

SFMTA

Municipal Transportation Agency

FY08-Q1 SERVICE STANDARDS REPORT

December 4, 2007

A	OPERATIONAL EFFICIENCY	FY07 ACTUAL	Q1 FY08 ACTUAL	FY08 GOAL
A1 pp. 6-11	On-time performance	70.8%	70.8%	≥ 85%
	Scheduled headway adherence	60.5%	63.7%	≥ 85%
A2 pp. 12-17	Scheduled service hours delivered	94.3%	95.2%	≥ 98.5%
	Equipment available	99.87%	99.87%	NA
	Operators available	94.4%	95.4%	NA
	Late pull-outs	0.5%	0.5%	NA
A3 p. 18	Pass-ups % of vehicles unable to pick up passengers due to crowding	1.30%	0.43%	≤ 5%
A4 p. 18	Load factors # of lines exceeding target load factor during peak periods	6 <i>Quarterly average</i>	9	NA
A5 p. 19	Vehicles available	99.1% AM 99.1% PM	99.96% AM 99.96% PM	99.0%
A6 p. 20	Unscheduled absences	MUNI Admin, Maint, Operations; DPT Citations, Enforcement, Shops	MUNI Operations; DPT Citations	<i>Due to variety of goals, please refer to page 16 for details</i>
		MUNI Transit Operators	MUNI Admin; DPT Enforcement	
		DPT Admin, Engineering	MUNI Maint, Transit Operators; DPT Admin, Engineering, Shops	
A7 pp. 21-22	Mean distance between failure	Flynn, Woods	Cable Car, Potrero Artic	<i>Due to variety of goals, please refer to page 17 for details</i>
		Kirkland	Woods	
		Potrero Artic/Std, Presidio, Green, Historic Streetcar, Cable Car	Green, Historic Streetcar, Potrero Std, Presidio, Flynn, Kirkland	

LEGEND	Met goal ≥ 100% of goal	Near goal within 90% of goal	Below goal < 90% of goal	No goal No specific goal
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A	OPERATIONAL EFFICIENCY continued	FY07 ACTUAL	Q1 FY08 ACTUAL	FY08 GOAL
A8 p. 22	Vacancy rate for service critical positions	1.9%	2.4%	≤ 5%
A9 p. 23	Traffic and parking control requests % investigated and responded to within 90 days	85%	92%	≥ 82%
A10 p. 23	Color curb applications % reviewed and responded to within 30 days	72%	47%	≥ 90%
A11 p. 24	Parking meter malfunction reports % responded to within 48 hours	83%	86%	≥ 85%
A12 p. 24	Hazardous traffic sign reports % responded to and repaired within 24 hours	98%	100%	≥ 98%
A13 p. 25	Hazardous traffic signal reports % responded to and repaired within 2 hours	91%	95%	≥ 92%
A14 p. 25	Traffic lane lines, bus zones, and crosswalks % maintained	13.2%	18.6%	≥ 10%

B	FINANCIAL STABILITY (annually reported standards)			
B1 p. 27	Passengers carried	206,352,000*	NA	1.5% increase
B2 p. 28	Fare revenue	\$142,500,000*	NA	1.5% increase
	Average fare per passenger	\$0.54*	NA	NA
B3 p. 28	Fully allocated service cost per mode	Results will be available in December 2007.	NA	NA
B4 p. 29	Productivity NEW # of boardings per revenue service hour	NA	Results will be available in Autumn 2008.	NA

*Unaudited results

LEGEND	Met goal ≥ 100% of goal	Near goal within 90% of goal	Below goal < 90% of goal	No goal No specific goal
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B	FINANCIAL STABILITY (annually reported standards)	FY07 ACTUAL	Q1 FY08 ACTUAL	FY08 GOAL
B5 p. 29	Cost effectiveness NEW Operating cost per revenue service hour	NA	Results will be available in Autumn 2008.	NA
C CUSTOMER SERVICE				
C1 p. 31	Overall customer satisfaction Rider survey			
	Operator helpfulness Rider survey	Results will be available in early 2008.		Year over year improvement
	Communication with riders Rider survey		NA	
	Vehicle cleanliness Rider survey			
	Vehicle cleanliness NEW Quarterly fleet assessment results	80% (Q4)	77%	≥ 85%
C2 p. 32-33	Operator complaint resolution rate % resolved within 30 days	68%	74%	≥ 75%
C3 p. 34	Operator training # of hours	100,582 (9,919 in Q4)	23,970	≥ 50,000
C4 p. 34	Passenger and vehicle accidents Collisions, passenger accidents, dewirements, and derailments	2,256 (536 in Q4)	684	≤ 2,172
C5 p. 35	Security incidents	1,133 (302 in Q4)	301	≤ 1,076
C6 p. 36	Abandoned automobile reports % responded to within 48 hours	99%	98%	100%

LEGEND	Met goal ≥ 100% of goal	Near goal within 90% of goal	Below goal < 90% of goal	No goal No specific goal
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C	CUSTOMER SERVICE continued	FY07 ACTUAL	Q1 FY08 ACTUAL	FY08 GOAL
C7 p. 36	Walk-in citation and residential parking permit customers % served within 20 minutes	93%	97%	≥ 80%
C8 p. 37	Administrative citation hearing customers % served within 10 minutes	68%	83%	≥ 80%
C9 p. 37	Residential parking permit customers % of applications returned to residents within 21 days	94%	94%	≥ 95%

D	EMPLOYEE SATISFACTION			
D1 p. 39	Grievances	Transit Operators: 66 <i>(9 in Q4)</i> Maint/Misc Empl: 35 <i>(10 in Q4)</i>	Transit Operators: 22 Maint/Misc Empl: 5	NA
D2 p. 40	Operator grievance resolution rate % of grievances resolved within 90 days <i>(FY07: ≥ 75% in 45 days)</i>	96%	100%	≥ 90%
D3 p. 41	Working relationship with supervisor Annual employee survey	Results will be available in early 2008.	NA	<i>Year over year improvement</i>
	Communication within division Annual employee survey			
	Work effort appreciated by SFMTA management Annual employee survey			
	Work effort appreciated by public Annual employee survey			

LEGEND	Met goal ≥ 100% of goal	Near goal within 90% of goal	Below goal < 90% of goal	No goal No specific goal
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A Operational Efficiency

A1 ON-TIME PERFORMANCE

GOAL  $\geq 85\%$ (as mandated by Charter)

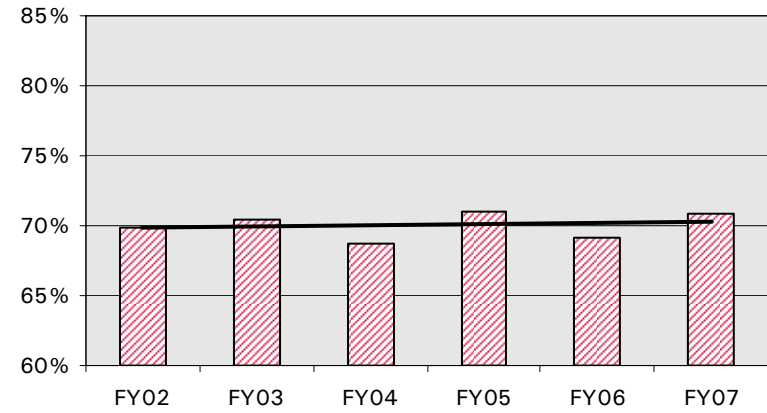
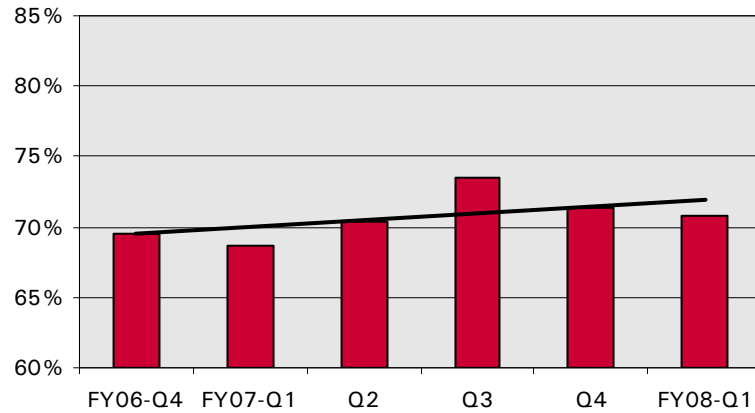
Systemwide

Quarter over quarter

Year over year

FY07-Q1 68.7% **FY07-Q4 71.3%** **FY08-Q1 70.8%**

FY06 69.2% **FY07 70.8%**



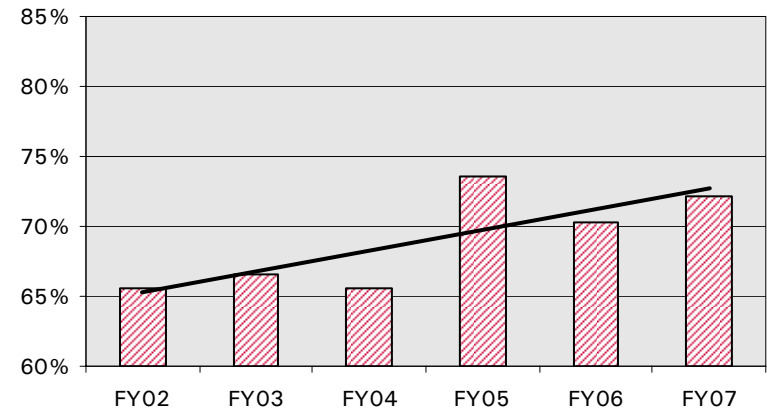
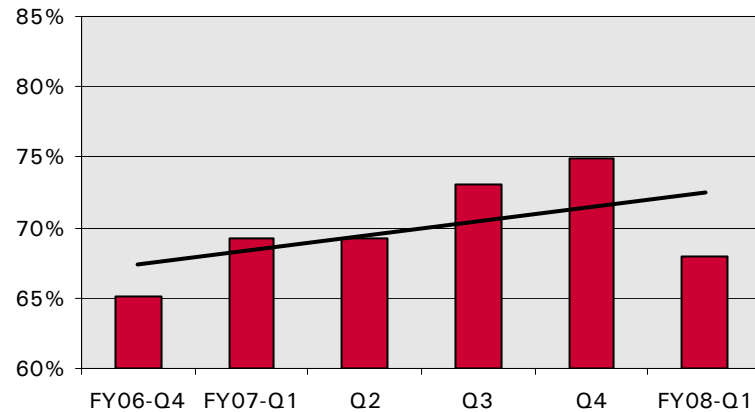
LRV

Quarter over quarter


Year over year

FY07-Q1 69.2% **FY07-Q4 74.9%** **FY08-Q1 68.0%**

FY06 70.3% **FY07 72.1%**



A1 ON-TIME PERFORMANCE continued

GOAL  $\geq 85\%$ (as mandated by Charter)

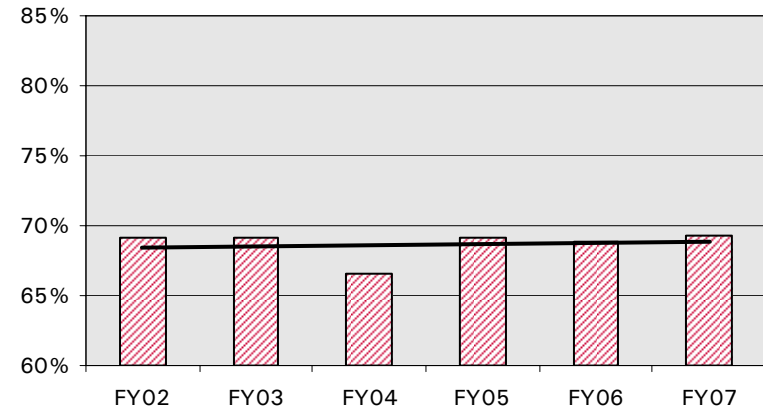
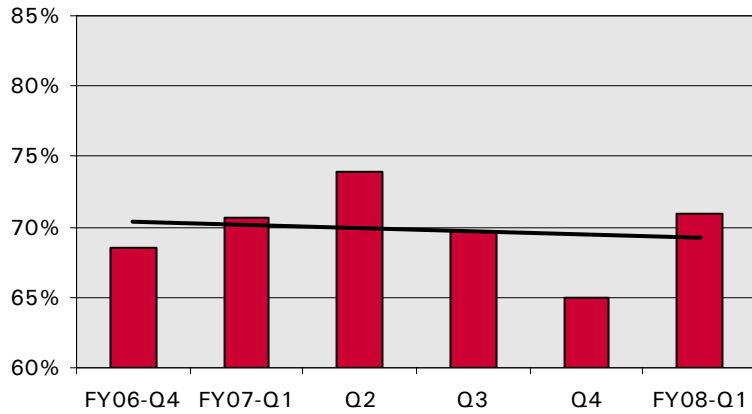
Cable Car

Quarter over quarter

Year over year

FY07-Q1 70.6% **FY07-Q4** 65.0% **FY08-Q1** 71.0%

FY06 68.9% **FY07** 69.3%



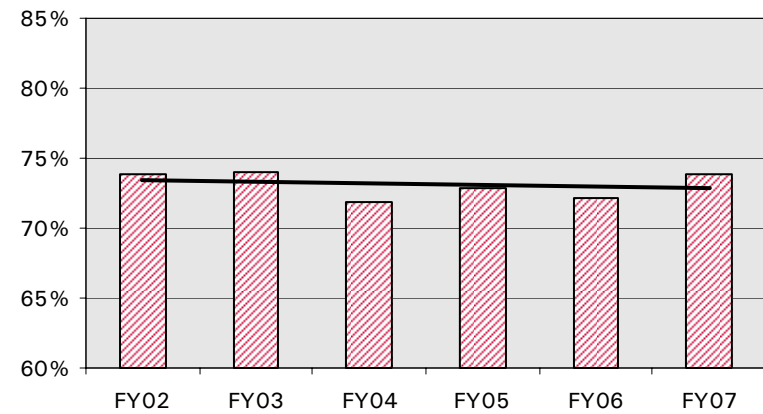
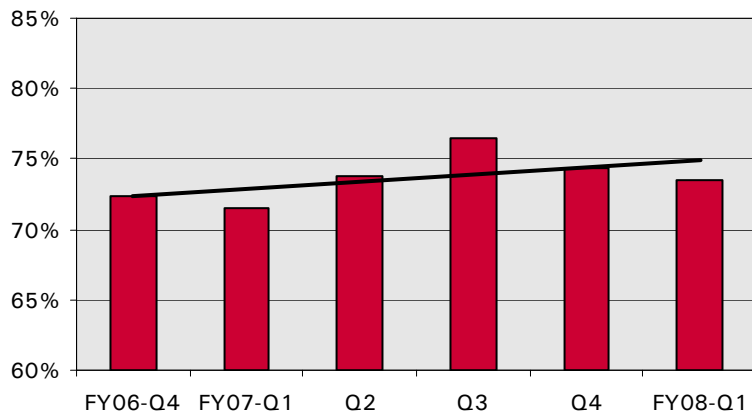
Trolley Coach

Quarter over quarter

Year over year

FY07-Q1 71.5% **FY07-Q4** 74.3% **FY08-Q1** 73.5%

FY06 72.2% **FY07** 73.9%



A1 ON-TIME PERFORMANCE continued

GOAL 🎯 $\geq 85\%$ (as mandated by Charter)

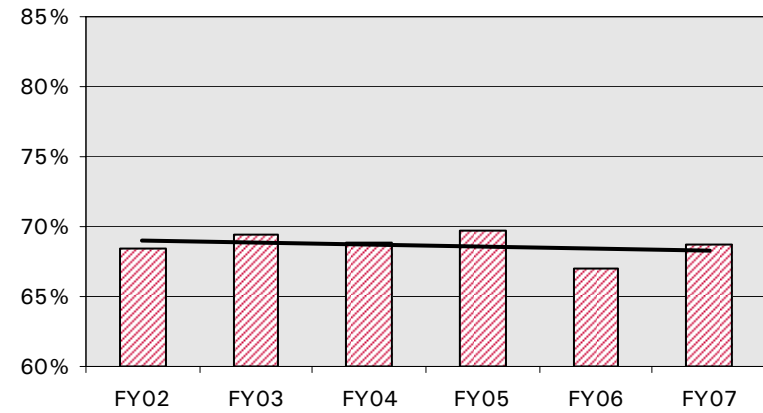
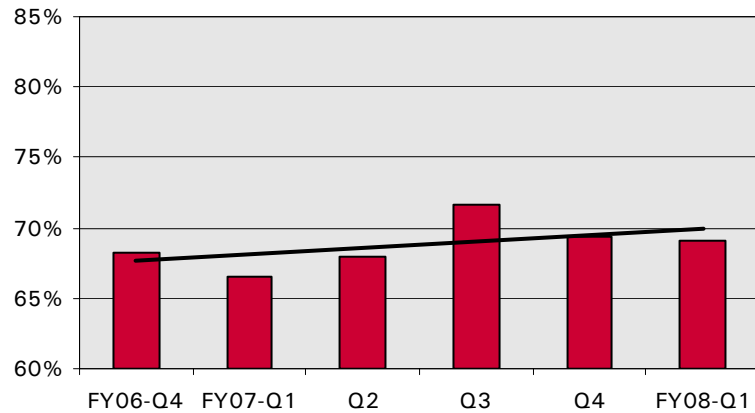
Motor Coach

