STRATEGIC PLAN METRICS REPORT | August 2017



ID	Metric	Target	FY13 Avg	FY14 Avg	FY15 Avg	FY16 Avg	FY17 Avg	FY18 Avg	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2018	
Go	I 1: Create a safer transportation experience for everyone																						
	ctive 1.1: Improve security for transportation system users																						
	SFPD-reported Muni-related crimes/100,000 miles	5.3	7.6	9.4	8.2	6.4	4.6	5.3	4.9	4.9	5.5	4.5	4.4	4.1	4.6	4.0	3.8	5.0	4.7	4.6	4.6	5.3	~~~
1.1.2	Customer rating: Security of transit riding experience (while on a Muni vehicle); scale of 1 (low)			3.2	3.3	3.4	3.5		3.4		3.3			3.5			3.5			3.5			
1.1.2	to 5 (high)			3.2	3.3	3.4	3.5		3.4		3.3			3.3			3.3			3.3			
1.1.2	Customer rating: Security of transit riding experience (while waiting at a Muni stop or station);			3.1	3.2	3.2	3.2		3.2		3.1			3.2			3.2			3.2			
1.1.4	scale of 1 (low) to 5 (high) Security complaints to 311 (Muni)		36	29	37	29	37	54	35	21	44	48	38	33	33	32	26	24	37	27	45	54	~~~
	ctive 1.2: Improve workplace safety and security																						
	Workplace injuries/200,000 hours	11.3	13.8	12.0	11.0	12.8	12.4		11.4	12.4	12.0	11.7	11.7	10.0	10.4	9.0	11.1	12.9	14.8	15.4	16.3		~~
1.2.2	Security incidents involving SFMTA personnel (Muni only)*		12	10	8	13	11		12	12	10	9	16	13	6	4	12	16	11	13	5		~~
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																	
Obie	ctive 1.3: Improve the safety of the transportation system																						
	Muni collisions/100,000 miles	3.5	5.2	5.9	6.4	6.6	7.0		7.6	6.2	7.1	7.4	6.2	6.8	6.3	6.5	7.4	7.9	6.8	6.4	6.4		~~~
	Collisions involving motorists, pedestrians, and bicyclists		3,049 (CY13)	2,995 (CY14)	3,046 (CY15)																		
1.3.2	Collisions involving taxis																						
	Muni falls on board / 100,000 miles*		3.9	4.3	4.2	4.3	3.9	2.7	3.5	3.8	3.7	3.6	2.9	3.7	4.5	4.4	3.9	3.4	4.4	3.5	3.5		~~~
	"Unsafe operation" Muni complaints to 311		157	174	179	183	179	156	174	155	3.9	194	175	158 3.9	183	157	160 3.9	110	165	154 3.9	207	156	~~~
	Customer rating: Safety of transit riding experience; scale of 1 (low) to 5 (high)			3.7	3.7	3.8	3.9		3.8		3.9			3.9			3.9			3.9			
	12: Make transit, walking, bicycling, taxi, ridesharing & carsh	aring the	preferred	means of	travel																		
Obje	ctive 2.1: Improve customer service and communications																						
2.1.1	Customer rating: Overall customer satisfaction with transit services; scale of 1 (low) to 5 (high)	3.4		3.0	3.1	3.2	3.2		3.2		3.2			3.2			3.2			3.2			
242				2.5	2.7	3.0	3.2		3.0		3.0			3.1			3.2			3.1			
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		5.0			5.1			3.2			3.1			
2.1.3	Customer rating: Overall customer satisfaction with bicycle network; scale of 1 (low) to 5 (high)*			2.8	2.9	2.9	3.0		3.1		2.9			3.0			3.0			2.9			
	Customer rating: Overall customer satisfaction with pedestrian environment; scale of 1 (low) to								3.3		3.1			3.3			3.1			3.3			
2.1.4	5 (high)*			3.5	3.3	3.2	3.2		3.3		5.1			5.5			5.1			3.3			
2.1.5	Customer rating: Satisfaction with communications to passengers; scale of 1 (low) to 5 (high)			2.8	2.8	2.9	2.9		2.9		2.9			3.0			2.9			2.9			
	Percentage of color curb requests addressed within 30 days		93.3%	93.6%	69.9%	96.6%	95.8%		97.1%	97.6%	93.9%	95.2%	96.5%	98.6%	98.6%	90.6%	98.8%	94.8%	85.3%	100.0%	98.6%		~~~
						98.4%	100.0%	100.0%			100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%				100.0%	
2.1.6	Percentage of bazardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours		100.0% 82.4%	99.5% 75.6%	98.0% 60.0%		100.0% 91.2%	100.0% 97.7%	100.0% 96.2%	100.0% 94.6%	100.0% 94.6%	100.0% 94.6%	100.0% 92.6%	100.0% 83.9%	100.0% 87.4%	95.0%	100.0% 95.7%	100.0% 91.9%	100.0% 89.6%		100.0%	100.0% 97.7%	
2.1.6	Percentage of hazardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours		100.0%	99.5%	98.0%	98.4%			100.0%	100.0%						95.0%			100.0%	87.1%	100.0%	200.010	~
2.1.6 2.1.6 2.1.6	Percentage of hazardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours		100.0% 82.4%	99.5% 75.6%	98.0% 60.0%	98.4% 82.5%	91.2%		100.0% 96.2%	100.0%	94.6%			83.9%		95.0% 95.1%	95.7%		100.0%		100.0%	200.010	~~
2.1.6 2.1.6 2.1.6	Percentage of hazardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days		100.0% 82.4% 79.1%	99.5% 75.6% 53.8%	98.0% 60.0% 40.4%	98.4% 82.5% 54.7%	91.2% 82.1%		100.0% 96.2% 63.5%	100.0% 94.6%	94.6% 75.3%	94.6%	92.6%	83.9% 84.0%	87.4%		95.7% 82.2%	91.9%	100.0% 89.6%	87.1%	100.0% 87.4%	200.010	
2.1.6 2.1.6 2.1.6 2.1.6 2.1.7	Percentage of hazardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of tarfic signal requests addressed within 2 hours Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days		100.0% 82.4% 79.1% 96.9%	99.5% 75.6% 53.8% 96.8% 89.8%	98.0% 60.0% 40.4% 96.8%	98.4% 82.5% 54.7% 97.5% 57.5%	91.2% 82.1% 97.9% 78.2%		100.0% 96.2% 63.5% 97.9%	94.6% 98.5%	94.6% 75.3% 100.0%	94.6%	92.6%	83.9% 84.0% 99.1%	96.0%	95.1%	95.7% 82.2% 99.4%	91.9%	100.0% 89.6% 98.8%	87.1% 98.1%	100.0% 87.4% 99.4%	200.010	
2.1.6 2.1.6 2.1.6 2.1.6 2.1.7 2.1.8	Percentage of hazardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours		100.0% 82.4% 79.1% 96.9%	99.5% 75.6% 53.8% 96.8% 89.8% 2.7	98.0% 60.0% 40.4% 96.8% 89.5% 2.7	98.4% 82.5% 54.7% 97.5% 57.5%	91.2% 82.1% 97.9% 78.2% 3.0		100.0% 96.2% 63.5% 97.9% 49.3% 2.9	94.6% 98.5%	94.6% 75.3% 100.0% 49.2% 3.0	94.6%	92.6%	83.9% 84.0% 99.1% 68.9% 3.0	96.0%	95.1%	95.7% 82.2% 99.4% 98.6% 3.0	91.9%	100.0% 89.6% 98.8%	87.1% 98.1% 89.2% 3.0	100.0% 87.4% 99.4%	200.010	
2.1.6 2.1.6 2.1.6 2.1.7 2.1.8 2.1.9	Percentage of hazardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking contor requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days' Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) ' Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) '		100.0% 82.4% 79.1% 96.9%	99.5% 75.6% 53.8% 96.8% 89.8%	98.0% 60.0% 40.4% 96.8% 89.5%	98.4% 82.5% 54.7% 97.5% 57.5%	91.2% 82.1% 97.9% 78.2%		100.0% 96.2% 63.5% 97.9% 49.3%	94.6% 98.5%	94.6% 75.3% 100.0% 49.2%	94.6%	92.6%	83.9% 84.0% 99.1% 68.9%	96.0%	95.1%	95.7% 82.2% 99.4% 98.6%	91.9%	100.0% 89.6% 98.8%	87.1% 98.1% 89.2%	100.0% 87.4% 99.4%	200.010	
