

ID	Metric	Target	FY12 Avg	FY13 Avg	FY14 Avg	FY15 Avg	FY16 Avg	FY17 Avg	FY18 Avg	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 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		1,082	981	704												
Objective 2.4: Improve parking utilization and manage parking demand																								
2.4.1	Percentage of metered hours with no rate change in <i>Spark</i> pilot areas*		40.5%	52.2%	66.2%	60.3%	64.7%	71.8%	80.1%	69.2%			74.4%						80.1%					
2.4.2	Off-peak share of SFMTA garage entries (before 7:00a/after 9:55a)		81.2%	81.3%	80.7%	80.9%	80.6%	80.7%	80.7%	79.9%	81.4%	84.2%	80.0%	80.1%	79.7%	80.5%	80.2%	80.2%	80.2%	82.2%	79.8%	80.1%	79.6%	81.8%
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%	83.1%	82.0%	83.3%	86.4%	82.1%	82.7%	82.0%	82.5%	81.9%	82.3%	84.0%	81.9%	82.8%	82.1%	84.9%	
2.4.3	# of secure on-street bicycle parking spaces*					7,958	8,525																	
2.4.3	# of secure off-street bicycle parking spaces*					1,329	1,429																	
Goal 3: Improve the environment and quality of life in San Francisco																								
Objective 3.1: Reduce the Agency's and the transportation system's resource consumption, emissions, waste, 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		10,032,098	9,823,160	10,156,078	9,920,424	9,124,890	10,188,051	9,727,734	10,143,276	10,028,603						
3.1.6	Agency gas consumption (therms)		33,934	32,049	23,057	19,265	21,108	24,260		7,949	8,719	17,533	51,417	59,391	33,353	27,102	19,588	25,793						
3.1.6	Agency water consumption (gallons)		1,447,255	1,476,801	1,903,909	1,735,422	1,503,979	1,424,415	1,501,603	1,261,128	1,753,312	1,289,552	1,402,235	1,160,828	1,179,604	1,370,642	1,336,119	1,597,392	1,237,329	1,375,218	1,341,976	1,171,439	2,382,053	
3.1.7	Agency waste diversion rate		36.4%	37.9%	37.1%	34.5%	35.1%	33.3%	37.3%	31.0%	32.5%	35.9%	32.7%	31.7%	30.2%	31.3%	32.9%	39.7%	31.5%	35.7%	36.4%	44.6%		
Objective 3.2: Increase the transportation system's positive impact to the economy																								
3.2.1	Muni average weekday boardings		675,208	683,211	703,255	710,877	726,412	702,290	713,685	737,830	719,990	670,300	681,010	716,050	712,550	723,360	730,600	707,280	702,290	725,080				
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%			93.7%	94.1%	95.3%	95.1%		95.1%	94.3%	94.4%							
3.3.2	Percentage of all capital projects delivered on-time by phase*				59.2%	97.8%	84.3%			91.7%	89.8%	79.2%	77.7%		69.7%	61.5%	62.7%							
Objective 3.4: Deliver services efficiently																								
3.4.1	Transit passengers per hour									63.2	62.1	59.4	59.3	61.7	61.1	62.1	65.1	63.13	61.9	63.7	66.1	64.6		
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		\$2.14	\$2.15	\$2.22	\$2.38	\$2.38																	
3.4.5	Farebox recovery ratio		32.0%	33.7%	30.4%	29.5%	26.2%																	
3.4.6	Average daily Transit Operator shortfall		37.3	35	43	25	10	17	13	14	11	19	13	10	8			17	13					
3.4.7	Number of individuals entering Transit Operator training per month		205	158	147	594	295	278		39	21	28	29	29	28			29		29			14	
Objective 3.5: Reduce capital and operating structural deficits																								
3.5.1	Structural capital budget deficit (SOGR)						\$229M (As of Q4)	\$350M (As of Q3)																
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)*			3.4	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)*						3.3																	
4.1.2	Percentage of employees that complete the survey			32.9%	29.6%	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																	

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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																
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																
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%	43.8%															
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%	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%	8.3%	8.3%	8.2%	9.7%	9.0%	8.1%	7.0%	8.5%	9.4%	7.9%	8.0%	8.0%	7.9%	9.4%	8.1%
4.3.4	Employee rating: My manager holds me accountable to achieve my written objectives.			3.6	3.6	3.6	3.6																
4.3.5	Employee commendations to 311 ¹		127	112	104	104	152	181	118	177	154	175	140	130	150	157	191	158	130	140	119	99	99
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																	

***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 IMOU-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. 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.
 - 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 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 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, 2/12/2016, 2/15/2016, 2/16/2016, 2/22/2016, 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, 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.
 - 3.4.1 Historical figures have been slightly revised to account for a prior reporting error.
 - 3.4.3 Figures are adjusted for inflation to reflect FY16 dollars.
 - 3.4.6 Due to data system upgrade, April 2017 and May 2017 results cannot be reported.
 - 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.

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