STRATEGIC PLAN METRICS REPORT | May 2017



ID Metric	Target	FY12 Avg	FY13 Avg	FY14 Avg	FY15 Avg	FY16 Avg	FY17 Avg	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	
Goal 1: Create a safer transportation experience for everyone	2																				
Objective 1.1: Improve security for transportation system users																					
1.1.1 SFPD-reported Muni-related crimes/100,000 miles	5.3	3.8	7.6	9.4	8.2	6.4	4.5	5.2	5.1	4.9	4.9	5.5	4.5	4.4	4.1	4.6	4.0	3.8	5.0		$\sim \sim$
1.1.2 Customer rating: Security of transit riding experience (while on a Muni vehicle); scale of 1				3.2	3.3	3.4	3.5		3.4			3.3			3.5			3.5			
(low) to 5 (high) Customer rating: Security of transit riding experience (while waiting at a Muni stop or									3.2			3.1			3.2			3.2			
1.1.2 station); scale of 1 (low) to 5 (high)*				3.1	3.2	3.2	3.2														-
1.1.4 Security complaints to 311 (Muni)		41.6	36	29	37	29	37	36	23	35	21	44	48	38	33	33	32	26	24	37	~~~~
Objective 1.2: Improve workplace safety and security 1.2.1 Workplace injuries/200,000 hours	11.3	16.2	13.8	12.0	11.0	12.8	13.0	13.8	11.0	11.4	12.4	12.0	11.7	11.7	10.0	10.4	9.0	11.1	12.9		~
1.2.2 Security incidents involving SFMTA personnel (Muni only) [*]	11.5	11.3	13.8	12.0	8	13	11	13.0	9	11.4	12.4	12.0	9	16	13	6	4	12	16		$\sim\sim\sim$
1.2.3 Lost work days due to injury			16,445 (CY13)	15,221 (CY14)	13,625 (CY15)	15,992 (CY16)							-								~
1.2.4 Employee rating: I feel safe and secure in my work environment; scale of 1 (low) to 5 (high)			3.2	3.3	3.2	3.3															
Objective 1.3: Improve the safety of the transportation system			-																		
1.3.1 Muni collisions/100,000 miles	3.5	5.0	5.2	5.9	6.4	6.6	6.9	7.0	6.6	7.6	6.2	7.1	7.4	6.2	6.8	6.3	6.5	7.4	7.9	6.8	~~~
1.3.2 Collisions involving motorists, pedestrians, and bicyclists		3,235 (CY12)	3,049 (CY13)	2,995 (CY14)	3,046 (CY15)																
1.3.2 Collisions involving taxis		342 (CY11)																			-
1.3.3 Muni falls on board/100,000 miles*		4.7	3.9	4.3	4.2	4.3	3.9	5.3	4.0	3.5	3.8	3.7	3.6	2.9	3.7	4.5	4.4	3.9	3.4	4.4	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
1.3.4 "Unsafe operation" Muni complaints to 311° 1.3.5 Customer rating: Safety of transit riding experience; scale of 1 (low) to 5 (high)°		179.1	157	174	179 3.7	183 3.8	176 3.9	178	188 3.8	174	155	201 3.9	194	175	158 3.9	183	157	160 3.9	110	165	
Goal 2: Make transit, walking, bicycling, taxi, ridesharing & ca	archaring	the profes	rrod moone		5.7	3.8	3.9		5.0			5.5			5.5			3.5			
Objective 2.1: Improve customer service and communications	ai si ai ii g	g the prefer		ortiaver																	
Customer rating: Overall customer satisfaction with transit convices: scale of 1 (low) to 5																					
2.1.1 (high)	3.4			3.0	3.1	3.2	3.2		3.2			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		3.0			3.0			3.1			3.2			
Customer rating: Overall customer satisfaction with bicycle network; scale of 1 (low) to 5				2.8	2.9	2.9	3.0		3.1			2.9			3.0			3.0			
(high) 2.1.4 Customer rating: Overall customer satisfaction with pedestrian environment; scale of 1				3.5	3.3	3.2	3.2		3.3			3.1			3.3			3.1			
(low) to 5 (high) Customer rating: Satisfaction with communications to passengers; scale of 1 (low) to 5				2.8	2.8	2.9	2.9	2.9				2.9		3.0			2.9				
2.1.6 Percentage of color curb requests addressed within 30 days		86.4%	93.3%					95.9%		97.1%	97.6%	93.9%	95.2%	96.5%		98.6%	90.6%	98.8%	94.8%		$\sim \sim$
2.1.6 Percentage of color curb requests addressed within 30 days		86.4% 99.0%	93.3% 100.0%	93.6%	69.9% 98.0%	96.6%	96.0%	95.9% 100.0%	97.2%	97.1% 100.0%	97.6% 100.0%	93.9% 100.0%	95.2% 100.0%	96.5% 100.0%	98.6% 100.0%	98.6% 100.0%	90.6%	98.8% 100.0%	94.8% 100.0%	100.0%	$\sim \sim$
		86.4% 99.0% 85.0%	100.0% 82.4%	93.6% 99.5% 75.6%	69.9% 98.0% 60.0%	96.6% 98.4% 82.5%	96.0% 100.0% 91.6%		97.2% 92.9% 93.4%			100.0% 94.6%			98.6% 100.0% 83.9%		90.6% 95.0%	100.0% 95.7%		100.0% 89.6%	~~^^ V
2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of hazardous traffic sign reports addressed within 24 hours 2.1.6 Percentage of parking meter malfunctions addressed within 48 hours 2.1.6 Percentage of traffic and parking control requests addressed within 90 days 2.1.6 Percentage of traffic and parking control requests addressed within 90 days		99.0% 85.0% 81.0%	100.0% 82.4% 79.1%	93.6% 99.5% 75.6% 53.8%	69.9% 98.0% 60.0% 40.4%	96.6% 98.4% 82.5% 54.7%	96.0% 100.0% 91.6% 80.1%	100.0% 91.4%	97.2% 92.9% 93.4% 63.5%	100.0% 96.2%	100.0% 94.6%	100.0% 94.6% 75.3%	100.0% 94.6%	100.0% 92.6%	98.6% 100.0% 83.9% 84.0%	100.0% 87.4%	95.0%	100.0% 95.7% 82.2%	100.0% 91.9%	89.6%	
2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of hazardous traffic sign reports addressed within 24 hours 2.1.6 Percentage of parking meter malfunctions addressed within 48 hours 2.1.6 Percentage of traffic and parking control requests addressed within 90 days 2.1.6 Percentage of traffic signal requests addressed within 2 hours		99.0% 85.0%	100.0% 82.4%	93.6% 99.5% 75.6%	69.9% 98.0% 60.0%	96.6% 98.4% 82.5%	96.0% 100.0% 91.6%	100.0%	97.2% 92.9% 93.4%	100.0%	100.0%	100.0% 94.6%	100.0%	100.0%	98.6% 100.0% 83.9%	100.0%		100.0% 95.7%	100.0%		
2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of hazardous traffic sign reports addressed within 24 hours 2.1.6 Percentage of parking meter malfunctions addressed within 48 hours 2.1.6 Percentage of traffic and parking control requests addressed within 90 days 2.1.6 Percentage of traffic and parking control requests addressed within 90 days		99.0% 85.0% 81.0%	100.0% 82.4% 79.1%	93.6% 99.5% 75.6% 53.8%	69.9% 98.0% 60.0% 40.4%	96.6% 98.4% 82.5% 54.7%	96.0% 100.0% 91.6% 80.1%	100.0% 91.4%	97.2% 92.9% 93.4% 63.5%	100.0% 96.2%	100.0% 94.6%	100.0% 94.6% 75.3%	100.0% 94.6%	100.0% 92.6%	98.6% 100.0% 83.9% 84.0%	100.0% 87.4%	95.0%	100.0% 95.7% 82.2%	100.0% 91.9%	89.6%	
