

STRATEGIC PLAN METRICS REPORT | January 2013

Goal 1: Create a safer transportation experience for everyone															
Objective 1.1: Improve security for transportation system users.															
ID	Metric	Goal	FY12 Avg	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sep 2012	Oct 2012	Nov 2012	Dec 2012
1.1.1	SFPD-reported Muni-related crimes/100,000 miles	3.24	3.60	3.32	3.16	3.9	3.4	3.39	4.43	4.85	5.09	5.97	5.65	5.26	4.81
1.1.2	Customer rating: Security of transit riding experience	Surveying initiated. In process of building a sufficiently large sampling frame to receive surveys on a quarterly basis. First results to be reported in Apr 2013.													
1.1.3	SFPD-reported taxi-related crimes	SFPD does not currently collect this data. We are evaluating alternative metrics.													
1.1.4	Security complaints to 311 (Muni)		34	27	46	38	30	41	24	36	42	39	27	39	30
Objective 1.2: Improve workplace safety and security.															
1.2.1	Workplace injuries/200,000 hours	14.9	16.6	17.1	15.1	14.3	20.4	21.9	10.8	14.2	17.9	13.0	15.0	18.0	13.7
1.2.2	Security incidents involving SFMTA personnel	Collecting Agencywide data. First results to be reported in Apr 2013.													
1.2.3	Lost work days due to injury		3,764	2,191	3,557	4,552	4,246	3,985	4,055	4,242	4,535	3,495	3,779	3,646	3,773
Objective 1.3: Improve the safety of the transportation system.															
1.3.1	Muni collisions/100,000 miles	4.48	4.98	4.2	5.58	4.48	6.07	4.31	5.21	5.12	4.91	4.67	6.42	4.45	4.96
1.3.2a	Collisions involving motorists, pedestrians, and bicyclists	Awaiting 2012 results.													
1.3.2b	Collisions involving taxis	Awaiting 2012 results.													
1.3.3	Muni falls on board/100,000 miles		4.53	4.69	4.09	5.32	4.37	4.62	4.06	4.99	4.60	5.09	4.24	3.49	4.26
1.3.4	"Unsafe operation" Muni complaints to 311		173	151	160	193	167	178	186	158	178	164	172	126	117
1.3.5	Customer rating: Safety of transit riding experience	Surveying initiated. In process of building a sufficiently large sampling frame to receive surveys on a quarterly basis. First results to be reported in Apr 2013.													
Goal 2: Make transit, walking, bicycling, taxi, ridesharing & carsharing the preferred means of travel															
Objective 2.1: Improve customer service and communications.															
ID	Metric	Goal	FY12 Avg	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sep 2012	Oct 2012	Nov 2012	Dec 2012
2.1.1	Customer rating: Overall customer satisfaction with transit services; scale of 1 (low) to 5 (high)	Surveying initiated. In process of building a sufficiently large sampling frame to receive surveys on a quarterly basis. First results to be reported in Apr 2013.													
2.1.2	Customer rating: Overall customer satisfaction with taxi availability; scale of 1 (low) to 5 (high)	Surveying initiated. In process of building a sufficiently large sampling frame to receive surveys on a quarterly basis. First results to be reported in Apr 2013.													
2.1.3	Customer rating: Overall customer satisfaction with bicycle network; scale of 1 (low) to 5 (high)	Surveying initiated. In process of building a sufficiently large sampling frame to receive surveys on a quarterly basis. First results to be reported in Apr 2013.													
2.1.4	Customer rating: Overall customer satisfaction with pedestrian environment; scale of 1 (low) to 5 (high)	Surveying initiated. In process of building a sufficiently large sampling frame to receive surveys on a quarterly basis. First results to be reported in Apr 2013.													
2.1.5	Average time to communicate Muni service advisories to customers	This is proving challenging to quantify. We are evaluating alternative metrics.													
2.1.6	Percentage of Color Curb Requests Addressed According to Board-approved standards		87%	87%	89%	78%	81%	91%	93%	89%	92%	88%	94%	89%	
2.1.6	Percentage of Hazardous Traffic Sign Reports Addressed According to Board-approved standards		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
2.1.6	Percentage of Parking Meter Malfunctions Addressed According to Board-approved standards		84%	82%	81%	83%	87%	88%	84%	82%	84%	81%	86%	63%	79%
2.1.6	Percentage of Traffic and Parking Control Requests Addressed According to Board-approved standards				77%			78%			69%				
2.1.6	Percentage of Traffic Signal Requests Addressed According to Board-approved standards		98%	96%	97%	97%	99%	99%	98%	98%	94%	99%	97%	97%	97%
2.1.7	Percentage of actionable 311 Muni-related complaints addressed within 14 days (60 days for ADA violations)		87%	93%	86%	86%	87%	82%	86%	91%	93%				
2.1.8	Customer rating: cleanliness of Muni vehicles	Surveying initiated. In process of building a sufficiently large sampling frame to receive surveys on a quarterly basis. First results to be reported in Apr 2013.													
2.1.9	Customer rating: cleanliness of Muni facilities (stations, elevators, escalators)	Surveying initiated. In process of building a sufficiently large sampling frame to receive surveys on a quarterly basis. First results to be reported in Apr 2013.													

