

## A Operational Efficiency

### A1 Schedule Adherence

**GOAL: >85%**

**Purpose:** To measure schedule Adherence.

**Definition:** Each line is checked at least once in each six month period. Such checks are conducted no less often than 10 weekdays and weekends per period. An annual checking schedule is established for the routes. The order in which the routes are checked is determined monthly through a random selection process. To the extent automated systems can be substituted at less cost for such checks, or the measurement of any performance standard, such systems will be used.

**Method:** Check the designated lines using criteria of -1/+4 minutes. Periods of time includes morning rush (6am-9am), midday (9am-4pm), evening rush (4pm-7pm), and night (7pm-1am). Supervisors conduct a one-hour check at a point at mid-route during all four time periods stated above.

#### SYSTEMWIDE

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>70%</b>	<b>75%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>
<b>Q1</b> (Jul-Sep)	66.9%	70.1%	67.3%	70.9%	71.3%	68.7%	70.8%
<b>Q2</b> (Oct-Dec)	70.9%	70.7%	68.0%	72.8%	66.2%	70.4%	69.2%
<b>Q3</b> (Jan-Mar)	69.5%	70.0%	71.5%	69.6%	69.2%	73.5%	70.5%
<b>Q4</b> (Apr-Jun)	71.9%	70.9%	68.3%	70.7%	69.5%	71.3%	
<b>Annual average</b>	<b>69.9%</b>	<b>70.4%</b>	<b>68.8%</b>	<b>71.0%</b>	<b>69.2%</b>	<b>70.8%</b>	

**A1 Schedule Adherence** continued

**GOAL: >85%**
**LRV**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>70%</b>	<b>75%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>
<b>Q1</b> (Jul-Sep)	59.8%	64.3%	62.5%	75.5%	83.0%	69.2%	68.0%
<b>Q2</b> (Oct-Dec)	65.1%	66.6%	67.8%	74.1%	63.7%	69.2%	68.6%
<b>Q3</b> (Jan-Mar)	67.7%	66.9%	68.3%	72.6%	66.0%	73.1%	74.0%
<b>Q4</b> (Apr-Jun)	67.8%	69.1%	64.2%	71.7%	65.1%	74.9%	
<b>Annual average</b>	<b>65.6%</b>	<b>66.5%</b>	<b>65.6%</b>	<b>73.6%</b>	<b>70.3%</b>	<b>72.1%</b>	

**CABLE CAR**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>70%</b>	<b>75%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>
<b>Q1</b> (Jul-Sep)	68.7%	69.9%	66.0%	66.4%	67.3%	70.6%	71.0%
<b>Q2</b> (Oct-Dec)	67.0%	72.6%	68.7%	69.3%	72.5%	73.9%	70.8%
<b>Q3</b> (Jan-Mar)	N/A	68.2%	68.5%	74.8%	72.4%	69.7%	69.6%
<b>Q4</b> (Apr-Jun)	70.9%	67.0%	65.3%	70.0%	68.5%	65.0%	
<b>Annual average</b>	<b>69.1%</b>	<b>69.1%</b>	<b>66.5%</b>	<b>69.1%</b>	<b>68.9%</b>	<b>69.3%</b>	

**A1 Schedule Adherence** continued

**GOAL: >85%**
**TROLLEY COACH**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>70%</b>	<b>75%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>
<b>Q1</b> (Jul-Sep)	71.6%	73.1%	68.8%	72.9%	73.0%	71.5%	73.5%
<b>Q2</b> (Oct-Dec)	76.1%	74.6%	71.4%	74.2%	67.9%	73.8%	74.8%
<b>Q3</b> (Jan-Mar)	71.3%	74.6%	75.8%	68.4%	74.0%	76.5%	71.6%
<b>Q4</b> (Apr-Jun)	76.1%	73.5%	71.0%	74.7%	72.3%	74.3%	
<b>Annual average</b>	<b>73.9%</b>	<b>74.0%</b>	<b>71.9%</b>	<b>72.8%</b>	<b>72.2%</b>	<b>73.9%</b>	

**MOTOR COACH**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>70%</b>	<b>75%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>
<b>Q1</b> (Jul-Sep)	65.1%	70.4%	69.4%	69.8%	69.0%	66.6%	69.1%
<b>Q2</b> (Oct-Dec)	69.4%	68.8%	65.9%	72.0%	64.7%	67.9%	65.6%
<b>Q3</b> (Jan-Mar)	68.6%	67.2%	70.3%	69.7%	65.6%	71.6%	69.3%
<b>Q4</b> (Apr-Jun)	69.9%	71.3%	69.6%	67.6%	68.2%	69.4%	
<b>Annual average</b>	<b>68.4%</b>	<b>69.5%</b>	<b>68.8%</b>	<b>69.7%</b>	<b>67.0%</b>	<b>68.7%</b>	

**A1 Scheduled headway Adherence**

**GOAL:** >85% of runs within lesser of 30%/10 min of scheduled headway

**Purpose:** To measure scheduled headways against actual headways.

**Definition:** Actual headways are compared with scheduled headways on all radial, express, cross-town, secondary, and feeder lines during all time periods. Each line is checked twice a year. Checks are conducted no less often than 10 weekdays and weekends per period. An annual checking schedule is established for the routes. The order in which the routes are checked is determined monthly through a random selection process. To the extent automated systems can be substituted at less cost for such checks, or the measurement of any performance standard, such systems will be used.

**Method:** Check the headways of designated lines. Periods of time include morning rush (6am-9am), midday (9am-4pm), evening rush (4pm-7pm), and night (7pm-1am). Supervisors conduct a one-hour standard check at a maximum load point at mid-route during all four time periods stated above.

**SYSTEMWIDE (FY02-F08)**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>
<b>Q1</b> (Jul-Sep)	66.7%	68.8%	73.1%	69.8%	64.1%	58.9%	63.7%
<b>Q2</b> (Oct-Dec)	67.8%	69.2%	64.1%	69.3%	55.7%	61.8%	63.2%
<b>Q3</b> (Jan-Mar)	69.5%	67.1%	68.1%	71.9%	59.9%	58.8%	63.9%
<b>Q4</b> (Apr-Jun)	72.1%	74.8%	69.2%	66.4%	62.7%	63.0%	
<b>Annual average</b>	<b>69.0%</b>	<b>72.1%</b>	<b>68.2%</b>	<b>69.5%</b>	<b>59.8%</b>	<b>60.5%</b>	

**A1 Scheduled headway Adherence** continued

**BY MODE** (previous four quarters)

	<b>LRV</b>	<b>Cable Car</b>	<b>Trolley Coach</b>	<b>Motor Coach</b>
<b>Goal</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>
<b>Q4 FY07</b> (Apr-Jun 07)	53.9%	60.1%	52.6%	70.6%
<b>Q1 FY08</b> (Jul-Sep 07)	60.8%	55.0%	57.4%	70.2%
<b>Q2 FY08</b> (Oct-Dec 07)	55.1%	61.4%	56.5%	69.1%
<b>Q3 FY08</b> (Jan-Mar 08)	53.4%	59.6%	53.2%	73.1%

**A1 Schedule and headway Adherence by line/route**
**GOAL:** >85%

<b>LINE/ROUTE</b>	<b>Q4 FY07 Schedule Adherence Apr-Jun 07</b>	<b>Q1 FY08 Schedule Adherence Jul-Sep 07</b>	<b>Q2 FY08 Schedule Adherence Oct-Dec 07</b>	<b>Q3 FY08 Schedule Adherence Jan-Mar 08</b>	<b>6 Year Avg Schedule Adherence FY02-07</b>	<b>Q4 FY07 Schedule Adherence Apr-Jun 07</b>	<b>Q1 FY08 Schedule Adherence Jul-Sep 07</b>	<b>Q2 FY08 Schedule Adherence Oct-Dec 07</b>	<b>Q3 FY08 Schedule Adherence Jan-Mar 08</b>
<b>Light Rail</b>									
F Market & Wharves	77.0%		62.4%	75.4%	66.5%	52.7%		38.6%	50.0%
J Church			67.1%		60.8%			74.2%	
K Ingleside / T Third*		75.3%*		73.6%	72.1%		75.4%*		56.0%
L Taraval	74.3%		79.3%		73.3%	60.0%		65.8%	
M Oceanview		59.3%		72.3%	65.3%		61.7%		60.0%
N Judah	71.8%	68.7%			70.1%	88.1%	50.0%		

