Strategic Plan Metrics Report
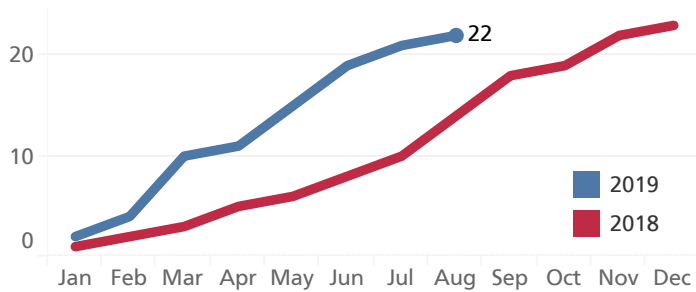
August 2019

SFMTA

Goal 1: Create a safer transportation experience for everyone
Objective 1.1: Achieve Vision Zero by eliminating all traffic deaths

Traffic Fatalities

Calendar year cumulative total

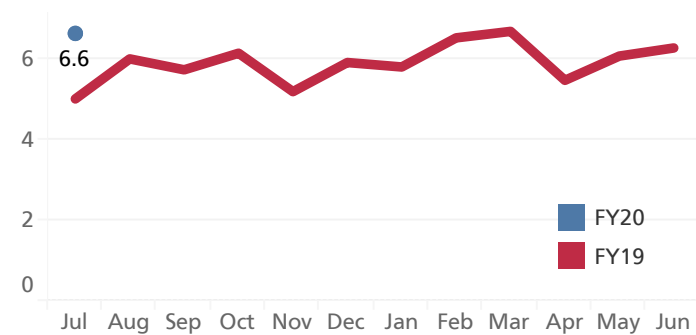|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	1 Aug 2019	**22** FYTD as of Aug 2019	**0** Target
	2 Jul 2019	**14** FYTD as of Aug 2018	**Not Met** Current Target

Objective 1.2: Improve the safety of the transit system

Muni collisions per 100,000 miles

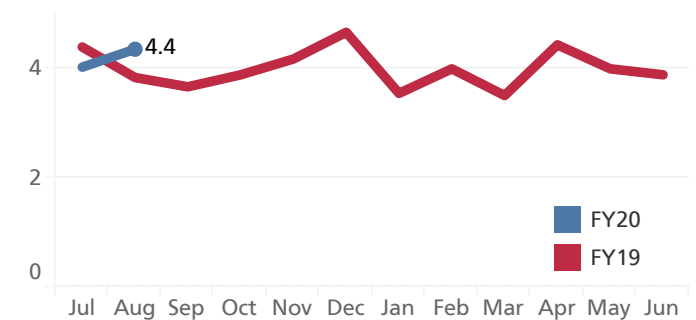|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	6.6 Jul 2019	**6.6** FYTD as of Jul 2019	**6.1** FY20 Target
	6.3 Jun 2019	**5.0** FYTD as of Jul 2018	**Not Met** Current Target

Objective 1.3: Improve security for transportation system users

Muni-related crimes per 100,000 miles

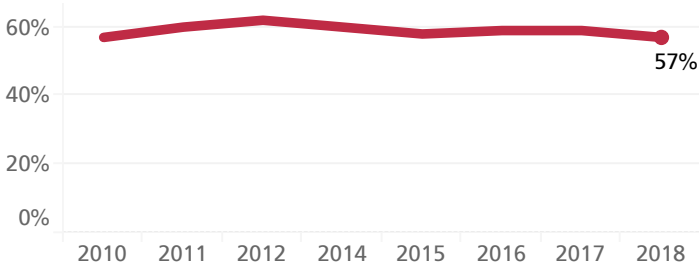|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	4.4 Aug 2019	**4.2** FYTD as of Aug 2019	**4.1** FY20 Target
	4.0 Jul 2019	**4.1** FYTD as of Aug 2018	**Not Met** Current Target

Goal 1: Create a safer transportation experience for everyone
Objective 1.3: Improve security for transportation system users

Customer rating: Feeling safe and secure on Muni at a stop
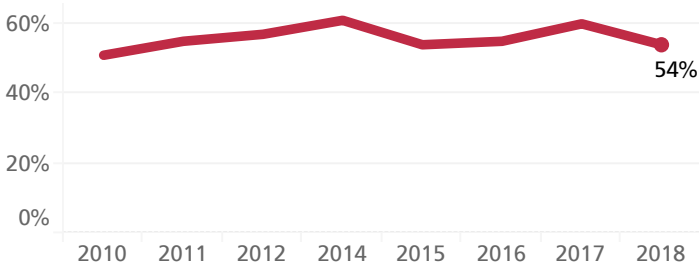

	Annual Total vs Prior Year	Target Status
	57% in 2018	**61%** 2019 Target
	59% in 2017	

Customer rating: Feeling safe and secure on Muni on a vehicle

	Annual Total vs Prior Year	Target Status
	54% in 2018	**62%** 2019 Target
	60% in 2017	

2019 results will be available upon completion of the Muni Rider Survey in Fall 2019.
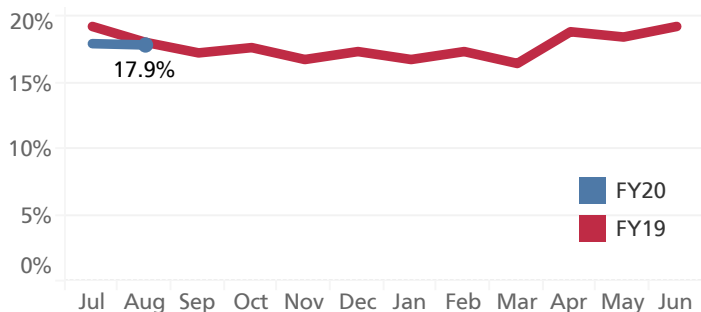
Goal 2: Make transit and other sustainable modes of transportation the most attractive and preferred means of travel
Objective 2.1: Improve transit service

% of Muni trips with service gaps

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	17.9% Aug 2019	**18.0%** FYTD as of Aug 2019	**15%** FY20 Target
	18.0% Jul 2019	**N/A** FYTD as of Aug 2018	**Not Met** Current Target

Muni on-time performance (System-wide)

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	56.5% Aug 2019	**56.5%** FYTD as of Aug 2019	**85%** FY20 Target
	56.5% Jul 2019	**53.0%** FYTD as of Aug 2018	**Not Met** Current Target

Muni on-time performance (Terminal departures)

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	75.3% Aug 2019	**75.1%** FYTD as of Aug 2019	**85%** FY20 Target
	74.9% Jul 2019	**72.1%** FYTD as of Aug 2018	**Not Met** Current Target

SFMTA

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

Objective 2.1: Improve transit service

% of scheduled Muni service hours delivered

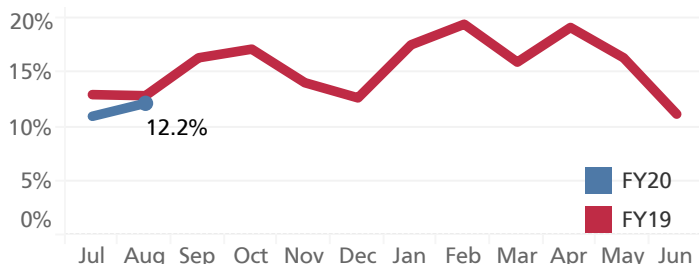|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	95.1% Aug 2019	95.0% FYTD as of Aug 2019	98.5% FY20 Target
	94.9% Jul 2019	92.0% FYTD as of Aug 2018	Not Met Current Target

