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GOa	al 1: Create a safer transportation experienc	e ioi every									1	1					
Obje	ctive 1.1: Improve security for transportation system us	ers.															
ID	Metric	Goal	FY12 Avg	FY13 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	Jan 2013
1.1.1	SFPD-reported Muni-related crimes/100,000 miles	3.23	3.59	5.27	3.27	3.16	3.90	3.40	3.39	4.43	4.85	5.09	5.98	5.60	5.26	4.81	
1.1.2	Customer rating: Security of transit riding experience	Surveying initiat			-	, ,			eive surveys	on a quart	erly basis.	First results	s to be repo	orted in Api	<sup>-</sup> 2013.		
1.1.3	SFPD-reported taxi-related crimes	SFPD does not c	· · · ·					1									
1.1.4	Security complaints to 311 (Muni)		34	36	27	46	38	30	41	24	36	42	39	27	39	30	42
Obje	ctive 1.2: Improve workplace safety and security.																
1.2.1	Workplace injuries/200,000 hours	14.9	16.6	15.3	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 Agend	ywide data	First resul	lts to be rep	orted in A	or 2013.										
1.2.3	Lost work days due to injury		3,764	3,912	2,191	3,557	4,552	4,246	3,985	4,055	4,242	4,535	3,495	3,779	3,646	3,773	
Obje	ctive 1.3: Improve the safety of the transportation syste	em.															
1.3.1	Muni collisions/100,000 miles	4.48	4.98	5.11	4.2	5.58	4.48	6.07	4.31	5.21	5.12	4.91	4.67	6.42	4.45	5.01	
1.3.2a	Collisions involving motorists, pedestrians, and bicyclists	Awaiting 2012 re	esults.														
1.3.2b		Awaiting 2012 re	esults.														
1.3.3	Muni falls on board/100,000 miles		4.53	4.41	4.69	4.09	5.32	4.37	4.62	4.06	4.94	4.60	4.99	4.15	3.49	4.26	
1.3.4	"Unsafe operation" Muni complaints to 311		173	154	151	160	193	167	178	186	158	179	166	173	128	123	153
1.3.5	Customer rating: Safety of transit riding experience	Surveying initiat	ed. In proce	ess of build	ing a suffici	ently large	sampling fr	ame to rec	eive surveys	s on a quart	erly basis.	First results	s to be repo	orted in Ap	<sup>-</sup> 2013.		
Goa	al 2: Make transit, walking, bicycling, taxi, ric	desharing &	carshar	ing the	preferr	ed mea	ns of tra	avel									
	ctive 2.1: Improve customer service and communication			L .	İ – – – – – – – – – – – – – – – – – – –												
ID	Metric	Goal	<b>FV12</b> Δvg	<b>FV13</b> Δνσ	lan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	lun 2012	Jul 2012	Διισ 2012	Sen 2012	Oct 2012	Nov 2012	Dec 2012	Jan 2013
2.1.1		Surveying initiat									Jui 2012	Aug 2012	3CP 2012	0002012	1007 2012	DCC 2012	5411 2015
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2.1.1	-	quarterly basis.	First result	s to be rep	orted in An												
2.1.1	services; scale of 1 (low) to 5 (high) Customer rating: Overall customer satisfaction with taxi availability;	quarterly basis. Surveying initiat				r 2013.		ame to reco	eive surveys	on a quart	erly basis.	First results	s to be repo	orted in Ap	<sup>-</sup> 2013.		
