

Primary Strategic Goals

Goal 1	Customer Focus
Goal 2	System Performance
Goal 3	External Affairs - Community Relations
Goal 4	Financial Capacity
Goal 5	SFMTA Workforce
Goal 6	Information Technology

FY 2010 4th Quarter Scorecard

Service Standard	Page	Primary Strategic Goal Link	Goal FY10	Annual FY10	Quarter FY10 Q4
A1 On-Time Performance Customer Observed Schedule Adherence	4	2	>85%	73.5%	72.5%
A1 On-Time Performance Headway Adherence	5	2	>85%	60.1%	61.5%
A2 Service Delivery Scheduled Service Hours Delivered	6	2	>98.5%	96.6%	96.8%
A2 Service Delivery Late Pull-Outs	7	2	<1.5%	0.8%	0.8%
A3 Load Factors % of Runs Exceeding Maximum Load During Peak Periods	8	1	<4.0%	4.5% (AM) 4.4% (PM)	3.9% (AM) 5.5% (PM)
A4 Unscheduled Absences SFMTA Administration, Muni, Other Functions	9	2	varies	see body of report for details	

Service Standard	Page	Primary Strategic Goal Link	Goal FY10	Annual FY10	Quarter FY10 Q4
A5 Mean Distance Between Failure Bus, Rail	11	2	varies	see body of report for details	
A6 Vacancy Rates for Service Critical Positions Transit Operators, Crafts, Maintenance	13	5	<5%	6.6%	7.8%
A7 Traffic and Parking Control Requests % Addressed Within 90 Days	14	1	>82%	81%	85%
A8 Color Curb Applications % Addressed Within 30 Days	15	3	>90%	89%	89%
A9 Parking Meter Malfunction Reports % Addressed Within 48 Hours	16	4	>85%	85%	86%
A10 Hazardous Traffic Sign Reports % Addressed Within 24 Hours	17	1	>98%	100%	100%
A11 Hazardous Traffic Signal Reports % Addressed Within Two Hours	18	1	>92%	99%	100%
A12 Traffic Lane Lines, Bus Zones and Crosswalks % of Network Maintained Annually	19	1	>12%	15%	14%
A13 Productivity Average # of Boardings per Service Hour	20	4	n/a	in FY11 Q1 report	
A14 Pedestrian Safety # of Intersections Fully Equipped with Countdown Signals	20	1	>776	835	n/a
C7 Proof-of-Payment Program Fare Evasion Rate on LRVs and in stations monitored	36	1	n/a	2.6%	3.0%
C8 Abandoned Automobile Reports % Responded to Within 48 Hours	37	3	100%	98%	99%

Service Standard	Page	Primary Strategic Goal Link	Goal FY10	Annual FY10	Quarter FY10 Q4
C9 Walk-in Citation and Residential Parking Permit Customers % Served Within 15 Minutes	38	3	>82%	48%	33%
C10 Administrative Citation Hearing Customers % Served Within 10 Minutes	39	3	>82%	90%	90%
C11 Mail-in Residential Parking Permit Renewals % Processed Within 21 Days	40	3	>95%	95%	88%
D1 Grievances # of Transit Operator and Miscellaneous Employee Grievances	41	5	n/a	see body of report for details	
D1 Grievances # Grievances per 1,000 Employees	41	5	n/a	see body of report for details	
D2 Grievance Resolution Rate % of Operator Grievances Resolved Within 90 Days	42	5	>90%	59%	52%
D3 Equal Employment Opportunity Cases # Received	43	5	n/a	see body of report for details	
D4 Employee Satisfaction All SFMTA Employees	44	5	>5% year over year	see body of report for details	
Line/Route Detail	45	NA			
Feedback Detail	48	NA			
Security Incident Detail	51	NA			