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Objective 3.2: Increase the transportation system's positive impact to the economy.															
3.2.1	Customer rating: Business satisfaction with transportation network; scale of 1 (low) to 5 (high)	Survey is being developed. Results will be reported for FY13 Q4.													
Objective 3.3: Allocate capital resources effectively.															
3.3.1	% of all capital projects delivered on-budget by phase	Results reporting to begin in March 2013.													
3.3.2	% of all capital projects delivered on-time by phase	Results reporting to begin in March 2013.													
3.3.3	% of all capital projects delivered in-scope by phase	This is proving challenging to quantify. We are evaluating alternative metrics.													
Objective 3.4: Deliver services efficiently.															
3.4.1	Average annual transit cost per revenue hour	\$184													\$194
3.4.2	Passengers per revenue hour for buses														70
3.4.3	Cost per unlinked trip														\$2.80
3.4.4	Pay hours: platform hours ratio		1.12	1.12	1.12	1.11	1.11	1.11	1.13	1.12	1.12	1.12	1.13		
3.4.5	Farebox recovery ratio														30.8%
Objective 3.5: Reduce capital and operating structural deficits.															
3.5.1	Operating and capital structural deficit	Results reporting to begin in April 2013.													
Goal 4: Create a workplace that delivers outstanding service															
ID	Metric	Goal	FY12 Avg	Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sep 2012	Oct 2012	Nov 2012	Dec 2012
Objective 4.1: Improve internal communications.															
4.1.1	Employee rating: Information needed to do the job? Informed about agency issues, challenges and current events?; scale of 1 (low) to 5 (high)	Survey distribution will begin this month. Results will be reported for FY13 Q3.													
4.1.2	% of employees that complete the survey	Survey distribution will begin this month. Results will be reported for FY13 Q3.													
4.1.3	Employee rating: I have a clear understanding of my division's goals/objectives and how they contribute to Agency success	Survey distribution will begin this month. Results will be reported for FY13 Q3.													
4.1.4	Employee rating: I have received praise for my work in the last month	Survey distribution will begin this month. Results will be reported for FY13 Q3.													
4.1.5	Employee rating: Communication between leadership and employees has improved	Survey distribution will begin this month. Results will be reported for FY13 Q3.													
4.1.6	Employee rating: My concerns, questions, and suggestions are acted upon quickly and appropriately	Survey distribution will begin this month. Results will be reported for FY13 Q3.													
4.1.7	Employee rating: Discussions with my supervisor about my performance are worthwhile	Survey distribution will begin this month. Results will be reported for FY13 Q3.													
Objective 4.2: Create a collaborative and innovative work environment.															
4.2.1	Employee rating: Overall employee satisfaction; scale of 1 (low) to 5 (high)	Survey distribution will begin this month. Results will be reported for FY13 Q3.													
4.2.2	Employee rating: My opinions seem to matter to my manager	Survey distribution will begin this month. Results will be reported for FY13 Q3.													
4.2.3	Employee rating: Conflicts are resolved collaboratively	Survey distribution will begin this month. Results will be reported for FY13 Q3.													
4.2.4	Employee rating: Employees in my division consistently look for more efficient/effective ways of getting the job done	Survey distribution will begin this month. Results will be reported for FY13 Q3.													
4.2.5	Employee rating: Employees in my work unit share job knowledge to solve problems efficiently/effectively	Survey distribution will begin this month. Results will be reported for FY13 Q3.													
4.2.6	Employee rating: I feel comfortable sharing my thoughts and opinions, even if they're different than others'	Survey distribution will begin this month. Results will be reported for FY13 Q3.													
4.2.7	Employee rating: My work gives me a feeling of personal accomplishment	Survey distribution will begin this month. Results will be reported for FY13 Q3.													

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Objective 4.3: Improve employee accountability.															
4.3.1	% of employees with performance completed/appraisals conducted	Results will be available at the end of the fiscal year.													
4.3.2	% of employees with performance plans prepared by start of fiscal year														36%
4.3.3	% of employees who have received feedback on their work	Survey distribution will begin this month. Results will be reported for FY13 Q3.													
4.3.4	% of divisions/units that report metrics	Survey distribution will begin this month. Results will be reported for FY13 Q3.													
4.3.5	Unscheduled absence rate by employee group (Transit operators)		8.7%	8.2%	7.2%	7.7%	9.5%	9.8%	9.9%	9.4%	10.5%	9.3%	6.6%	7.0%	9.0%
4.3.6	Employee rating: My manager holds me accountable to achieve my written objectives	Survey distribution will begin this month. Results will be reported for FY13 Q3.													
Objective 4.4: Improve relationships and partnerships with our stakeholders.															
4.4.1	Stakeholder rating: satisfaction with SFMTA decision-making process/communications; scale of 1 (low) to 5 (high)	Survey is being developed. Results will be reported for FY13 Q4.													