Strategic Plan Metrics Report
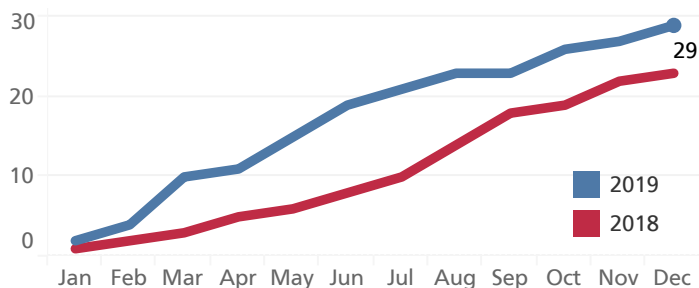
January 2020

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

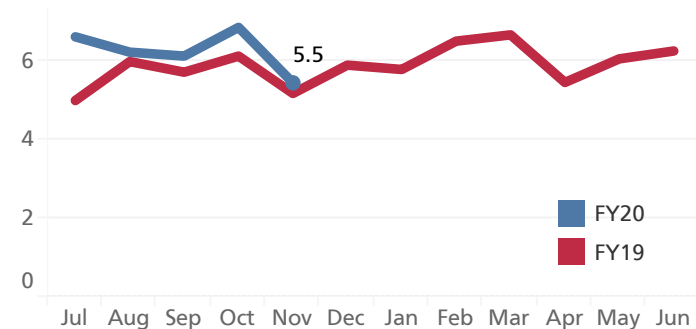| Recent vs Prior Month	Annual Total vs Prior Year	Target Status
2 Dec 2019	29 FYTD as of Dec 2019	0 Target
1 Nov 2019	23 FYTD as of Dec 2018	Not Met Current Target

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
5.5 Nov 2019	6.3 FYTD as of Nov 2019	6.1 FY20 Target
6.9 Oct 2019	5.6 FYTD as of Nov 2018	Not Met Current Target

Objective 1.3: Improve security for transportation system users

Muni-related crimes per 100,000 miles
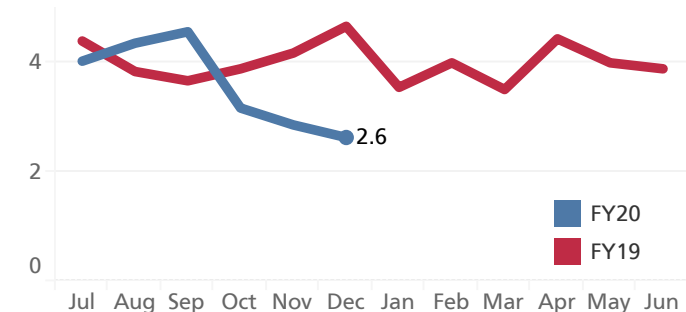
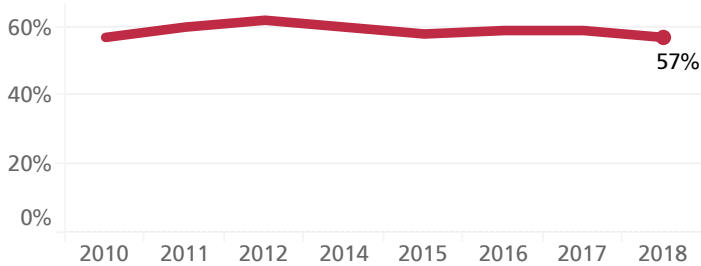| Recent vs Prior Month	Annual Total vs Prior Year	Target Status
2.6 Dec 2019	3.6 FYTD as of Dec 2019	4.1 FY20 Target
2.9 Nov 2019	4.1 FYTD as of Dec 2018	Met Current Target

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
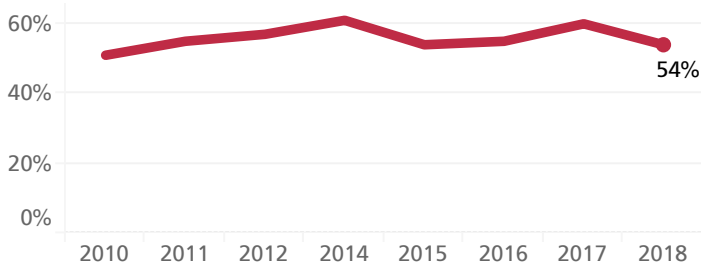

57%

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

54%

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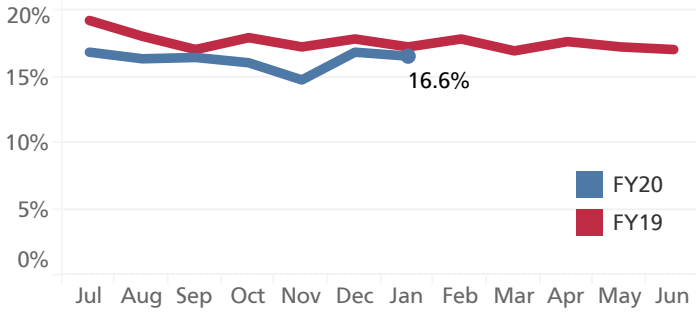
Goal 2: Make transit and other sustainable modes of transportation the most attractive and preferred means of travel
Objective 2.1: Improve transit service

% of Muni trips with service gaps

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	16.6% Jan 2020	**16.6%** FYTD as of Jan 2020	**15%** FY20 Target
	16.9% Dec 2019	**N/A** FYTD as of Jan 2019	**Not Met** Current Target

Muni on-time performance (System-wide)
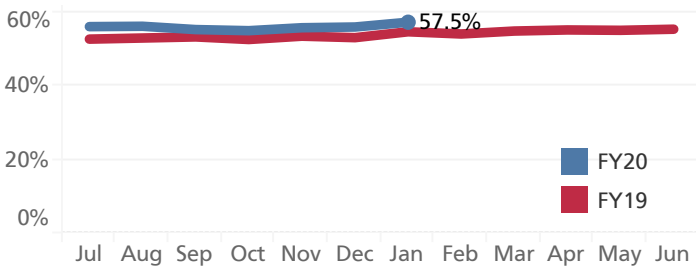
	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	57.5% Jan 2020	**57.5%** FYTD as of Jan 2020	**85%** FY20 Target
	56.2% Dec 2019	**53.6%** FYTD as of Jan 2019	**Not Met** Current Target

