



SFMTA

# Strategic Plan Metrics Report

SFMTA Board of Directors Annual Workshop

January 29, 2019



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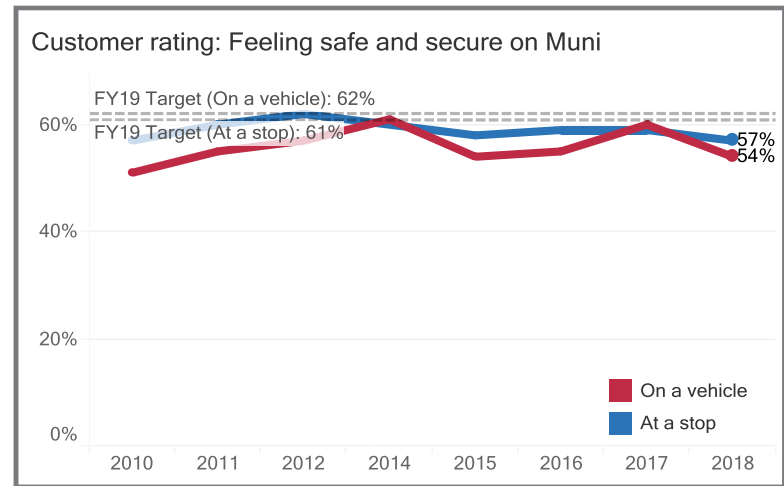
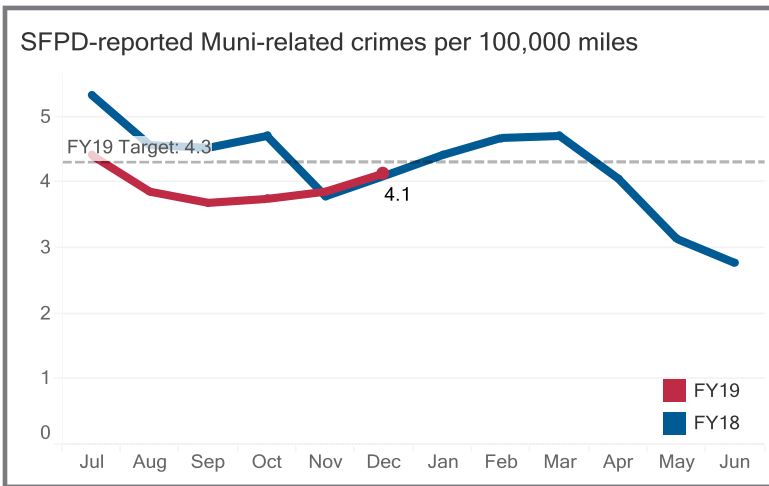
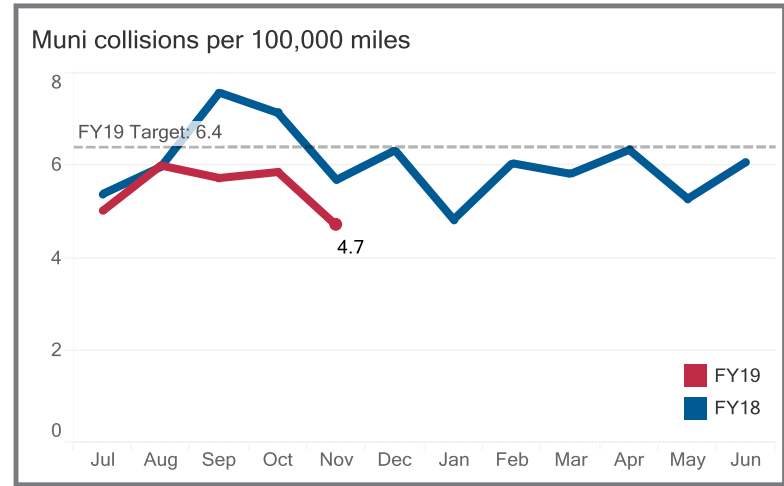
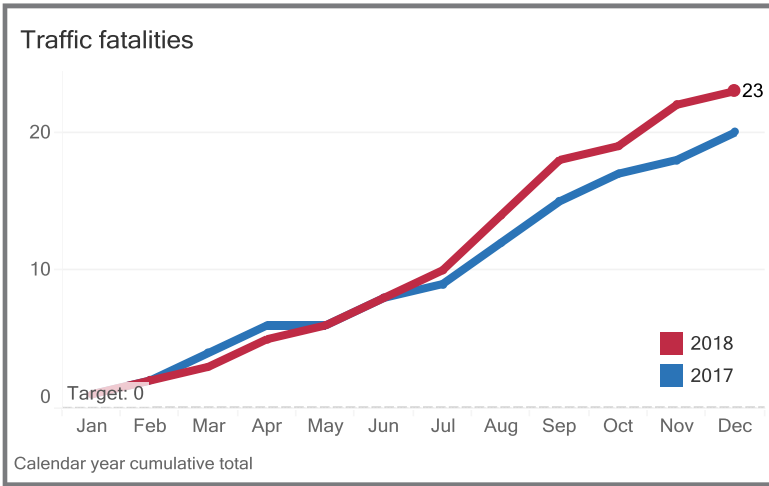
# **Goal 1:** Create a safer transportation experience for everyone.

Objective 1.1: Achieve Vision Zero by eliminating all traffic deaths.

Objective 1.2: Improve the safety of the transit system.

Objective 1.3: Improve security for transportation system users.

# Goal 1 Metrics





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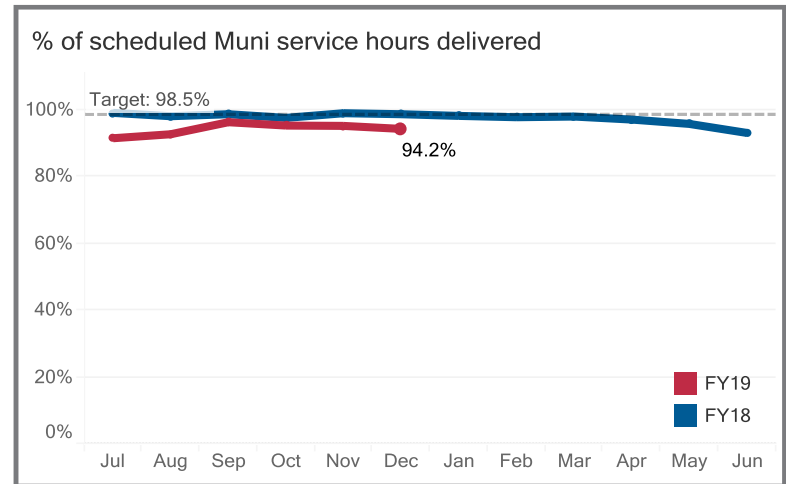
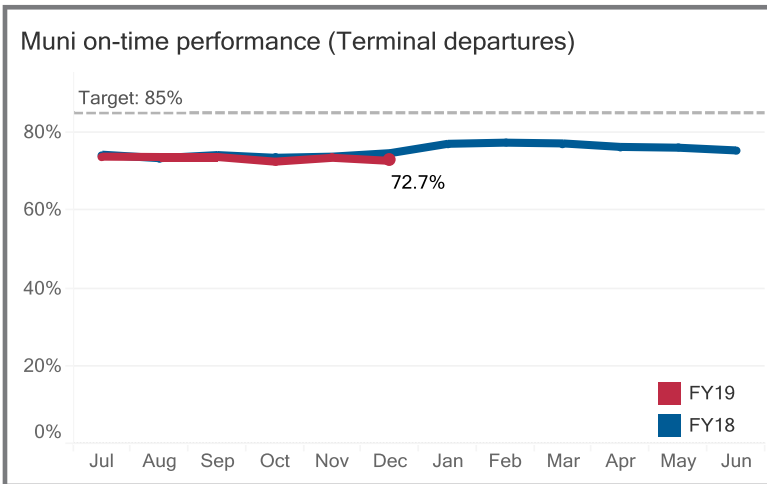
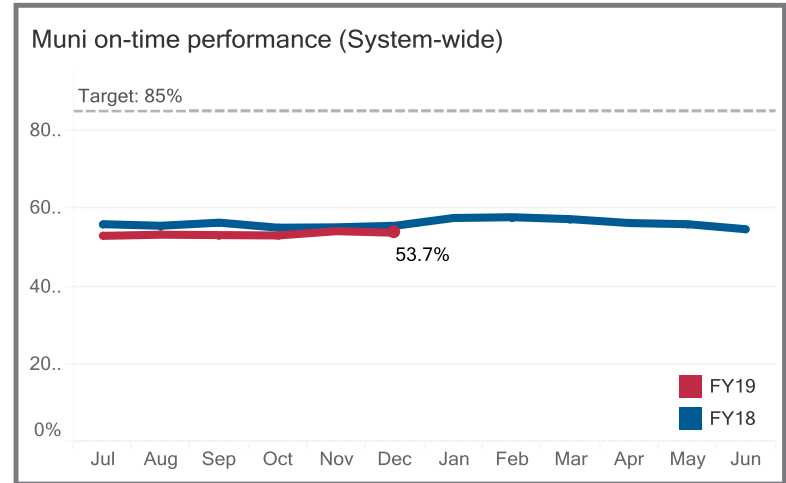
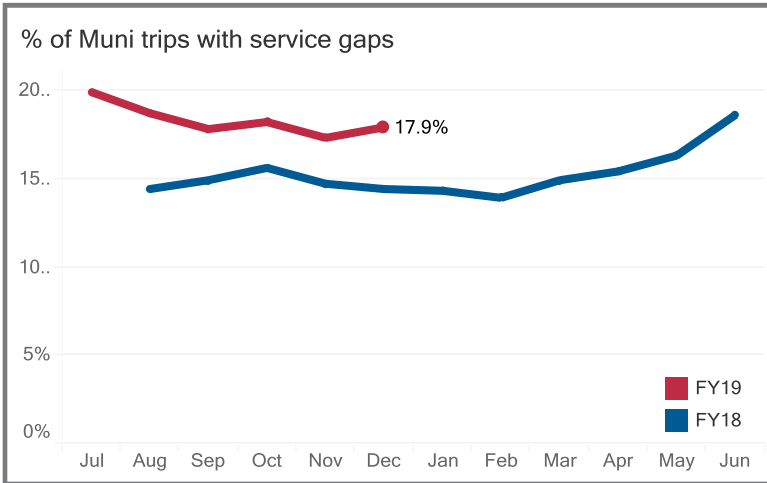
**Goal 2:** Make transit and other sustainable modes of transportation the most attractive and preferred means of travel.

