



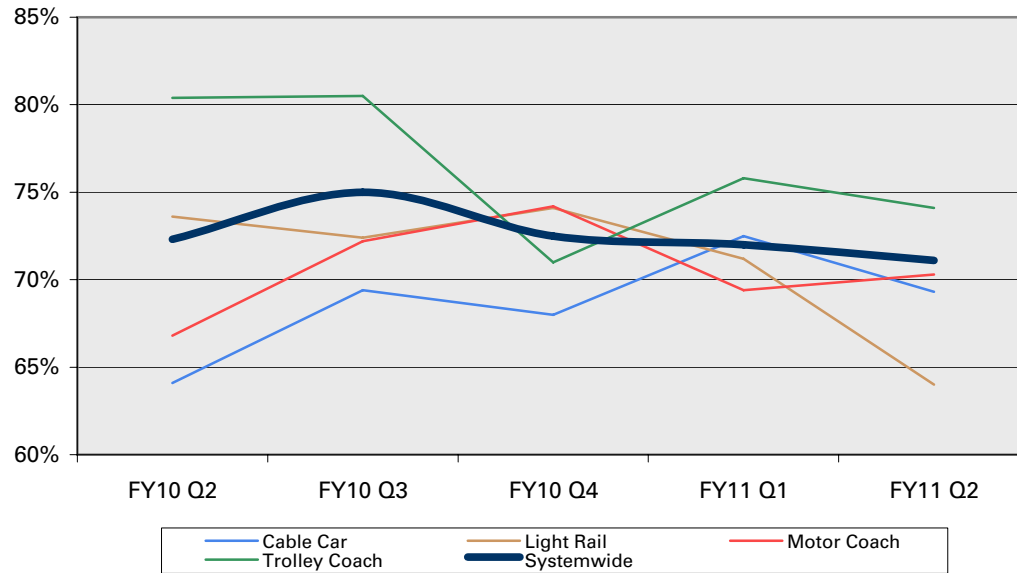
Service Standard	Primary Strategic Goal Link	Goal FY11	ANNUAL FY10	QUARTERLY FY11 Q2
<b>SEE KEY ON PAGE 3</b>				
<b>A1 On-Time Performance</b> Customer Observed Schedule Adherence	2	>85%	73.5%	71.1%
<b>A1 On-Time Performance</b> Headway Adherence	2	>85%	60.1%	64.8%
<b>A2 Service Delivery</b> Scheduled Service Hours Delivered	2	>98.5%	96.6%	96.9%
<b>A2 Service Delivery</b> Late Pull-Outs	2	<1.5%	0.8%	0.6%
<b>A3 Load Factors</b> % of Runs Exceeding 125% Load During Peak Periods	1	<4.0%	4.5% (AM) 4.4% (PM)	2.7% (AM)* 8.1% (PM)*
<b>A4 Unscheduled Absences</b> SFMTA Administration, Muni, Other Functions	2	varies	see body of report for details	
<b>A5 Mean Distance Between Failure</b> Bus, Rail	2	Bus: 2,669 Rail: 3,456	Bus: 2,467 Rail: 2,206	Bus: 2,668 Rail: 1,897
<b>A6 Vacancy Rates for Service Critical Positions</b> Crafts, Maintenance	5	<15%	Crafts: 14.4% Maint: 19.3%	Crafts: 16.1% Maint: 19.4%
<b>A7 Traffic and Parking Control Requests</b> % Addressed Within 90 Days	1	>82%	81%	74%
<b>A8 Color Curb Applications</b> % Addressed Within 30 Days	3	>90%	89%	90%
<b>A9 Parking Meter Malfunction Reports</b> % Addressed Within 48 Hours	4	>85%	85%	77%
<b>A10 Hazardous Traffic Sign Reports</b> % Addressed Within 24 Hours	1	>99%	100%	100%
<b>A11 Hazardous Traffic Signal Reports</b> % Addressed Within Two Hours	1	>92%	99%	96%
<b>A12 Traffic Lane Lines, Bus Zones and Crosswalks</b> % of Network Maintained Annually	1	>12%	15%	14%
<b>A13 Productivity</b> Average # of Boardings per Service Hour	4	n/a	72	annual
<b>A14 Pedestrian Safety</b> # of Intersections Fully Equipped with Countdown Signals	1	>855	835	annual

Service Standard	Primary Strategic Goal Link	Goal FY11	ANNUAL FY10	QUARTERLY FY11 Q2
<b>SEE KEY ON PAGE 3</b>				
<b>A15 Bicycle Network Usage</b> Counts at Key Locations	2	pending baseline	see body of report for details	
<b>A16 Congestion Management</b> Level of Service on Principal Arterials	2	n/a	see body of report for details	
<b>A17 Sustainability</b> % of Trips by More Sustainable Modes	1	68%	67% (2009)	annual
<b>B1 Ridership</b> Customers Carried	2	220,301,886	215,982,241	annual
<b>B2 Revenue</b> Fare Revenue	4	\$177,900,000	\$184,709,000	annual
<b>B3 Farebox Performance</b> Average Fare (based on unlinked trips)	4	n/a	\$0.86	annual
<b>B4 Cost per Hour</b> Fully Allocated Service Cost by Mode	4	n/a	\$206.59	annual
<b>B5 Cost per Boarding</b> Operating Expense per Boarding	4	n/a	\$2.86	annual
<b>C1 Customer Perceptions</b> Muni	3	53%	52%	annual
<b>C1 Customer Perceptions</b> Other SFMTA Services	3	varies	see body of report for details	
<b>C2 Customer Complaints Received</b> Muni	3	n/a	27,124	5,188
<b>C2 Complaint Resolution Rate</b> % Resolved within 14 days	`	>90%	92%	66%
<b>C3 Safety</b> Muni Collisions per 100,000 miles	1	<5.29	5.73	5.93
<b>C3 Safety</b> Muni Falls on Board per 100,000 miles	1	<3.43	3.85	4.64
<b>C4 Safety</b> Collisions Involving Bicyclists and Pedestrians (Citywide)	1	n/a	see body of report for details	
<b>C5 Security Incidents</b> # of SFPD Reported Crimes and Other Incidents	1	<225 crimes per quarter	1,064	298
<b>C6 Proof-of-Payment Program</b> Fare Evasion Rate on LRVs and in stations monitored	1	<2.0%	2.6%	3.5%
<b>C7 Abandoned Automobile Reports</b> % Responded to Within 48 Hours	3	100%	98%	82%*

Service Standard	Primary Strategic Goal Link	Goal FY11	ANNUAL FY10	QUARTERLY FY11 Q2
<b>C8 Walk-in Citation and Residential Parking Permit Customers</b> % Served Within 15 Minutes	3	>82%	48%	46%
<b>C9 Administrative Citation Hearing Customers</b> % Served Within 10 Minutes	3	>82%	90%	78%
<b>C10 Mail-in Residential Parking Permit Renewals</b> % Processed Within 21 Days	3	>95%	95%	97%
<b>D1 Grievance Resolution Rate</b> % of Operator Grievances Resolved Within 90 Days	5	>90%	61%	79%
<b>D2 Equal Employment Opportunity Cases</b> # Received	5	n/a	94	reported annually
<b>D3 Employee Satisfaction</b> All SFMTA Employees	5	>5% year over year	see body of report for details	
<b>Line/Route Detail</b>	NA			
<b>Feedback Detail</b>	NA			
<b>Security Incident Detail</b>	NA			

Key	
At or above goal 	Goal 1 Customer Focus
Below goal 	Goal 2 System Performance
	Goal 3 External Affairs - Community Relations
*See body of report for additional information on this result.	Goal 4 Financial Capacity
	Goal 5 SFMTA Workforce
	Goal 6 Information Technology

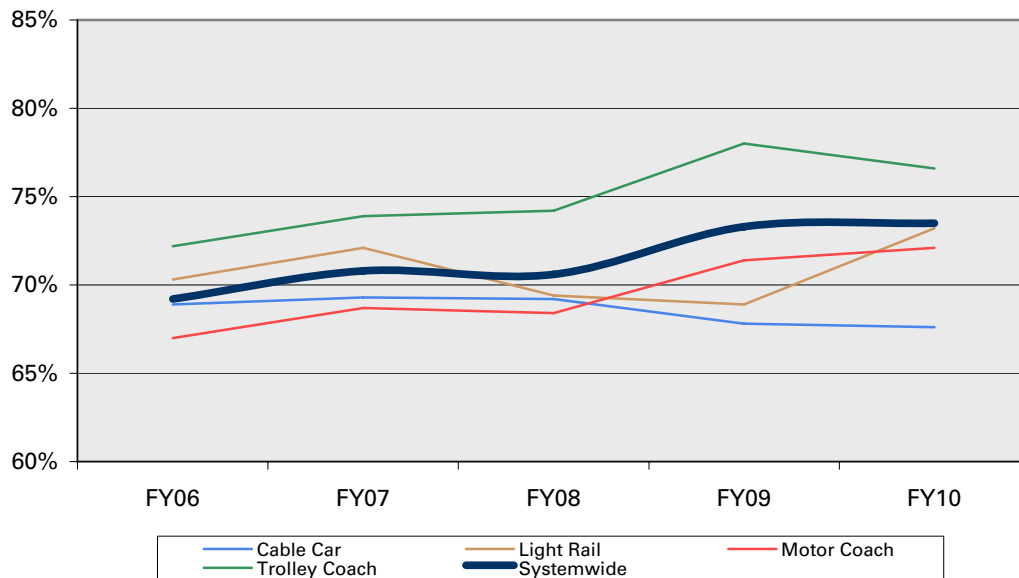
**QUARTERLY - FY11 Q2**      **Goal: >85%**      **Goal achieved?** No      **Trend?** Down      Customer Observed Schedule Adherence



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY10 Q2	64.1%	73.6%	66.8%	80.4%	72.3%
FY10 Q3	69.4%	72.4%	72.2%	80.5%	75.0%
FY10 Q4	68.0%	74.1%	74.2%	71.0%	72.5%
FY11 Q1	72.5%	71.2%	69.4%	75.8%	72.0%
FY11 Q2	69.3%	64.0%	70.3%	74.1%	71.1%
<i>FY11 Goal</i>	85.0%	85.0%	85.0%	85.0%	85.0%

Notes  
Please see the appendix for detail by line/route.

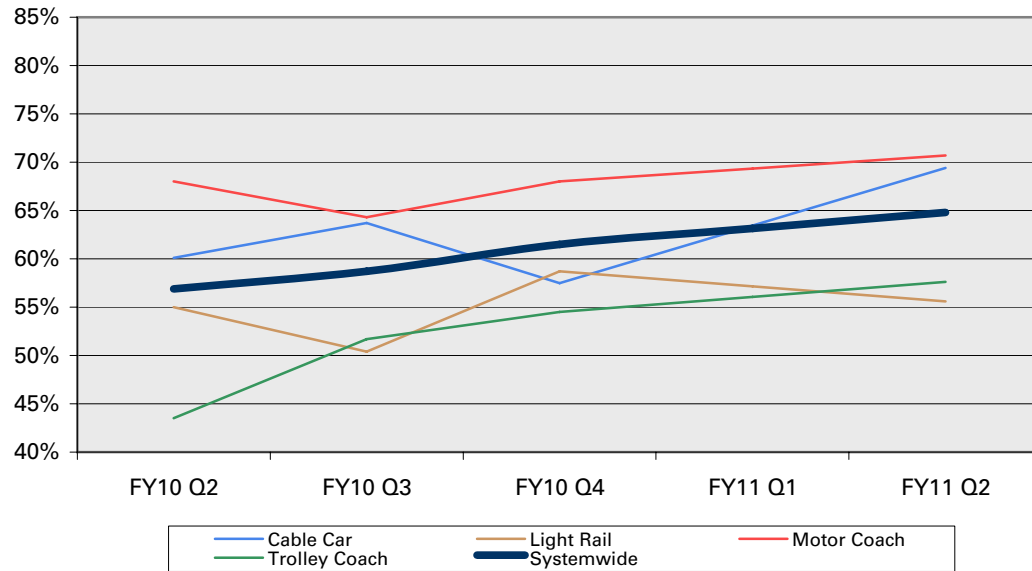
**ANNUAL - FY10**      **Goal: >85%**      **Goal achieved?** No      **Trend?** Up      Customer Observed Schedule Adherence



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY06	68.9%	70.3%	67.0%	72.2%	69.2%
FY07	69.3%	72.1%	68.7%	73.9%	70.8%
FY08	69.2%	69.4%	68.4%	74.2%	70.6%
FY09	67.8%	68.9%	71.4%	78.0%	73.3%
FY10	67.6%	73.2%	72.1%	76.6%	73.5%
<i>FY11 Goal</i>	85.0%	85.0%	85.0%	85.0%	85.0%

Notes  
Please see the appendix for detail by line/route.

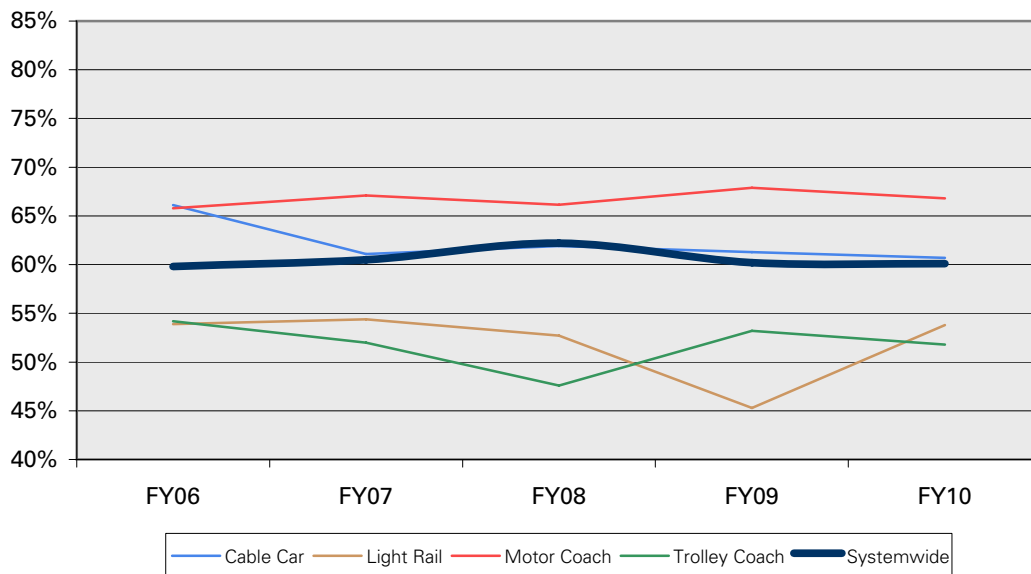
**QUARTERLY - FY11 Q2**      **Goal: >85%**      **Goal achieved?** No      **Trend?** Up      Headway Adherence



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY10 Q2	60.1%	55.0%	68.0%	43.5%	56.9%
FY10 Q3	63.7%	50.4%	64.3%	51.7%	58.7%
FY10 Q4	57.5%	58.7%	68.0%	54.5%	61.5%
FY11 Q1	63.5%	57.2%	69.4%	56.1%	63.2%
FY11 Q2	69.4%	55.6%	70.7%	57.6%	64.8%
<i>FY11 Goal</i>	85.0%	85.0%	85.0%	85.0%	85.0%

**Notes**  
 FY11 Q1 results are projected pending closer evaluation of historical data. Results will be updated shortly.

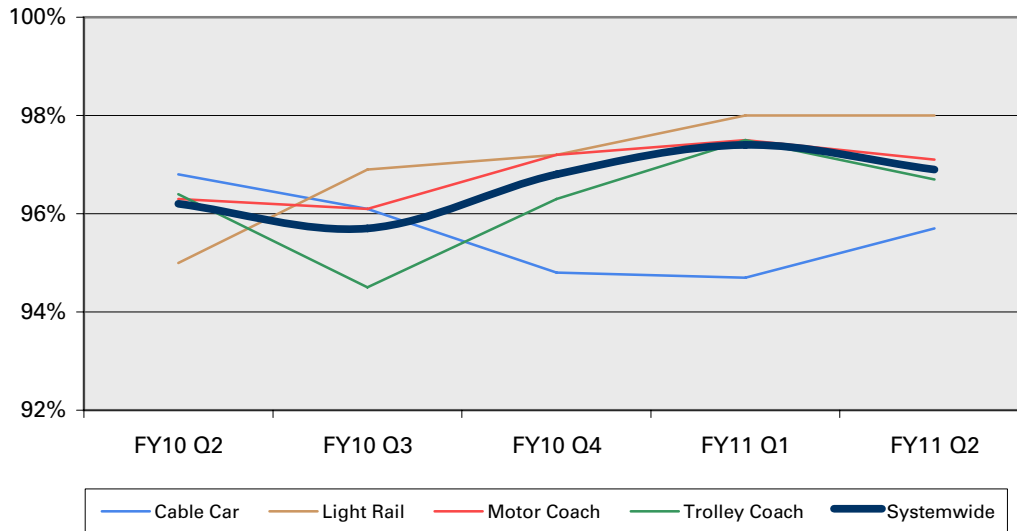
**ANNUAL - FY10**      **Goal: >85%**      **Goal achieved?** No      **Trend?** Down      Headway Adherence



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY06	66.1%	53.9%	65.8%	54.2%	59.8%
FY07	61.1%	54.4%	67.1%	52.0%	60.5%
FY08	61.9%	52.7%	66.2%	47.6%	62.2%
FY09	61.3%	45.3%	67.9%	53.2%	60.2%
FY10	60.7%	53.8%	66.8%	51.8%	60.1%
<i>FY10 Goal</i>	85.0%	85.0%	85.0%	85.0%	85.0%

**Notes**  
 Please see the appendix for detail by line/route.

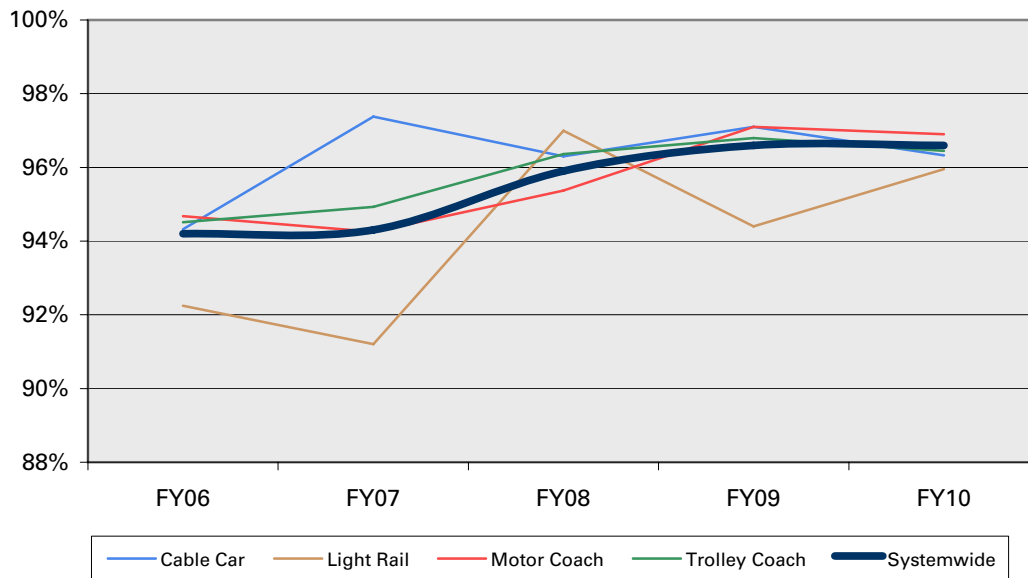
**QUARTERLY - FY11 Q2**      **Goal: >98.5%**    **Goal achieved?** No    **Trend?** Down      Scheduled Service Hours Delivered



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY10 Q2	96.8%	95.0%	96.3%	96.4%	96.2%
FY10 Q3	96.1%	96.9%	96.1%	94.5%	95.7%
FY10 Q4	94.8%	97.2%	97.2%	96.3%	96.8%
FY11 Q1	94.7%	98.0%	97.5%	97.5%	97.4%
FY11 Q2	95.7%	98.0%	97.1%	96.7%	96.9%
<i>FY11 Goal</i>	<i>98.5%</i>	<i>98.5%</i>	<i>98.5%</i>	<i>98.5%</i>	<i>98.5%</i>

Notes

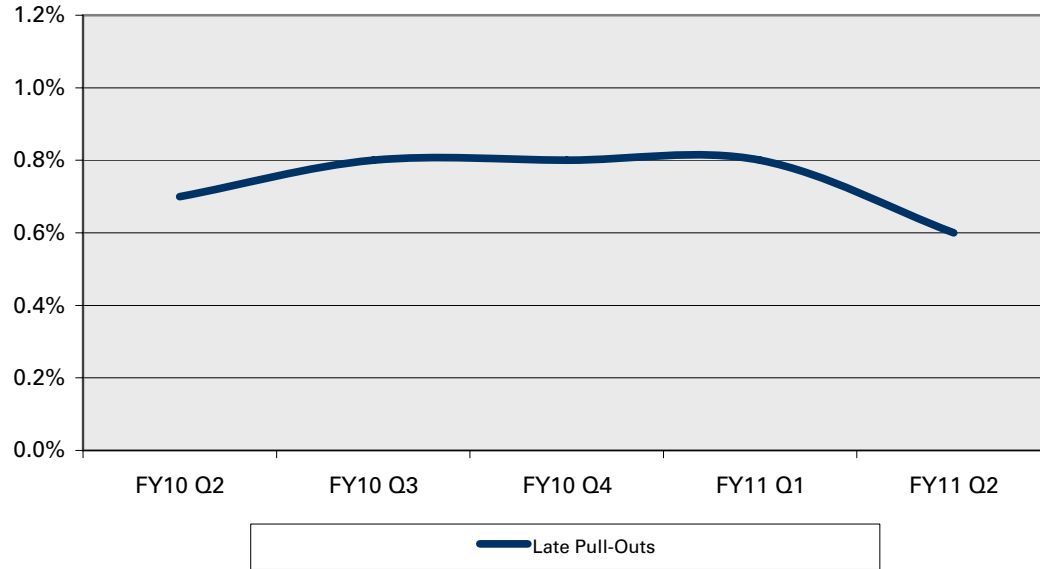
**ANNUAL - FY10**      **Goal: >98.5%**    **Goal achieved?** No    **Trend?** Even      Scheduled Service Hours Delivered



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY06	94.3%	92.3%	94.7%	94.5%	94.2%
FY07	97.4%	91.2%	94.3%	94.9%	94.3%
FY08	96.3%	97.0%	95.4%	96.4%	95.9%
FY09	97.1%	94.4%	97.1%	96.8%	96.6%
FY10	96.3%	96.0%	96.9%	96.5%	96.6%
<i>FY10 Goal</i>	<i>98.5%</i>	<i>98.5%</i>	<i>98.5%</i>	<i>98.5%</i>	<i>98.5%</i>