**A1 Schedule and headway Adherence by line/route**
**GOAL: >85%**

<b>LINE/ROUTE</b>	<b>Q4 FY07 Sched- ule Adher- ence Apr-Jun 07</b>	<b>Q1 FY08 Sched- ule Adher- ence Jul-Sep 07</b>	<b>Q2 FY08 Sched- ule Adher- ence Oct-Dec 07</b>	<b>Q3 FY08 Sched- ule Adher- ence Jan-Mar 08</b>	<b>6 Year Avg Sched- ule Adher- ence FY02-07</b>	<b>Q4 FY07 Schedule Adher- ence Apr-Jun 07</b>	<b>Q1 FY08 Sched- ule Adher- ence Jul-Sep 07</b>	<b>Q2 FY08 Sched- ule Adher- ence Oct-Dec 07</b>	<b>Q3 FY08 Sched- ule Adher- ence Jan-Mar 08</b>
<b>Cable Car</b>									
59 Powell-Mason			67.5%		69.3%			65.1%	
60 Powell-Hyde	59.8%		74.1%		68.4%	92.2%		57.7%	
61 California St	68.2%	71.0%		69.6%	69.4%	49.8%	55.0%		59.6%
<b>Trolley Coach</b>									
1 California	83.8%	83.3%			78.9%	33.3%	58.6%		
3 Jackson		73.8%			71.6%		86.1%		
4 Sutter			88.0%	73.8%	74.0%			88.2%	94.7%
5 Fulton			81.0%		75.2%			40.2%	
6 Parnassus	80.2%		75.2%		73.0%	74.8%		72.0%	
7 Haight			51.4%		73.0%			66.7%	
14 Mission	72.2%	77.4%		77.6%	71.6%	42.4%	51.9%		44.0%
20 Columbus			70.8%		N/A			57.1%	
21 Hayes	70.2%		73.7%	70.1%	69.3%	82.9%		71.9%	62.8%
22 Fillmore	73.3%	72.9%		72.8%	71.7%	45.2%	46.6%		48.2%
24 Divisadero	69.6%				69.7%	76.8%	59.8%		
30 Stockton			78.2%	68.9%	76.2%			42.7%	37.8%
31 Balboa	75.3%	70.5%		71.8%	66.6%	78.3%	66.1%		77.2%

**A1 Schedule and headway Adherence by line/route**
**GOAL: >85%**

<b>LINE/ROUTE</b>	<b>Q4 FY07 Sched- ule Adher- ence Apr-Jun 07</b>	<b>Q1 FY08 Sched- ule Adher- ence Jul-Sep 07</b>	<b>Q2 FY08 Sched- ule Adher- ence Oct-Dec 07</b>	<b>Q3 FY08 Sched- ule Adher- ence Jan-Mar 08</b>	<b>6 Year Avg Sched- ule Adher- ence FY02-07</b>	<b>Q4 FY07 Schedule Adher- ence Apr-Jun 07</b>	<b>Q1 FY08 Sched- ule Adher- ence Jul-Sep 07</b>	<b>Q2 FY08 Sched- ule Adher- ence Oct-Dec 07</b>	<b>Q3 FY08 Sched- ule Adher- ence Jan-Mar 08</b>
33 Stanyan	64.8%	66.1%		63.4%	65.0%	67.2%	67.9%		71.3%
41 Union			76.7%	76.8%	78.9%			51.4%	41.5%
45 Union-Stockton			65.3%		72.9%			63.8%	
49 Van Ness-Mission		68.5%		68.7%	71.0%		44.5%		70.6%
<b>Motor Coach</b>									
1AX California 'A' Exp	38.1%	86.7%			61.9%	68.4%	85.2%		
1BX California 'B' Exp		79.3%			77.8%		46.5%		
2 Clement			61.6%		69.5%			70.5%	
9 San Bruno		67.9%			71.2%		60.2%		
9AX San Bruno 'A' Exp	76.9%	50.0%			56.2%	81.8%	46.2%		
9BX San Bruno 'B' Exp		57.9%			66.5%		54.3%		
9X San Bruno Exp	60.3%	57.3%			63.1%	61.8%	60.9%		
10 Townsend		73.3%			65.5%		81.2%		
12 Folsom	66.8%	56.8%		62.8%	67.0%	65.9%	72.3%		73.1%
14L Mission Limited	77.4%	73.7%		73.3%	72.8%	76.6%	76.5%		90.2%
14X Mission Exp	78.1%		69.6%	80.9%	78.1%	62.1%		66.7%	74.4%
16AX Noriega 'A' Exp	66.7%		65.2%	71.7%	69.3%	70.9%		66.7%	81.0%

**A1 Schedule and headway Adherence by line/route**
**GOAL: >85%**

<b>LINE/ROUTE</b>	<b>Q4 FY07 Sched- ule Adher- ence Apr-Jun 07</b>	<b>Q1 FY08 Sched- ule Adher- ence Jul-Sep 07</b>	<b>Q2 FY08 Sched- ule Adher- ence Oct-Dec 07</b>	<b>Q3 FY08 Sched- ule Adher- ence Jan-Mar 08</b>	<b>6 Year Avg Sched- ule Adher- ence FY02-07</b>	<b>Q4 FY07 Schedule Adher- ence Apr-Jun 07</b>	<b>Q1 FY08 Sched- ule Adher- ence Jul-Sep 07</b>	<b>Q2 FY08 Sched- ule Adher- ence Oct-Dec 07</b>	<b>Q3 FY08 Sched- ule Adher- ence Jan-Mar 08</b>
16BX Noriega 'B' Exp	77.3%	44.4%		65.9%	66.0%	62.5%	50.0%		75.7%
17 Park Merced	60.8%	65.4%		66.4%	58.2%	91.1%	88.6%		88.0%
18 46th Av	83.9%	87.0%		80.5%	77.9%	91.1%	88.4%		87.3%
19 Polk	71.0%		66.4%	68.6%	64.4%	65.1%		77.8%	73.6%
23 Monterey	68.6%		78.3%	70.9%	68.0%	83.9%		93.3%	83.6%
26 Valencia	58.1%		54.2%	64.7%	63.7%	84.5%		88.2%	91.2%
27 Bryant	74.6%	71.4%			68.6%	80.3%	65.7%		
28 19th Av		61.0%			66.1%		60.3%		
28L 19th Av Limited		92.3%			72.4%		77.3%		
29 Sunset	59.8%	60.0%			57.4%	59.5%	51.5%		
<b>Motor Coach</b>									
30X Marina Exp			84.1%		74.2%			65.2%	
31AX Balboa 'A' Exp		73.7%		70.0%					72.2%
31BX Balboa 'B' Exp		48.3%		90.0%	69.7%		57.7%		100.0%
35 Eureka			60.0%		77.9%			85.7%	
36 Teresita			60.7%		60.9%			90.4%	
37 Corbett		78.6%			77.6%		89.9%		
38 Geary	77.2%		73.4%	72.0%	73.8%	55.0%		49.4%	40.1%
38AX Geary 'A' Exp			85.3%	71.1%	65.5%			83.9%	82.4%