Muni on-time performance (Terminal departures)
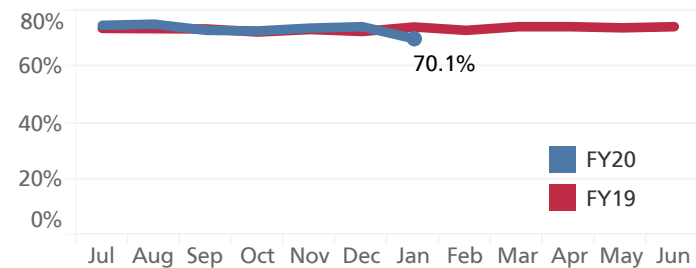
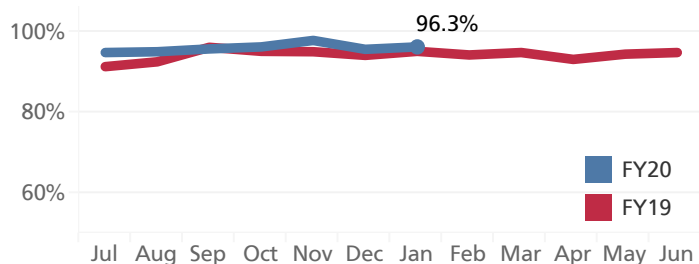|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	70.1% Jan 2020	**70.1%** FYTD as of Jan 2020	**85%** FY20 Target
	74.4% Dec 2019	**72.9%** FYTD as of Jan 2019	**Not Met** Current Target

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

Objective 2.1: Improve transit service

% of scheduled Muni service hours delivered

96.3%

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	96.3% Jan 2020	**96.0%** FYTD as of Jan 2020	**98.5%** FY20 Target
	95.7% Dec 2019	**94.3%** FYTD as of Feb 2019	**Not Met** Current Target

% of Muni bus trips over capacity during AM peak

13.8%
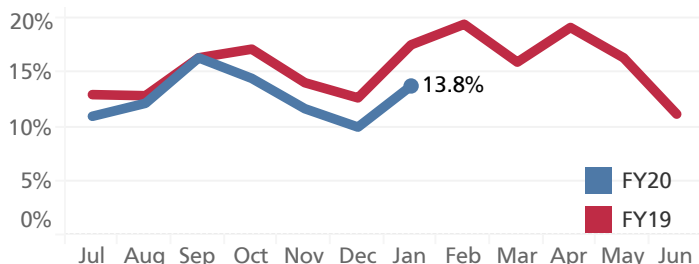
	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	13.8% Jan 2020	**12.7%** FYTD as of Jan 2020	**13%** FY20 Target
	9.6% Dec 2019	**14.8%** FYTD as of Jan 2019	**Met** Current Target

% of Muni bus trips over capacity during PM peak

11.9%
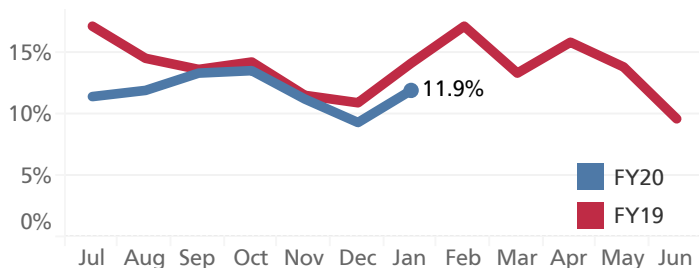
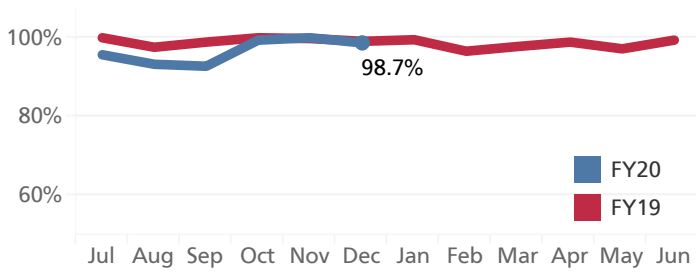|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	11.9% Jan 2020	**11.8%** FYTD as of Jan 2020	**13%** FY20 Target
	9.0% Dec 2019	**13.8%** FYTD as of Jan 2019	**Met** Current Target

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

98.7%

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	98.7% Dec 2019	96.7% FYTD as of Dec 2019	98% FY20 Target
	100.0% Nov 2019	99.2% FYTD as of Dec 2018	Not Met Current Target

Operational availability of escalators at Muni stations

89.7%
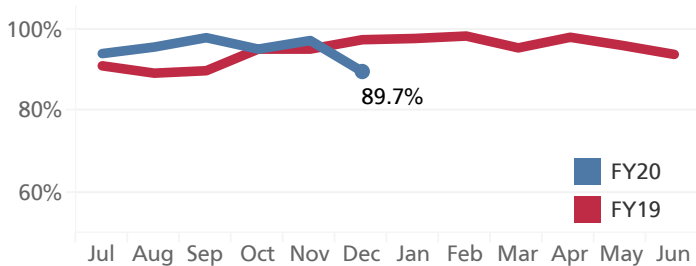
	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	89.7% Dec 2019	95.0% FYTD as of Dec 2019	97% FY20 Target
	97.3% Nov 2019	93.1% FYTD as of Dec 2018	Not Met Current Target

% of cable service hours delivered without interruption

94.1%
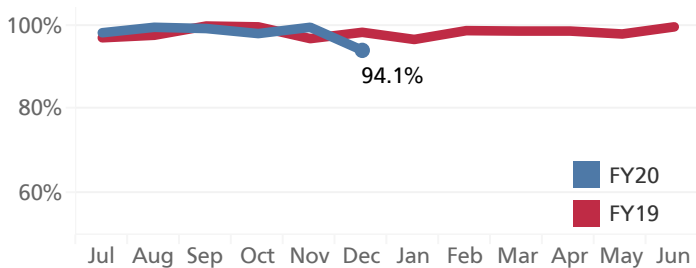
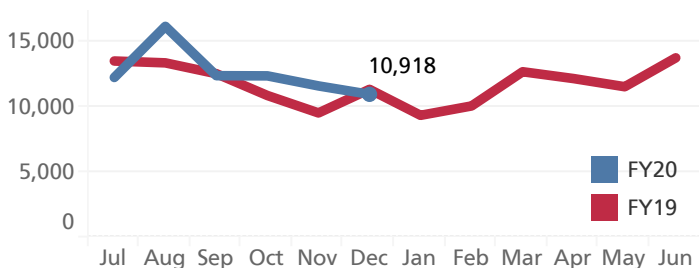|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	94.1% Dec 2019	98.2% FYTD as of Dec 2019	99.5% Target
	99.6% Nov 2019	98.0% FYTD as of Dec 2018	Not Met Current Target

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

Muni mean distance between failure (Motor Coach)

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	10,918 Dec 2019	12,395 FYTD as of Dec 2019	10,000 Target
	11,558 Nov 2019	11,665 FYTD as of Dec 2018	Met Current Target

Muni mean distance between failure (Trolley Coach)
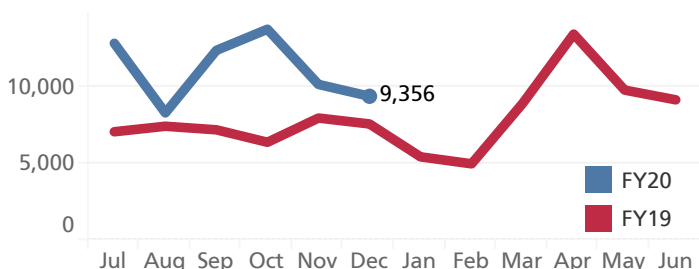
	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	9,356 Dec 2019	10,744 FYTD as of Dec 2019	6,000 Target
	10,125 Nov 2019	7,212 FYTD as of Dec 2018	Met Current Target