2.1.2	services; scale of 1 (low) to 5 (high) Customer rating: Overall customer satisfaction with taxi availability; scale of 1 (low) to 5 (high)	Surveying initiat	ed. In proce	ess of build	ing a suffici	r 2013. ently large	sampling fr				-						
2.1.2	services; scale of 1 (low) to 5 (high) Customer rating: Overall customer satisfaction with taxi availability; scale of 1 (low) to 5 (high) Customer rating: Overall customer satisfaction with bicycle network;	Surveying initiat	ed. In proce	ess of build	ing a suffici	r 2013. ently large	sampling fr				-						
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2.1.2 2.1.3 2.1.4 2.1.5 2.1.6 2.1.6 2.1.6 2.1.6 2.1.6 2.1.7 2.1.8 2.1.9 <b>Obje</b> ID 2.2.1	services; scale of 1 (low) to 5 (high) Customer rating: Overall customer satisfaction with taxi availability; scale of 1 (low) to 5 (high) Customer rating: Overall customer satisfaction with bicycle network; scale of 1 (low) to 5 (high) Customer rating: Overall customer satisfaction with pedestrian environment; scale of 1 (low) to 5 (high) Average time to communicate Muni service advisories to customers Percentage of Color Curb Requests Addressed According to Board- approved standards Percentage of Hazardous Traffic Sign Reports Addressed According to Board-approved standards Percentage of Parking Meter Malfunctions Addressed According to Board-approved standards Percentage of Traffic and Parking Control Requests Addressed According to Board-approved standards Percentage of Traffic Signal Requests Addressed According to Board- approved standards Percentage of Traffic Signal Requests Addressed According to Board- approved standards Percentage of Traffic Signal Requests Addressed According to Board- approved standards Percentage of Traffic Signal Requests Addressed According to Board- approved standards Percentage of Traffic Signal Requests Addressed According to Board- approved standards Percentage of actionable 311 Muni-related complaints addressed within 14 days (60 days for ADA violations) Customer rating: cleanliness of Muni vehicles Customer rating: cleanliness of Muni facilities (stations, elevators, escalators) ctive 2.2: Improve transit performance. Metric Percentage of transit trips with + 5 min gaps on Rapid Network	Surveying initiat Surveying initiat Surveying initiat This is proving cl Surveying initiat Surveying initiat Goal 13.9%	ed. In proce ed. In proce hallenging to 87% 100% 84% 78% 98% 87% ed. In proce ed. In proce FY12 Avg 18.5%	ess of build ess of build o quantify. 90% 100% 79% 69% 97% 90% ess of build ess of build FY13 Avg 18.5%	ing a suffici ing a suffici ing a suffici We are eva 87% 100% 82% 96% 93% ing a suffici ing a suffici Jan 2012 19.5%	r 2013. ently large ently large luating alte 89% 100% 81% 77% 97% 86% ently large ently large Feb 2012 17.6%	sampling fr. sampling fr. sampling fr. rnative me 78% 100% 83% 97% 86% sampling fr. sampling fr. Mar 2012 17.3%	ame to reco ame to reco trics. 81% 100% 87% 99% 87% ame to reco ame to reco Apr 2012 18.5%	eive surveys 91% 100% 88% 78% 99% 82% eive surveys eive surveys Eive surveys 19.0%	on a quart on a quart 93% 100% 84% 98% 86% on a quart on a quart Jun 2012 19.3%	erly basis. 89% 100% 82% 98% 91% erly basis. erly basis. Jul 2012 19.1%	First results First results 92% 100% 84% 69% 94% 93% First results First results Aug 2012 20.2%	s to be reported in the second	94% 94% 100% 86% 97% 86% 97% 86% 0rted in Apr	2013. 2013. 89% 100% 63% 97% 93% 2013. 2013. 2013. Nov 2012 17.0%	97% 82% Dec 2012 18.5%	95%  Jan 2013 16.7%