2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of hazardous traffic sign reports addressed within 24 hours 2.1.6 Percentage of parking meter mailfunctions addressed within 48 hours 2.1.6 Percentage of parking meter mailfunctions addressed within 48 hours 2.1.6 Percentage of parking meter mailfunctions addressed within 90 days 2.1.6 Percentage of traffic signal requests addressed within 20 hours 2.1.7 Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days ⁶ 2.1.8 Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) ⁶		99.0% 85.0% 81.0% 97.0%	100.0% 82.4% 79.1% 96.9%	93.6% 99.5% 75.6% 53.8% 96.8%	69.9% 98.0% 60.0% 40.4% 96.8%	96.6% 98.4% 82.5% 54.7% 97.5%	96.0% 100.0% 91.6% 80.1% 97.8%	100.0% 91.4% 97.5%	97.2% 92.9% 93.4% 63.5% 99.3%	100.0% 96.2% 97.9%	100.0% 94.6% 98.5%	100.0% 94.6% 75.3% 100.0%	100.0% 94.6% 97.1%	100.0% 92.6% 96.7%	98.6% 100.0% 83.9% 84.0% 99.1%	100.0% 87.4% 96.0%	95.0% 95.1%	100.0% 95.7% 82.2% 99.4%	100.0% 91.9% 98.8%	89.6%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of parking meter malinuctions addressed within 24 hours 2.1.6 Percentage of parking meter malinuctions addressed within 48 hours 2.1.6 Percentage of tariffic and parking control requests addressed within 90 days 2.1.6 Percentage of tariffic and parking control requests addressed within 90 days 2.1.6 Percentage of tariffic signal requests addressed within 2 hours 2.1.7 Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days 2.1.8 Customer rating cleanliness of Muni vehicles, scale of 1 (low) to 5 (high)* 2.1.9 Customer rating cleanliness of Muni vehiclits (stations, elevators, sccale of 1		99.0% 85.0% 81.0% 97.0%	100.0% 82.4% 79.1% 96.9%	93.6% 99.5% 75.6% 53.8% 96.8% 89.8%	69.9% 98.0% 60.0% 40.4% 96.8% 89.5%	96.6% 98.4% 82.5% 54.7% 97.5% 57.5%	96.0% 100.0% 91.6% 80.1% 97.8% 74.7%	100.0% 91.4% 97.5%	97.2% 92.9% 93.4% 63.5% 99.3% 42.5%	100.0% 96.2% 97.9%	100.0% 94.6% 98.5%	100.0% 94.6% 75.3% 100.0% 49.2%	100.0% 94.6% 97.1%	100.0% 92.6% 96.7%	98.6% 100.0% 83.9% 84.0% 99.1% 68.9%	100.0% 87.4% 96.0%	95.0% 95.1%	100.0% 95.7% 82.2% 99.4% 99.1%	100.0% 91.9% 98.8%	89.6%	
2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of parking meter malfunctions addressed within 24 hours 2.1.6 Percentage of parking meter malfunctions addressed within 48 hours 2.1.6 Percentage of traffic and parking control requests addressed within 90 days 2.1.6 Percentage of traffic and parking control requests addressed within 90 days 2.1.6 Percentage of traffic and parking control requests addressed within 20 days 2.1.7 Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days 2.1.8 Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) ¹ 2.1.9 Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) ¹		99.0% 85.0% 81.0% 97.0%	100.0% 82.4% 79.1% 96.9%	93.6% 99.5% 75.6% 53.8% 96.8% 89.8% 2.7	69.9% 98.0% 60.0% 40.4% 96.8% 89.5% 2.7	96.6% 98.4% 82.5% 54.7% 97.5% 57.5% 2.9	96.0% 100.0% 91.6% 80.1% 97.8% 74.7% 3.0	100.0% 91.4% 97.5%	97.2% 92.9% 93.4% 63.5% 99.3% 42.5% 2.9	100.0% 96.2% 97.9%	100.0% 94.6% 98.5%	100.0% 94.6% 75.3% 100.0% 49.2% 3.0	100.0% 94.6% 97.1%	100.0% 92.6% 96.7%	98.6% 100.0% 83.9% 84.0% 99.1% 68.9% 3.0	100.0% 87.4% 96.0%	95.0% 95.1%	100.0% 95.7% 82.2% 99.4% 99.1% 3.0	100.0% 91.9% 98.8%	89.6%	
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2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of parking meter malinuctions addressed within 24 hours 2.1.6 Percentage of parking meter malinuctions addressed within 48 hours 2.1.6 Percentage of parking meter malinuctions addressed within 90 days 2.1.6 Percentage of traffic signal requests addressed within 20 hours 2.1.6 Percentage of actionable 311 Muni operator conduct complaints addressed within 90 days 2.1.7 Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days 2.1.8 Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) 2.1.9 Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) 0.1.9 Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) 2.1.9 Percentage of transit trips with - 2 min bunching on Rapid Network 2.2.1 Percentage of transit trips with - 3 min gaps on Rapid Network 2.2.1 Percentage of normality enrom Rapid Network routes'	8.8% 85%	99.0% 85.0% 81.0% 97.0% 94.2% 	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 17.8% 59.9%	93.6% 99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 18.6% 59.6%	69.9% 98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 17.2% 57.4%	96.6% 98.4% 82.5% 54.7% 97.5% 2.9 2.5 2.5 5.4% 16.9% 60.5%	96.0% 100.0% 91.6% 80.1% 97.8% 74.7% 3.0 2.5 6.2% 18.2% 59.5%	100.0% 91.4% 97.5% 62.2% 5.5% 17.3% 60.8%	97.2% 92.9% 93.4% 63.5% 99.3% 42.5% 2.9 2.5 5.8% 17.2% 60.5%	100.0% 96.2% 97.9% 49.3%	100.0% 94.6% 98.5% 55.0% 5.2% 17.2% 60.2%	100.0% 94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 59.7%	100.0% 94.6% 97.1% 61.4% 6.0% 18.5% 59.2%	100.0% 92.6% 96.7% 75.1% 5.6% 18.6% 59.1%	98.6% 100.0% 83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 59.7%	100.0% 87.4% 96.0% 70.4% 6.0% 18.9% 58.5%	95.0% 95.1%	100.0% 95.7% 82.2% 99.4% 99.1% 3.0 2.5	100.0% 91.9% 98.8% 95.5% 7.0% 18.8% 59.6%	89.6% 98.8% 7.7%	
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2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of hazardous traffic sign reports addressed within 24 hours 2.1.6 Percentage of parking meter mailunctions addressed within 48 hours 2.1.6 Percentage of parking meter mailunctions addressed within 48 hours 2.1.6 Percentage of traffic sign lenguests addressed within 20 days 2.1.6 Percentage of traffic sign lenguests addressed within 20 days 2.1.7 Percentage of traffic sign lenguests addressed within 20 days 2.1.8 Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) 2.1.8 Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Objective 2.2: Improve transit performance Percentage of numing with a 2 min bunching on Rapid Network 2.2.1 Percentage of numing with a 2 min bunching Network Percentage of active devident trips delivered 2.2.3 Percentage of on-time performance for non-Rapid Network Percentage of active devident trips delivered 2.2.4 Percentage of active devident trips delivered Percentage of active devident trips delivered 2.2.4 Percentage of active devident trips delivered Percentage of active devident trips delivered	8.8% 85% 98.5% 85%	99.0% 85.0% 81.0% 97.0% 94.2% 3.9% 19.5% 61.1% 96.8% 76.9%	100.0% 82.4% 96.9% 93.5% 4.0% 17.8% 59.9% 97.1% 73.7%	93.6% 99.5% 75.6% 96.8% 89.8% 2.7 2.6 4.0% 18.6% 59.6% 96.3% 73.9%	69.9% 98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 17.2% 57.4% 97.7% 72.2%	96.6% 98.4% 82.5% 54.7% 97.5% 57.5% 2.9 2.5 5.4% 16.9% 60.5% 98.9% 75.3%	96.0% 100.0% 91.6% 80.1% 97.8% 74.7% 3.0 2.5 6.2% 18.2% 59.5% 98.8% 75.0%	100.0% 91.4% 97.5% 62.2% 5.5% 17.3% 60.8% 98.7% 76.6%	97.2% 92.9% 93.4% 63.5% 99.3% 42.5% 2.9 2.5 5.8% 17.2% 60.5% 98.4% 76.7%	100.0% 96.2% 97.9% 49.3% 5.6% 16.8% 60.1% 97.7% 76.5%	100.0% 94.6% 98.5% 55.0% 5.2% 17.2% 60.2% 98.6% 76.7%	100.0% 94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 59.7% 98.6% 75.5%	100.0% 94.6% 97.1% 61.4% 6.0% 18.5% 59.2% 98.9% 74.7%	100.0% 92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8% 74.4%	98.6% 100.0% 83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 59.7%	100.0% 87.4% 96.0% 70.4% 6.0% 18.9% 58.5% 98.4% 73.6%	95.0% 95.1%	100.0% 95.7% 82.2% 99.4% 99.1% 3.0 2.5	100.0% 91.9% 98.8% 95.5% 7.0% 18.8% 59.6% 99.4% 74.6%	89.6% 98.8% 7.7% 17.4% 59.9% 75.1%	