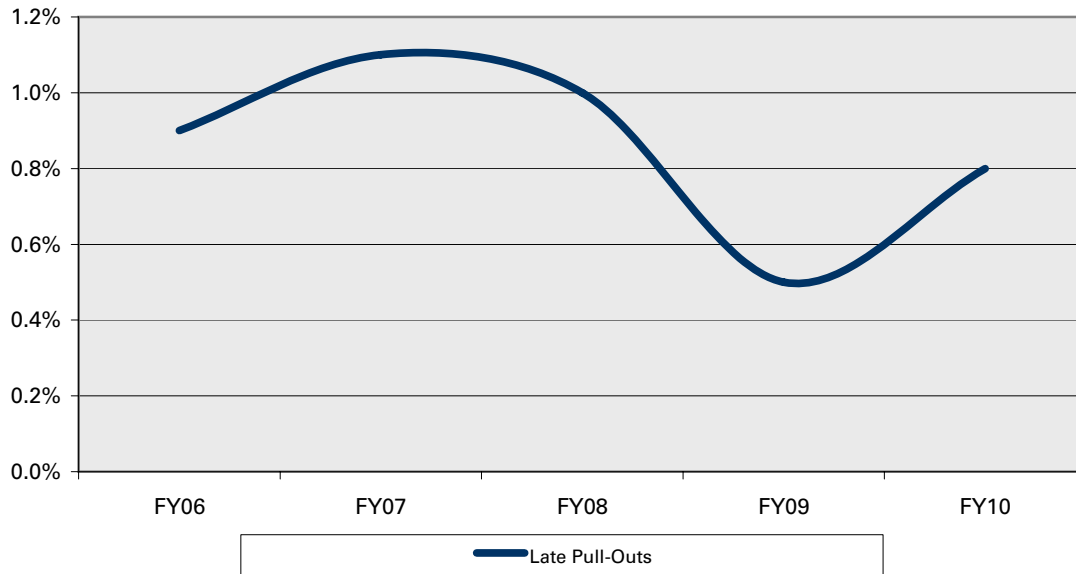
Notes

**QUARTERLY - FY11 Q2**      **Goal: <1.5%**      **Goal achieved?** Yes      **Trend?** Down      Late Pull-Outs



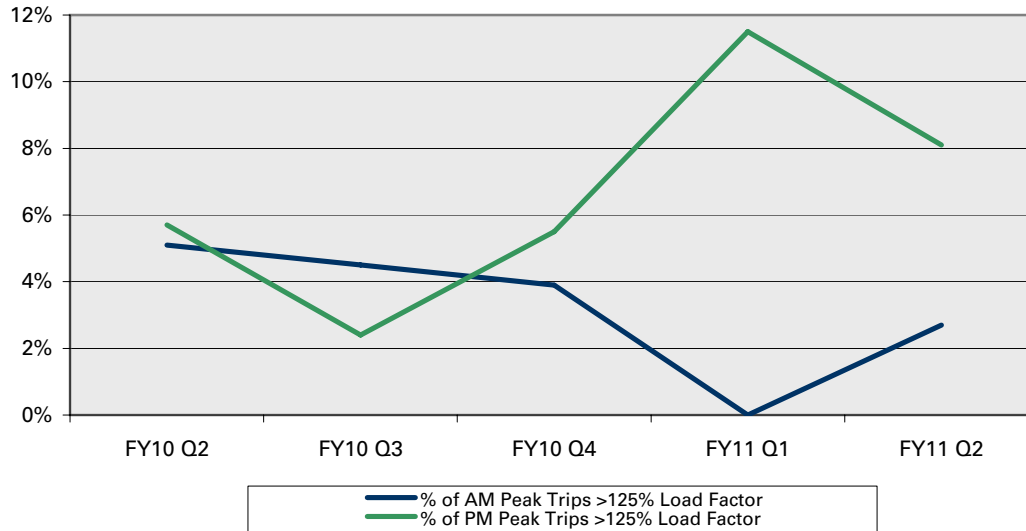
Reporting Period	Late Pull-Outs
FY10 Q2	0.7%
FY10 Q3	0.8%
FY10 Q4	0.8%
FY11 Q1	0.8%
FY11 Q2	0.6%
<i>FY11 Goal</i>	1.5%
Notes	

**ANNUAL - FY10**      **Goal: <1.5%**      **Goal achieved?** No      **Trend?** Up      Late Pull-Outs



Reporting Period	Late Pull-Outs
FY06	0.9%
FY07	1.1%
FY08	1.0%
FY09	0.5%
FY10	0.8%
<i>FY10 Goal</i>	1.5%
Notes	

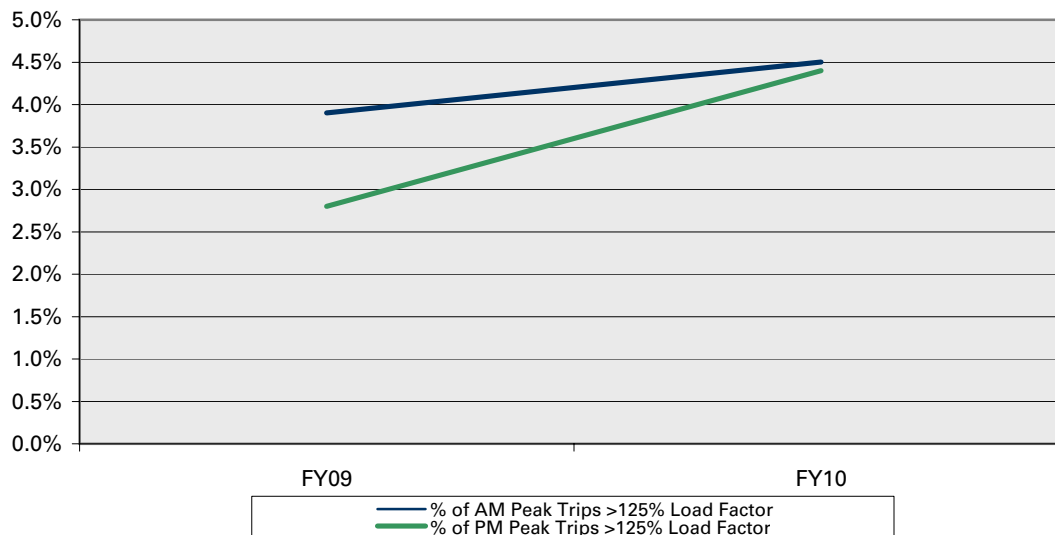
**QUARTERLY - FY11 Q2**      **Goal: <4.0%**      **Goal achieved?** No      **Trend?** Mixed      Load Factors



Reporting Period	% of AM Peak Trips >125% Load Factor	% of PM Peak Trips >125% Load Factor
FY10 Q2	5.1%	5.7%
FY10 Q3	4.5%	2.4%
FY10 Q4	3.9%	5.5%
FY11 Q1	0.0%	11.5%
FY11 Q2	2.7%	8.1%
<i>FY11 Goal</i>	4.0%	4.0%

**Notes**  
 FY11 Q1 and Q2 solely cover rail performance. Automatic passenger counter data for bus is being analyzed and will be incorporated into these results shortly.

**ANNUAL - FY10**      **Goal: <4.0%**      **Goal achieved?** No      **Trend?** Up      Load Factors

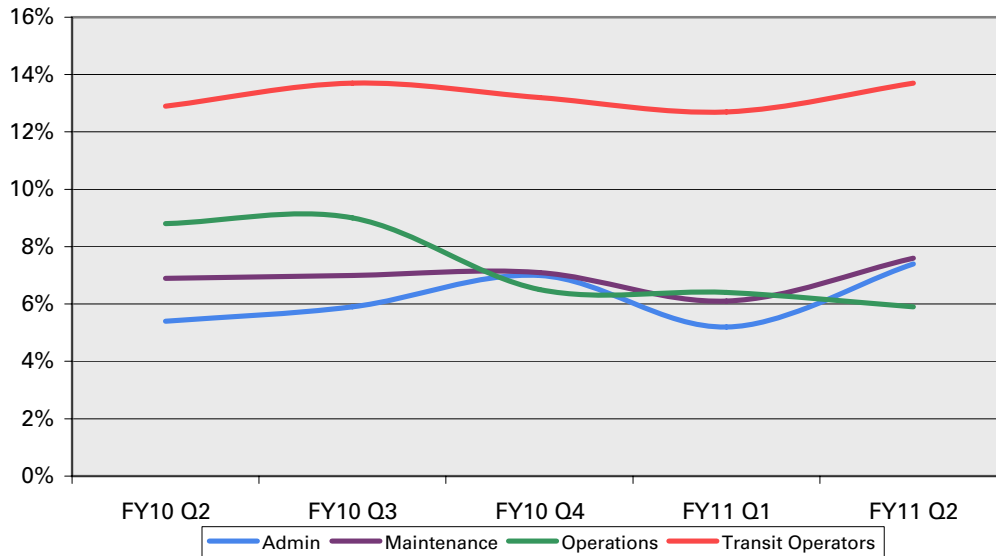


Reporting Period	% of AM Peak Trips >125% Load Factor	% of PM Peak Trips >125% Load Factor
FY09	3.9%	2.8%
FY10	4.5%	4.4%
<i>FY10 Goal</i>	4.0%	4.0%

**Notes**  
 Capacities per Short Range Transit Plan: 30' Bus: 45, 40' Bus: 63, 60' Articulated Bus: 94, LRV: 119, Historic Streetcar: 60, Cable Car: 63



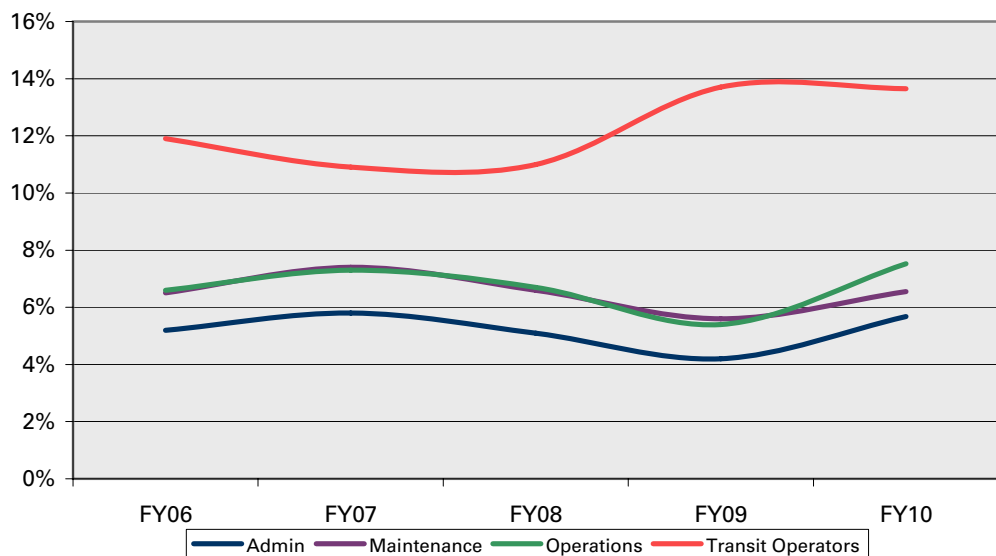
**QUARTERLY - FY11 Q2**      **Goals: Vary by unit; see FY11 goals below**      Unscheduled Absences



Reporting Period	Admin	Maintenance	Operations	Transit Operators
FY10 Q2	5.4%	6.9%	8.8%	12.9%
FY10 Q3	5.9%	7.0%	9.0%	13.7%
FY10 Q4	7.0%	7.1%	6.5%	13.2%
FY11 Q1	5.2%	6.1%	6.4%	12.7%
FY11 Q2	7.4%	7.6%	5.9%	13.7%
<b>FY11 Goal</b>	<b>3.5%</b>	<b>6.0%</b>	<b>6.0%</b>	<b>10.5%</b>

**Notes**  
*Elements included in transit operator unscheduled absence rate include sick leave, sick on run, industrial claims, other leaves, suspensions, AWOL, working miss outs (lateness), jury duty, and unpaid loans to union.*

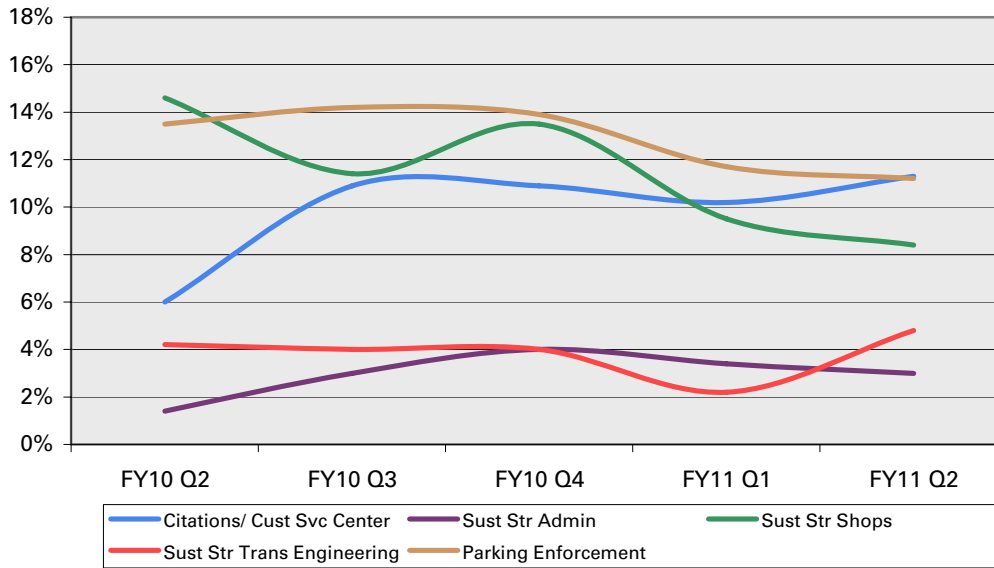
**ANNUAL - FY10**      **Goals: Vary by unit; see FY10 goals below**      Unscheduled Absences



Reporting Period	Admin	Maintenance	Operations	Transit Operators
FY06	5.2%	6.5%	6.6%	11.9%
FY07	5.8%	7.4%	7.3%	10.9%
FY08	5.1%	6.6%	6.7%	11.0%
FY09	4.2%	5.6%	5.4%	13.7%
FY10	5.7%	6.6%	7.5%	13.7%
<b>FY10 Goal</b>	<b>5.2%</b>	<b>6.7%</b>	<b>6.9%</b>	<b>10.2%</b>

**Notes**

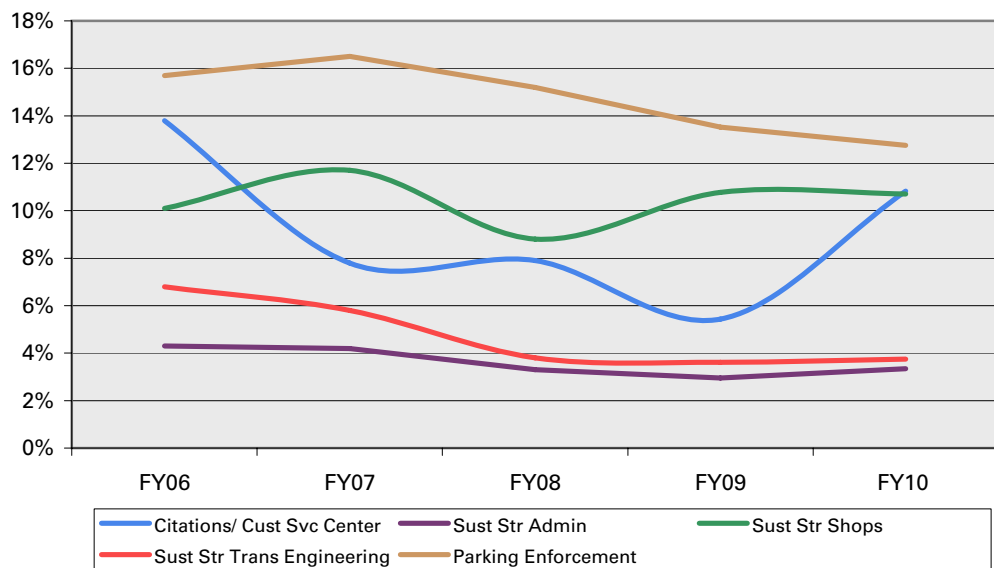
**QUARTERLY - FY11 Q2**      **Goals: Vary by unit; see FY11 goals below**      Unscheduled Absences



Reporting Period	Citations/ Cust Svc Center	Sust Str Admin	Sust Str Shops	Sust Str Trans Engineering	Parking Enforcement
FY10 Q2	6.0%	1.4%	14.6%	4.2%	13.5%
FY10 Q3	10.9%	3.0%	11.4%	4.0%	14.2%
FY10 Q4	10.9%	4.0%	13.5%	4.0%	13.9%
FY11 Q1	10.2%	3.4%	9.5%	2.2%	11.7%
FY11 Q2	11.3%	3.0%	8.4%	4.8%	11.2%
<i>FY11 Goal</i>	<i>6.0%</i>	<i>3.5%</i>	<i>10.5%</i>	<i>4.5%</i>	<i>10.5%</i>

Notes

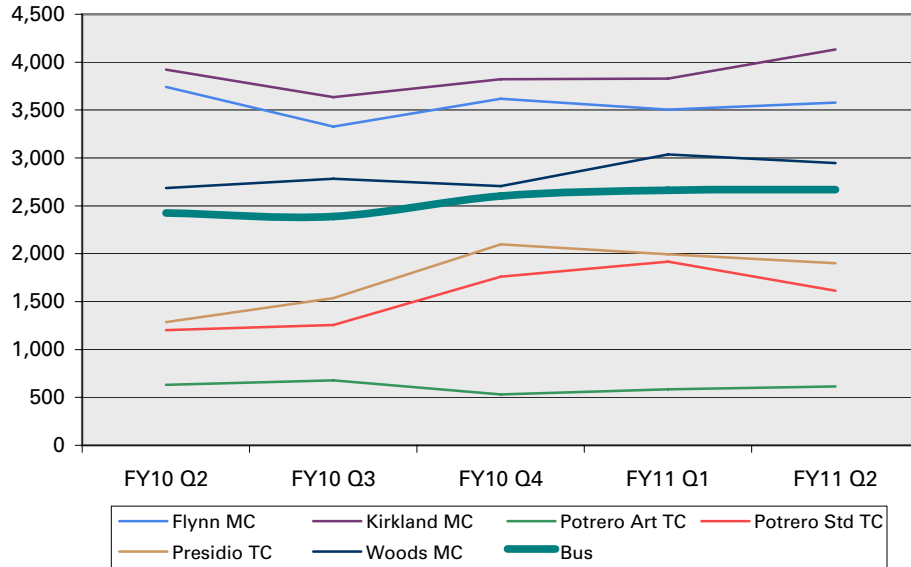
**ANNUAL - FY10**      **Goals: Vary by unit; see FY10 goals below**      Unscheduled Absences



Reporting Period	Citations/ Cust Svc Center	Sust Str Admin	Sust Str Shops	Sust Str Trans Engineering	Parking Enforcement
FY06	13.8%	4.3%	10.1%	6.8%	15.7%
FY07	7.8%	4.2%	11.7%	5.8%	16.5%
FY08	7.9%	3.3%	8.8%	3.8%	15.2%
FY09	5.4%	3.0%	10.8%	3.6%	13.5%
FY10	10.8%	3.4%	10.7%	3.8%	12.8%
<i>FY10 Goal</i>	<i>7.4%</i>	<i>4.0%</i>	<i>10.5%</i>	<i>5.2%</i>	<i>14.9%</i>

Notes  
*Sust Str: Sustainable Streets. FY10 results are projected pending receipt of final data.*

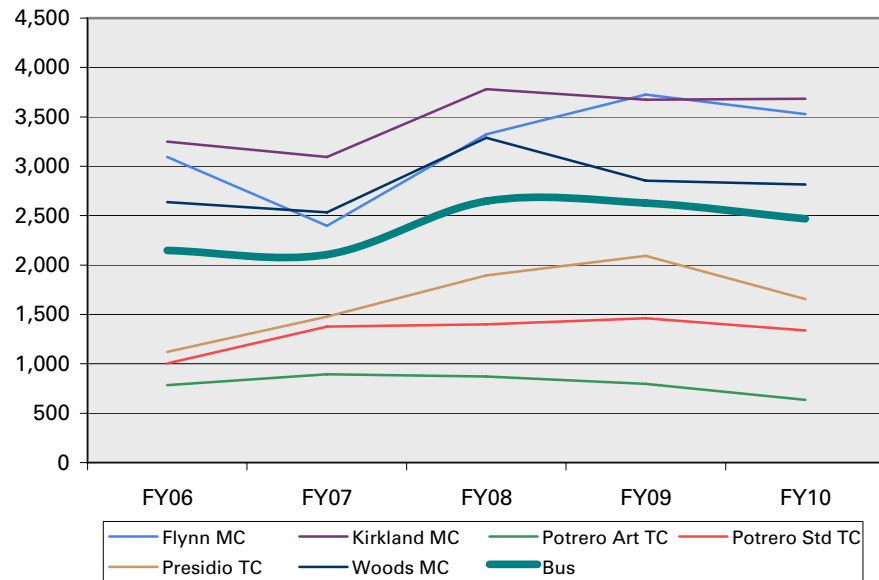
**QUARTERLY - FY11 Q2** Goals: Vary by division; see FY11 goals below MDBF



Reporting Period	Flynn MC	Kirkland MC	Potrero Art TC	Potrero Std TC	Presidio TC	Woods MC	Bus
FY10 Q2	3,740	3,923	630	1,204	1,286	2,685	2,427
FY10 Q3	3,327	3,634	679	1,257	1,536	2,782	2,390
FY10 Q4	3,618	3,821	531	1,762	2,099	2,707	2,604
FY11 Q1	3,505	3,830	586	1,918	1,996	3,037	2,663
FY11 Q2	3,578	4,133	616	1,614	1,900	2,947	2,668
<i>FY11 Goal</i>	<i>3,500</i>	<i>3,500</i>	<i>1,000</i>	<i>1,700</i>	<i>1,700</i>	<i>3,500</i>	<i>2,669</i>

Notes

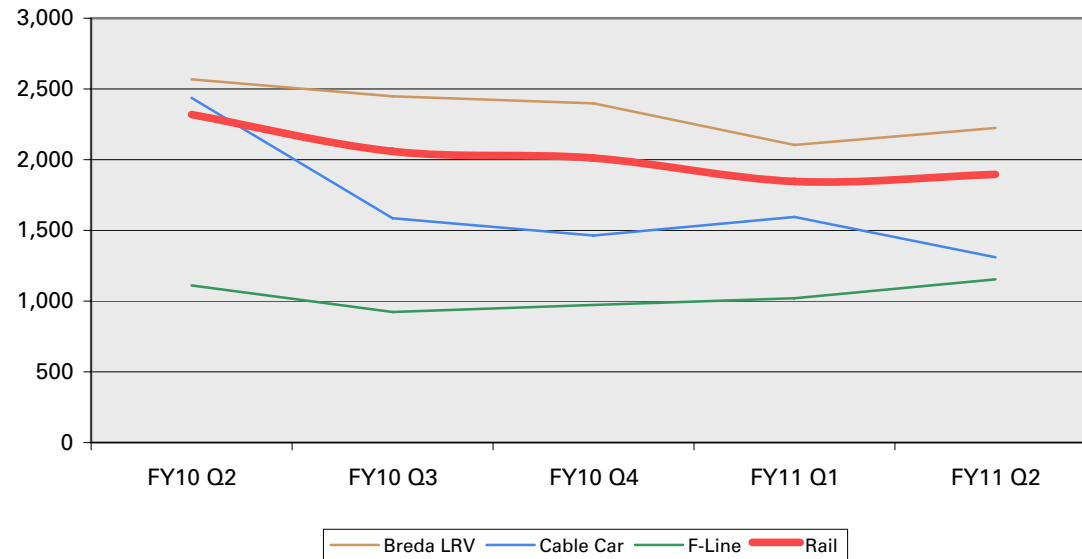
**ANNUAL - FY10** Goals: Vary by division see FY10 goals below MDBF



Reporting Period	Flynn MC	Kirkland MC	Potrero Art TC	Potrero Std TC	Presidio TC	Woods MC	Bus
FY06	3,093	3,251	785	1,004	1,121	2,636	2,146
FY07	2,398	3,094	893	1,377	1,477	2,533	2,105
FY08	3,325	3,780	872	1,400	1,895	3,289	2,645
FY09	3,726	3,674	797	1,461	2,094	2,853	2,627
FY10	3,529	3,685	634	1,339	1,656	2,817	2,467
<i>FY10 Goal</i>	<i>3,400</i>	<i>3,400</i>	<i>1,000</i>	<i>1,700</i>	<i>1,700</i>	<i>3,400</i>	<i>2,611</i>

Notes  
 MC: Motor Coach, TC: Trolley Coach, Art: Articulated, Std: Standard  
 Overall goal for Bus is based on weighted average using # of vehicles by type/yard.