Muni mean distance between failure (Breda LRV)
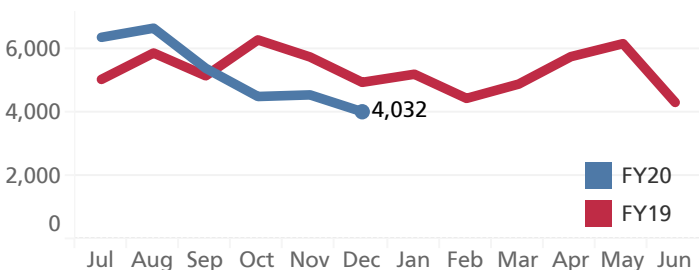
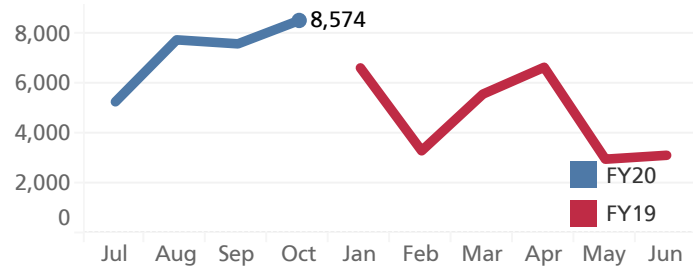|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	4,032 Dec 2019	5,094 FYTD as of Dec 2019	5,500 Target
	4,565 Nov 2019	5,510 FYTD as of Dec 2018	Not Met Current Target

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

Muni mean distance between failure (Siemens LRV)

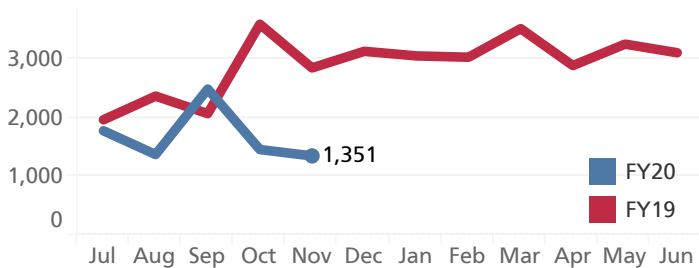|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	Jan 2020	7,273 FYTD as of Jan 2020	25,000 Target
	Dec 2019		Not Met Current Target

Muni mean distance between failure (Historic Streetcar)

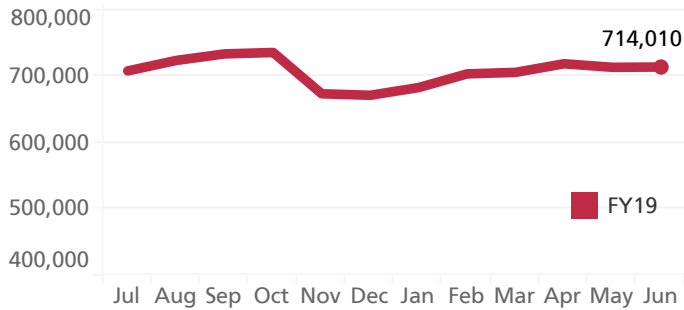|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	1,351 Nov 2019	1,602 FYTD as of Nov 2019	2,900 Target
	1,459 Oct 2019	2,460 FYTD as of Nov 2018	Not Met Current Target

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

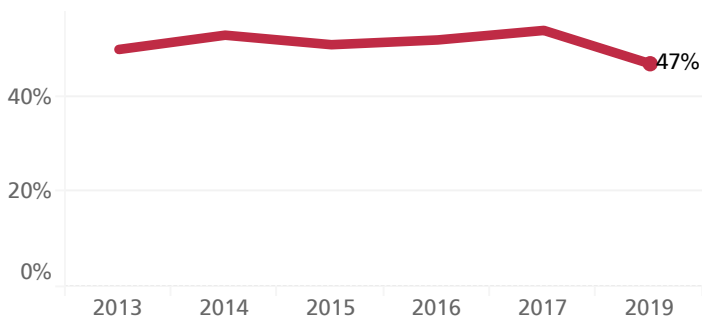| Recent vs Prior Month	Annual Total vs Prior Year	Target Status
714,010 Jun 2019	**708,352** FYTD as of Jun 2019	**729,208** Target
724,450 May 2019	**711,015** FYTD as of Jun 2018	**Not Met** Current Target

Sustainable transportation mode share

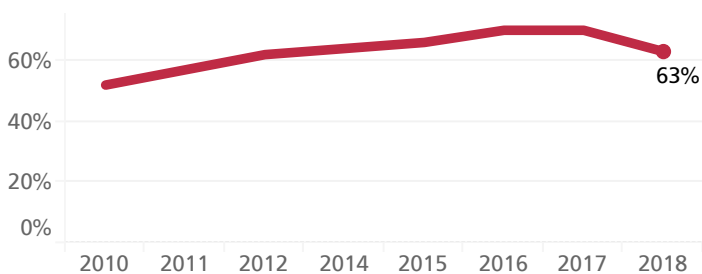| Annual Total vs Prior Year	Target Status
47% in 2019	**58%** 2019 Target
54% in 2017	

Customer rating: Overall customer satisfaction with Muni

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

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
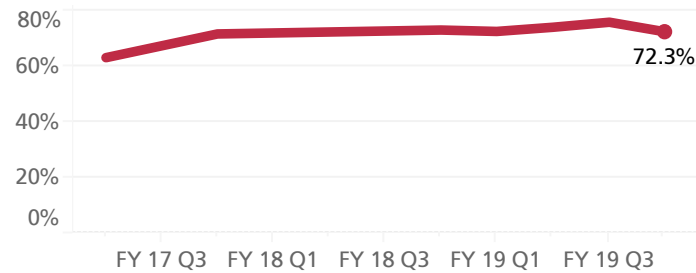
72.3%

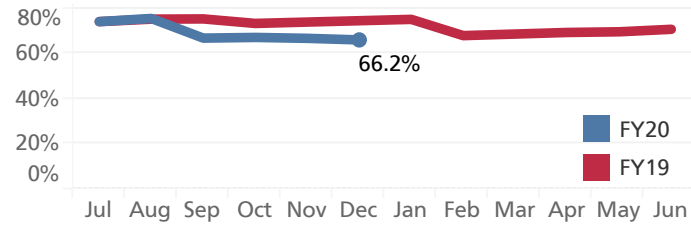|	Recent vs Prior Quarter	Annual Total vs Prior Year	Target Status
	72.3% Apr 2019	73.5% FYTD as of Apr 2019	35% FY19 Target
	75.7% Jan 2019	72.9% FYTD as of Apr 2018	Met Current Target

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)

