje	ctive 2.2: Improve transit performance																						
	Mean distance between failure (Bus)		3,300	3,310	4,632	5,650	5,416	5,155	7,257	6,508	8,079	7,528	5,982	7,388	6,492	6,652	6,027	8,409	7,786	8,447	8,135		~~~
	Mean distance between failure (LRV)		3,137	3,571	3,164	4,517	5,547	5,218	5,202	5,497	5,008	5,591	3,895	5,246	5,911	5,464	5,256	4,479	5,520	5,272	6,289		~~~
2.2.8			2,055	2,179	2,045	1,797	1,971	2,865	2,504	2,543	2,952	2,610	2,577	2,382	2,346	2,346	1,807	2,745	2,525	3,384	2,700		~~~
2.2.8	Mean distance between failure (Cable)		2,936	3,835	4,734	5,200	4,412	00.10/	07 50/	00 80/	00.00/	00.00/	00.64/	02.50	00.000	00.00	00.40/	0.00.007	00000	07.00/	05 84/	00.00/	
2.2.9			96.8%	97.0%	96.2%	97.7%	99.0%	98.1% 507,333	97.5% 509.341	98.7% 497.800	99.0%	98.0%	98.6% 546.920	97.5% 536.920	98.9%	98.6% 487.910	98.1% 475.600	97.7% 518,830	97.9% 497.170	97.0%	95.7% 522.520	93.3%	
	Ridership (Bus, average weekday)*		490,598 141.000	495,341 145,700	504,205 155,800	510,844 157,841	519,462 171,598	507,333	509,341	497,800	486,780	516,200	546,920	536,920	494,230	487,910	4/5,600	518,830	497,170	519,670	522,520		~ ~~
	Ridership (LRV, average weekday)		141,000 23,450	23,210	155,800 22,521	20.988	171,598				 		 					-					
	Ridership (Historic, average weekday) Ridership (Cable, average weekday)		23,450	18,960	20,640	19,070	15,490				-		-					-					
	Ridership (Cable, average weekday) Ridership (faregate entries, average weekday)		71,172	74,054	74,137	75,967	70,307	70,236	66,953	69,093	65,350	64,482	67,464	65,804	63,357	62,109	65,562	68,056	67,336	68,920	66,769	65,171	\sim
	Percentage of days that elevators are in full operation		93.6%	96.3%	94.4%	93.3%	94.4%	97.0%	98.0%	92.5%	91.7%	97.0%	99.4%	98.9%	97.5%	100.0%	98.9%	98.5%	97.8%	98.9%	99.2%	98.6%	~~~
	Percentage of days that elevators are in full operation Percentage of days that escalators are in full operation		94.2%	88.1%	93.8%	91.9%	86.5%	91.4%	92.6%	88.5%	83.8%	94.1%	95.6%	94.2%	95.8%	98.3%	95.7%	93.6%	90.8%	85.6%	89.6%	94.2%	
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ID Metric	Target																					
		FY12 Avg	FY13 Avg	FY14 Avg	FY15 Avg	FY16 Avg	FY17 Avg	FY18 Avg	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	
Objective 2.3: Increase use of all non-private auto modes																						
2.3.1 Non-private auto mode share (all trips)	50%		50%	54%	52%	54%	57%															
2.3.2 Average daily bikeshare trips (Weekday)				885	1,089	1,023	984															
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*		40.5%	52.2%	66.2%	60.3%	64.7%	71.8%	87.1%		80.1%							89.9%			91.3%		
2.4.2 Off-peak share of SFMTA garage entries (before 7:00a/after 9:59a)		81.2%	81.3%	80.7%	80.9%	80.6%	80.7%	80.9%	80.2%	82.2%	79.8%	80.1%	79.6%	81.7%	85.3%	79.9%	80.1%	80.2%	79.4%	80.9%		~~
2.4.2 Hourly share of SFMTA garage entries (vs. monthly & early bird)*		85.2%	85.3%	84.4%	85.9%	84.7%	84.2%	83.6%	82.3%	82.2%	83.9%	81.8%	82.8%	84.8%	88.2%	82.6%	82.6%	83.0%	83.0%	84.2%		_
2.4.3 # of secure on-street bicycle parking spaces*					7,958	8,925																
2.4.3 # of secure off-street bicycle parking spaces (garage bicycle parking)*					1,329	1,429																
Goal 3: Improve the environment and quality of life in San Franci	sco																					
Objective 3.1: Reduce the Agency's and the transportation system's resource cons	umption, e	missions, wa	ste, and noise																			
3.1.1 SFMTA carbon footprint (metric tons CO2e)	17,434	49,811	46,272	45,244	43,499	24,146	3,483															