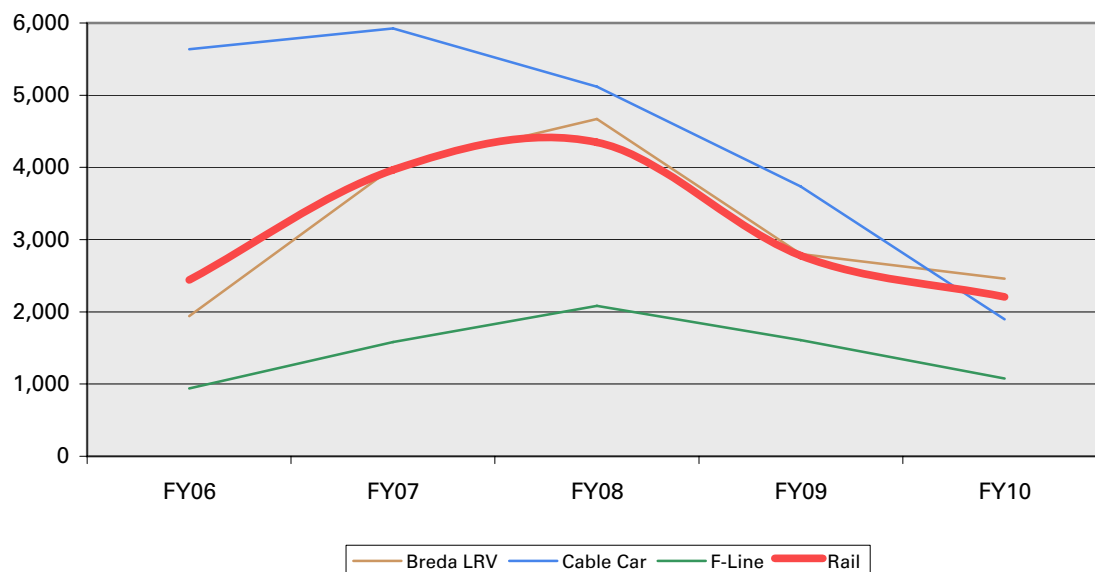
**QUARTERLY - FY11 Q2** Goals: Vary by division; see FY11 goals below MDBF



Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY10 Q2	2,569	2,436	1,110	2,319
FY10 Q3	2,449	1,587	923	2,060
FY10 Q4	2,398	1,463	973	2,012
FY11 Q1	2,103	1,595	1,020	1,845
FY11 Q2	2,225	1,310	1,154	1,897
<i>FY11 Goal</i>	<i>3,500</i>	<i>5,000</i>	<i>1,500</i>	<i>3,456</i>

Notes  
 Overall goal for Rail is based on weighted average using # of vehicles by type/yard.

**ANNUAL - FY10** Goals: Vary by division see FY10 goals below MDBF

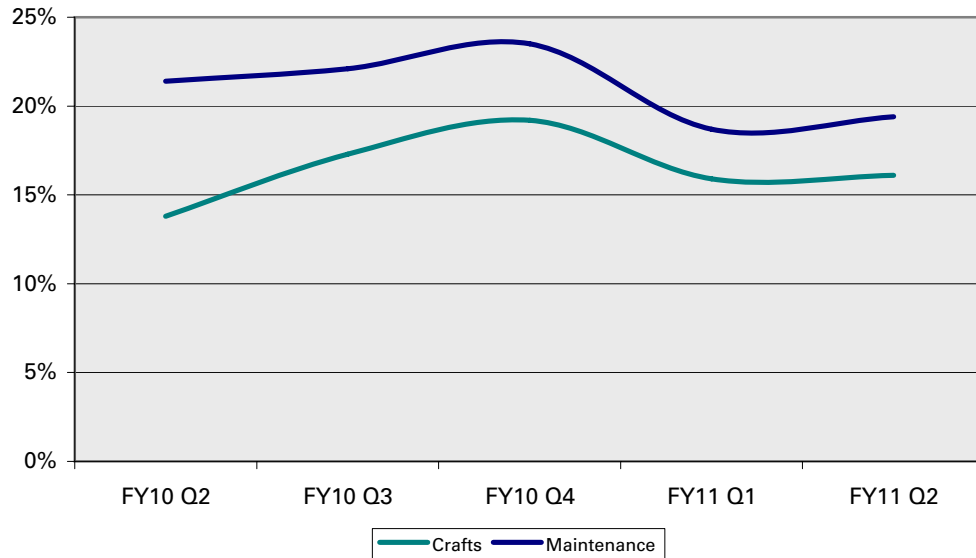


Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY06	1,943	5,638	940	2,442
FY07	4,001	5,924	1,582	3,966
FY08	4,669	5,120	2,084	4,348
FY09	2,799	3,737	1,607	2,780
FY10	2,459	1,895	1,076	2,206
<i>FY10 Goal</i>	<i>5,000</i>	<i>6,000</i>	<i>2,000</i>	<i>4,712</i>

Notes

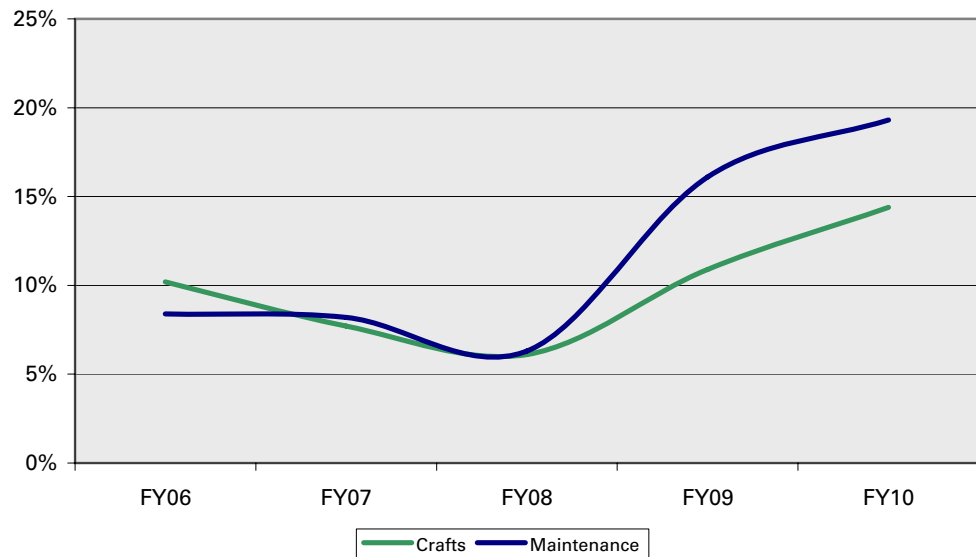
## A6 Vacancy Rates for Service Critical Positions

**QUARTERLY - FY11 Q2**      **Goal: <15%**      **Goal achieved?** No      **Trend?** Up      Vacancy Rates



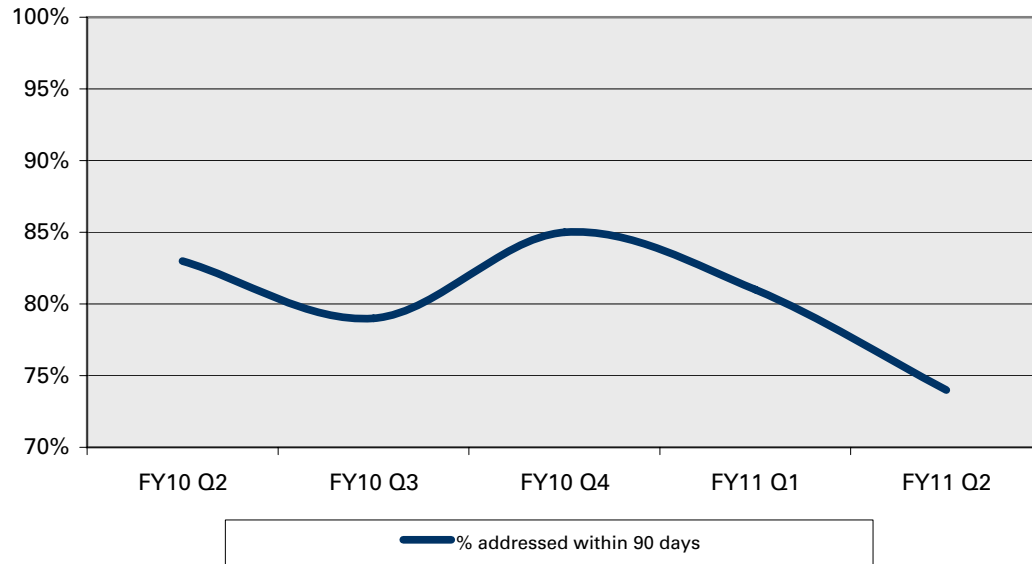
Reporting Period	Crafts	Maintenance		
FY10 Q2	13.8%	21.4%		
FY10 Q3	17.3%	22.1%		
FY10 Q4	19.2%	23.5%		
FY11 Q1	15.9%	18.7%		
FY11 Q2	16.1%	19.4%		
<i>FY11 Goal</i>	<i>15.0%</i>	<i>15.0%</i>		
Notes				

**ANNUAL - FY10**      **Goal: <5%**      **Goal achieved?** No      **Trend?** Up      Vacancy Rates



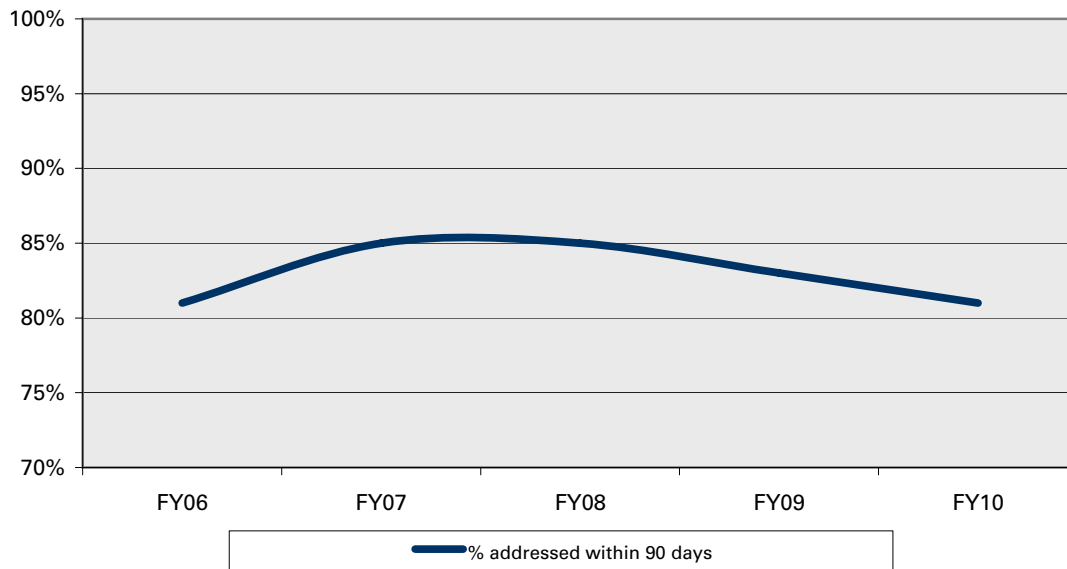
Reporting Period	Crafts	Maintenance		
FY06	10.2%	8.4%		
FY07	7.7%	8.2%		
FY08	6.1%	6.3%		
FY09	10.9%	16.1%		
FY10	14.4%	19.3%		
<i>FY10 Goal</i>	<i>5.0%</i>	<i>5.0%</i>		
Notes				
<i>Results based on following position count: Transit Operators - 2034.75 FTE, Crafts 974 FTE, Maintenance 297 FTE.</i>				

**QUARTERLY - FY11 Q2**      **Goal: >82%**      **Goal achieved?** No      **Trend?** Down      Traffic and Parking Control Requests



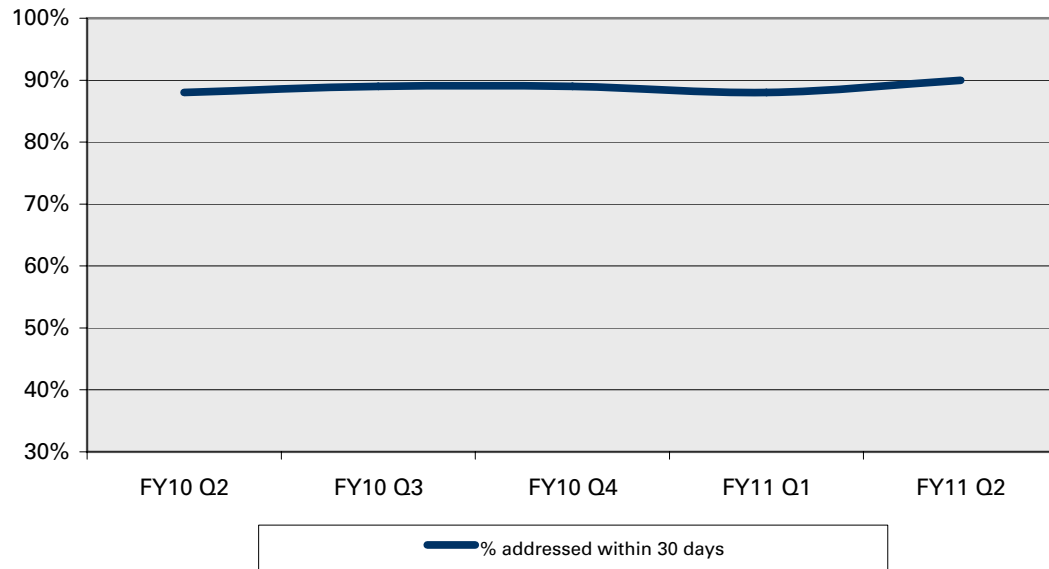
Reporting Period	% addressed within 90 days
FY10 Q2	83%
FY10 Q3	79%
FY10 Q4	85%
FY11 Q1	81%
FY11 Q2	74%
<i>FY11 Goal</i>	82%
Notes	

**ANNUAL - FY10**      **Goal: >82%**      **Goal achieved?** No      **Trend?** Down      Traffic and Parking Control Requests



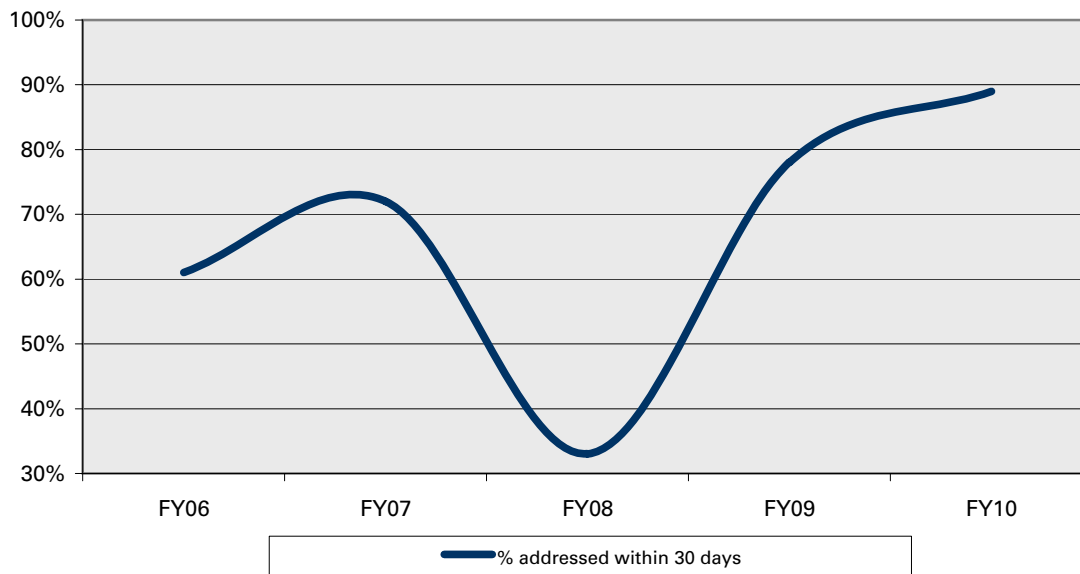
Reporting Period	% addressed within 90 days
FY06	81%
FY07	85%
FY08	85%
FY09	83%
FY10	81%
<i>FY10 Goal</i>	82%
Notes	

**QUARTERLY - FY11 Q2**      **Goal: >90%**      **Goal achieved?** No      **Trend?** Down      Color Curb Applications



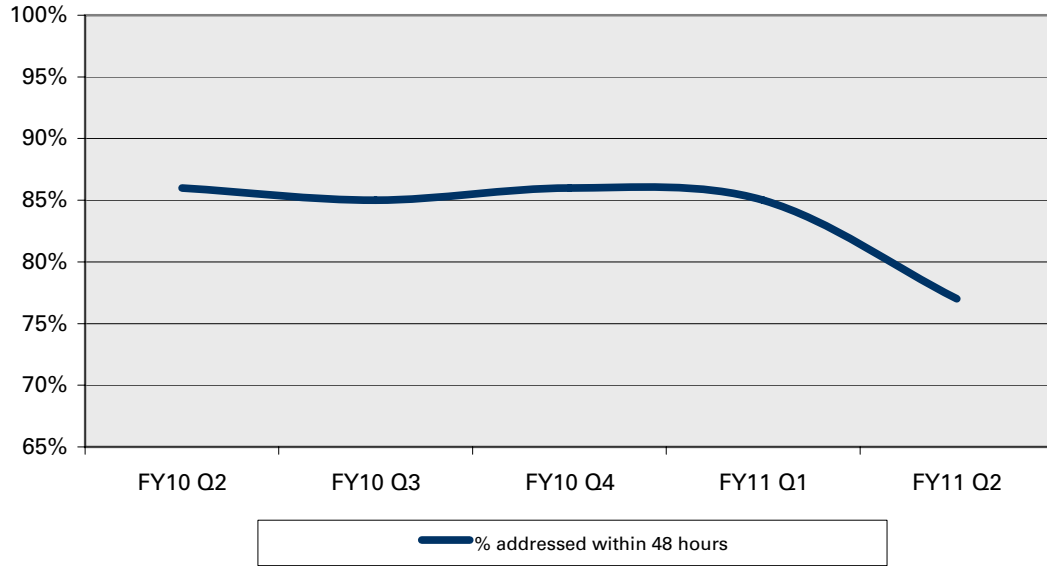
Reporting Period	% addressed within 30 days
FY10 Q2	88%
FY10 Q3	89%
FY10 Q4	89%
FY11 Q1	88%
FY11 Q2	90%
<i>FY11 Goal</i>	<i>90%</i>
Notes	

**ANNUAL - FY10**      **Goal: >90%**      **Goal achieved?** No      **Trend?** Up      Color Curb Applications



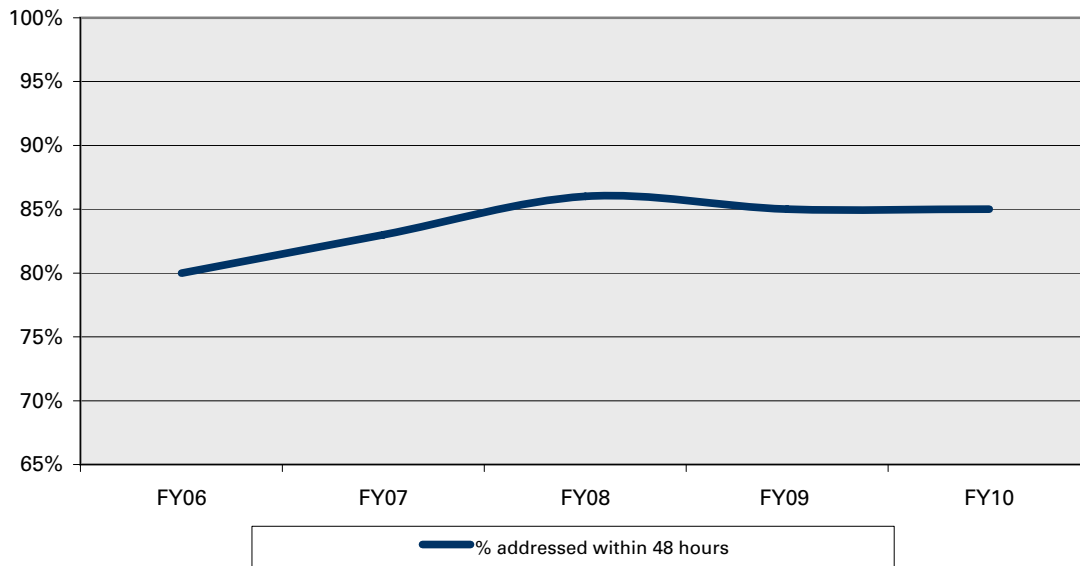
Reporting Period	% addressed within 30 days
FY06	61%
FY07	72%
FY08	33%
FY09	78%
FY10	89%
<i>FY10 Goal</i>	<i>90%</i>
Notes	

**QUARTERLY - FY11 Q2**      **Goal: >85%**      **Goal achieved?** No      **Trend?** Down      Parking Meter Malfunction Reports



Reporting Period	% addressed within 48 hours
FY10 Q2	86%
FY10 Q3	85%
FY10 Q4	86%
FY11 Q1	85%
FY11 Q2	77%
<i>FY11 Goal</i>	85%
<b>Notes</b>	
1,463 of 1,911 malfunction reports were addressed within 48 hours.	