2.1.6 2.1.6 2.1.6 2.1.7 2.1.8 2.1.9	Percentage of harardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of craffic signal requests addressed within 2 hours days: Customer rating: cleanliness of Muni webicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) S (high)		100.0% 82.4% 79.1% 96.9% 93.5%	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6	98.4% 82.5% 54.7% 97.5% 57.5% 2.9 2.5	91.2% 82.1% 97.9% 78.2% 3.0 2.5	97.7%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9	100.0% 94.6% 98.5% 55.0%	94.6% 75.3% 100.0% 49.2% 3.0 2.5	94.6% 97.1% 61.4%	92.6% 96.7% 75.1%	83.9% 84.0% 99.1% 68.9% 3.0 2.6	96.0% 70.4%	95.1%	95.7% 82.2% 99.4% 98.6% 3.0	91.9% 98.8% 94.3%	100.0% 89.6% 98.8% 89.4%	87.1% 98.1% 89.2% 3.0 2.9	100.0% 87.4% 99.4% 93.2%	97.7%	
2.1.6 2.1.6 2.1.6 2.1.7 2.1.8 2.1.9 Obje	Percentage of hazardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking contor requests addressed within 90 days Percentage of traffic adparking contor requests addressed within 2 hours Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days Customer rating: cleanliness of Muni webicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high)	1.8%	100.0% 82.4% 79.1% 96.9% 93.5%	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6	98.4% 82.5% 54.7% 97.5% 57.5% 2.9 2.5	91.2% 82.1% 97.9% 78.2% 3.0 2.5	97.7%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5	94.6% 98.5% 55.0%	94.6% 75.3% 100.0% 49.2% 3.0 2.5	94.6% 97.1% 61.4%	92.6% 96.7% 75.1%	83.9% 84.0% 99.1% 68.9% 3.0 2.6	96.0% 70.4% 6.0%	95.1%	95.7% 82.2% 99.4% 98.6% 3.0	91.9% 98.8% 94.3% 7.0%	100.0% 89.6% 98.8% 89.4%	87.1% 98.1% 89.2% 3.0 2.9	100.0% 87.4% 99.4% 93.2%	97.7%	~~~
2.1.6 2.1.6 2.1.6 2.1.7 2.1.8 2.1.9 Obje 2.2.1	Percentage of harardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours days (ause) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) tive 2.2: Improve transit performance Percentage of transit trips with -2 min bapon (na Rapid Network) Percentage of transit trips with -5 min gaps on Rapid Network	8.8%	100.0% 82.4% 79.1% 96.9% 93.5%	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6	98.4% 82.5% 54.7% 97.5% 57.5% 2.9 2.5	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1%	97.7% 7.5% 18.3%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5	100.0% 94.6% 98.5% 55.0%	94.6% 75.3% 100.0% 49.2% 3.0 2.5	94.6% 97.1% 61.4% 6.0% 18.5%	92.6% 96.7% 75.1% 5.6%	83.9% 84.0% 99.1% 68.9% 3.0 2.6	96.0% 70.4% 6.0% 18.9%	95.1%	95.7% 82.2% 99.4% 98.6% 3.0	91.9% 98.8% 94.3% 7.0% 18.8%	100.0% 89.6% 98.8% 89.4% 7.7%	87.1% 98.1% 89.2% 3.0 2.9 5.7%	100.0% 87.4% 99.4% 93.2% 5.7% 17.5%	97.7% 97.5% 18.3%	~> } } }
2.1.6 2.1.6 2.1.6 2.1.7 2.1.8 2.1.9 Obje 2.2.1 2.2.1	Percentage of hazardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) ¹ Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) ² Eviter 2.2: (Improve transit performance Percentage of transit trips with < 2 min bunching on Rapid Network Percentage of transit trips with < 5 min gaps on Rapid Network Percentage of transit trips with < 5 min gaps on Rapid Network		100.0% 82.4% 79.1% 96.9% 93.5%	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6	98.4% 82.5% 54.7% 97.5% 57.5% 2.9 2.5	91.2% 82.1% 97.9% 78.2% 3.0 2.5	97.7%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5	94.6% 98.5% 55.0%	94.6% 75.3% 100.0% 49.2% 3.0 2.5	94.6% 97.1% 61.4%	92.6% 96.7% 75.1%	83.9% 84.0% 99.1% 68.9% 3.0 2.6	96.0% 70.4% 6.0%	95.1%	95.7% 82.2% 99.4% 98.6% 3.0	91.9% 98.8% 94.3% 7.0%	100.0% 89.6% 98.8% 89.4%	87.1% 98.1% 89.2% 3.0 2.9	100.0% 87.4% 99.4% 93.2%	97.7%	~~~
2.1.6 2.1.6 2.1.6 2.1.7 2.1.8 2.1.9 Obje 2.2.1 2.2.2 2.2.3	Percentage of hazardous traffic sign reports addressed within 48 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking contor leroquests addressed within 90 days Percentage of traffic apparing contor leroquests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days Customer rating: cleanliness of Muni whicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) The continuation of Muniforman of Munif	8.8% 85%	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 17.8% 59.9%	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6	98.4% 82.5% 54.7% 97.5% 57.5% 2.9 2.5	91.2% 82.1% 97.9% 78.2% 3.0 2.5	97.7% 7.5% 18.3%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5 5.6% 16.8% 60.1%	100.0% 94.6% 98.5% 55.0% 5.2% 17.2% 60.2%	94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 59.7%	94.6% 97.1% 61.4% 6.0% 18.5% 59.2%	92.6% 96.7% 75.1% 5.6% 18.6% 59.1%	83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 59.7%	87.4% 96.0% 70.4% 6.0% 18.9% 58.6%	95.1%	95.7% 82.2% 99.4% 98.6% 3.0 2.5	91.9% 98.8% 94.3% 7.0% 18.8% 59.6%	100.0% 89.6% 98.8% 89.4% 7.7%	87.1% 98.1% 89.2% 3.0 2.9 5.7%	100.0% 87.4% 99.4% 93.2% 5.7% 17.5%	97.7% 97.5% 18.3%	~> } } }
2.1.6 2.1.6 2.1.6 2.1.7 2.1.8 2.1.9 Obje 2.2.1 2.2.2 2.2.3	Percentage of hazardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) ¹ Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) ² Eviter 2.2: (Improve transit performance Percentage of transit trips with < 2 min bunching on Rapid Network Percentage of transit trips with < 5 min gaps on Rapid Network Percentage of transit trips with < 5 min gaps on Rapid Network	8.8% 85% 98.5%	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 17.8% 59.9% 97.1%	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 18.6% 59.6%	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 17.2% 57.4%	98.4% 82.5% 57.5% 97.5% 2.9 2.5 5.4% 16.9% 60.5% 98.9%	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1% 59.5% 98.8%	97.7% 7.5% 18.3% 57.9%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5 5.6% 16.8% 60.1%	100.0% 94.6% 98.5% 55.0% 5.2% 17.2% 60.2% 98.6%	94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 59.7% 98.6%	94.6% 97.1% 61.4% 6.0% 18.5% 59.2% 98.9%	92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8%	83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 59.7%	87.4% 96.0% 70.4% 6.0% 18.9% 58.6% 98.4%	95.1%	95.7% 82.2% 99.4% 98.6% 3.0 2.5	91.9% 98.8% 94.3% 7.0% 18.8% 59.6% 99.4%	100.0% 89.6% 98.8% 89.4% 7.7% 17.4% 59.8%	87.1% 98.1% 89.2% 3.0 2.9 5.7% 18.2% 59.7%	100.0% 87.4% 99.4% 93.2% 5.7% 17.5% 59.4%	97.7% 7.5% 18.3% 57.9%	<pre>} } </pre>