% of Muni bus trips over capacity during AM peak

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	12.2% Aug 2019	11.6% FYTD as of Aug 2019	13% FY20 Target
	11.0% Jul 2019	13.0% FYTD as of Aug 2018	Met Current Target

% of Muni bus trips over capacity during PM peak
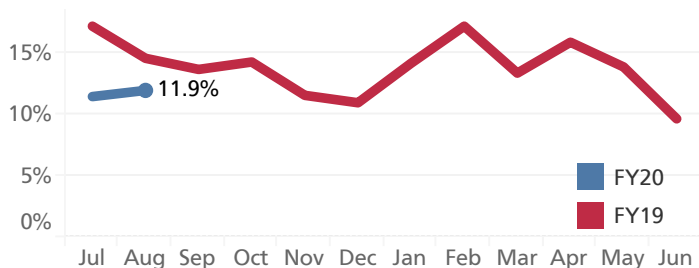
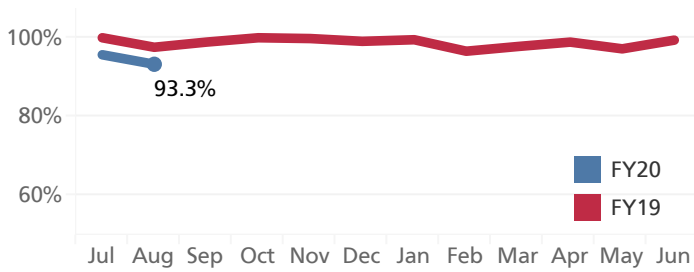|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	11.9% Aug 2019	11.6% FYTD as of Aug 2019	13% FY20 Target
	11.4% Jul 2019	15.7% FYTD as of Aug 2018	Met Current Target

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

Objective 2.1: Improve transit service

Operational availability of elevators at Muni stations

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
93.3% Aug 2019	**94.5%** FYTD as of Aug 2019	**98%** FY20 Target
95.7% Jul 2019	**98.8%** FYTD as of Aug 2018	**Not Met** Current Target

Operational availability of escalators at Muni stations

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
95.7% Aug 2019	**94.9%** FYTD as of Aug 2019	**97%** FY20 Target
94.1% Jul 2019	**90.2%** FYTD as of Aug 2018	**Not Met** Current Target

% of cable service hours delivered without interruption
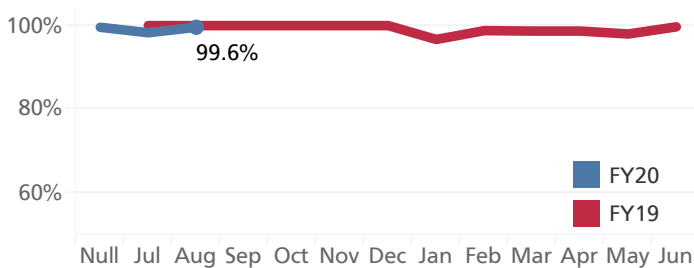
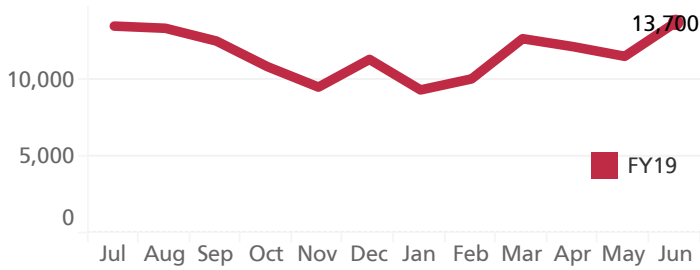| Recent vs Prior Month	Annual Total vs Prior Year	Target Status
99.6% Aug 2019	**99.0%** FYTD as of Aug 2019	**99.5%** Target
98.3% Jul 2019	**100.0%** FYTD as of Aug 2018	**Met** Current Target

Goal 2: Make transit and other sustainable modes of transportation the most attractive and preferred means of travel
Objective 2.1: Improve transit service

Muni mean distance between failure (Motor Coach)

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	13,700 Jun 2019	11,511 FYTD as of Jun 2019	10,000 Target
	11,497 May 2019	8,416 FYTD as of Jun 2018	Met Current Target

Muni mean distance between failure (Trolley Coach)
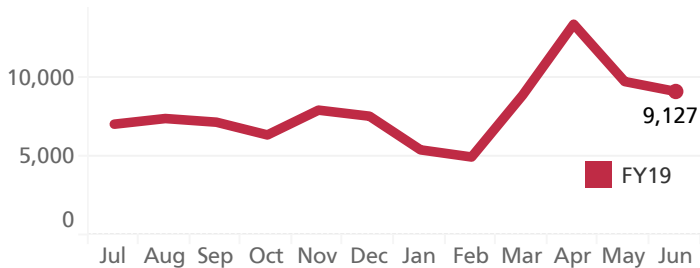
	Recent vs Prior Month	Annual Total vs Prior Year
	9,127 Jun 2019	7,423 FYTD as of Jun 2019
	9,757 May 2019	5,391 FYTD as of Jun 2018

Muni mean distance between failure (Breda LRV)
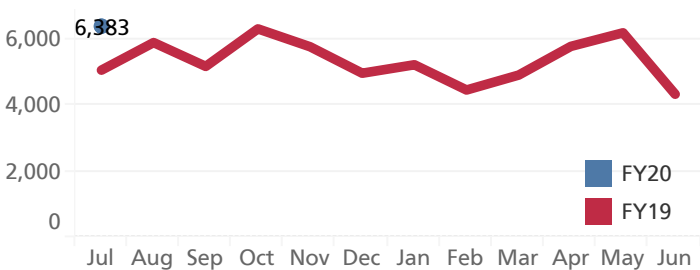
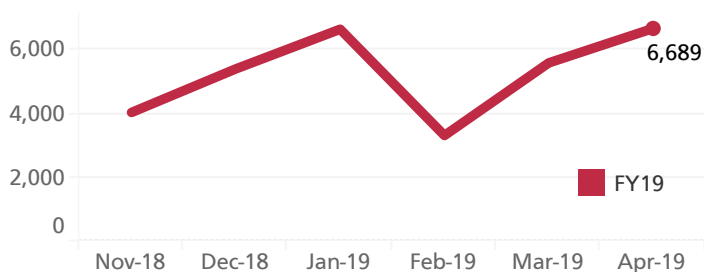|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	6,383 Jul 2019	6,383 FYTD as of Jul 2019	5,500 Target
	4,327 Jun 2019	5,054 FYTD as of Jul 2018	Met Current Target

Goal 2: Make transit and other sustainable modes of transportation the most attractive and preferred means of travel
Objective 2.1: Improve transit service

Muni mean distance between failure (Siemens LRV)

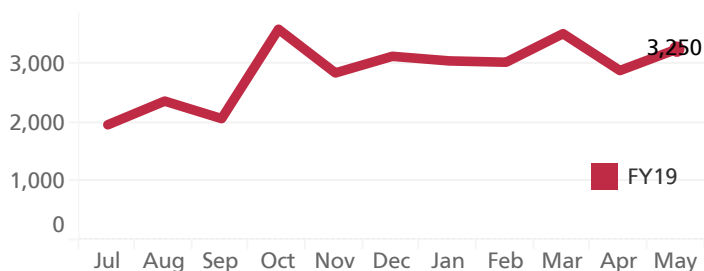|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	6,689 Apr 2019	5,042 FYTD as of Apr 2019	25,000 Target
	5,608 Mar 2019		Not Met Current Target