2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of hazardous traffic sign reports addressed within 48 hours 2.1.6 Percentage of parking meter mailunctions addressed within 48 hours 2.1.6 Percentage of parking meter mailunctions addressed within 48 hours 2.1.6 Percentage of traffic sign requests addressed within 20 days 2.1.7 business days 2.1.8 Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) 2.1.9 Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) 2.1.9 Customer rating: cleanlines of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) 2.1.9 Percentage of transit trips with 2 min gaps on Rapid Network 2.1.1 Percentage of transit trips with 4 min gaps on Rapid Network 2.1.2 Percentage of transit trips with 4 min gaps on Rapid Network 2.2.3 Percentage of schedule trips delivered 2.3.4 Percentage of schedule trips delivered 2.4 Percentage of on-time performance' 2.5 Percentage of on-time performance' 2.6 Percentage of on-time performance' 2.7 Percentage of on-time performance'	8.8% 85% 98.5%	99.0% 85.0% 81.0% 97.0% 94.2% 	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 17.8% 59.9% 97.1%	93.6% 99.5% 75.6% 53.8% 96.8% 96.8% 2.7 2.6 4.0% 4.0% 18.6% 59.6% 96.3%	69.9% 98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 	96.6% 98.4% 82.5% 54.7% 97.5% 2.9 2.5 5.4% 16.9% 60.5% 98.9%	96.0% 100.0% 91.6% 80.1% 97.8% 74.7% 3.0 2.5 6.2% 18.2% 59.5% 98.8%	100.0% 91.4% 97.5% 62.2% 5.5% 17.3% 60.8% 98.7%	97.2% 92.9% 93.4% 63.5% 99.3% 42.5% 2.9 2.5 5.8% 17.2% 60.5% 98.4%	100.0% 96.2% 97.9% 49.3% 5.6% 16.8% 60.1% 97.7%	100.0% 94.6% 98.5% 55.0% 5.2% 17.2% 60.2% 98.6%	100.0% 94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 59.7% 98.6%	100.0% 94.6% 97.1% 61.4% 6.0% 18.5% 59.2% 98.9%	100.0% 92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8%	98.6% 100.0% 83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 59.7% 99.2%	100.0% 87.4% 96.0% 70.4% 6.0% 18.9% 58.5% 98.4%	95.0% 95.1%	100.0% 95.7% 82.2% 99.4% 99.1% 3.0 2.5	100.0% 91.9% 98.8% 95.5% 7.0% 18.8% 59.6% 99.4%	89.6% 98.8% 7.7% 17.4% 59.9%	
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2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of parking meter malinctions addressed within 48 hours 2.1.6 Percentage of parking meter malinctions addressed within 48 hours 2.1.6 Percentage of parking meter malinctions addressed within 90 days 2.1.6 Percentage of traffic signal requests addressed within 20 hours 2.1.6 Percentage of traffic signal requests addressed within 90 days 2.1.7 Percentage of atranshit signal requests addressed within 20 hours 2.1.8 Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) ¹ 2.1.9 Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) ¹ 2.1.9 Fercentage of transhit trips with + 2 min gaps on Rapid Network 2.2.1 Percentage of non: me performance for on-Rapid Network 2.2.2 Percentage of non: me performance for on-Rapid Network 2.2.4 Percentage of no: me performance for on-Rapid Network notes' 2.2.6 Percentage of no: me performance 2.2.7 points' 2.7.7 Percentage of no: me performance 2.7.7 percentage of sub trips over capacity during PM peak (5:00p-5:59p, outbound) at max load points' 2.7.7 points' 2.8<	8.8% 85% 98.5% 85%	99.0% 85.0% 81.0% 97.0% 94.2%	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 17.8% 59.0% 73.7% 59.0% 7.4% 8.6% 3.310 3.571 2,179	93.6% 99.5% 75.6% 53.8% 95.8% 99.8% 2.7 2.6 4.0% 4.0% 99.8% 96.3% 73.9% 55.6% 96.3% 73.9% 58.9% 7.4% 8.3% 4.632 3.164 2.045	69.9% 69.0% 60.0% 40.4% 95.8% 89.5% 2.7 2.6 4.8% 17.2% 4.8% 97.7% 72.2% 97.7% 5.6% 5.6% 5.659 5.659	96.6% 98.4% 82.5% 54.7% 97.5% 2.9 2.5 5.4% 60.5% 98.9% 75.3% 59.8% 3.4% 4.1% 5.416 5.547 1.971	96.0% 100.0% 91.6% 80.1% 97.8% 74.7% 3.0 2.5 6.2% 18.2% 18.2% 98.8% 75.0% 57.3% 2.3% 2.3% 2.9%	100.0% 91.4% 97.5% 62.2% 5.5% 17.3% 60.8% 98.7% 76.6% 59.9% 3.8% 3.5%	97.2% 92.9% 93.4% 63.5% 99.3% 42.5% 2.9 2.5 5.8% 60.5% 98.4% 76.7% 59.2% 3.0% 3.4%	100.0% 96.2% 97.9% 49.3% 16.8% 60.1% 97.7% 76.5% 59.1% 2.7% 3.6%	100.0% 94.6% 98.5% 55.0% 76.7% 98.6% 60.2% 98.6% 59.2% 59.2% 3.3%	100.0% 94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 59.7% 98.6% 55.7% 1.8% 3.7% 6,148	100.0% 94.6% 97.1% 61.4% 61.4% 98.9% 74.7% 56.7% 2.4% 2.9% 5,681	100.0% 92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8% 74.4% 57.0% 2.1% 2.3%	98.6% 100.0% 83.9% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 55.8% 17.9% 59.2% 75.0% 57.4% 2.3% 3.4%	100.0% 87.4% 96.0% 70.4% 18.9% 58.5% 98.4% 73.6% 56.2% 1.6% 2.4% 4,705	95.0% 95.1% 94.9% 98.9% 3.7% 3.0%	100.0% 95.7% 82.2% 99.4% 99.1% 3.0 2.5 99.2% 3.3% 2.8% 4,386	100.0% 91.9% 98.8% 95.5% 7.0% 18.8% 59.6% 99.4% 74.6% 56.8% 1.6% 1.9%	89.6% 98.8% 7.7% 17.4% 59.9% 75.1% 57.4% 2.5%	
2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of parking meter malfunctions addressed within 48 hours 2.1.6 Percentage of parking meter malfunctions addressed within 48 hours 2.1.6 Percentage of traffic and parking control requests addressed within 48 hours 2.1.6 Percentage of traffic and parking control requests addressed within 48 hours 2.1.6 Percentage of traffic and parking control requests addressed within 20 days 2.1.7 Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days 2.1.8 Customer rating: cleanliness of Muni vehicles, scale of 1 (low) to 5 (high) 2.1.1 Customer rating: cleanlines of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) 2.1.1 Customer rating: cleanlines of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) 2.1.8 Customer rating: cleanlines of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) 2.1.9 Percentage of non-time performance 2.2.1 Percentage of non-time performance for non-Rapid Network 2.2.2 Percentage of non-time performance 2.2.4 Percentage of non-time performance 2.2.7 Percentage of tarinsi tipis oliver capacity during PM peak (8:00a-8:59a, inboun	8.8% 85% 98.5% 85%	99.0% 85.0% 81.0% 97.0% 94.2% 	100.0% 82.4% 79.1% 96.9% 93.5% 93.5% 4.0% 17.8% 99.1% 77.8% 97.1% 73.7% 59.0% 7.4% 8.6% 3.310 3.3571 2.179	93.6% 99.5% 95.6% 53.8% 96.8% 96.8% 98.8% 2.6 2.6 4.0% 18.6% 59.6% 96.3% 7.3% 7.4% 8.3% 4.632 3.164 2.0454 3.164	69.9% 98.0% 60.0% 40.4% 95.8% 89.5% 