2.1.6 2.1.6 2.1.7 2.1.8 2.1.9 Obje 2.2.1 2.2.2 2.2.3 2.2.4 2.2.6	Percentage of harardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours days: Customer rating: cleanliness of Muni webicles, scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vebicles, scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Percentage of transit trips with +2 min bunching on Rapid Network Percentage of transit trips with +5 min gaps on Rapid Network Percentage of on-time performance for non-Rapid Network routes Percentage of on-time performance	8.8% 85% 98.5% 85%	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 17.8% 59.9% 97.1% 73.7% 59.0%	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 18.6% 59.6% 96.3% 73.9%	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 17.2% 57.4% 97.7% 72.2%	98.4% 82.5% 54.7% 97.5% 57.5% 2.9 2.5 5.4% 60.5% 98.9% 75.3% 59.8%	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1% 59.5% 98.8% 75.0% 57.3%	7.5% 18.3% 57.9% 74.6% 56.2%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5 5.6% 60.1% 97.7% 76.5% 59.1%	100.0% 94.6% 98.5% 55.0% 55.0% 5.2% 17.2% 60.2% 98.6% 76.7% 59.2%	94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 59.7% 98.6% 75.5% 57.7%	94.6% 97.1% 61.4% 6.0% 18.5% 59.2% 98.9% 74.7% 56.7%	92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8% 74.4% 57.0%	83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 59.7% 99.2% 75.0% 57.4%	87.4% 96.0% 70.4% 6.0% 18.9% 58.6% 98.4% 73.6% 56.2%	95.1% 94.9% 98.9%	95.7% 82.2% 99.4% 98.6% 3.0 2.5	91.9% 98.8% 94.3% 7.0% 18.8% 59.6% 99.4% 74.6% 56.8%	100.0% 89.6% 98.8% 89.4% 7.7% 17.4% 59.8% 74.6% 57.3%	87.1% 98.1% 89.2% 3.0 2.9 5.7% 18.2% 59.7% 75.0% 57.3%	100.0% 87.4% 99.4% 93.2% 5.7% 17.5% 59.4% 75.3% 57.2%	7.5% 18.3% 57.9% 74.6% 56.2%	
2.1.6 2.1.6 2.1.6 2.1.7 2.1.8 2.1.9 Obje 2.2.1 2.2.2 2.2.3 2.2.4 2.2.6	Percentage of hazardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high)* Customer rating: cleanliness of Muni lecilities (stations, elevators, escalators); scale of 1 (low) to 5 (high)* Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high)* Extreme 2.2: Improve transit trips with -2 min bunching on Rapid Network Percentage of transit trips with -2 min paps on Rapid Network Percentage of notime performance for non-Rapid Network routes Percentage of on-time performance* Percentage of on-time departures from terminals*	8.8% 85% 98.5% 85%	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 17.8% 59.9% 97.1%	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 18.6% 59.6% 96.3% 73.9%	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 17.2% 57.4% 97.7%	98.4% 82.5% 54.7% 97.5% 57.5% 2.9 2.5 5.4% 16.9% 60.5% 98.9% 75.3%	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1% 59.5% 98.8% 75.0% 57.3% 2.1%	97.7% 7.5% 18.3% 57.9%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5 5.6% 60.1% 97.7% 76.5% 59.1%	100.0% 94.6% 98.5% 55.0% 5.2% 17.2% 60.2% 98.6% 76.7% 59.2%	94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 59.7% 98.6% 75.5%	94.6% 97.1% 61.4% 61.4% 61.4% 6.0% 18.5% 59.2% 98.9% 74.7% 56.7% 2.4%	92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8% 74.4% 57.0% 2.1%	83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 59.7% 99.2%	87.4% 96.0% 70.4% 6.0% 18.9% 58.6% 98.4% 73.6%	95.1% 94.9% 98.9%	95.7% 82.2% 99.4% 98.6% 3.0 2.5	91.9% 98.8% 94.3% 7.0% 18.8% 59.6% 99.4% 74.6%	100.0% 89.6% 98.8% 89.4% 7.7% 17.4% 59.8%	87.1% 98.1% 89.2% 3.0 2.9 5.7% 18.2% 59.7%	100.0% 87.4% 99.4% 93.2% 5.7% 17.5% 59.4%	7.5% 18.3% 57.9% 74.6% 56.2%	
2.1.6 2.1.6 2.1.7 2.1.8 2.1.9 Obje 2.2.1 2.2.2 2.2.3 2.2.4 2.2.6	Percentage of harardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours days: Customer rating: cleanliness of Muni webicles, scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vebicles, scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Percentage of transit trips with +2 min bunching on Rapid Network Percentage of transit trips with +5 min gaps on Rapid Network Percentage of on-time performance for non-Rapid Network routes Percentage of on-time performance	8.8% 85% 98.5% 85%	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 17.8% 59.9% 97.1% 73.7% 59.0%	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 18.6% 59.6% 96.3% 73.9%	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 17.2% 57.4% 97.7% 72.2%	98.4% 82.5% 54.7% 97.5% 57.5% 2.9 2.5 5.4% 60.5% 98.9% 75.3% 59.8%	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1% 59.5% 98.8% 75.0% 57.3%	7.5% 18.3% 57.9% 74.6% 56.2%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5 5.6% 60.1% 97.7% 76.5% 59.1%	100.0% 94.6% 98.5% 55.0% 55.0% 5.2% 17.2% 60.2% 98.6% 76.7% 59.2%	94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 59.7% 98.6% 75.5% 57.7%	94.6% 97.1% 61.4% 6.0% 18.5% 59.2% 98.9% 74.7% 56.7%	92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8% 74.4% 57.0%	83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 59.7% 99.2% 75.0% 57.4%	87.4% 96.0% 70.4% 6.0% 18.9% 58.6% 98.4% 73.6% 56.2%	95.1% 94.9% 98.9%	95.7% 82.2% 99.4% 98.6% 3.0 2.5	91.9% 98.8% 94.3% 7.0% 18.8% 59.6% 99.4% 74.6% 56.8%	100.0% 89.6% 98.8% 89.4% 7.7% 17.4% 59.8% 74.6% 57.3%	87.1% 98.1% 89.2% 3.0 2.9 5.7% 18.2% 59.7% 75.0% 57.3%	100.0% 87.4% 99.4% 93.2% 5.7% 17.5% 59.4% 75.3% 57.2%	7.5% 18.3% 57.9% 74.6% 56.2%	
2.1.6 2.1.6 2.1.6 2.1.7 2.1.8 2.1.9 Obje 2.2.1 2.2.2 2.2.3 2.2.4 2.2.6 2.2.7	Percentage of harardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours days Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of 1 (low) to 5 (high) Customer rating: cl	8.8% 85% 98.5% 85%	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 17.8% 59.9% 97.1% 73.7% 59.0%	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 18.6% 59.6% 96.3% 73.9% 58.9%	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 17.2% 57.4% 97.7% 72.2% 57.0%	98.4% 82.5% 54.7% 97.5% 57.5% 2.9 2.5 5.4% 60.5% 98.9% 75.3% 59.8% 3.4%	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1% 59.5% 98.8% 75.0% 57.3% 2.1%	97.7% 7.5% 18.3% 57.9% 74.6% 56.2% 1.1%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5 5.6% 60.1% 97.7% 76.5% 59.1%	100.0% 94.6% 98.5% 55.0% 5.2% 17.2% 60.2% 98.6% 76.7% 59.2%	94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 59.7% 98.6% 75.5% 57.7%	94.6% 97.1% 61.4% 61.4% 61.4% 6.0% 18.5% 59.2% 98.9% 74.7% 56.7% 2.4%	92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8% 74.4% 57.0% 2.1%	83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 59.7% 99.2% 75.0% 57.4%	87.4% 96.0% 70.4% 6.0% 18.9% 58.6% 98.4% 73.6% 56.2%	95.1% 94.9% 98.9%	95.7% 82.2% 99.4% 98.6% 3.0 2.5	91.9% 98.8% 94.3% 7.0% 18.8% 59.6% 99.4% 74.6% 56.8%	100.0% 89.6% 98.8% 89.4% 7.7% 17.4% 59.8% 74.6% 57.3%	87.1% 98.1% 89.2% 3.0 2.9 5.7% 18.2% 59.7% 75.0% 57.3%	100.0% 87.4% 99.4% 93.2% 5.7% 17.5% 59.4% 75.3% 57.2%	7.5% 18.3% 57.9% 74.6% 56.2%	