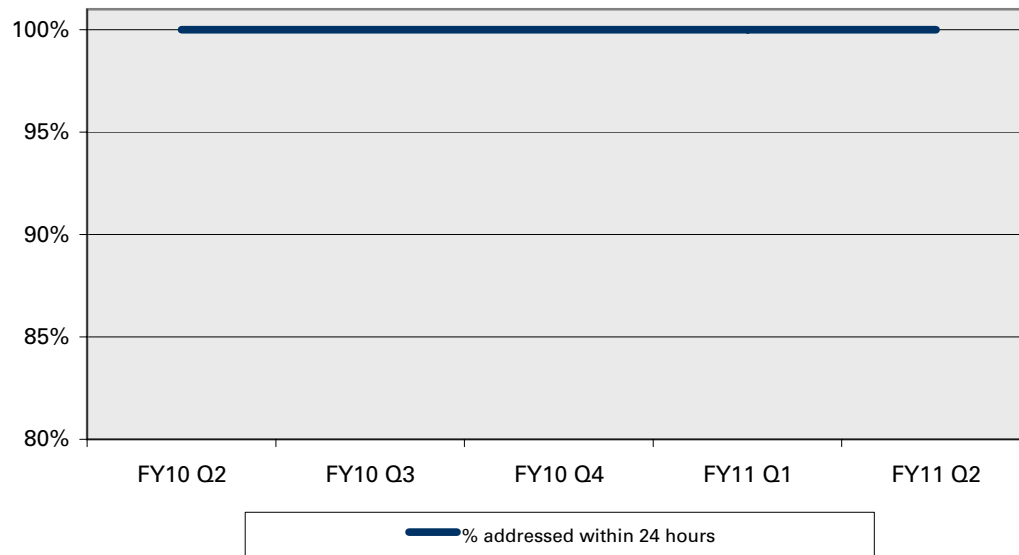
**ANNUAL - FY10**      **Goal: >85%**      **Goal achieved?** Yes      **Trend?** Even      Parking Meter Malfunction Reports



Reporting Period	% addressed within 48 hours
FY06	80%
FY07	83%
FY08	86%
FY09	85%
FY10	85%
<i>FY10 Goal</i>	85%
<b>Notes</b>	

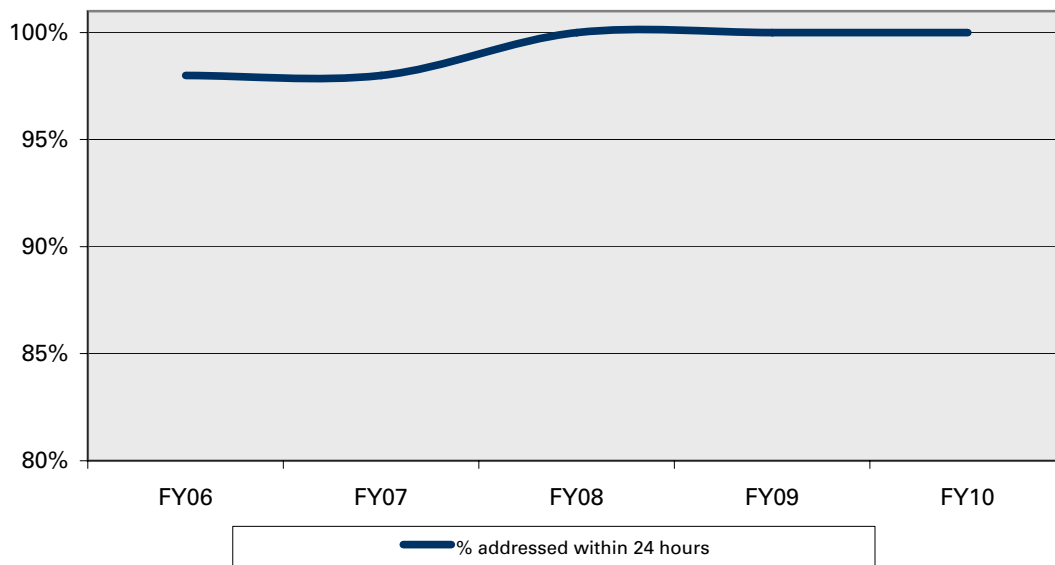


**QUARTERLY - FY11 Q2**      **Goal: >99%**      **Goal achieved?** Yes      **Trend?** At maximum      Hazardous Traffic Sign Reports



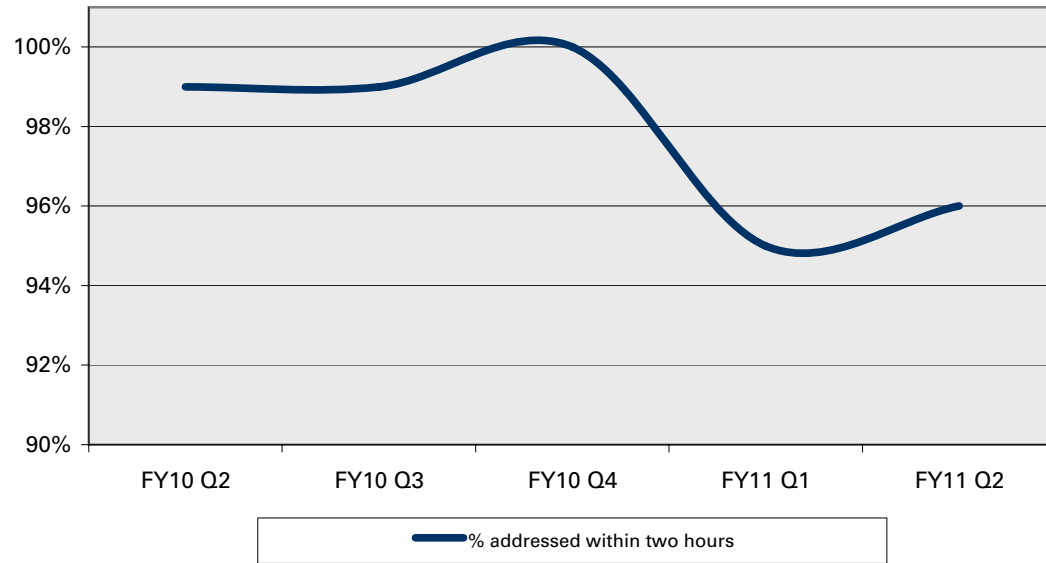
Reporting Period	% addressed within 24 hours
FY10 Q2	100%
FY10 Q3	100%
FY10 Q4	100%
FY11 Q1	100%
FY11 Q2	100%
<i>FY11 Goal</i>	<i>99%</i>
<b>Notes</b>	
<i>All 812 hazardous traffic sign reports were addressed within 24 hours.</i>	

**ANNUAL - FY10**      **Goal: >98%**      **Goal achieved?** Yes      **Trend?** At maximum      Hazardous Traffic Sign Reports



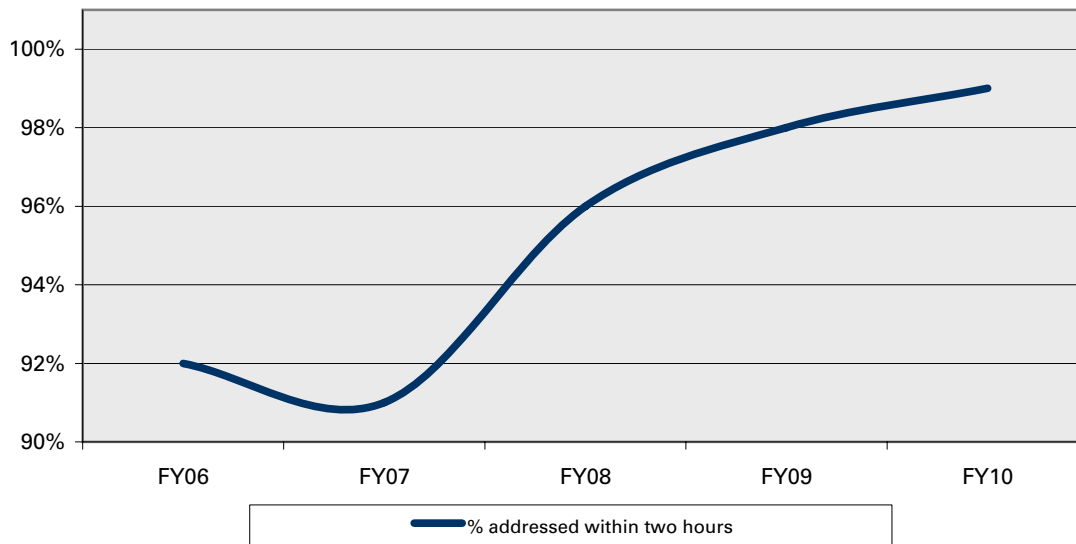
Reporting Period	% addressed within 24 hours
FY06	98%
FY07	98%
FY08	100%
FY09	100%
FY10	100%
<i>FY10 Goal</i>	<i>98%</i>
<b>Notes</b>	

**QUARTERLY - FY11 Q2**      **Goal: >92%**      **Goal achieved?** Yes      **Trend?** Up      Hazardous Traffic Signal Reports



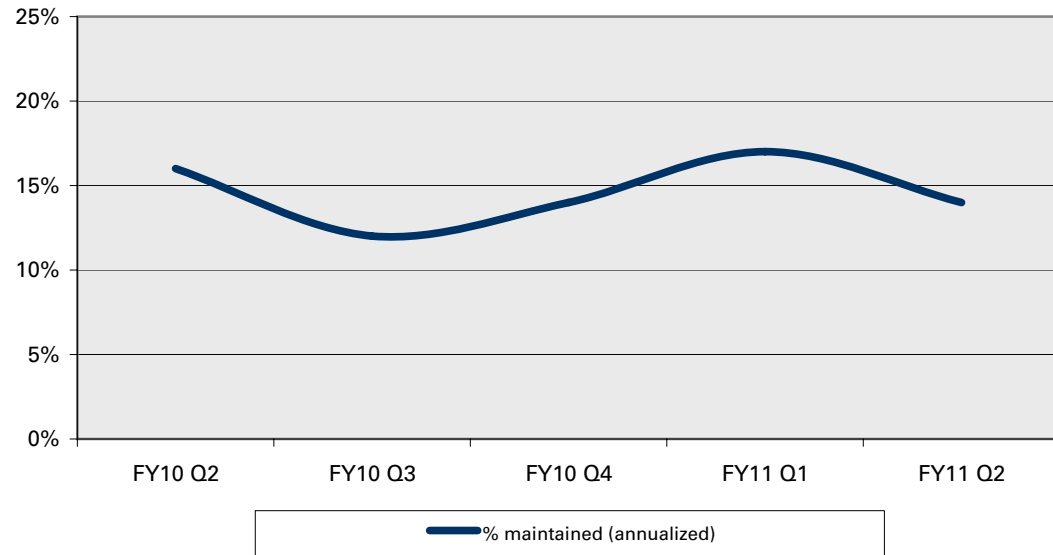
Reporting Period	% addressed within two hours
FY10 Q2	99%
FY10 Q3	99%
FY10 Q4	100%
FY11 Q1	95%
FY11 Q2	96%
<i>FY11 Goal</i>	<i>92%</i>
<b>Notes</b>	
<i>639 of 663 hazardous traffic signal reports were addressed within 2 hours.</i>	

**ANNUAL - FY10**      **Goal: >92%**      **Goal achieved?** Yes      **Trend?** Up      Hazardous Traffic Signal Reports



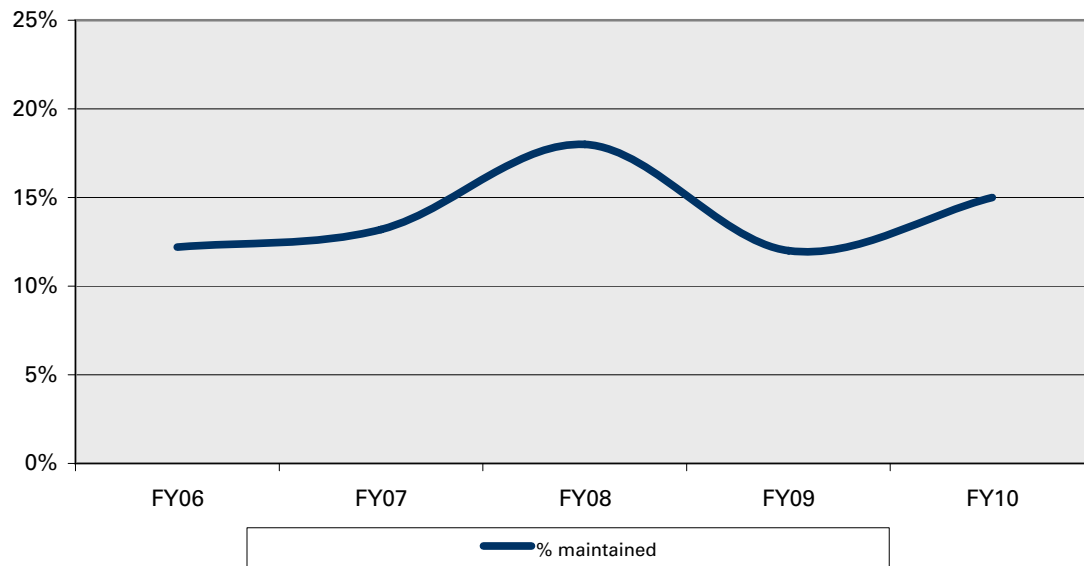
Reporting Period	% addressed within two hours
FY06	92%
FY07	91%
FY08	96%
FY09	98%
FY10	99%
<i>FY10 Goal</i>	<i>92%</i>
<b>Notes</b>	

**QUARTERLY - FY11 Q2**      **Goal: >12%**      **Goal achieved?** Yes      **Trend?** Down      Traffic Lane Lines, Bus Zones and Crosswalks



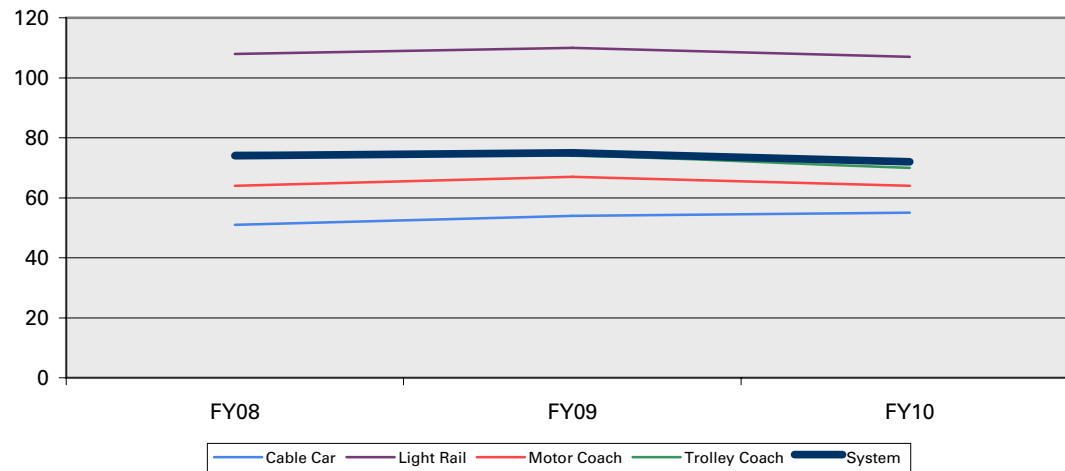
Reporting Period	% maintained (annualized)
FY10 Q2	16%
FY10 Q3	12%
FY10 Q4	14%
FY11 Q1	17%
FY11 Q2	14%
<i>FY11 Goal</i>	12%
Notes	

**ANNUAL - FY10**      **Goal: >12%**      **Goal achieved?** Yes      **Trend?** Up      Traffic Lane Lines, Bus Zones and Crosswalks



Reporting Period	% maintained
FY06	12%
FY07	13%
FY08	18%
FY09	12%
FY10	15%
<i>FY10 Goal</i>	12%
Notes	

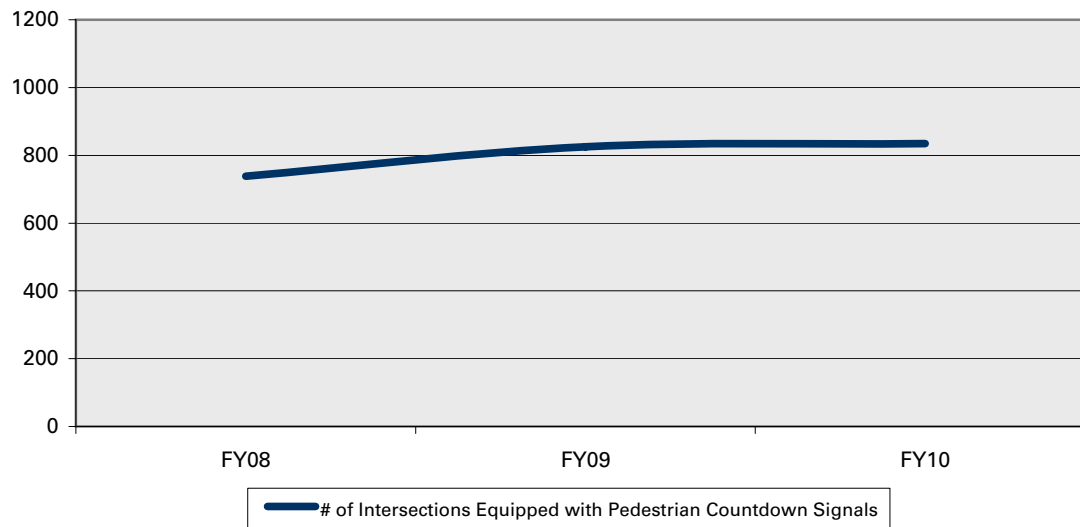
**ANNUAL - FY10** Average # of Boardings per Service Hour



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	System
FY08	51	108	64	75	74
FY09	54	110	67	74	75
FY10	55	107	64	70	72

Notes  
 FY10 results are unaudited.

**ANNUAL - FY10** Goal: >850 Goal achieved? No Trend? Up # of Intersections Equipped with Countdown Signals



Reporting Period	# of Intersections Equipped with Pedestrian Countdown Signals
FY08	738
FY09	825
FY10	835

Notes  
 835 of 1176 signalized intersections were fully equipped with pedestrian countdown signals at the end of FY10. 116 are equipped with accessible pedestrian signals. FY11 Goal is >855.

QUARTERLY - FY11 Q2

Bicycle Counts at Key Locations

Awaiting installation of automated counters.  
Will report data when results become available.

A16 Congestion Management | Level of Service on Principal Arterials/Freeways

ANNUAL - 2009

Level of Service of on Principal Arterials

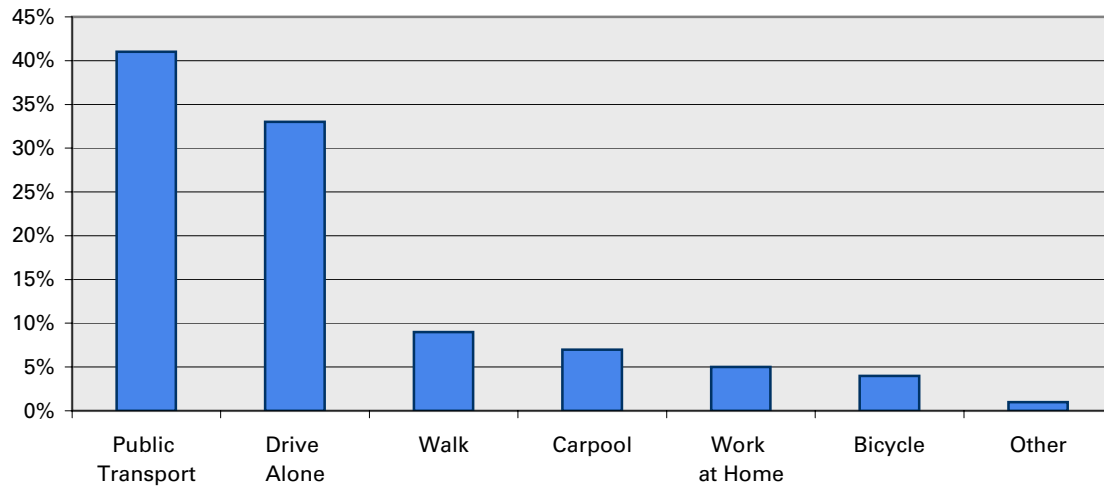
Average Travel Speeds		
Category		2009
Arterial AM		18.6
Arterial PM		16.9
Freeway AM		47.9
Freeway PM		31.7

AM Peak Period Level of Service "F" Segments
Doyle/Lombard/Richardson: SF National Cemetery to Francisco SE
US-101: I-80 to Market N

PM Peak Period Level of Service "F" Segments
I-80: Fremont to US-101 SW
I-80: Treasure Island to Fremont Exit S
I-80: US-101 to Fremont N
US101: Cortland Ave to I-80 N
US101: I-80 to Market N
US-101: Market to I-80 S