Quarter over quarter

Year over year

FY07-Q1 66.6% **FY07-Q4** 69.4% **FY08-Q1** 69.1%

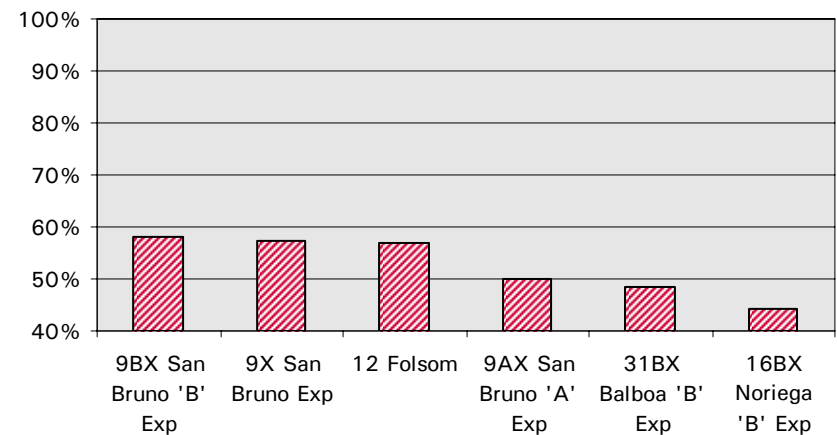
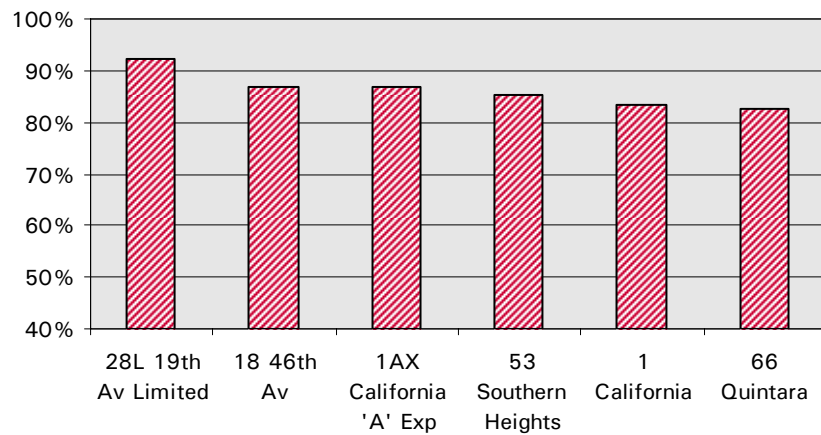
FY06 67.0% **FY07** 68.7%



By Line (among lines measured in FY08-Q1)

Leading

Lagging



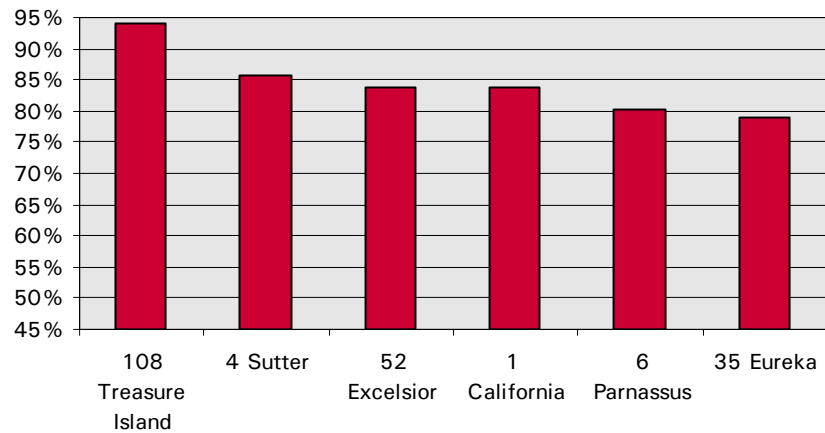
*The 80X Gateway Exp, 81X Caltrain Exp, 82X Presidio and Wharves Exp, and 89 Laguna Honda are not included in the rankings by line. Ridership results are unaudited.

A1 ON-TIME PERFORMANCE continued

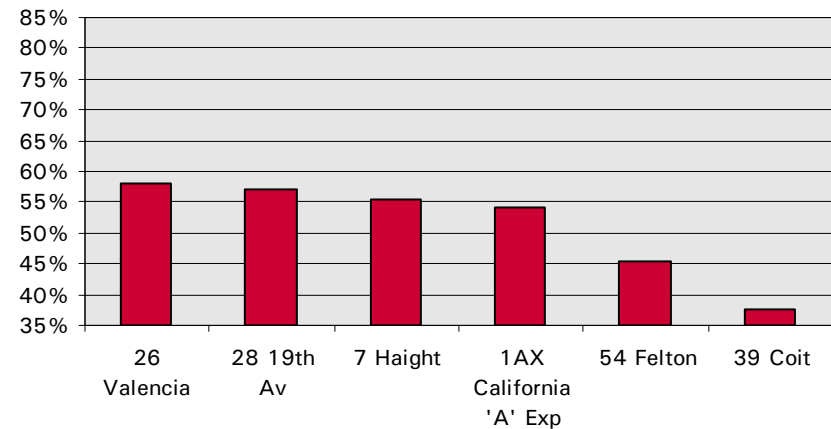
GOAL 🎯 $\geq 85\%$ (as mandated by Charter)

By Line (FY07)

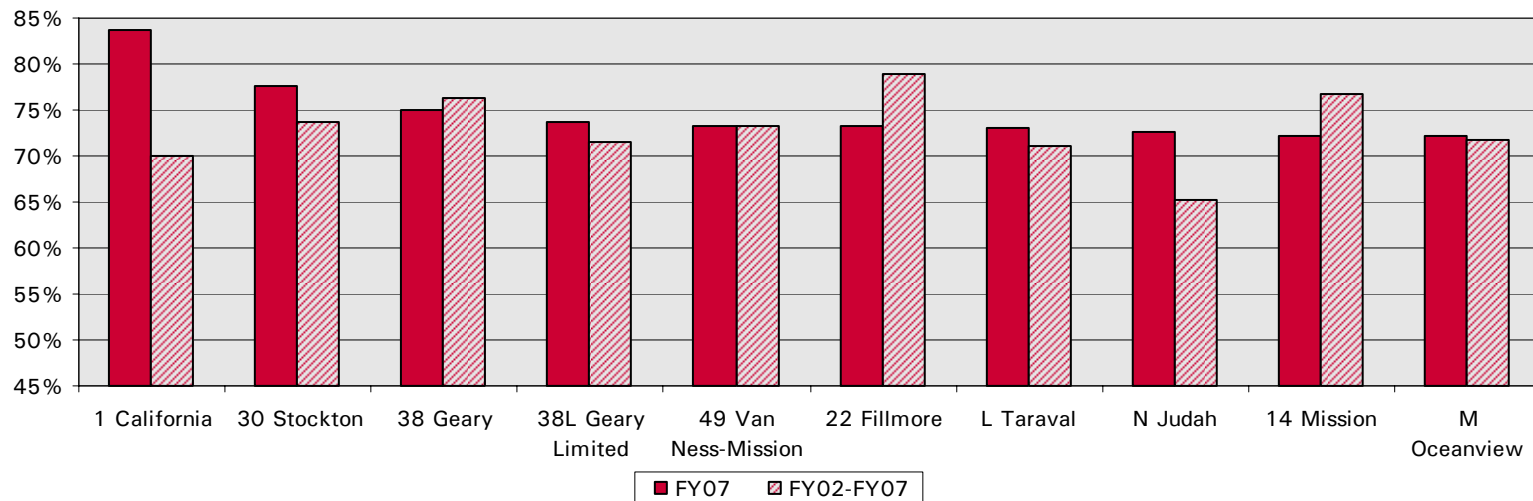
Leading



Lagging



By Line (Top 10 lines in terms of ridership – FY07, FY02-FY07)



*The 80X Gateway Exp, 81X Caltrain Exp, 82X Presidio and Wharves Exp, and 89 Laguna Honda are not included in the rankings by line. Ridership is based on preliminary/un-audited figures.

A1 SCHEDULED HEADWAY ADHERENCE

GOAL $\geq 85\%$ within lesser of $\leq 30\%/10$ min

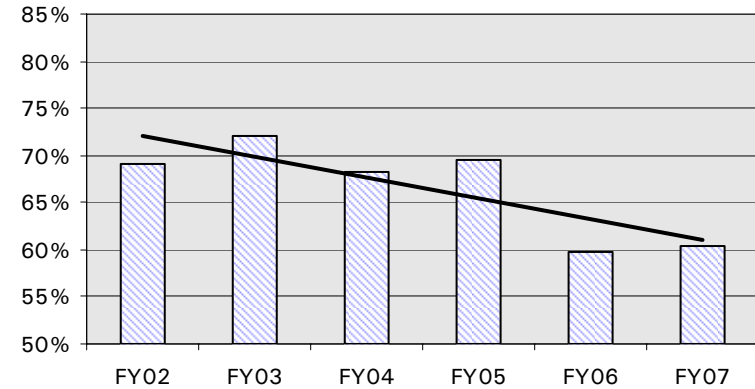
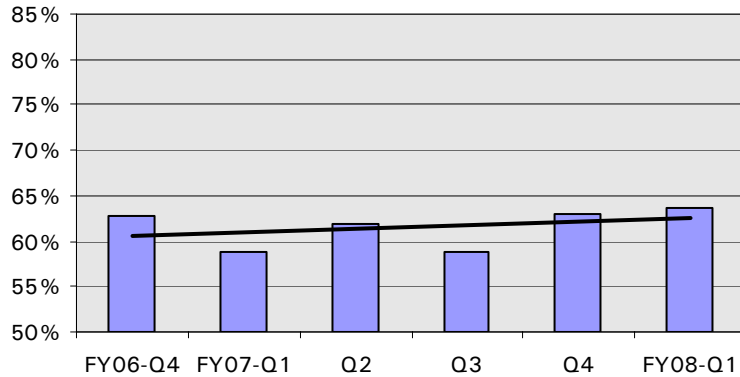
Systemwide

Quarter over quarter

Year over year

FY07-Q1 58.9% **FY07-Q4** 63.0% **FY08-Q1** 63.7%

FY06 59.8% **FY07** 60.5%



LRV

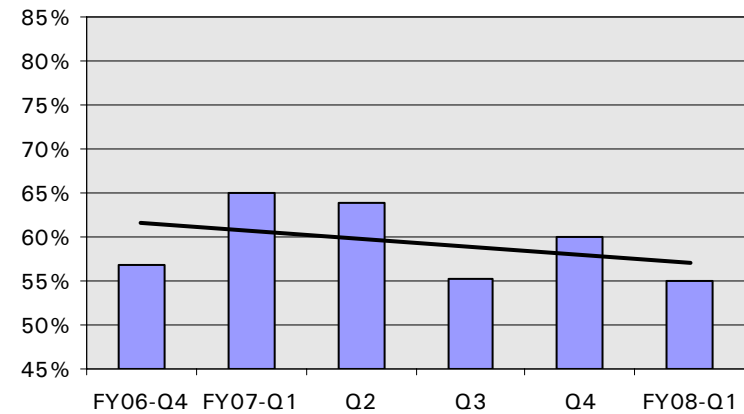
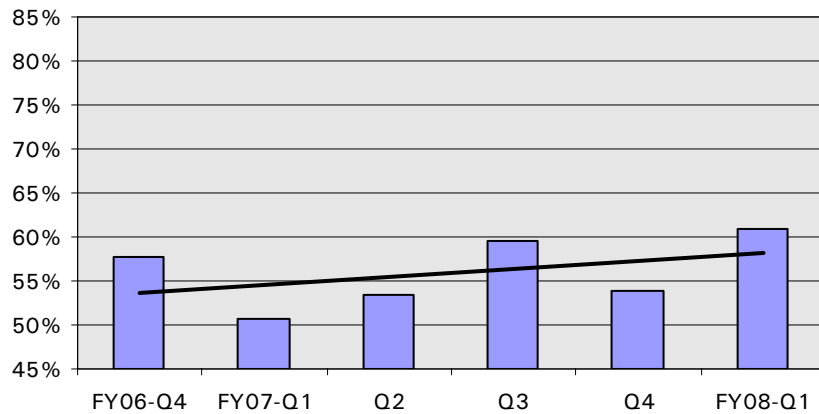
Cable Cars

Quarter over quarter

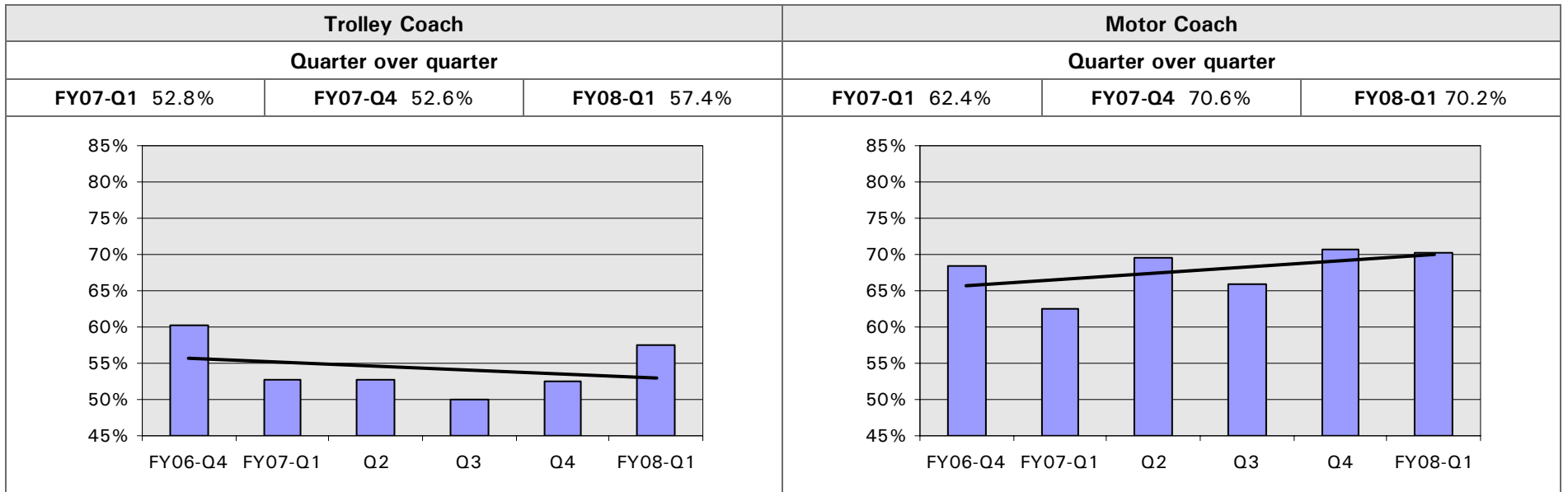
Quarter over quarter

FY07-Q1 50.6% **FY07-Q4** 53.9% **FY08-Q1** 63.7%

FY07-Q1 65.1% **FY07-Q4** 60.1% **FY08-Q1** 55.0%



A1 SCHEDULED HEADWAY ADHERENCE continued **GOAL** $\geq 85\%$ within lesser of $\leq 30\%/10$ min



A2 SCHEDULED SERVICE HOURS DELIVERED

GOAL $\geq 98.5\%$ (as mandated by Charter)

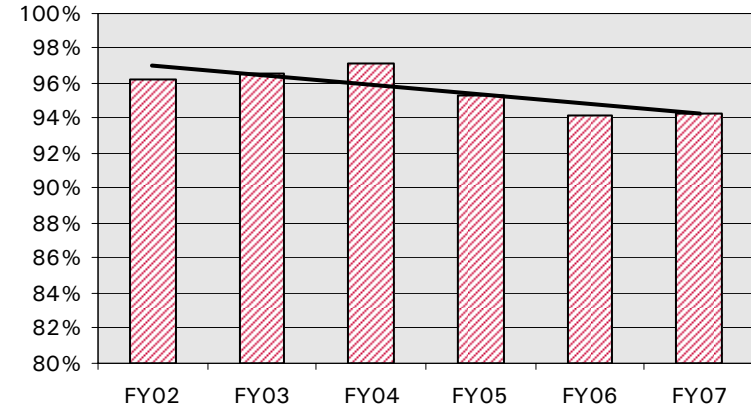
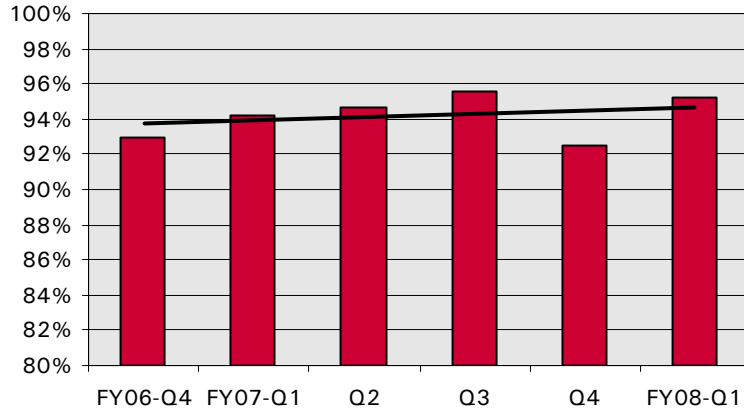
Systemwide

