

A black and white photograph of a cable car on a city street. The cable car is moving towards the viewer and has several passengers on board. The front of the cable car features a sign that reads "Van Ness Ave. California" and the number "59". The background shows tall city buildings and a street with pedestrians.

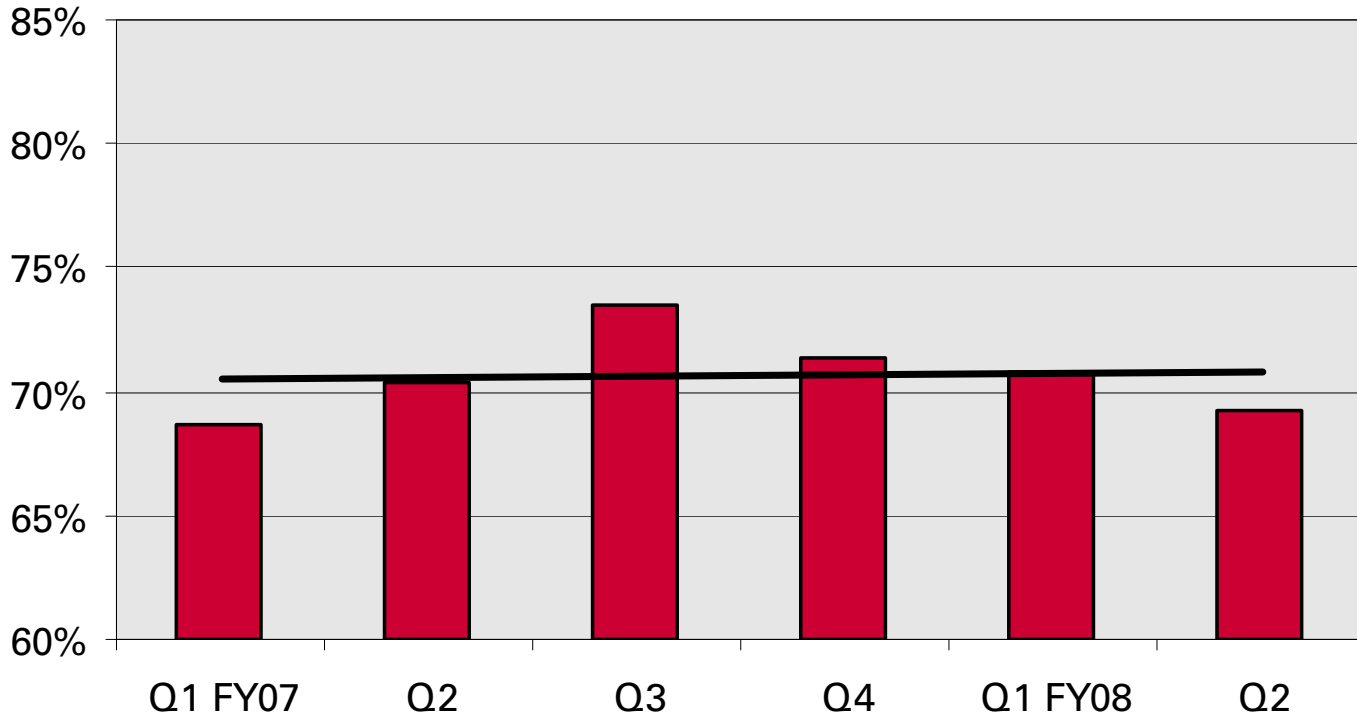
SERVICE STANDARDS

Q2 FY08 (Oct-Dec 2007)