2.7 2.6 7.2% 57.4% 97.7% 72.2% 57.4% 97.7% 72.2% 57.6% 4.7% 5.6% 5.650 4.517 1,797 5.500	96.6% 98.4% 82.5% 54.7% 97.5% 2.9 2.5 5.4% 60.5% 60.5% 98.9% 98.9% 9.8.9% 3.4% 4.1% 5.59.8% 3.4% 4.1%	96.0% 100.0% 91.6% 80.1% 97.8% 74.7% 3.0 2.5 6.2% 18.2% 59.5% 98.8% 98.8% 98.8% 75.0% 57.3% 2.3% 2.3% 2.9%	100.0% 91.4% 97.5% 62.2% 5.5% 17.3% 60.8% 98.7% 76.6% 59.9% 3.8% 3.5% 4.988 5,184 2,090	97.2% 92.9% 93.4% 63.5% 99.3% 42.5% 2.9 2.5 5.8% 17.2% 60.5% 98.4% 98.4% 76.7% 59.2% 3.0% 3.4% 5420 6,661 2,478	100.0% 96.2% 97.9% 49.3% 5.6% 16.8% 60.1% 97.7% 76.5% 59.1% 2.7% 3.6% 5.942 5.143 2,450	100.0% 94.6% 98.5% 55.0% 55.0% 55.2% 17.2% 60.2% 98.6% 76.7% 59.2% 2.2% 3.3% 5,491 4,755 2,049	100.0% 94.6% 75.3% 100.0% 49.2% 3.0 2.5 5.0% 18.9% 98.6% 75.5% 57.7% 1.8% 3.7% 6.148 5,474 2,050	100.0% 94.6% 97.1% 61.4% 61.4% 61.4% 98.9% 98.9% 74.7% 56.7% 2.4% 2.9% 5,681 5,084 2,362	100.0% 92.6% 96.7% 75.1% 5.6% 18.6% 98.8% 74.4% 57.0% 2.1% 2.3% 4,440 5,320 2,809	98.6% 100.0% 83.9% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 55.8% 17.9% 59.2% 99.2% 99.2% 93.3% 3.4% 4.579 5.629 3.131	100.0% 87.4% 96.0% 70.4% 6.0% 18.9% 58.5% 98.4% 73.6% 56.2% 1.6% 2.4% 4,705 5,056 2,868	95.0% 95.1% 94.9% 94.9% 98.9% 3.7% 3.0% 4,213 4,559 3,207	100.0% 95.7% 82.2% 99.4% 99.1% 3.0 2.5 99.2% 99.2% 3.3% 2.8% 4,386 5.216 3,128	100.0% 91.9% 98.8% 95.5% 7.0% 18.8% 99.4% 99.4% 74.6% 56.8% 1.6% 1.9% 5,095 5,536 3,651	89.6% 98.8% 7.7% 17.4% 59.9% 75.1% 57.4% 2.5%	
2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of parking meter malinuctions addressed within 48 hours 2.1.6 Percentage of parking meter malinuctions addressed within 90 days 2.1.6 Percentage of traffic signal requests addressed within 90 days 2.1.6 Percentage of traffic signal requests addressed within 90 days 2.1.7 Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days 2.1.8 Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) 2.1.8 Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) 2.1.9 Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) 2.1.8 Percentage of transit trips with - 2 min bunching on Rapid Network 2.2.1 Percentage of on-time performance 2.2.2 Percentage of on-time performance for on-Rapid Network 2.2.3 Percentage of on-time performance 2.2.4 Percentage of on-time performance 2.2.7 Percentage of on-time performance 2.2.8 Percentage of on-time performance 2.2.9 Percentage of on-time performance 2.2.1 Percentage of on-ti	8.8% 85% 98.5% 85%	99.0% 85.0% 81.0% 97.0% 94.2% 3.9% 19.5% 61.1% 61.1% 60.1% 76.9% 60.1% 7.1% 3.300 3.137 2.055 2.936 96.8%	100.0% 82.4% 79.1% 95.9% 93.5% 4.0% 17.8% 59.9% 97.1% 59.0% 7.4% 8.6% 8.6% 3.310 3.571 2.179 3.835	93.6% 99.5% 75.6% 53.8% 95.8% 96.8% 96.8% 96.8% 96.8% 2.7 2.6 4.0% 18.6% 95.6% 95.6% 95.6% 95.6% 95.6% 95.8% 7.4% 8.3% 8.3% 2.74% 8.3%	69.9% 69.0% 60.0% 40.4% 95.8% 89.5% 2.7 2.6 4.8% 57.0% 57.0% 57.0% 5.6% 5.6% 5.6%	96.6% 98.4% 82.5% 54.7% 97.5% 2.9 2.5 5.4% 16.9% 60.5% 98.9% 98.9% 3.4% 4.1% 5.9.8% 3.4% 4.1%	96.0% 100.0% 91.6% 80.1% 97.8% 74.7% 3.0 2.5 6.2% 18.2% 59.5% 98.8% 75.0% 57.3% 2.3% 2.9%	100.0% 91.4% 97.5% 62.2% 5.5% 77.3% 98.7% 76.6% 59.9% 3.8% 3.5% 4.988 5,184 2,090	97.2% 92.9% 93.4% 63.5% 99.3% 42.5% 2.9 2.9 5.8% 60.5% 98.4% 60.5% 98.4% 3.0% 3.4% 5.9.2% 3.0% 3.4%	100.0% 96.2% 97.9% 49.3% 5.6% 5.6% 5.6% 59.1% 2.7% 3.6% 5.942 5.143 2.450 97.6%	100.0% 94.6% 98.5% 55.0% 5.2% 77.2% 60.2% 98.6% 76.7% 59.2% 2.2% 3.3% 5,491 4,755 2,049 98.5%	100.0% 94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 59.7% 98.6% 75.5% 57.7% 1.8% 3.7% 6.148 5,474 2,050	100.0% 94.6% 97.1% 61.4% 6.0% 6.0% 59.2% 98.9% 74.7% 56.7% 2.4% 2.9% 5.681 5,084 2,362 98.7%	100.0% 92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8% 74.4% 57.0% 2.1% 2.3% 4.440 5,320 2,809 98.7%	98.6% 100.0% 83.9% 99.1% 68.9% 3.0 2.6 5.8% 7.5 5.8% 7.5 7.5 7.4% 2.3% 3.4% 4.579 5.629 3.131	100.0% 87.4% 96.0% 70.4% 6.0% 58.5% 98.4% 73.6% 56.2% 1.6% 2.4% 4.705 5.056 2.868 98.5%	95.0% 95.1% 94.9% 98.9% 3.7% 3.0% 4,213 4,559 3,207 98.9%	100.0% 95.7% 82.2% 99.4% 99.1% 3.0 2.5 99.2% 3.3% 2.8% 4.386 5,216 3,128 99.2%	100.0% 91.9% 98.8% 95.5% 7.0% 7.0% 99.4% 99.4% 1.6% 1.9% 5,095 5,536 3,651	89.6% 98.8% 7.7% 17.4% 59.9% 75.1% 57.4% 2.5%	
2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of hazardous traffic sign reports addressed within 48 hours 2.1.6 Percentage of parking meter mailunctions addressed within 48 hours 2.1.6 Percentage of traffic sign reports addressed within 48 hours 2.1.6 Percentage of traffic sign reports addressed within 48 hours 2.1.6 Percentage of traffic sign requests addressed within 20 days 2.1.7 basiness days 2.1.8 Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) 2.1.9 Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) 2.1.9 Customer rating: cleanlines of Muni vehicles; scale of 1 (low) to 5 (high) 2.1.9 Depictive 2.2: Improve transit trps with 2 min gaps on Rapid Network 2.1.1 Percentage of transit trps with 4 s min gaps on Rapid Network 2.2.2 Percentage of scheduled trps delivered 2.2.4 Percentage of scheduled trps delivered 2.2.5 Percentage of use trips over capacity during MM peak (8:00a-8:59, inbound) at max load points' 0 Percentage of bas trips over capacity during PM peak (5:00p-5:59p, outbound) at max load points' 0 Dejective 2.2: Improve transit performance <t< td=""><td>8.8% 85% 98.5% 85%</td><td>99.0% 85.0% 81.0% 97.0% 94.2%</td><td>100.0% 82.4% 79.1% 96.9% 93.5% 93.5% 4.0% 17.8% 99.1% 77.8% 97.1% 73.7% 59.0% 7.4% 8.6% 3.310 3.3571 2.179</td><td>93.6% 99.5% 95.6% 53.8% 96.8% 96.8% 98.8% 2.6 2.6 4.0% 18.6% 59.6% 96.3% 7.3% 7.4% 8.3% 4.632 3.164 2.0454 3.164</td><td>69.9% 98.0% 60.0% 40.4% 95.8% 89.5% 2.7 2.6 7.2% 57.4% 97.7% 72.2% 57.4% 97.7% 72.2% 57.6% 4.7% 5.6% 5.650 4.517 1,797 5.500</td><td>96.6% 98.4% 82.5% 54.7% 97.5% 2.9 2.5 5.4% 60.5% 60.5% 98.9% 98.9% 9.8.9% 3.4% 4.1% 5.59.8% 3.4% 4.1%</td><td>96.0% 100.0% 91.6% 80.1% 97.8% 74.7% 3.0 2.5 6.2% 18.2% 59.5% 98.8% 98.8% 98.8% 75.0% 57.3% 2.3% 2.3% 2.9%</td><td>100.0% 91.4% 97.5% 62.2% 5.5% 17.3% 60.8% 98.7% 76.6% 59.9% 3.8% 3.5% 4.988 5,184 2,090</td><td>97.2% 92.9% 93.4% 63.5% 99.3% 42.5% 2.9 2.5 5.8% 17.2% 60.5% 98.4% 98.4% 76.7% 59.2% 3.0% 3.4% 5420 6,661 2,478</td><td>100.0% 96.2% 97.9% 49.3% 5.6% 16.8% 60.1% 97.7% 76.5% 59.1% 2.7% 3.6% 5.942 5.143 2,450</td><td>100.0% 94.6% 98.5% 55.0% 55.0% 55.2% 17.2% 60.2% 98.6% 76.7% 59.2% 2.2% 3.3% 5,491 4,755 2,049</td><td>100.0% 94.6% 75.3% 100.0% 49.2% 3.0 2.5 5.0% 18.9% 98.6% 75.5% 57.7% 1.8% 3.7% 6.148 5,474 