66.2%

Percent enrolled

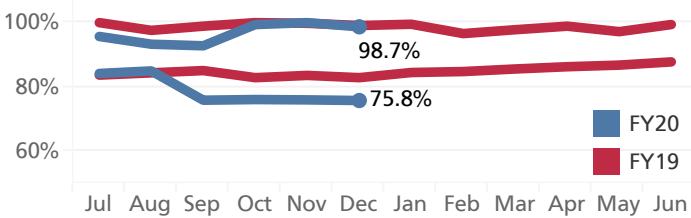| Recent vs Prior Month	Annual Total vs Prior Year	Target Status
66.2% Dec 2019	**66.2%** FYTD as of Dec 2019	**70%** FY20 Target
66.9% Nov 2019	**74.7%** FYTD as of Dec 2018	**Not Met** Current Target

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

98.7%

75.8%

Percent enrolled

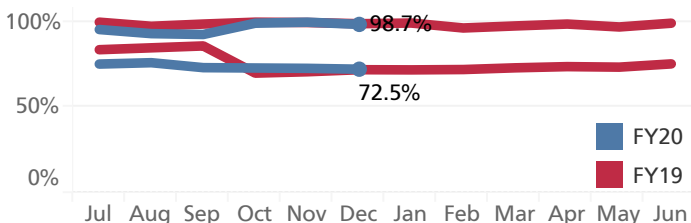| Recent vs Prior Month	Annual Total vs Prior Year	Target Status
174.5% Dec 2019	**172.5%** FYTD as of Dec 2019	**191%** FY20 Target
176.0% Nov 2019	**182.1%** FYTD as of Dec 2018	**Not Met** Current Target

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

98.7%

72.5%

Percent enrolled

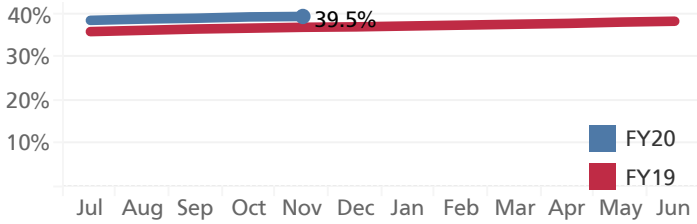| Recent vs Prior Month	Annual Total vs Prior Year	Target Status
171.2% Dec 2019	**169.2%** FYTD as of Dec 2019	**50%** FY20 Target
173.0% Nov 2019	**171.4%** FYTD as of Dec 2018	**Met** Current Target

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 eligible population utilizing free Muni fare programs (Lifeline Pass)

Percent enrolled

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	39.5% Nov 2019	39.5% FYTD as of Nov 2019	30% FY20 Target
	39.4% Oct 2019	37.0% FYTD as of Nov 2018	Met Current Target

Traffic Fatalities in Communities of Concern
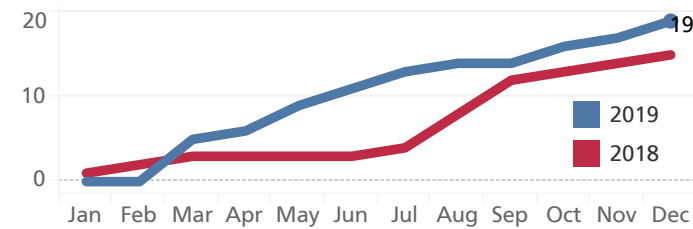
Calendar year cumulative total

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	2 Dec 2019	19 FYTD as of Dec 2019	0 Target
	1 Nov 2019	15 FYTD as of Dec 2018	Not Met Current Target

% of Muni trips with service gaps on Equity Strategy routes
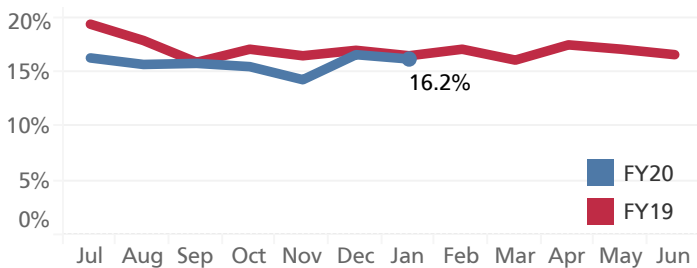
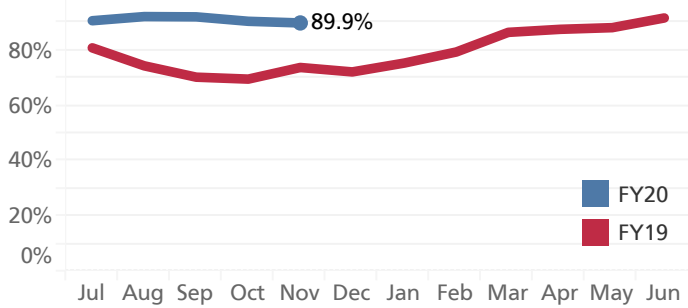|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	16.2% Jan 2020	16.2% FYTD as of Jan 2020	15% FY20 Target
	16.6% Dec 2019	N/A FYTD as of Jan 2019	Not Met Current Target

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

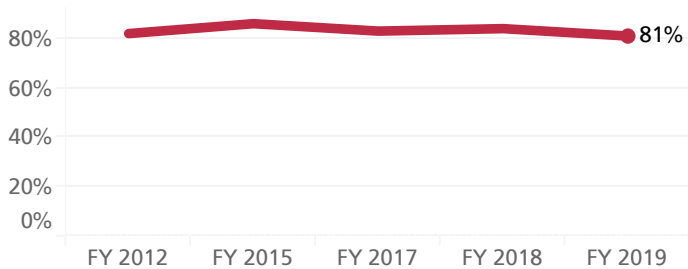| Recent vs Prior Month	Annual Total vs Prior Year	Target Status
89.9% Nov 2019	**91.1%** FYTD as of Nov 2019	**87%** FY20 Target
90.5% Oct 2019	**73.9%** FYTD as of Nov 2018	**Met** Current Target

Customer rating: Overall customer satisfaction with paratransit services

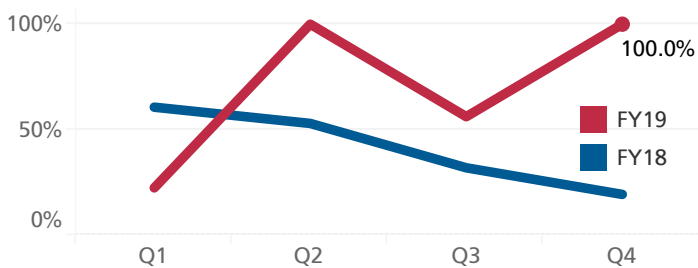| Annual Total vs Prior Year	Target Status
81% in 2019	**85%** 2019 Target
84% in 2018	**Met** Current Target

% of contract $ awarded to Local Business Enterprises

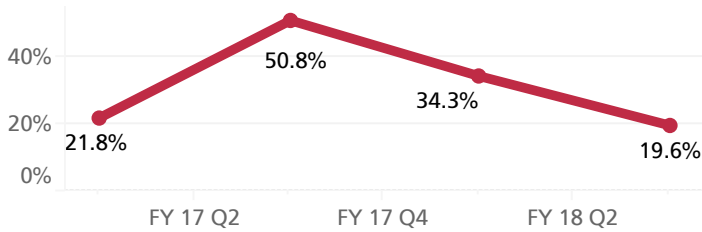| Recent vs Prior Quarter	Annual Total vs Prior Year	Target Status
100.0% Apr 2019	**31.5%** FYTD as of FY 19 Q4	**40%** FY19 Target
56.2% Jan 2019	**25.8%** FYTD as of 18 Q2	**Not Met** Current Target