3.1.2 Percentage of SFMTA non-revenue fleet that is alternative fuel/zero emissions		24.1%	28.0%	28.1%	28.5%	42.2%	29.8%															
3.1.2 Percentage of SFMTA taxi fleet that is alternative fuel/zero emissions		94.0%	94.0%	98.0%	98.0%	94.6%	94.6%															
3.1.4 Number of electric vehicle charging stations		33	63	63	63	63	63															
3.1.6 Agency electricity consumption (kWh)*		9,862,454	9,790,994	9,944,080	9,783,200	9,957,470	9,928,945	9,739,100	10,028,603	9,936,073	10,133,623	9,498,167	9,870,792	9,715,727	9,743,530	9,795,661	9,018,609	9,939,720				~~~
3.1.6 Agency gas consumption (therms)*		33,934	32,049	23,057	19,265	21,108	24,260	25,519	25,793	14,501	11,615	10,956	7,065	14,467	30,040	45,786	54,393	40,846				
3.1.6 Agency water consumption (gallons)		1,444,139	1,476,801	1,903,909	1,735,422	1,503,979	1,431,516	1,523,913	1,597,392	1,237,329	1,375,218	1,341,976	1,171,439		1,216,688	1,940,466	1,392,176		1,319,573	1,694,977	1,841,440	~~~
3.1.7 Agency waste diversion rate		36.4%	37.9%	37.1%	34.5%	35.1%	33.3%	37.3%	39.7%	31.8%	36.7%	37.2%	44.9%	42.1%	36.2%	37.8%	37.3%	37.0%				<u> </u>
Objective 3.2: Increase the transportation system's positive impact to the econom	у																					
3.2.1 Muni average weekday boardings		675,208	683,211	703,160	708,733	726,303	714,910		707,590	702,280	725,070	753,320	735,730	698,400	666,400	663,610	723,750	706,460	728,520	733,730		~~~
Objective 3.3: Allocate capital resources effectively																						
3.3.1 Percentage of all capital projects delivered on-budget by phase					65.6%	81.3%	92.3%															
3.3.2 Percentage of all capital projects delivered on-time by phase*					59.2%	97.8%	84.3%															
Objective 3.4: Deliver services efficiently																						
3.4.1 Transit passengers per Hour									63.2	62.7	64.6	67.1	65.5	62.2	59.9	60	64.4	62.8	64.8			~~~
3.4.2 Average annual transit cost per revenue hour*	\$203	\$224.73	\$224.54	\$224.73	\$242.35	\$240.89	\$236.83	\$220.39														
3.4.3 Cost per unlinked trip*		\$3.14	\$3.22	\$4.00	\$3.29	\$3.48	\$3.49	\$3.54														
3.4.5 Farebox recovery ratio		32.0%	32.0%	33.7%	30.4%	29.5%	26.2%	24.5%														
3.4.6 Average daily Transit Operator shortfall		37	35	43	25	10	17	12	17	13	27											
3.4.7 Number of individuals entering Transit Operator training per month		205	158	147	594	295	249	157	29		29		14		30	42		42		42		
Objective 3.5: Reduce capital and operating structural deficits																						
3.5.1 Structural capital budget deficit (SOGR)						\$229M (As of Q4)	\$278M (As of Q4)															
Goal 4: Create a workplace that delivers outstanding service																						
Objective 4.1: Improve internal communications																						
4.1.1 Employee rating: I have the Information and tools I need to do my job; scale of 1 (high) to 5 (low)	4.0		3.5	3.5	3.5	3.4	3.5															
4.1.1 Employee rating: I have access to information about Agency accomplishments, current events, issues and challenges; scale of 1 (high) to 5 (low)*	3.9		3.4	3.5	3.6		3.7															
4.1.1 Employee rating: I feel as though the Agency communicates current events, issues, challenges and accomplishments clearly; scale of 1 (high) to 5 (low)*	3.9					3.2	3.1															
4.1.2 Percentage of employees that complete the survey			32.9%	29.6%	27.2%	29.7%	31.5%															
4.1.3 Employee rating: I have a clear understanding of my division's goals/objectives and how they			3.5	3.5	3.6	3.5	3.5															
contribute to Agency success.																						