2.1.6 2.1.6 2.1.6 2.1.7 2.1.8 2.1.9 Obje 2.2.1 2.2.2 2.2.3 2.2.4 2.2.6 2.2.7 Obje 2.2.7	Percentage of harardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours days. Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Percentage of transit trips with 5 -2 min bupson Rapid Network Percentage of transit trips with 5 min pags on Rapid Network Percentage of on-time performance for non-Rapid Network routes Percentage of on-time performance Percentage of on-time departure from terminals Percentage of on-time departure from terminals Percentage of on-time performance Percentage of the trips over capacity during PM peak (8:00a-8:59a, inbound) at max load points Percentage of the trips over capacity during PM peak (8:00a-8:59a, outbound) at max load points Percentage to the trips over capacity during PM peak (8:00a-8:59a, outbound) at max load points Percentage to the trips over capacity during PM peak (8:00a-8:59a, pubbound) at max load points Percentage to the trips over capacity during PM peak (8:00a-8:59a, pubbound) at max load points Percentage to the trips over capacity during PM peak (8:00a-8:59a, pubbound) at max load points Percentage to the trips over capacity during PM peak (8:00a-8:59a, pubbound) at max load points Percentage to the trips over capacity during PM peak (8:00a-8:59a, pubbound) at max load points	8.8% 85% 98.5% 85%	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 17.8% 59.9% 97.1% 59.0% 73.7% 59.0% 7.4%	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 18.6% 59.6% 73.9% 58.9% 7.4% 8.3%	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 17.2% 57.7% 72.2% 57.0% 4.7% 5.6%	98.4% 82.5% 54.7% 97.5% 57.5% 2.5 2.5 5.4% 60.5% 98.9% 75.3% 59.8% 3.4% 4.1%	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1% 59.5% 98.8% 75.0% 57.3% 2.1% 2.5%	97.7% 7.5% 18.3% 57.9% 74.6% 56.2% 1.1%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5 5.6% 16.8% 60.1% 77.7% 76.5% 59.1% 2.7%	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%	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%	94.6% 97.1% 61.4% 6.0% 18.5% 59.2% 98.9% 74.7% 2.4% 2.9%	92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8% 57.0% 2.1% 2.3%	83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 59.7% 99.2% 75.0% 57.4% 2.3%	87.4% 96.0% 70.4% 6.0% 18.9% 58.6% 98.4% 73.6% 56.2% 1.6% 2.4%	95.1% 94.9% 98.9% 3.7% 3.0%	95.7% 82.2% 99.4% 98.6% 3.0 2.5 99.2% 3.3% 2.8%	91.9% 98.8% 94.3% 7.0% 18.8% 59.6% 99.4% 74.6% 56.8% 1.6% 1.9%	100.0% 89.6% 98.8% 89.4% 7.7% 117.4% 59.8% 74.6% 57.3% 2.5% 1.2%	87.1% 98.1% 89.2% 3.0 2.9 5.7% 18.2% 59.7% 75.0% 57.3% 1.3% 1.8%	100.0% 87.4% 99.4% 93.2% 5.7% 17.5% 59.4% 75.3% 57.2% 2.0%	7.5% 18.3% 57.9% 74.6% 56.2%	
2.1.6 2.1.6 2.1.6 2.1.7 2.1.8 2.1.9 Obje 2.2.1 2.2.2 2.2.3 2.2.4 2.2.6 2.2.7 Obje 2.2.8	Percentage of hazardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of actionable 311 Muni operator conduct complaints addressed within 28 business days Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) State of the state	8.8% 85% 98.5% 85%	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 17.8% 59.9% 97.1% 73.7% 8.6%	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 18.6% 96.3% 73.9% 58.9% 7.4% 8.3%	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 17.2% 57.4% 97.7% 4.7% 5.6%	98.4% 82.5% 54.7% 97.5% 57.5% 2.9 2.5 5.4% 16.9% 60.5% 98.9% 75.3% 3.4% 4.13%	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1% 59.5% 98.8% 75.0% 57.3% 2.1% 2.5%	97.7% 7.5% 18.3% 57.9% 74.6% 56.2% 1.1%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5 5.6% 16.8% 60.1% 97.7% 76.5% 59.1% 2.7% 3.6%	100.0% 94.6% 98.5% 55.0% 55.0% 55.0% 55.2% 17.2% 60.2% 98.6% 76.7% 59.2% 2.2% 3.3%	94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 59.7% 75.5% 57.7% 1.8% 3.7%	94.6% 97.1% 61.4% 6.0% 18.5% 59.2% 98.9% 74.7% 2.4% 2.9%	92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8% 74.4% 57.0% 2.1% 2.3%	83.9% 84.0% 99.1% 68.9% 3.0 2.6 17.9% 59.7% 99.2% 2.3% 3.4%	87.4% 96.0% 70.4% 6.0% 18.9% 58.6% 98.4% 73.6% 56.2% 1.6% 2.4%	95.1% 94.9% 98.9% 3.7% 3.0%	95.7% 82.2% 99.4% 98.6% 3.0 2.5 99.2% 3.3% 2.8%	91.9% 98.8% 94.3% 7.0% 18.8% 59.6% 99.4% 74.6% 1.6% 1.9%	100.0% 89.6% 98.8% 89.4% 7.7% 17.4% 59.8% 2.5% 1.2%	87.1% 98.1% 89.2% 3.0 2.9 5.7% 18.2% 5.7% 59.7% 75.0% 57.3% 1.8%	100.0% 87.4% 99.4% 93.2% 5.7% 17.5% 59.4% 75.3% 57.2% 2.0%	7.5% 18.3% 57.9% 74.6% 56.2%	
2.1.6 2.1.6 2.1.6 2.1.7 2.1.8 2.1.9 Obje 2.2.1 2.2.2 2.2.3 2.2.4 2.2.6 2.2.7 Obje 2.2.1 2.2.2 2.2.3 2.2.4 2.2.6 2.2.7 2.2.7 2.2.8 2.2.8 2.2.9 2.0.9 2.0.0 2.	Percentage of harardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours days Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanlinessed within 2 hours of 1 (low) to 5 (high) Customer rating: cleanlinessed within 2 hours of 1 (low) to 5 (high) Customer rating: cleanlinessed within 2 hours of 1 (low) to 5 (high) Customer rating: cleanlinessed within 2 hours of 1 (low) to 5 (high) Customer rating: cleanlinessed within 2 hours of 1 (lo	8.8% 85% 98.5% 85%	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%	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 18.6% 59.6% 93.3% 73.9% 58.9% 7.4% 8.3%	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 17.2% 57.0% 4.7% 5.6% 5.6%	98.4% 82.5% 54.7% 97.5% 57.5% 5.5% 5.4% 16.9% 60.5% 98.9% 75.3% 59.8% 3.4% 4.1% 5,416 5,547 1,971	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1% 59.5% 98.8% 75.0% 57.3% 2.1% 2.5%	97.7% 7.5% 18.3% 57.9% 74.6% 56.2% 1.1%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5 5.6% 16.8% 60.1% 77.7% 76.5% 59.1% 2.7%	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%	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%	94.6% 97.1% 61.4% 6.0% 18.5% 59.2% 98.9% 74.7% 2.4% 2.9%	92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8% 57.0% 2.1% 2.3%	83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 59.7% 99.2% 75.0% 57.4% 2.3%	87.4% 96.0% 70.4% 6.0% 18.9% 58.6% 98.4% 73.6% 56.2% 1.6% 2.4%	95.1% 94.9% 98.9% 3.7% 3.0%	95.7% 82.2% 99.4% 98.6% 3.0 2.5 99.2% 3.3% 2.8%	91.9% 98.8% 94.3% 7.0% 18.8% 59.6% 99.4% 74.6% 56.8% 1.6% 1.9%	100.0% 89.6% 98.8% 89.4% 7.7% 117.4% 59.8% 74.6% 57.3% 2.5% 1.2%	87.1% 98.1% 89.2% 3.0 2.9 5.7% 18.2% 59.7% 75.0% 57.3% 1.3% 1.8%	100.0% 87.4% 99.4% 93.2% 5.7% 17.5% 59.4% 75.3% 57.2% 2.0%	7.5% 18.3% 57.9% 74.6% 56.2%	