A1 On-Time Performance

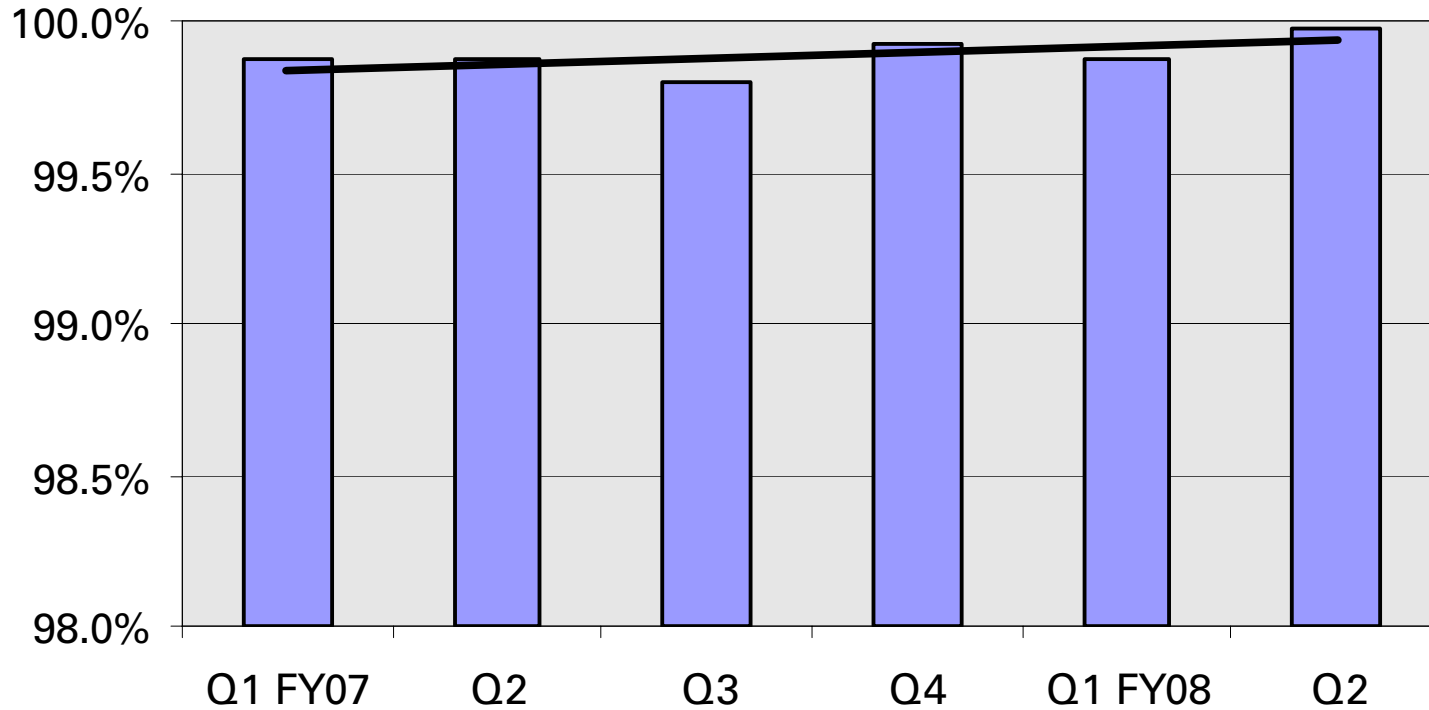
Goal: >85%



Reporting periods	Q1 FY07	Jul-Sep 06	Q2 FY07	Oct-Dec 06	Q3 FY07	Jan-Mar 07
	Q4 FY07	Apr-Jun 07	Q1 FY08	Jul-Sep 07	Q2 FY08	Oct-Dec 07