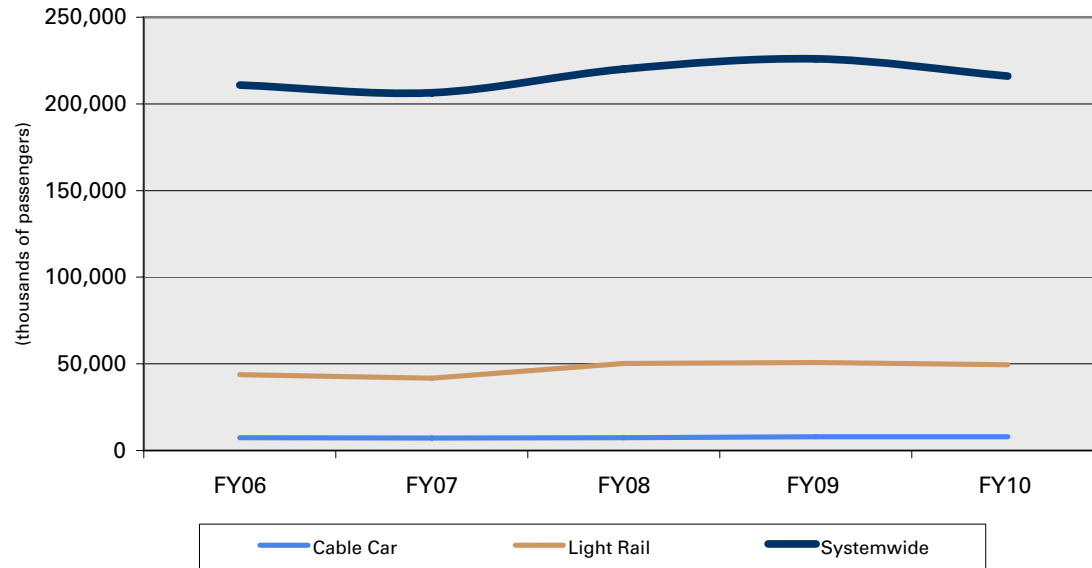
**ANNUAL - 2009**

**What is your primary mode of transportation to work?**



City Survey Results			
Mode	%	Mode	%
Public Transport	41%	Work at Home	5%
Drive Alone	33%	Bicycle	4%
Walk	9%	Other	1%
Carpool	7%	Trips by "more sustainable modes"	67%
Notes			
<p><i>Results are from the every other year City Survey conducted by the Controller in 2009.. Citizens were asked "What is your primary mode of transportation to work? Nine of ten residents ride Muni at least once a month. Goal for percent of trips by "more sustainable modes" is 68%.</i></p>			

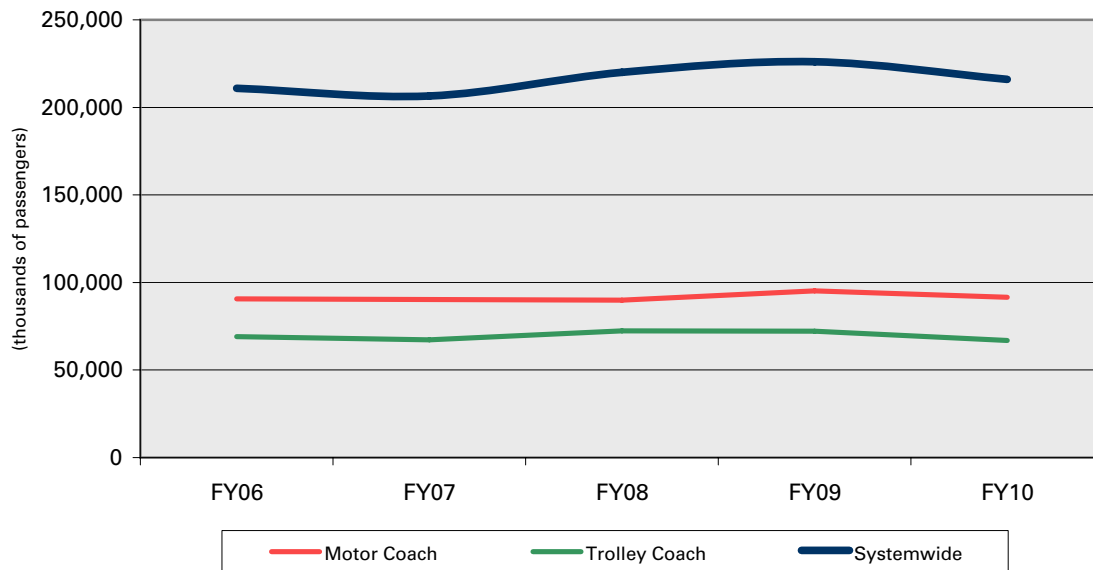
**ANNUAL - FY10**      **FY10 Goal: 229,380**      **Goal achieved?** No      **Trend?** Down      **Rail** (in thousands of passengers)



Reporting Period	Cable Car	Light Rail	Systemwide
FY06	7,475	43,679	210,849
FY07	7,122	41,737	206,459
FY08	7,425	50,312	220,044
FY09	7,913	50,745	225,990
FY10	8,008	49,397	215,982
<b>FY10 Goal</b>			<b>229,380</b>

**Notes**  
 FY10 results pending final Federal Transit Administration/National Transit Database review. FY11 Goal is 220,302,000.

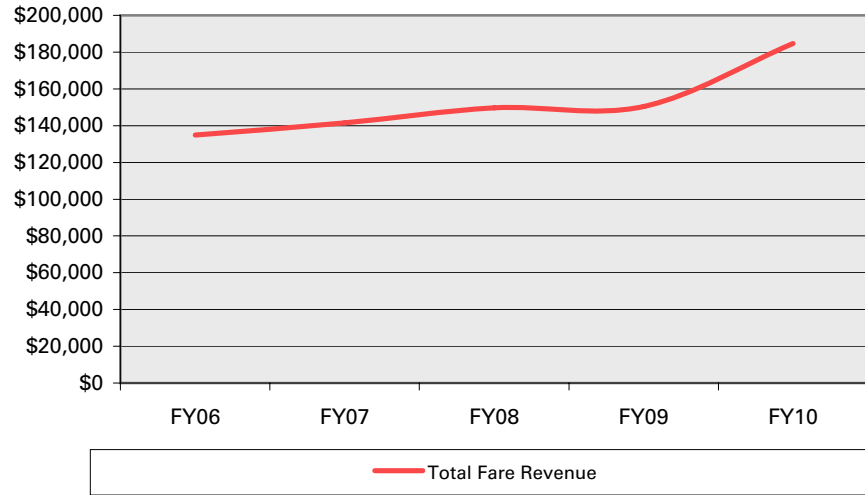
**ANNUAL - FY10**      **FY10 Goal: 229,380**      **Goal achieved?** No      **Trend?** Down      **Bus** (in thousands of passengers)



Reporting Period	Motor Coach	Trolley Coach	Systemwide
FY06	90,630	69,065	210,849
FY07	90,303	67,297	206,459
FY08	89,913	72,394	220,044
FY09	95,190	72,142	225,990
FY10	91,609	66,967	215,982
<b>FY10 Goal</b>			<b>229,380</b>

**Notes**  
 FY10 results pending final Federal Transit Administration/National Transit Database review. FY11 Goal is 220,302,000.

**ANNUAL - FY10**      **Goal: > \$156,827**      **Goal achieved?** Yes      **Trend?** Up      Revenue (in thousands of dollars)

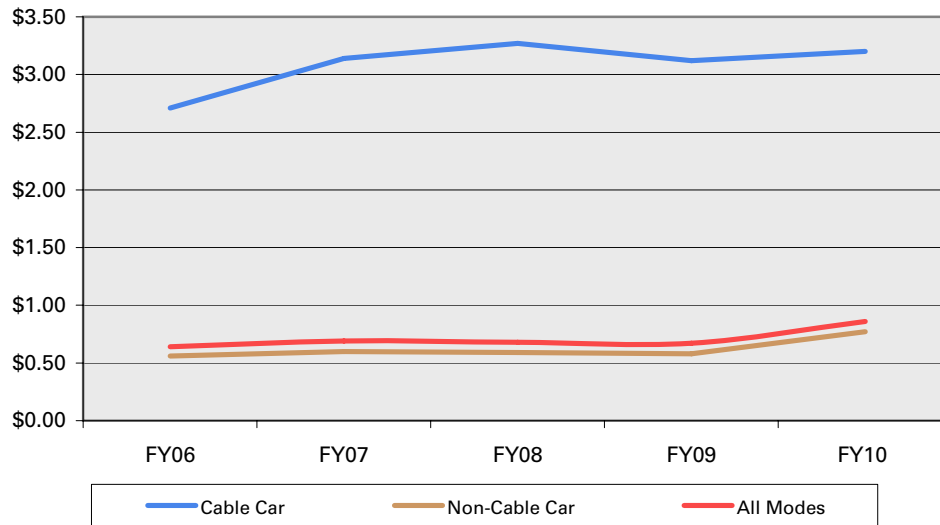


Reporting Period	Total Fare Revenue
FY06	\$134,820
FY07	\$141,433
FY08	\$149,644
FY09	\$150,424
FY10	\$184,709

Notes  
 FY10 results pending final Federal Transit Administration/National Transit Database review. FY11 Goal is \$177,900.

**B3 Farebox Performance | Average Fare (based on unlinked trips)**

**ANNUAL - FY10**      Average Fare (based on unlinked trips)

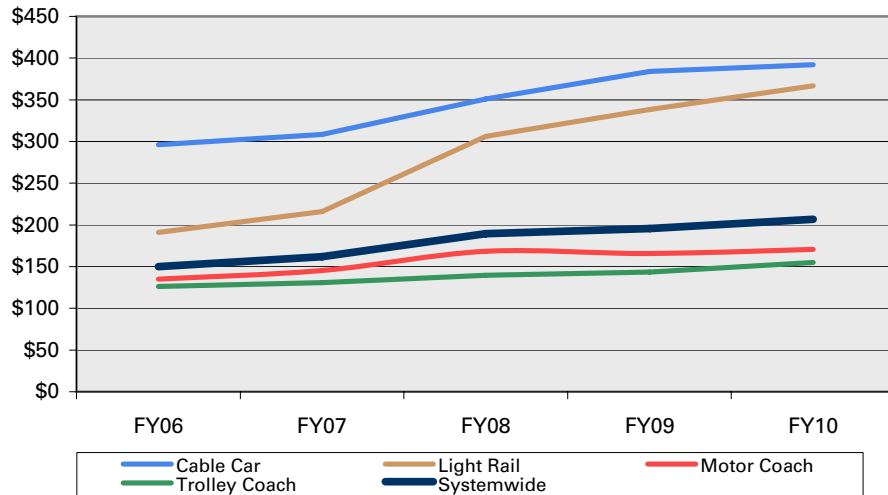


Reporting Period	Cable Car	Non-Cable Car	All Modes
FY06	\$2.71	\$0.56	\$0.64
FY07	\$3.14	\$0.60	\$0.69
FY08	\$3.27	\$0.59	\$0.68
FY09	\$3.12	\$0.58	\$0.67
FY10	\$3.20	\$0.77	\$0.86

Notes  
 FY10 results pending final Federal Transit Administration/National Transit Database review.



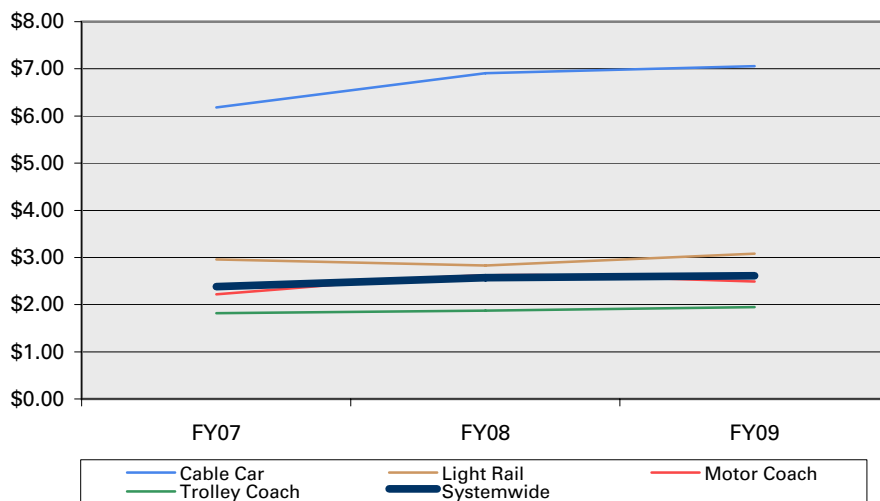
**ANNUAL - FY10** Fully Allocated Service Cost by Mode



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY06	\$296.01	\$191.17	\$135.22	\$126.12	\$149.85
FY07	\$308.55	\$216.08	\$145.44	\$130.88	\$161.97
FY08	\$351.17	\$306.21	\$168.50	\$139.74	\$189.62
FY09	\$384.16	\$338.27	\$165.87	\$143.53	\$195.55
FY10	\$391.96	\$366.65	\$170.58	\$154.82	\$206.59

**Notes**  
 FY10 results pending final FTA/NTD review. In FY08 the Agency transitioned from "car hours" to "train hours". With "car hours" a two-car train operating for an hour was calculated as two hours of service. With "train hours", this counts as one hour. As a result of this alignment with industry norm the cost appears to have risen significantly in FY08.

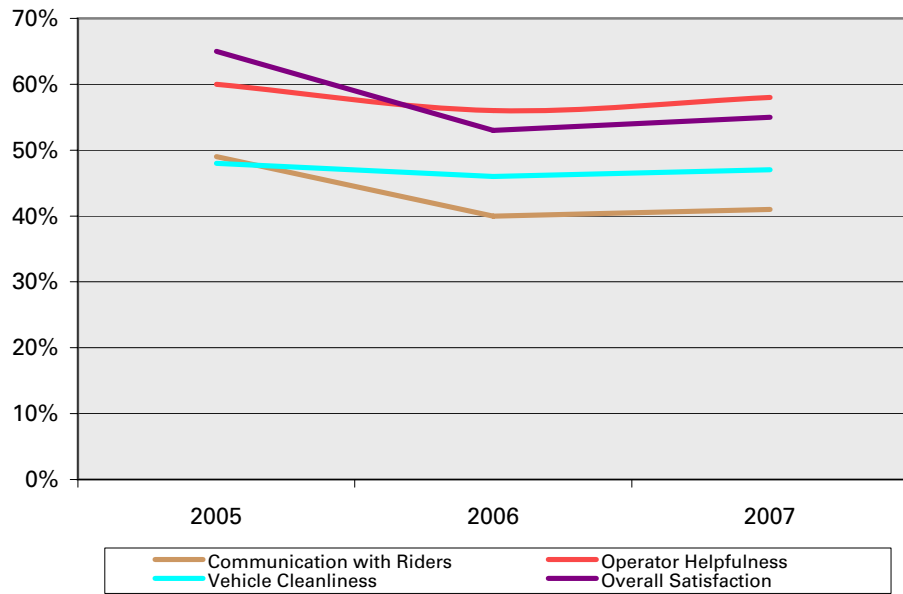
**ANNUAL - FY10** Operating Expense per Passenger Boarding



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY07	\$6.18	\$2.96	\$2.22	\$1.82	\$2.38
FY08	\$6.91	\$2.83	\$2.62	\$1.87	\$2.57
FY09	\$7.06	\$3.08	\$2.49	\$1.95	\$2.61
FY10	\$7.11	\$3.43	\$2.65	\$2.21	\$2.86

**Notes**  
 FY10 results pending final Federal Transit Administration/National Transit Database review.

**ANNUAL - 2010**      **Goal: year over year improvement**      Muni Service - % of Customers Rating Service Excellent/Good



Reporting Period	Communication with Riders	Operator Helpfulness	Vehicle Cleanliness	Overall Satisfaction
2005	49%	60%	48%	65%
2006	40%	56%	46%	53%
2007	41%	58%	47%	55%
2010	48%	54%	36%	52%

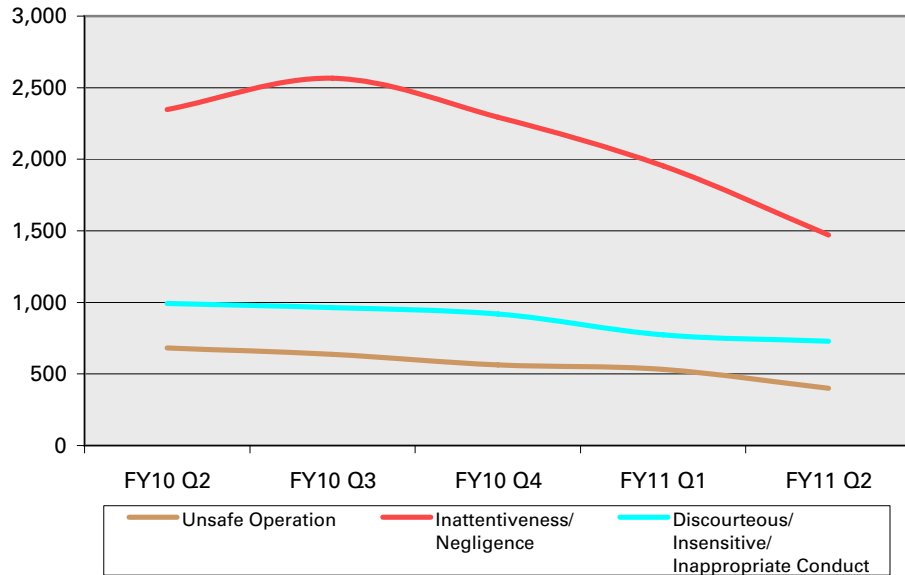
**Notes**  
 While the Customer Survey was not completed in 2008/2009, scores (on a five point scale) from the Office of the Controller's 2009 City Survey were as follows: Convenience of Routes 3.63, Timeliness/Reliability 2.98, Cleanliness 2.98, Fares 3.58, Safety 3.24, Communication to Passengers 3.00, Courtesy of Drivers 3.14. Overall performance increased from the 2007 survey.

**ANNUAL - 2008/2009**      **Goal: year over year improvement**      Pedestrian Safety and Bicycle Network Related Perceptions

Reporting Period	Pedestrian Safety "How Safe Do you Feel Crossing the Street?"	Bicycle Network "There is enough room on most streets to cycle."
2007	3.27	NA
2008/09	3.49	18% Agree/Strongly Agree

**Notes**  
 Pedestrian Safety scores come from the City Survey conducted by the Office of the Controller, and Bicycle Satisfaction scores come from the State of Cycling Report. Both surveys are completed every other year.

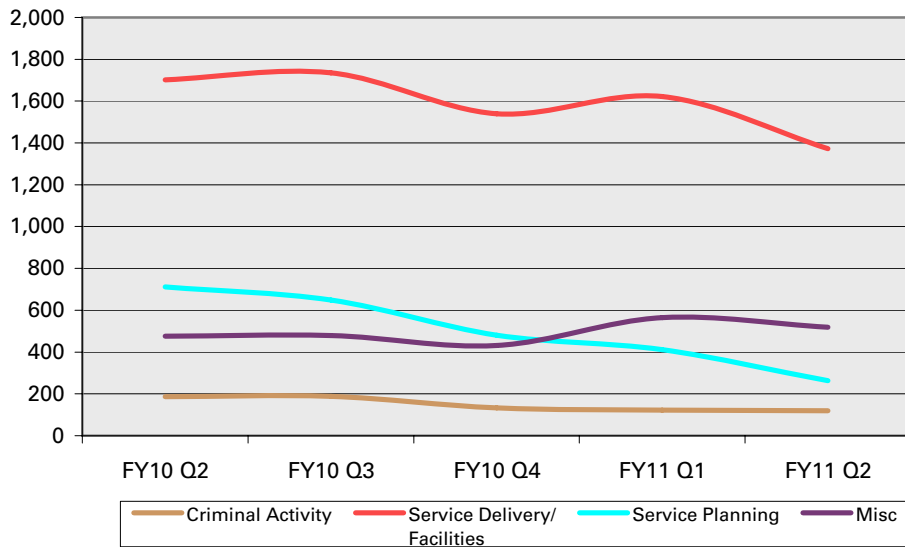
**QUARTERLY - FY11 Q2** Employee Conduct



Reporting Period	Unsafe Operation	Inattentiveness/Negligence	Discourteous/Insensitive/Inappropriate Conduct	Total
FY10 Q2	682	2,347	993	4,022
FY10 Q3	636	2,566	964	4,166
FY10 Q4	563	2,294	918	3,775
FY11 Q1	532	1,953	773	3,258
FY11 Q2	401	1,470	729	2,600

Notes

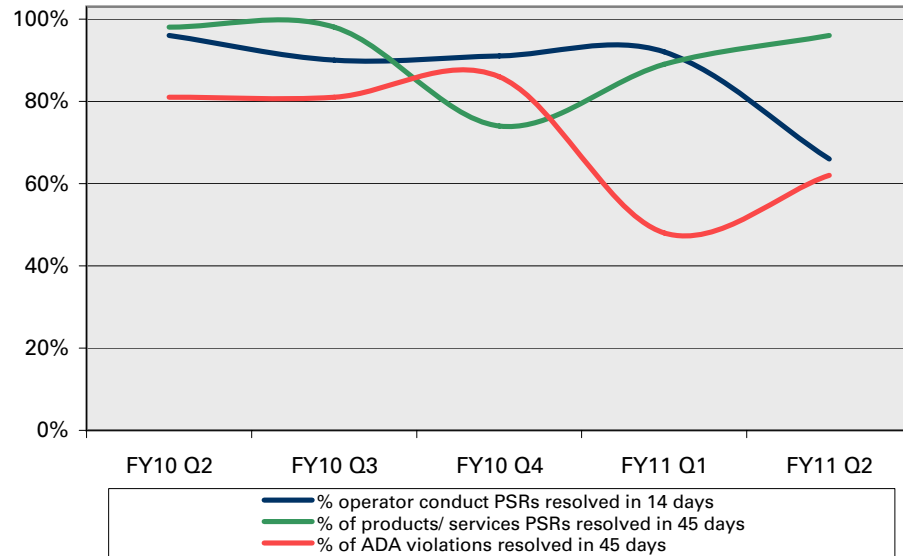
**QUARTERLY - FY11 Q2** Products and Services



Reporting Period	Criminal Activity	Service Delivery/Facilities	Service Planning	Misc	Total
FY10 Q2	187	1,702	712	476	3,077
FY10 Q3	188	1,736	649	479	3,052
FY10 Q4	133	1,539	481	431	2,584
FY11 Q1	122	1,622	412	564	2,720
FY11 Q2	119	1,373	263	518	2,273