Quarter over quarter

Year over year

FY07-Q1 94.2% **FY07-Q4** 92.5% **FY08-Q1** 95.2%

FY06 94.2% **FY07** 94.3%



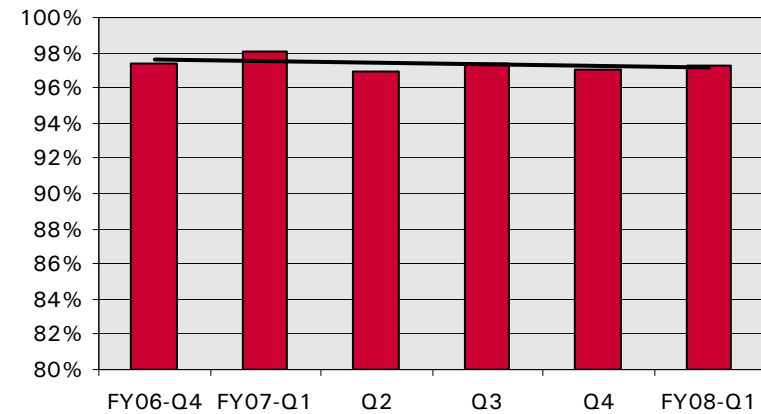
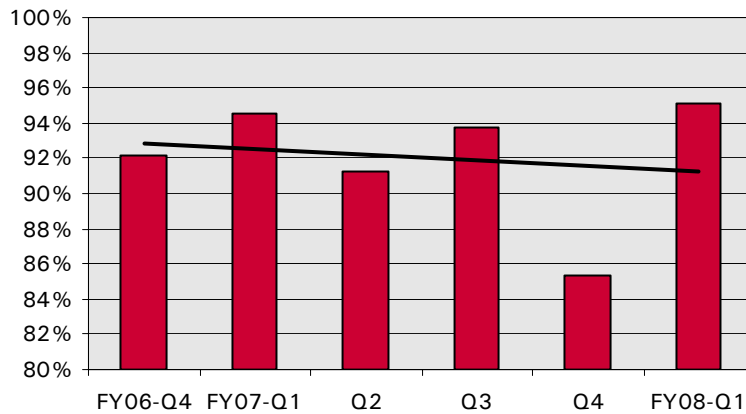
Rail

LRV quarter over quarter

Cable Car quarter over quarter

FY07-Q1 94.6% **FY07-Q4** 85.3% **FY08-Q1** 95.1%

FY07-Q1 98.1% **FY07-Q4** 97.1% **FY08-Q1** 97.3%



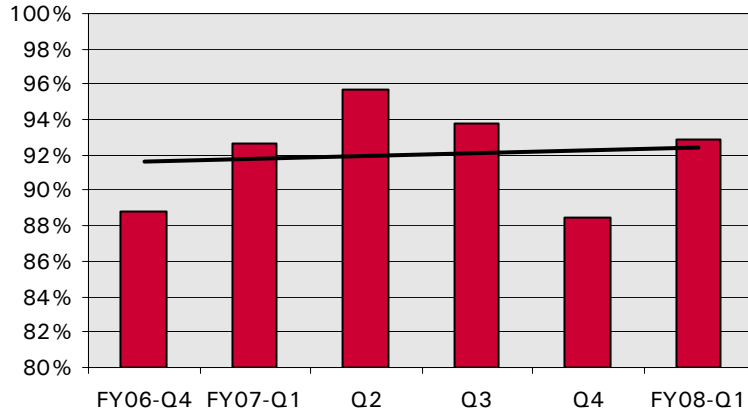
A2 SCHEDULED SERVICE HOURS DELIVERED continued

GOAL $\geq 98.5\%$ (as mandated by Charter)

Trolley Coach

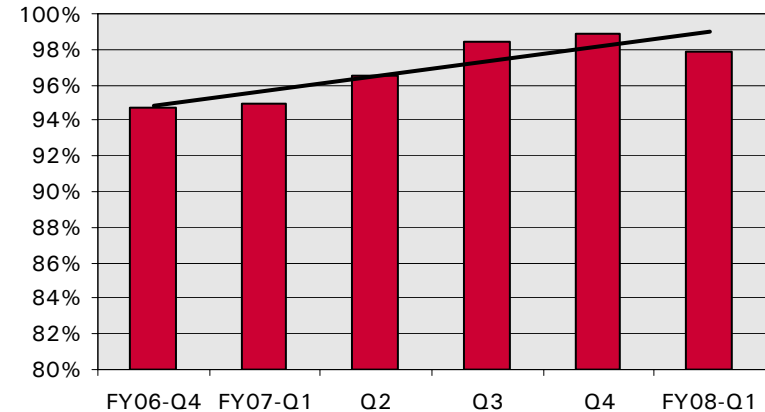
Potrero quarter over quarter

FY07-Q1 92.7% **FY07-Q4** 88.5% **FY08-Q1** 92.9%



Presidio quarter over quarter

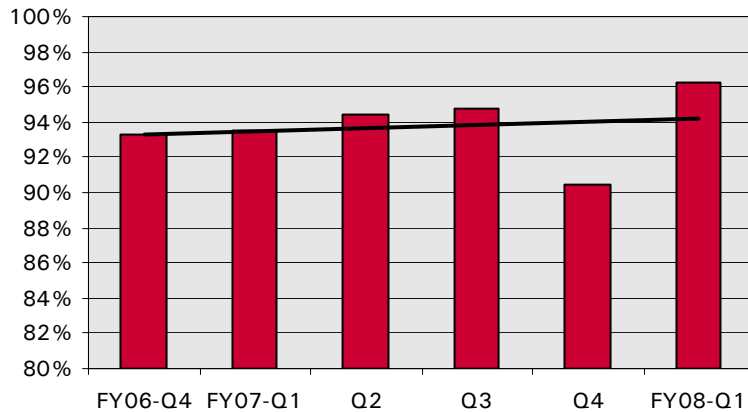
FY07-Q1 94.9% **FY07-Q4** 98.9% **FY08-Q1** 97.9%



Motor Coach

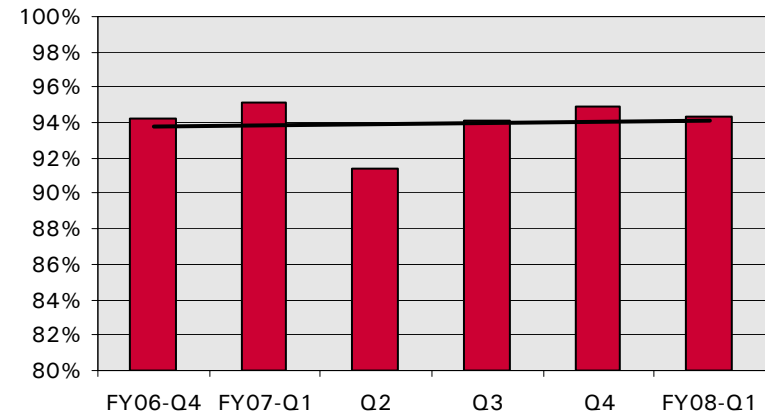
Flynn quarter over quarter

FY07-Q1 93.5% **FY07-Q4** 90.4% **FY08-Q1** 96.2%




Kirkland quarter over quarter

FY07-Q1 95.1% **FY07-Q4** 94.9% **FY08-Q1** 94.3%



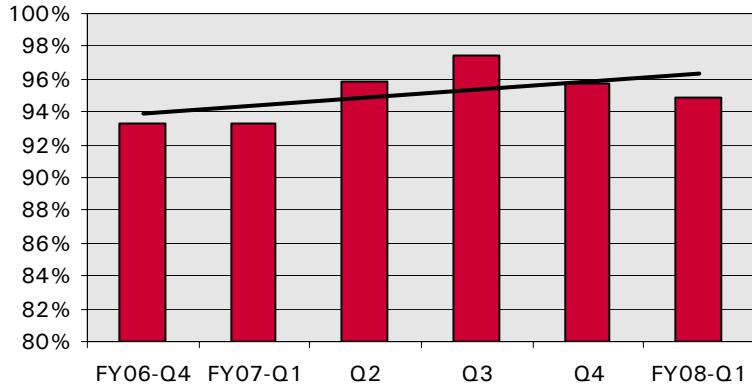
A2 SCHEDULED SERVICE HOURS DELIVERED continued

GOAL  $\geq 98.5\%$ (as mandated by Charter)

Motor Coach continued

Woods quarter over quarter

FY07-Q1 93.3% **FY07-Q4** 95.7% **FY08-Q1** 94.9%



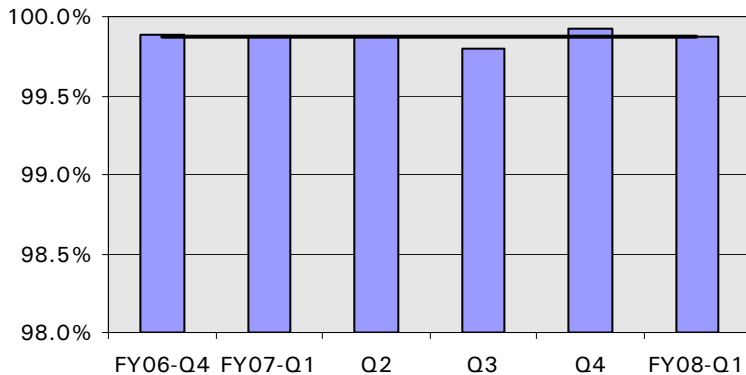
A2 EQUIPMENT AVAILABLE

GOAL 

Systemwide

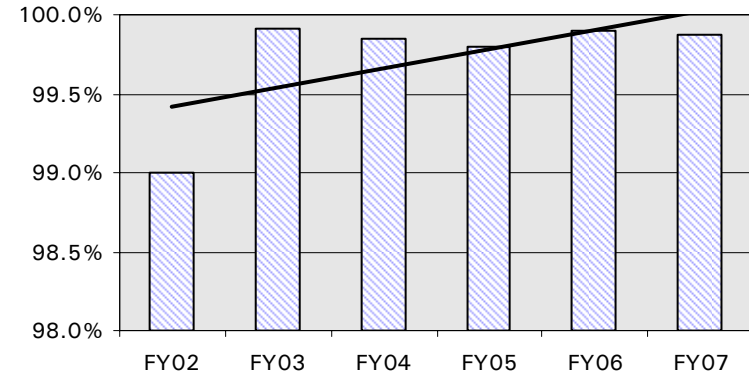
Quarter over quarter

FY07-Q1 99.87% **FY07-Q4** 99.92% **FY08-Q1** 99.87%



Year over year

FY06 99.90% **FY07** 99.87%



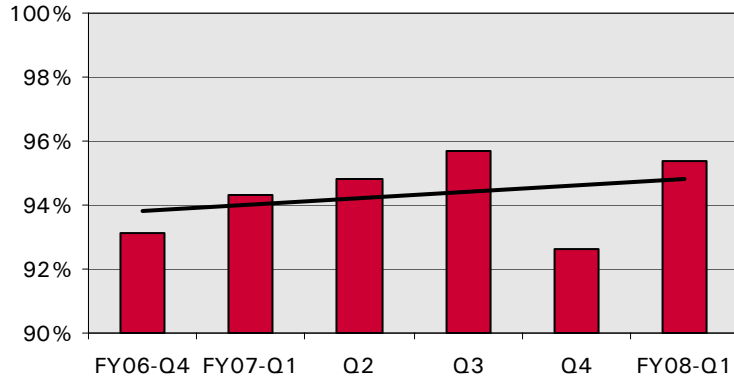
A2 OPERATORS AVAILABLE

GOAL ↻

Systemwide

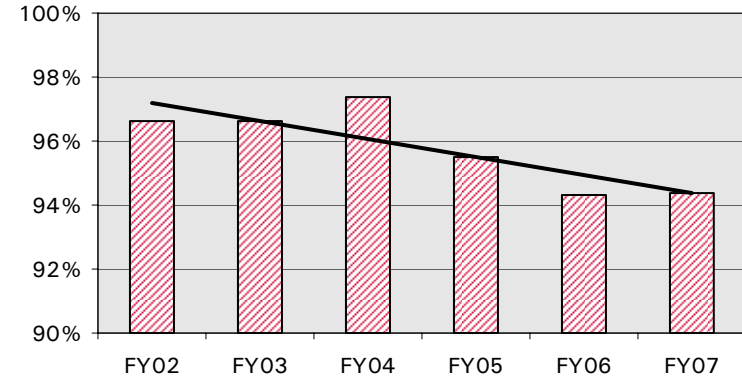
Quarter over quarter

FY07-Q1 94.3% **FY07-Q4 92.6%** **FY08-Q1 95.4%**



Year over year

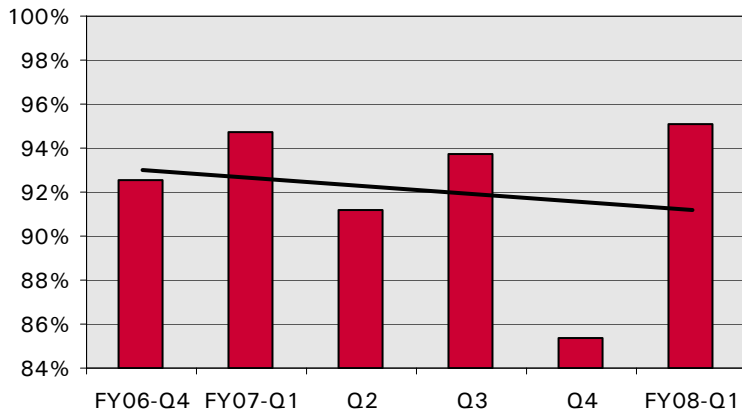
FY06 94.3% **FY07 94.4%**



Rail

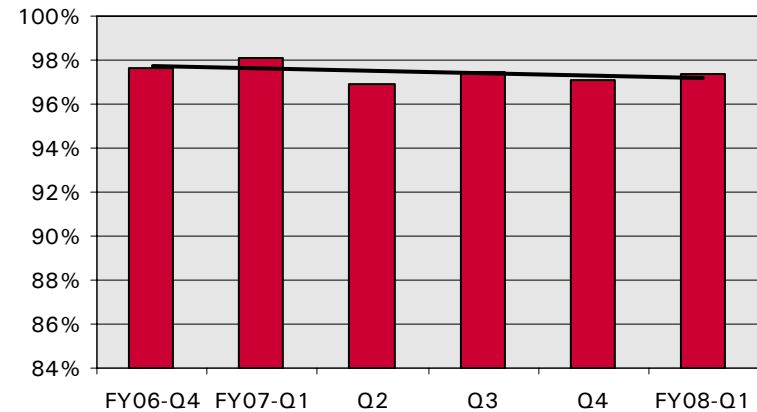
LRV [Green & F-Line] quarter over quarter

FY07-Q1 94.7% **FY07-Q4 85.4%** **FY08-Q1 95.1%**



Cable Car quarter over quarter

FY07-Q1 98.1% **FY07-Q4 97.1%** **FY08-Q1 97.4%**



A2 OPERATORS AVAILABLE continued

GOAL ↻

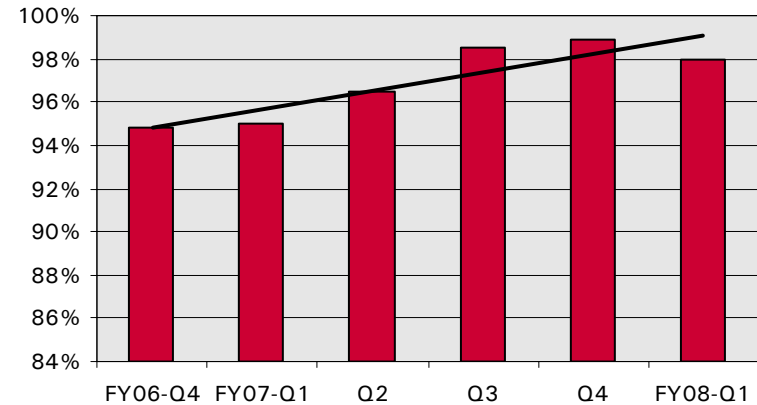
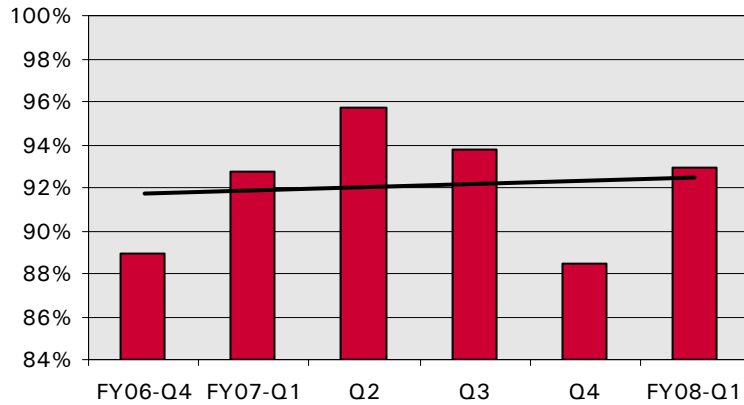
Trolley Coach