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

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

Chart values: 21.8%, 50.8%, 34.3%, 19.6%

X-axis: FY 17 Q2, FY 17 Q4, FY 18 Q2

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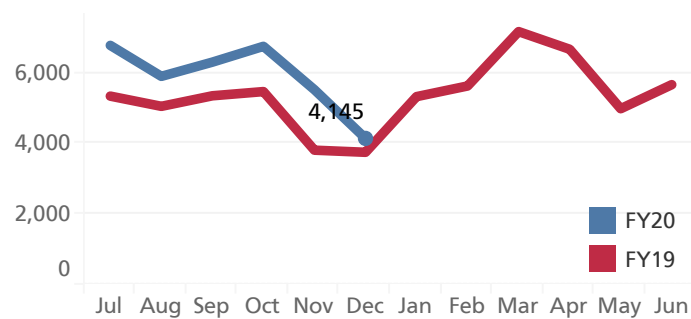
Objective 3.3: Guide emerging mobility services so that they are consistent with sustainable transportation principles

Average weekday Bay Wheels trips

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
4,145 Dec 2019	**5,900** FYTD as of Dec 2019	Establishing Baseline
5,522 Nov 2019	**4,797** FYTD as of Dec 2018	

Chart labeled value: 4,145
Legend: FY20, FY19
X-axis: Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun

Average weekday JUMP Bike trips
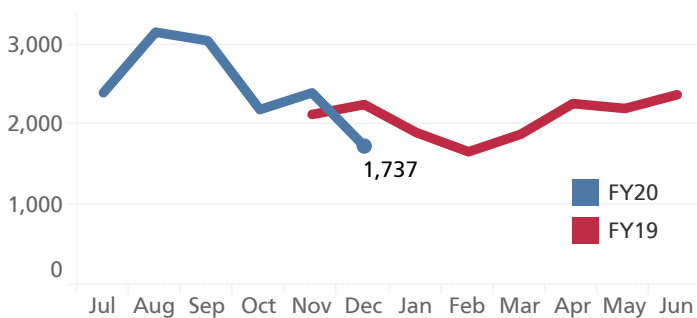
Recent vs Prior Month	Annual Total vs Prior Year	Target Status
1,737 Dec 2019	**2,489** FYTD as of Dec 2019	Establishing Baseline
2,400 Nov 2019		

Chart labeled value: 1,737
Legend: FY20, FY19
X-axis: Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun
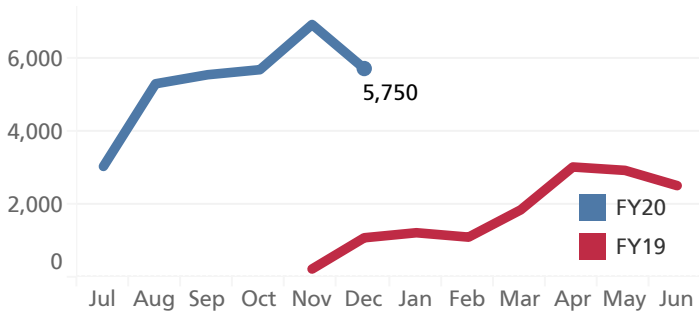
SFMTA

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
	5,750 Dec 2019	5,399 FYTD as of Dec 2019	Establishing Baseline
	6,960 Nov 2019		

Average weekday TNC trips (Uber, Lyft)

Trip data not currently provided by TNCs

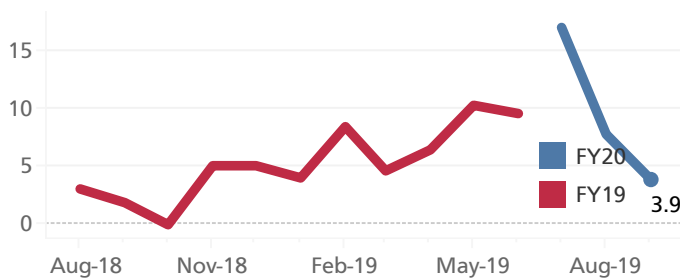Transportation Network Companies

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	N/A	N/A	N/A

EMS collisions per 100,000 miles (JUMP Bike)

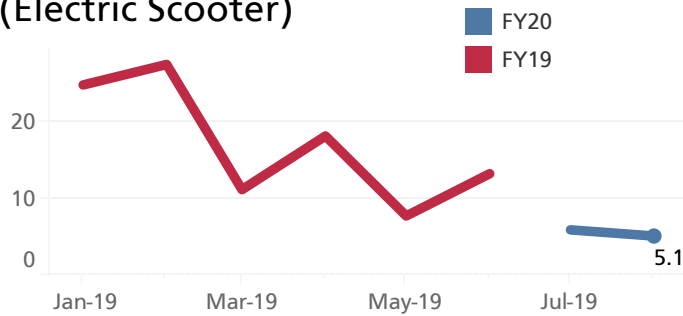|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	3.9 Sep 2019	7.3 FYTD as of Sep 2019	Establishing Baseline
	7.8 Aug 2019		

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

SFMTA

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)

Legend: FY20, FY19

	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	5.1	5.4	Establishing Baseline
	Aug 2019	FYTD as of Aug 2019	
	5.9		
	Jul 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 CO2e) at a stop
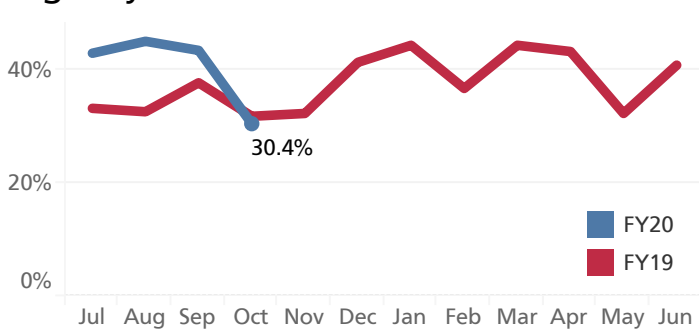