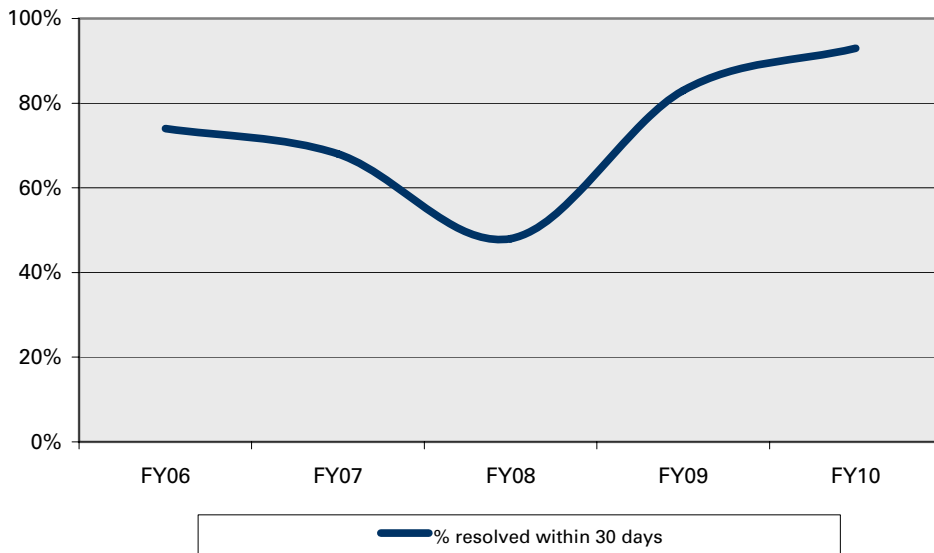
Notes

**QUARTERLY - FY11 Q2**    **Goal: >85%**    **Goals: Vary; see FY11 goals below**    **Operator Complaints**



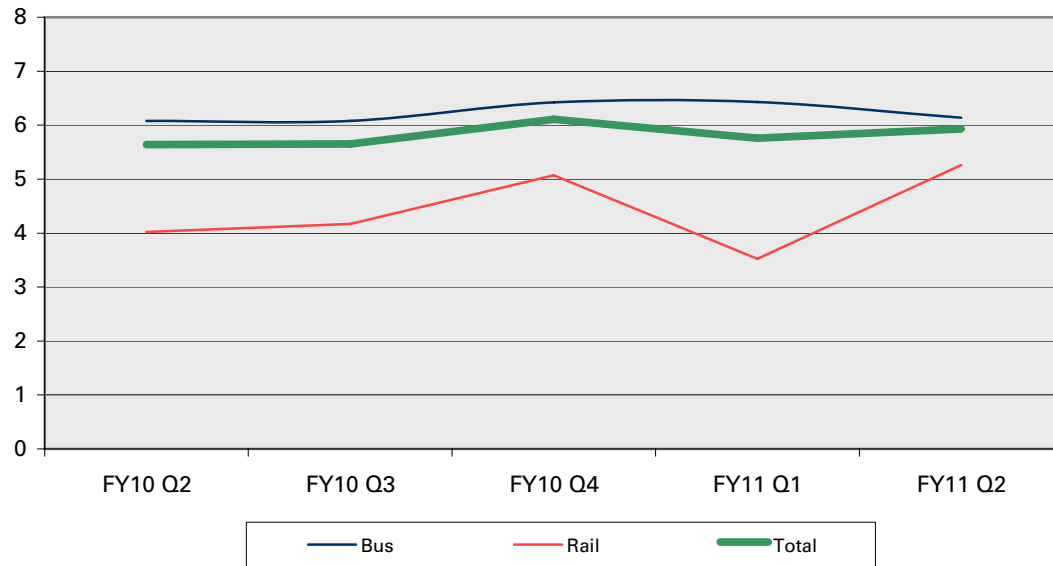
Reporting Period	% operator conduct PSRs resolved in 14 days	% of ADA violations resolved in 45 days	% of products/ services PSRs resolved in 45 days
FY10 Q2	96%	81%	98%
FY10 Q3	90%	81%	98%
FY10 Q4	91%	86%	74%
FY11 Q1	92%	48%	89%
FY11 Q2	66%	62%	96%
<i>FY11 Goal</i>	90%	90%	90%
Notes			

**ANNUAL - FY10**    **Goals: Vary; see FY10 goals below**    **Operator Complaints**



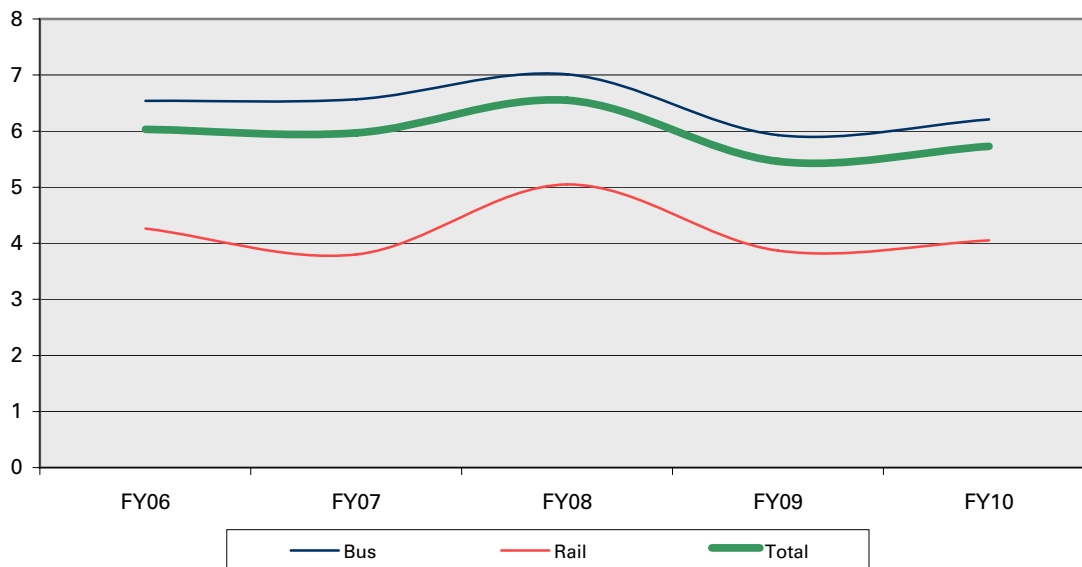
Reporting Period	% resolved within 30 days	% operator conduct PSRs resolved in 14 days	% of ADA violations resolved in 45 days	% of products/ services PSRs resolved in 45 days
FY06	74%			
FY07	68%			
FY08	48%			
FY09	83%			
FY10	93%	85%	83%	89%
<i>FY10 Goal</i>		85%	85%	85%
Notes				

**QUARTERLY - FY11 Q2** **Goals vary, see below** **Collisions** per 100,000 Miles



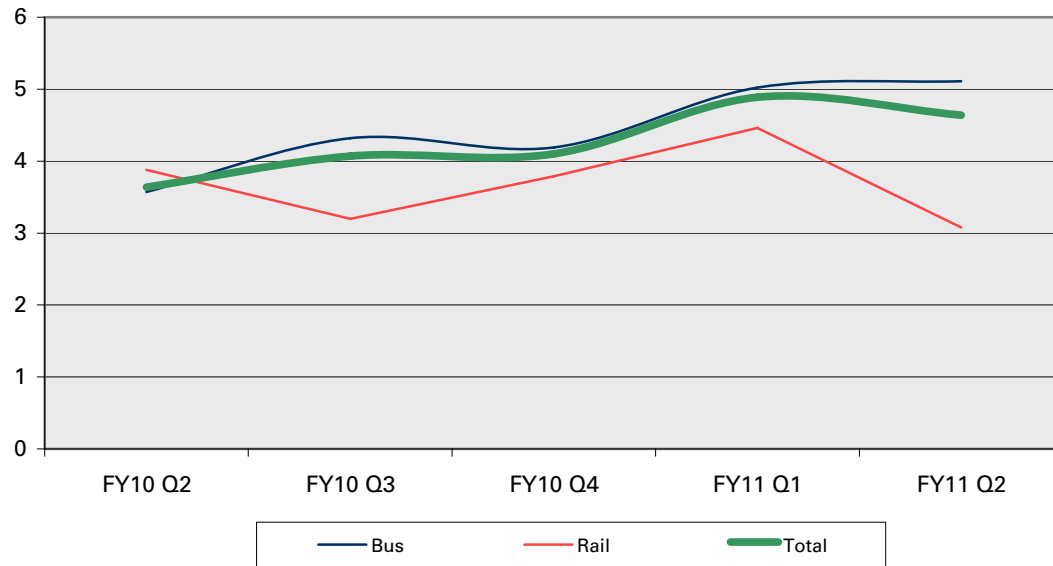
Reporting Period	Bus	Rail	Total
FY10 Q2	6.08	4.02	5.64
FY10 Q3	6.08	4.17	5.65
FY10 Q4	6.42	5.07	6.11
FY11 Q1	6.43	3.52	5.76
FY11 Q2	6.14	5.26	5.93
<i>FY11 Goal</i>	<i>5.83</i>	<i>3.35</i>	<i>5.29</i>
Notes			

**ANNUAL - FY10** **Goals vary, see below** **Collisions** per 100,000 Miles



Reporting Period	Bus	Rail	Total
FY06	6.54	4.26	6.03
FY07	6.57	3.80	5.97
FY08	7.01	5.05	6.55
FY09	5.93	3.87	5.46
FY10	6.21	4.05	5.73
<i>FY10 Goal</i>	<i>6.15</i>	<i>4.50</i>	<i>5.90</i>
Notes			

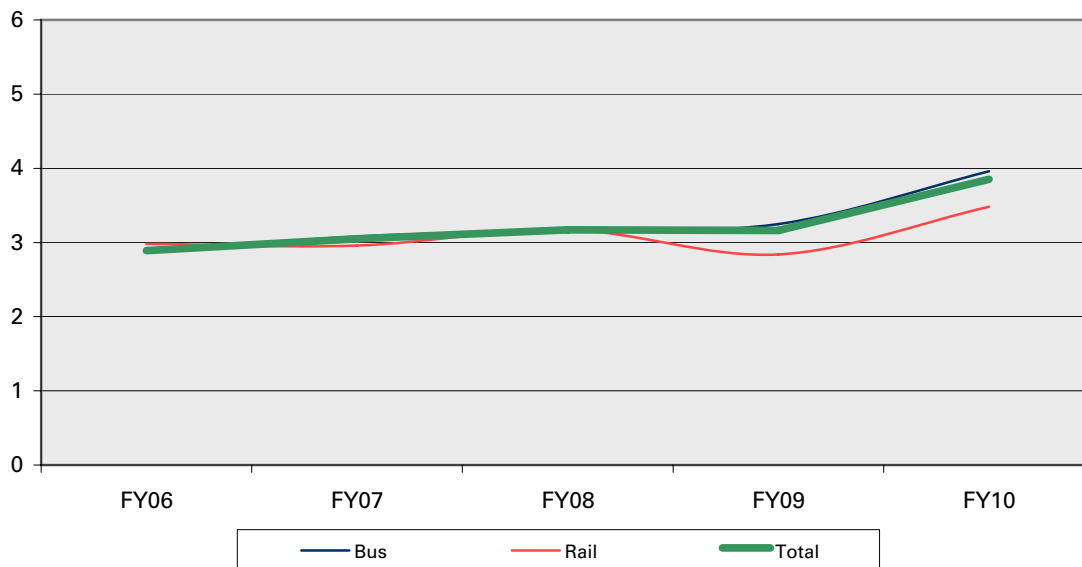
**QUARTERLY - FY11 Q2** **Goals vary, see below** **Falls on Board per 100,000 Miles**



Reporting Period	Bus	Rail	Total
FY10 Q2	3.57	3.88	3.64
FY10 Q3	4.32	3.20	4.07
FY10 Q4	4.19	3.79	4.10
FY11 Q1	5.02	4.46	4.89
FY11 Q2	5.11	3.08	4.64
<i>FY11 Goal</i>	<i>3.46</i>	<i>3.31</i>	<i>3.43</i>

Notes

**ANNUAL - FY10** **Goals vary, see below** **Falls on Board Per 100,000 Miles**

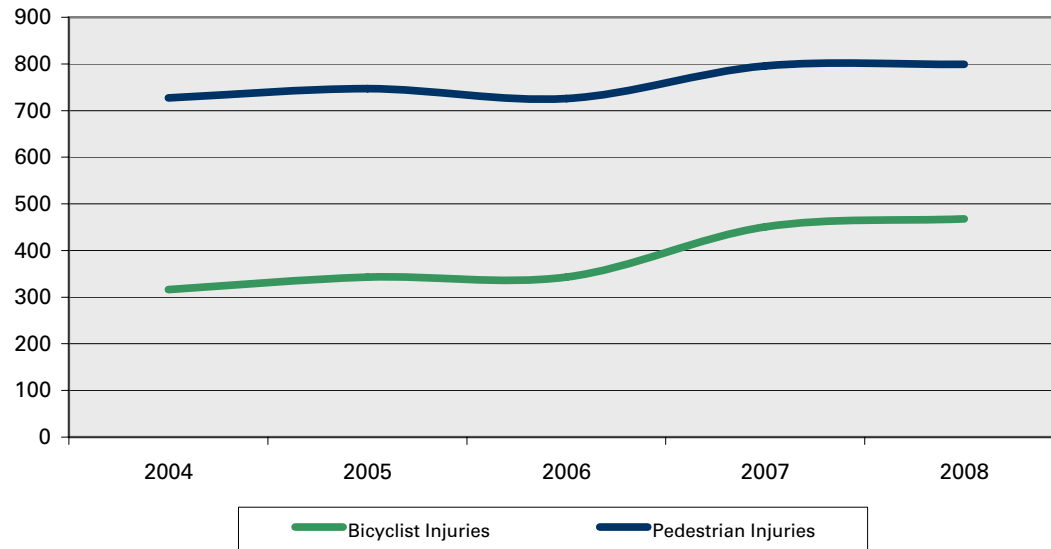


Reporting Period	Bus	Rail	Total
FY06	2.87	2.98	2.89
FY07	3.08	2.96	3.05
FY08	3.16	3.17	3.17
FY09	3.25	2.84	3.16
FY10	3.96	3.48	3.85
<i>FY10 Goal</i>	<i>2.90</i>	<i>2.46</i>	<i>3.00</i>

Notes

ANNUAL - 2008

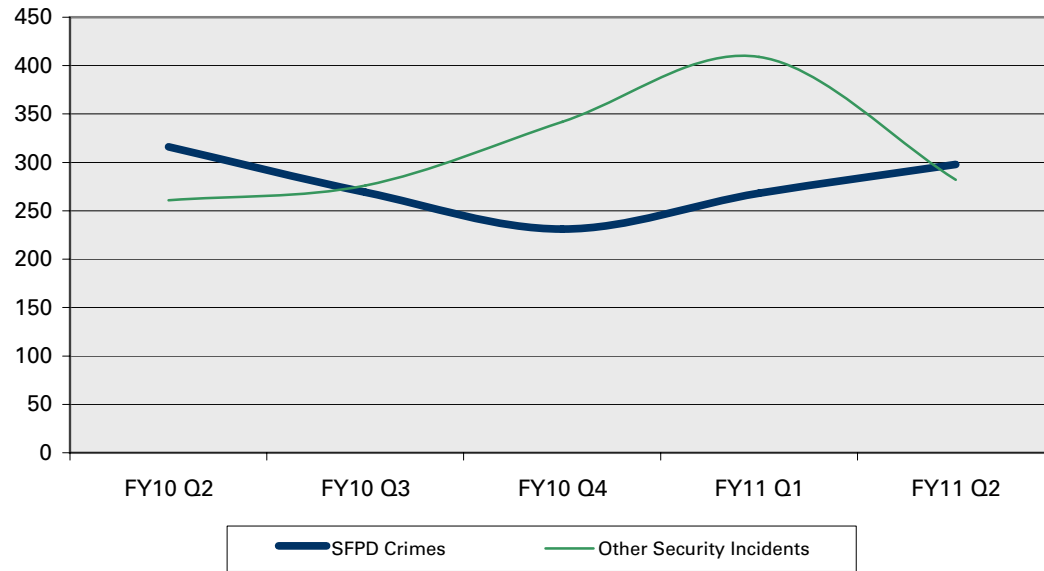
Vehicle Collisions Involving Bicyclists and Pedestrians



Reporting Period	Bicyclist Injuries	Bicyclist Fatalities	Pedestrian Injuries	Pedestrian Fatalities
2004	316	1	727	20
2005	343	2	747	14
2006	343	2	726	15
2007	451	1	796	24
2008	468	3	799	13

Notes  
 The above numbers are provided for informational purposes, and reflect all vehicle collisions within the City and County of San Francisco, not Muni-specific collisions. 2009 results forthcoming.

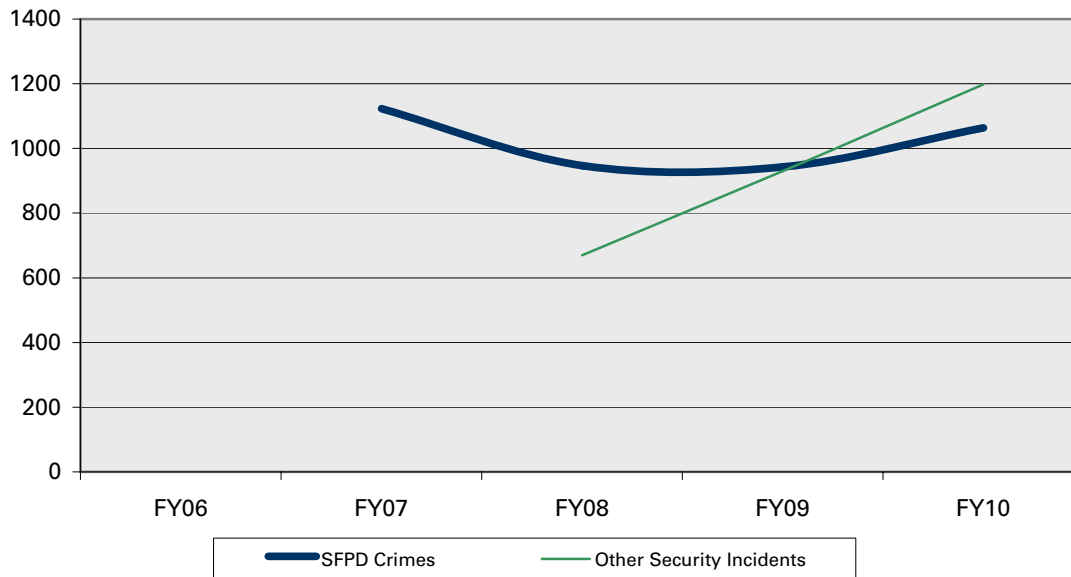
**QUARTERLY - FY11 Q2**      **Goal:< 225**      **Goal achieved?** No      **Trend?** Up      Security Incidents



Reporting Period	SFPD Crimes	Fare Evasions	Other Security Incidents
FY10 Q2	316	see C6	261
FY10 Q3	269		276
FY10 Q4	231		342
FY11 Q1	268		409
FY11 Q2	298		282
<i>FY11 Goal</i>	<i>&lt;225 per quarter</i>		

**Notes**  
*Detailed results related to security incidents can be found in the appendix.*

**ANNUAL - FY10**      **Goal: <1,076**      **Goal achieved?** No      **Trend?** Up      Security Incidents



Reporting Period	SFPD Crimes	Crimes/100,000 pax	Other Security Incidents
FY06			
FY07	1,123		
FY08	947		670
FY09	943	0.417	930
FY10	1,064	0.493	1,198
<i>FY10 Goal</i>	<i>900</i>		<i>n/a</i>

**Notes**  
*FY10 Crimes/100,000 pax are based on ridership statistics that are pending final /Federal Transit Administration/National Transit Database review.*



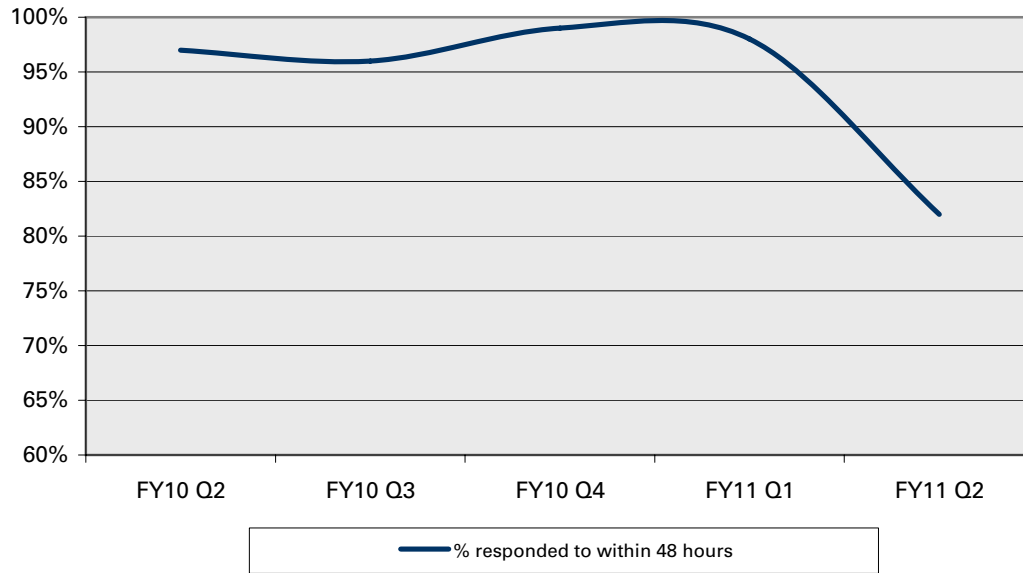
**QUARTERLY - FY11 Q2** Proof-of-Payment Program

Reporting Period	Fare Evasion Citations	Warning Rate	Citation Rate	Evasion Rate
FY10 Q2	10,601	0.9%	1.4%	2.3%
FY10 Q3	12,118	0.5%	2.0%	2.5%
FY10 Q4	7,714	1.3%	1.7%	3.0%
FY11 Q1	6,749	3.9%	1.0%	4.9%
FY11 Q2		2.2%	1.3%	3.5%
<i>FY11 Goal</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>2.0%</i>
<b>Notes</b>				
<i>Warning, citation and evasion rates cover LRVs and Stations. Evasion rate covers areas monitored by POP program.</i>				

**ANNUAL - FY10** Proof-of-Payment Program

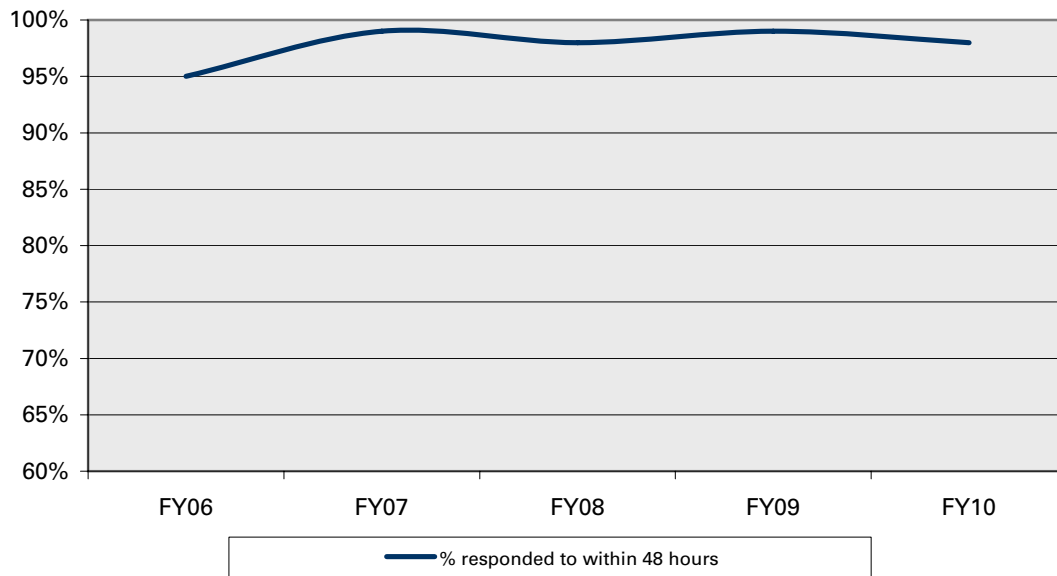
Reporting Period	Fare Evasion Citations	Warning Rate	Citation Rate	Evasion Rate
FY06	9,017			
FY07	15,634			
FY08	26,737			
FY09	39,277			
FY10	26,581			
<b>Notes</b>				
<i>Warning, citation and evasion rates cover LRVs and Stations.</i>				