Muni mean distance between failure (Historic Streetcar)

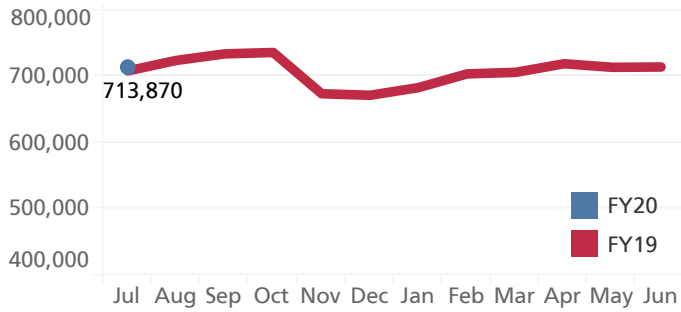|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	3,250 May 2019	2,778 FYTD as of May 2019	2,700 Target
	2,886 Apr 2019	2,504 FYTD as of May 2018	Met Current Target

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

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

Muni Average weekday boardings

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
713,870 Jul 2019	713,870 FYTD as of Jul 2019	764,954 Target
714,010 Jun 2019	708,170 FYTD as of Jul 2018	Not Met Current Target

Sustainable transportation mode share
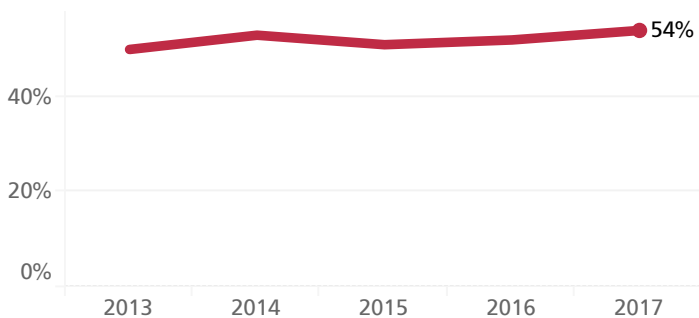
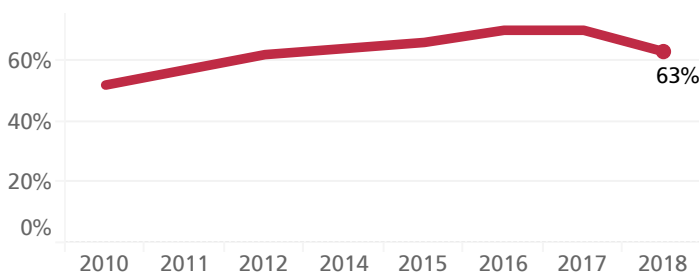| Annual Total vs Prior Year	Target Status
54% in 2017	58% 2019 Target
52% in 2016	

Customer rating: Overall customer satisfaction with Muni

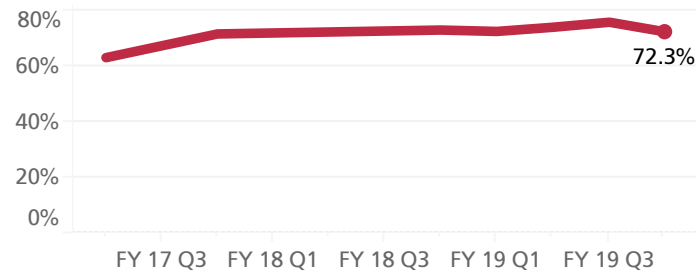| Annual Total vs Prior Year	Target Status
63% in 2018	70% 2019 Target
70% in 2017	

SFMTA

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

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

Average weekday bike trips

95,000 trips in 2017

Estimate is based on U.S. Census American Community Survey and SFMTA Travel Decision Survey. Quarterly reporting for estimated average weekday bike trips is currently in development.

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

% of metered hours that meet parking occupancy targets

72.3%

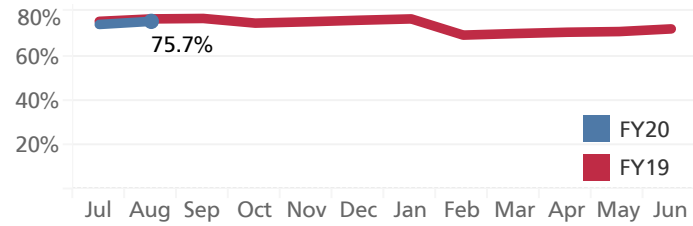|	Recent vs Prior Quarter	Annual Total vs Prior Year	Target Status
	72.3% Apr 2019	73.5% FYTD as of Apr 2019	35% FY19 Target
	75.7% Jan 2019	72.9% FYTD as of Apr 2018	Met Current Target

SFMTA

Goal 3: Improve the environment and quality of life in San Francisco and the region
Objective 3.1: Use Agency programs and policies to advance San Francisco's commitment to equity

% of eligible population utilizing free Muni fare programs (Youth)

Percent enrolled

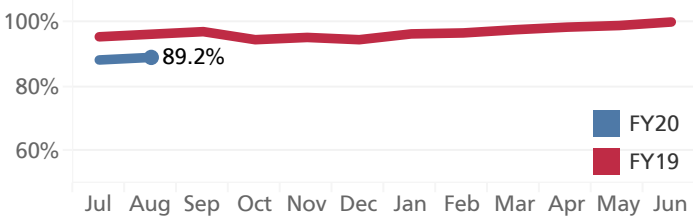|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	75.7% Aug 2019	75.7% FYTD as of Aug 2019	FY20 Target
	74.3% Jul 2019	76.8% FYTD as of Aug 2018	N/A Current Target

% of eligible population utilizing free Muni fare programs (Seniors)

Percent enrolled

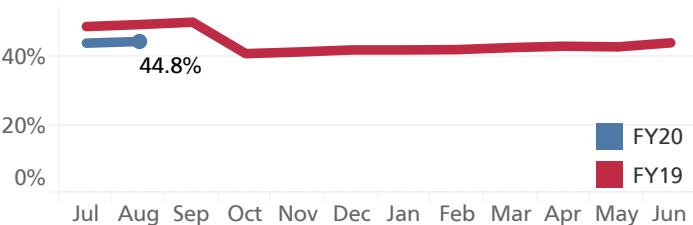|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	89.2% Aug 2019	89.2% FYTD as of Aug 2019	93% FY20 Target
	88.4% Jul 2019	96.4% FYTD as of Aug 2018	Not Met Current Target

% of eligible population utilizing free Muni fare programs (People w/ disabilities)

Percent enrolled

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	44.8% Aug 2019	44.8% FYTD as of Aug 2019	50% FY20 Target
	44.3% Jul 2019	49.8% FYTD as of Aug 2018	Not Met Current Target

SFMTA

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

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

% of eligible population utilizing free Muni fare programs (Lifeline Pass)

Percent enrolled

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	32.2% Aug 2019	32.2% FYTD as of Aug 2019	30% FY20 Target
	32.0% Jul 2019	30.1% FYTD as of Aug 2018	Met Current Target

Traffic Fatalities in Communities of Concern

Calendar year cumulative total

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	1 Aug 2019	14 FYTD as of Aug 2019	0 Target
	2 Jul 2019	8 FYTD as of Aug 2018	Not Met Current Target