Objective 2.1: Improve transit service.

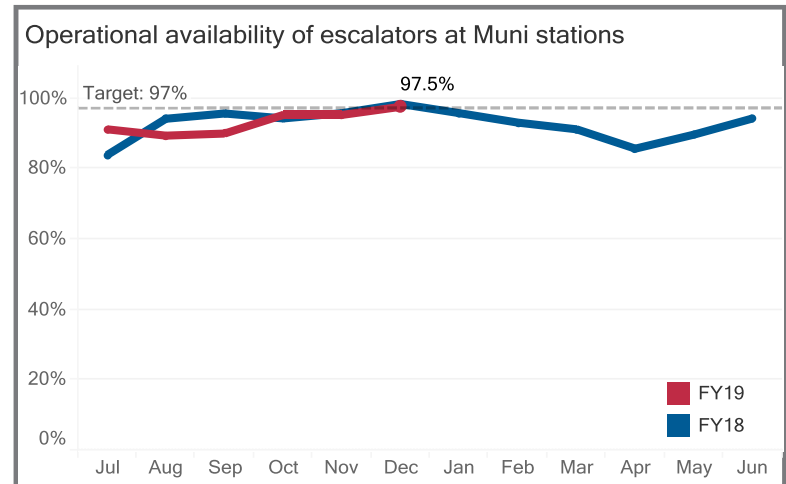
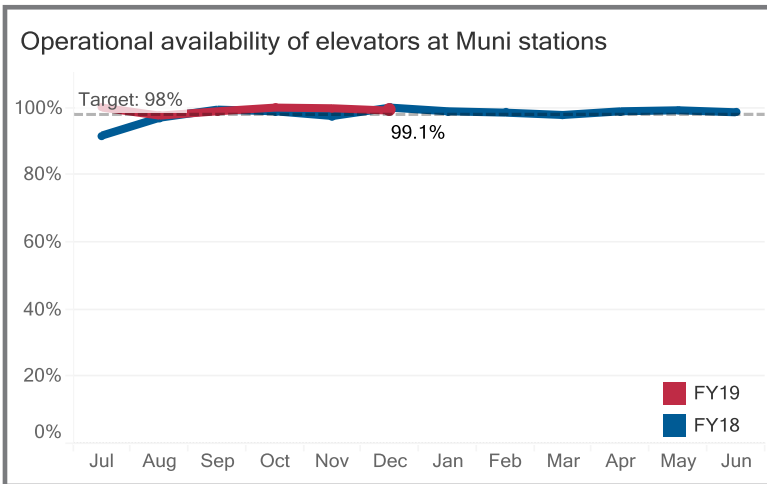
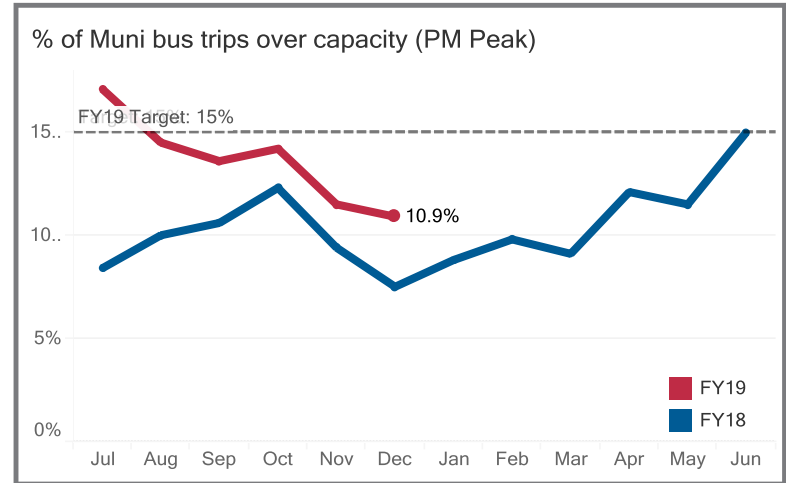
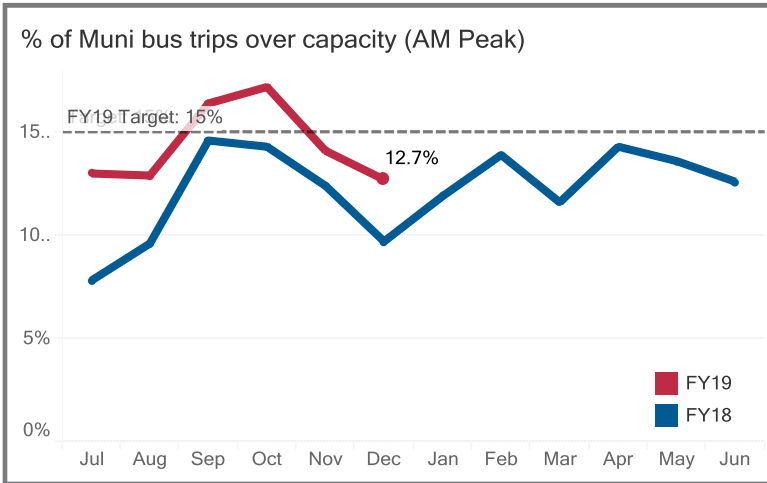
Objective 2.2: Enhance and expand use of the city's sustainable modes of transportation.

Objective 2.3: Manage congestion and parking demand to support the Transit First Policy.