2,050</td><td>100.0% 94.6% 97.1% 61.4% 61.4% 61.4% 98.9% 98.9% 74.7% 56.7% 2.4% 2.9% 5,681 5,084 2,362</td><td>100.0% 92.6% 96.7% 75.1% 5.6% 18.6% 98.8% 74.4% 57.0% 2.1% 2.3% 4,440 5,320 2,809</td><td>98.6% 100.0% 83.9% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 55.8% 17.9% 59.2% 99.2% 99.2% 93.3% 3.4% 4.579 5.629 3.131</td><td>100.0% 87.4% 96.0% 70.4% 6.0% 18.9% 58.5% 98.4% 73.6% 56.2% 1.6% 2.4% 4,705 5,056 2,868</td><td>95.0% 95.1% 94.9% 94.9% 98.9% 3.7% 3.0% 4.213 4.559 3.207</td><td>100.0% 95.7% 82.2% 99.4% 99.1% 3.0 2.5 99.2% 99.2% 3.3% 2.8% 4,386 5.216 3,128</td><td>100.0% 91.9% 98.8% 95.5% 7.0% 18.8% 99.4% 99.4% 74.6% 56.8% 1.6% 1.9% 5,095 5,536 3,651</td><td>89.6% 98.8% 7.7% 17.4% 59.9% 75.1% 57.4% 2.5%</td><td></td></t<>	8.8% 85% 98.5% 85%	99.0% 85.0% 81.0% 97.0% 94.2%	100.0% 82.4% 79.1% 96.9% 93.5% 93.5% 4.0% 17.8% 99.1% 77.8% 97.1% 73.7% 59.0% 7.4% 8.6% 3.310 3.3571 2.179	93.6% 99.5% 95.6% 53.8% 96.8% 96.8% 98.8% 2.6 2.6 4.0% 18.6% 59.6% 96.3% 7.3% 7.4% 8.3% 4.632 3.164 2.0454 3.164	69.9% 98.0% 60.0% 40.4% 95.8% 89.5% 2.7 2.6 7.2% 57.4% 97.7% 72.2% 57.4% 97.7% 72.2% 57.6% 4.7% 5.6% 5.650 4.517 1,797 5.500	96.6% 98.4% 82.5% 54.7% 97.5% 2.9 2.5 5.4% 60.5% 60.5% 98.9% 98.9% 9.8.9% 3.4% 4.1% 5.59.8% 3.4% 4.1%	96.0% 100.0% 91.6% 80.1% 97.8% 74.7% 3.0 2.5 6.2% 18.2% 59.5% 98.8% 98.8% 98.8% 75.0% 57.3% 2.3% 2.3% 2.9%	100.0% 91.4% 97.5% 62.2% 5.5% 17.3% 60.8% 98.7% 76.6% 59.9% 3.8% 3.5% 4.988 5,184 2,090	97.2% 92.9% 93.4% 63.5% 99.3% 42.5% 2.9 2.5 5.8% 17.2% 60.5% 98.4% 98.4% 76.7% 59.2% 3.0% 3.4% 5420 6,661 2,478	100.0% 96.2% 97.9% 49.3% 5.6% 16.8% 60.1% 97.7% 76.5% 59.1% 2.7% 3.6% 5.942 5.143 2,450	100.0% 94.6% 98.5% 55.0% 55.0% 55.2% 17.2% 60.2% 98.6% 76.7% 59.2% 2.2% 3.3% 5,491 4,755 2,049	100.0% 94.6% 75.3% 100.0% 49.2% 3.0 2.5 5.0% 18.9% 98.6% 75.5% 57.7% 1.8% 3.7% 6.148 5,474 2,050	100.0% 94.6% 97.1% 61.4% 61.4% 61.4% 98.9% 98.9% 74.7% 56.7% 2.4% 2.9% 5,681 5,084 2,362	100.0% 92.6% 96.7% 75.1% 5.6% 18.6% 98.8% 74.4% 57.0% 2.1% 2.3% 4,440 5,320 2,809	98.6% 100.0% 83.9% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 55.8% 17.9% 59.2% 99.2% 99.2% 93.3% 3.4% 4.579 5.629 3.131	100.0% 87.4% 96.0% 70.4% 6.0% 18.9% 58.5% 98.4% 73.6% 56.2% 1.6% 2.4% 4,705 5,056 2,868	95.0% 95.1% 94.9% 94.9% 98.9% 3.7% 3.0% 4.213 4.559 3.207	100.0% 95.7% 82.2% 99.4% 99.1% 3.0 2.5 99.2% 99.2% 3.3% 2.8% 4,386 5.216 3,128	100.0% 91.9% 98.8% 95.5% 7.0% 18.8% 99.4% 99.4% 74.6% 56.8% 1.6% 1.9% 5,095 5,536 3,651	89.6% 98.8% 7.7% 17.4% 59.9% 75.1% 57.4% 2.5%	
2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of parking meter malinuctions addressed within 48 hours 2.1.6 Percentage of parking meter malinuctions addressed within 90 days 2.1.6 Percentage of traffic signal requests addressed within 90 days 2.1.6 Percentage of traffic signal requests addressed within 90 days 2.1.7 Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days 2.1.8 Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) 2.1.8 Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) 2.1.9 Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) 2.1.8 Percentage of transit trips with - 2 min bunching on Rapid Network 2.2.1 Percentage of on-time performance 2.2.2 Percentage of on-time performance for on-Rapid Network 2.2.3 Percentage of on-time performance 2.2.4 Percentage of on-time performance 2.2.7 Percentage of on-time performance 2.2.8 Percentage of on-time performance 2.2.9 Percentage of on-time performance 2.2.1 Percentage of on-ti	8.8% 85% 98.5% 85%	99.0% 85.0% 81.0% 97.0% 94.2% 3.9% 19.5% 61.1% 61.1% 60.1% 76.9% 60.1% 7.1% 3.300 3.137 2.055 2.936 96.8%	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 17.8% 59.9% 97.1% 73.7% 59.0% 7.4% 8.6% 3.310 3.571 2.179 3.835 97.0%	93.6% 99.5% 75.6% 53.8% 95.8% 95.8% 2.7 2.6 4.0% 4.0% 18.6% 96.3% 73.9% 55.6% 96.3% 73.9% 55.6% 96.3% 7.4% 8.3% 4.632 3.164 4.734 96.2% 5.04205	69.9% 69.0% 60.0% 89.5% 2.7 2.6 4.8% 17.2% 5.7% 4.8% 17.2% 5.7% 4.7% 5.6% 5.6% 5.6% 5.6% 5.200 97.7% 5.200	96.6% 98.4% 82.5% 54.7% 97.5% 2.9 2.5 5.4% 16.9% 60.5% 98.9% 75.3% 5.9.8% 3.4% 4.1% 5.547 1.971 4.412 99.0% 519.462	96.0% 100.0% 91.6% 80.1% 97.8% 74.7% 3.0 2.5 6.2% 18.2% 59.5% 98.8% 98.8% 98.8% 75.0% 57.3% 2.3% 2.3% 2.9%	100.0% 91.4% 97.5% 62.2% 5.5% 77.3% 98.7% 76.6% 59.9% 3.8% 3.5% 4.988 5,184 2,090	97.2% 92.9% 93.4% 63.5% 99.3% 42.5% 2.9 2.9 5.8% 60.5% 98.4% 60.5% 98.4% 3.0% 3.4% 5.9.2% 3.0% 3.4%	100.0% 96.2% 97.9% 49.3% 5.6% 5.6% 5.6% 59.1% 2.7% 3.6% 5.942 5.143 2.450 97.6%	100.0% 94.6% 98.5% 55.0% 5.2% 77.2% 60.2% 98.6% 76.7% 59.2% 2.2% 3.3% 5,491 4,755 2,049 98.5%	100.0% 94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 59.7% 98.6% 75.5% 57.7% 1.8% 3.7% 6.148 5,474 2,050	100.0% 94.6% 97.1% 61.4% 6.0% 6.0% 59.2% 98.9% 74.7% 56.7% 2.4% 2.9% 5.681 5,084 2,362 98.7%	100.0% 92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8% 74.4% 57.0% 2.1% 2.3% 4.440 5,320 2,809 98.7%	98.6% 100.0% 83.9% 99.1% 68.9% 3.0 2.6 5.8% 7.5 5.8% 7.5 7.5 7.4% 2.3% 3.4% 4.579 5.629 3.131	100.0% 87.4% 96.0% 70.4% 6.0% 58.5% 98.4% 73.6% 56.2% 1.6% 2.4% 4.705 5.056 2.868 98.5%	95.0% 95.1% 94.9% 98.9% 3.7% 3.0% 4,213 4,559 3,207 98.9%	100.0% 95.7% 82.2% 99.4% 99.1% 3.0 2.5 99.2% 3.3% 2.8% 4.386 5,216 3,128 99.2%	100.0% 91.9% 98.8% 95.5% 7.0% 7.0% 99.4% 99.4% 1.6% 1.9% 5,095 5,536 3,651	89.6% 98.8% 7.7% 17.4% 59.9% 75.1% 57.4% 2.5%	
2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of hazardous traffic sign reports addressed within 48 hours 2.1.6 Percentage of parking meter mailunctions addressed within 48 hours 2.1.6 Percentage of parking meter mailunctions addressed within 48 hours 2.1.6 Percentage of traffic sign reports addressed within 48 hours 2.1.6 Percentage of traffic sign reports addressed within 20 days 2.1.7 Percentage of traffic sign reports addressed within 20 days 2.1.8 Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) 2.1.8 Customer rating: cleanlines of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Objective 2.2: Improve transit tips with 3 cl mi bunching on Rapid Network Percentage of on-time performance 2.2.1 Percentage of on-time performance for non-Rapid Network Percentage of on-time departures from terminals' 2.2.2 Percentage of on-time departures from terminals' Percentage of on-time departures for metrinals' 2.2.4 Percentage of on-time departures from terminals' Percentage of on-time departures for metrinals' 2.2.5 Percentage of on-time departures for metrinals' Percentage of basings over capacity during MP