% of Muni trips with service gaps on Equity Strategy routes

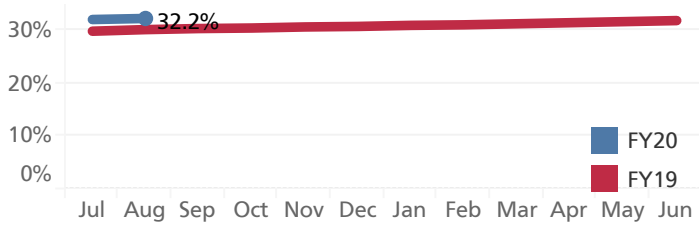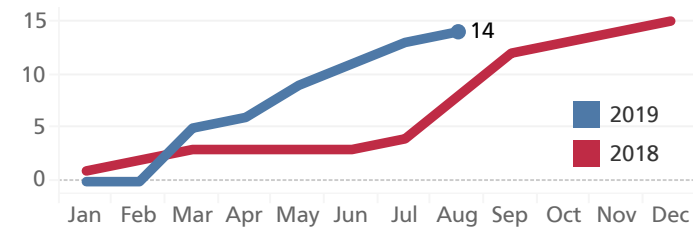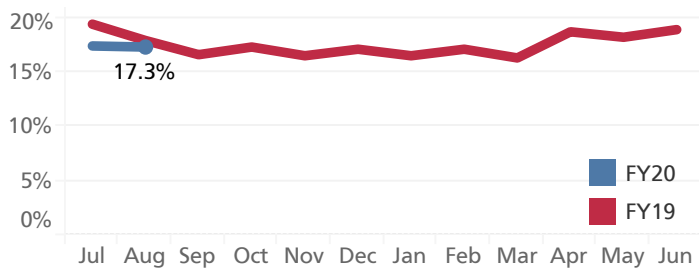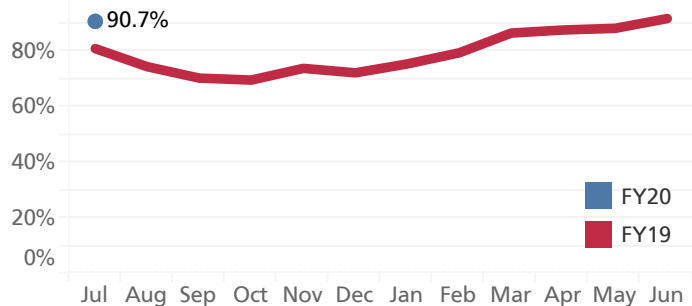|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	17.3% Aug 2019	17.4% FYTD as of Aug 2019	15% FY20 Target
	17.4% Jul 2019	N/A FYTD as of Aug 2018	Not Met Current Target

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

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

Paratransit on-time performance

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	90.7% Jul 2019	**90.7%** FYTD as of Jul 2019	**87%** FY20 Target
	91.7% Jun 2019	**80.9%** FYTD as of Jul 2018	**Met** Current Target

Customer rating: Overall customer satisfaction with paratransit services
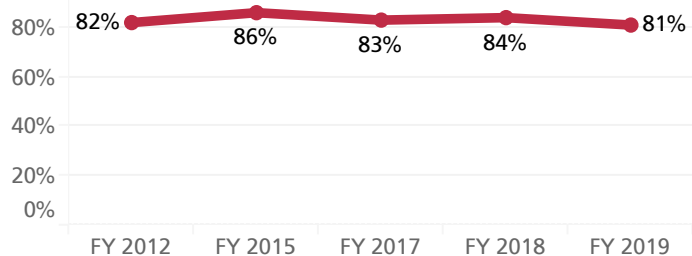
	Annual Total vs Prior Year	Target Status
	81% in 2019	**85%** 2019 Target
	84% in 2018	**Met** Current Target

% of contract $ awarded to Local Business Enterprises
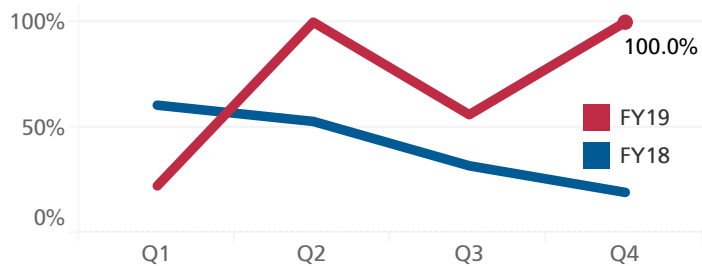
|	Recent vs Prior Quarter	Annual Total vs Prior Year	Target Status
	100.0% Apr 2019	**31.5%** FYTD as of FY 19 Q4	**40%** FY19 Target
	56.2% Jan 2019	**25.8%** FYTD as of 18 Q2	**Not Met** Current Target

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

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

% of contract $ awarded to Disadvantaged Business Enterprises

21.8% 50.8% 34.3% 19.6%

FY 17 Q2   FY 17 Q4   FY 18 Q2
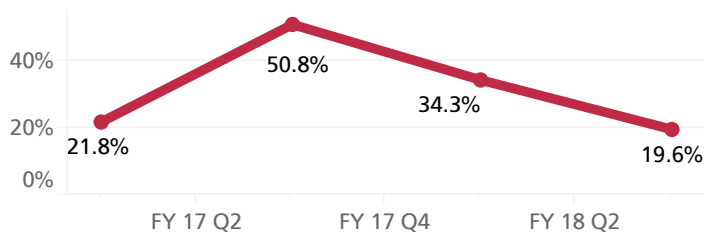
Semi-annual

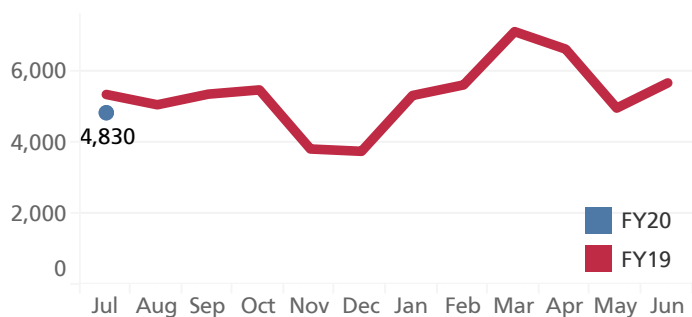| Annual Total vs Prior Year	Target Status
25.3% FYTD as of June 2018	**15%** FY19 Target
34.6% FYTD as of June 2017	

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

Average weekday Bay Wheels trips

4,830

FY20
FY19

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
4,830 Jul 2019	**4,830** FYTD as of Jul 2019	**Establishing Baseline**
5,666 Jun 2019	**5,342** FYTD as of Jul 2018	

Average weekday JUMP Bike trips
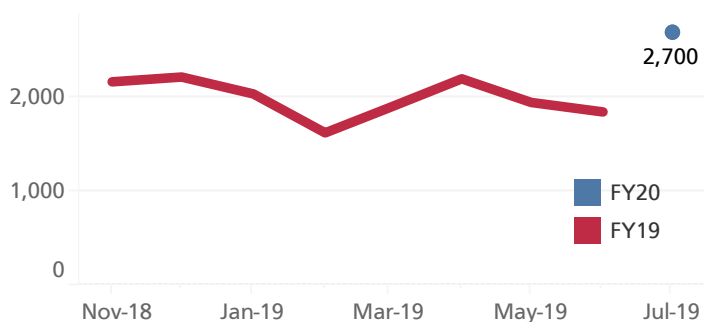
2,700

FY20
FY19

Nov-18   Jan-19   Mar-19   May-19   Jul-19

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
2,700 Jul 2019	**2,700** FYTD as of Jul 2019	**Establishing Baseline**
1,850 Jun 2019		