**QUARTERLY - FY11 Q2**      **Goal: >100%**    **Goal achieved?** No    **Trend?** Down      Abandoned Automobile Reports



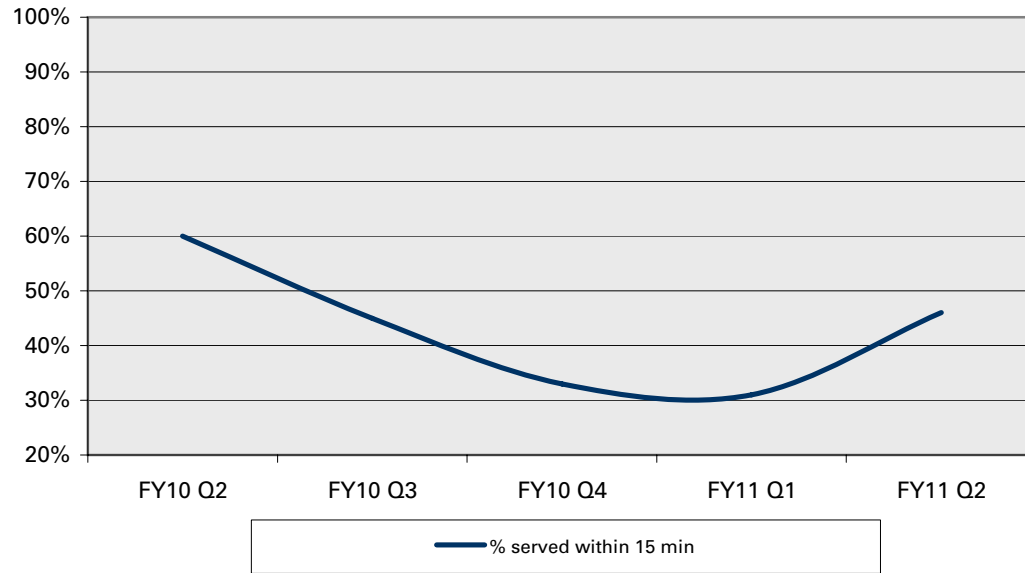
Reporting Period	% responded to within 48 hours
FY10 Q2	97%
FY10 Q3	96%
FY10 Q4	99%
FY11 Q1	98%
FY11 Q2	82%
<i>FY11 Goal</i>	<i>100%</i>
<b>Notes</b>	
<p><i>The lower performance is attributable to an adjustment in how the data was interpreted. Previously the 48 hour countdown started when the data was entered into Enforcement's system. Now it begins when the service request is created by 311.</i></p>	

**ANNUAL - FY10**      **Goal: >100%**    **Goal achieved?** Yes    **Trend?** Down      Abandoned Automobile Reports



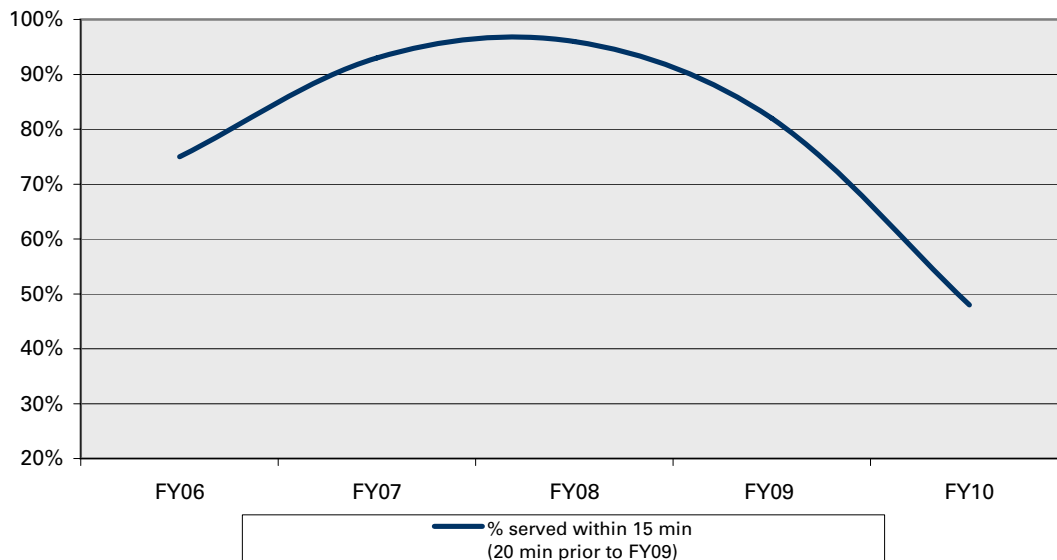
Reporting Period	% responded to within 48 hours
FY06	95%
FY07	99%
FY08	98%
FY09	99%
FY10	98%
<i>FY10 Goal</i>	<i>100%</i>
<b>Notes</b>	
<p></p>	

**QUARTERLY - FY11 Q2**      **Goal: >82%**      **Goal achieved?** No      **Trend?** Up      Walk-in Citation and Res. Parking Permit Customers



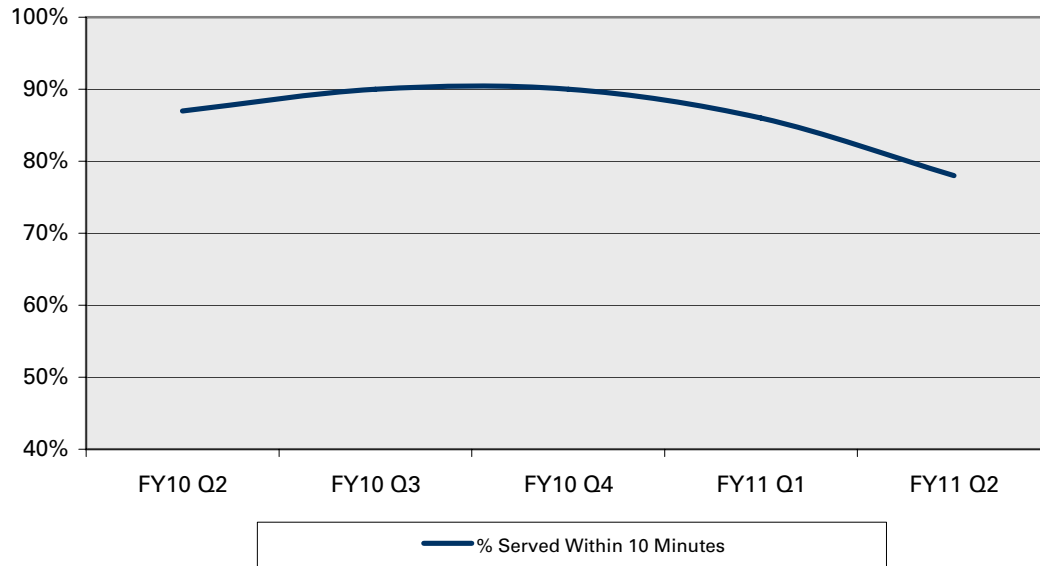
Reporting Period	% served within 15 min
FY10 Q2	60%
FY10 Q3	45%
FY10 Q4	33%
FY11 Q1	31%
FY11 Q2	46%
<i>FY11 Goal</i>	82%
<b>Notes</b>	
21,443 of 46,727 customers were served within 15 minutes.	

**ANNUAL - FY10**      **Goal: >82%**      **Goal achieved?** No      **Trend?** Down      Walk-in Citation and Res. Parking Permit Customers



Reporting Period	% served within 15 min (20 min prior to FY09)
FY06	75%
FY07	93%
FY08	96%
FY09	82%
FY10	48%
<i>FY10 Goal</i>	82%
<b>Notes</b>	
RPP: Residential Parking Permit	

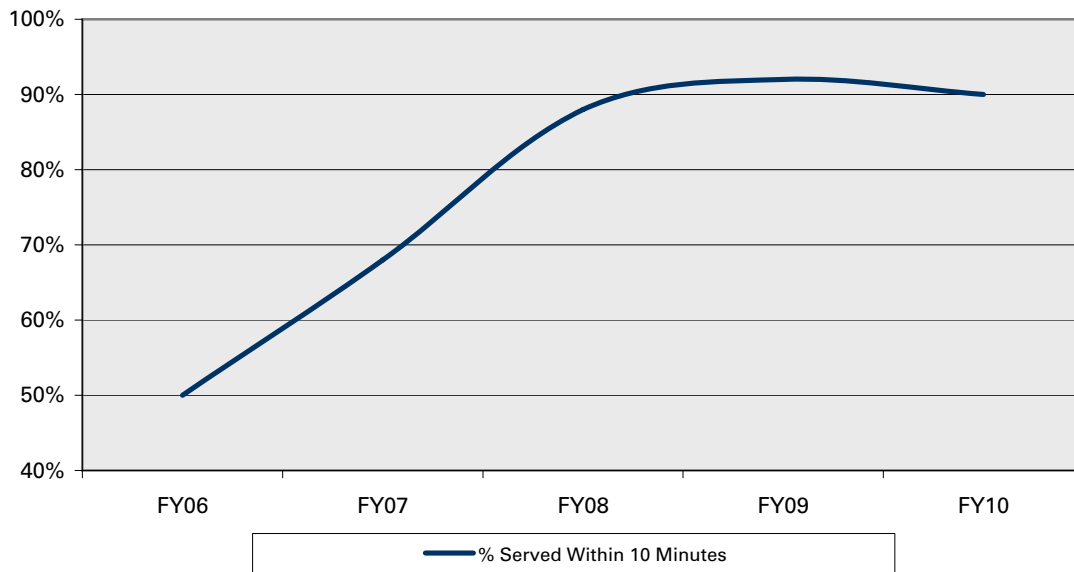
**QUARTERLY - FY11 Q2**      **Goal: >82%**      **Goal achieved?** No      **Trend?** Down      Administrative Citation Hearing Customers



Reporting Period	% Served Within 10 Minutes
FY10 Q2	87%
FY10 Q3	90%
FY10 Q4	90%
FY11 Q1	86%
FY11 Q2	78%
<i>FY11 Goal</i>	82%

Notes  
*Citation hearings conducted increased from 1,843 in FY11 Q1 to 2,054 in FY11 Q2*

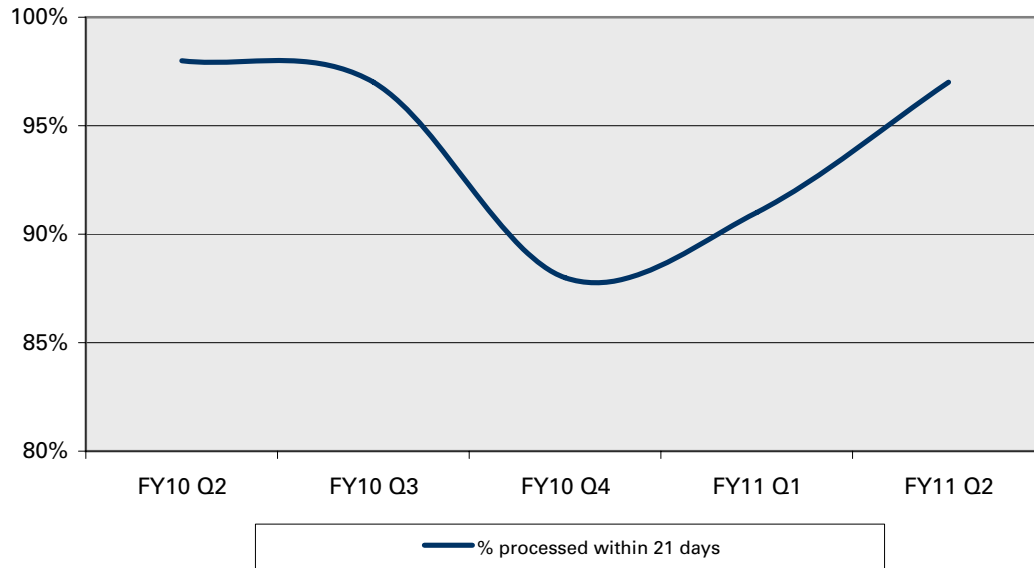
**ANNUAL - FY10**      **Goal: >80%**      **Goal achieved?** Yes      **Trend?** Down      Administrative Citation Hearing Customers



Reporting Period	% Served Within 10 Minutes
FY06	50%
FY07	68%
FY08	88%
FY09	92%
FY10	90%
<i>FY10 Goal</i>	82%

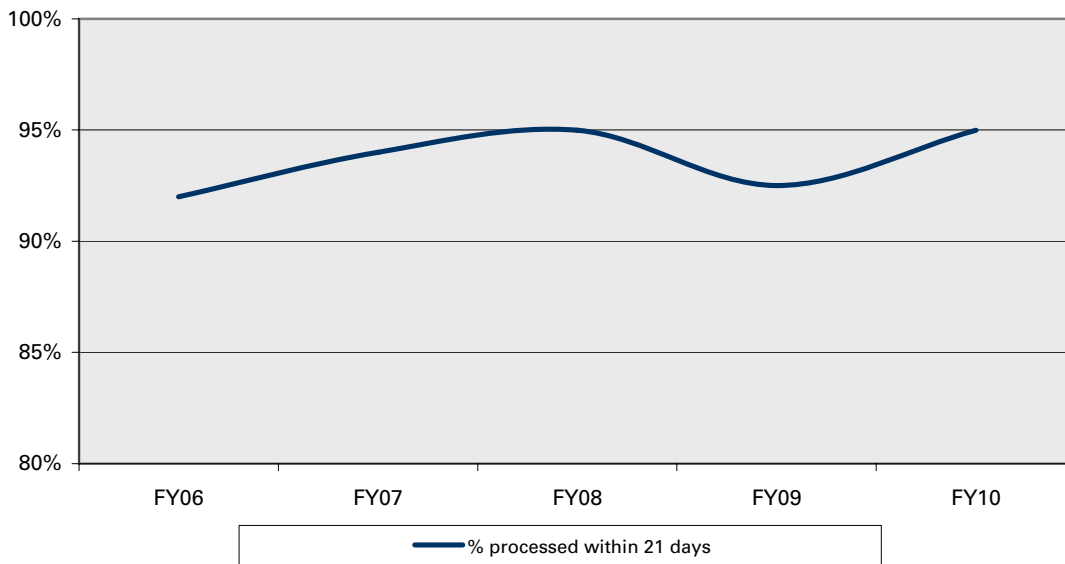
Notes  
*Goal changed from 80% to 82% in FY09.*

**QUARTERLY - FY11 Q2**      **Goal: >95%**      **Goal achieved?** Yes      **Trend?** Up      Residential Parking Permit Renewals



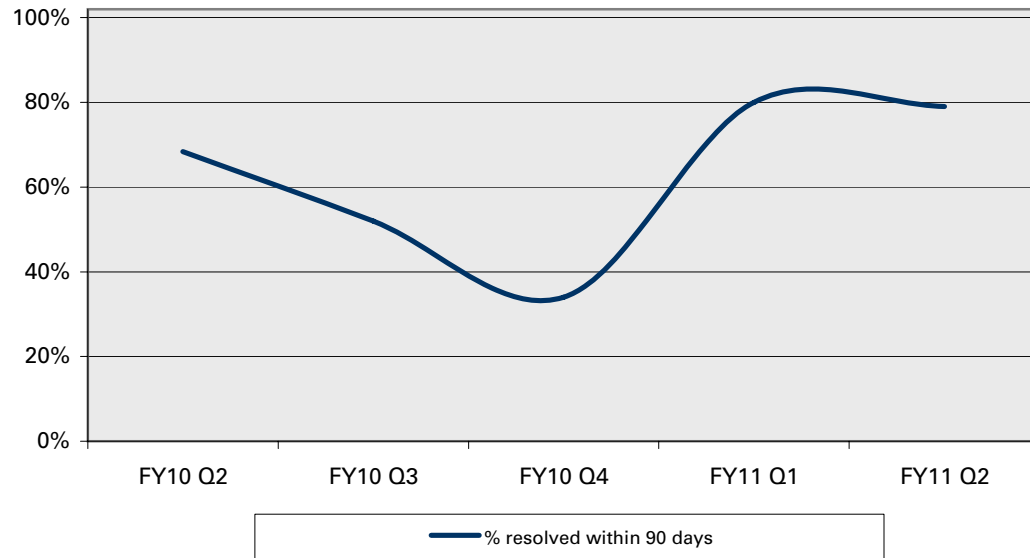
Reporting Period	% processed within 21 days
FY10 Q2	98%
FY10 Q3	97%
FY10 Q4	88%
FY11 Q1	91%
FY11 Q2	97%
<i>FY11 Goal</i>	<i>95%</i>
<b>Notes</b>	
<i>13,362 of 13,722 renewals were processed within 21 days.</i>	

**ANNUAL - FY10**      **Goal: >95%**      **Goal achieved?** Yes      **Trend?** Up      Residential Parking Permit Renewals



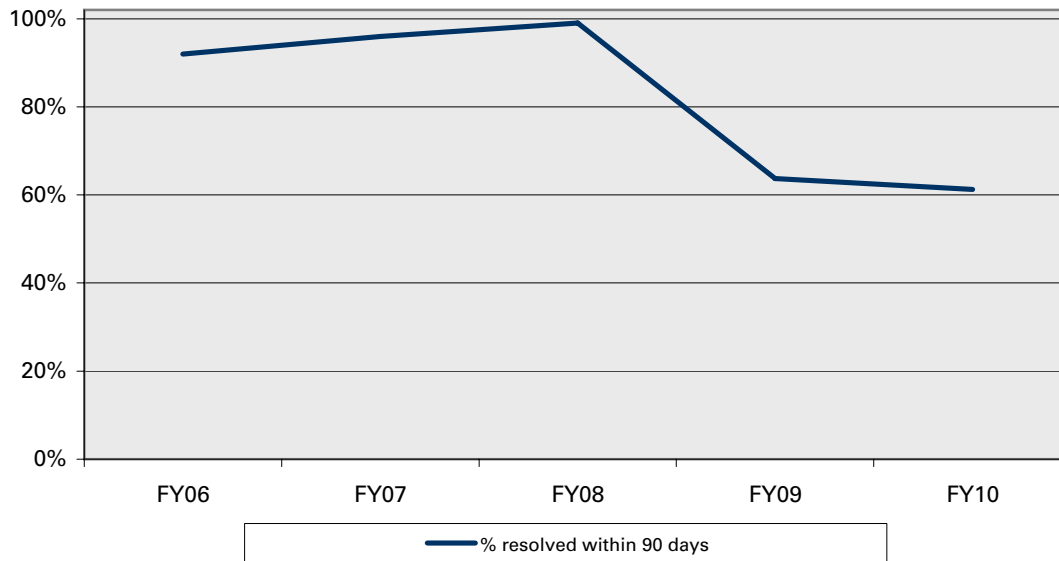
Reporting Period	% processed within 21 days
FY06	92%
FY07	94%
FY08	95%
FY09	93%
FY10	95%
<i>FY09 Goal</i>	<i>95%</i>
<b>Notes</b>	

**QUARTERLY - FY11 Q2**      **Goal: >90%**      **Goal achieved?** No      **Trend?** Down      Transit Operator Grievance Resolution Rate



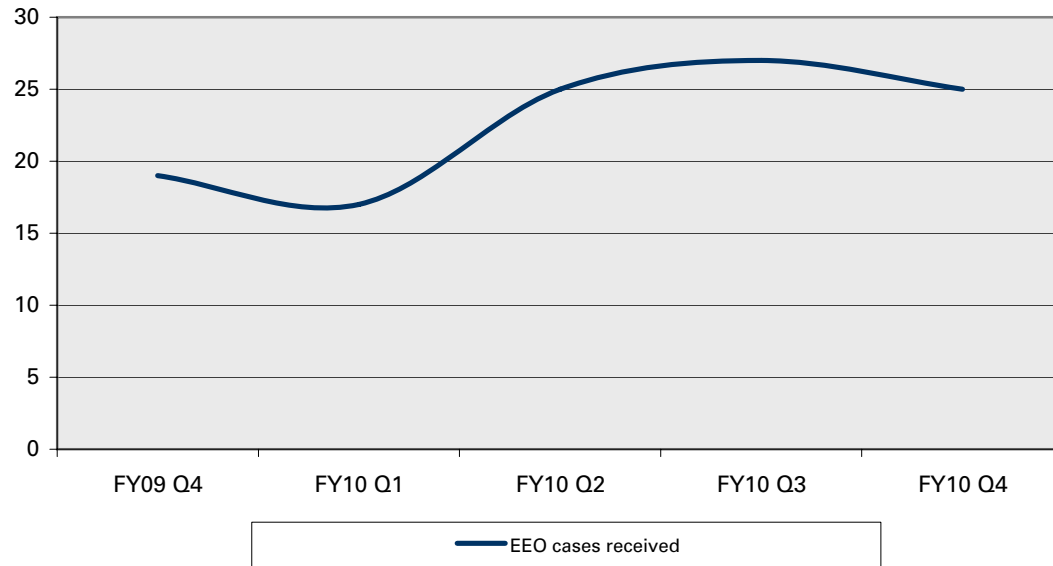
Reporting Period	% resolved within 90 days
FY10 Q2	68%
FY10 Q3	52%
FY10 Q4	34%
FY11 Q1	80%
FY11 Q2	79%
<i>FY11 Goal</i>	<i>90%</i>
<b>Notes</b>	
<i>FY10 Q1 data updated.</i>	

**ANNUAL - FY10**      **Goal: >90%**      **Goal achieved?** No      **Trend?** Down      Transit Operator Grievance Resolution Rate