2.1.2 2.1.3 2.1.4 2.1.5 2.1.6 2.1.6 2.1.6 2.1.6 2.1.6 2.1.7 2.1.8 2.1.7 2.1.9 <b>Obje</b> ID	services; scale of 1 (low) to 5 (high) Customer rating: Overall customer satisfaction with taxi availability; scale of 1 (low) to 5 (high) Customer rating: Overall customer satisfaction with bicycle network; scale of 1 (low) to 5 (high) Customer rating: Overall customer satisfaction with pedestrian environment; scale of 1 (low) to 5 (high) Average time to communicate Muni service advisories to customers Percentage of Color Curb Requests Addressed According to Board- approved standards Percentage of Hazardous Traffic Sign Reports Addressed According to Board-approved standards Percentage of Parking Meter Malfunctions Addressed According to Board-approved standards Percentage of Traffic and Parking Control Requests Addressed According to Board-approved standards Percentage of Traffic Signal Requests Addressed According to Board- approved standards Percentage of Traffic Signal Requests Addressed According to Board- approved standards Percentage of Traffic Signal Requests Addressed According to Board- approved standards Percentage of Traffic Signal Requests Addressed According to Board- approved standards Percentage of actionable 311 Muni-related complaints addressed within 14 days (60 days for ADA violations) Customer rating: cleanliness of Muni vehicles Customer rating: cleanliness of Muni facilities (stations, elevators, escalators) ctive 2.2: Improve transit performance. Metric	Surveying initiat Surveying initiat Surveying initiat This is proving cl Surveying initiat Surveying initiat Surveying initiat	ed. In proce ed. In proce hallenging to 87% 100% 84% 78% 98% 87% ed. In proce ed. In proce ed. In proce	ess of build ess of build o quantify. 90% 100% 79% 90% 90% ess of build ess of build FY13 Avg	ing a suffici ing a suffici ing a suffici We are eva 87% 100% 82% 96% 93% ing a suffici ing a suffici	r 2013. ently large ently large luating alte 89% 100% 81% 77% 97% 86% ently large ently large ently large	sampling fr. sampling fr. sampling fr. rnative me 78% 100% 83% 97% 86% sampling fr. sampling fr. Mar 2012	ame to reco ame to reco trics. 81% 100% 87% 99% 87% ame to reco Apr 2012	eive surveys 91% 100% 88% 78% 99% 82% eive surveys eive surveys May 2012	on a quart on a quart 93% 100% 84% 98% 86% on a quart on a quart	erly basis. 89% 100% 82% 98% 91% erly basis. erly basis. Jul 2012	First results First results 92% 100% 84% 69% 94% 93% First results First results Aug 2012	s to be reported in the second	94% 94% 100% 86% 97% 86% 97% 86% orted in Apr	2013. 2013. 89% 100% 63% 97% 93% 2013. 2013. Nov 2012	97% 82% Dec 2012	95%
2.1.2 2.1.3 2.1.4 2.1.5 2.1.6 2.1.6 2.1.6 2.1.6 2.1.6 2.1.7 2.1.8 2.1.9 <b>Obje</b> ID 2.2.1	services; scale of 1 (low) to 5 (high) Customer rating: Overall customer satisfaction with taxi availability; scale of 1 (low) to 5 (high) Customer rating: Overall customer satisfaction with bicycle network; scale of 1 (low) to 5 (high) Customer rating: Overall customer satisfaction with pedestrian environment; scale of 1 (low) to 5 (high) Average time to communicate Muni service advisories to customers Percentage of Color Curb Requests Addressed According to Board- approved standards Percentage of Hazardous Traffic Sign Reports Addressed According to Board-approved standards Percentage of Parking Meter Malfunctions Addressed