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

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

Average weekday electric scooter trips	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	3,249 Jul 2019	3,249 FYTD as of Jul 2019	Establishing Baseline
	3,005 Jun 2019		

Average weekday TNC trips (Uber, Lyft)	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
Trip data not currently provided by TNCs Transportation Network Companies	N/A	N/A	N/A

EMS collisions per 100,000 miles (JUMP Bike)	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	17.0 Jul 2019	17.0 FYTD as of Jul 2019	Establishing Baseline
	9.6 Jun 2019		

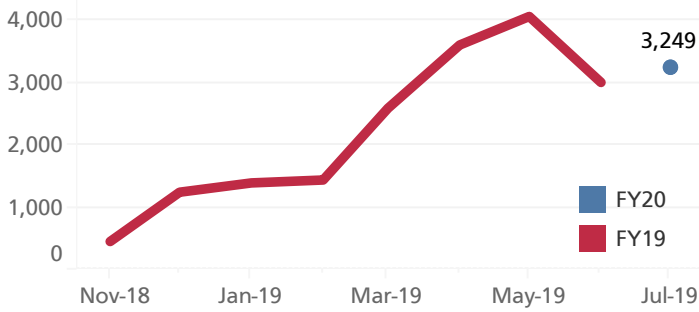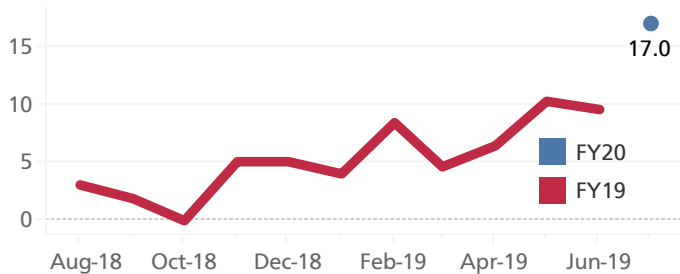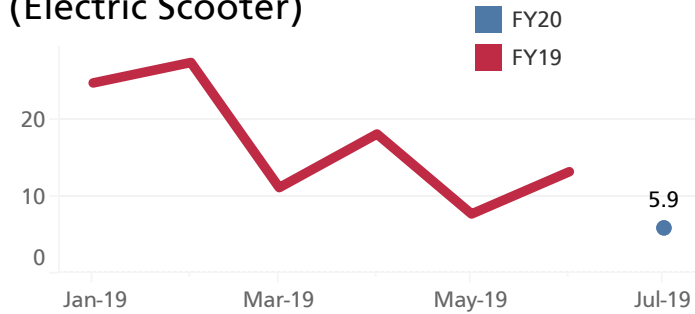*EMS collisions are self-reported and do not distinguish between property damanage and injury.

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

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

EMS collisions per 100,000 miles (Electric Scooter)

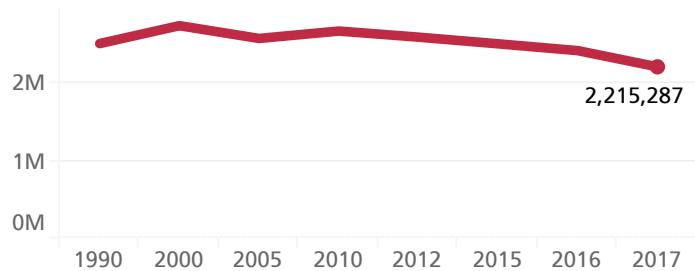|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	5.9 Jul 2019	5.9 FYTD as of Jul 2019	Establishing Baseline
	13.2 Jun 2019		

*EMS collisions are self-reported and do not distinguish between property damanage and injury.

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

Transportation sector carbon footprint (metric tons CO_2e) at a stop

2,215,287

Annual Total vs Prior Year	Target Status
2.22M in 2017	1.83M 2018 Target
2.42M in 2016	

Agency waste diversion rate

44.9%
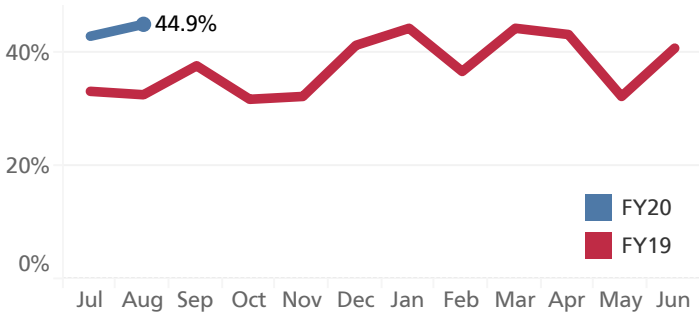
	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	44.9% Aug 2019	43.9% FYTD as of Aug 2019	100% FY20 Target
	42.8% Jul 2019	48.4% FYTD as of Aug 2018	Not Met Current Target

SFMTA

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

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

Agency water consumption (gallons)

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	1,664,345 Aug 2019	1,777,929 FYTD as of Aug 2019	900,000 Target
	1,891,512 Jul 2019	1,760,704 FYTD as of Aug 2018	Not Met Current Target

Agency electricity consumption (kWh)
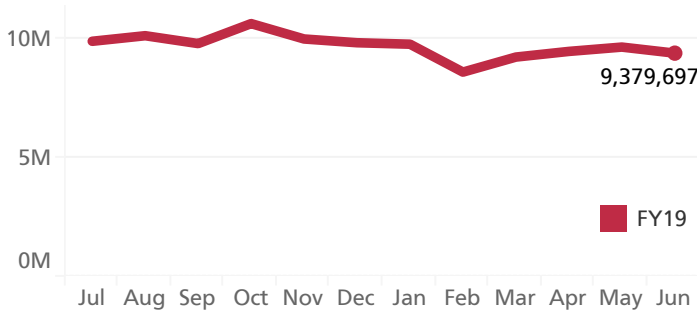
	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	9,379,697 Jun 2019	9,683,298 FYTD as of Jun 2019	10,000,000 Target
	9,633,838 May 2019	9,759,227 FYTD as of Jun 2018	Met Current Target

Agency gas consumption (therms)
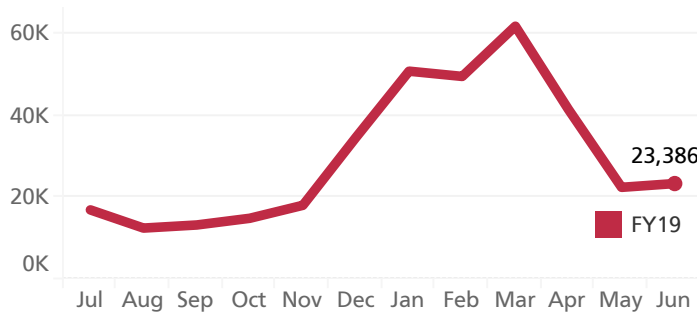
	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	23,386 Jun 2019	29,980 FYTD as of Jun 2019	30,000 Target
	22,465 May 2019	26,272 FYTD as of Jun 2018	Met Current Target

Goal 3: Improve the environment and quality of life in San Francisco and the region
Objective 3.5: Achieve financial stability for the agency

Agency fund balance ratio

20.2%

Annual Total vs Prior Year	Target Status
20.2% in FY18	**12.5%** FY19 Target
18.3% in FY17	

Muni cost per revenue hour

$237.83

Annual Total vs Prior Year	Target Status
$237.83 in FY18	**$229.21** FY19 Target
$220.39 in FY17	