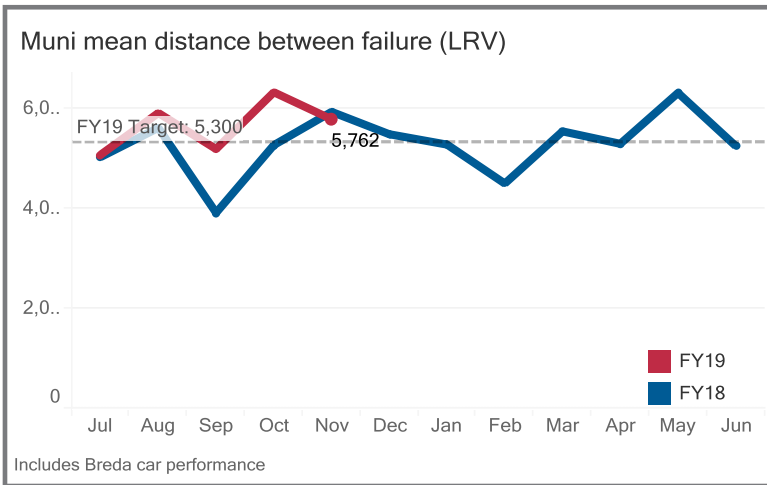
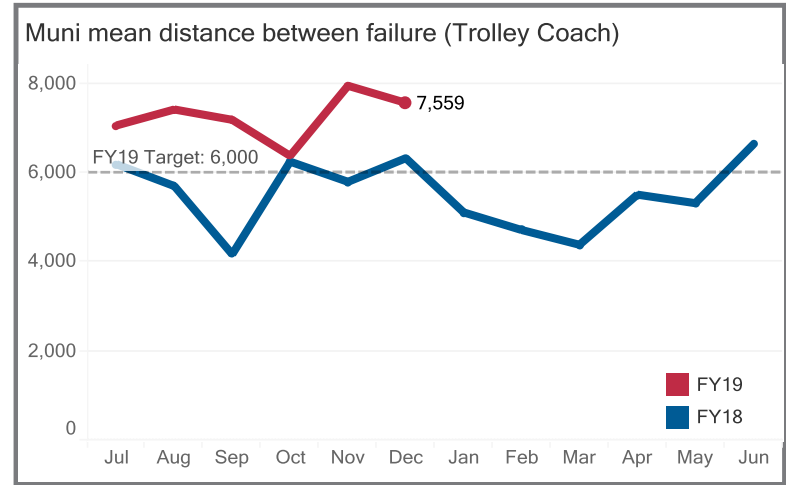
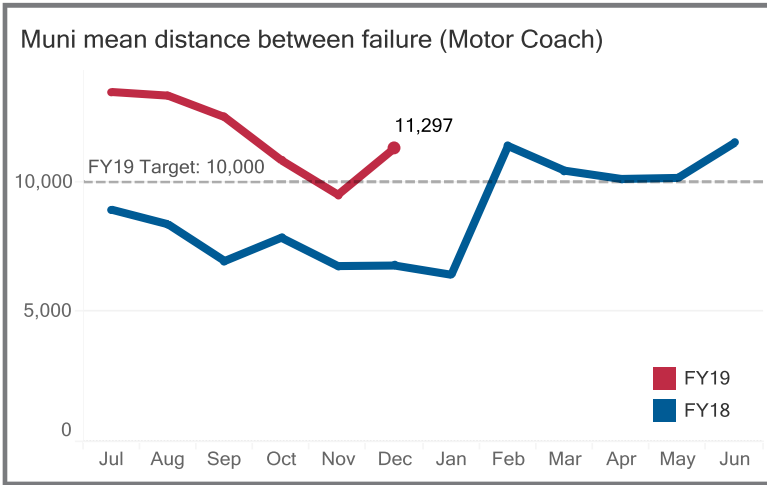
# Goal 2 Metrics



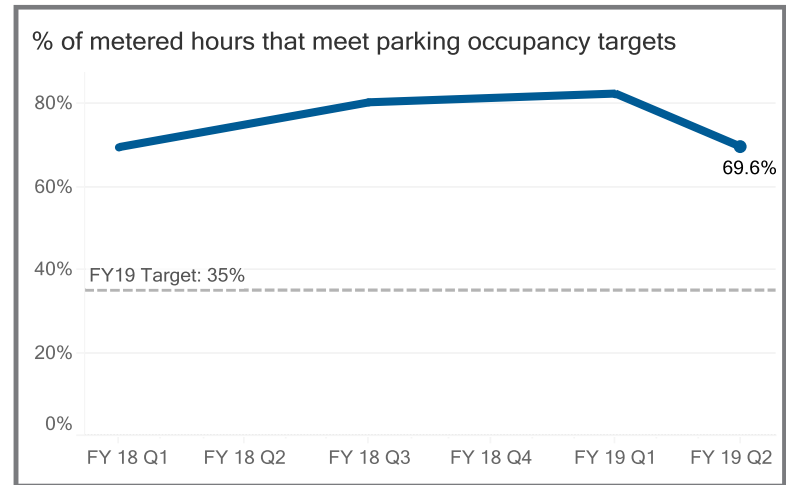
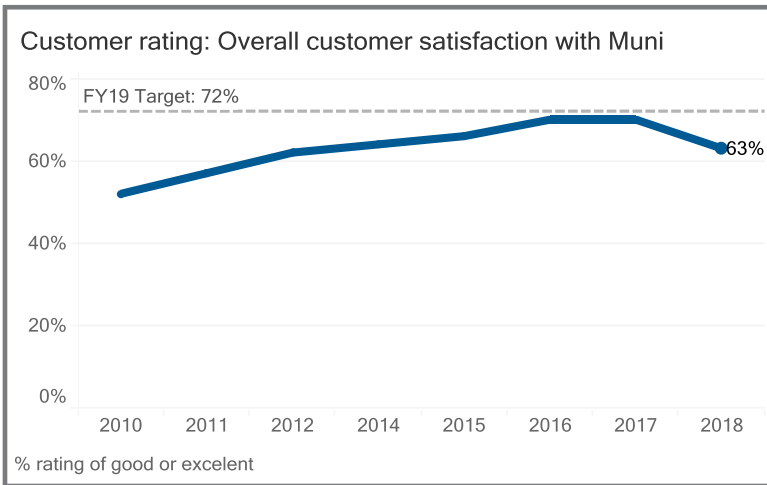
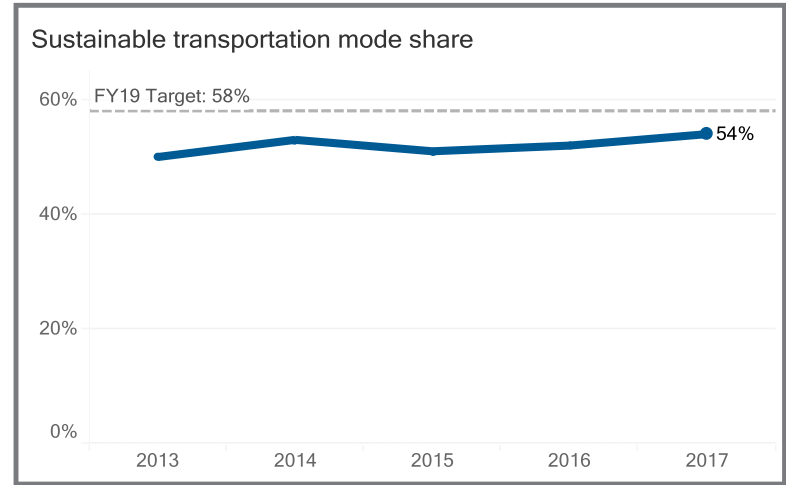
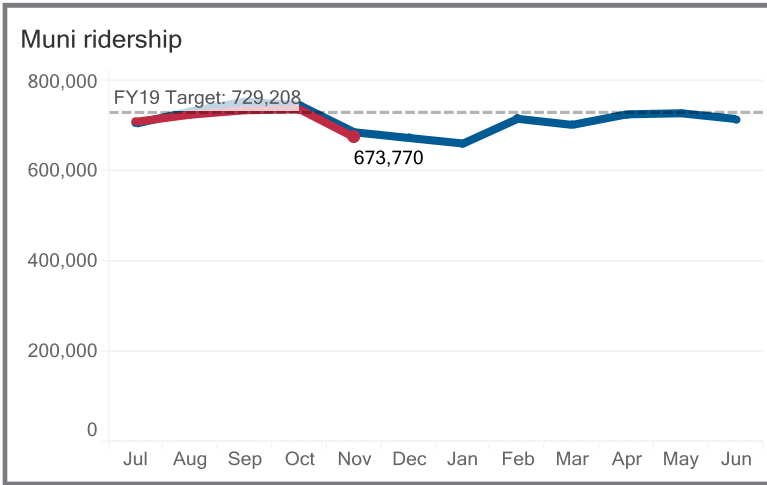
# Goal 2 Metrics



# Goal 2 Metrics



# Goal 2 Metrics





# Goal 2 Metrics

## Metrics under development:

### In support of Objective 2.2:

- Average weekday bicycle trips
- Average weekday taxi trips

### In support of Objective 2.3:

- Muni average travel time on key transit segments



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## **Goal 3:** Improve the quality of life and environment in San Francisco and the region.