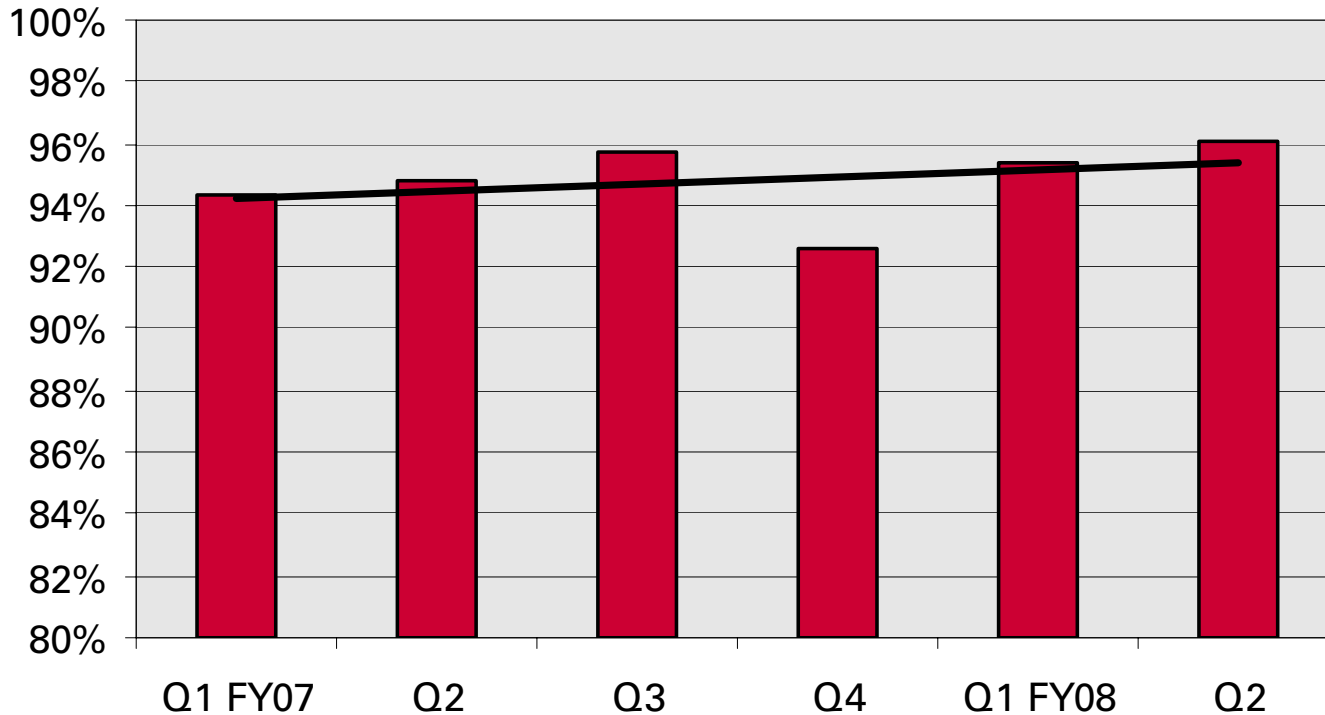
A2 Equipment Available

Goal: >98.5%



Reporting periods	Q1 FY07	Jul-Sep 06	Q2 FY07	Oct-Dec 06	Q3 FY07	Jan-Mar 07
	Q4 FY07	Apr-Jun 07	Q1 FY08	Jul-Sep 07	Q2 FY08	Oct-Dec 07

A2 Operators Available

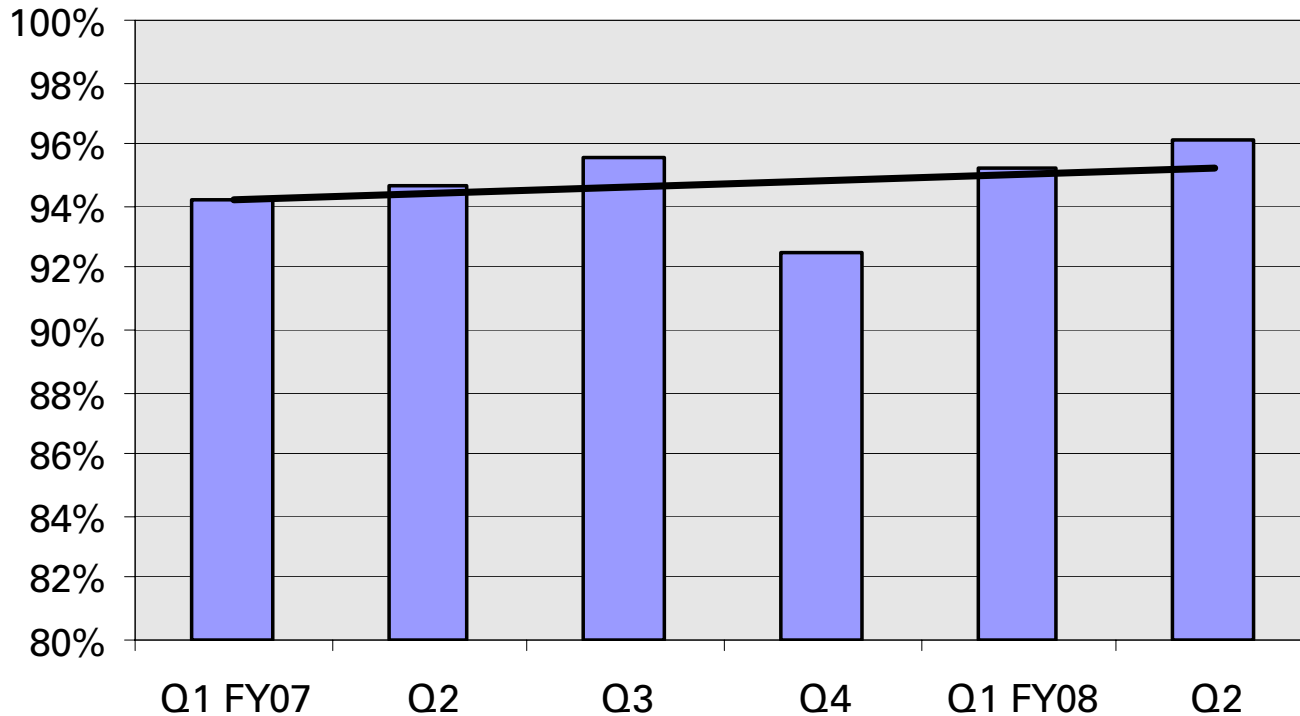


Reporting periods	Q1 FY07	Jul-Sep 06	Q2 FY07	Oct-Dec 06	Q3 FY07	Jan-Mar 07
	Q4 FY07	Apr-Jun 07	Q1 FY08	Jul-Sep 07	Q2 FY08	Oct-Dec 07