Muni cost per unlinked trip

$3.73

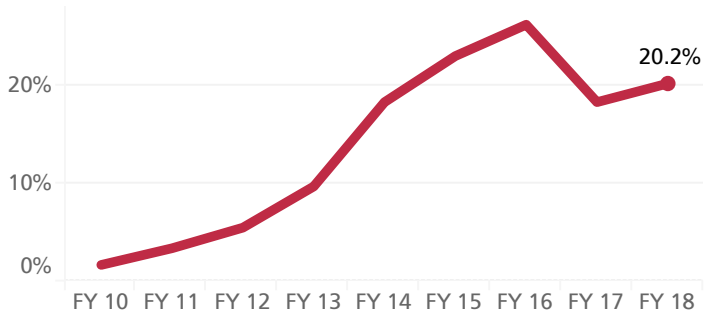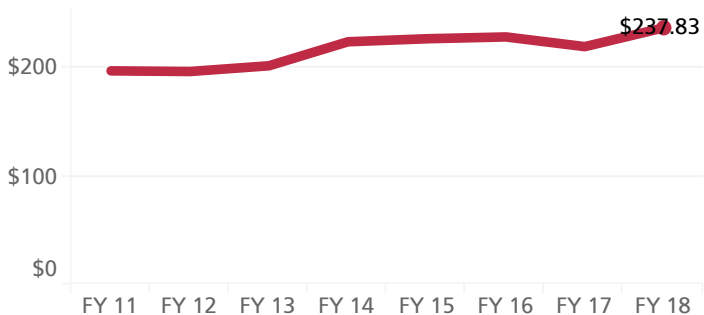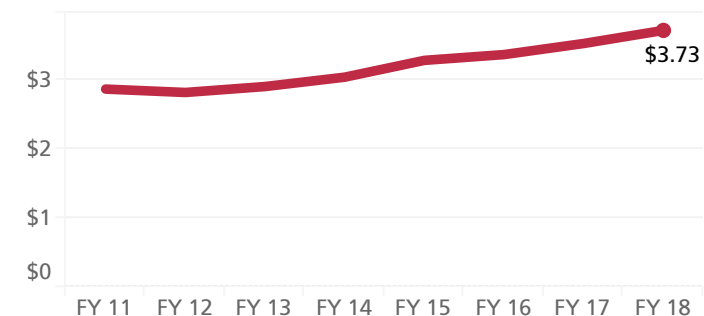| Annual Total vs Prior Year |
|---|
| **$3.73** in FY18 |
| **$3.54** in FY17 |

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

Objective 3.5: Achieve financial stability for the agency

Muni farebox recovery ratio
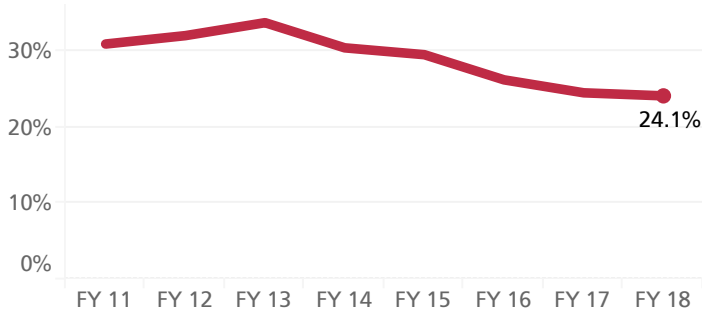
Annual Total vs Prior Year	Target Status
24.1% in FY18	**26.7%** FY19 Target
24.5% in FY17	

Muni cost recovery ratio
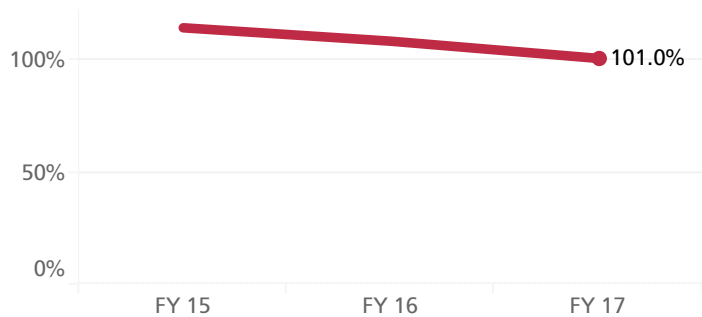
Annual Total vs Prior Year	Target Status
101.0% in FY17	**108.1%** FY19 Target
108.7% in FY16	

Goal 4: Create a workplace that delivers outstanding service

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

Employee rating: Overall employee satisfaction
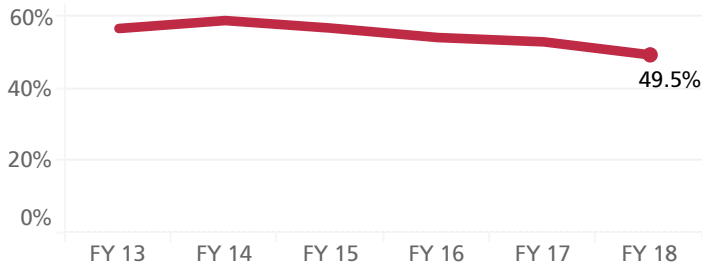
49.5%

Annual Total vs Prior Year	Target Status
49.5% in FY18	55.0% FY19 Target
53.1% in FY17	

SFMTA employee wellness program utilization rate

16.0%
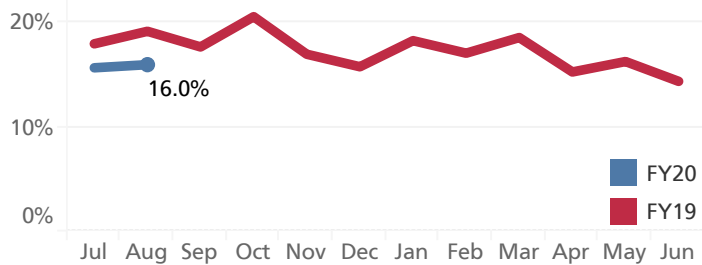
FY20
FY19

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
16.0% Aug 2019	15.9% FYTD as of Aug 2019	25% FY20 Target
15.7% Jul 2019	18.8% FYTD as of Aug 2018	Not Met Current Target

Goal 4: Create a workplace that delivers outstanding service
Objective 4.2: Improve the safety, security, and functionality of SFMTA work environments

Security incidents involving SFMTA employees
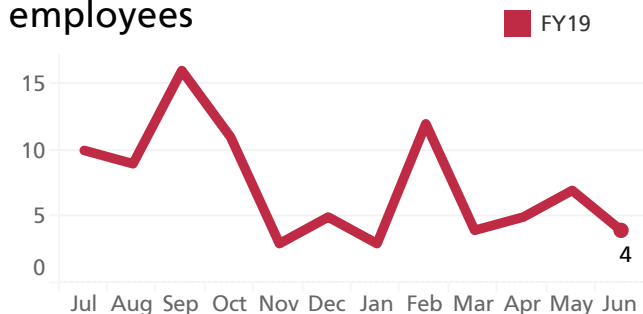
FY19

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	4 Jun 2019	7 FYTD as of Jun 2019	12.0 FY19 Target
	7 May 2019	14 FYTD as of Jun 2018	Met Current Target