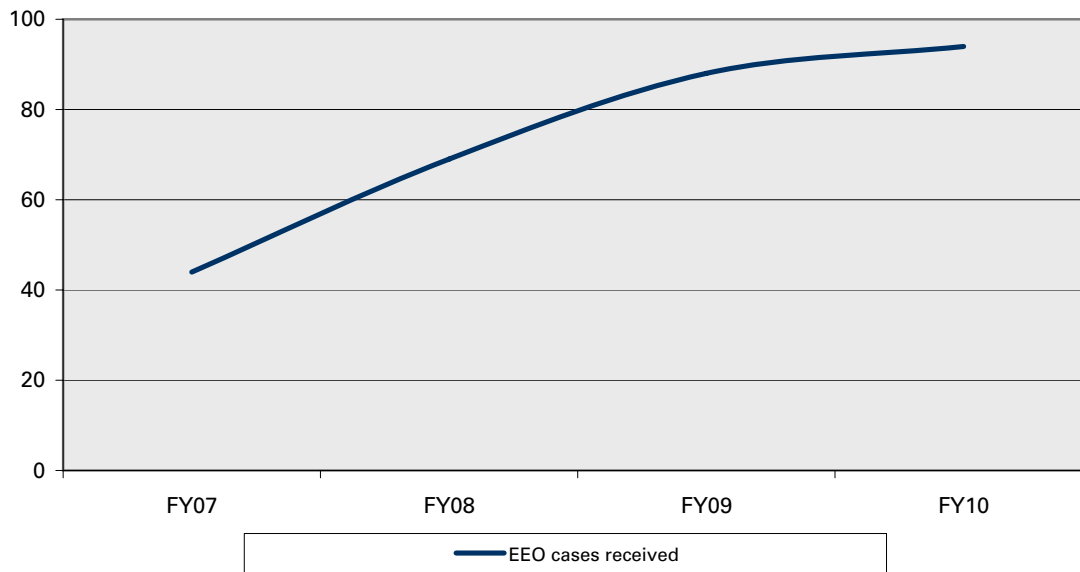
Reporting Period	% resolved within 90 days
FY06	92%
FY07	96%
FY08	99%
FY09	64%
FY10	61%
<i>FY10 Goal</i>	<i>90%</i>
<b>Notes</b>	
<i>FY04-FY06 Goal: 75% in 30 days</i>	
<i>FY07 Goal: 75% in 45 days</i>	
<i>FY08 Goal: 90% in 90 days</i>	

**QUARTERLY - FY10 Q4** Equal Employment Opportunity Cases Received



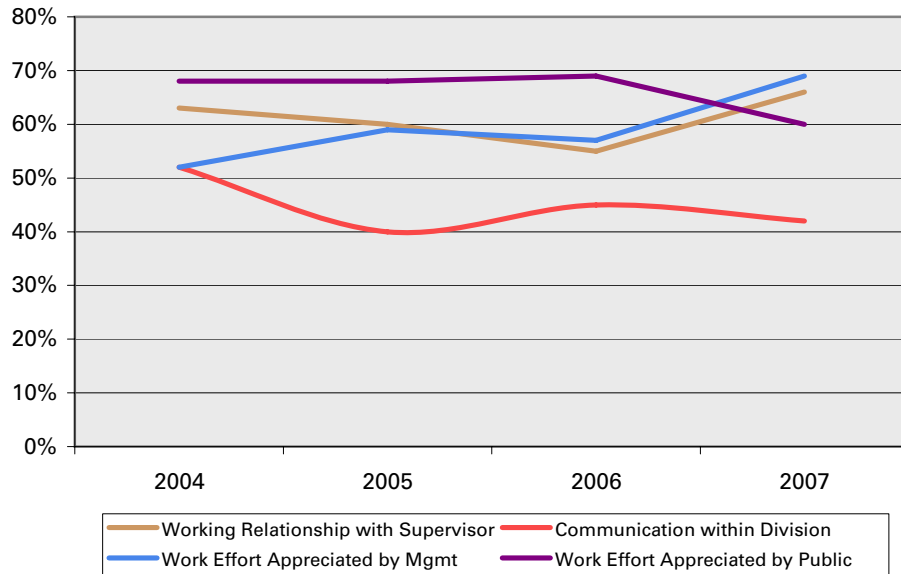
Reporting Period	EEO cases received
FY09 Q4	19
FY10 Q1	17
FY10 Q2	25
FY10 Q3	27
FY10 Q4	25
<b>Notes</b>	
<i>Tabulated annually.</i>	

**ANNUAL - FY10** Equal Employment Opportunity Cases Received



Reporting Period	EEO cases received
FY07	44
FY08	69
FY09	88
FY10	94
<b>Notes</b>	

**ANNUAL - 2009** **Goal: year over year improvement** % of Employees Rating "Excellent" or "Good"



Reporting Period	Working Relationship with Supervisor	Communication within Division	Work Effort Appreciated by Mgmt	Work Effort Appreciated by Public
2004	63%	52%	52%	68%
2005	60%	40%	59%	68%
2006	55%	45%	57%	69%
2007	66%	42%	69%	60%

**Notes**  
*In 2009, the focus on the survey changed. As a representative example of employee satisfaction, 55.4% of employees strongly agreed with the statement "At work, I have the opportunity to do what I do best every day." 32.9% agreed.*



Line/Route <i>High frequency lines/routes (headways of 10 min or less during AM/PM peaks) are shown in italics</i>	Mode	FY06	FY07	FY08	FY09	FY10	Five Year Avg	Cust Observed Schedule Adherence FY11 Q2	Headway Adherence FY11 Q2	% of AM Peak Trips >125% LF FY11 Q2	% of PM Peak Trips >125% LF FY11 Q2
<i>1 California</i>	TC	81.6%	83.2%	84.9%	86.2%	90.6%	85.3%				
<i>1AX California 'A' Exp</i>	MC	60.8%	54.2%	75.3%	64.3%	50.8%	61.1%				
<i>1BX California 'B' Exp</i>	MC	69.7%	78.0%	74.9%	84.4%	83.5%	78.1%	82.6%	57.1%		
<i>2 Clement</i>	MC	65.5%	71.0%	64.4%	72.2%	66.2%	67.9%				
<i>3 Jackson</i>	TC	71.6%	76.1%	71.8%	78.1%	73.8%	74.2%				
<i>4 Sutter</i>	TC	80.0%	81.0%	80.9%	85.5%	NA	NA				
<i>5 Fulton</i>	TC	70.5%	76.1%	77.2%	79.4%	73.6%	75.4%	73.3%	47.0%		
<i>6 Parnassus</i>	TC	75.4%	79.3%	75.8%	79.7%	76.5%	77.3%	75.6%	68.7%		
<i>7 Haight</i>	TC	72.4%	58.8%	58.8%	70.2%	NA	NA				
<i>8AX San Bruno Express</i>	MC	NA	NA	NA	NA	59.7%	59.7%	80.0%	57.1%		
<i>8BX San Bruno Express</i>	MC	NA	NA	NA	NA	72.2%	72.2%	77.2%	42.3%		
<i>8X San Bruno Express</i>	MC	NA	NA	NA	NA	71.4%	71.4%	78.0%	60.9%		
<i>9 San Bruno</i>	MC	70.8%	68.3%	67.7%	73.9%	68.9%	69.9%	70.3%	66.2%		
<i>9BX San Bruno 'B' Exp</i>	MC	66.3%	74.8%	59.7%	63.8%	55.4%	64.0%				
<i>9L San Bruno Limited</i>	MC	NA	NA	NA	NA	74.5%	74.5%	72.7%	74.8%		
<i>9X San Bruno Exp</i>	MC	59.1%	65.0%	56.1%	61.6%	64.7%	61.3%				
<i>10 Townsend</i>	MC	65.9%	73.5%	65.6%	74.5%	73.0%	70.5%				
<i>12 Folsom</i>	MC	67.3%	66.3%	59.8%	73.8%	71.1%	67.6%				
<i>14L Mission Limited</i>	MC	65.9%	73.7%	73.5%	71.6%	80.4%	73.0%				
<i>14X Mission Exp</i>	MC	78.3%	74.8%	75.3%	70.5%	77.3%	75.2%				
<i>16X Noriega Express</i>	MC	NA	NA	NA	NA	68.8%	68.8%	81.5%	76.0%		
<i>17 Parkmerced</i>	MC	64.9%	68.2%	65.9%	60.1%	75.2%	66.8%	70.5%	88.9%		
<i>18 46th Av</i>	MC	75.8%	78.0%	83.8%	80.4%	79.2%	79.4%				
<i>19 Polk</i>	MC	64.3%	63.2%	67.5%	68.5%	74.7%	67.6%	63.9%	65.3%		
<i>20 Columbus</i>	TC			79.0%	95.7%	NA	NA				
<i>21 Hayes</i>	TC	62.0%	71.2%	71.9%	73.3%	77.1%	71.1%	65.4%	77.1%		
<i>22 Fillmore</i>	TC	68.0%	69.8%	72.9%	77.7%	68.7%	71.4%	71.6%	46.6%		

Line/Route <i>High frequency lines/routes (headways of 10 min or less during AM/PM peaks) are shown in italics</i>	Mode	FY06	FY07	FY08	FY09	FY10	Five Year Avg	Cust Observed Schedule Adherence FY11 Q2	Headway Adherence FY11 Q2	% of AM Peak Trips >125% LF FY11 Q2	% of PM Peak Trips >125% LF FY11 Q2
23 Monterey	MC	73.4%	61.0%	74.6%	66.1%	59.6%	66.9%	69.8%	81.8%		
<i>24 Divisadero</i>	TC	71.9%	69.1%	72.5%	72.0%	73.1%	71.7%	78.9%	69.7%		
26 Valencia	MC	66.8%	58.0%	59.5%	69.3%	NA	NA				
27 Bryant	MC	73.3%	70.1%	72.0%	76.6%	71.0%	72.6%				
28 19th Av	MC	68.4%	57.1%	61.4%	64.7%	62.9%	62.9%	57.1%	62.9%		
28L 19th Av Limited	MC	65.1%	69.4%	88.4%	79.6%	88.8%	78.2%	65.2%	92.5%		
29 Sunset	MC	59.0%	58.7%	68.4%	67.4%	68.3%	64.3%				
<i>30 Stockton</i>	TC	75.7%	75.6%	73.6%	81.3%	81.0%	77.4%				
<i>30X Marina Exp</i>	MC	71.3%	74.8%	78.7%	74.7%	78.3%	75.5%				
<i>31 Balboa</i>	TC	70.6%	66.1%	71.2%	72.2%	73.5%	70.7%				
<i>31AX Balboa 'A' Exp</i>	MC	68.2%	70.3%	71.9%	77.0%	70.5%	71.6%				
31BX Balboa 'B' Exp	MC	78.0%	70.0%	69.2%	64.2%	74.4%	71.1%				
33 Stanyan	TC	66.2%	66.8%	64.8%	68.0%	67.8%	66.7%				
35 Eureka	MC	70.4%	78.9%	60.9%	85.9%	76.5%	74.5%	90.0%	100.0%		
36 Teresita	MC	60.5%	60.6%	60.2%	62.3%	70.3%	62.7%				
37 Corbett	MC	71.7%	75.6%	67.2%	80.5%	79.1%	74.8%	74.6%	85.5%		
38 Geary	MC	71.4%	75.1%	72.7%	76.6%	78.1%	74.8%				
38AX Geary 'A' Exp	MC	85.0%	67.4%	78.2%	71.6%	74.6%	75.4%				
<i>38L Geary Limited</i>	MC	59.6%	73.8%	74.4%	74.8%	79.4%	72.4%				
39 Coit	MC	57.4%	37.6%	57.3%	60.8%	57.3%	54.1%	72.2%	96.9%		
<i>41 Union</i>	TC	78.6%	74.9%	76.8%	76.0%	75.8%	76.4%	83.1%	55.7%		
<i>43 Masonic</i>	MC	67.5%	63.5%	69.4%	77.5%	77.7%	71.1%				
44 O'Shaughnessy	MC	69.1%	70.4%	66.0%	63.4%	69.7%	67.7%	67.0%	67.3%		
<i>45 Union-Stockton</i>	TC	65.5%	71.5%	67.6%	75.4%	71.7%	70.3%				
<i>47 Van Ness</i>	MC	74.9%	73.4%	76.9%	76.6%	76.4%	75.6%	68.7%	57.9%		
48 Quintara-24th St	MC	61.7%	72.8%	62.2%	71.5%	66.0%	66.8%	71.3%	76.4%		
<i>49 Van Ness-Mission</i>	TC	62.9%	73.0%	68.6%	75.7%	69.7%	70.0%	71.0%	46.9%		

Line/Route <i>High frequency lines/routes (headways of 10 min or less during AM/PM peaks) are shown in italics</i>	Mode	FY06	FY07	FY08	FY09	FY10	Five Year Avg	Cust Observed Schedule Adherence FY11 Q2	Headway Adherence FY11 Q2	% of AM Peak Trips >125% LF FY11 Q2	% of PM Peak Trips >125% LF FY11 Q2
52 Excelsior	MC	60.0%	83.9%	48.8%	67.8%	67.9%	65.7%	63.5%	81.8%		
53 Southern Heights	MC	78.6%	78.1%	81.0%	71.6%	NA	NA				
54 Felton	MC	52.3%	45.3%	45.4%	50.0%	51.0%	48.8%	60.0%	85.1%		
56 Rutland	MC	68.2%	62.0%	52.3%	84.5%	89.5%	71.3%				
<i>59 Powell-Mason</i>	CC	69.9%	69.8%	68.9%	66.5%	69.1%	68.8%	69.6%	70.2%	0.0%	0.0%
<i>60 Powell-Hyde</i>	CC	68.1%	65.2%	70.1%	67.1%	65.8%	67.2%			0.0%	0.0%
61 California St	CC	72.1%	73.1%	70.3%	70.1%	68.0%	70.7%	69.0%	68.4%	0.0%	0.0%
66 Quintara	MC	70.2%	64.2%	79.3%	76.6%	84.2%	74.9%				
67 Bernal Heights	MC	76.6%	76.9%	69.6%	80.7%	74.8%	75.7%	69.2%	94.7%		
<i>71 Haight-Noriega / 71L Lim</i>	MC	61.9%	64.1%	66.7%	61.2%	64.0%	63.6%				
76 Marin Headlands	MC				54.5%	NA	NA				
80X Gateway Exp	MC	33.3%	87.5%	90.0%	100.0%	90.0%	80.2%	100.0%	NA		
81X Caltrain Exp	MC	62.5%	75.0%	25.0%	70.0%	88.9%	64.3%	55.6%	100.0%		
82X Presidio & Wharves Exp	MC	71.5%	66.4%	62.5%	41.7%	71.1%	62.6%				
88 BART Shuttle	MC	60.3%	63.3%	68.6%	74.0%	85.7%	70.4%	76.9%	100.0%		
89 Laguna Honda	MC	51.8%	56.6%	60.9%	77.4%	NA	NA				
90 Owl	MC	85.8%	72.2%	73.5%	94.4%	76.5%	80.5%	61.1%	100.0%		
91 Owl	MC	65.3%	72.2%	53.8%	65.1%	38.9%	59.1%				
108 Treasure Island	MC	94.7%	94.1%	79.2%	81.8%	77.4%	85.4%				
<i>F Market &amp; Wharves</i>	LRV	65.4%	71.3%	68.9%	69.4%	69.3%	68.8%			0.0%	59.3%
<i>J Church</i>	LRV	61.9%	66.1%	67.1%	67.0%	74.0%	67.2%			0.0%	0.0%
<i>K Ingleside / T Third</i>	LRV	72.1%	74.6%	74.5%	64.6%	76.7%	72.5%	53.7%	44.0%	14.3%	7.1%
<i>L Taraval</i>	LRV	75.7%	73.1%	74.6%	71.7%	75.1%	74.0%	69.9%	66.2%	11.5%	0.0%
<i>M Ocean View</i>	LRV	63.4%	72.2%	65.8%	66.5%	68.3%	67.2%	61.8%	53.3%	0.0%	0.0%
<i>N Judah</i>	LRV	75.8%	72.6%	66.9%	70.5%	76.7%	72.5%			0.0%	3.0%

PSR Category/Type	FY10 Q2	FY10 Q3	FY10 Q4	FY11 Q1	FY11 Q2
<b>100 EMPLOYEE CONDUCT - UNSAFE OPERATION</b>					
101 Running Red Light/Stop Sign	80	67	64	58	41
102 Speeding	59	43	44	54	29
103 Allegedly Under Influence of Drugs/Alcohol	14	7	8	11	10
104 Using Mobile Phone or Radio	28	24	17	14	9
105 Eating/Drinking/Smoking	30	29	11	11	9
106 Collision	52	36	30	41	29
107 Fall Boarding/On Board/Alighting - Injury	95	115	98	73	65
108 General Careless Operation	324	315	291	270	209
<b>Subtotal</b>	<b>682</b>	<b>636</b>	<b>563</b>	<b>532</b>	<b>401</b>
<b>200 EMPLOYEE CONDUCT - INATTENTIVENESS / NEGLIGENCE</b>					
201 Pass Up/Did Not Wait for Transferee	1,323	1,243	1,123	1,029	875
202 Ignored Stop Request	134	132	117	98	91
203 No En Route Announcements	40	250	318	114	52
204 Inadequate Delay Announcements	20	20	21	13	21
205 Offroute/Did Not Complete Route	147	133	113	110	77
206 Not Adhering to Schedule	178	192	155	164	98
207 Refused to Kneel Bus/Lower Steps	126	153	81	71	20
208 Did Not Ask Priority Seats to be Vacated	17	18	9	15	8
209 Did Not Pull to Curb	35	48	43	29	11
210 Refused to Accommodate Service Animal	1	12	7	9	5
211 Unauthorized Stop/Delay	53	61	48	48	34
212 Did Not Enforce Rules/Contact Authorities	102	106	82	97	77
213 General Distraction from Duty	171	198	177	156	101
<b>Subtotal</b>	<b>2,347</b>	<b>2,566</b>	<b>2,294</b>	<b>1,953</b>	<b>1,470</b>

PSR Category/Type	FY10 Q2	FY10 Q3	FY10 Q4	FY11 Q1	FY11 Q2
<b>300 EMPLOYEE CONDUCT - DISCOURTEOUS/INSENSITIVE/INAPPROPRIATE CONDUCT</b>					
301 Discourtesy to Customer	633	551	545	446	420
302 Altercation: Employee/Customer	58	65	41	35	26
303 Fare/Transfer/POP Dispute	178	188	153	131	100
304 Mishandling Funds/Transfers	5	1	6	1	4
305 Refused Vehicle As Terminal Shelter	4	12	12	3	4
306 General Unprofessional Conduct/Appearance	115	147	161	157	175
<b>Subtotal</b>	<b>993</b>	<b>964</b>	<b>918</b>	<b>773</b>	<b>729</b>
<b>400 EMPLOYEE CONDUCT - COMMENDATION</b>					
401 Employee Commendation	450	365	397	412	315
<b>Subtotal</b>	<b>450</b>	<b>365</b>	<b>397</b>	<b>412</b>	<b>315</b>
<b>500 PRODUCTS/SERVICES - CRIMINAL ACTIVITY</b>					
501 Altercation: Miscellaneous	58	42	28	23	16
502 Larceny/Theft	53	61	30	37	39
503 Fare Evasion/Transfer Abuse	33	41	29	23	17
504 Disorderly Conduct/Disturbance	43	44	46	39	47
<b>Subtotal</b>	<b>187</b>	<b>188</b>	<b>133</b>	<b>122</b>	<b>119</b>

PSR Category/Type	FY10 Q2	FY10 Q3	FY10 Q4	FY11 Q1	FY11 Q2
<b>600 PRODUCTS/SERVICES - SERVICE DELIVERY/FACILITIES</b>					
601 Delay/No-Show	1104	1124	915	969	802
602 Bunching	49	30	58	55	40
603 Switchback	29	40	36	44	58
604 Vehicle Appearance	30	43	51	35	25
605 Vehicle Maintenance/Noise	133	115	108	121	104
606 Wheelchair Lift/Securement/Bike Rack Defective	13	10	11	15	8
607 Track/ATCS Maintenance	15	52	67	58	47
608 Station/Stop Appearance/Maintenance	159	142	154	193	185
609 Elevator/Escalator Maintenance	6	11	0	10	9
610 Fare Collection Equipment	52	57	39	32	18
611 Signs, Maps, and Auto-Announcements	112	112	100	90	77
<b>Subtotal</b>	<b>1,702</b>	<b>1,736</b>	<b>1,539</b>	<b>1,622</b>	<b>1,373</b>
<b>700 PRODUCTS/SERVICES - SERVICE PLANNING</b>					
701 Insufficient Frequency	189	118	126	182	143
702 Lines/Routes: Current and Proposed	424	461	270	128	35
703 Stop Changes	64	38	50	41	38
704 Shelter Requests	35	32	35	61	47
<b>Subtotal</b>	<b>712</b>	<b>649</b>	<b>481</b>	<b>412</b>	<b>263</b>
<b>800 PRODUCTS/SERVICES - MISCELLANEOUS</b>					
801 NextMuni/Technology	278	272	271	24	264
802 Advertising/Marketing	20	23	17	289	12
803 Personal Property Damage	12	6	9	13	7
804 Fare Media Issues	127	163	104	11	153
805 System Commendation	39	15	23	162	24
806 Muni Rules and Regulations			5	33	28
807 Unclassifiable			2	32	30
<b>Subtotal</b>	<b>476</b>	<b>479</b>	<b>431</b>	<b>564</b>	<b>518</b>
<b>GRAND TOTAL</b>	<b>7,549</b>	<b>7,583</b>	<b>6,756</b>	<b>6,390</b>	<b>5,188</b>

Element	FY10 Q2	FY10 Q3	FY10 Q4	FY11 Q1	FY11 Q2
<b>SFPD REPORTED CRIMES</b>					
<b>Part I Crimes (Violent)</b>					
Homicide	0	0	0	0	0
Rape	0	0	0	0	0
Robbery	62	49	33	40	57
Aggravated Assault	10	12	8	11	13
<i>Subtotal</i>	<i>72</i>	<i>61</i>	<i>41</i>	<i>51</i>	<i>70</i>
<b>Part I Crimes (Property)</b>					
Burglary	0	2	0	0	1
Larceny/Theft	175	125	125	131	143
Motor Vehicle Theft	1	0	0	0	0
Arson	0	1	0	0	0
<i>Subtotal</i>	<i>176</i>	<i>128</i>	<i>125</i>	<i>131</i>	<i>144</i>
<b>Part II Crimes</b>					
Other Assault	49	38	35	64	49
Malicious Mischief	14	31	18	14	20
Weapons	3	6	8	4	6
Sex Offenses	2	0	1	2	4
Disorderly Conduct	0	2	2	1	1
Drunkenness	1	3	1	1	4
<i>Subtotal</i>	<i>69</i>	<i>80</i>	<i>65</i>	<i>86</i>	<i>84</i>
<b>Total</b>	<b>317</b>	<b>269</b>	<b>231</b>	<b>268</b>	<b>298</b>
<b>OTHER SECURITY INCIDENTS</b>					
Threats	48	46	71	44	23
Disturbances	98	128	103	167	140
Graffiti/Vandalism	85	85	149	175	107
Miscellaneous	30	17	19	23	12
<b>Total</b>	<b>261</b>	<b>276</b>	<b>342</b>	<b>409</b>	<b>282</b>