**A1 Schedule and headway Adherence by line/route**
**GOAL: >85%**

<b>LINE/ROUTE</b>	<b>Q4 FY07 Sched- ule Adher- ence Apr-Jun 07</b>	<b>Q1 FY08 Sched- ule Adher- ence Jul-Sep 07</b>	<b>Q2 FY08 Sched- ule Adher- ence Oct-Dec 07</b>	<b>Q3 FY08 Sched- ule Adher- ence Jan-Mar 08</b>	<b>6 Year Avg Sched- ule Adher- ence FY02-07</b>	<b>Q4 FY07 Schedule Adher- ence Apr-Jun 07</b>	<b>Q1 FY08 Sched- ule Adher- ence Jul-Sep 07</b>	<b>Q2 FY08 Sched- ule Adher- ence Oct-Dec 07</b>	<b>Q3 FY08 Sched- ule Adher- ence Jan-Mar 08</b>
38BX Geary 'B' Exp			73.9%	57.1%	68.3%			69.0%	52.6%
38L Geary Limited	74.6%	69.9%		78.9%	76.7%	54.5%	55.6%		62.2%
39 Coit			55.6%		56.8%			86.8%	
43 Masonic			70.5%		69.0%			67.1%	
44 O'Shaughnessy			60.9%	71.1%	66.7%			69.2%	52.8%
47 Van Ness			73.5%		71.4%			60.9%	
48 Quintara-24th St			64.9%	59.5%	68.2%			63.2%	67.0%
52 Excelsior			47.5%	50.0%	72.0%			65.7%	71.2%
53 Southern Heights	65.2%	85.3%		76.6%	78.4%	96.5%	96.4%		98.4%
54 Felton	47.6%		46.0%	44.8%	52.4%	77.9%		76.2%	84.6%
56 Rutland	85.7%		50.0%	54.5%	68.0%	96.4%		80.0%	100.0%
66 Quintara	69.8%	82.7%		75.9%	72.0%	82.1%	100.0%		95.2%
67 Bernal Heights	74.7%	71.7%		67.5%	71.1%	80.8%	86.5%		87.2%
71 Haight-Noriega / 71L Lim	65.9%	61.2%			65.5%	92.4%	61.5%		
80X Gateway Exp			100.0%		54.5%			100.0%	
81X Caltrain Exp			25.0%		51.0%			75.0%	
82X Presidio & Wharves Exp	60.0%	100.0%			60.9%	85.7%	100.0%		

**A1 Schedule and headway Adherence by line/route**
**GOAL: >85%**

<b>LINE/ROUTE</b>	<b>Q4 FY07 Sched- ule Adher- ence Apr-Jun 07</b>	<b>Q1 FY08 Sched- ule Adher- ence Jul-Sep 07</b>	<b>Q2 FY08 Sched- ule Adher- ence Oct-Dec 07</b>	<b>Q3 FY08 Sched- ule Adher- ence Jan-Mar 08</b>	<b>6 Year Avg Sched- ule Adher- ence FY02-07</b>	<b>Q4 FY07 Schedule Adher- ence Apr-Jun 07</b>	<b>Q1 FY08 Sched- ule Adher- ence Jul-Sep 07</b>	<b>Q2 FY08 Sched- ule Adher- ence Oct-Dec 07</b>	<b>Q3 FY08 Sched- ule Adher- ence Jan-Mar 08</b>
88 BART Shuttle	67.4%		50.0%	87.2%	64.4%	59.0%		50.0%	82.9%
89 Laguna Honda			30.8%		55.1%			88.9%	
90 Owl		69.2%			84.5%		100.0%		
91 Owl			63.2%	44.4%	66.5%			88.2%	68.8%
108 Treasure Island		74.3%			83.2%		84.2%		

**A2 Scheduled service hours delivered**
**GOAL: >98.5%**

**Purpose:** To measure service hours through available operators and equipment deployed in revenue service, along with the percentage of equipment available for service.

**Definition:** Monthly measurement of the percent of total available hours for service measuring operators and equipment and percentage of equipment available daily.

**Method:** Both operators and equipment are measured as to the total number of hours in service as a percentage of the total Scheduled hours. Data come from the online dispatching system. Measurement of the vehicles that begin service at the Scheduled time will be provided from the 8am and 6pm "Not-Out Report" generated by Central Control and will show the percent of vehicles that went out at the Scheduled time for both the AM and PM pullout.

**SYSTEMWIDE (FY02-FY08)**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>97.0%</b>	<b>97.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>
<b>Q1</b> (Jul-Sep)	95.4%	97.4%	96.3%	97.1%	93.7%	94.2%	95.2%
<b>Q2</b> (Oct-Dec)	95.7%	97.5%	97.1%	95.7%	95.4%	94.7%	96.1%
<b>Q3</b> (Jan-Mar)	96.2%	96.7%	98.1%	94.0%	94.8%	95.6%	96.0%
<b>Q4</b> (Apr-Jun)	97.8%	94.5%	97.3%	94.3%	93.0%	92.5%	
<b>Annual average</b>	<b>96.3%</b>	<b>96.5%</b>	<b>97.2%</b>	<b>95.3%</b>	<b>94.2%</b>	<b>94.3%</b>	

**A2 Scheduled service hours delivered**
**GOAL: >98.5%**
**BY DIVISION** (previous four quarters)

	<b>Green LRV</b>	<b>Cable Car</b>	<b>Potrero Trolley</b>	<b>Presidio Trolley</b>	<b>Flynn Motor Coach</b>	<b>Kirkland Motor Coach</b>	<b>Woods Motor Coach</b>
<b>Q4 FY08</b> (Apr-Jun 07)	85.3%	97.1%	88.5%	98.9%	90.4%	94.9%	95.7%
<b>Q1 FY08</b> (Jul-Sep 07)	95.1%	97.3%	92.9%	97.9%	96.2%	94.3%	94.9%
<b>Q2 FY08</b> (Oct-Dec 07)	97.3%	97.6%	96.1%	97.5%	94.0%	95.0%	96.2%
<b>Q3 FY08</b> (Jan-Mar 08)	98.3%	95.4%	95.0%	97.8%	94.5%	95.3%	95.4%

**A2 Equipment available**
**SYSTEMWIDE** (FY02-FY08)

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	99.72%	99.92%	99.81%	99.87%	99.94%	99.87%	99.87%
<b>Q2</b> (Oct-Dec)	99.75%	99.87%	99.95%	99.72%	99.93%	99.80%	99.98%
<b>Q3</b> (Jan-Mar)	96.69%	99.97%	99.85%	99.79%	99.86%	99.90%	100%
<b>Q4</b> (Apr-Jun)	99.82%	99.90%	99.80%	99.82%	99.88%	99.92%	
<b>Annual average</b>	<b>99.00%</b>	<b>99.92%</b>	<b>99.85%</b>	<b>99.80%</b>	<b>99.90%</b>	<b>99.87%</b>	

**A2 Equipment available** continued

**BY DIVISION** (previous four quarters)

	<b>Green LRV</b>	<b>Cable Car</b>	<b>Potrero Trolley</b>	<b>Presidio Trolley</b>	<b>Flynn Motor Coach</b>	<b>Kirkland Motor Coach</b>	<b>Woods Motor Coach</b>
<b>Q4 FY08</b> (Apr-Jun 07)	99.87%	99.96%	99.90%	99.97%	99.91%	99.90%	99.80%
<b>Q1 FY08</b> (Jul-Sep 07)	99.97%	99.96%	100%	99.97%	100%	100%	99.36%
<b>Q2 FY08</b> (Oct-Dec 07)	99.95%	99.98%	99.97%	100%	99.98%	99.98%	99.99%
<b>Q3 FY08</b> (Jan-Mar 08)	100%	100%	100%	100%	100%	100%	100%

**A2 Operators available**
**SYSTEMWIDE** (FY02-FY08)

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	95.7%	97.5%	96.5%	97.3%	93.7%	94.3%	95.4%
<b>Q2</b> (Oct-Dec)	96.0%	97.6%	97.2%	96.0%	95.4%	94.8%	96.1%
<b>Q3</b> (Jan-Mar)	96.7%	96.7%	98.3%	94.2%	95.0%	95.7%	96.0%
<b>Q4</b> (Apr-Jun)	98.0%	94.6%	97.5%	94.5%	93.1%	92.6%	
<b>Annual average</b>	<b>96.6%</b>	<b>96.6%</b>	<b>97.4%</b>	<b>95.5%</b>	<b>94.3%</b>	<b>94.4%</b>	

**A2 Operators available**
**BY DIVISION** (previous four quarters)

	<b>Green LRV</b>	<b>Cable Car</b>	<b>Potrero Trolley</b>	<b>Presidio Trolley</b>	<b>Flynn Motor Coach</b>	<b>Kirkland Motor Coach</b>	<b>Woods Motor Coach</b>
<b>Q4 FY07</b> (Apr-Jun 07)	85.4%	97.1%	88.5%	98.9%	90.5%	94.9%	95.9%
<b>Q1 FY08</b> (Jul-Sep 07)	95.1%	97.4%	92.9%	98.0%	96.2%	94.3%	95.6%
<b>Q2 FY08</b> (Oct-Dec 07)	97.3%	97.6%	96.1%	97.5%	94.0%	95.0%	96.2%
<b>Q3 FY08</b> (Jan-Mar 08)	98.3%	95.4%	95.0%	97.8%	94.5%	95.3%	95.4%