Workplace injuries per 200,000 hours

FY20
FY19
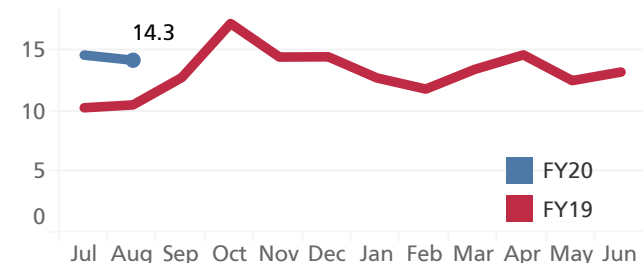
	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	14.3 Aug 2019	14.5 FYTD as of Aug 2019	12.0 Target
	14.7 Jul 2019	10.5 FYTD as of Aug 2018	Not Met Current Target

Goal 4: Create a workplace that delivers outstanding service
Objective 4.3: Enhance customer service, public outreach, and engagement

Muni employee commendations to 311

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	176 Aug 2019	**164** FYTD as of Aug 2019	**123** Target
	152 Jul 2019	**125** FYTD as of Aug 2018	**Met** Current Target

Muni customer complaints per 100,000 miles
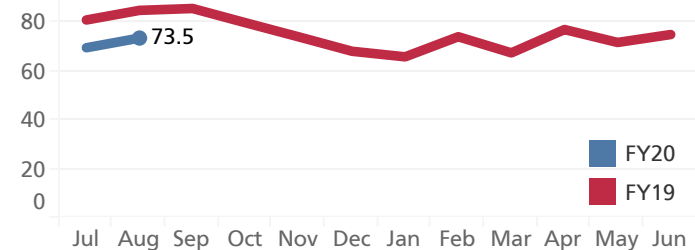
	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	73.5 Aug 2019	**71.6** FYTD as of Aug 2019	**68.4** Target
	69.6 Jul 2019	**82.9** FYTD as of Aug 2018	**Not Met** Current Target

% of Muni passenger service reports responded to within timeliness standards
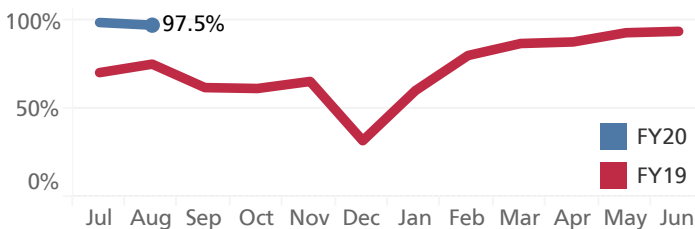
Standard for timely response is 14 business days

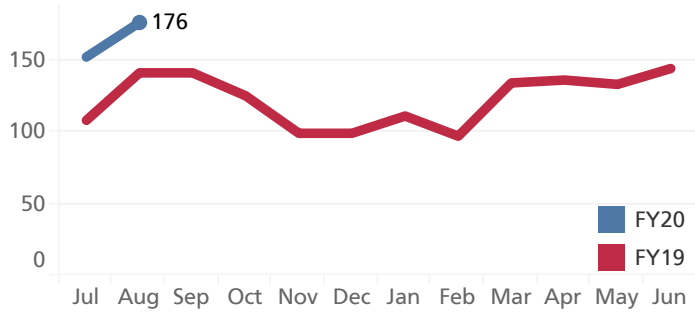|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	97.5% Aug 2019	**98.2%** FYTD as of Aug 2019	**90%** FY20 Target
	99.0% Jul 2019	**72.9%** FYTD as of Aug 2018	**Met** Current Target

Goal 4: Create a workplace that delivers outstanding service
Objective 4.3: Enhance customer service, public outreach, and engagement

% of Muni passenger service reports addressed within timeliness standards
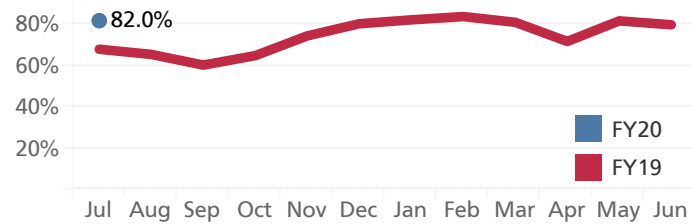
Standard for timely resolution is 28 business days

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	82.0% Jul 2019	82.0% FYTD as of Jul 2019	80% FY20 Target
	80.4% Jun 2019	68.1% FYTD as of Jul 2018	Met Current Target

% of color curb requests addressed within timeliness standards
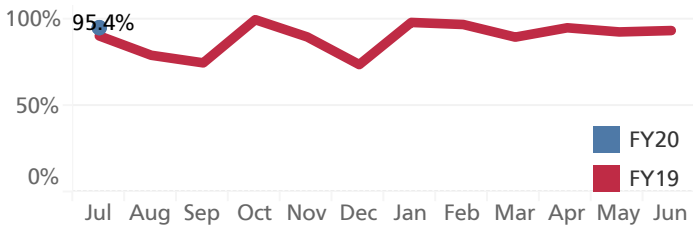
Standard for timely resolution is 30 days

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	95.4% Jul 2019	95.4% FYTD as of Jul 2019	90% FY20 Target
	93.7% Jun 2019	90.6% FYTD as of Jul 2018	Met Current Target

% of hazardous traffic sign reports addressed within timeliness standards

Standard for timely resolution is 24 hours

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	100.0% Aug 2019	100.0% FYTD as of Aug 2019	100% FY20 Target
	100.0% Jul 2019	100.0% FYTD as of Aug 2018	Met Current Target

Goal 4: Create a workplace that delivers outstanding service
Objective 4.3: Enhance customer service, public outreach, and engagement

% of hazardous traffic signal reports addressed within timeliness standards

99.3%

Standard for timely resolution is 2 hours

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
99.3% Aug 2019	**98.0%** FYTD as of Aug 2019	**92%** FY20 Target
97.3% Jul 2019	**99.8%** FYTD as of Aug 2018	**Met** Current Target

% of parking meter malfunction reports addressed within timeliness standards

93.7%
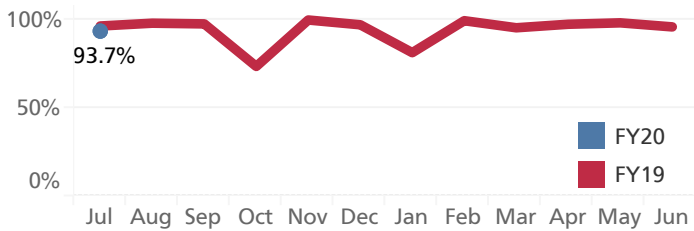
Standard for timely resolution is 48 hours

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
93.7% Jul 2019	**93.7%** FYTD as of Jul 2019	**92%** FY20 Target
96.1% Jun 2019	**96.6%** FYTD as of Jul 2018	**Met** Current Target

% of traffic and parking control requests addressed within timeliness standards

80.7%

Standard for timely resolution is 90 days

Recent vs Prior Quarter	Annual Total vs Prior Year	Target Status
80.7% Mar 2019	**83.9%** FYTD as of Mar 2019	**80%** FY19 Target
78.6% Dec 2018	**85.5%** FYTD as of Mar 2018	**Met** Current Target

Goal 4: Create a workplace that delivers outstanding service
Objective 4.3: Enhance customer service, public outreach, and engagement