According to Board-approved standards Percentage of Traffic and Parking Control Requests Addressed According to Board-approved standards Percentage of Traffic Signal Requests Addressed According to Board- approved standards Percentage of Traffic Signal Requests Addressed According to Board- approved standards Percentage of Traffic Signal Requests Addressed According to Board- approved standards Percentage of Traffic Signal Requests Addressed According to Board- approved standards Percentage of Traffic Signal Requests Addressed According to Board- approved standards Percentage of actionable 311 Muni-related complaints addressed within 14 days (60 days for ADA violations) Customer rating: cleanliness of Muni vehicles Customer rating: cleanliness of Muni facilities (stations, elevators, escalators) ctive 2.2: Improve transit performance. Metric Percentage of transit trips with + 5 min gaps on Rapid Network	Surveying initiat Surveying initiat Surveying initiat This is proving cl Surveying initiat Surveying initiat Goal 13.9%	ed. In proce ed. In proce hallenging to 87% 100% 84% 78% 98% 87% ed. In proce ed. In proce FY12 Avg 18.5%	ess of build ess of build o quantify. 90% 100% 79% 69% 97% 90% ess of build ess of build FY13 Avg 18.5%	ing a suffici ing a suffici ing a suffici We are eva 87% 100% 82% 96% 93% ing a suffici ing a suffici Jan 2012 19.5%	r 2013. ently large ently large luating alte 89% 100% 81% 77% 97% 86% ently large ently large Feb 2012 17.6%	sampling fr. sampling fr. sampling fr. rnative me 78% 100% 83% 97% 86% sampling fr. sampling fr. Mar 2012 17.3%	ame to reco ame to reco trics. 81% 100% 87% 99% 87% ame to reco ame to reco Apr 2012 18.5%	eive surveys 91% 100% 88% 78% 99% 82% eive surveys eive surveys Eive surveys 19.0%	on a quart on a quart 93% 100% 84% 98% 86% on a quart on a quart Jun 2012 19.3%	erly basis. 89% 100% 82% 98% 91% erly basis. erly basis. Jul 2012 19.1%	First results First results 92% 100% 84% 69% 94% 93% First results First results Aug 2012 20.2%	s to be reported in the second	94% 94% 100% 86% 97% 86% 97% 86% 0rted in App orted in App 0ct 2012 18.8%	2013. 2013. 89% 100% 63% 97% 93% 2013. 2013. 2013. Nov 2012 17.0%	97% 82% Dec 2012 18.5%	95%  Jan 2013 16.7%

## Color Legend

Outperforms	Underperforms	Equal to
FY12 Avg	FY12 Avg	FY12 Avg

## STRATEGIC PLAN METRICS REPORT | February 2013



ID	Metric	Goal	<b>FY12</b> Δvg	FY13 Avg	lan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	lun 2012	Jul 2012	Aug 2012	Sen 2012	Oct 2012	Nov 2012	Dec 2012	lan 2013
2.2.5	Average Muni system speed	Results reporting				TCOLOIL	INUL LOIL	Apr LOIL	11107 2012	5411 2012	5012012	Aug LUIL	30p 2012	000 2012	1007 2012	Decident	5411 2015
2.2.6	Percentage of on-time performance	85%	60.4%	57.9%	60.6%	61.0%	61.9%	60.5%	59.8%	58.6%	59.0%	55.6%	56.0%	56.6%	58.9%	59.0%	60.5%
2.27	Percentage of trips over capacity during AM peak (8:00a-8:59a,	0070	6.5%	7.8%	5.6%	6.2%	6.9%	5.9%	7.1%	7.0%	7.5%	7.7%	8.5%	9.4%	7.8%	7.1%	6.6%
	inbound) at max load points																
2.2.7	Percentage of trips over capacity during PM peak (5:00p-5:59p,		7.2%	8.0%	5.9%	7.0%	6.0%	8.2%	7.8%	8.4%	7.7%	10.1%	8.5%	8.9%	6.7%	8.0%	6.4%
	outbound) at max load points																
2.2.8	Mean distance between failure (Bus)		2,909	3,071	2,707	2,883	2,683	2,952	3,230	2,998	2,820	3,087	2,815	2,877	3,071	3,197	3,631
2.2.8	Mean distance between failure (Rail)		2,922	3,650	2,834	2,262	2,852	3,183	3,249	3,153	3,945	3,880	3,504	3,464	3,457		