2,215,287

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

Agency waste diversion rate

30.4%

Legend: FY20, FY19

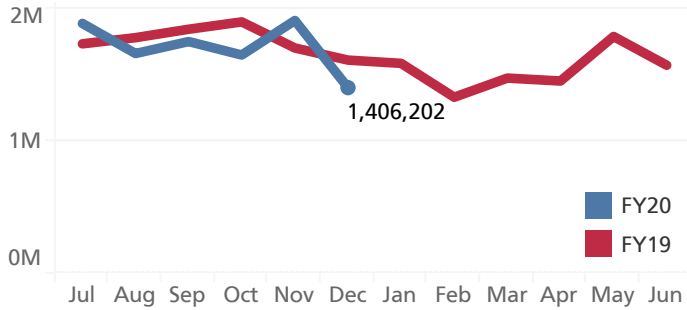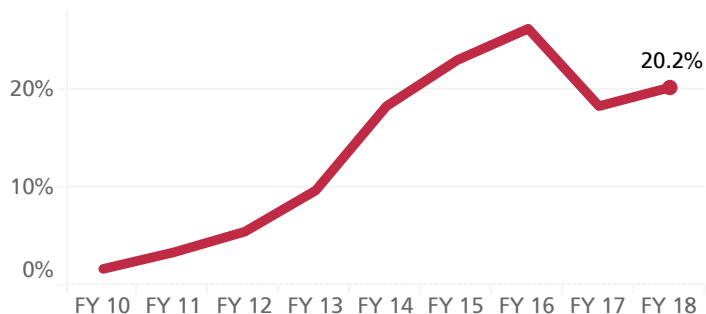| Recent vs Prior Month	Annual Total vs Prior Year	Target Status
30.4%	40.9%	100%
Oct 2019	FYTD as of Oct 2019	FY20 Target
43.3%	50.6%	Not Met
Sep 2019	FYTD as of Oct 2018	Current Target

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
1,406,202 Dec 2019	1,713,874 FYTD as of Dec 2019	900,000 Target
1,913,736 Nov 2019	1,765,466 FYTD as of Dec 2018	Not Met Current Target

Agency electricity consumption (kWh)
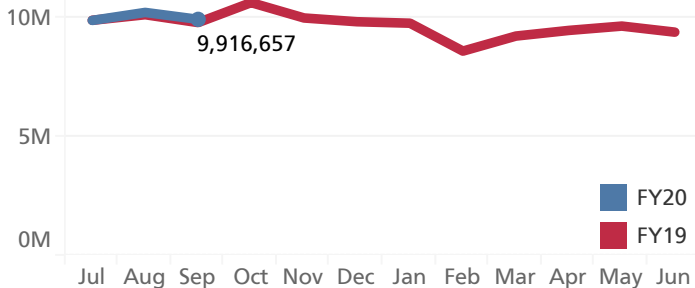
Recent vs Prior Month	Annual Total vs Prior Year	Target Status
9,916,657 Sep 2019	9,998,138 FYTD as of Sep 2019	10,000,000 Target
10,206,267 Aug 2019	9,923,104 FYTD as of Sep 2018	Met Current Target

Agency gas consumption (therms)

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
1,112 Sep 2019	6,633 FYTD as of Sep 2019	30,000 Target
7,866 Aug 2019	14,257 FYTD as of Sep 2018	Met Current Target

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

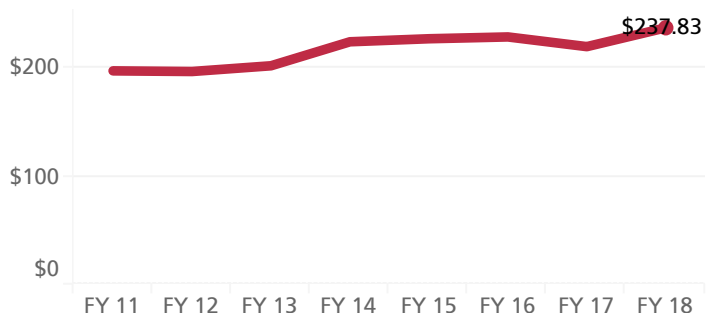### Agency fund balance ratio

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

### Muni cost per revenue hour

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

Muni cost per unlinked trip

Annual Total vs Prior Year
$3.73 in FY18
$3.54 in FY17

SFMTA

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

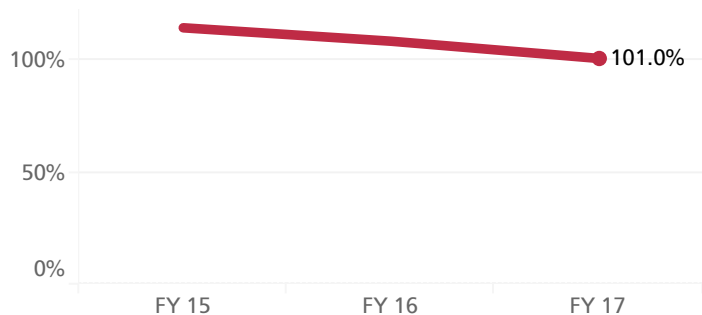## Muni farebox recovery ratio
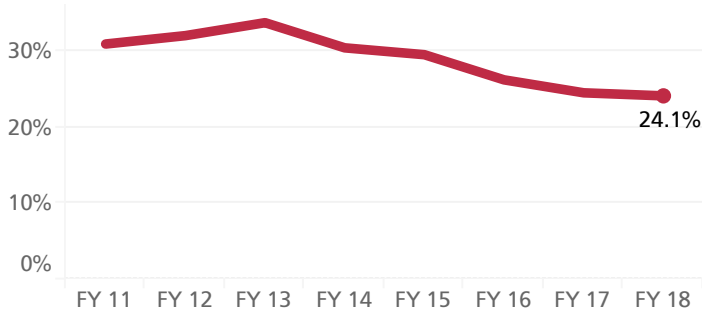
Annual Total vs Prior Year

24.1%
in FY18

24.5%
in FY17

Target Status

26.7%
FY19 Target

Muni cost recovery ratio
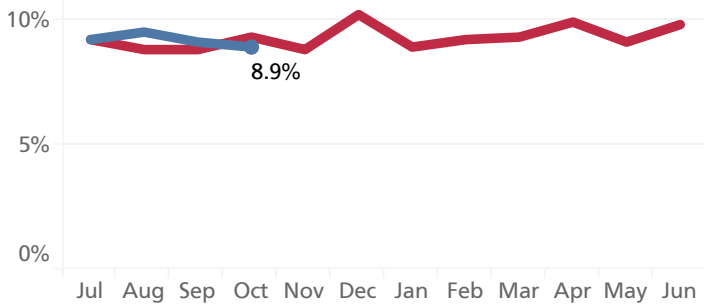

Annual Total vs Prior Year

101.0%
in FY17

108.7%
in FY16

Target Status

108.1%
FY19 Target

Goal 4: Create a workplace that delivers outstanding service
Objective 4.1: Strengthen morale and wellness through enhanced employee engagement, support, and development

Employee unscheduled absence rate

8.9%

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
8.9% Oct 2019	**9.0%** FYTD as of Oct 2019	FY20 Target
9.1% Sep 2019	**8.7%** FYTD as of Oct 2018	**N/A** Current Target

Employee rating: Overall employee satisfaction
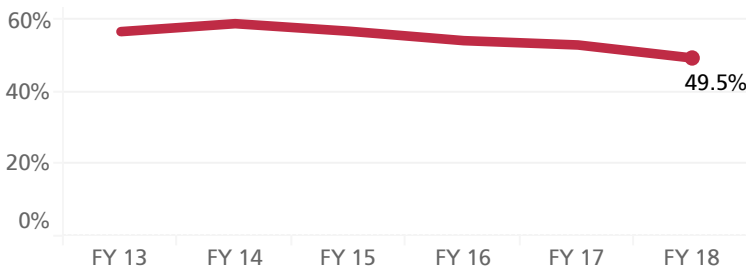
49.5%