4.1.4 Employee rating: I have received feedback on my work in the last 30 days.			3.2	3.1	3.1	3.0	3.0		ļ													
4.1.5 Employee rating: I have noticed that communication between leadership and employees has improved.			2.9	3.0	3.0	2.9	2.9															
4.1.6 Employee rating: Discussions with my supervisor about my performance are worthwhile.			3.4	3.5	3.5	3.3	3.4															



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Obje	ctive 4.2: Create a collaborative and innovative work environment																						
4.2.1	Employee rating: Overall employee satisfaction; scale of 1 (low) to 5 (high)	3.9		3.4	3.4	3.4	3.3	3.4														ı	
4.2.2	Employee rating: My concerns, questions, and suggestions are welcomed and acted upon quickly and appropriately.			3.0	3.0	3.0	2.9	2.9															
4.2.3	Employee rating: I find ways to resolve conflicts by working collaboratively with others.			3.9	4.0	4.0	3.9	3.9															
4.2.4	Employee rating: I am encouraged to use innovative approaches to achieve goals.			3.4	3.4	3.3	3.2	3.3															
4.2.5	Employee rating: Employees in my work unit share job knowledge to solve problems efficiently/effectively			3.7	3.8	3.8	3.8	3.7															
4.2.6	Employee rating: I feel comfortable sharing my thoughts and opinions, even if they're different than others'.			3.6	3.7	3.6	3.4	3.3															
4.2.7	Employee rating: My work gives me a feeling of personal accomplishment.			3.7	3.8	3.7	3.7	3.6															
Obje	ctive 4.3: Improve employee accountability																						
4.3.1	Percentage of employees with performance plans prepared by start of fiscal year	100%		20.3%	62.5%	31.3%	59.1%	43.8%														ı	
4.3.1	Percentage of employees with annual appraisals based on their performance plans	100%		18.8%	62.5%	54.2%	58.9%	58.7%															
4.3.2	Percentage of strategic plan metrics reported			73.0%	92.3%	93.6%	96.1%	96.1%															
4.3.3	Unscheduled absence rate by employee group (Transit operators)		12.2%	8.6%	9.4%	7.7%	8.6%	8.1%	9.1%	7.9%	8.0%	8.0%	7.9%	9.4%	8.1%	8.4%	9.0%	9.2%	8.3%	9.8%	10.4%	11.9%	_~~
4.3.4	Employee rating: My manager holds me accountable to achieve my written objectives.			3.6	3.6	3.6	3.5	3.5															
4.3.5	Employee commendations to 311		127	112	104	104	152	181	110	158	131	138	126	108	102	83	94	101	97	97	125	119	~
Obje	ctive 4.4: Improve relationships and partnerships with our stakeholders																						
4.4.1	Stakeholder rating: satisfaction with SFMTA management of transportation in San Francisco; scale of 1 (low) to 5 (high)					2.9																	

Notes

1.1.2 / 1.3.5 / 2.1.1 / 2.1.2 / 2.1.3 / 2.1.4 / 2.1.5 / 2.1.8 / 2.1.9 Results are based on a non-probability sample from opt-in SFMTA online panel surveys and have been weighted to reflect the geographic distribution of the San Francisco population.

- 1.1.3 Beginning with FY2015, includes all taxi, TNC, and black car service-related incidents reported to SFPD. Reporting for prior months includes "defrauding taxi driver", "operating taxi without a permit", and "overcharging taxi fare" incidents only.
- 1.1.4 / 1.3.4 / 4.3.5 Due to a previous calculation error that resulted in the over-reporting of 311 cases, some monthly values between May 2012 and Dec 2014 were re-calculated and revised in this document.
 - 1.2.2 Includes assaults and threats on operators.
 - 1.3.1 Results for October 2015, December 2015 and February 2016 have been updated slightly from previously reported figures to reflect some minor categorical revisions to reported collisions.
 - 1.3.2 Injury collisions reported in the calendar year.
 - 1.3.3 Previously reported figures for falls per 100,000 miles have been updated to account for an adjustment in reported number of falls.
 - 2.1.7 Due to a calculation error, the reported figures for FY2017 were revised.