Potrero quarter over quarter

Presidio quarter over quarter

FY07-Q1 92.7% **FY07-Q4 88.5%** **FY08-Q1 92.9%**

FY07-Q1 95.0% **FY07-Q4 98.9%** **FY08-Q1 98.0%**



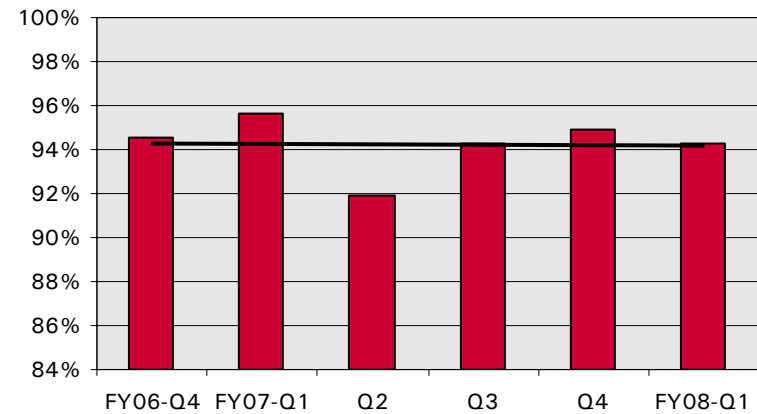
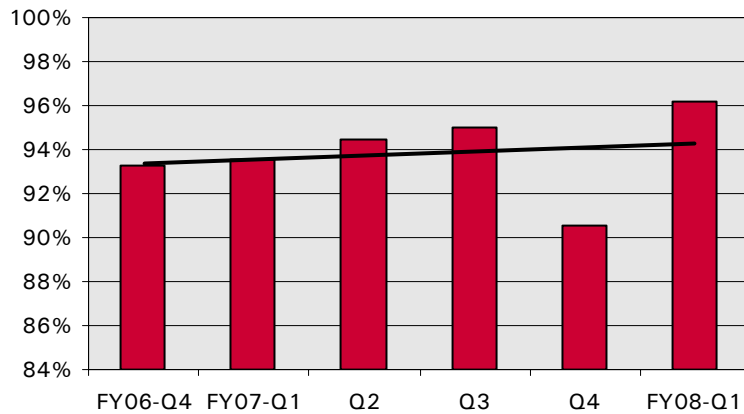
Motor Coach

Flynn quarter over quarter

Kirkland quarter over quarter

FY07-Q1 93.5% **FY07-Q4 90.5%** **FY08-Q1 96.2%**

FY07-Q1 95.6% **FY07-Q4 94.9%** **FY08-Q1 94.3%**

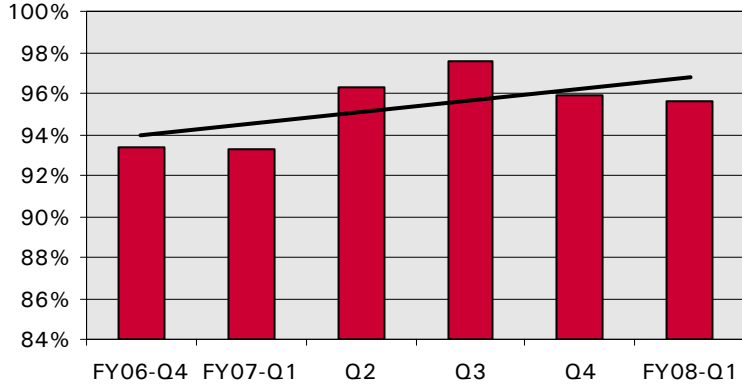


A2 OPERATORS AVAILABLE continued

Motor Coach continued

Woods quarter over quarter

FY07-Q1 93.3%	FY07-Q4 95.9%	FY08-Q1 95.6%
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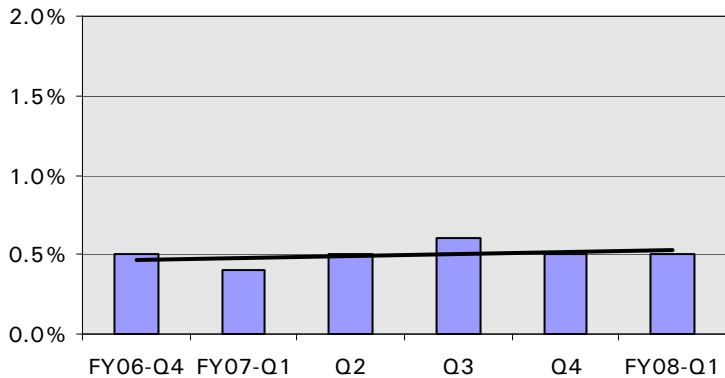
A2 LATE PULL-OUTS % of scheduled/executed runs that were late

GOAL

Systemwide

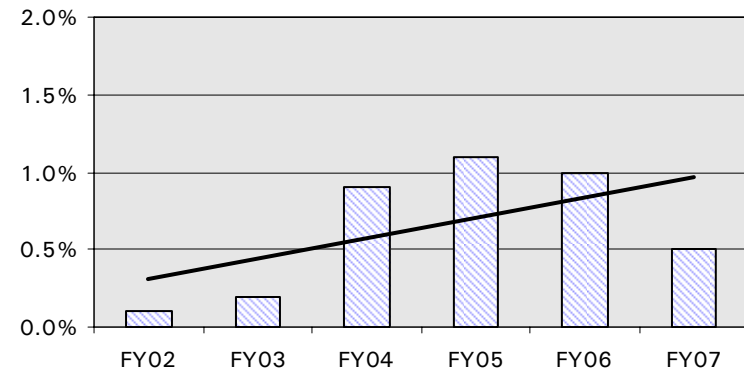
Quarter over quarter

FY07-Q1 0.4%	FY07-Q4 0.5%	FY08-Q1 0.5%
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Year over year

FY06 1.0%	FY07 0.5%
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A3 PASS-UPS: % of vehicles unable to pick up passengers due to crowding

GOAL $\leq 5\%$

Systemwide				
Lines monitored in FY08-Q1			Year over year	
Line / Location	Time/Direction	% Pass-Ups	FY06 1.63%	FY07 1.30%
N Judah Duboce/Church	AM inbound	0.00%		
12 Folsom Pacific/Jones	AM outbound	0.00%		
29 Sunset Geneva/Balboa Park BART	AM inbound	0.00%		
38L Geary Limited Geary/Leavenworth	PM outbound	0.71%		
71 Haight-Noriega / 71L Limited Haight/Gough	PM outbound	2.27%		
TOTAL PASS-UP RATE		0.43%		

A4 LOAD FACTORS: # of lines exceeding target load factor during peak periods

GOAL ≤ 9

Systemwide				
Lines exceeding load factor in FY08-Q1		Lines exceeding load factor quarter over quarter		
Line	Load Factor	FY07-Q1 6	FY07-Q4 7	FY08-Q1 9
41 Union	110.70%			
9BX San Bruno 'B' Exp	109.90%			
29 Sunset	104.60%			
9AX San Bruno 'A' Exp	99.30%			
31AX Balboa 'A' Exp	87.10%			
61 California St Cable Car	86.30%			
1 California	86.20%			
45 Union-Stockton	86.20%			
24 Divisadero	85.60%			

A5 VEHICLES AVAILABLE

GOAL $\geq 99.0\%$

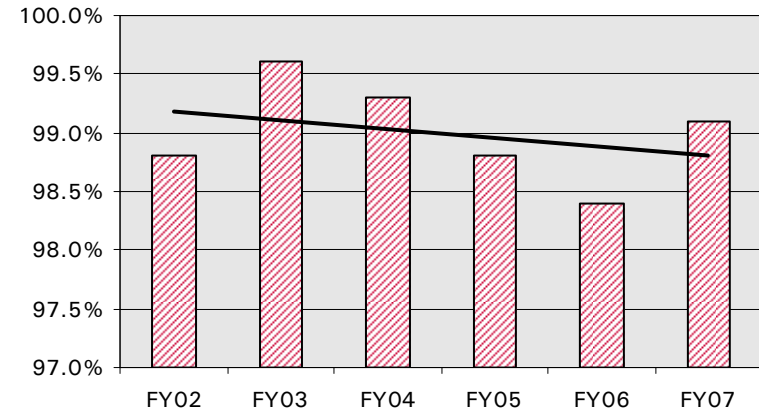
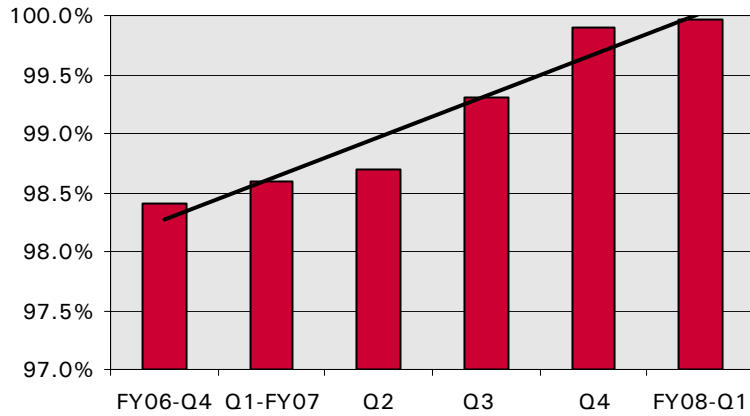
Systemwide – AM Availability

Quarter over quarter

Year over year

FY07-Q1 98.6% **FY07-Q4 99.9%** **FY08-Q1 99.96%**

FY06 98.4% **FY07 99.1%**



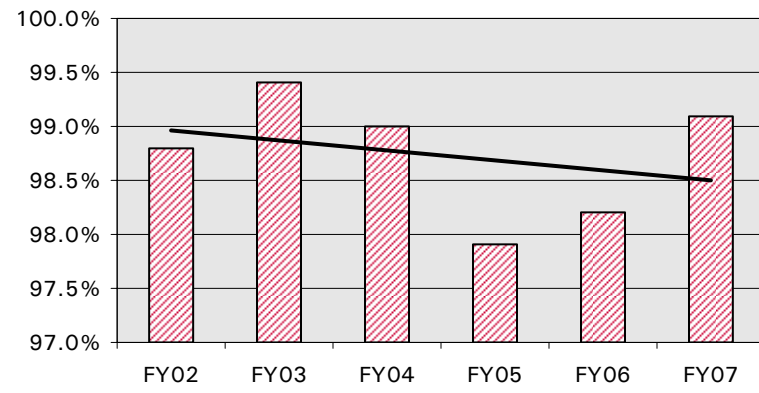
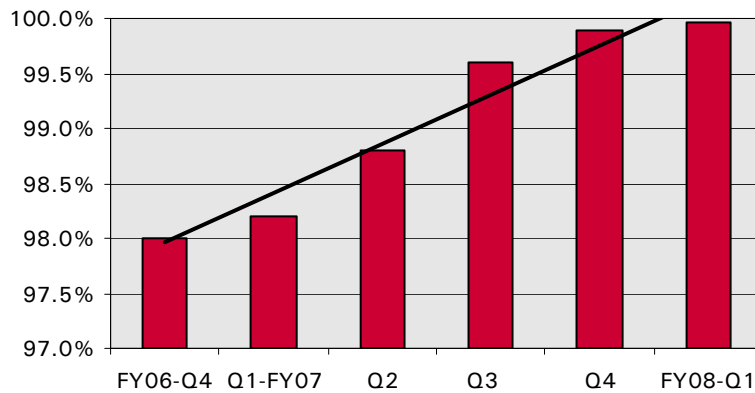
Systemwide – PM Availability

Quarter over quarter

Year over year

FY07-Q1 98.2% **FY07-Q4 99.9%** **FY08-Q1 99.96%**

FY06 98.2% **FY07 99.1%**



A6 % UNSCHEDULED ABSENCES

GOALS *U see below*

Municipal Railway [FY08 Goals: Admin 5.5%; Maint 7.0%; Ops 6.9%; Operators 10.7%]

Quarter over quarter

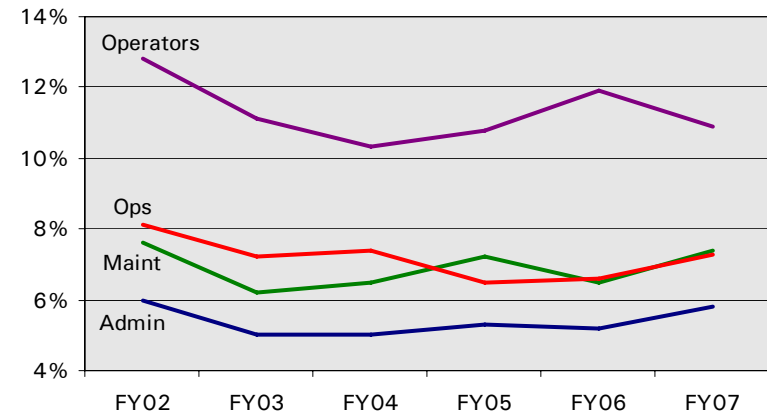
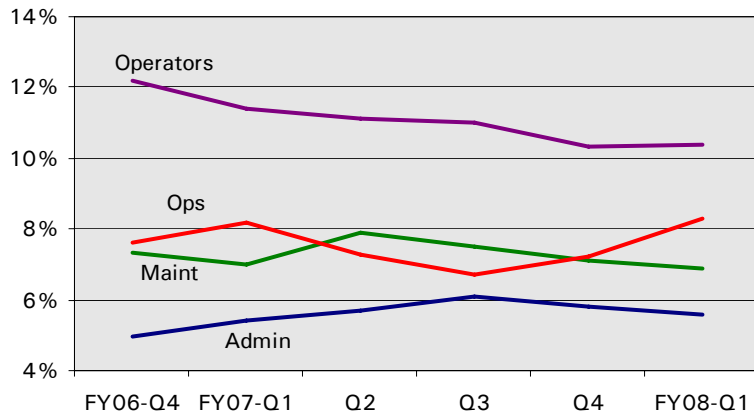
Year over year

FY07-Q4 Admin 5.8%, Maint 7.1%, Ops 7.2%, Operators 10.3%

FY08-Q1 Admin 5.6%, Maint 6.9%, Ops 8.3%, Operators 10.4%

FY06 Admin 5.2%, Maint 6.5%, Ops 6.6%, Operators 11.9%

FY07 Admin 5.8%, Maint 7.4%, Ops 7.3%, Operators 10.9%



Department of Parking and Traffic [FY08 Goals: Admin 4.0%, Citations 7.4%, Enforcement 15.7%, Engineering 5.5%, Shops 11.1%]

Quarter over quarter

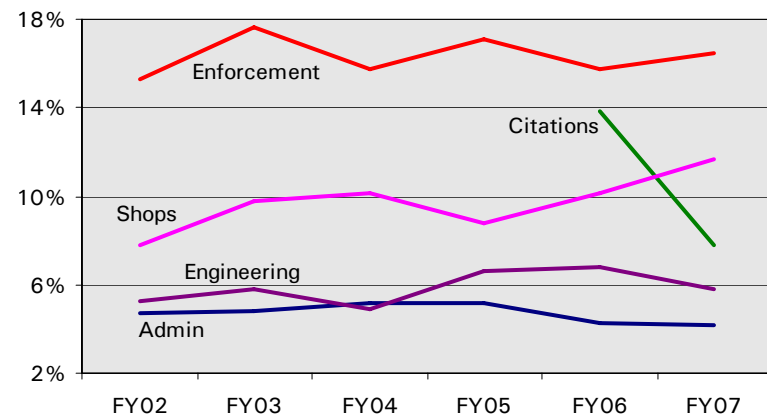
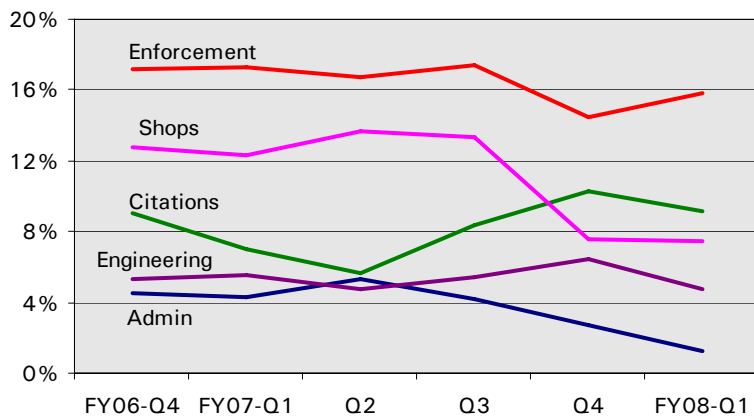
Year over year