Objective 3.1: Use Agency programs and policies to advance San Francisco's commitment to equity.

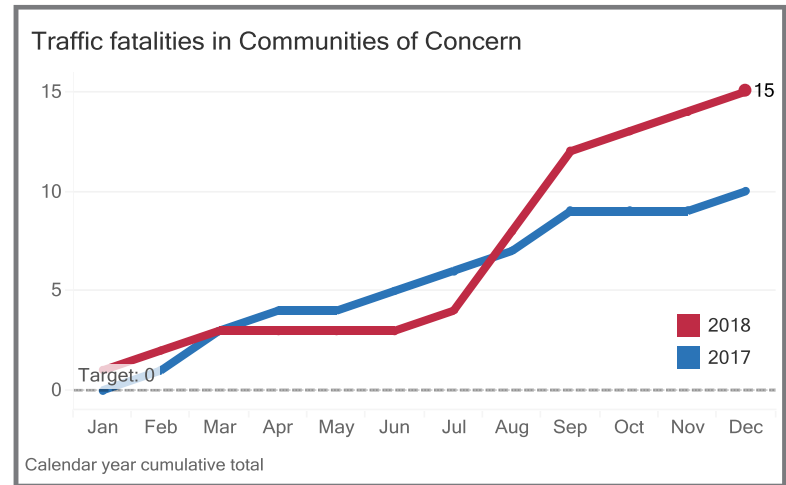
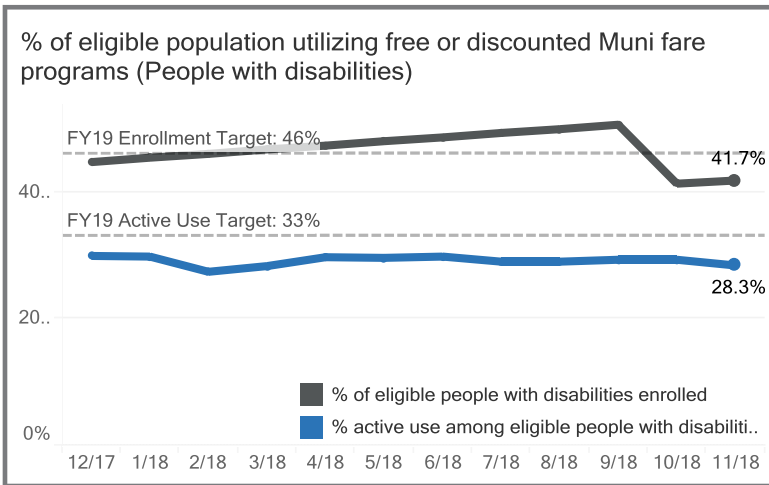
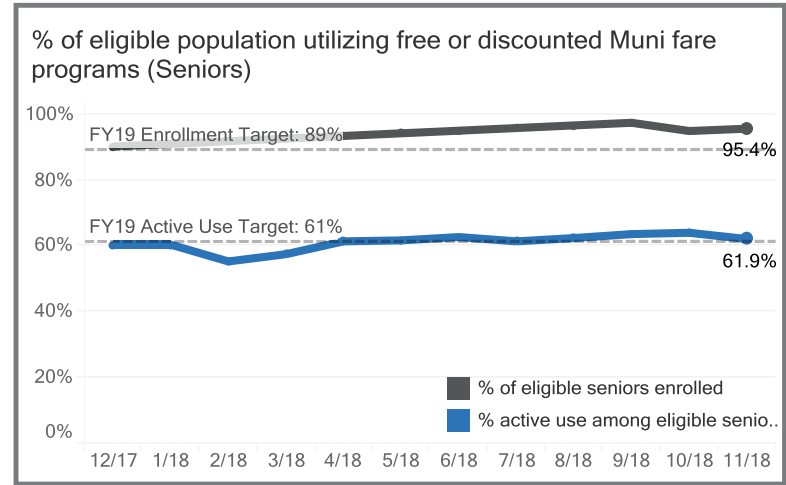
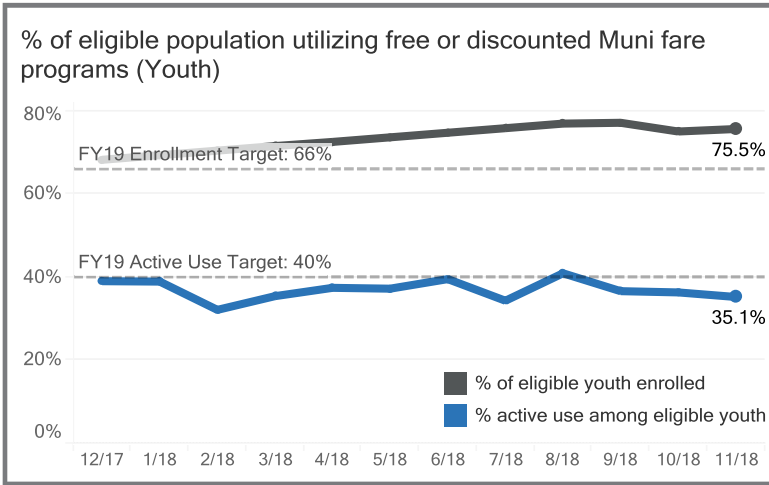
Objective 3.2: Advance policies and decisions in support of sustainable transportation and land use principles.

Objective 3.3: Guide emerging mobility services so that they are consistent with sustainable transportation principles.

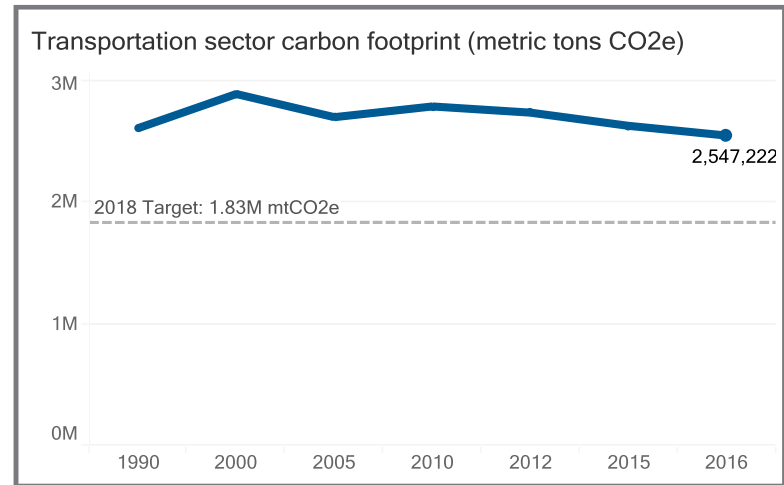
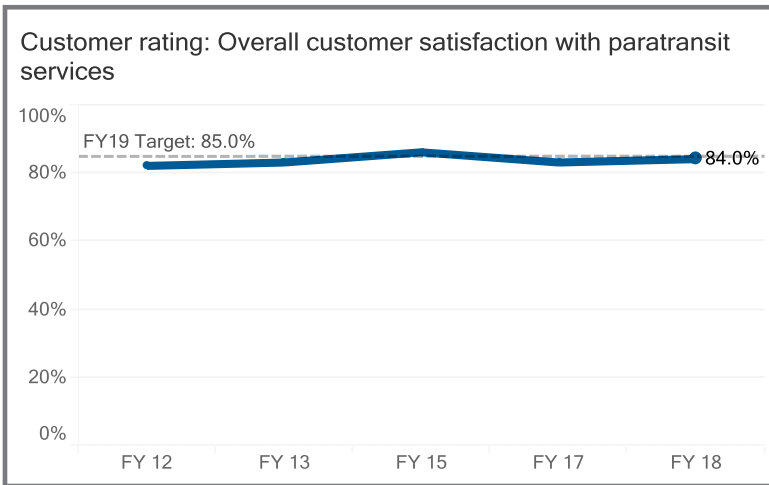
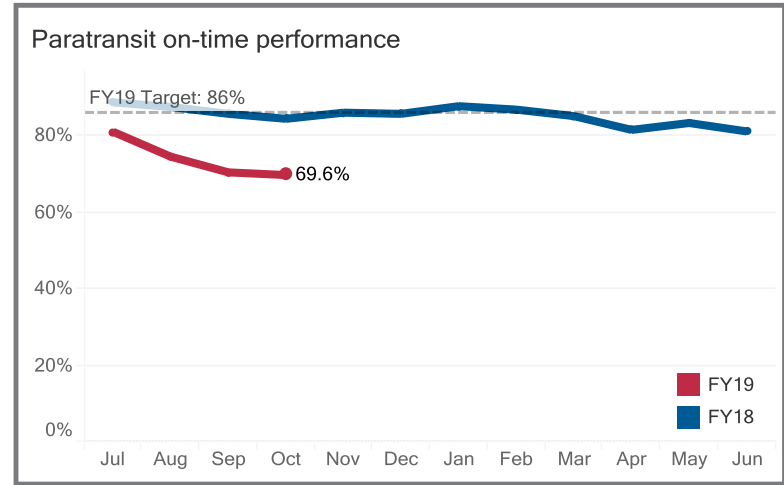
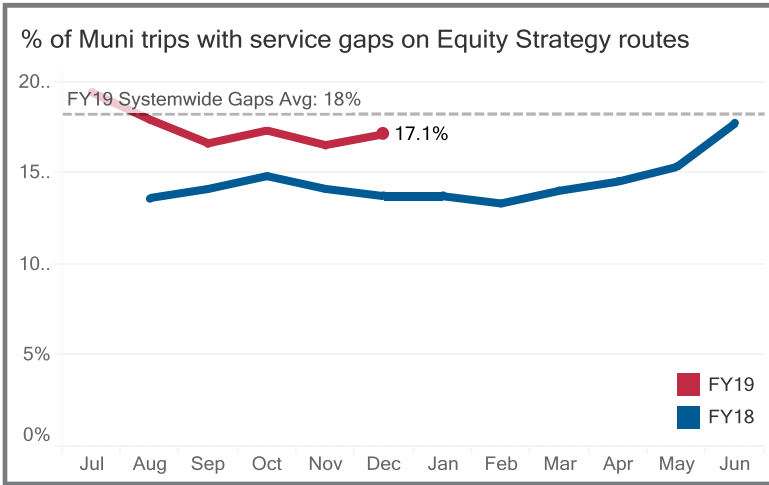
Objective 3.4: Provide environmental stewardship to improve air quality, enhance resource efficiency, and address climate change.