2.16 2.16 2.16 2.17 2.17 2.18 2.19 Object 2.2.1 2.22 2.23 2.24 2.26 2.27 Object 2.27 2.27 2.28 2.28 2.28 2.28 2.28 2.28	Percentage of harardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours days. Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) S (high) Percentage of transit trips with +2 min bunching on Rapid Network Percentage of transit trips with +2 min gaps on Rapid Network Percentage of transit trips with +3 min gaps on Rapid Network Percentage of transit trips with +5 min gaps on Rapid Network Percentage of transit trips with +5 min gaps on Rapid Network Percentage of on-time performance for non-Rapid Network routes Percentage of on-time performance for non-Rapid Network routes Percentage of trime departures from terminals Percentage of the performance for non-Rapid Network routes for non-Rapid Network routes of the performance f	8.8% 85% 98.5% 85%	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 4.0% 59.9% 97.1% 73.7% 59.0% 7.4% 8.6%	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 18.6% 96.3% 73.9% 58.9% 7.4% 8.3% 4.632 3.164 2.045	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.2% 17.2% 57.0% 4.7% 5.6%	98.4% 82.5% 54.7% 97.5% 57.5% 2.9 2.5 5.4% 60.5% 98.9% 75.3% 59.8% 4.1%	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1% 59.5% 98.8% 75.0% 57.3% 2.1% 2.5%	97.7% 7.5% 18.3% 57.9% 74.6% 56.2% 1.1%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5 5.6% 60.1% 97.7% 76.5% 59.1% 2.7% 3.6%	100.0% 94.6% 98.5% 55.0% 55.0% 5.2% 17.2% 60.2% 98.6% 76.7% 59.2% 2.2% 3.3% 5.491 4.755 2,049	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%	94.6% 97.1% 61.4% 61.4% 6.0% 18.5% 59.2% 98.9% 74.7% 56.7% 2.4% 2.9% 5,681 5,084 2,362	92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8% 74.4% 2.1% 2.3% 4,440 5,320 2,809	83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 59.7% 99.2% 75.0% 57.4% 2.3% 3.4%	87.4% 96.0% 70.4% 6.0% 18.9% 58.6% 98.6% 1.6% 2.4% 4,705 5,056 2,868	95.1% 94.9% 98.9% 3.7% 3.0%	95.7% 82.2% 99.4% 98.6% 3.0 2.5 99.2% 3.3% 2.8%	91.9% 98.8% 94.3% 7.0% 18.8% 59.6% 99.6% 1.6% 1.9% 5,107 5,536 3,651	100.0% 89.6% 98.8% 89.4% 7.7% 17.4% 59.8% 2.5% 1.2%	87.1% 98.1% 89.2% 3.0 2.9 5.7% 18.2% 5.7% 59.7% 75.0% 57.3% 1.8%	100.0% 87.4% 99.4% 93.2% 5.7% 17.5% 59.4% 75.3% 57.2% 2.0%	7.5% 18.3% 57.9% 74.6% 56.2%	
2.1.6 (2.	Percentage of harardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours days Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Type 2.2: Improve transit performance Percentage of transit trips with -2 min paps on Rapid Network Percentage of on-time performance for non-Rapid Network routes Percentage of on-time performance for non-Rapid Network routes Percentage of on-time departures from terminals' Percentage of on-time departures from terminals' Percentage of on-time departures from terminals' Percentage of the percent	8.8% 85% 98.5% 85%	100.0% 82.4% 79.1% 96.9% 93.5% 17.8% 17.8% 19.9% 173.7% 19.0% 17.4% 18.6% 18.6% 18.33 19.3	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 18.6% 59.6% 99.6% 99.6% 4.632 3.364 4.632 4.734 96.2%	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 17.2% 57.7% 72.2% 57.0% 4.7% 5.6% 5.6%	98.4% 82.5% 54.7% 97.5% 57.5% 57.5% 2.9 2.5 5.4% 16.9% 60.5% 98.9% 75.3% 59.8% 4.1% 4.1% 5,416 5,547 1,971 4,412 99.0%	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1% 59.5% 98.8% 75.0% 57.3% 2.1% 2.5%	97.7% 7.5% 18.3% 57.9% 74.6% 56.2% 1.1%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5 5.6% 60.1% 97.7% 76.5% 3.6% 5.942 5,143 2,450	100.0% 94.6% 98.5% 55.0% 5.2% 17.2% 60.2% 98.6% 76.7% 59.2% 2.2% 3.3% 5,491 4,755 2,049	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%	94.6% 97.1% 61.4% 61.4% 6.0% 18.5% 59.2% 98.9% 74.7% 2.4% 2.9% 5,681 5,084 2,362	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	83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 99.2% 75.0% 2.3% 3.4% 4,579 4,579 3,131	87.4% 96.0% 70.4% 18.9% 58.6% 98.4% 2.4% 4,705 5,056 2,868 98.5%	95.1% 94.9% 98.9% 3.7% 3.0% 4,217 4,559 3,207	95.7% 82.2% 99.4% 98.6% 3.0 2.5 99.2% 3.3% 2.8% 4,404 5,216 3,128	91.9% 98.8% 94.3% 7.0% 18.8% 99.4% 74.6% 55.6% 1.6% 1.9% 5,107 5,536 3,651	100.0% 89.6% 98.8% 89.4% 17.7% 17.4% 59.8% 174.6% 57.3% 2.5% 1.2% 1.2%	87.1% 98.1% 89.20 2.9 5.7% 18.2% 59.7% 75.0% 57.3% 1.3% 1.8% 6,5776 2,909	100.0% 87.4% 99.4% 93.2% 17.5% 59.4% 75.3% 57.2% 2.0% 1.1%	7.5% 18.3% 57.9% 74.6% 56.2%	
2.1.6 2.1.6 2.1.6 2.1.7 2.1.7 2.1.8 2.1.9 Obje 2.2.1 2.2.2 2.2.3 2.2.4 2.2.6 0.2.6 2.2.7 0.2.6 2.2.7 2.2.7 2.2.7 2.2.8 2.8	Percentage of harardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours days. Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Furchage of transit trips with 5 -2 min bunching on Rapid Network Percentage of transit trips with 5 -2 min paps on Rapid Network Percentage of transit trips with 5 -8 min gaps on Rapid Network Percentage of on-time performance for non-Rapid Network routes Percentage of on-time departure from terminals Percentage of on-time departure from terminals Percentage of on-time departure from terminals Percentage of bus trips over capacity during AM peak (8:00a-8:59a, inbound) at max load points Percentage of bus trips over capacity during PM peak (5:00p-5:59p, outbound) at max load points Percentage of bus trips over capacity during PM peak (6:00a-8:59a, inbound) at max load points Mean distance between failure (LRV) Mean distance between failure (LRV) Mean distance between failure (HRV)	8.8% 85% 98.5% 85%	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%	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 59.6% 96.3% 73.9% 58.9% 7.4% 8.3% 4,632 3,164 2,045 4,734 96.2% 504,205	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 97.7% 77.2% 57.0% 4.7% 5.6% 5,650 4,517 1,179 5,200 97.7% 5,200 97.7%	98.4% 82.5% 54.7% 97.5% 57.5% 2.9 2.5 5.4% 60.5% 98.9% 75.3% 59.8% 3.4% 4.1%	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1% 59.5% 98.8% 75.0% 57.3% 2.1% 2.5%	97.7% 7.5% 18.3% 57.9% 74.6% 56.2% 1.1%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5 5.6% 60.1% 97.7% 76.5% 59.1% 2.7% 3.6%	100.0% 94.6% 98.5% 55.0% 55.0% 5.2% 17.2% 60.2% 98.6% 76.7% 59.2% 2.2% 3.3% 5.491 4.755 2,049	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%	94.6% 97.1% 61.4% 61.4% 6.0% 18.5% 59.2% 98.9% 74.7% 56.7% 2.4% 2.9% 5,681 5,084 2,362	92.6% 96.7% 75.1% 5.6% 18.6% 59.1% 98.8% 74.4% 2.1% 2.3% 4,440 5,320 2,809	83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 59.7% 99.2% 75.0% 57.4% 2.3% 3.4%	87.4% 96.0% 70.4% 6.0% 18.9% 58.6% 98.6% 1.6% 2.4% 4,705 5,056 2,868	95.1% 94.9% 98.9% 3.7% 3.0%	95.7% 82.2% 99.4% 98.6% 3.0 2.5 99.2% 3.3% 2.8%	91.9% 98.8% 94.3% 7.0% 18.8% 59.6% 99.6% 1.6% 1.9% 5,107 5,536 3,651	100.0% 89.6% 98.8% 89.4% 7.7% 17.4% 59.8% 2.5% 1.2%	87.1% 98.1% 89.2% 3.0 2.9 5.7% 18.2% 5.7% 59.7% 75.0% 57.3% 1.8%	100.0% 87.4% 99.4% 93.2% 5.7% 17.5% 59.4% 75.3% 57.2% 2.0%	7.5% 18.3% 57.9% 74.6% 56.2%	