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

22.5%
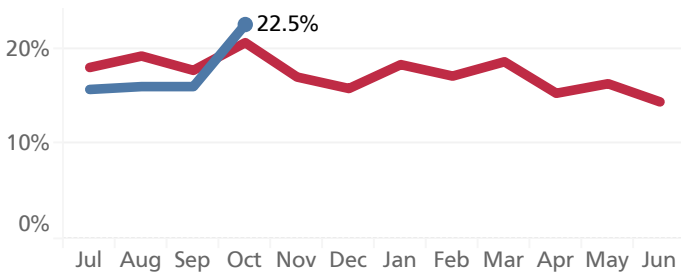
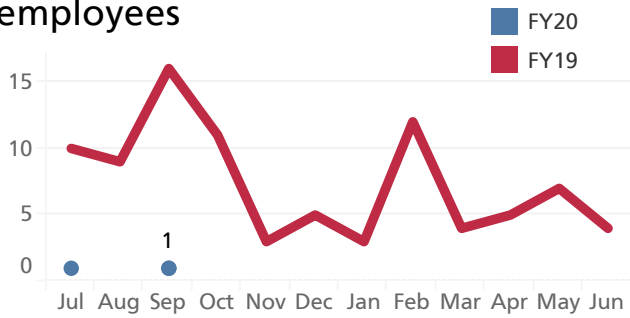| Recent vs Prior Month	Annual Total vs Prior Year	Target Status
22.5% Oct 2019	**17.6%** FYTD as of Oct 2019	**25%** FY20 Target
16.0% Sep 2019	**18.9%** FYTD as of Oct 2018	**Not Met** Current Target

SFMTA

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

Legend: FY20, FY19

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
1 Sep 2019	**1** FYTD as of Sep 2019	**11.4** FY20 Target
1 Jul 2019	**10** FYTD as of Aug 2018	**Met** Current Target

Workplace injuries per 200,000 hours

Legend: FY20, FY19
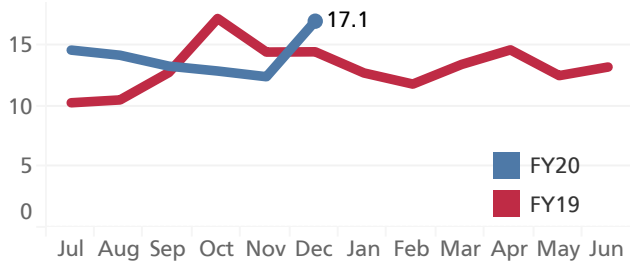
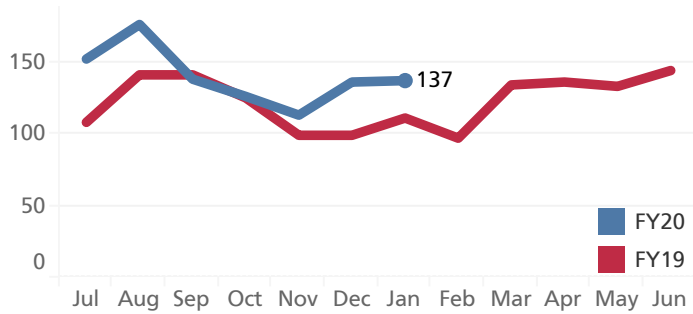| Recent vs Prior Month	Annual Total vs Prior Year	Target Status
17.1 Dec 2019	**14.1** FYTD as of Dec 2019	**12.0** Target
12.5 Nov 2019	**13.3** FYTD as of Dec 2018	**Not Met** Current Target

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
	137 Jan 2020	**140** FYTD as of Jan 2020	**123** Target
	136 Dec 2019	**119** FYTD as of Jan 2019	**Met** Current Target

Muni customer complaints per 100,000 miles
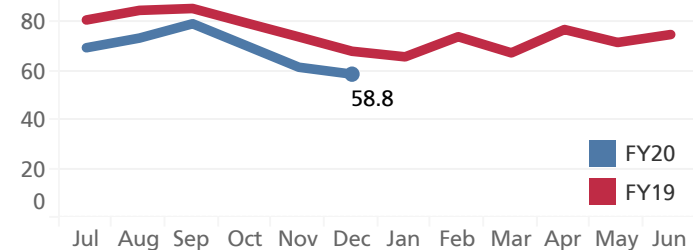
	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	58.8 Dec 2019	**68.7** FYTD as of Dec 2019	**68.4** Target
	61.4 Nov 2019	**78.9** FYTD as of Dec 2018	**Not Met** Current Target

% of Muni passenger service reports responded to within timeliness standards
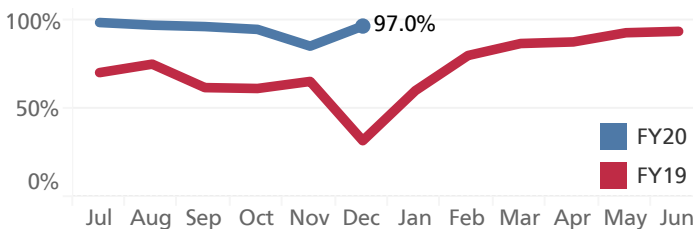
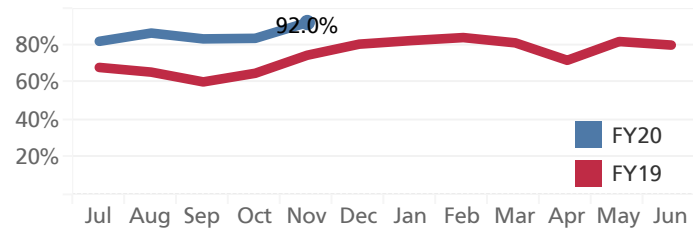|	Recent vs Prior Month	Annual Total vs Prior Year	Target Status
	97.0% Dec 2019	**95.5%** FYTD as of Dec 2019	**90%** FY20 Target
	85.6% Nov 2019	**62.2%** FYTD as of Dec 2018	**Met** Current Target

Standard for timely response is 14 business days

SFMTA

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
92.0% Nov 2019	**85.2%** FYTD as of Nov 2019	**80%** FY20 Target
83.6% Oct 2019	**66.5%** FYTD as of Nov 2018	**Met** Current Target

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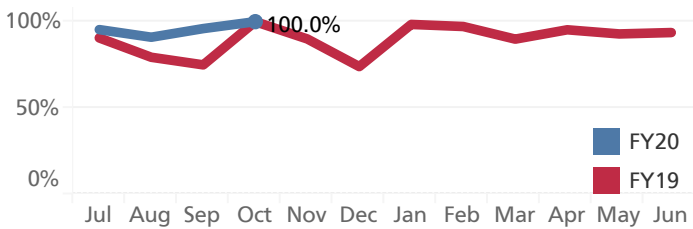
Standard for timely resolution is 30 days