peak (5:00-5:59p, outbound) at max load points' Objective	8.8% 85% 98.5% 85%	99.0% 85.0% 81.0% 97.0% 94.2% 19.5% 61.1% 96.8% 76.9% 60.1% 5.9% 7.1% 3,300 3,130 2,936 490,598 141,000 23,450 20,160	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 17.8% 59.9% 7.4% 8.6% 3.310 3.571 2.179 3.835 97.0% 4.0% 145,700 23,210	93.6% 99.5% 75.6% 53.8% 95.8% 95.8% 95.8% 95.8% 96.3% 73.9% 59.6% 96.3% 73.9% 59.6% 96.3% 7.4% 8.3% 4,632 4,734 4,632 4,734 96.2% 504,205 155,800 22,610 20,640	69.9% 69.0% 60.0% 89.5% 2.7 2.6 40.4% 95.8% 2.7 2.6 4.8% 17.2% 57.7% 57.4% 97.7% 77.2% 57.7% 5.6% 5.6% 5.6% 5.6% 5.200 97.7% 5.2000 5.2000 5.2000 5.2000 5.2000 5.2000 5.2000 5.2000 5.2000 5.20000000000	96.6% 98.4% 82.5% 54.7% 97.5% 2.9 2.5 5.4% 16.9% 60.5% 98.9% 75.3% 5.8% 3.4% 4.1% 5.416 5.547 1.971 4.412 99.0% 519.462 171,630 19,830 15,840	96.0% 100.0% 91.6% 80.1% 97.8% 74.7% 3.0 2.5 6.2% 18.2% 18.2% 59.5% 98.8% 75.0% 57.3% 2.3% 2.3% 2.3% 4.905 5,161 2,800	100.0% 91.4% 97.5% 62.2% 5.5% 17.3% 60.2% 98.7% 98.7% 98.7% 5.98.7% 5.98% 98.7% 5.98% 98.7% 5.98% 98.7%	97.2% 92.9% 93.4% 63.5% 2.9 2.5 5.8% 17.2% 60.5% 98.4% 76.7% 59.2% 3.0% 3.4% 5.420 6.661 2.478 98.4% 5.420	100.0% 96.2% 97.9% 49.3% 5.6% 16.8% 60.1% 97.7% 76.5% 59.1% 2.7% 3.6% 5.942 5.143 2.450 97.6% 502,640	100.0% 94.6% 98.5% 55.0% 55.0% 98.6% 76.7% 59.2% 2.2% 3.3% 5,491 4,755 2,049 98.5% 497,600	100.0% 94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 98.6% 75.5% 57.7% 1.8% 3.7% 6.148 54.74 2.050 98.5% 526,640	100.0% 94.6% 97.1% 61.4% 61.4% 98.9% 74.7% 56.7% 2.4% 2.9% 5,681 5,084 2,362 2,35,260	100.0% 92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 2.1% 2.1% 2.3% 4,440 5,320 2,800 2,800 2,800 2,800	98.6% 100.0% 83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 59.7% 99.2% 57.4% 2.3% 3.4% 4.579 5.629 3.4% 516.220	100.0% 87.4% 96.0% 70.4% 6.0% 18.9% 58.5% 98.4% 73.6% 56.2% 1.6% 2.4% 2.4% 4,705 5,056 2,868 98.5% 484,360	95.0% 95.1% 94.9% 94.9% 98.9% 3.7% 3.0% 4.213 4.559 3.0% 483.420	100.0% 95.7% 82.2% 99.4% 99.1% 3.0 2.5 99.2% 3.3% 2.8% 4.386 5,216 3,128 3,128 99.2% 511,370	100.0% 91.9% 98.8% 95.5% 7.0% 18.8% 99.4% 99.4% 74.6% 56.8% 1.6% 1.9% 5.095 5.536 3.651 3.651 3.654,000	89.6% 98.8% 98.8% 7.7% 17.4% 59.9% 75.1% 57.4% 2.5% 2.4%	
2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of parking meter malfunctions addressed within 48 hours 2.1.6 Percentage of parking meter malfunctions addressed within 48 hours 2.1.6 Percentage of parking meter malfunctions addressed within 48 hours 2.1.6 Percentage of traffic signal requests addressed within 24 hours 2.1.7 Percentage of traffic signal requests addressed within 20 hours 2.1.7 Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days 2.1.8 Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) 2.1.8 Customer rating: cleanlines of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) 2.1.9 Percentage of transit tips with - 2 min bunching on Rapid Network 2.2.1 Percentage of non-time performance for non-Rapid Network routes' 2.2.2 Percentage of on-time performance for non-Rapid Network routes' 2.2.4 Percentage of on-time performance' 2.2.5 Percentage of on-time performance' 2.2.6 Percentage of thermic Haure (Bus) 2.2.7 Percentage of the strips over capacity during PM peak (8:00a-8:59a, inbound) at max load points' 2.2.6 Percentage of thermic Haure (Bus) <td>8.8% 85% 98.5% 85%</td> <td>99.0% 85.0% 81.0% 94.2% 94.2% 3.9% 19.5% 60.1% 5.9% 7.1% 3.300 3.137 2.055 2.936 96.8% 490.588 141,000 2.3,450 2.2,167 7.2,107</td> <td>100.0% 82.4% 79.1% 93.5% 93.5% 4.0% 59.9% 93.5% 93.5% 97.1% 74.7% 8.6% 8.6% 8.6% 9.0% 7.4% 8.6% 9.3,310 3,571 2,179 3,383 59.70% 445,341 145,700 23,210 18,960 74,416</td> <td>93.6% 99.5% 75.6% 53.8% 95.8% 95.8% 95.8% 95.8% 95.8% 95.8% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.5% 7.6% 7.6% 7.6% 7.6% 7.6% 7.6% 7.6% 7.6</td> <td>69.9% 69.9% 60.0% 60.0% 40.4% 95.8% 89.5% 2.7 2.6 4.8% 17.2% 57.4% 97.7% 72.7% 57.0% 4.7% 5.6% 5.650 4.517 1,797 5.6% 5.650 97.7% 51.817 157.920 21.070 157.920 21.070</td> <td>96.6% 98.4% 82.5% 54.7% 97.5% 2.9 2.5 5.4% 60.5% 98.9% 75.3% 59.8% 3.4% 4.1% 5.416 5.547 1.971 4.412 99.0% 519.462 171.630 19.830 15.490 69.646</td> <td>96.0% 100.0% 91.6% 80.1% 97.8% 74.7% 3.0 2.5 6.2% 18.2% 59.5% 98.8% 2.3% 2.3% 2.3% 2.3% 2.9% 4,905 5,161 2,800 98.8% 69,530</td> <td>100.0% 91.4% 97.5% 62.2% 5.5% 60.8% 98.7% 50.9% 3.8% 3.5% 4.988 5.184 2,090 98.7% 526,220</td> <td>97.2% 92.9% 93.4% 63.5% 99.3% 42.5% 2.9 2.5 5.8% 17.2% 60.5% 60.5% 60.5% 98.4% 59.2% 3.0% 3.4% 54.20 6,661 2,478 98.4% 526,180 98.4%</td> <td>100.0% 96.2% 97.9% 49.3% 5.6% 5.6% 60.1% 97.7% 5.6% 5.9.1% 5.9.1% 5.9.1% 5.9.1% 5.9.42 5.143 2.450 97.6% 502,640 71,370</td> <td>100.0% 94.6% 98.5% 55.0% 55.2% 77.2% 60.2% 98.6% 59.2% 2.2% 3.3% 5,491 4,755 2,049 98.5% 497,600</td> <td>100.0% 94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 59.7% 98.6% 57.7% 1.8% 3.7% 57.7% 1.8% 3.7% 57.5% 57.7% 1.8% 3.7% 57.5% 57.5% 57.5% 1.8% 57.5</td> <td>100.0% 94.6% 97.1% 61.4% 61.4% 60.0% 59.2% 98.9% 74.7% 56.7% 2.4% 2.9% 5.681 5,084 2,362 98.7% 535,260 71,449</td> <td>100.0% 92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8% 74.4% 2.1% 2.3% 2.1% 2.3% 4,440 5,320 2,809 98.7% 529,110</td> <td>98.6% 100.0% 83.9% 99.1% 68.9% 3.0 2.6 5.8% 77.9% 99.2% 59.7% 99.2% 57.4% 2.3% 3.4% 4.579 5.629 3.131 99.2% 516.220</td> <td>100.0% 87.4% 96.0% 70.4% 6.0% 8.8% 98.4% 73.6% 56.2% 56.2% 5.056 2.4% 98.5% 484,360 62,702</td> <td>95.0% 95.1% 94.9% 98.9% 3.7% 3.0% 4,213 4,559 3,207 98.9% 483,420 70,177</td> <td>100.0% 95.7% 82.2% 99.4% 99.1% 3.0 2.5 99.2% 3.3% 2.8% 4.386 5.216 3.128 99.2% 511.370 72,014</td> <td>100.0% 91.9% 98.8% 95.5% 7.0% 18.8% 99.4% 99.4% 56.8% 1.6% 1.9% 5,095 5,536 3,651 99.4% 504,000 70,990</td> <td>89.6% 98.8% 98.8% 7.7% 17.4% 59.9% 75.1% 57.4% 2.5% 2.4%</td> <td></td>	8.8% 85% 98.5% 85%	99.0% 85.0% 81.0% 94.2% 94.2% 3.9% 19.5% 60.1% 5.9% 7.1% 3.300 3.137 2.055 2.936 96.8% 490.588 141,000 2.3,450 2.2,167 7.2,107	100.0% 82.4% 79.1% 93.5% 93.5% 4.0% 59.9% 93.5% 93.5% 97.1% 74.7% 8.6% 8.6% 8.6% 9.0% 7.4% 8.6% 9.3,310 3,571 2,179 3,383 59.70% 445,341 145,700 23,210 18,960 74,416	93.6% 99.5% 75.6% 53.8% 95.8% 95.8% 95.8% 95.8% 95.8% 95.8% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.4% 8.3% 7.5% 7.6% 7.6% 7.6% 7.6% 7.6% 7.6% 7.6% 7.6	69.9% 69.9% 60.0% 60.0% 40.4% 95.8% 89.5% 2.7 2.6 4.8% 17.2% 57.4% 97.7% 72.7% 57.0% 4.7% 5.6% 5.650 4.517 1,797 5.6% 5.650 97.7% 51.817 157.920 21.070 157.920 21.070	96.6% 98.4% 82.5% 