**A2 Late pull-outs:** % of Scheduled/executed runs that were late

**GOAL:** <1.5%

**SYSTEMWIDE** (FY02-FY08)

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	0.2%	0.1%	1.1%	1.0%	1.4%	0.4%	0.5%
<b>Q2</b> (Oct-Dec)	0.1%	0.3%	0.8%	1.1%	1.1%	0.5%	0.5%
<b>Q3</b> (Jan-Mar)	0.1%	0.3%	0.9%	1.2%	0.8%	0.6%	0.4%
<b>Q4</b> (Apr-Jun)	0.1%	0.3%	0.9%	1.2%	0.5%	0.5%	
<b>Annual average</b>	<b>0.1%</b>	<b>0.2%</b>	<b>0.9%</b>	<b>1.1%</b>	<b>1.0%</b>	<b>0.5%</b>	

**A2 Late pull-outs continued**

<b>BY DIVISION</b> (previous four quarters)								
	<b>LRV</b> <i>Green</i>	<b>F Market</b>	<b>Cable Car</b>	<b>Trolley Coach Potrero</b>	<b>Trolley Coach Presidio</b>	<b>Motor Coach Flynn</b>	<b>Motor Coach Kirkland</b>	<b>Motor Coach Woods</b>
<b>Q4 FY08</b> (Apr-Jun 07)	0.5%	1.1%	0.3%	0.4%	0.3%	0.6%	0.7%	0.4%
<b>Q1 FY08</b> (Jul-Sep 07)	0.3%	0.5%	0.3%	0.6%	0.5%	0.5%	0.4%	0.5%
<b>Q2 FY08</b> (Oct-Dec 07)	0.5%	0.9%	0.4%	0.4%	0.3%	0.6%	0.6%	0.4%
<b>Q3 FY08</b> (Jan-Mar 08)	0.4%	0.8%	0.3%	0.5%	0.2%	0.5%	0.4%	0.3%

**A3 Pass-ups: % of vehicles unable to pick up passengers due to crowding**
**GOAL: <5%**

**Purpose:** To measure crowding in vehicles.

**Definition:** % of vehicles that pass published time points during measurement periods unable to pick up passengers due to crowding without being followed within 3 minutes or less by another vehicle on the same route with space for all waiting passengers. Pass-up measurements are conducted at least 10 weekdays per month. At the beginning of each quarter, supervisors review all lines checked in the previous quarter, and identify the five lines with the highest load factors, and the time period those load factors occurred. Supervisors check those five lines during the high load factor time period each month of the coming quarter. Supervisors also check to see if any Passenger Service Reports for pass-ups were made for the five lines, and if the location of the pass-up was recorded. If recorded, supervisors use that point as the point to check for pass-ups. If there are no locations recorded, supervisors use the stop before the maximum load point.

**Method:** Periods of time include morning rush (6am-9am), midday (9am-4pm), evening rush (4pm-7pm), and night (7pm-1am).

**PASS-UP RATE (FY02-FY08)**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>
<b>Q1</b> (Jul-Sep)	0.27%	2.07%	2.98%	0.22%	0.68%	0.58%	0.43%
<b>Q2</b> (Oct-Dec)	0.07%	7.15%	6.10%	0.18%	2.46%	0.00%	2.96%
<b>Q3</b> (Jan-Mar)	0.23%	0.18%	0.80%	0.55%	0.57%	0.00%	0.92%
<b>Q4</b> (Apr-Jun)	0.41%	1.61%	2.11%	0.43%	2.82%	2.69%	
<b>Annual average</b>	<b>0.33%</b>	<b>2.75%</b>	<b>3.17%</b>	<b>0.35%</b>	<b>1.63%</b>	<b>1.30%</b>	



**A3 Pass-ups: % of vehicles unable to pick up passengers due to crowding****GOAL: <5%****PASS-UPS BY QUARTER** (previous four quarters)

	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07	<b>Q3 FY08</b> Jan-Mar 08
<b>Total Pass-Ups</b>	15	2	12	5
<b>Total Checks</b>	557	462	405	546
<b>Total % Pass-Ups</b>	2.69%	0.43%	2.96%	0.92%

**A3 Pass-ups continued**
**GOAL: <5%**
**PASS-UPS BY LINE/ROUTE (previous four quarters)**

	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07	<b>Q3 FY08</b> Jan-Mar 08
<b>Line/Route, Goal</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>
<b>N Judah</b> Duboce/Church		0.00% AM inbound		
<b>5 Fulton</b> McAllister/Van Ness	3.01% AM inbound		6.54% AM inbound	
<b>9AX San Bruno 'A' Exp</b> Bryant/6 <sup>th</sup> St			3.53% PM outbound	
<b>12 Folsom</b> Pacific/Jones		0.00% AM outbound		
<b>21 Hayes</b> Grove/Van Ness				0.00% AM inbound
<b>29 Sunset</b> Geneva/Balboa Park BART		0.00% AM inbound	0.00% PM outbound	
<b>30 Stockton</b> Stockton/Sutter				4.63% AM inbound
<b>31AX Balboa 'A' Exp</b> Balboa/Park Presidio			0.00% AM inbound	
<b>38L Geary Limited</b> Geary/Leavenworth		0.71% PM outbound		
<b>43 Masonic</b> Geneva/Mission	0.00% AM inbound			0.00% AM inbound
<b>44 O'Shaughnessy</b> Silver/Mission	0.00% AM inbound			0.00% PM outbound
<b>45 Union-Stockton</b> Stockton/Sutter	7.81% PM outbound			0.00% AM inbound
<b>48 Quintara-24<sup>th</sup> St</b> 24 <sup>th</sup> St/Castro	0.00% AM inbound			

**A3 Pass-ups continued**
**GOAL: <5%**
**PASS-UPS BY LINE/ROUTE** (previous four quarters)

	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07	<b>Q3 FY08</b> Jan-Mar 08
<b>4 Van Ness-Mission</b> Van Ness/McAllister			2.20% PM outbound	
<b>71 Haight-Noriega / 71L Limited</b> Haight/Gough		2.27% PM outbound		

**A4**
**Load factors: # of lines exceeding target load factor during peak periods**
**GOAL:** reduce # of lines over 85% load factor

**Purpose:** To measure load factors at peak periods.

**Definition:** Each line is checked twice a year. Checks are conducted at least 10 weekdays and weekends per period. A checking Schedule is established for the routes. The order in which the routes are checked is determined monthly through a random selection process. To the extent automated systems can be substituted at less cost for checks, or the measurement of any standard, such systems are used. The maximum target load factor is 85% of seating/standing capacity.

**Method:** Periods of time includes morning rush (6am-9am), midday (9am-4pm) afternoon rush (4pm-7pm), and night (7pm-1am). Supervisors conduct a one-hour, on time, and load standard check at a maximum load point at mid-route during all four time periods stated above.

**LINES EXCEEDING 85% LOAD FACTOR – SYSTEMWIDE (FY02-FY08)**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	10	4	2	1	6	6	9
<b>Q2</b> (Oct-Dec)	4	1	4	8	10	5	8
<b>Q3</b> (Jan-Mar)	2	3	4	6	9	4	3
<b>Q4</b> (Apr-Jun)	8	2	3	9	5	7	

**A4 Load factors** continued

**GOAL:** # of lines over 85% load factor

**LOAD FACTOR BY LINE**

	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07	<b>Q3 FY08</b> Jan-Mar 08	<b>6 Yr Avg</b> FY02-FY07
<b>Light Rail</b>					
F Market & Wharves	60.1%		86.0%	48.4%	63.4%
J Church			60.4%		56.3%
K Ingleside / T Third		80.9%*		75.8%	73.2%
L Taraval	84.7%		80.0%		71.5%
M Oceanview		62.6%		51.6%	67.5%
N Judah	88.1%	77.0%			75.0%
<b>Cable Car</b>					
59 Powell-Mason			47.4%		70.7%
60 Powell-Hyde	92.2%		84.7%		89.4%
61 California St	49.8%	86.3%		42.9%	52.6%
<b>Trolley Coach</b>					
1 California	85.0%	86.2%			80.4%
3 Jackson		58.7%			54.1%
4 Sutter			50.4%	57.5%	51.3%
5 Fulton			89.4%		77.6%
6 Parnassus	74.8%		70.9%		59.1%
7 Haight			65.6%		55.3%
14 Mission	67.0%	78.0%		76.5%	63.3%
20 Columbus			12.7%		N/A
21 Hayes	82.9%		93.7%	80.0%	72.7%
22 Fillmore	68.4%	75.9%		70.8%	72.1%
24 Divisadero	76.8%	85.6%			75.2%