FY07-Q4 Admin 2.7%, Citations 10.3%, Enforce 14.5%, Eng 6.4%, Shops 7.6%

FY08-Q1 Admin 1.2%, Citations 9.2%, Enforce 15.8%, Eng 4.7%, Shops 7.5%

FY06 Shops 10.1%

FY07 Shops 11.7%



A7 MEAN DISTANCE BETWEEN FAILURE

GOALS *see below*

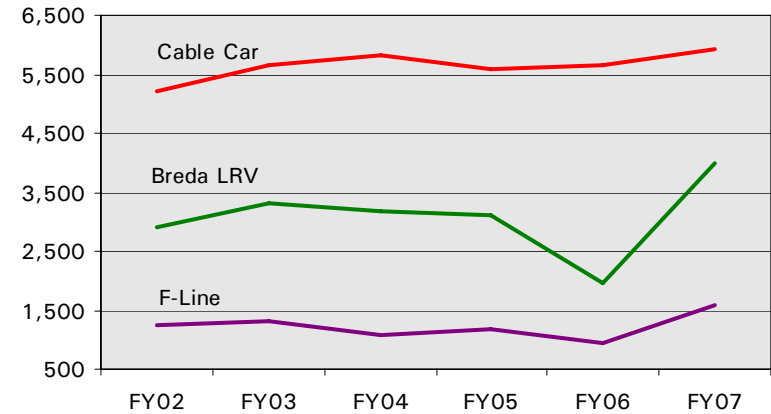
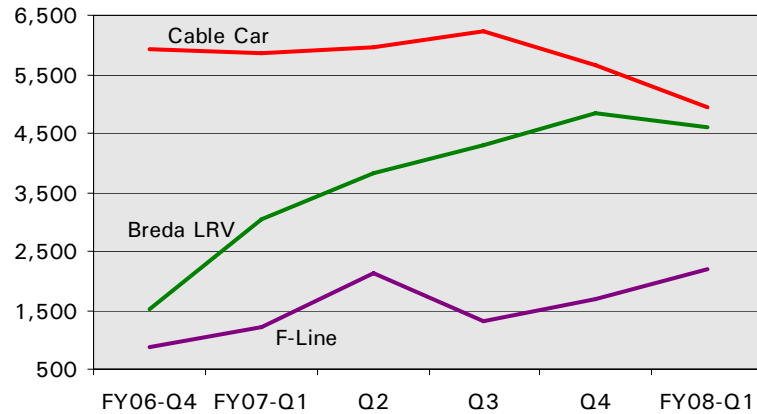
Rail [FY08 Goals: Cable Car (CC) 6,000; Breda LRV 4,000; F-Line 1,300]

Quarter over quarter

FY07-Q4 CC 5,666; LRV 4,833; F 1,682 | **FY08-Q1** CC 4,950; LRV 4,609; F 2,199

Year over year

FY06 CC 5,638; LRV 1,943; F 940 | **FY07** CC 5,924; LRV 4,001; F 1,582



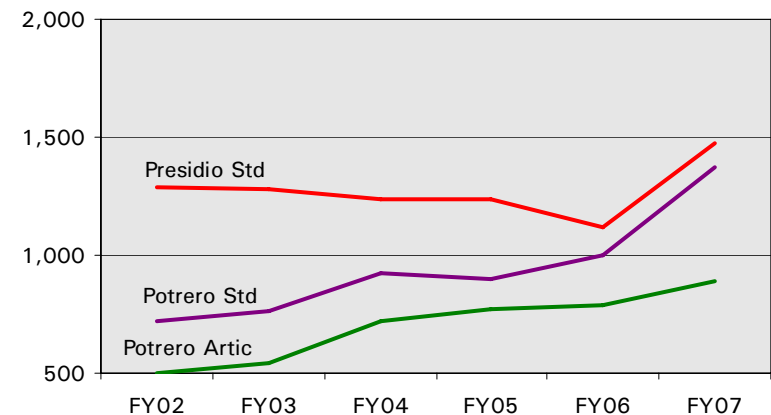
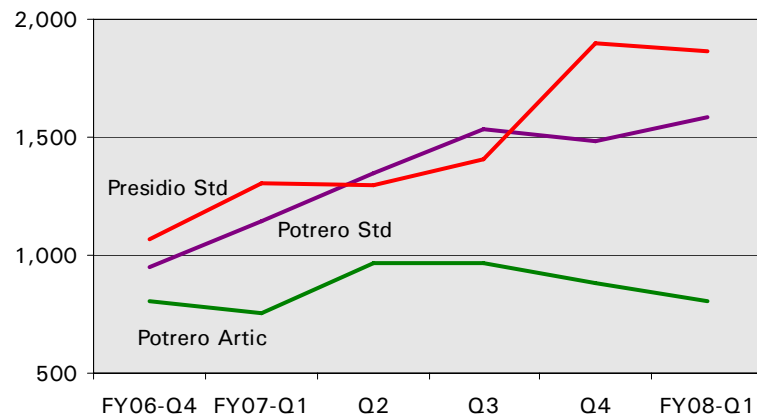
Trolley Coach [FY08 Goals: Presidio/Potrero Std 1,500; Potrero Artic 1,000]

Quarter over quarter

FY07-Q4 Presidio Std 1,900; Potrero Std 1,480; Potrero Artic 882 | **FY08-Q1** Presidio Std 1,862; Potrero Std 1,587; Potrero Artic 807

Year over year

FY06 Presidio Std 1,121; Potrero Std 1,004; Potrero Artic 785 | **FY07** Presidio Std 1,477; Potrero Std 1,377; Potrero Artic 893



A7 MEAN DISTANCE BETWEEN FAILURE continued

GOALS see below

Motor Coach [FY08 Goal: 3,100]

Quarter over quarter

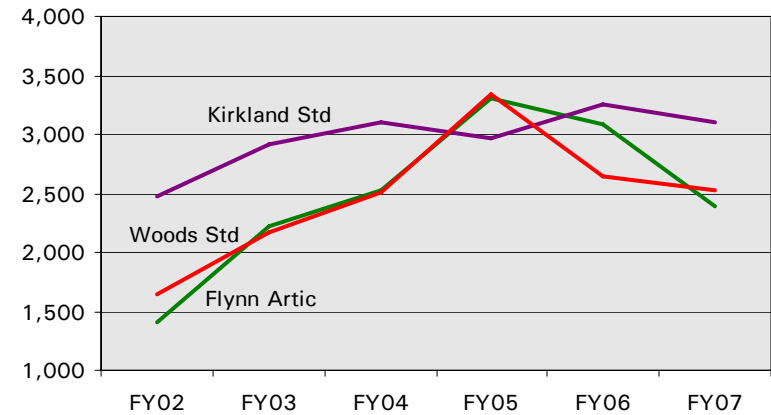
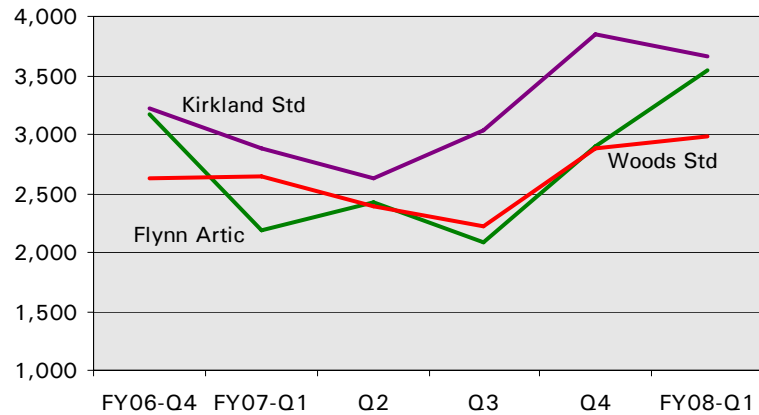
Year over year

FY07-Q4 Kirkland Std 3,840;
Woods Std 2,879; Flynn Artic 2,893

FY08-Q1 Kirkland Std 3,662;
Woods Std 2,980; Flynn Artic 3,540

FY06 Kirkland Std 3,251;
Woods Std 2,636; Flynn Artic 3,093

FY07 Kirkland Std 3,094;
Woods Std 2,533; Flynn Artic 2,398



A8 VACANCY RATE FOR SERVICE CRITICAL POSITIONS

GOAL ≤ 5%

Quarter over quarter

Year over year

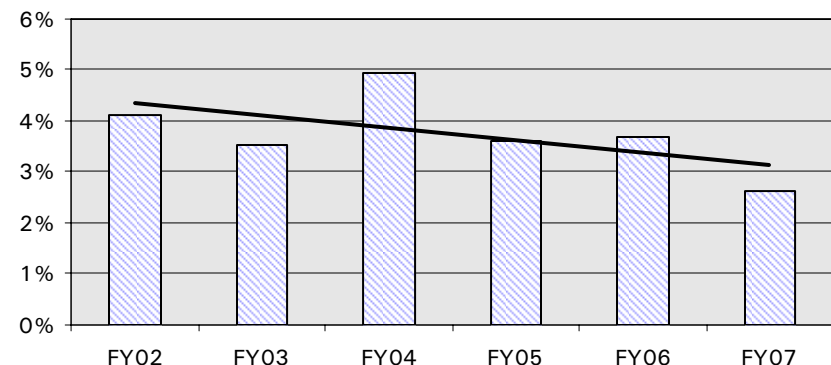
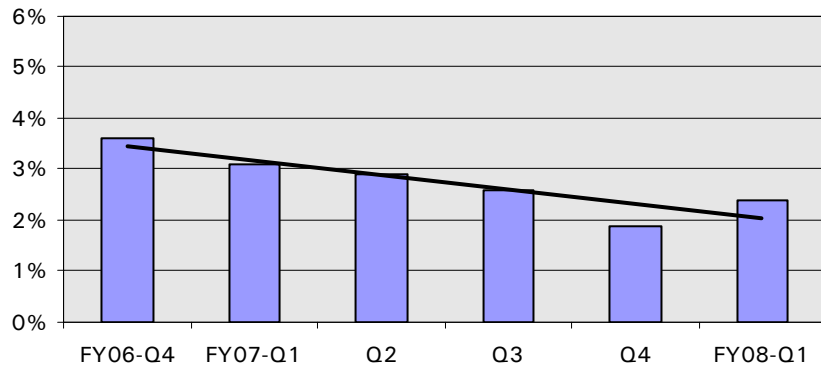
FY07-Q1 3.1%

FY07-Q4 1.9%

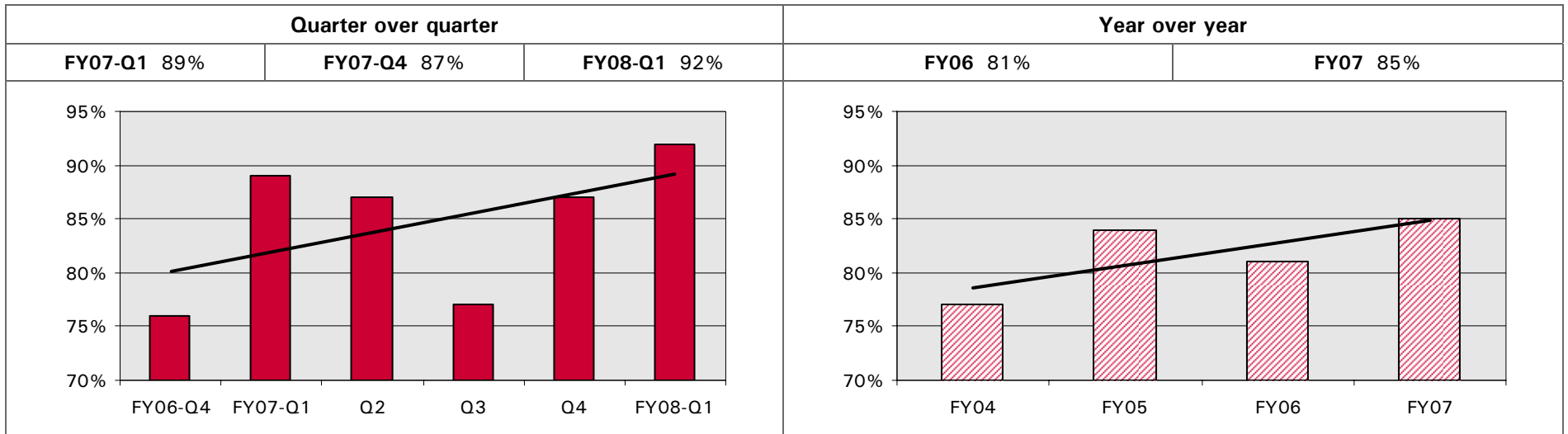
FY08-Q1 2.4%

FY06 3.7%

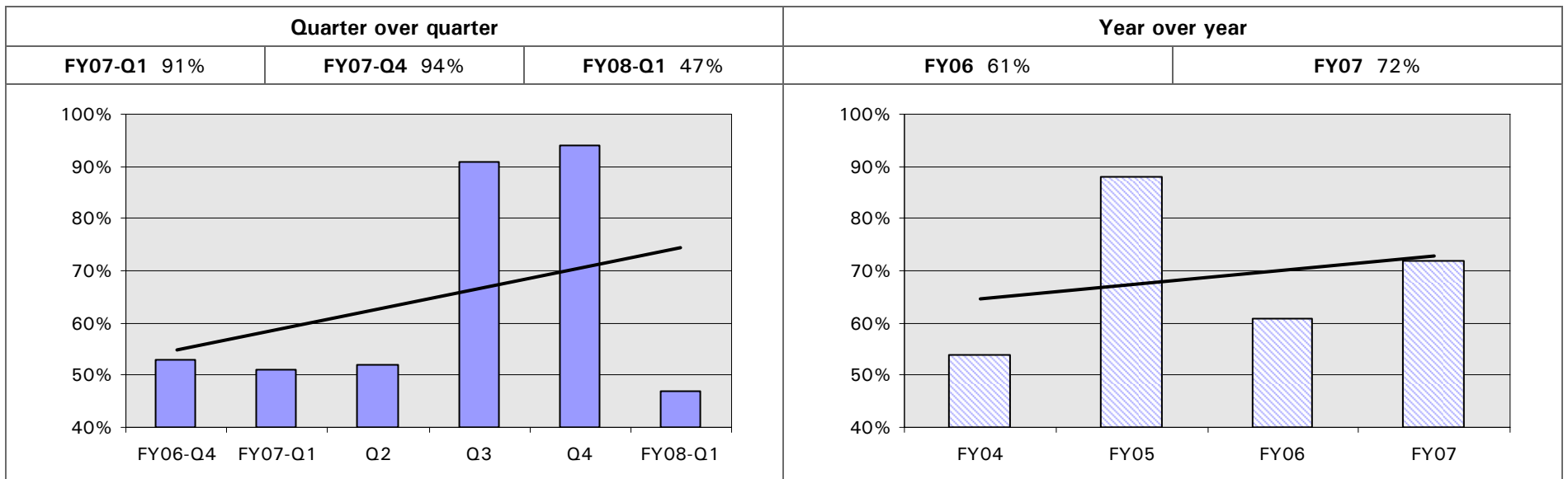
FY07 2.6%



A9 % OF TRAFFIC OR PARKING CONTROL REQUESTS investigated and responded to within 90 days **GOAL** $\geq 82\%$