54.7% 97.5% 2.9 2.5 5.4% 60.5% 98.9% 75.3% 59.8% 3.4% 4.1% 5.416 5.547 1.971 4.412 99.0% 519.462 171.630 19.830 15.490 69.646	96.0% 100.0% 91.6% 80.1% 97.8% 74.7% 3.0 2.5 6.2% 18.2% 59.5% 98.8% 2.3% 2.3% 2.3% 2.3% 2.9% 4,905 5,161 2,800 98.8% 69,530	100.0% 91.4% 97.5% 62.2% 5.5% 60.8% 98.7% 50.9% 3.8% 3.5% 4.988 5.184 2,090 98.7% 526,220	97.2% 92.9% 93.4% 63.5% 99.3% 42.5% 2.9 2.5 5.8% 17.2% 60.5% 60.5% 60.5% 98.4% 59.2% 3.0% 3.4% 54.20 6,661 2,478 98.4% 526,180 98.4%	100.0% 96.2% 97.9% 49.3% 5.6% 5.6% 60.1% 97.7% 5.6% 5.9.1% 5.9.1% 5.9.1% 5.9.1% 5.9.42 5.143 2.450 97.6% 502,640 71,370	100.0% 94.6% 98.5% 55.0% 55.2% 77.2% 60.2% 98.6% 59.2% 2.2% 3.3% 5,491 4,755 2,049 98.5% 497,600	100.0% 94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 59.7% 98.6% 57.7% 1.8% 3.7% 57.7% 1.8% 3.7% 57.5% 57.7% 1.8% 3.7% 57.5% 57.5% 57.5% 1.8% 57.5	100.0% 94.6% 97.1% 61.4% 61.4% 60.0% 59.2% 98.9% 74.7% 56.7% 2.4% 2.9% 5.681 5,084 2,362 98.7% 535,260 71,449	100.0% 92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8% 74.4% 2.1% 2.3% 2.1% 2.3% 4,440 5,320 2,809 98.7% 529,110	98.6% 100.0% 83.9% 99.1% 68.9% 3.0 2.6 5.8% 77.9% 99.2% 59.7% 99.2% 57.4% 2.3% 3.4% 4.579 5.629 3.131 99.2% 516.220	100.0% 87.4% 96.0% 70.4% 6.0% 8.8% 98.4% 73.6% 56.2% 56.2% 5.056 2.4% 98.5% 484,360 62,702	95.0% 95.1% 94.9% 98.9% 3.7% 3.0% 4,213 4,559 3,207 98.9% 483,420 70,177	100.0% 95.7% 82.2% 99.4% 99.1% 3.0 2.5 99.2% 3.3% 2.8% 4.386 5.216 3.128 99.2% 511.370 72,014	100.0% 91.9% 98.8% 95.5% 7.0% 18.8% 99.4% 99.4% 56.8% 1.6% 1.9% 5,095 5,536 3,651 99.4% 504,000 70,990	89.6% 98.8% 98.8% 7.7% 17.4% 59.9% 75.1% 57.4% 2.5% 2.4%	
2.1.6 Percentage of color curb requests addressed within 30 days 2.1.6 Percentage of hazardous traffic sign reports addressed within 48 hours 2.1.6 Percentage of parking meter mailunctions addressed within 48 hours 2.1.6 Percentage of parking meter mailunctions addressed within 48 hours 2.1.6 Percentage of traffic sign reports addressed within 48 hours 2.1.6 Percentage of traffic sign reports addressed within 20 days 2.1.7 Percentage of traffic sign reports addressed within 20 days 2.1.8 Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) 2.1.8 Customer rating: cleanlines of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Objective 2.2: Improve transit tips with 3 cl mi bunching on Rapid Network Percentage of on-time performance 2.2.1 Percentage of on-time performance for non-Rapid Network Percentage of on-time departures from terminals' 2.2.2 Percentage of on-time departures from terminals' Percentage of on-time departures for metrinals' 2.2.4 Percentage of on-time departures from terminals' Percentage of on-time departures for metrinals' 2.2.5 Percentage of on-time departures for metrinals' Percentage of basings over capacity during MP peak (5:00-5:59p, outbound) at max load points' Objective	8.8% 85% 98.5% 85%	99.0% 85.0% 81.0% 97.0% 94.2% 19.5% 61.1% 96.8% 76.9% 60.1% 5.9% 7.1% 3,300 3,130 2,936 490,598 141,000 23,450 20,160	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 17.8% 59.9% 7.4% 8.6% 3.310 3.571 2.179 3.835 97.0% 4.0% 145,700 23,210	93.6% 99.5% 75.6% 53.8% 95.8% 95.8% 95.8% 95.8% 96.3% 73.9% 59.6% 96.3% 73.9% 59.6% 96.3% 7.4% 8.3% 4,632 4,734 4,632 4,734 96.2% 504,205 155,800 22,610 20,640	69.9% 69.0% 60.0% 89.5% 2.7 2.6 40.4% 95.8% 2.7 2.6 4.8% 17.2% 57.7% 57.4% 97.7% 77.2% 57.7% 5.6% 5.6% 5.6% 5.6% 5.200 97.7% 5.2000 5.2000 5.2000 5.2000 5.2000 5.2000 5.2000 5.2000 5.2000 5.20000000000	96.6% 98.4% 82.5% 54.7% 97.5% 2.9 2.5 5.4% 16.9% 60.5% 98.9% 75.3% 5.8% 3.4% 4.1% 5.416 5.547 1.971 4.412 99.0% 519.462 171,630 19,830 15,840	96.0% 100.0% 91.6% 80.1% 97.8% 74.7% 3.0 2.5 6.2% 18.2% 18.2% 59.5% 98.8% 75.0% 57.3% 2.3% 2.3% 2.3% 4.905 5,161 2,800	100.0% 91.4% 97.5% 62.2% 5.5% 17.3% 60.2% 98.7% 76.6% 599.7% 3.8% 3.5% 4.988 5,184 2,090 98.7% 526,220	97.2% 92.9% 93.4% 63.5% 2.9 2.5 5.8% 17.2% 60.5% 98.4% 76.7% 59.2% 3.0% 3.4% 5.420 6.661 2.478 98.4% 5.420	100.0% 96.2% 97.9% 49.3% 5.6% 16.8% 60.1% 97.7% 76.5% 59.1% 2.7% 3.6% 5.942 5.143 2.450 97.6% 502,640	100.0% 94.6% 98.5% 55.0% 55.0% 98.6% 76.7% 59.2% 2.2% 3.3% 5,491 4,755 2,049 98.5% 497,600	100.0% 94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 98.6% 75.5% 57.7% 1.8% 3.7% 6.148 54.74 2.050 98.5% 526,640	100.0% 94.6% 97.1% 61.4% 61.4% 98.9% 74.7% 56.7% 2.4% 2.9% 5,681 5,084 2,362 2,35,260	100.0% 92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 2.1% 2.1% 2.3% 4,440 5,320 2,800 2,800 2,800 2,800	98.6% 100.0% 83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 59.7% 99.2% 57.4% 2.3% 3.4% 4.579 5.629 3.4% 516.220	100.0% 87.4% 96.0% 70.4% 6.0% 18.9% 58.5% 98.4% 73.6% 56.2% 1.6% 2.4% 2.4% 4,705 5,056 2,868 98.5% 484,360	95.0% 95.1% 94.9% 94.9% 98.9% 3.7% 3.0% 4.213 4.559 3.0% 483.420	100.0% 95.7% 82.2% 99.4% 99.1% 3.0 2.5 99.2% 3.3% 2.8% 4.386 5,216 3,128 3,128 99.2% 511,370	100.0% 91.9% 98.8% 95.5% 7.0% 18.8% 99.4% 99.4% 74.6% 56.8% 1.6% 1.9% 1.9% 5,095 5,536 3,651 3,651 3,654,000	89.6% 98.8% 98.8% 7.7% 17.4% 59.9% 75.1% 57.4% 2.5% 2.4%	

STRATEGIC PLAN METRICS REPORT | May 2017



ID Metric	Target	FY12 Avg	FY13 Avg	FY14 Avg	FY15 Avg	FY16 Avg	FY17 Avg	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	
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%															
2.3.2 Average daily bikeshare trips (Weekday)				885	1,089	1,023	984	1,069	1,074	1,127	986	1,085	1,067	1,082	981	704					\sim
Objective 2.4: Improve parking utilization and manage parking demand																					
2.4.1 Percentage of metered hours with no rate change in SF <i>park</i> pilot areas [*]		40.5%	52.2%	66.2%	60.3%	64.7%	71.8%			67.6%				69.2%			74.4%				
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%	80.5%	79.8%	80.1%	79.4%	81.8%	80.1%	79.3%	79.9%	81.4%	84.2%	80.0%	80.1%	79.7%	80.5%	\sim
2.4.2 Hourly share of SFMTA garage entries (vs. monthly & early bird)*		85.2%	85.3%	84.4%	85.9%	84.7%	82.9%	83.6%	84.2%	83.7%	84.2%	81.5%	82.1%	82.0%	83.3%	86.4%	82.1%	82.7%	82.0%	82.5%	\sim
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 Fr	ancisco																				
Objective 3.1: Reduce the Agency's and the transportation system's resource of	onsumptio	n, emissions, v	waste, and noi	ise																	
3.1.1 SFMTA carbon footprint (metric tons CO2e)	17,434	49,811	46,272	45,244	43,499	24,146															
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	10,002,393	9,896,114	10,014,161	9,770,339	9,934,018	10,156,517	9,912,487	10,032,098	9,823,160	10,156,078					\sim