**A4 Load factors** continued

**GOAL:** # of lines over 85% load factor

**LOAD FACTOR BY LINE**

	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07	<b>Q3 FY08</b> Jan-Mar 08	<b>6 Yr Avg</b> FY02-FY07
30 Stockton					89.3%
24 Divisadero	66.1%	64.1%			55.6%
30 Stockton	62.3%	55.1%	89.9%	91.9%	51.7%
31 Balboa				64.9%	68.3%
33 Stanyan				58.0%	87.0%
41 Union		110.7%	79.3%	79.4%	72.6%
45 Union-Stockton	85.0%	86.2%	93.7%		80.4%
49 Van Ness-Mission		58.7%		70.6%	54.1%

\*FY08 data is for the K Ingleside/T Third. Previous data is exclusively for the K Ingleside.

**A4 Load factors** continued

**GOAL:** # of lines over 85% load factor

**LOAD FACTOR BY LINE**

	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07	<b>Q3 FY08</b> Jan-Mar 08	<b>6 Yr Avg</b> FY02-FY07
<b>Motor Coach</b>					
1AX California 'A' Exp	70.8%	76.4%			74.6%
1BX California 'B' Exp		64.6%			71.7%
2 Clement			63.5%		66.7%
9 San Bruno		75.4%			63.6%
9AX San Bruno 'A' Exp	75.5%	99.3%			88.0%
9BX San Bruno 'B' Exp		109.9%			76.7%
9X San Bruno Exp	45.7%	51.5%			69.1%
10 Townsend		68.2%			49.6%
12 Folsom	92.3%	75.6%		64.5%	68.8%
14L Mission Limited	54.9%	61.4%		51.7%	49.9%
14X Mission Exp	82.6%		72.3%	72.4%	74.2%
16AX Noriega 'A' Exp	67.3%			72.3%	65.1%
16BX Noriega 'B' Exp	72.3%	79.9%	61.6%	58.9%	63.2%
17 Park Merced	25.3%	28.3%		21.9%	34.5%
18 46th Av	46.6%	30.5%		42.3%	41.3%
19 Polk	75.9%		75.9%	60.3%	60.7%
23 Monterey	71.7%		34.0%	62.3%	48.9%
26 Valencia	27.3%		32.3%	39.3%	41.5%
27 Bryant	53.6%	82.7%			66.8%
28 19th Av		73.8%			77.7%
28L 19th Av Limited		63.9%			50.7%
29 Sunset	94.7%	104.6%			80.7%

**A4 Load factors** continued

**GOAL:** # of lines over 85% load factor

**LOAD FACTOR BY LINE**

	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07	<b>Q3 FY08</b> Jan-Mar 08	<b>6 Yr Avg</b> FY02-FY07
30X Marina Exp			75.3%		78.6%
31AX Balboa 'A' Exp		87.1%		72.2%	76.8%
31BX Balboa 'B' Exp		75.6%		56.8%	71.9%
35 Eureka			48.1%		41.8%
36 Teresita			22.0%		36.0%
37 Corbett		79.0%			63.9%
38 Geary	87.3%		68.4%	61.6%	67.3%
38AX Geary 'A' Exp			51.6%	78.9%	69.6%
38BX Geary 'B' Exp	79.0%		62.1%	63.4%	73.8%
38L Geary Limited	97.3%	84.0%		93.5%	78.9%



**A4 Load factors** continued

**GOAL:** # of lines over 85% load factor

**LOAD FACTOR BY LINE**

	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07	<b>Q3 FY08</b> Jan-Mar 08	<b>6 Yr Avg</b> FY02-FY07
39 Coit			24.7%		23.6%
43 Masonic			94.0%		81.7%
44 O'Shaughnessy			96.7%	80.8%	80.9%
47 Van Ness			61.0%		69.6%
48 Quintara-24th St			84.8%	91.0%	68.5%
52 Excelsior			45.6%	77.8%	59.5%
53 Southern Heights	49.6%	45.2%		39.7%	48.4%
54 Felton	72.4%		69.0%	63.5%	76.0%
56 Rutland	24.5%		16.3%	37.1%	14.8%
66 Quintara	26.4%	21.4%		23.7%	49.7%
67 Bernal Heights	35.2%	35.7%		58.6%	54.5%
71 Haight-Noriega / 71L Limited	92.4%	77.0%			73.2%
80X Gateway Exp			41.3%		52.0%
81X Caltrain Exp			64.0%		55.6%
82X Presidio & Wharves Exp	63.9%	64.7%			57.3%
88 BART Shuttle	66.5%		89.3%	56.5%	71.0%
89 Laguna Honda			8.0%		19.3%
90 Owl		10.8%			20.2%
91 Owl			13.3%	9.2%	17.8%
108 Treasure Island		80.7%			60.2%

**A5 Vehicles available (AM/PM)**
**GOAL: >99.0%**

**Purpose:** To measure the percentage of equipment available for service.

**Definition:** Measurement of availability as a percentage of vehicles at each facility available at 7am/4pm on non-holiday weekdays against peak demand requirements.

**Method:** The Shop History and Online Parts System (SHOPS) provides the data. A vehicle is considered available for service if it is available for assignment to an operator no later than 7am and 4pm.

**AM AVAILABILITY SYSTEMWIDE (FY02-FY08)**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>99.0%</b>
<b>Q1</b> Jul-Sep	99.1%	99.2%	98.9%	99.5%	98.2%	98.6%	99.96%
<b>Q2</b> Oct-Dec	98.6%	99.6%	99.6%	99.2%	98.4%	98.7%	99.80%
<b>Q3</b> Jan-Mar	98.2%	99.9%	99.2%	98.5%	98.7%	99.3%	99.46%
<b>Q4</b> Apr-Jun	99.2%	99.6%	99.5%	98.0%	98.4%	99.9%	
<b>Annual average</b>	<b>98.8%</b>	<b>99.6%</b>	<b>99.3%</b>	<b>98.8%</b>	<b>98.4%</b>	<b>99.1%</b>	

**A5 Vehicles available (AM/PM)**
**GOAL: >99.0%**
**PM AVAILABILITY SYSTEMWIDE (FY02-FY08)**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>99.0%</b>
<b>Q1</b> Jul-Sep	99.0%	99.0%	98.7%	98.9%	98.0%	98.2%	99.96%
<b>Q2</b> Oct-Dec	97.9%	99.7%	99.3%	97.5%	98.1%	98.8%	99.76%
<b>Q3</b> Jan-Mar	99.0%	99.7%	99.0%	98.0%	98.5%	99.6%	99.37%
<b>Q4</b> Apr-Jun	99.2%	99.4%	99.3%	97.1%	98.0%	99.9%	
<b>Annual average</b>	<b>98.8%</b>	<b>99.4%</b>	<b>99.0%</b>	<b>97.9%</b>	<b>98.2%</b>	<b>99.1%</b>	

**AM AVAILABILITY BY DIVISION (previous four quarters)**

	<b>Green LRV</b>	<b>F Market Historic Streetcar</b>	<b>Cable Car</b>	<b>Potrero Trolley Coach</b>	<b>Presidio Trolley Coach</b>	<b>Flynn Motor Coach</b>	<b>Kirkland Motor Coach</b>	<b>Woods Motor Coach</b>
<b>Goal</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>
<b>Q4 FY07</b> Apr-Jun 07	99.8%	100%	100%	100%	99.9%	100%	99.9%	99.5%
<b>Goal</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>
<b>Q1 FY08</b> Jul-Sep 07	99.8%	99.5%	100%	100%	100%	100%	100%	100%
<b>Q2 FY08</b> Oct-Dec 07	100%	97.0%	100%	99.6%	100%	100%	100%	99.7%
<b>Q3 FY08</b> Jan-Mar 08	99.3%	100%	100%	99.9%	100%	100%	100%	97.6%