Objective 3.5: Achieve financial stability for the agency.

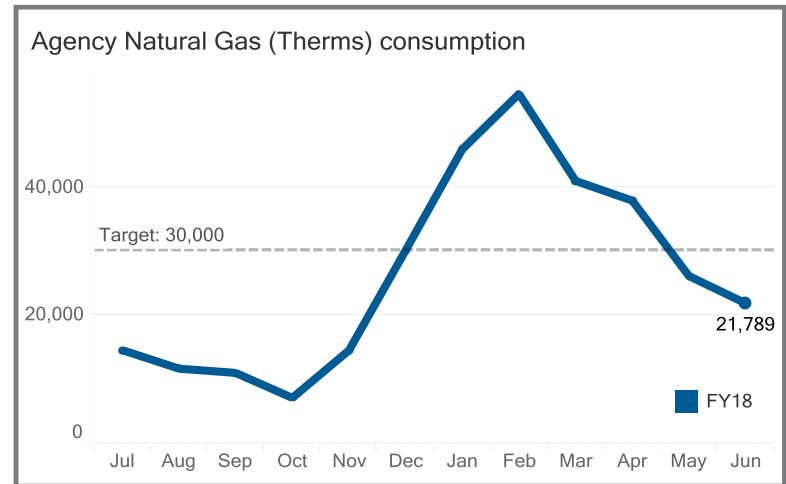
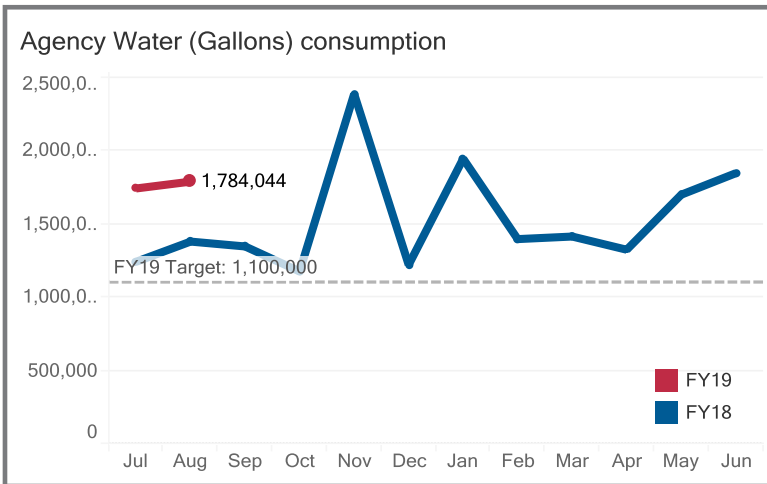
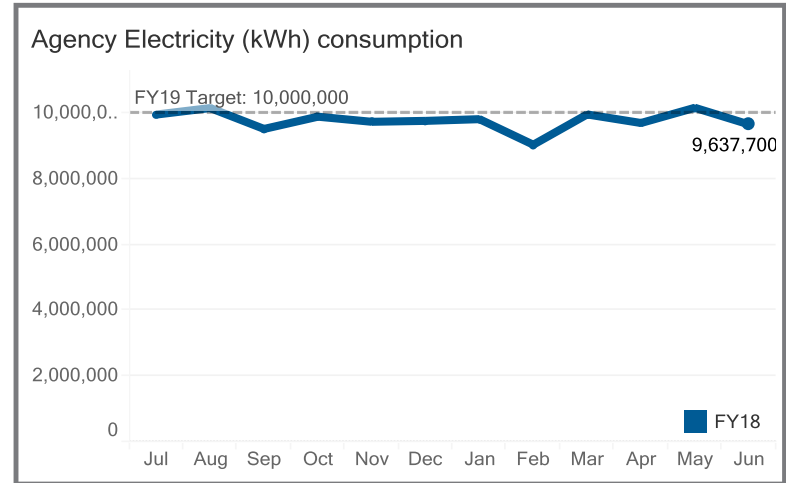
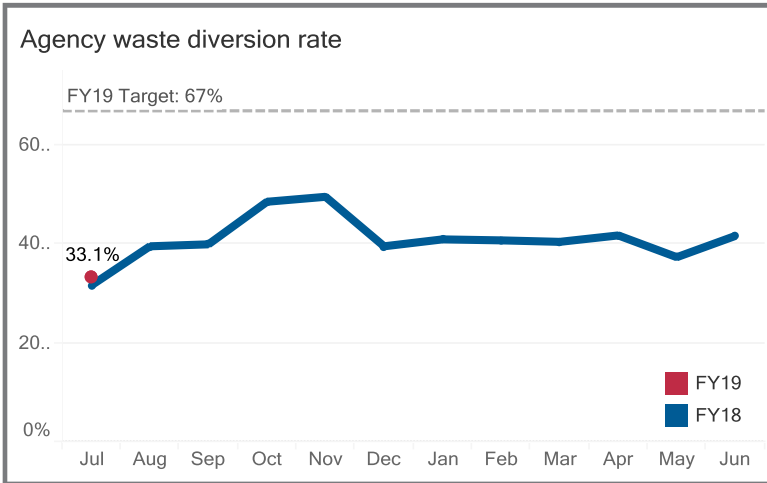
# Goal 3 Metrics