2.2.9	Percentage of scheduled service hours delivered	Please see 2.2.3.															
	Percentage of scheduled trips completed	Measure in deve	lopment														
	Ridership (rubber tire, average weekday)		491,553	501,988	473,146	496,294	481,998	504,555	504,632	488,692	486,628	505,681	517,675	515,379	484,577		
	Percentage of time that elevators are available		94.4%	96.3%	91.4%	92.0%	94.1%	93.6%	99.2%	95.8%	96.8%	96.8%	98.9%	96.2%	96.9%	91.7%	96.5%
2.2.13	Percentage of time that escalators are available		91.8%	86.4%	94.5%	93.8%	86.8%	89.1%	93.9%	92.9%	84.5%	87.1%	87.1%	89.3%	87.3%	84.1%	85.7%
Obje	ctive 2.3: Increase use of all non-private auto modes.																
2.3.1	Non-private auto mode share when traveling to work	50%													6	2% (2011 C	ensus ACS)
Obje	ctive 2.4: Improve parking utilization and manage parki	ng demand.															
2.4.1	% occupancy of SFpark spaces	Data forthcomin	g.														
2.4.2	% occupancy of SFMTA garage spaces	Data forthcomin	g.			-					-						
2.4.3	# of secure on street bicycle racks		Ī														2,739
2.4.3	# of secure off street bicycle parking spaces (garage bicycle parking)																475
2.4.4	Parking regulation compliance	Data forthcoming	g.														
	I 3: Improve the environment and quality o																
Obje	ctive 3.1: Reduce the Agency's and the transportation s	ystem's resour	ce consum	nption, en	nissions, w	aste, and	l noise.										
ID	Metric	Goal	FY12 Avg	FY13 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	Jan 2013
3.1.1	Metric tons of C02e for the transportation system	1,515,000														2,155,	,000 (2010)
3.1.2	% of SFMTA non-revenue and taxi fleet that is alternative fuel/zero																94%
	emissions																'
3.1.3	% biodiesel to diesel used by SFMTA																2% (FY11)
3.1.4	Number of electric vehicle charging stations																31
3.1.5	Citywide gasoline consumption rate															, ,	,104 (2009)
3.1.6	Agency electricity consumption (kWh)																,104 (FY11)
3.1.6	Agency gas consumption (therms)															,	,043 (FY11)
3.1.6	Agency water production (gallons)															21,301,	,010 (FY11)
3.1.7	Agency compost produciton (tonnes)																13 (CY09)
3.1.7	Agency recycling produciton (tonnes)																534 (CY09)
	Agency waste produciton (tonnes)																592 (CY09)
	ctive 3.2: Increase the transportation system's positive	· ·	,														<u> </u>
3.2.1	Customer rating: Business satisfaction with transportation network; scale of 1 (low) to 5 (high)	Survey is being d	leveloped.	Results wil	l be report	ed for FY13	Q4.										
Obie	ctive 3.3: Allocate capital resources effectively.																
	% of all capital projects delivered on-budget by phase																
3.3.2	% of all capital projects delivered on-time by phase	Results reporting	to begin in	March 201	3												
	% of all capital projects delivered in-scope by phase	This is proving ch	, <u> </u>			luating alte	rnative me	trics.									