2.16 (2.16 (2.17 (2.18 (2.19 (Percentage of harardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours Bercentage of traffic signal requests addressed within 2 hours Customer rating: cleanliness of Muni wehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) S (high) Percentage of transit trips with 42 min bunching on Rapid Network Percentage of transit trips with 42 min bunching on Rapid Network Percentage of transit trips with 42 min bunching on Rapid Network Percentage of the mine performance for non-Rapid Network routes Percentage of on-time performance for non-Rapid Network routes Percentage of on-time performance for non-Rapid Network routes Percentage of but trips over capacity during AM peak (8:00a-8:59a, inbound) at max load points Percentage of but trips over capacity during PM peak (8:00a-8:59a, inbound) at max load points Percentage of but trips over capacity during PM peak (8:00a-8:59a, inbound) at max load points **Citive 2.2: Improve transit performance** Mean distance between failure (Bus) Percentage of sheduled service hours delivered Ridership (RW, overage weekday)	8.8% 85% 98.5% 85%	100.0% 82.4% 79.1% 96.9% 93.5% 17.8% 17.8% 19.9% 173.7% 19.0% 17.4% 18.6% 18.6% 18.33 19.3	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 18.6% 59.6% 99.6% 99.6% 4.632 3.364 4.632 4.734 96.2%	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 17.2% 57.7% 72.2% 57.0% 4.7% 5.6% 5.6%	98.4% 82.5% 54.7% 97.5% 57.5% 57.5% 2.9 2.5 5.4% 16.9% 60.5% 98.9% 75.3% 59.8% 4.1% 4.1% 5,416 5,547 1,971 4,412 99.0%	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1% 59.5% 98.8% 75.0% 57.3% 2.1% 2.5%	97.7% 7.5% 18.3% 57.9% 74.6% 56.2% 1.1%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5 5.6% 60.1% 97.7% 76.5% 3.6% 5.942 5,143 2,450	100.0% 94.6% 98.5% 55.0% 5.2% 17.2% 60.2% 98.6% 76.7% 59.2% 2.2% 3.3% 5,491 4,755 2,049	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%	94.6% 97.1% 61.4% 61.4% 6.0% 18.5% 59.2% 98.9% 74.7% 2.4% 2.9% 5,681 5,084 2,362	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	83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 99.2% 75.0% 2.3% 3.4% 4,579 4,579 3,131	87.4% 96.0% 70.4% 18.9% 58.6% 98.4% 2.4% 4,705 5,056 2,868 98.5%	95.1% 94.9% 98.9% 3.7% 3.0% 4,217 4,559 3,207	95.7% 82.2% 99.4% 98.6% 3.0 2.5 99.2% 3.3% 2.8% 4,404 5,216 3,128	91.9% 98.8% 94.3% 7.0% 18.8% 99.4% 74.6% 55.6% 1.6% 1.9% 5,107 5,536 3,651	100.0% 89.6% 98.8% 89.4% 17.7% 17.4% 59.8% 174.6% 57.3% 2.5% 1.2% 1.2%	87.1% 98.1% 89.20 2.9 5.7% 18.2% 59.7% 75.0% 57.3% 1.3% 1.8% 6,5776 2,909	100.0% 87.4% 99.4% 93.2% 17.5% 59.4% 75.3% 57.2% 2.0% 1.1%	7.5% 18.3% 57.9% 74.6% 56.2%	
2.1.6 2.1.7 2.1.8 2.1.9 Object 2.2.1.1 2.2.1 2.2.1 2.2.1 2.2.2 2.2.3 2.2.4 2.2.8 2.2.8 2.2.8 2.2.8 2.2.8 2.2.8 2.2.8 2.2.8 2.2.9 2.2.1 2.2	Percentage of harardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours days. Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Furchage of transit trips with 5 -2 min bunching on Rapid Network Percentage of transit trips with 5 -2 min paps on Rapid Network Percentage of transit trips with 5 -8 min gaps on Rapid Network Percentage of on-time performance for non-Rapid Network routes Percentage of on-time departure from terminals Percentage of on-time departure from terminals Percentage of on-time departure from terminals Percentage of bus trips over capacity during AM peak (8:00a-8:59a, inbound) at max load points Percentage of bus trips over capacity during PM peak (5:00p-5:59p, outbound) at max load points Percentage of bus trips over capacity during PM peak (6:00a-8:59a, inbound) at max load points Mean distance between failure (LRV) Mean distance between failure (LRV) Mean distance between failure (HRV)	8.8% 85% 98.5% 85%	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 17.8% 59.9% 97.1% 73.1% 59.9% 97.1% 3.371 2.179 3.383 97.0% 495.34	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 18.6% 96.3% 73.3% 58.9% 7.4% 8.3% 4.632 3.164 2.045 4.734 96.2% 596.2% 596.2%	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 17.2% 57.0% 4.7% 5.6% 5.6%	98.4% 82.5% 54.7% 97.5% 57.5% 2.9 2.5 5.4% 16.9% 60.5% 98.9% 75.3% 59.8% 4.13% 4.13%	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1% 59.5% 98.8% 75.0% 57.3% 2.1% 2.5%	97.7% 7.5% 18.3% 57.9% 74.6% 56.2% 1.1%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5 5.6% 60.1% 97.7% 76.5% 3.6% 5.942 5,143 2,450	100.0% 94.6% 98.5% 55.0% 5.2% 17.2% 60.2% 98.6% 76.7% 59.2% 2.2% 3.3% 5,491 4,755 2,049	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%	94.6% 97.1% 61.4% 61.4% 6.0% 18.5% 59.2% 98.9% 74.7% 2.4% 2.9% 5,681 5,084 2,362	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	83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 99.2% 75.0% 2.3% 3.4% 4,579 4,579 3,131	87.4% 96.0% 70.4% 18.9% 58.6% 98.4% 2.4% 4,705 5,056 2,868 98.5%	95.1% 94.9% 98.9% 3.7% 3.0% 4,217 4,559 3,207	95.7% 82.2% 99.4% 98.6% 3.0 2.5 99.2% 3.3% 2.8% 4,404 5,216 3,128	91.9% 98.8% 94.3% 7.0% 18.8% 99.4% 74.6% 55.6% 1.6% 1.9% 5,107 5,536 3,651	100.0% 89.6% 98.8% 89.4% 17.7% 17.4% 59.8% 174.6% 57.3% 2.5% 1.2% 1.2%	87.1% 98.1% 89.20 2.9 5.7% 18.2% 59.7% 75.0% 57.3% 1.3% 1.8% 6,5776 2,909	100.0% 87.4% 99.4% 93.2% 17.5% 59.4% 75.3% 57.2% 2.0% 1.1%	7.5% 18.3% 57.9% 74.6% 56.2%	