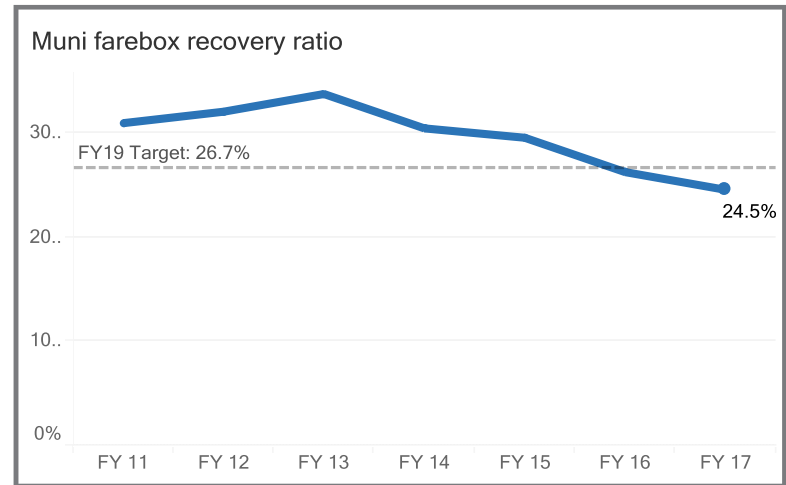
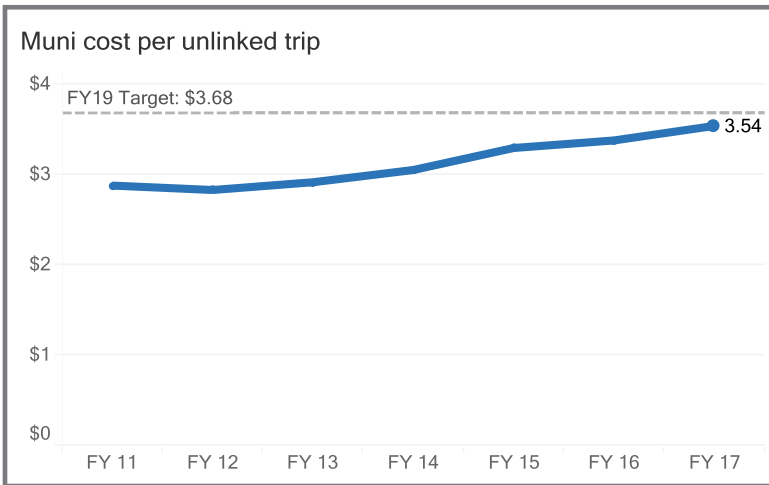
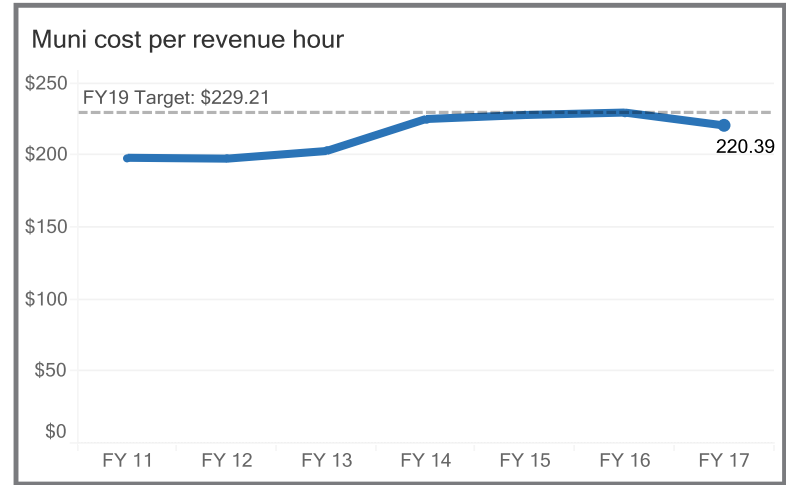
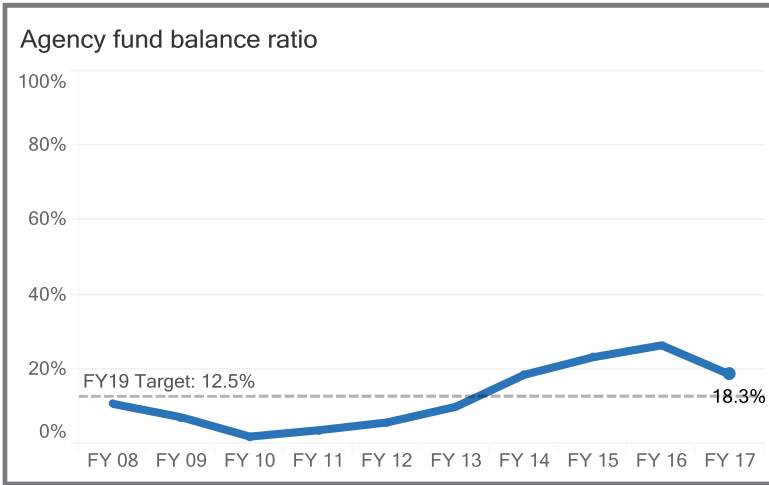
# Goal 3 Metrics



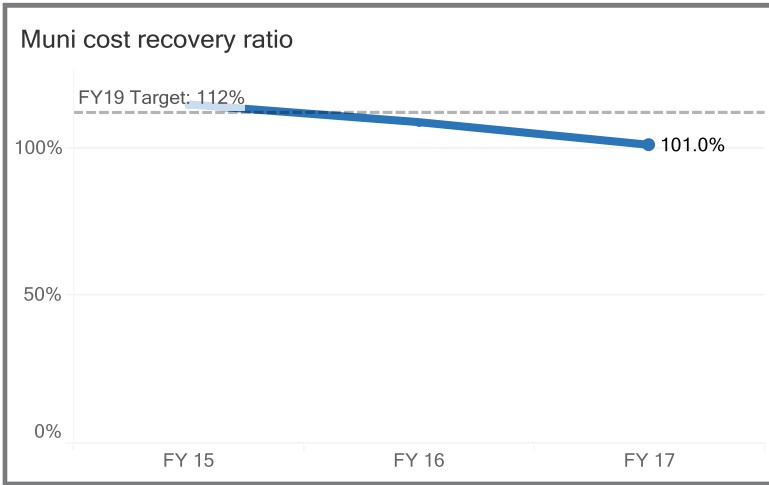
# Goal 3 Metrics



# Goal 3 Metrics



# Goal 3 Metrics



# Goal 3 Metrics

## Metrics under development:

### In support of Objective 3.3:

- Number of trips using Emerging Mobility Services (EMS)
- EMS collisions per 100,000 miles
- Percent of EMS trips provided to and from Communities of Concern
- Number of EMS trips provided to people with disabilities

### In support of Objective 3.5:

- Year-end investment toward State of Good Repair





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## **Goal 4:** Create a workplace that delivers outstanding service.

Objective 4.1: Strengthen morale and wellness through enhanced employee engagement, support, and development.