	ctive 3.4: Deliver services efficiently.			,		Build											
	Average annual transit cost per revenue hour	\$184															\$194
3.4.2	Passengers per revenue hour for buses	7107															70
3.4.2	Cost per unlinked trip																\$2.75
3.4.3	Pay hours: platform hours ratio		1.12	1.12	1.12	1.12	1.11	1.11	1.11	1.13	1.12	1.12	1.12	1.13			د ۲.۲۶
	n a, naala plationn nouis latio	1	1.14	1.12	1.14	1.14	T.TT	<b>T</b> .TT		1.13	1.14	1.14	1.12	1.13			1
3.4.4	Farebox recovery ratio																30.8%

Color Legend

Outperforms	Underperforms	Equal to
FY12 Avg	FY12 Avg	FY12 Avg



## STRATEGIC PLAN METRICS REPORT | February 2013

	ional needed f OGR) and \$1.7	for operation	ons, \$260M	additional	needed for	State-of-G	ood Repair
3.5.1       Operating and capital structural deficit       \$70M additi         3.5.1       Operating and capital structural deficit       \$70M additi         (Structure)       Coll       \$70M additi         (Structure)       Coll       Structural deficit       \$70M additi         (Structure)       Coll       Structural deficit       Structural deficit       \$70M additi         (Structure)       Coll       Structure)       Structure       Structure)       Structure         4.1.2       Employee rating: Information needed to do the lob? Informed about agency issues, challenges and current events?; scale of 1       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.1.2       & for mployees that complete the survey       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.1.4       Employee rating: Invae 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 thas improved interview agestions are acted       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.1.6       Employee rating: Discussions with my supervisor about my performance are worthwhile       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.2.3       Employee rating: My		•					•
Goal 4: Create a workplace that delivers outstanding service       Image: Comparison of the construct		•					•
Objective 4.1: Improve internal communications.       Imployee 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: 1have received praise for my onk in the last month.       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.1.4       Employee rating: 1have received praise for my work in the last month.       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.1.4       Employee rating: New concerns, questions, and suggestions are acted survey distribution will begin this month. Results will be reported for FY13 Q3.       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.1.6       Employee rating: Next concerns, questions, and suggestions are acted Survey distribution will begin this month. Results will be reported for FY13 Q3.       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.1.6       Employee rating: Next concerns, questions, and suggestions are acted Survey distribution will begin this month. Results will be reported for FY13 Q3.       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.1.6       Employee rating: CVPAI employees atting the verter to my manager       Survey distribution will begin this month. Re							
1.1       Employee rating: information needed to do the job? Informed about agency issues, challenges and current events?; scale of 1       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.         4.1.3       Employee rating: Communication between leadership and employees that simproved       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.1.6       Employee rating: Communication between leadership and employees that simproved       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.1.6       Employee rating: Communication between leadership and employees that sources using with my supervisor about my performance are worthwhile       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.1.7       Employee rating: Overall employees astisaction; scale of 1 (low) to survey distribution will begin this month. Results will be reported for FY13 Q3.       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.2.1       Employee rating: Conflicts are resolved collaborative work environment.       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.2.2<							
about ägency issues, challenges and current events?; scale of 1 (low) to 5 (high)							
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 a clear understanding of my division's month       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.1.4       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: Wy 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: Eucosions with my supervisor about my performance are worthwhile       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.2.1       Employee rating: Coreate a collaborative and innovative work environment.       Image: Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.2.2       Employee rating: Coreate a collaborative and innovative work environment.       Image: Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.2.3       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.         4.2.4       Employee rating: Employees in my work unit share job knowl							
goals/objectives and how they contribute to Ågency success       4.1.4       Employee rating: I have received praise for my work in the last month         4.1.4       Employee rating: Communication between leadership and employees has improved       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.1.5       Employee rating: Communication between leadership and employees rating: Wy concerns, questions, and suggestions are acted       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.1.6       Employee rating: Discussions with my supervisor about my performance are worthwhile       Survey distribution will begin this month. Results will be reported for FY13 Q3. <b>Objective 4.2:</b> Create a collaborative and innovative work environment.       4.1.1       Employee rating: Overall employee satisfaction; scale of 1 (low) to Survey distribution will begin this month. Results will be reported for FY13 Q3.       4.2.2         4.2.2       Employee rating: Conflicts are resolved collaboratively       Survey distribution will begin this month. Results will be reported for FY13 Q3.       4.2.3         4.2.4       Employee rating: Employees in my division consistently look for more efficiently/effective way of getting the job done       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.2.4       Employee rating: Ifeel comfortable sharing my thoughts and opinons, even if they're different than others'.       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.2.5							