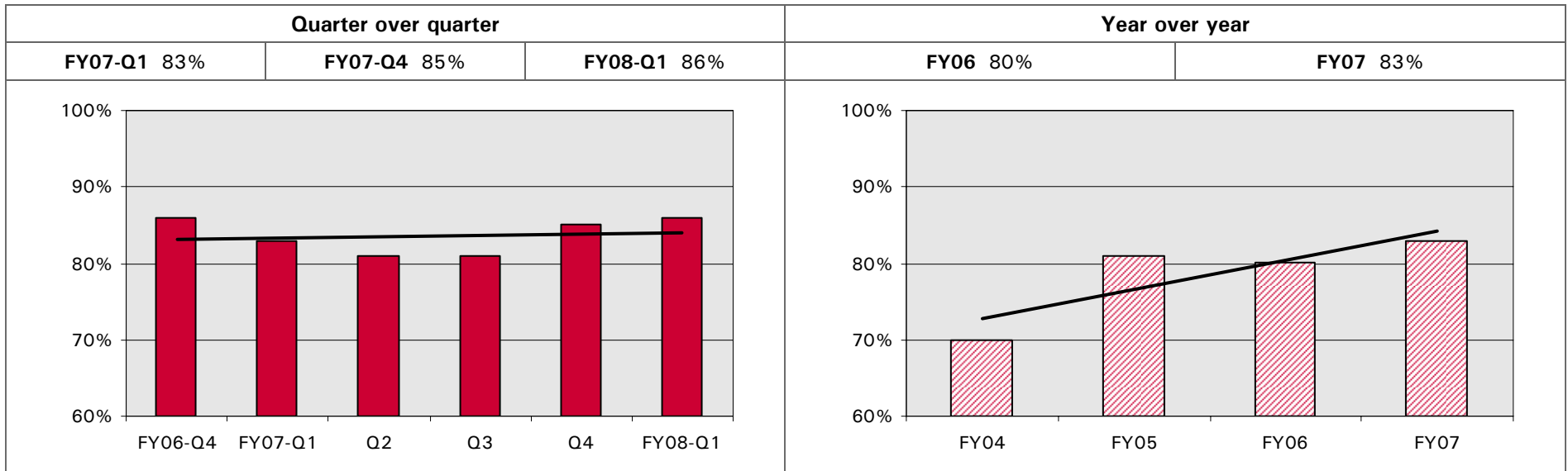


A10 % OF COLOR CURB APPLICATIONS reviewed and responded to within 30 days **GOAL** $\geq 90\%$



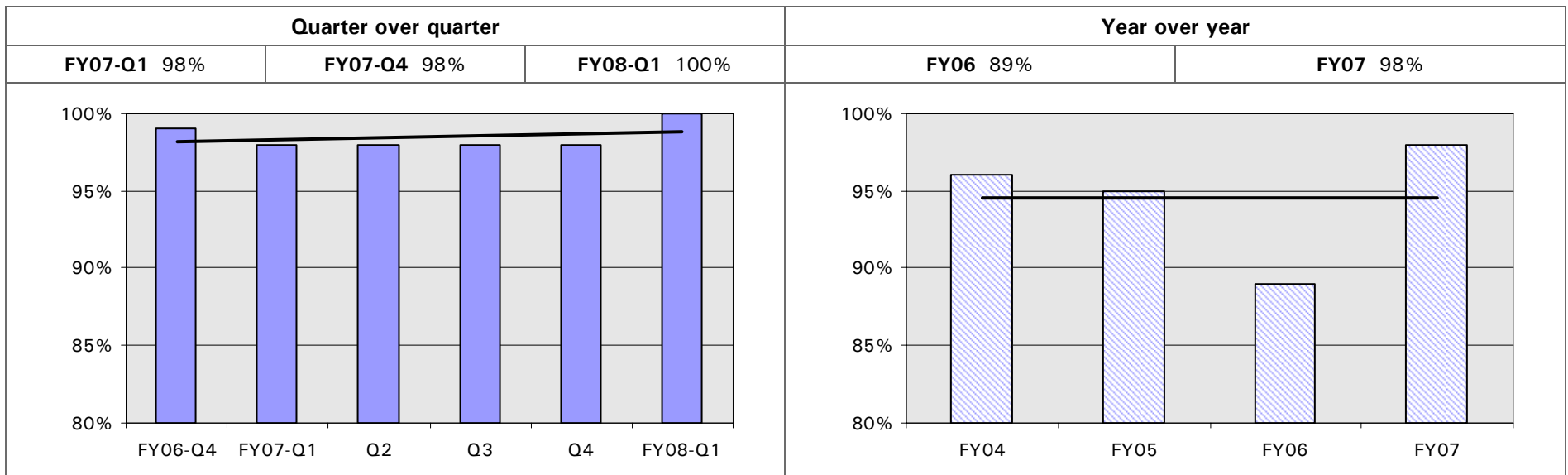
A11 % OF PARKING METER MALFUNCTION REPORTS responded to within 48 hours

GOAL  $\geq 85\%$



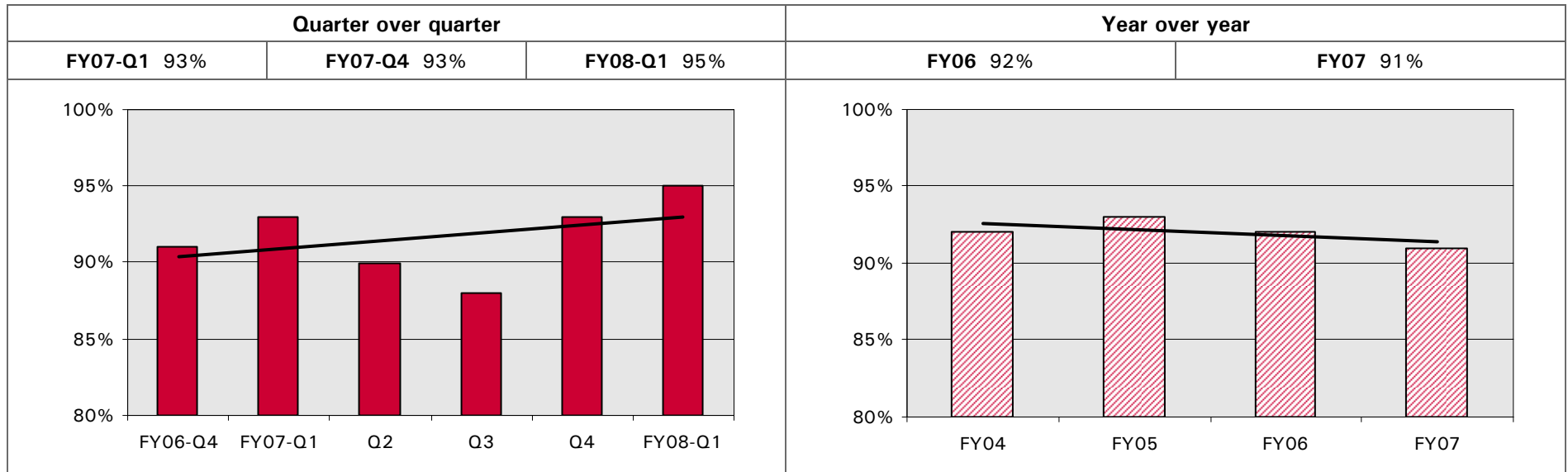
A12 % OF HAZARDOUS TRAFFIC SIGNS responded to and repaired within 24 hours

GOAL  $\geq 98\%$



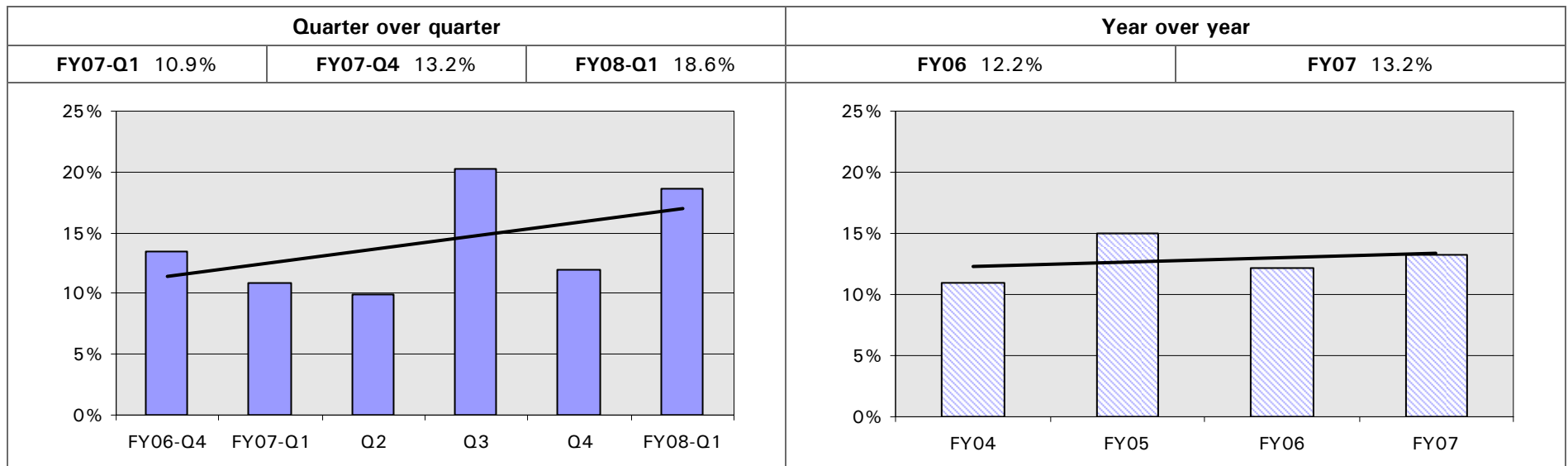
A13 % OF HAZARDOUS TRAFFIC SIGNALS responded to and repaired within 2 hours

GOAL  $\geq 92\%$



A14 % OF TRAFFIC LANE LINES, BUS ZONES, AND CROSSWALKS MAINTAINED

GOAL  $\geq 10\%$



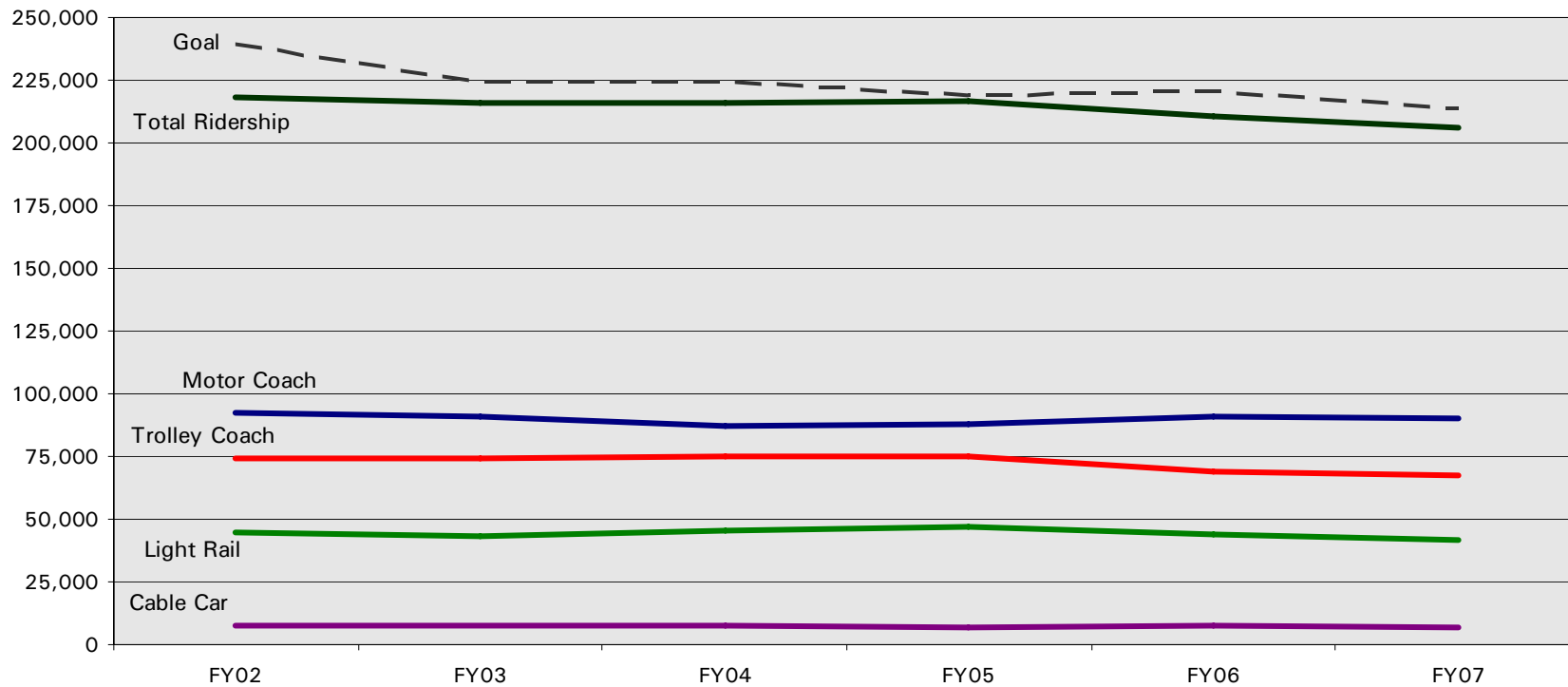
B Financial Stability

B1 PASSENGERS CARRIED BY MODE*

GOAL ↻ 214,011,000

Systemwide

Year over year (in thousands of passengers)



Mode	FY02	FY03	FY04	FY05	FY06	FY07 UNAUDITED*
Goal	230,185	239,611	224,000	224,000	218,979	214,011
Total Ridership	218,462	215,595	215,744	216,918	210,848	206,352
Motor Coach	92,259	90,881	87,472	88,209	90,630	90,300
Trolley Coach	73,968	74,399	75,216	74,941	69,065	67,297
LRV	44,976	42,896	45,187	46,803	43,679	41,737
Cable Car	7,258	7,419	7,869	6,966	7,475	7,017

*FY07 ridership statistics may be understated, as sampling was weighted toward the period of system instability following the T-Third service launch. Recent ridership counts indicate an increase in ridership during the current fiscal year, in part due to service changes put into effect on June 30, 2007.

B2 AVERAGE FARE PER PASSENGER*

Total cash fares in thousands of dollars			Average fare per passenger			
Year over year			Year over year			
FY05	FY06	FY07 UNAUDITED	FY05	FY06	FY07 UNAUDITED	
\$120,184	\$136,234	\$142,500				
			Including all modes	\$0.56	\$0.65	\$0.68
			Excluding Cable Cars	\$0.49	\$0.57	\$0.60
			Excluding Cable Cars and reduced by BART payment	\$0.45	\$0.53	\$0.54

B3 FULLY ALLOCATED SERVICE COST BY MODE

Fully allocated cost per hour of service			Fully allocated cost per passenger mile		
Year over year			Year over year		
	FY05	FY06	FY07	FY06	FY07
Systemwide	\$141.91	\$149.84	Results will be available in December 2007.	Systemwide	\$1.10
LRV	\$187.94	\$190.92		LRV	\$0.99
Cable Car	\$312.13	\$295.88		Cable Car	\$4.73
Trolley Coach	\$117.30	\$125.94		Trolley Coach	\$1.17
Motor Coach	\$126.20	\$135.45		Motor Coach	\$0.97

*Please see note on page 27.

B4 PRODUCTIVITY: Average # of boardings per revenue service hour

New service standard to be reported on an annual basis. Historical results will be tabulated in Q2, and FY08 results will be available in Autumn 2008.

B5 COST EFFECTIVENESS: Operating cost per revenue service hour

New service standard to be reported on an annual basis. Historical results will be tabulated in Q2, and FY08 results will be available in Autumn 2008.