**A5 Vehicles available** (AM/PM) continued

**GOAL: >99.0%**
**PM AVAILABILITY** BY DIVISION (previous four quarters)

	<b>Green LRV</b>	<b>F Market Historic Streetcar</b>	<b>Cable Car</b>	<b>Potrero Trolley Coach</b>	<b>Presidio Trolley Coach</b>	<b>Flynn Motor Coach</b>	<b>Kirkland Motor Coach</b>	<b>Woods Motor Coach</b>
<b>Goal</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>
<b>Q4 FY07</b> Apr-Jun 07	99.8%	100%	100%	100%	99.9%	100%	99.9%	99.5%
<b>Goal</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>
<b>Q1 FY08</b> Jul-Sep 07	99.8%	99.4%	100%	100%	100%	100%	100%	100%
<b>Q2 FY08</b> Oct-Dec 07	99.9%	97.9%	100%	99.4%	100%	100%	100%	99.6%
<b>Q3 FY08</b> Jan-Mar 08	99.8%	99.9%	100%	99.8%	100%	100%	100%	97.0%

**NUMBER OF DAYS BELOW 100%** BY DIVISION

	<b>Green LRV</b>	<b>F Market Historic Streetcar</b>	<b>Cable Car</b>	<b>Potrero Trolley Coach</b>	<b>Presidio Trolley Coach</b>	<b>Flynn Motor Coach</b>	<b>Kirkland Motor Coach</b>	<b>Woods Motor Coach</b>
<b>Q1 FY08</b> Jul-Sep 07	5	8	0	0	0	0	0	0
<b>Q2 FY08</b> Oct-Dec 07	5	22	0	17	0	0	1	9
<b>Q3 FY08</b> Jan-Mar 08	25	1	0	7	0	0	0	36

**A6 UnScheduled absences**

**GOAL:** <10.7% for transit operators, 5% year over year improvement for all others

**Purpose:** To measure unScheduled absences.

**Definition:** Monthly measurement of unScheduled absences is defined as time that is not Scheduled in advance and includes the following payroll categories: Sick pay (with pay), Sick Leave (without pay), AWOL, Worker's Comp, SDI, and Assault Pay.

**Method:** TESS and the Attendance Tracking System currently provide the data as a calculation of Scheduled hours available against unScheduled hours for Municipal Railway employees. For DPT employees, data is extracted from the DETS system.

**MUNICIPAL RAILWAY**

	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>	<b>5 Yr Avg FY03- FY07</b>	<b>Q4 FY07 Apr-Jun 07</b>	<b>Q1 FY08 Jul-Sep 07</b>	<b>Q2 FY08 Oct-Dec 07</b>	<b>Q3 FY08 Jan-Mar 08</b>	<b>FY0 8 Goal</b>
Admin	5.0%	5.0%	5.3%	5.2%	5.8%		5.1%	5.8%	5.6%	5.4%	5.1%	<b>5.5 %</b>
Maintenance	6.2%	6.5%	7.2%	6.5%	7.4%		6.6%	7.1%	6.9%	7.1%	6.5%	<b>7.0 %</b>
Operations	7.2%	7.4%	6.5%	6.6%	7.3%		6.9%	7.2%	8.3%	7.8%	5.6%	<b>6.9 %</b>
Transit Operators	11.1%	10.3%	10.8%	11.9%	10.9%		11.0%	10.3%	10.4%	11.4%	11.3%	<b>10.7 %</b>

**A6 UnScheduled absences**

**GOAL:** <10.7% for transit operators, 5% year over year improvement for all others

**PARKING, TRAFFIC, AND ENFORCEMENT**

	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>	<b>5 Yr Avg FY03- FY07</b>	<b>Q4 FY07 Apr-Jun 07</b>	<b>Q1 FY08 Jul-Sep 07</b>	<b>Q2 FY08 Oct-Dec 07</b>	<b>Q3 FY08 Jan-Mar 08</b>	<b>FY0 8 Goal</b>
Admin	4.8%	5.2%	5.2%	4.3%	4.2%		4.7%	2.7%	1.2%	3.2%	3.4%	<b>4.0 %</b>
Citations	N/A	N/A	N/A	13.8%	7.8%		N/A	10.3%	9.2%	7.6%	8.5%	<b>7.4 %</b>
Crossing Guards	N/A	N/A	N/A	N/A	N/A		N/A	N/A	4.1%	6.5%	6.4%	<b>N/A</b>
Enforcement	17.6%	15.7%	17.1%	15.7%	16.5%		16.5%	14.5%	15.8%	14.8%	16.1%	<b>15.7 %</b>
Engineering	5.8%	4.9%	6.6%	6.8%	5.8%		6.0%	6.4%	4.7%	3.5%	3.7%	<b>5.5 %</b>
Shops	9.8%	10.1%	8.8%	10.1%	11.7%		10.1%	7.6%	7.5%	10.0%	10.0%	<b>11.1 %</b>

**A6 UnScheduled absences**

**GOAL:** <10.7% for transit operators, 5% year over year improvement for all others

**TRANSIT OPERATORS BY DIVISION**

	<b>Green</b> <i>LRV</i>	<b>Cable Car*</b>	<b>Potrero</b> <i>Trolley Coach</i>	<b>Presidio</b> <i>Trolley Coach</i>	<b>Flynn</b> <i>Motor Coach</i>	<b>Kirkland</b> <i>Motor Coach</i>	<b>Woods</b> <i>Motor Coach</i>
<b>Q1 FY08</b> Jul-Sep 07	12.1%	9.7%	10.6%	8.7%	10.8%	8.8%	11.6%
<b>Q2 FY08</b> Oct-Dec 07	12.1%	9.1%	10.8%	10.0%	13.7%	11.1%	12.3%
<b>Q3 FY08</b> Jan-Mar 08	11.4%	9.4%	12.4%	10.1%	12.7%	10.3%	12.0%

\*Includes conductors and gripmen.

**A7 Mean distance between failure**

**GOAL:** Increased mileage between road calls (see detailed goals below)

**Purpose:** To measure reliability through the miles a vehicle travels between failures.

**Definition:** Monthly measurement is currently dictated by the Federal Transit Administration as follows: Failures are classified as either a major or minor failure of an element of the vehicle's mechanical system. For each incident of a major or minor failure, report whether the vehicle completes the trip or the vehicle does not complete the trip. If the failure occurs during deadhead or layover, include this in revenue vehicle system failures.

**Method:** Data is collected from the Central Control Log and the online SHOPS system. All verifiable major and minor mechanical defects are included as part of the mean distance between failure figure. Areas that do not result in a chargeable road call to the maintenance shops include accidents, sick passengers, vandalism, body damage and broken windows.

**MEAN DISTANCE BETWEEN FAILURE**

Unit	FY03	FY04	FY05	FY06	FY07	FY08	Q4 FY07 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07	Q3 FY08 Jan- Mar 08	FY08 Goal
<b>RAIL</b>											
<b>Green Breda LRV</b>	3,328	3,162	3,112	1,943	4,001		4,833	4,609	5,204	4,459	<b>4,000</b>
<b>F Line</b>	1,309	1,065	1,167	940	1,582		1,682	2,199	1,861	2,377	<b>1,300</b>
<b>Cable Car</b>	5,658	5,814	5,586	5,638	5,924		5,666	4,950	5,284	5,367	<b>6,000</b>
<b>TROLLEY COACH</b>											
<b>Potrero Articulated</b>	541	724	770	785	893		882	807	753	678	<b>1,000</b>
<b>Potrero Standard</b>	762	926	902	1,004	1,377		1,480	1,587	1,439	1,132	<b>1,500</b>



**A7 Mean distance between failure**

**GOAL:** Increased mileage between road calls (see detailed goals below)

Unit	FY03	FY04	FY05	FY06	FY07	FY08	Q4 FY07 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07	Q3 FY08 Jan- Mar 08	<b>FY08 Goal</b>
<b>Presidio</b> Standard	1,279	1,235	1,239	1,121	1,477		1,900	1,862	1,882	1,863	<b>1,500</b>
<b>MOTOR COACH</b>											
<b>Flynn</b> Articulated	2,219	2,519	3,309	3,093	2,398		2,893	3,540	2,912	3,111	<b>3,100</b>
<b>Kirkland</b> Standard	2,918	3,098	2,970	3,251	3,094		3,840	3,662	3,553	3,706	<b>3,100</b>
<b>Woods</b> Standard	2,176	2,502	3,337	2,636	2,533		2,879	2,980	3,649	3,099	<b>3,100</b>

**A8 Vacancy rate for service critical positions**
**GOAL: <5%**

**Purpose:** To measure efficiency level of the department in hiring.

**Definition:** Monthly measurement of net vacancies against budgeted positions for Operations personnel.

**Method:** Monthly measurement of net vacancies against budgeted positions for Operations personnel. Calculated based on vacancies remaining once promotions and new hires have been deducted from retirees or resignations.