month       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.1.5       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.       Image: Construction of the propriet of the propri							
employees has improved       improved       improves a tring: 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.       Improves a tring: Create a collaborative and innovative work environment.         4.2.1       Employee rating: Overall employee satisfaction; scale of 1 (low) to Survey distribution will begin this month. Results will be reported for FY13 Q3.       Improves a tring: Create a collaborative and innovative work environment.         4.2.1       Employee rating: Overall employee satisfaction; scale of 1 (low) to Survey distribution will begin this month. Results will be reported for FY13 Q3.       Improves a tring: Create a collaborative and innovative work environment.         4.2.2       Employee rating: Conflicts are resolved collaboratively       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.         4.2.4       Employee rating: Imployees in my division consistently cold for ery13 Q3.       Survey distribution w							
upon quickly and appropriately       Survey distribution will begin this month. Results will be reported for FY13 Q3. <b>Objective 4.2:</b> Create a collaborative and innovative work environment.       Image: Collaborative and innovative work environment.         4.2.1       Employee rating: Overall employee satisfaction; scale of 1 (low) to s (high)       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.2.2       Employee rating: Overall employee satisfaction; scale of 1 (low) to s (high)       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.2.2       Employee rating: Conflicts are resolved collaboratively       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.2.3       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 division consistently look for solve problems efficient/effective ways of getting the job done       Survey distribution will begin this month. Results will be reported for FY13 Q3.         4.2.6       Employee rating: If ele 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.         4.							
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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 accountability.       Survey distribution will begin this month. Results will be reported for FY13 Q3.         6.0bjective 4.3: Improve employee accountability.       Goal       FY12 Avg       FY13 Avg       Jan 2012       Apr 2012       May 2012       Jun 201         4.3.1       % of employees with performance completed/appraisals       Results will be available at the end of the fiscal year.       Im							
5 (high)       9       9       9         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.       1         4.2.3       Employee rating: Conflicts are resolved collaboratively       Survey distribution will begin this month. Results will be reported for FY13 Q3.       1         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.       1         4.2.5       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.       1         4.2.5       Employee rating: Employees in my division consistently look for solve problems efficiently/effectively       Survey distribution will begin this month. Results will be reported for FY13 Q3.       1         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.       2         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.       2       2         0bjective 4.3: Improve employee accountability.       Improve employee accountability.							
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more efficient/effective ways of getting the job done       A.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.         Objective 4.3: Improve employee accountability.       Goal       FY12 Avg       FY13 Avg       Jan 2012       Apr 2012       May 2012       Jun 200         4.3.1       % of employees with performance completed/appraisals       Results will be available at the end of the fiscal year.       Image: Compliant of the fiscal year.       Image: Compliant of the fiscal year.							
solve problems efficiently/effectively       Image: solve problems efficiently/effectively         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.         Objective 4.3: Improve employee accountability.       Image: solution will be available at the end of the fiscal year.       Image: solution will be available at the end of the fiscal year.							
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ID     Metric     Goal     FY12 Avg     FY13 Avg     Jan 2012     Feb 2012     Mar 2012     Apr 2012     May 2012     Jun 20       4.3.1     % of employees with performance completed/appraisals     Results will be available at the end of the fiscal year.     Image: Complete and the second seco							
4.3.1 % of employees with performance completed/appraisals Results will be available at the end of the fiscal year.							
	12 Jul 2012	2 Aug 2012	2 Sep 2012	Oct 2012	Nov 2012	Dec 2012	Jan 2013
conducted							
4.3.2 % of employees with performance plans prepared by start of fiscal year							
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%     8.7%     8.2%     7.2%     7.7%     9.5%     9.8%     9.9%	9.4%	10.5%	9.3%	6.6%	7.0%	9.0%	8.9%
4.3.6 Employee rating: My manager holds me accountable to achieve my Survey distribution will begin this month. Results will be reported for FY13 Q3. written objectives							
Objective 4.4: Improve relationships and partnerships with our stakeholders.							
4.4.1 Stakeholder rating: satisfaction with SFMTA decision-making Survey is being developed. Results will be reported for FY13 Q4.				1			