C Customer Service

C1 ANNUAL RIDER SURVEY RESULTS

Goal Year over year improvement

- OVERALL CUSTOMER SATISFACTION
- OPERATOR HELPFULNESS
- COMMUNICATION WITH RIDERS
- VEHICLE CLEANLINESS

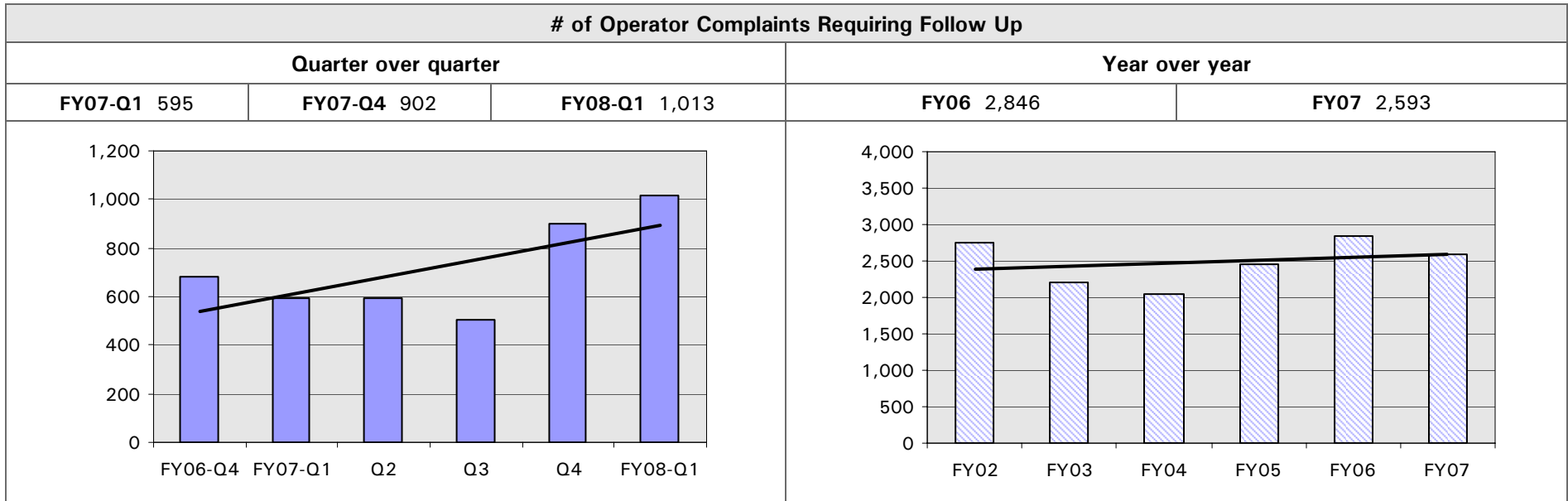
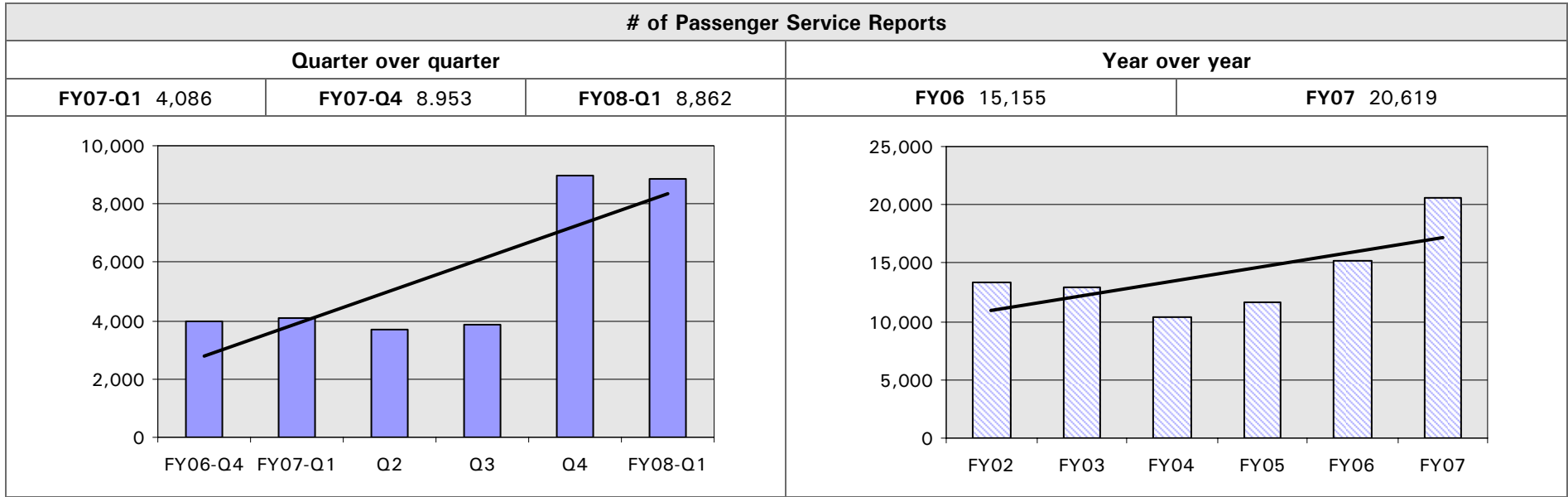
Results of the 2007 Rider survey will be available in early 2008. Historical data can be found in the Service Standards Appendix.

C1 QUARTERLY VEHICLE CLEANLINESS ASSESSMENTS

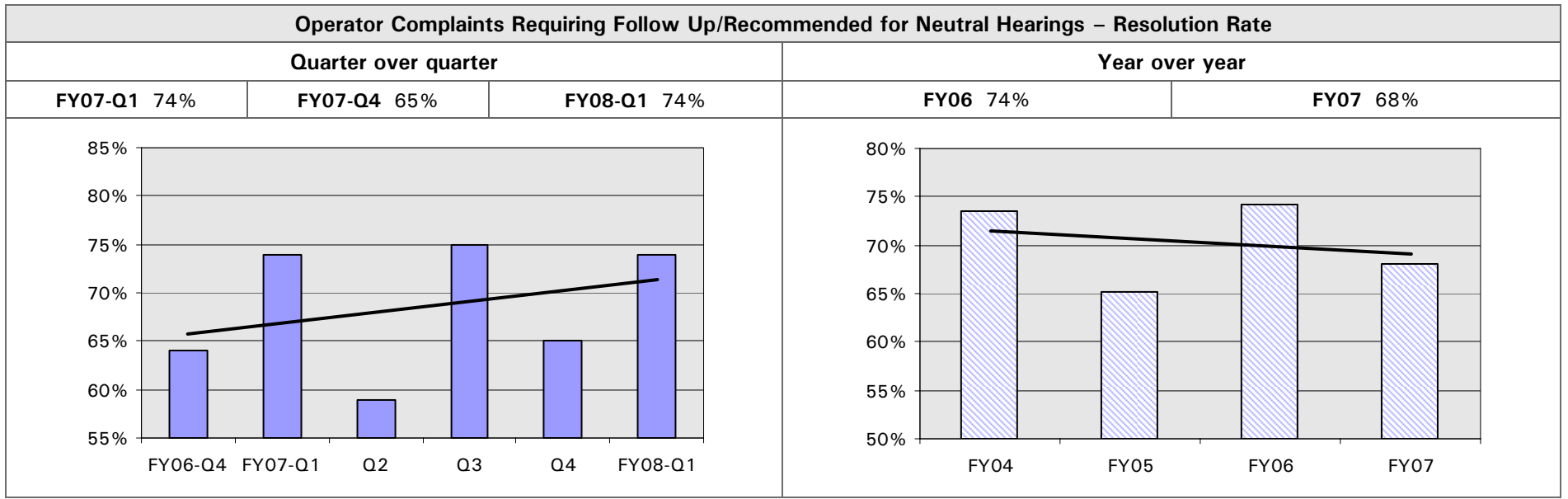
Goal Year over year improvement

Three quarters of results from staff conducted cleanliness assessments can be found in the Service Standards Appendix. Graphical depictions of results will be introduced in Q2, when a full year of data will be available.

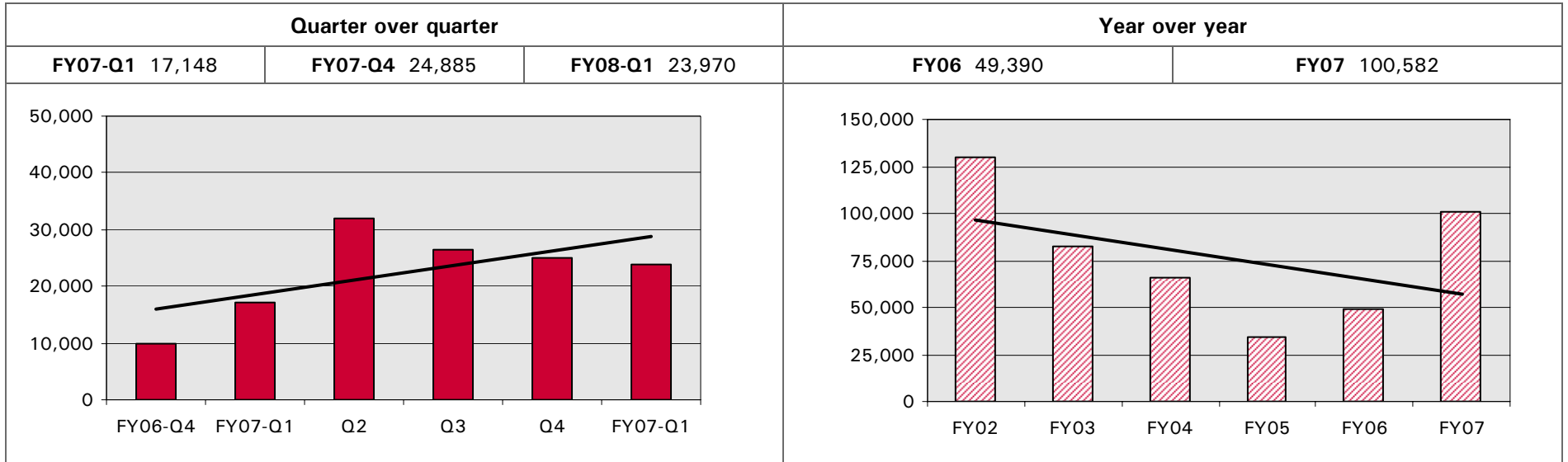
C2 OPERATOR COMPLAINT RESOLUTION RATE



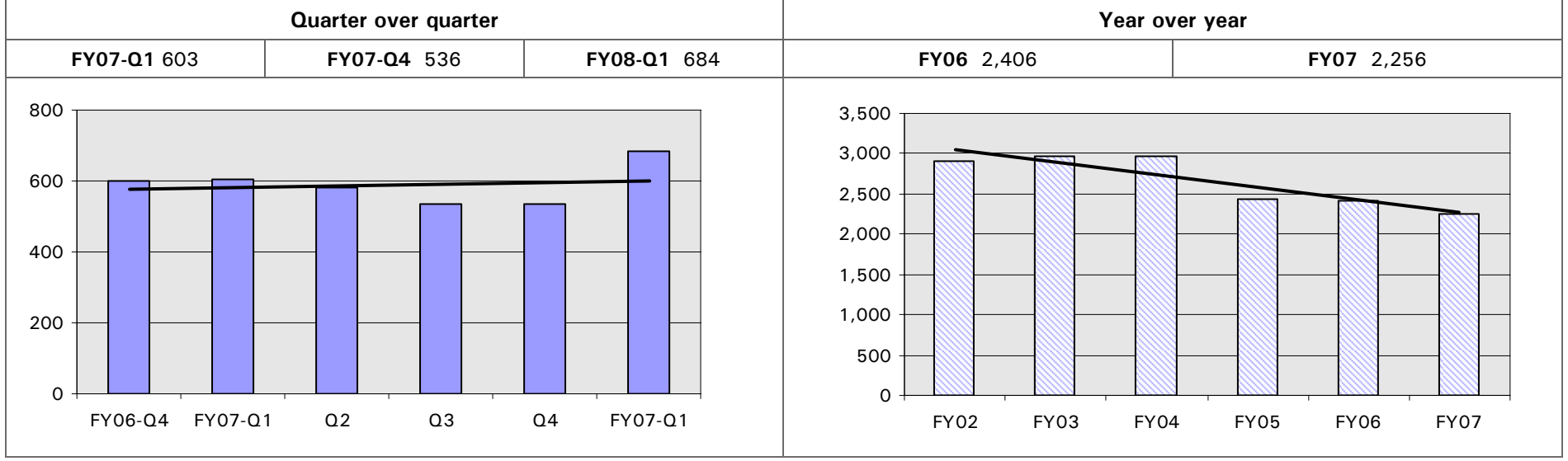
C2	OPERATOR COMPLAINT RESOLUTION RATE continued	GOAL $\geq 75\%$ resolved within 30 days
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C3 OPERATOR TRAINING: # of hours **GOAL** ↻ 50,000 hours of training in FY07



C4 PASSENGER AND VEHICLE ACCIDENTS **GOAL** ↻ 5% annual reduction in accidents to 2,172