**VACANCY RATE BY FISCAL YEAR (FY02-FY08)**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>	<b>5%</b>
<b>Q1</b> (Jul-Sep)	4.6%	2.9%	4.4%	3.2%	3.9%	3.1%	2.4%
<b>Q2</b> (Oct-Dec)	4.0%	3.4%	4.7%	3.2%	3.6%	2.9%	2.1%
<b>Q3</b> (Jan-Mar)	4.2%	3.6%	5.3%	4.2%	3.6%	2.6%	2.4%
<b>Q4</b> (Apr-Jun)	3.7%	4.2%	5.3%	3.8%	3.6%	1.9%	

**VACANCY RATE BY DIVISION (previous four quarters)**

	<b>Budgeted Positions</b>	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07	<b>Q3 FY08</b> Jan-Mar 08	<b>FY08 Goal</b>
<b>Transit Operators</b>	2,036	0.0%	0.0%	0.0%	0.0%	<b>5%</b>
<b>Crafts</b>	929	7.0%	6.6%	5.7%	6.2%	<b>5%</b>
<b>Maintenance</b>	266	8.6%	6.0%	6.0%	7.5%	<b>5%</b>

**A9**
**Traffic and parking control requests: % investigated and responded to within 90 days**
**GOAL: >82%**
**Purpose:** To measure responsiveness to the public.

**Definition:** Each request is logged into an electronic database system and given a tracking number. Requests are then assigned to staff for investigation, which can include evaluation of existing conditions, collision history, traffic and pedestrian volume, circulation, and transit impact. Residents are notified of investigation results and recommendations. The request is then logged as completed.

**Method:** Using the existing database system, a report is generated to provide a response rate for all requests completed within a specific quarter.

**RESPONSE RATE**

	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>70%</b>	<b>75%</b>	<b>80%</b>	<b>80%</b>	<b>82%</b>
<b>Q1</b> (Jul-Sep)	75%	89%	84%	89%	92%
<b>Q2</b> (Oct-Dec)	81%	85%	84%	87%	84%
<b>Q3</b> (Jan-Mar)	70%	80%	80%	77%	82%
<b>Q4</b> (Apr-Jun)	82%	81%	76%	87%	
<b>Annual average</b>	<b>77%</b>	<b>84%</b>	<b>81%</b>	<b>85%</b>	

<b>A10</b>	<b>Color curb applications: % reviewed and processed to within 30 days</b>	<b>GOAL: &gt;90%</b>
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**Purpose:** To measure responsiveness to the public.

**Definition:** Residents, organizations, and business owners may apply for various color curb parking designations as authorized by the California Vehicle Code. These zones include loading zones (white), green zones (ten-minute parking), and red zones (driveway tip prohibited parking). This program administered by DPT is fully cost recovery. Upon receipt of application and fee, each request is logged into an electronic database system and given a tracking number. Requests are assigned to staff for investigation which includes an on-site survey to determine feasibility, necessity, and parking impact. Once the investigation is completed, the resident is notified in writing. If approved, an invoice is sent for painting fees. The request is then logged as completed.

**Method:** Using the existing database system, a report is generated to provide a response rate for all requests completed within a specific quarter.

<b>RESPONSE RATE</b>
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	FY04	FY05	FY06	FY07	FY08
<b>Goal</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>
<b>Q1</b> (Jul-Sep)	25%	87%	84%	51%	47%
<b>Q2</b> (Oct-Dec)	35%	89%	43%	52%	27%
<b>Q3</b> (Jan-Mar)	84%	87%	64%	91%	41%
<b>Q4</b> (Apr-Jun)	73%	89%	53%	94%	
<b>Annual average</b>	<b>54%</b>	<b>88%</b>	<b>61%</b>	<b>72%</b>	

**A11 Parking meter malfunction reports: % responded to and repaired within 48 hours**
**GOAL: >85%**

**Purpose:** To ensure consistent operation of parking meters and promptly repair inoperable meters.

**Definition:** Electronic parking meters are capable of self-reporting malfunctions. In addition, a hotline number is posted on each meter to enable members of the public to report instances of malfunction directly to the meter shop. These reporting mechanisms enable DPT to respond and repair meters in a timely and efficient manner to ensure the highest level of service to the public.

**Method:** The San Francisco Parking Meter Management System (SFPM) is a work order system which automates requests for service and allows them to be tracked and compiled. A report is generated providing the average response rate for all complaints received within a quarter.

**RESPONSE RATE**

	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>80%</b>	<b>80%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>
<b>Q1</b> (Jul-Sep)	58%	79%	72%	83%	86%
<b>Q2</b> (Oct-Dec)	71%	82%	83%	81%	87%
<b>Q3</b> (Jan-Mar)	76%	81%	78%	81%	84%
<b>Q4</b> (Apr-Jun)	75%	80%	86%	85%	
<b>Annual average</b>	<b>70%</b>	<b>81%</b>	<b>80%</b>	<b>83%</b>	

A12

**Hazardous traffic sign reports: % responded to and repaired within 24 hours**

GOAL: >98%

**Purpose:** To ensure the safety of all modes of transportation by responding quickly to complaints of hazardous traffic sign conditions.

**Definition:** The Sign Shop receives reports of hazardous sign conditions from city agencies and members of the public. Hazardous conditions include missing safety related signs or those that create physical public danger due to damage or disrepair. Staff maintains a manual log to record receipt of complaints and dispatches repair crews immediately.

**Method:** Sign Shop staff manually logs in each complaint and the date and time that the work is completed. DPT plans on upgrading this manual record keeping process to an electronic database system in the future.

### RESPONSE RATE

	FY04	FY05	FY06	FY07	FY08
<b>Goal</b>	<b>88%</b>	<b>95%</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>
<b>Q1</b> (Jul-Sep)	N/A	98%	87%	98%	100%
<b>Q2</b> (Oct-Dec)	98%	96%	85%	98%	100%
<b>Q3</b> (Jan-Mar)	93%	95%	86%	98%	100%
<b>Q4</b> (Apr-Jun)	95%	92%	99%	98%	
<b>Annual average</b>	<b>96%</b>	<b>95%</b>	<b>89%</b>	<b>98%</b>	

<b>A13</b>	<b>Hazardous traffic signal reports: % responded to and repaired within two hours</b>	<b>GOAL: &gt;92%</b>
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**Purpose:** To ensure the safety of all modes of transportation by responding quickly to complaints of hazardous traffic signal conditions.

**Definition:** During business hours, the Signal Shop enters malfunctions in a manual log and dispatches crews. During other hours, calls are routed to the 24-hour hotline which logs the call and dispatches staff from the Department of Telecommunications and Information Systems (DTIS). If the problem is major and urgent, DTIS pages a Signal Shop emergency crew to the scene. Repair crews record their arrival time and the time the call is completed.

**Method:** All complaints and service requests are maintained in a database system. Reports are generated to determine average response rate.

<b>RESPONSE RATE</b>
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	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>90%</b>	<b>92%</b>	<b>92%</b>	<b>92%</b>	<b>92%</b>
<b>Q1</b> (Jul-Sep)	92%	91%	92%	93%	95%
<b>Q2</b> (Oct-Dec)	94%	92%	93%	90%	96%
<b>Q3</b> (Jan-Mar)	93%	94%	91%	88%	96%
<b>Q4</b> (Apr-Jun)	90%	93%	91%	93%	
<b>Annual average</b>	<b>92%</b>	<b>93%</b>	<b>92%</b>	<b>91%</b>	

A14

**Traffic lane lines, bus zones, and crosswalks: % of network maintained per year**

GOAL: >10%/year

**Purpose:** To ensure the safety of all modes of transportation by maintaining visibility of existing lane line, bus zone, and crosswalk designations.