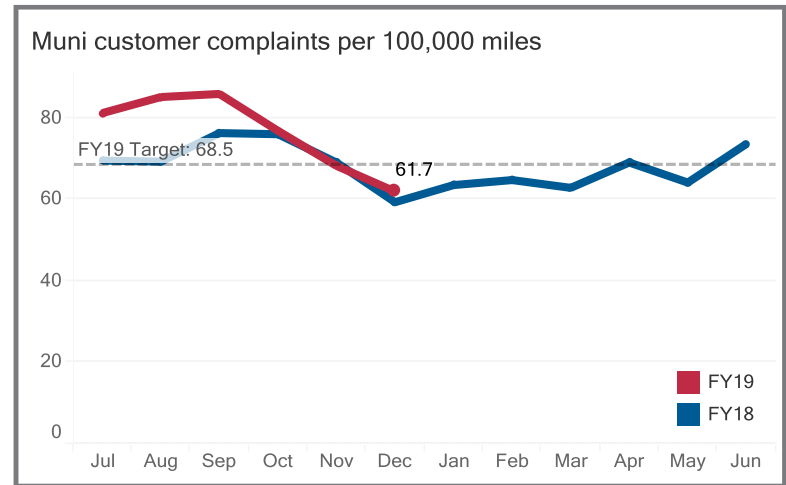
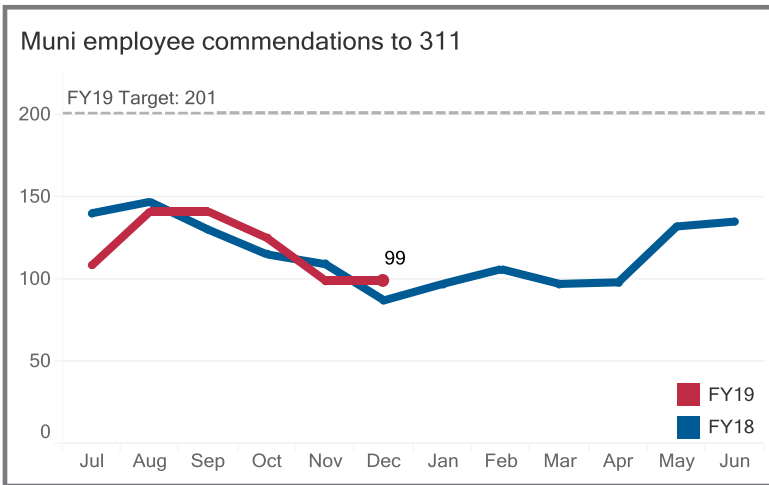
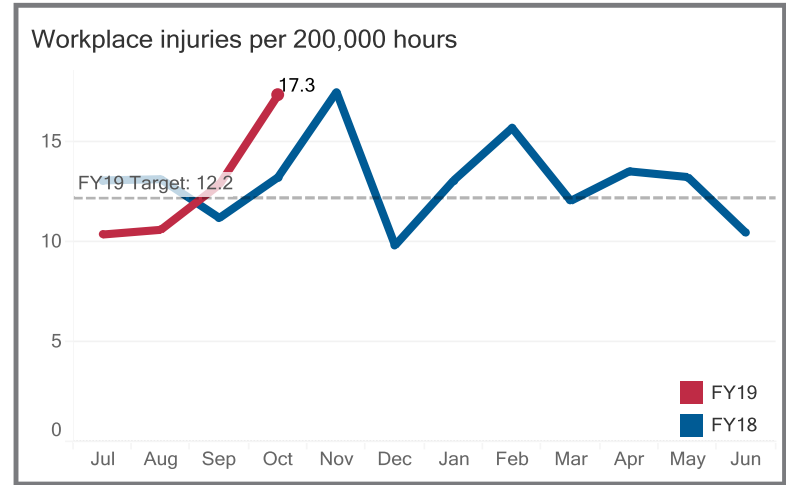
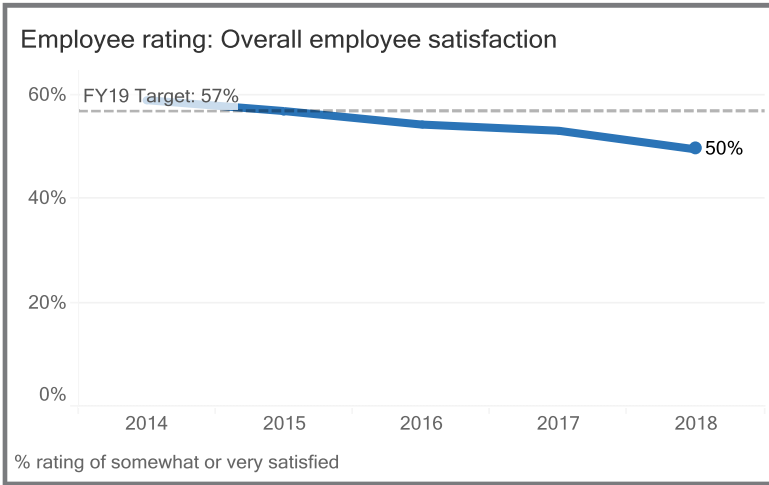
Objective 4.2: Improve the safety, security, and functionality of SFMTA work environments.

Objective 4.3: Enhance customer service, public outreach, and engagement.

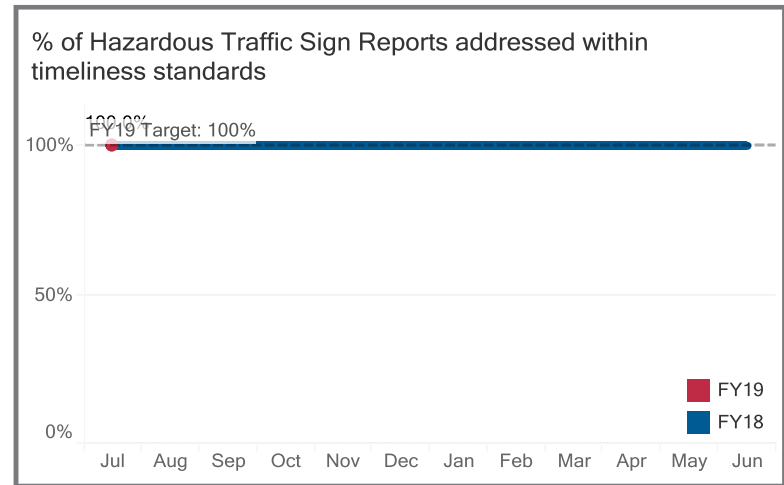
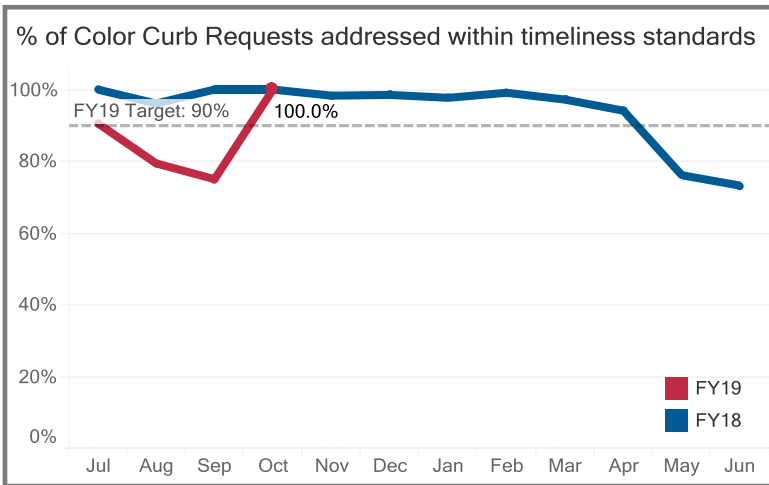
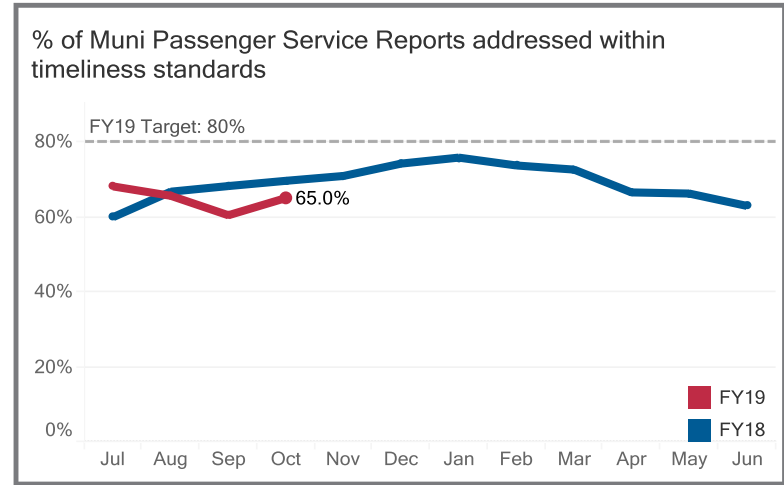
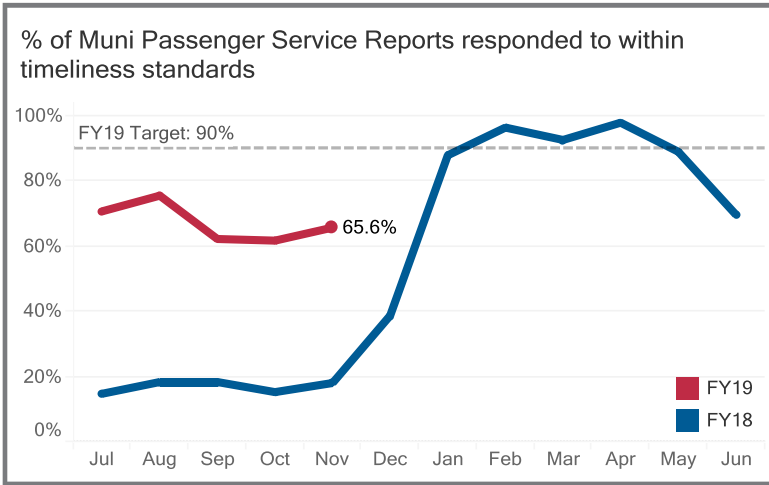
Objective 4.4: Create a more diverse and inclusive workforce.

Objective 4.5: Increase the efficiency and effectiveness of business processes and project delivery through the implementation of best practices.