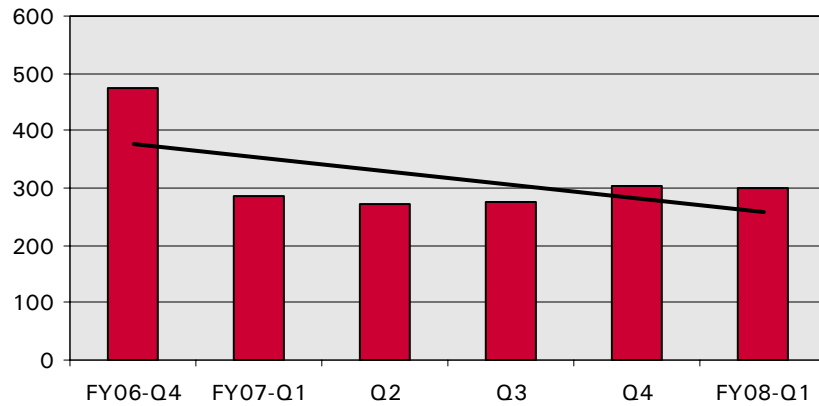
C5 SECURITY INCIDENTS

GOAL  5% annual reduction in crimes to 1,076

Security incidents excluding fare evasions

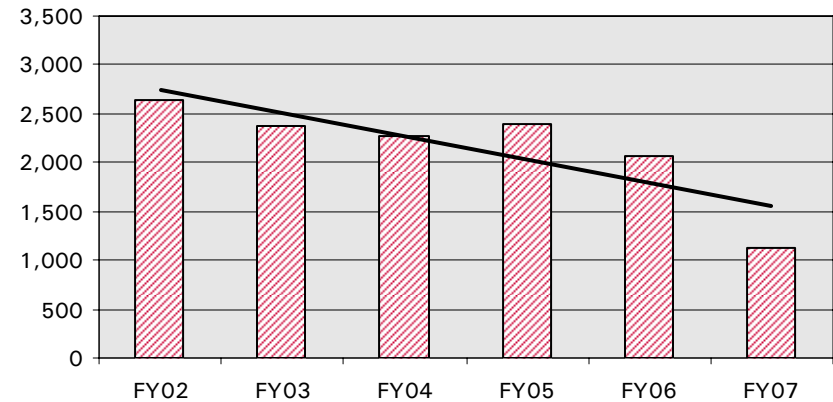
Quarter over quarter

FY07-Q1 286 FY07-Q4 302 FY08-Q1 301



Year over year

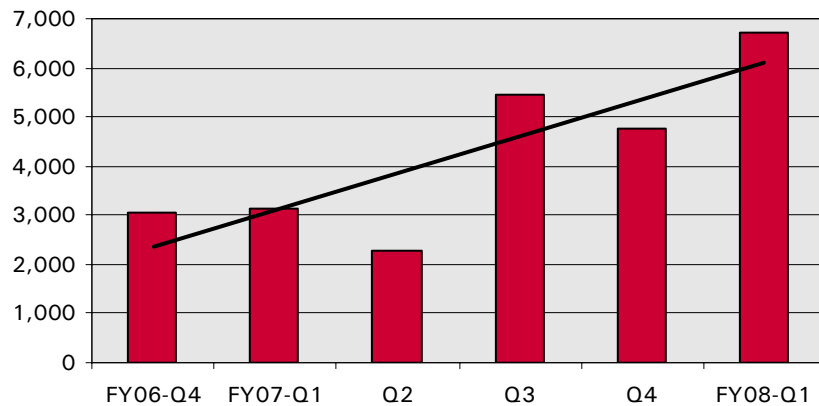
FY06 2,058 FY07 1,133



Fare evasions

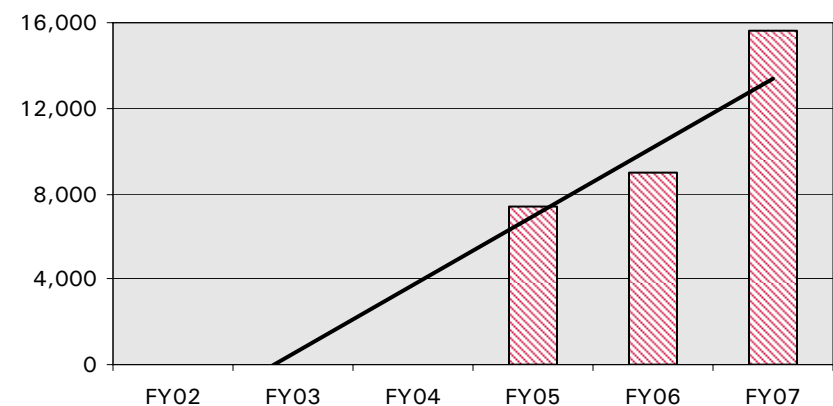
Quarter over quarter

FY07-Q1 3,143 FY07-Q4 4,759 FY08-Q1 6,701

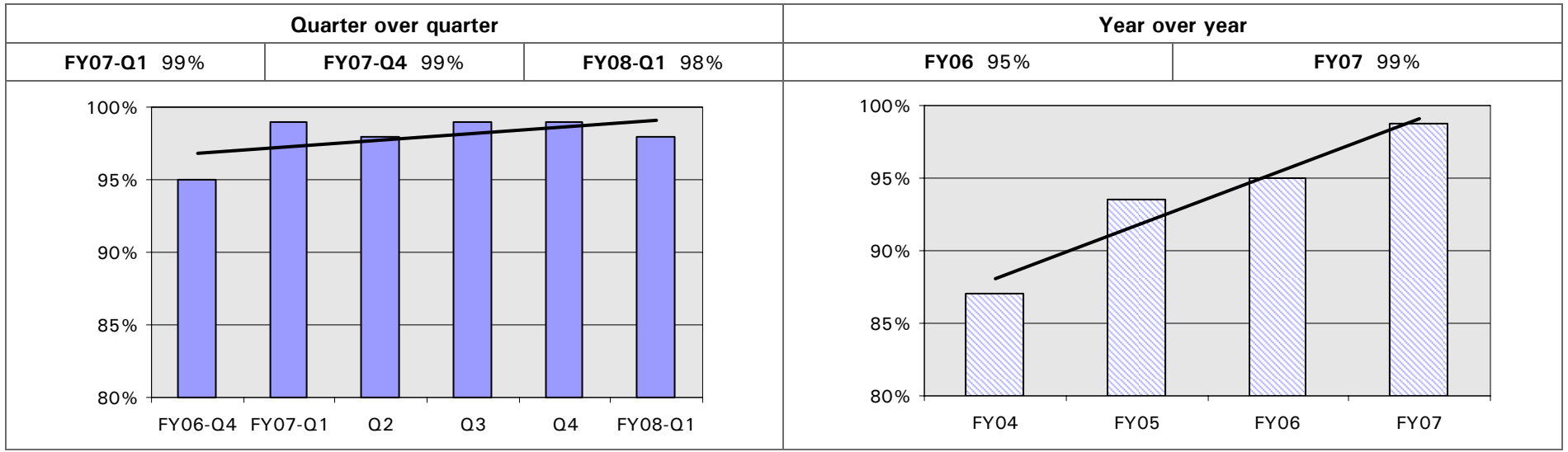


Year over year

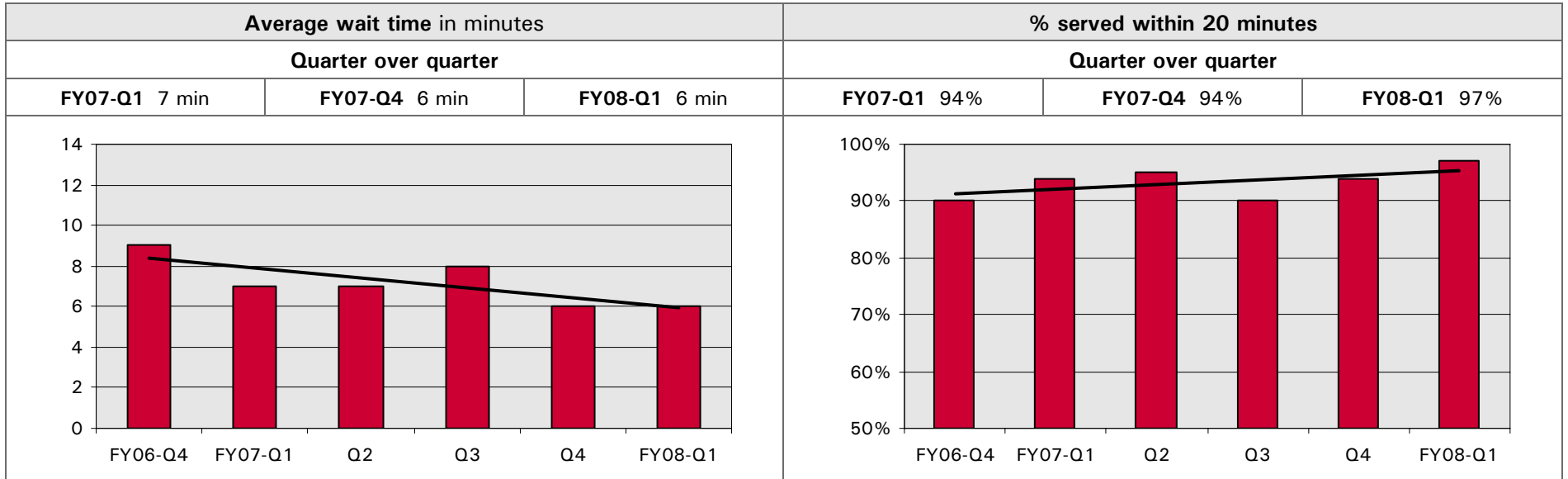
FY06 9,017 FY07 15,634



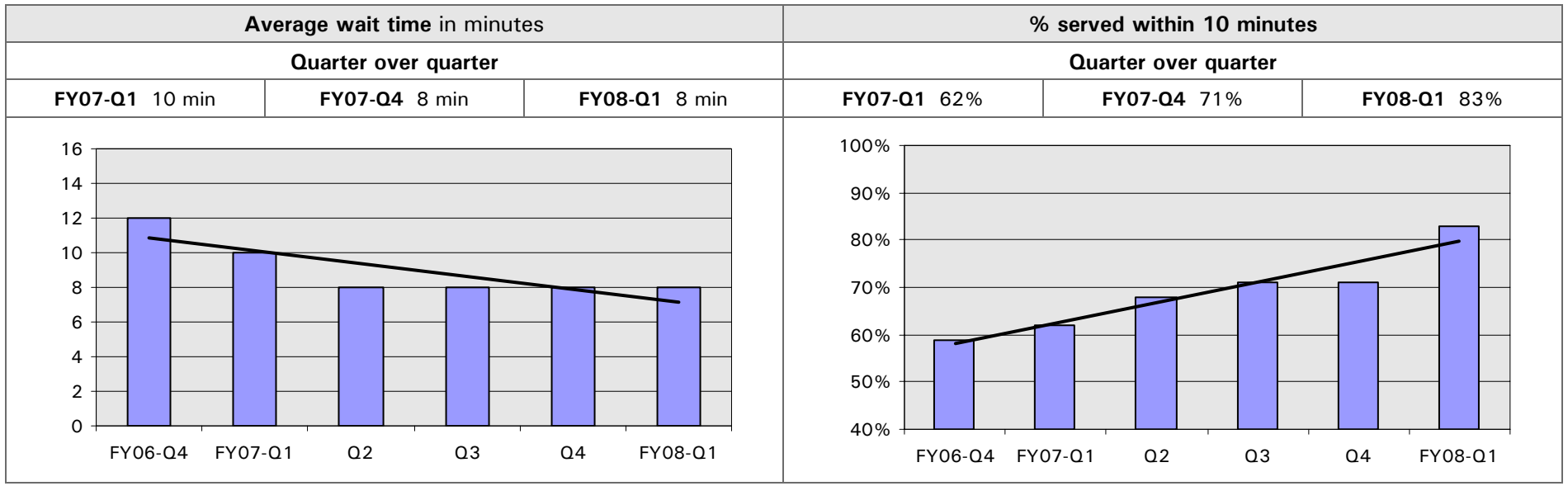
C6 ABANDONED AUTOMOBILE REPORTS: % responded to within 48 hours **GOAL** ↻ 100%



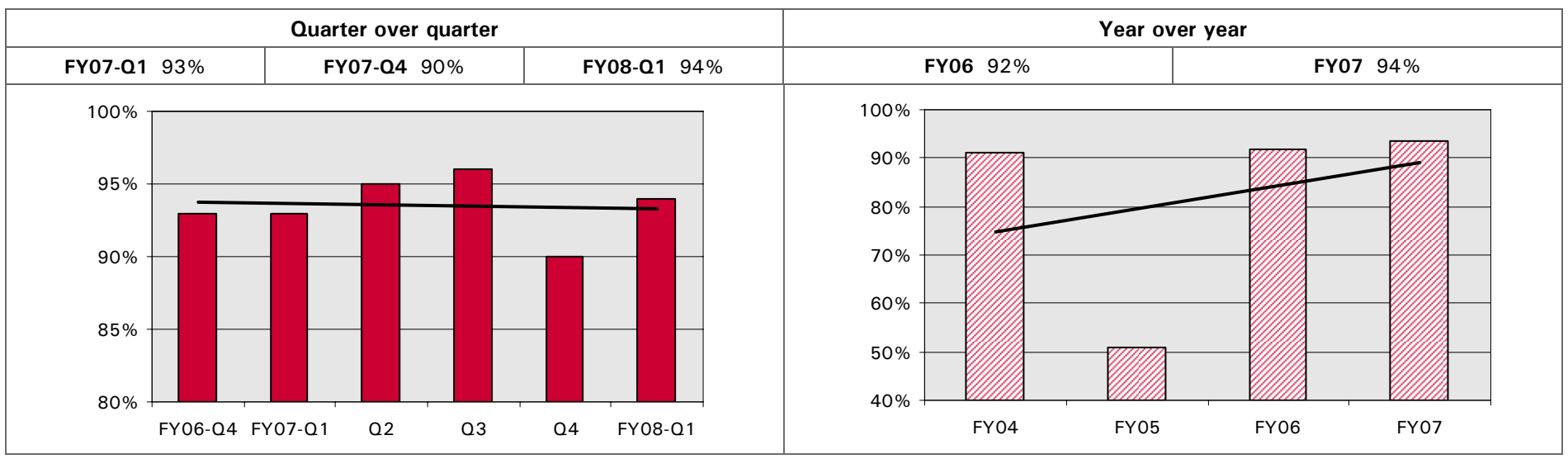
C7 WALK-IN CITATION/RESIDENTIAL PARKING PERMIT CUSTOMERS % served within 20 minutes **GOAL** ↻ ≥ 80%



C8 ADMINISTRATIVE CITATION HEARING CUSTOMERS: % served within 10 minutes **GOAL** $\geq 80\%$



C9 RESIDENTIAL PARKING PERMIT RENEWAL APPLICATIONS: % returned to residents within 21 days **GOAL** $\geq 95\%$



D Employee Satisfaction

D1 # OF GRIEVANCES

GOAL 

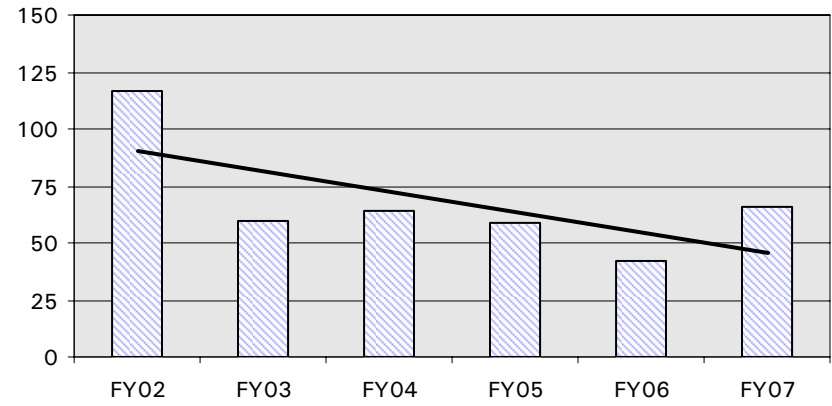
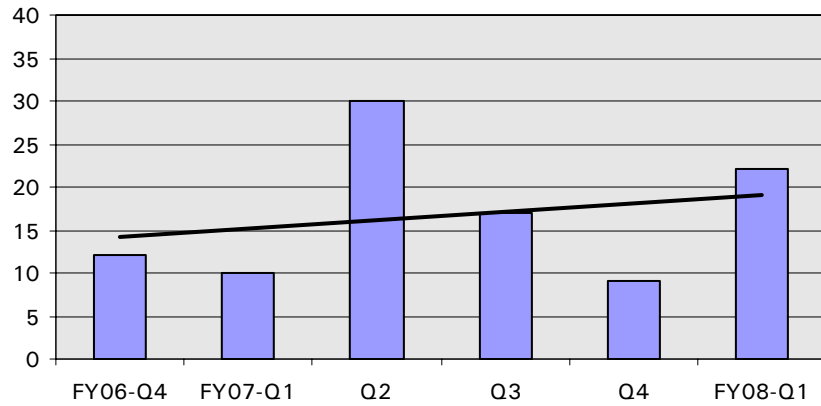
Transit Operators

Quarter over quarter

Year over year

FY07-Q1 10 FY07-Q4 9 FY08-Q1 22

FY06 42 FY07 66



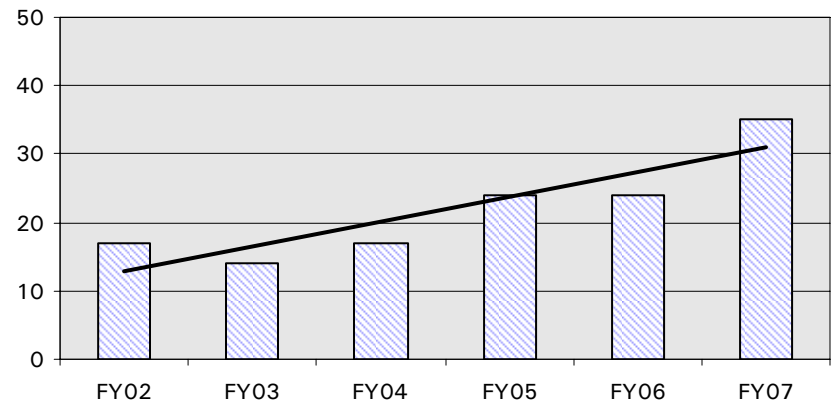
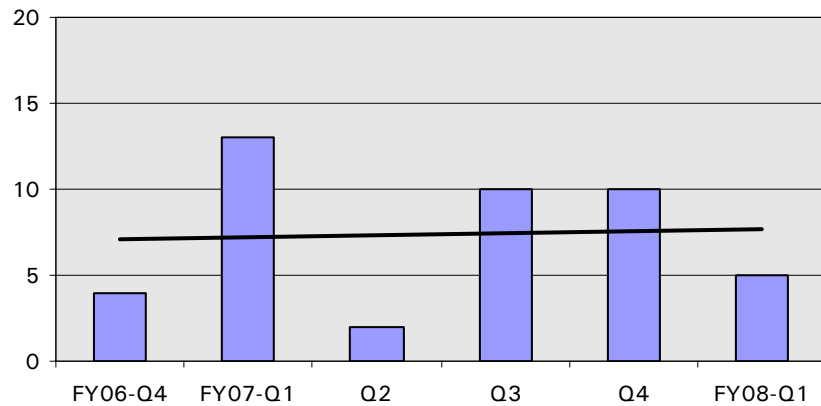
Maintenance and Miscellaneous Employees

Quarter over quarter

Year over year

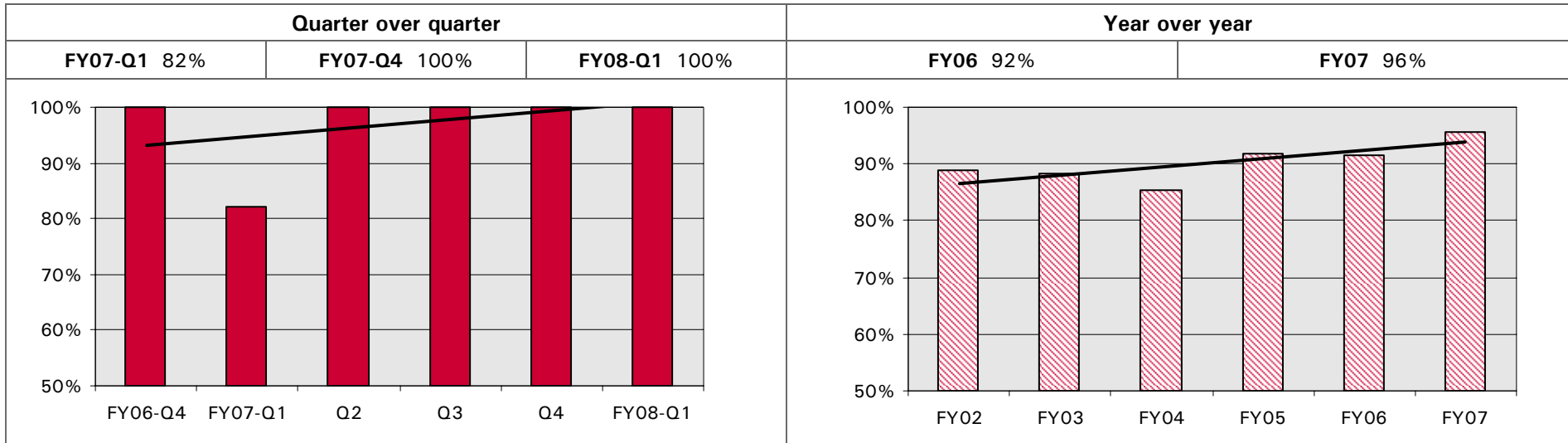
FY07-Q1 13 FY07-Q4 10 FY08-Q1 5

FY06 24 FY07 35



D2 OPERATOR GRIEVANCE RESOLUTION RATE: % resolved within 90 days*

GOAL  **≥ 90%**



* FY06 Goal: ≥ 75% in 30 days; FY07 Goal: ≥ 75% in 45 days

D3 ANNUAL EMPLOYEE SURVEY*Goal Year over year improvement*

WORKING RELATIONSHIP WITH SUPERVISOR
COMMUNICATION WITHIN DIVISION
WORK EFFORT APPRECIATED BY SFMTA MANAGEMENT
WORK EFFORT APPRECIATED BY PUBLIC

Results of the 2007 Employee survey will be available early next year. Historical data can be found in the Service Standards Appendix.