- 2.2.1 <1 min for headway of 5 min or less. September 2017 and October 2017 records cannot be reported pending data quality issues.
- 2.2.1/2.2.2/2.2.4/2.2.6 Effective 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.
 - January and February 2017 on-time performance, gaps or bunching cannot be reported due to a network issue that limited NextBus predictions and prevented systemwide on-time performance data from being collected.
 - 2.2.1/2.2.2/2.2.6 Previously reported bunching and gap, and on-time performance results have been revised to correct for a prior data processing error.
 - 2.2.5 / 2.2.10 Running time performance measure has not been developed.
 - 2.2.7 Due to a previous calculation error, monthly FY14 and June FY16 results were incorrectly reported in previous Metrics reports and have been corrected in this document.
 - 2.2.8 Reported figures for Oct 2017 to May 2018 subject to data quality issues. FY 16 and FY 17 Rubber Tire MDBF figures were updated to correct for a prior reporting error. April 2015 and May 2015 Mean Distance Between Failure (MDBF) Cable Car figures have been updated to account for an adjustment in reported m
 - 2.2.9 September 2016 figures have been revised to account for a prior reporting error.
 - 2.2.11 Reported figures for average weekday bus ridership have been modified to correct for a prior reporting error.
 - 2.2.12 / 2.2.13 Reported figures for Elevator / Escalator do not include the following days: 1/3/2016, 1/7/2016, 1/8/2016, 2/8/2016, 2/11/2016, 2/15/2016, 2/15/2016, 2/15/2016, 2/15/2016, 3/17/2016, 5/8/2016, and 5/9/2016. Historical figures have been adjusted as per revised data.
 - 2.4.1 Increase in percent of metered hours with no rate change indicates achievement of price point and parking availability goals. Note: sensor based rate adjustments were limited to SFpark pilot blocks with 50% or more parking sensor coverage through February 2014.

 Sensor Independent Rate Adjustments (SIRA) based on meter payment data started in June 2014 and include all SFpark pilot area blocks including those that fell below the 50% parking sensor threshold. These blocks have not approached their price point yet,
 - sensor independent rate adjustments (shary dased on meter payment data startes in Julie 2014 and include all sparts pilot area docks including those that reli below the 50% parking sensor threshold. Inese docks nave not approached their pilot pilot which lowers the baseline for this metric. Moving forward, June 2014 will be considered the new baseline for SIRA.
 - 2.4.2 Shift in utilization from peak to off-peak indicates successful mitigation of congestion on city streets.
 - 2.4.2 / 2.4.3 Shift in utilization to hourly from early bird and monthly indicates garages are used more for short trips that benefit nearby businesses and less for commute trips by auto.
 - 2.4.3 Running total of SFMTA-installed facilities.
 - 3.1.3 Upon the adopted use of renewable diesel for the Muni fleet in January 2016, the SFMTA no longer reports metric 3.1.3 (Percentage biodiesel to diesel used by SFMTA).
 - 3.1.6 Resource consumption data for facilities leased by the SFMTA is not reflected in the current reporting.
 - 3.2.1 Reported figures for average weekday boardings have been modified to correct for a prior reporting error.
 - 3.3.1 / 3.3.2 Figures reflect estimate at completion-weighted % of projects on or under budget (including contingency) for all projects delivered by the SFMTA's Capital Projects & Construction division. Reported results currently exclude projects in the Sustainable Streets
 - Division portfolio. No data for reporting project delivery budget performance is available for July 2016. Data forthcoming after measure methodology is revised.
 - ${\bf 3.4.1\ \ Historical\ figures\ have\ been\ slightly\ revised\ to\ account\ for\ a\ prior\ reporting\ error.}$
 - 3.4.2 / 3.4.3 Figures are adjusted for inflation to reflect FY17 dollars. FY17 reporting is based on preliminary, pre-audited figures.
 - 3.4.6 Reporting of this metric has been discontinued as of September 2017.
 - 3.4.7 FY Total rather than FY Average.
 - $3.5.1 \ \ Revised \ structural \ deficit \ figures \ will \ be \ reported \ in \ November \ 2016.$
 - 4.1.1 Employee rating of "I have access to information about Agency accomplishments, current events, issues and challenges" has been reworded to "I feel as though the Agency communicates current events, issues, challenges and accomplishments clearly" in the 2016 employee satisfaction survey.