A2

Scheduled Service Hours Delivered

Goal: >98.5%



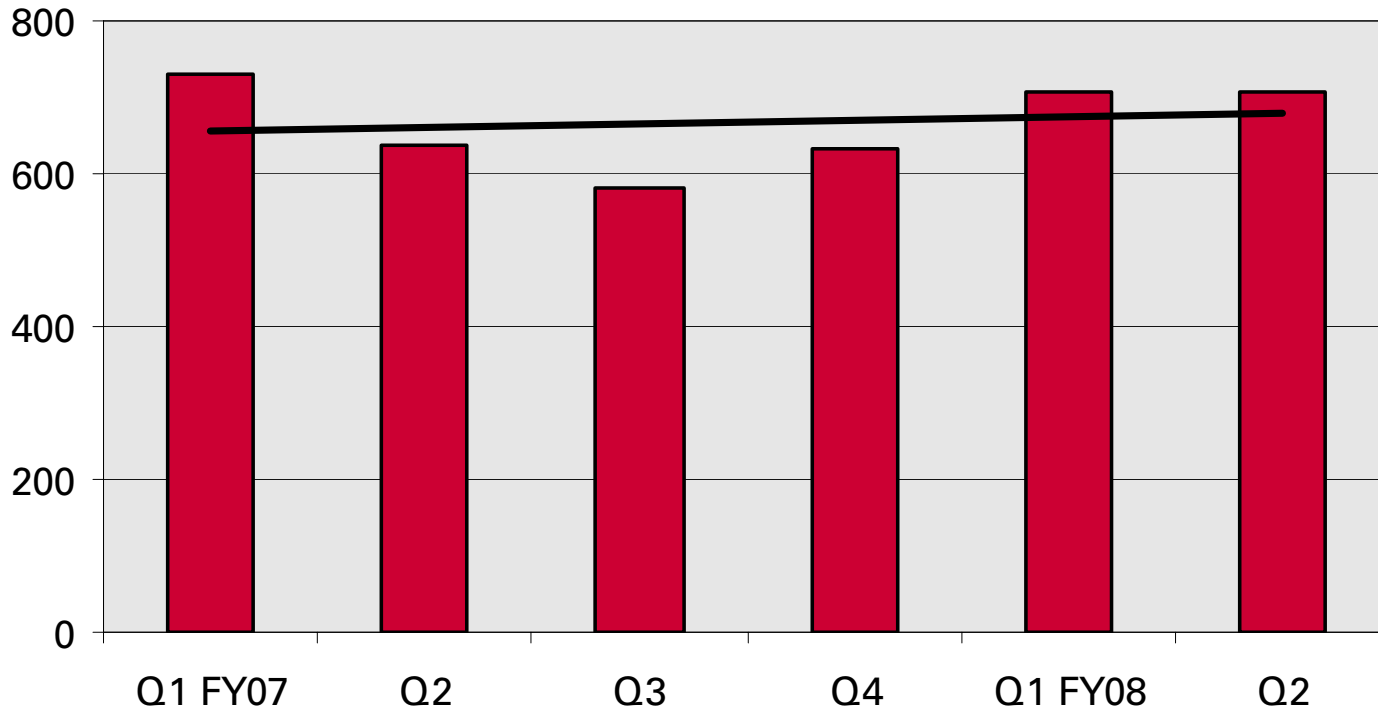
Reporting periods	Q1 FY07	Jul-Sep 06	Q2 FY07	Oct-Dec 06	Q3 FY07	Jan-Mar 07
	Q4 FY07	Apr-Jun 07	Q1 FY08	Jul-Sep 07	Q2 FY08	Oct-Dec 07

C4

Passenger and Vehicle Accidents

Goal: <2,172

(<543 per quarter)



Reporting periods	Q1 FY07	Jul-Sep 06	Q2 FY07	Oct-Dec 06	Q3 FY07	Jan-Mar 07
	Q4 FY07	Apr-Jun 07	Q1 FY08	Jul-Sep 07	Q2 FY08	Oct-Dec 07

Other Key Standards/Variations

	Standard	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07	Goal
A7	Mean Distance Between Failure	Green: 4,609 Woods: 2,980 Potrero-Artic: 807	Green: 5,204 Woods: 3,649 Potrero-Artic: 753	Green: 4,000 Woods: 3,100 Potrero-Artic: 1,000
A9	Traffic and Parking Control Requests investigated/responded to in 90 days	92%	84%	>82%
A10	Color Curb Applications reviewed/responded to in 30 days	47%	27%	>90%
C5	Security Incidents	248	217	<1,076/year
C8	Administrative Citation Hearing Customers served within 10 minutes	83%	86%	>80%