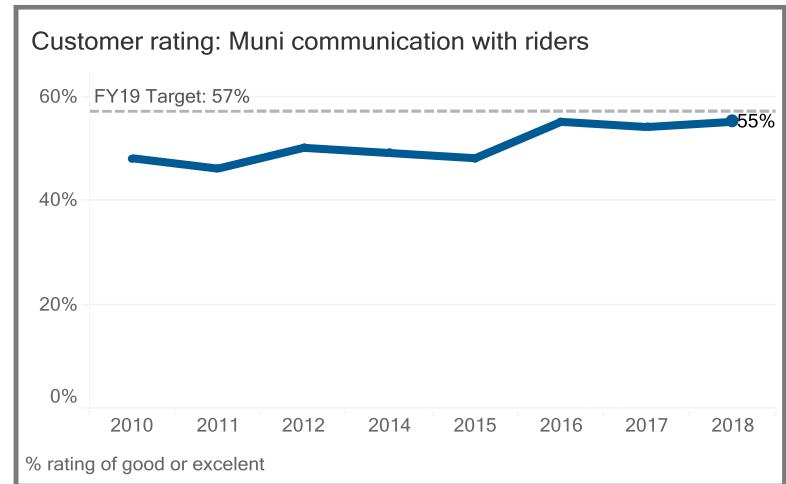
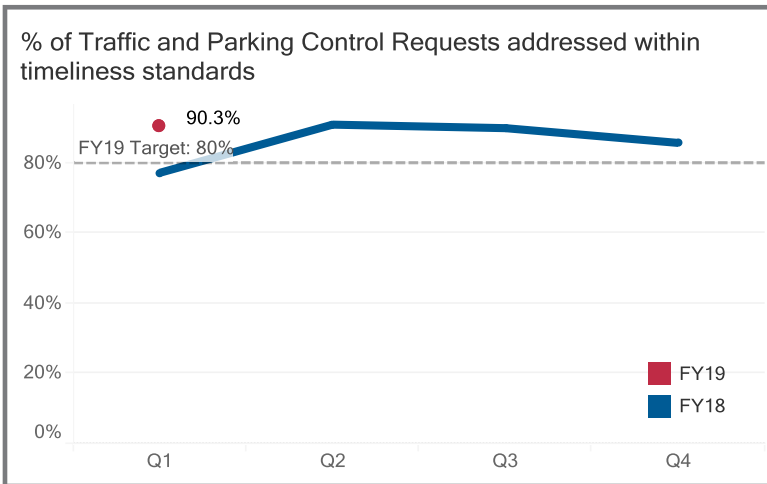
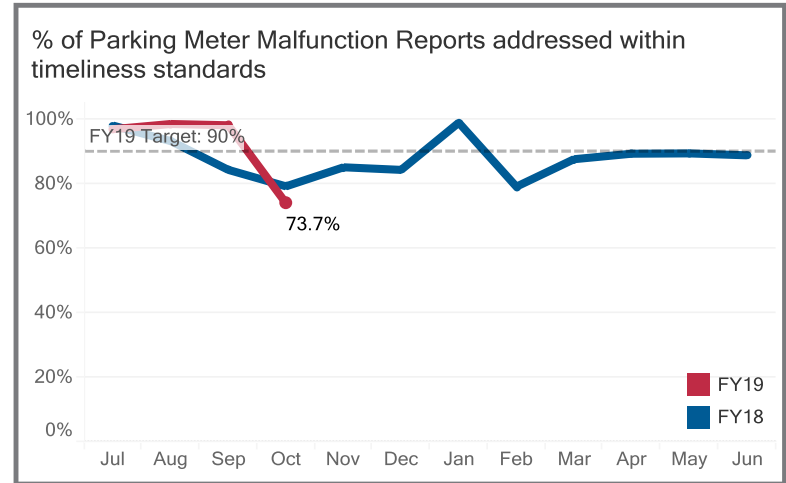
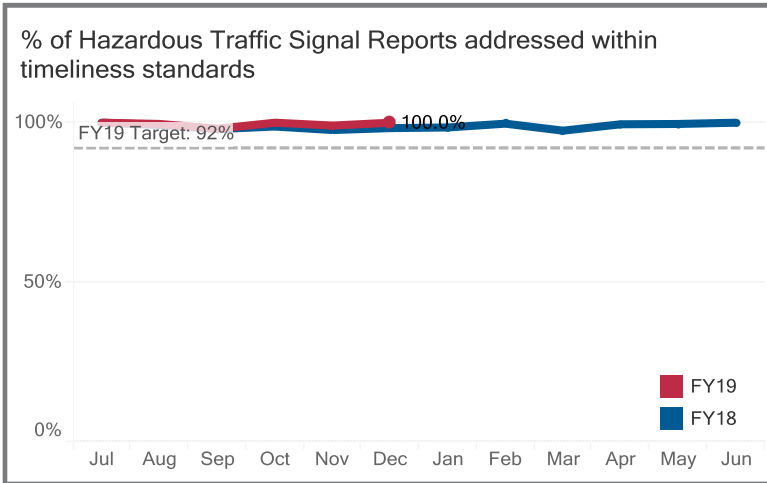
# Goal 4 Metrics



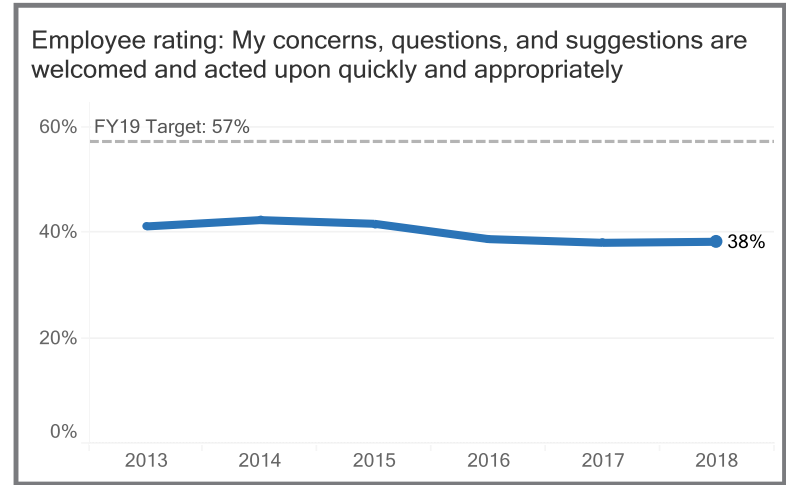
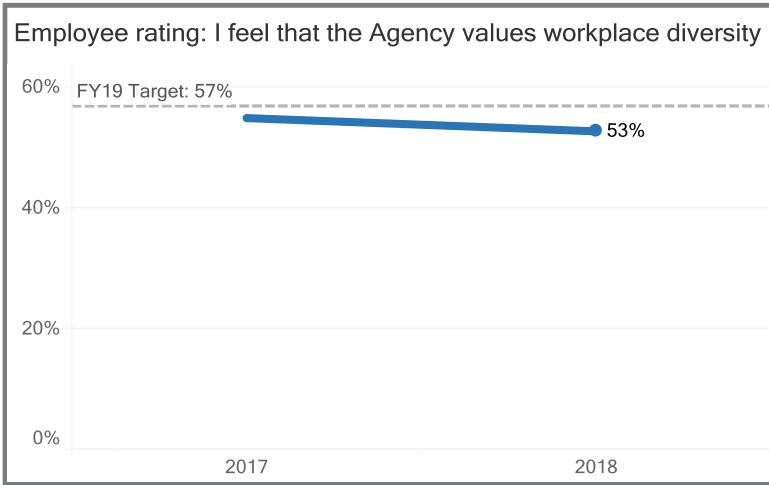
# Goal 4 Metrics



# Goal 4 Metrics



# Goal 4 Metrics



# Goal 4 Metrics

## **Metrics under development:**

### **In support of Objective 4.1:**

- Employee unscheduled absence rate
- Employee wellness program utilization rate

### **In support of Objective 4.2:**

- Security incidents involving SFMTA employees

### **In support of Objective 4.3:**

- Community rating: Feeling of being informed about SFMTA projects  
Establish baseline and improve community rating Establishing  
baseline (FY19)

### **In support of Objective 4.5:**

- Percentage of capital projects initiated/completed on time
- Percentage of capital projects completed within budget
- Service critical operations and maintenance staff vacancy rate
- Percentage of sign and meter work orders completed within  
timeliness standards



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*Next Strategic Plan Progress Update in February 2019.*