3.1.6 Agency gas consumption (therms)*		33,934	32,049	23,057	19,265	21,108	17,586	25,810	20,600	2,166	7,994	27,178	5,097	7,949	8,719	17,533					
3.1.6 Agency water consumption (gallons)*		1,447,255	1,476,801	1,903,909	1,735,422	1,503,979	1,461,737	1,457,852	1,380,808	1,412,972	1,531,156	1,501,236	1,794,452	1,261,128	1,753,312	1,289,552	1,402,235	1,160,828			
3.1.7 Agency waste diversion rate		36.4%	37.9%	37.1%	34.5%	35.1%	33.4%	34.9%	34.8%	36.1%	34.0%	34.1%	33.0%	31.0%	32.5%	35.9%					
Objective 3.2: Increase the transportation system's positive impact to the ecor	iomy																				
3.2.1 Muni average weekday boardings		675,208	683,211	703,255	710,877	726,412		733,170	733,130	709,290	704,550	733,590	742,210	736,060	723,170	691,310	690,370	718,320	710,950		\sim
Objective 3.3: Allocate capital resources effectively																					
3.3.1 Percentage of all capital projects delivered on-budget by phase					65.6%	81.3%		80.9%	80.3%	79.0%		76.5%	92.0%	93.7%	94.1%	95.3%	95.1%		95.1%		_ /
3.3.2 Percentage of all capital projects delivered on-time by phase					59.2%	97.8%		95.8%	98.6%	91.9%		84.5%	90.3%	91.7%	89.8%	79.2%	77.7%		69.7%		$\langle \langle \rangle$
Objective 3.4: Deliver services efficiently																					
3.4.1 Transit passengers per Hour											60.8	63.5	64.3	63.8	62.7	60.1	60.1	62.4			\sim
3.4.2 Average annual transit cost per revenue hour*	\$198	\$218.84	\$219.02	\$237.37	\$233.99	\$229.37															
3.4.3 Cost per unlinked trip 3.4.5 Farebox recovery ratio		\$3.14	\$3.15	\$3.22	\$3.38	\$3.38															
3.4.5 Farebox recovery ratio 3.4.6 Average daily Transit Operator shortfall		32.0% 37.3	33.7% 35	30.4%	29.5% 25	26.2%	14	12	20	29	17	16	14	14	11	19	13	10	0		<u> </u>
3.4.6 Average daily transit Operator shortfall 3.4.7 Number of individuals entering Transit Operator training per month		205	158	43	594	295	249	32	20	29	33	10	42	14	39	21	28	29	29	28	~~~~
Objective 3.5: Reduce capital and operating structural deficits		203	130	147	354	293	249	32	21		33		42		33	21	20	23	23	20	` <u>~</u>
3.5.1 structural capital budget deficit (SOGR)						\$229M (As of Q4)	ÉAEONA (Ac of O2)														
						3223IVI (AS 01 Q4)	34301VI (AS 01 QZ)														
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	3.5															
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																
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)*	3.5					3.3															
4.1.2 Percentage of employees that complete the survey			32.9%	29.6%	27.2%	29.7%															
4.1.3 Employee rating: I have a clear understanding of my division's goals/objectives and how they contribute to Agency success.			3.5	3.5	3.6	3.6															
4.1.4 Employee rating: I have received feedback on my work in the last 30 days.			3.2	3.1	3.1	3.1															
4.1.5 Employee rating: I have noticed that communication between leadership and employees has improved.			2.9	3.0	3.0	2.9															
4.1.6 Employee rating: Discussions with my supervisor about my performance are worthwhile.			3.4	3.5	3.5	3.4															

STRATEGIC PLAN METRICS REPORT | May 2017



ID Metric	Target	FY12 Avg	FY13 Avg	FY14 Avg	FY15 Avg	FY16 Avg	FY17 Avg	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	
Objective 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	3.4															
4.2.2 Employee rating: My concerns, questions, and suggestions are welcomed and acted upon quickly and appropriately.			3.0	3.0	3.0	3.0															
4.2.3 Employee rating: I find ways to resolve conflicts by working collaboratively with others.			3.9	4.0	4.0	4.0															
4.2.4 Employee rating: I am encouraged to use innovative approaches to achieve goals.			3.4	3.4	3.3	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	3.9															1
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	3.5															
4.2.7 Employee rating: My work gives me a feeling of personal accomplishment.			3.7	3.8	3.7	3.8															1
Objective 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%															I.
4.3.1 Percentage of employees with annual appraisals based on their performance plans	100%		18.8%	62.5%	54.2%	58.9%															
4.3.2 Percentage of strategic plan metrics reported			73.0%	92.3%	93.6%	96.1%															
4.3.3 Unscheduled absence rate by employee group (Transit operators)		12.2%	8.6%	9.4%	7.7%	8.6%	8.0%	9.9%	7.7%	7.3%	7.4%	6.6%	7.4%	8.3%	8.2%	9.7%	9.0%	8.1%	7.0%	8.5%	\sim
4.3.4 Employee rating: My manager holds me accountable to achieve my written objectives.			3.6	3.6	3.6	3.6															1
4.3.5 Employee commendations to 311		127	112	104	104	152	182	156	192	245	331	234	173	177	151	173	134	126	79	154	\sim
Objective 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																1

*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 new automated reporting process that accurately reflects the current Transit Operator MOU-based performance standard for timeliness of complaint resolution, the reported percentage of Muni related 311 complaints resolved within 28 business days

slightly differs from previously published figures. November and December 2016 figures are adjusted to account for a moratorium on all hearings and disciplinary grievance timelines between 12/12/16 and 1/2/17.

2.2.1 <1 min for headway of 5 min or less.

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 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 mileage.
- 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 modifed 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, 2/1/1/2016, 2/12/2016, 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.

- 24.1 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 SPpark 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 SPpark pilot area blocks including those that fell below the 50% parking sensor threshold. These blocks have not approached their price point yet, 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 modifed 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.
 - 3.4.1 This measure will be replaced in Q2 FY17 with passengers per revenue hour, reported monthly, as the key indicator for Objective 3.4. FY16 figures are based on preliminary unaudited financials. Figures are adjusted for inflation to reflect FY16 dollars. 3.4.3 Figures are adjusted for inflation to reflect FY16 dollars.
 - 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.