2.16 (2.16. 2.17. 2.18. 2.19. 2.19. 2.11. 2.19. 2.19. 2.21. 2.21. 2.22. 2.23. 2.24. 2.26. 2.27. 2.27. 2.27. 2.28. 2.29. 2.21.	Percentage of harardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours days Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Percentage of on-time performance of municipal Network routes Percentage of scheduled trives hours from terminals Percentage of on-time departures from terminals Percentage of bus trips over capacity during MM peak (8:00a-8:59a, inbound) at max load points Percentage of bus trips over capacity during MM peak (8:00a-8:59a, inbound) at max load points Percentage of bus trips over capacity during MM peak (8:00a-8:59a, inbound) at max load points Percentage of bus trips over capacity during MM peak (8:00a-8:59a, inbound) at max load points Percentage	8.8% 85% 98.5% 85%	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% 495.341 145,700	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 18.6% 59.6% 96.3% 7.4% 8.3% 4,632 3.164 4,734 4,632 4,734 96.2% 504.205 155,800	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 17.2% 57.0% 4.7% 5.6% 5.650 4.17 1.197 5.200 97.7% 512.817 157.920 21,070	98.4% 82.5% 54.7% 97.5% 57.5% 57.5% 5.4% 16.9% 60.5% 98.9% 4.1% 5.416 5,547 1,971 4,412 99.0% 519,462 171,630 19,830	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1% 59.5% 98.8% 75.0% 57.3% 2.1% 2.5%	97.7% 7.5% 18.3% 57.9% 74.6% 56.2% 1.1%	100.0% 96.2% 63.5% 97.9% 49.3% 2.9 2.5 5.6% 60.1% 97.7% 76.5% 3.6% 5.942 5,143 2,450	100.0% 94.6% 98.5% 55.0% 5.2% 17.2% 60.2% 98.6% 76.7% 59.2% 2.2% 3.3% 5,491 4,755 2,049	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%	94.6% 97.1% 61.4% 61.4% 6.0% 18.5% 59.2% 98.9% 2.4% 2.9% 5,681 5,084 2,362	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	83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 99.2% 75.0% 2.3% 3.4% 4,579 4,579 3,131	87.4% 96.0% 70.4% 18.9% 58.6% 98.4% 2.4% 4,705 5,056 2,868 98.5%	95.1% 94.9% 98.9% 3.7% 3.0% 4,217 4,559 3,207	95.7% 82.2% 99.4% 98.6% 3.0 2.5 99.2% 3.3% 2.8% 4,404 5,216 3,128	91.9% 98.8% 94.3% 7.0% 18.8% 99.4% 74.6% 55.6% 1.6% 1.9% 5,107 5,536 3,651	100.0% 89.6% 98.8% 89.4% 17.7% 17.4% 59.8% 174.6% 57.3% 2.5% 1.2% 1.2%	87.1% 98.1% 89.20 2.9 5.7% 18.2% 59.7% 75.0% 57.3% 1.3% 1.8% 6,5776 2,909	100.0% 87.4% 99.4% 93.2% 17.5% 59.4% 75.3% 57.2% 2.0% 1.1%	7.5% 18.3% 57.9% 74.6% 56.2%	
2.16 (2.16) (2.16) (2.16) (2.16) (2.17) (2.18) (2.17) (2.18) (2.17) (2.18) (2.17) (2.18) (2.17) (2.18) (2.1	Percentage of harardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours days. Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Percentage of transit trips with + 2 min bunching on Rapid Network Percentage of transit trips with + 5 min gaps on Rapid Network Percentage of on-time performance for non-Rapid Network routes Percentage of the state of	8.8% 85% 98.5% 85%	100.0% 82.4% 79.1% 96.9% 93.5% 4.0% 17.8% 59.9% 97.17% 59.0% 7.4% 8.6% 3,310 3,571 2,179 3,835 97.0% 145,700 1	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 59.6% 96.3% 73.9% 58.9% 7.4% 8.3% 4,632 3,164 2,045 4,734 96.2% 504,205 155,800 20,640 75.32%	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 17.2% 57.4% 97.7% 4.7% 5.6% 5,650 4,517 1,197 5,200 97.7% 12,197 12,107 19,070	98.4% 82.5% 54.7% 97.5% 57.5% 2.5 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 94.4%	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1% 59.5% 98.8% 75.0% 57.3% 2.1% 2.5% 59.18 2.5% 68.63 98.8% 59.986	97.7% 7.5% 18.3% 57.9% 74.6% 56.2% 1.1% 1.5% 65,350 91.7%	100.0% 96.2% 96.2% 97.9% 49.3% 2.9 2.5 5.6% 16.8% 60.1% 97.7% 3.6% 5.942 5.143 2.450 97.6% 502.640	100.0% 94.6% 98.5% 55.0% 55.0% 5.2% 17.2% 60.28 98.6% 76.7% 59.2% 2.2% 3.3% 5,491 4,755 2,040 98.5% 497,600	94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 59.7% 98.6% 75.7% 1.8% 3.7% 6.148 5.474 2.050 98.5% 526,640	94.6% 97.1% 61.4% 61.4% 6.0% 18.5% 59.2% 98.9% 74.7% 2.4% 2.9% 56.7% 2.9% 5,681 5,084 2.362 98.7% 535,260	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% 529,110	83.9% 84.0% 99.1% 68.9% 3.0 2.6 55.8% 17.9% 59.7% 99.2% 75.74% 2.3% 3.4% 4,579 5,629 3,131 99.2% 516,220	87.4% 96.0% 70.4% 6.0% 18.9% 58.6% 98.4% 73.6% 2.4% 4,705 5,056 2,868 484,360	95.1% 94.9% 98.9% 3.7% 3.7% 4,217 4,529 98.9% 483,420 70,177 96.0%	95.7% 82.2% 99.4% 98.6% 3.0 2.5 99.2% 3.3% 2.8% 4,404 5,216 3,128 99.2% 511,370	91.9% 98.8% 94.3% 7.0% 18.8% 59.6% 99.4% 74.6% 1.6% 1.9% 5.107 5,536 3,651 99.4% 503,550	100.0% 89.6% 98.8% 89.4% 17.7% 17.4% 59.8% 74.6% 57.3% 2.5% 1.2% 5,235 4,979 3,827	87.1% 98.1% 89.2% 3.0 2.9 5.7% 75.0% 57.3% 1.3% 1.8% 6,780 5,776 2,909 519,700	100.0% 87.4% 99.4% 93.2% 5.7% 17.5% 59.4% 75.3% 57.2% 2.0% 1.1% 6,508 5,497	7.5% 18.3% 55.2% 1.1% 1.5%	
2.16 (2.16 (2.17 (2.18 (2.17 (2.18 (2.17 (2.18 (2.17 (2.18 (2.17 (2.18 (2.17 (2.18 (Percentage of harardous traffic sign reports addressed within 24 hours Percentage of parking meter malfunctions addressed within 48 hours Percentage of traffic and parking control requests addressed within 90 days Percentage of traffic signal requests addressed within 2 hours Percentage of traffic signal requests addressed within 2 hours days Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Customer rating: cleanliness of Muni facilities (stations, elevators, escalators); scale of 1 (low) to 5 (high) Tive 2.2: Improve transit performance Percentage of transit trips with -2 min paps on Rapid Network Percentage of on-time performance for non-Rapid Network routes Percentage of on-time departures from terminals Percentage of on-time departures from terminals Percentage of on-time departures from terminals Percentage of the trips over capacity during AM peak (8.00a-8.59a, inbound) at max load points Percentage of the trips over capacity during PM peak (8.00p-5.59p, outbound) at max load points Percentage of the trips over capacity during PM peak (8.00a-8.59a, inbound) at max load points Percentage of the trips over capacity during PM peak (8.00a-8.59a, inbound) at max load points Percentage of the trips over capacity during PM peak (8.00a-8.59a, inbound) at max load points Percentage of the trips over capacity during PM peak (8.00a-8.59a, inbound) at max load points Percentage of the trips over capacity during PM peak (8.00a-8.59a, outbound) at max load points Percentage of the trips over capacity during PM peak (8.00a-8.59a, outbound) at max load points Percentage of the trips over capacity during PM peak (8.00a-8.59a, outbound) at max load points Percentage of the tri	8.8% 85% 98.5% 85%	100.0% 82.4% 79.1% 96.9% 93.5% 17.8% 59.9% 93.5% 17.8% 59.9% 73.7% 59.0% 7.4% 8.6% 18.3310 3.311 2.729 3.835 97.0% 495,341 145,340 145,341 145,400 145	99.5% 75.6% 53.8% 96.8% 89.8% 2.7 2.6 4.0% 18.6% 59.6% 96.3% 73.9% 88.9% 7.4% 8.3% 4.632 4.632 4.734 96.2% 59.600 20.6000 20.6000	98.0% 60.0% 40.4% 96.8% 89.5% 2.7 2.6 4.8% 17.2% 57.7% 72.2% 57.0% 4.7% 5.6% 5.6% 5.650 4.517 1.797 5.200 97.7% 512,817 152,81	98.4% 82.5% 52.7% 97.5% 97.5% 57.5% 57.5% 2.9 2.5 5.4% 16.9% 60.5% 98.9% 75.3% 59.8% 4.1% 4.1% 5,416 5,416 1,971 4,412 99.0% 519,462 171,630 19,830 15,490 69,646	91.2% 82.1% 97.9% 78.2% 3.0 2.5 5.9% 18.1% 59.5% 98.8% 75.0% 57.3% 2.1% 2.5% 55.218 2.893 98.8% 50.986	97.7% 7.5% 18.3% 57.9% 74.6% 56.2% 1.1% 1.5%	100.0% 96.2% 96.25 97.9% 49.3% 2.9 2.5 5.6% 16.8% 60.1% 97.7% 76.5% 59.1% 2.7% 3.6% 97.5% 