

San Francisco Performance Scorecards

Government & Oversight Committee
September 6, 2017



CITY & COUNTY OF SAN FRANCISCO

Office of the Controller
City Services Auditor, City Performance

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Citywide Performance Reporting



- **Annual Performance Report:** All departments track and semi-annually report progress on performance measures
- **Mayor's Budget Book:** All departments report progress on select performance measures
- **Citywide Benchmarking:** Annual reporting to compare San Francisco to peer jurisdictions across several policy areas and performance measures
- **Performance Scorecards:** Launched in 2016 to provide the public and policymakers with progress reporting on key citywide performance measures



San Francisco
**PERFORMANCE
SCORECARDS**



PUBLIC SAFETY



PUBLIC HEALTH



LIVABILITY



SAFETY NET



TRANSPORTATION



ENVIRONMENT



ECONOMY



FINANCE



TRANSPORTATION SCORECARD



● Meeting Target ● Needs Improvement ● Not Meeting Target ○ No Target

▲ Increase or ▼ Decrease since Prior Reporting Period

TRANSIT PERFORMANCE



Transit Trips with Bunching or Gaps Between Vehicles

Target: 10.6% combined for bunching and gaps

In July 2017

25.9% ▲



Ridership

Target: 236,995,149 passengers carried (annual)

Average weekday boardings in June 2017

705,420 ▼



Percentage of Scheduled Service Hours Delivered

Target: 98.5% delivered

Monthly average from July 1, 2016 to March 31, 2017

98.8% ▲



Transit On-Time Performance

Target: 85% on-time

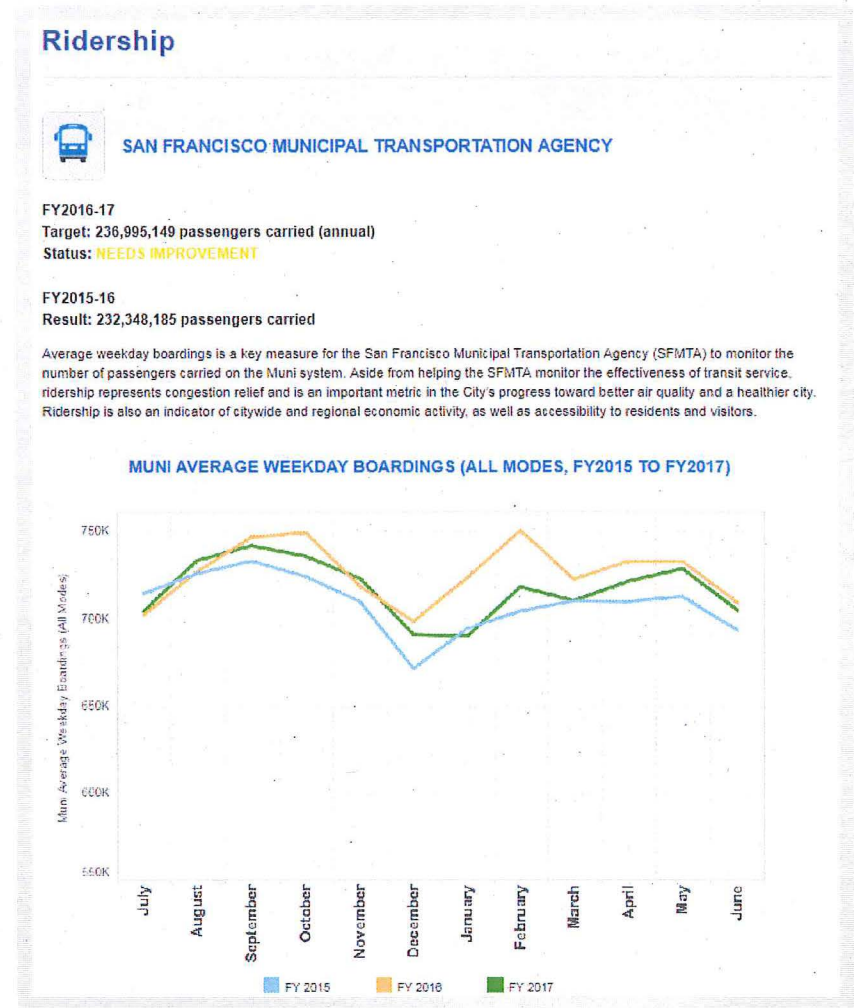
In July 2017

56% ▼

Performance Measure Details



- Target, performance status, prior fiscal year result
- Responsible City agency
- Description of measure and its importance
- Data visualization
- Discussion of how the agency is performing
- Links and data source



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Questions?



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