Customer rating: Muni communication with riders
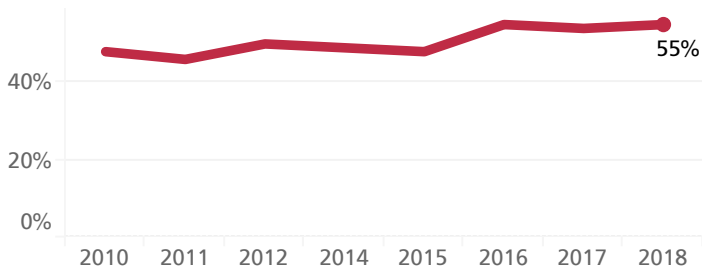
Annual Total vs Prior Year	Target Status
55% in 2018	**57%** 2019 Target
54% in 2017	

Objective 4.4: Create a more diverse and inclusive workforce

Employee rating: My concerns, questions, and suggestions are welcomed and acted upon quickly and appropriately
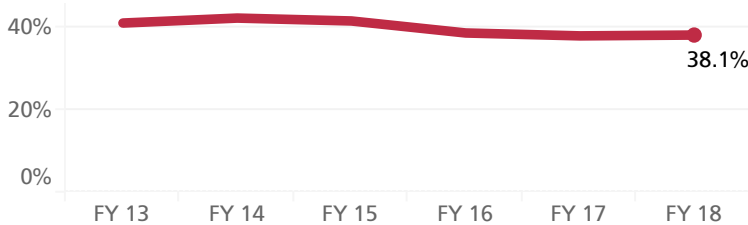
Annual Total vs Prior Year	Target Status
38.1% in FY18	**40.0%** FY19 Target
37.9% in FY17	

Employee rating: I feel that the Agency values workplace diversity

Annual Total vs Prior Year	Target Status
52.7% in FY18	**57.0%** FY19 Target
54.9% in FY17	

Goal 4: Create a workplace that delivers outstanding service

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

% of meter work orders competed within 30 days
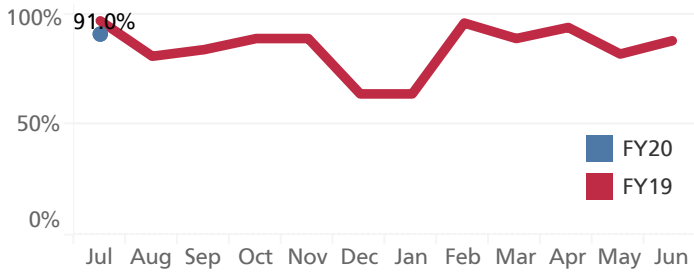
	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	91.0% Jul 2019	**91.0%** FYTD as of Jul 2019	**80%** FY20 Target
	88.0% Jun 2019	**97.0%** FYTD as of Jul 2018	**Met** Current Target

Appendix

Metric Id	Metric Title	Variant	
1.1.1	Traffic fatalities	All modes	1
1.2.1	Muni collisions per 100,000 miles	System-wide	1
1.3.1	SFPD-reported Muni-related crimes per 100,000 miles	System-wide	1
1.3.2	Customer rating: Feeling safe and secure on Muni	At a stop	2
		On a vehicle	2
2.1.1	% of Muni trips with service gaps	System-wide	3
2.1.2	Muni on-time performance	System-wide	3
		Terminal departures	3
2.1.3	% of scheduled Muni service hours delivered	System-wide	4
2.1.4	% of Muni bus trips over capacity during AM/PM peak	AM Peak	4
		PM Peak	4
2.1.5	Operational availability of elevators & escalators at Muni stations	Elevator	5
		Escalator	5
2.1.6	% of cable service hours delivered without interruption	All Lines	5
2.1.7	Muni mean distance between failure	Motor Coach	6
		Trolley Coach	6
		LRV (Breda)	6
		LRV (Siemens)	7
		Historic Streetcar	7
2.2.1	Muni ridership	System-wide	8
2.2.2	Sustainable transportation mode share	City-wide	8
2.2.5	Customer rating: Overall customer satisfaction with Muni	System-wide	8
2.3.2	% of metered hours that meet parking occupancy targets	City-wide	9
3.1.1	% of eligible population utilizing free or discounted Muni fare programs	% of eligible youth enrolled	10
		% of eligible seniors enrolled	10
		% of eligible people with disabilities enrolled	10
		% of eligible population enrolled in Lifeline	11
3.1.2	Traffic fatalities in Communities of Concern	Communities of Concern	11
3.1.3	% of Muni trips with service gaps on Equity Strategy routes	System-wide	11
3.1.4	Paratransit on-time performance	System-wide	12
3.1.5	Customer rating: Overall customer satisfaction with paratransit services	City-wide	12
3.1.6	% of contract $ awarded to DBEs/LBEs	Disadvantaged Business Enterprises	13
		Local Business Enterprises	12
3.3.1	# of trips using Emerging Mobility Services (EMS)	JUMP Bike	13
		Electric Scooter	14
		BayWheels	
3.3.2	EMS collisions per 100,000 miles	JUMP Bike	14
		Electric Scooter	15
3.4.1	Transportation sector carbon footprint (metric tons CO2e)	City-wide	15
3.4.2	Agency waste diversion rate	Agency-wide	15
3.4.3	Agency resource consumption	Electricity (kWh)	16
		Natural Gas (Therms)	16
		Water (Gallons)	16
3.5.1	Agency fund balance ratio	Agency-wide	17
3.5.3	Muni cost per revenue hour	System-wide	17
3.5.4	Muni cost per unlinked trip	System-wide	17
3.5.5	Muni farebox recovery ratio	System-wide	18
3.5.6	Muni cost recovery ratio	System-wide	18
4.1.2	Employee rating: Overall employee satisfaction	Somewhat or Very Satisfied	19
4.1.3	Employee wellness program utilization rate	Agency-wide	19
4.2.1	Security incidents involving SFMTA employees	System-wide	20
4.2.2	Workplace injuries per 200,000 hours	Agency-wide	20
4.3.1	Muni employee commendations to 311	System-wide	21
4.3.2	Muni customer complaints per 100,000 miles	System-wide	21
4.3.3	% of Muni Passenger Service Reports responded to within timeliness standards	System-wide	21
4.3.4	% of Muni Passenger Service Reports addressed within timeliness standards	System-wide	22
4.3.5	% of streets-related customer requests addressed within timeliness standards	Color Curb Requests	22
		Hazardous Traffic Sign Reports	22
		Hazardous Traffic Signal Reports	23
		Parking Meter Malfunction Reports	23
		Traffic and Parking Control Requests	23
4.3.7	Customer rating: Muni communication with riders	System-wide	24
4.4.1	Employee rating: I feel that the Agency values workplace diversity	Agency-wide	24
4.4.2	Employee rating: My concerns, questions, and suggestions are welcomed and acte..	Agency-wide	24
4.5.4	% of sign and meter work orders completed within 30 days	Meter Shop	25

Metrics in Development

Metric ID	Metric Title	Target Reporting Month
2.2.3	Avg weekday taxi trips	TBD
2.2.4	Avg bike trips	TBD
2.3.1	Muni travel time on key segments	TBD
3.2.1	Ratio of new vs. entitled parking spaces in new developments	TBD
3.3.3	% of EMS trips delivered to/from CoCs	TBD
3.3.4	# of EMS trips provided to PWDs	TBD
3.5.2	Year-end SOG investment	TBD
4.1.1	Employee unscheduled absence rate	TBD
4.3.6	Community rating: feeling of being informed about projects	TBD
4.5.1	% of Capital projects initiated/completed on time	TBD
4.5.2	% of Capital projects completed on budget	TBD
4.5.3	Service critical staff vacancy rate	TBD