59.143 2.450 97.6% 502,640	100.0% 94.6% 98.5% 55.0% 55.0% 5.2% 17.2% 60.2% 98.6% 76.7% 59.2% 2.2% 3.3% 4.755 4.750 98.5% 497,600	94.6% 75.3% 100.0% 49.2% 3.0 2.5 6.0% 18.9% 98.6% 75.5% 98.6% 75.5% 3.7% 1.8% 3.7% 6.148 5,474 2,050 98.5% 526,640	94.6% 97.1% 61.4% 61.4% 6.0% 18.59.2% 98.9% 74.7% 2.4% 2.9% 2.9% 5.681 5,084 2.362 98.7% 535,260	92.6% 96.7% 75.1% 5.6% 18.6% 18.6% 98.8% 74.4% 57.0% 2.1% 2.3% 4.440 2.3% 4.440 6.9963	83.9% 84.0% 99.1% 68.9% 3.0 2.6 5.8% 17.9% 99.2% 75.0% 2.3% 3.4% 4,579 5.629 3,131 99.2% 516,220	87.4% 96.0% 70.4% 6.0% 18.9% 98.4% 73.6% 56.2% 1.6% 2.4% 4,705 5,056 2,868 98.5% 484,360	95.1% 94.9% 98.9% 3.7% 3.0% 4.217 4.559 3,207 98.9% 483,420	95.7% 82.2% 99.4% 98.6% 3.0 2.5 99.2% 3.3% 2.8% 4.404 5.216 3.128 99.2% 511,370	91.9% 98.8% 94.3% 7.0% 18.8% 99.4% 74.6% 56.8% 1.6% 1.9% 5.107 5,536 3,651 99.4% 503,550	100.0% 89.6% 98.8% 89.4% 17.4% 59.8% 74.6% 57.3% 2.5% 1.2% 5.295 4.979 3.627 514,800	87.1% 98.1% 89.29 5.7% 1.8% 59.7% 75.0% 51.3% 1.8% 1.8% 5.776 5.776 5.776 5.776 5.776 5.776 5.776	100.0% 87.4% 99.4% 93.2% 17.5% 59.4% 75.3% 57.2% 2.0% 1.1% 497,800	97.7% 7.5% 18.3% 57.9% 1.1% 1.5%	

STRATEGIC PLAN METRICS REPORT | August 2017



ID Metric	Target	FY13 Avg	FY14 Avg	FY15 Avg	FY16 Avg	FY17 Avg	FY18 Avg	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2018	
Objective 2.3: Increase use of all non-private auto modes																						
2.3.1 Non-private auto mode share (all trips)	50%	50%	54%	52%	54%																	
2.3.2 Average daily bikeshare trips (Weekday)			885	1,089	1,023	984		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 SFpark pilot areas		52.2%	66.2%	60.3%	64.7%	71.8%	80.1%	67.6%				69.2%			74.4%						80.1%	
2.4.2 Off-peak share of SFMTA garage entries (before 7:00a/after 9:59a)*		81.3%	80.7%	80.9%	80.6%	80.7%	82.3%	79.4%	81.8%	80.1%	79.3%	79.9%	81.4%	84.2%	80.0%	80.1%	79.7%	80.5%	80.2%	80.2%	82.3%	\sim
2.4.2 Hourly share of SFMTA garage entries (vs. monthly & early bird)*		85.3%	84.4%	85.9%	84.7%	84.2%	84.0%	83.7%	84.2%	81.5%	82.1%	82.0%	83.3%	86.4%	82.1%	82.7%	82.0%	82.5%	81.9%	82.3%	84.0%	~~
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 France	isco																					
Objective 3.1: Reduce the Agency's and the transportation system's resource con-	sumption, e	missions, was	te. and noise																			
3.1.1 SFMTA carbon footprint (metric tons CO2e)	17,434	46,272	45,244	43,499	24,146																	
3.1.2 Percentage of SFMTA non-revenue fleet that is alternative fuel/zero emissions		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%	98.0%	98.0%	94.6%	94.6%																
3.1.4 Number of electric vehicle charging stations		63	63	63	63	63																
3.1.6 Agency electricity consumption (kWh)		9,790,994	9,944,080	9,783,200	9,957,470	9,928,945		9,770,339	9,934,018	10,156,517	9,912,487	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)		32,049	23,057	19,265	21,108	24,260		2,166	7,994	27,178	5,097	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)		1,476,801	1,903,909	1,735,422	1,503,979	1,424,415		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	1,179,604	1,370,642				~~~
3.1.7 Agency waste diversion rate		37.9%	37.1%	34.5%	35.1%	32.7%		36.1%	34.0%	34.1%	33.0%	31.0%	32.5%	35.9%	32.7%	31.7%	30.2%	31.3%	32.9%			
Objective 3.2: Increase the transportation system's positive impact to the econom	ny																					
3.2.1 Muni average weekday boardings		683,211	703,255	710,877	726,412	717,275		709,290	704,550	733,590	742,210	736,060	723,170	691,310	690,370	718,320	710,950	722,220				\ \
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%		79.0%		76.5%	92.0%	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%		91.9%		84.5%	90.3%	91.7%	89.8%	79.2%	77.7%		69.7%	61.5%	62.7%			$\overline{}$
Objective 3.4: Deliver services efficiently																						
3.4.1 Transit passengers per Hour									60.8	63.0	63.7	63.2	62.1	59.4	59.3	61.7	61.1	62.1	65.1			~
3.4.2 Average annual transit cost per revenue hour*	\$198	\$219.02	\$237.37	\$233.99	\$229.37																	
3.4.3 Cost per unlinked trip*		\$3.15	\$3.22	\$3.38	\$3.38																	
3.4.5 Farebox recovery ratio		33.7%	30.4%	29.5%	26.2%																	
3.4.6 Average daily Transit Operator shortfall		35	43	25	10	17	13	29	17	16	14	14	11	19	13	10	8			17	13	}
3.4.7 Number of individuals entering Transit Operator training per month*		158	147	594	295	278			33		42		39	21	28	29	29	28		29		\
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)*	3.9	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)*	3.9				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																	
Employee rating: I have noticed that communication between leadership and employees has		2.9	3.0	3.0	2.9																	
4.1.5 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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ID	Metric	Target	FY13 Avg	FY14 Avg	FY15 Avg	FY16 Avg	FY17 Avg	FY18 Avg	Jun 2016	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2018	
Objec	tive 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																	
	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																	
	Employee rating: Employees in my work unit share job knowledge to solve problems efficiently/effectively		3.7	3.8	3.8	3.9																	
	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																	
Object	tive 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%																	
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)		8.6%	9.4%	7.7%	8.6%	8.1%	8.0%	7.3%	7.4%	6.6%	7.4%	8.3%	8.2%	9.7%	9.0%	8.1%	7.0%	8.5%	9.4%	7.9%	8.0%	~~~
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		112	104	104	152	181	130	245	331	234	173	177	154	175	140	130	150	157	191	158	130	
Objec	tive 4.4: Improve relationships and partnerships with our stakeholders																						
	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 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 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,
 - 2.4.1 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 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 Description portfolio. No data for reporting revised under the project seller will be a considered by the SFMTA's Capital Projects & Construction division. Reported results currently exclude projects in the Sustainable Streets and STM and STM
 - 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.