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
100.0% Oct 2019	**95.9%** FYTD as of Oct 2019	**90%** FY20 Target
96.0% Sep 2019	**86.3%** FYTD as of Oct 2018	**Met** Current Target

% of hazardous traffic sign reports addressed within timeliness standards
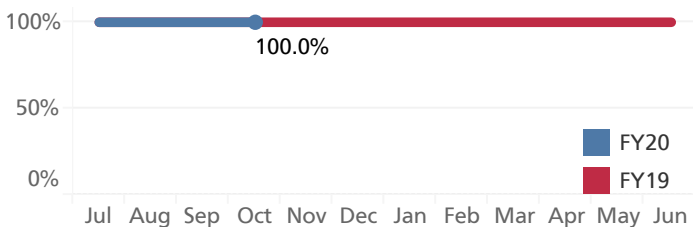
Standard for timely resolution is 24 hours

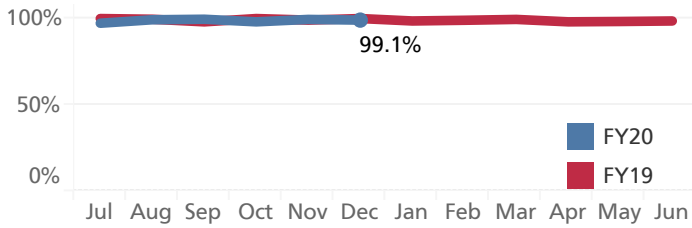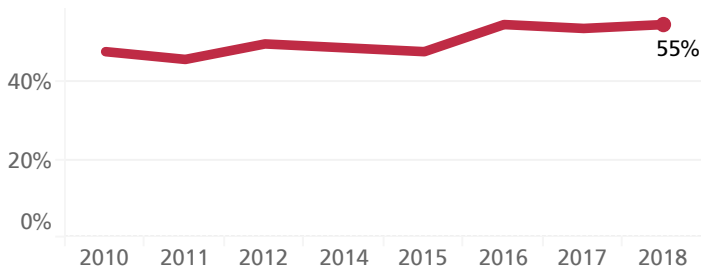| Recent vs Prior Month	Annual Total vs Prior Year	Target Status
100.0% Oct 2019	**100.0%** FYTD as of Oct 2019	**100%** FY20 Target
100.0% Sep 2019	**100.0%** FYTD as of Oct 2018	**Met** Current Target

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

Standard for timely resolution is 2 hours

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
99.1% Dec 2019	**98.9%** FYTD as of Dec 2019	**92%** FY20 Target
99.5% Nov 2019	**99.6%** FYTD as of Dec 2018	**Met** Current Target

% of parking meter malfunction reports addressed within timeliness standards
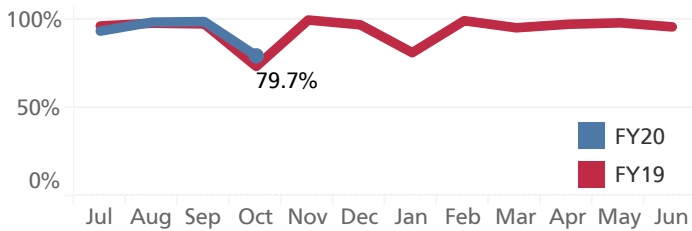
Standard for timely resolution is 48 hours

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
79.7% Oct 2019	**93.0%** FYTD as of Oct 2019	**92%** FY20 Target
99.1% Sep 2019	**91.6%** FYTD as of Oct 2018	**Met** Current Target

% of traffic and parking control requests addressed within timeliness standards

Standard for timely resolution is 90 days

Recent vs Prior Quarter	Annual Total vs Prior Year	Target Status
49.8% Sep 2019	**49.8%** FYTD as of Sep 2019	**80%** FY20 Target
68.6% Jun 2019	**90.3%** FYTD as of Sep 2018	**Not 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

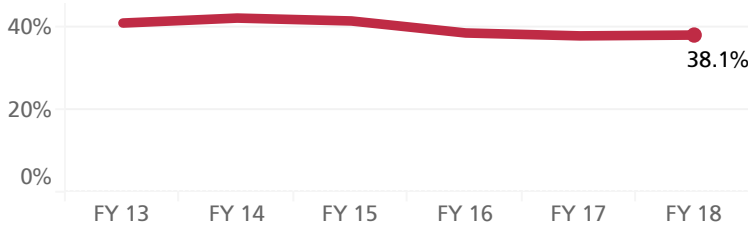| Annual Total vs Prior Year	Target Status
55% in 2018	**57%** 2019 Target
54% in 2017	

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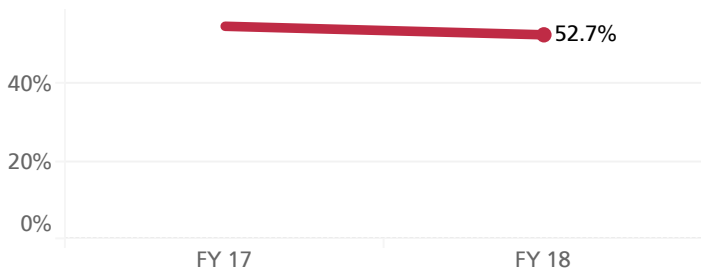
Annual Total vs Prior Year	Target Status
52.7% in FY18	**57.0%** FY19 Target
54.9% in FY17	

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 capital projects initiated on time

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
57.0% Jul 2019	**57.0%** FYTD as of Jul 2019	**85%** FY20 Target
67.0% Apr 2019	**68.0%** FYTD as of Jan 2018	**Not Met** Current Target

% of capital projects completed on time

Recent vs Prior Month	Annual Total vs Prior Year	Target Status
53.0% Jul 2019	**55.0%** FYTD as of Jul 2019	**75%** FY20 Target
53.0% Jul 2019	**66.0%** FYTD as of Jan 2018	**Not Met** Current Target

% of meter work orders competed within 30 days
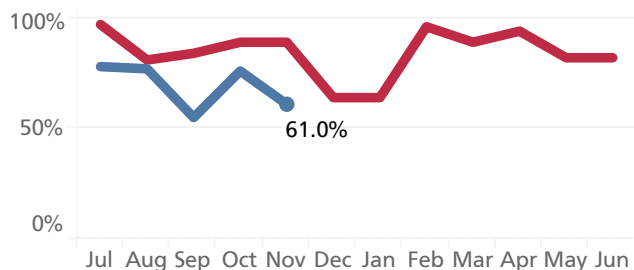
Recent vs Prior Month	Annual Total vs Prior Year	Target Status
61.0% Nov 2019	**69.4%** FYTD as of Nov 2019	**80%** FY20 Target
76.0% Oct 2019	**88.0%** FYTD as of Nov 2018	**Not Met** Current Target

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	13
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
4.1.1	Employee unscheduled absence rate	Admin	
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
4.5.1	% of capital projects initiated/completed on time	% of capital projects completed on time	25
		% of capital projects initiated on time	25
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
4.3.6	Community rating: feeling of being informed about projects	TBD
4.5.2	% of Capital projects completed on budget	TBD
4.5.3	Service critical staff vacancy rate	TBD