**Definition:** The Paint Shop's productivity is measured in relationship to annual goal. This measurement has been adjusted from a percentage of goal to a percentage of total inventory maintained.

**Method:** Work crews report actual daily production numbers to staff at the end of each day. This information is entered into a spreadsheet and tabulated to generate a report.

**% MAINTAINED** (quarterly statistics have been annualized)

	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>9%</b>	<b>10%</b>	<b>10%</b>	<b>10%</b>	<b>10%</b>
<b>Q1</b> (Jul-Sep)	11%	18%	13.9%	10.9%	18.6%
<b>Q2</b> (Oct-Dec)	13%	10%	13.1%	9.9%	15.6%
<b>Q3</b> (Jan-Mar)	10%	13%	8.4%	20.3%	12.5%
<b>Q4</b> (Apr-Jun)	10%	21%	13.5%	12.0%	
<b>Annual average</b>	<b>11%</b>	<b>15%</b>	<b>12.2%</b>	<b>13.2%</b>	



**B Financial Stability** (annually reported standards)

**B1 Passengers carried\***
**GOAL:** 1.5% increase to 209,556,000

**Purpose:** To measure ridership.

**Definition:** Annual measurement of the number of passengers who board the Municipal Railway's revenue vehicles. A passenger is counted each time they board a vehicle, even though they may be on the same journey from origin to destination.

**Method:** Ride checkers are utilized to count passenger boardings.

**RIDERSHIP BY MODE IN THOUSANDS OF PASSENGERS**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>2% increase to 239,611</b>	<b>224,000</b>	<b>224,000</b>	<b>1.5% increase to 218,979</b>	<b>1.5% increase to 220,172</b>	<b>1.5% increase to 214,011</b>	<b>1.5% increase to 209,556*</b>
<b>Motor Coach</b>	92,259	90,881	87,472	88,209	90,630	90,303	Results will be available in Autumn 2008.
<b>Trolley Coach</b>	73,968	74,399	75,216	74,941	69,065	67,297	
<b>Light Rail</b>	44,976	42,896	45,187	46,803	43,679	41,737	
<b>Cable Car</b>	7,258	7,419	7,869	6,966	7,475	7,122	
<b>Annual Total</b>	<b>218,462</b>	<b>215,595</b>	<b>215,744</b>	<b>216,918</b>	<b>210,848</b>	<b>206,459</b>	

\*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 Fare revenue**
**GOAL:** 1.5% increase to \$145,053,000

**Purpose:** To measure fare revenue by average fare by passenger, mode, and general Fast Pass sales.

**Definition:** Fare revenue collection on board revenue vehicles; Monthly/Weekly Fast Pass sales; individual ticket sales at POP stations; 1, 3 and 7 day pass sales; Cable Car Souvenir Tickets, Bart Plus, Tokens' Adult/Youth/Senior Passes; Ballpark and Special Event Passes; Regional Passes, etc. The goal is not applicable in years when a fare increase occurs.

**Method:** Cash fares are collected electronically on board all revenue vehicles (with the exception of Cable Car), utilizing the Cubic Farebox system. In Cable Cars, a manual fare collection system along with sale of special passes is utilized. POP stations sell tickets on the platform.

**CASH FARE SUMMARY IN THOUSANDS OF DOLLARS (FY02-FY08)**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b><i>\$1,600 increase</i></b>	<b><i>\$100,000</i></b>	<b><i>\$117,000</i></b>	<b><i>1.5% increase to \$117,271</i></b>	<b><i>1.5% increase to \$117,271</i></b>	<b><i>\$130,000</i></b>	<b><i>1.5% increase to \$145,053</i></b>
<b>Motor Coach</b>	\$14,080	\$14,040	\$15,578	\$16,504	\$18,705	\$18,017	Results will be available in Autumn 2008.
<b>Trolley Coach</b>	\$12,105	\$12,250	\$14,061	\$14,743	\$15,903	\$15,452	
<b>Light Rail</b>	\$8,300	\$7,910	\$9,488	\$11,405	\$13,306	\$13,831	
<b>Cable Car</b>	\$11,046	\$11,008	\$15,446	\$16,207	\$20,244	\$22,347	
<b>Fast Passes</b>	\$45,659	\$44,818	\$53,171	\$52,645	\$61,798	\$67,259	
<b>Other Fare Media</b>	\$5,958	\$6,255	\$6,498	\$7,285	\$4,865	\$4,527	
<b>Paratransit</b>	\$1,010	\$1,071	\$1,271	\$1,375	\$1,411	\$1,475	
<b>Charter</b>	\$24	\$16	\$23	\$20	\$2	\$1	
<b>Annual Total</b>	<b>\$98,182</b>	<b>\$97,368</b>	<b>\$115,538</b>	<b>\$120,184</b>	<b>\$136,234</b>	<b>\$142,909</b>	

**B2 Farebox performance:** Average fare per passenger based on unlinked passenger trips\*

**AVERAGE FARE**

	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Including all modes</b>	\$0.56	\$0.65	\$0.69	Results will be available in Autumn 2008.
<b>Excluding Cable Cars</b>	\$0.49	\$0.57	\$0.60	
<b>Excluding Cable Cars and payment to BART for fast pass holders</b>	\$0.45	\$0.53	\$0.54	

\*Please see note on page 20.

**B3 Cost efficiency:** Fully allocated service cost by mode

**Purpose:** To measure the cost of producing revenue service by fully allocated costs per hour of service by passenger mile and mode.

**Definition:** Fully allocated cost of service per hour and per mile.

**Method:** Data is reported to the Board on an annual basis based on fully allocated costs per hour of service by mode.

**SYSTEMWIDE COST PER HOUR**

	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>
<b>Vehicle Operations</b>	\$71.93	\$78.06	\$82.76
<b>Vehicle Maintenance</b>	\$28.06	\$30.95	\$36.85
<b>Non-Vehicle Maintenance</b>	\$10.10	\$10.60	\$11.67
<b>General and Administrative</b>	\$31.82	\$30.23	\$30.69
<b>Total Hourly Rate</b>	<b>\$141.91</b>	<b>\$149.85</b>	<b>\$161.97</b>

**LRV COST PER HOUR**

	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>
<b>Vehicle Operations</b>	\$58.62	\$59.52	\$67.39
<b>Vehicle Maintenance</b>	\$68.45	\$72.07	\$85.58
<b>Non-Vehicle Maintenance</b>	\$20.35	\$21.61	\$23.96
<b>General and Administrative</b>	\$40.52	\$37.72	\$39.15
<b>Total Hourly Rate</b>	<b>\$187.94</b>	<b>\$190.92</b>	<b>\$216.08</b>

**CABLE CAR COST PER HOUR**

	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>
<b>Vehicle Operations</b>	\$146.49	\$148.56	\$149.67
<b>Vehicle Maintenance</b>	\$40.78	\$35.36	\$38.78
<b>Non-Vehicle Maintenance</b>	\$72.37	\$66.00	\$73.40
<b>General and Administrative</b>	\$52.49	\$45.95	\$46.70
<b>Total Hourly Rate</b>	<b>\$312.13</b>	<b>\$295.88</b>	<b>\$308.55</b>

**TROLLEY COACH COST PER HOUR**

	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>
<b>Vehicle Operations</b>	\$66.92	\$72.57	\$75.39
<b>Vehicle Maintenance</b>	\$15.19	\$18.26	\$19.96
<b>Non-Vehicle Maintenance</b>	\$8.09	\$9.07	\$9.82
<b>General and Administrative</b>	\$27.10	\$26.05	\$25.71
<b>Total Hourly Rate</b>	<b>\$117.30</b>	<b>\$125.94</b>	<b>\$130.88</b>

**B3 Cost efficiency:** Fully allocated service cost by mode continued

**MOTOR COACH COST PER HOUR**

	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>
<b>Vehicle Operations</b>	\$74.12	\$82.87	\$87.23
<b>Vehicle Maintenance</b>	\$20.13	\$22.24	\$27.89
<b>Non-Vehicle Maintenance</b>	\$2.04	\$1.81	\$1.42
<b>General and Administrative</b>	\$29.91	\$28.53	\$28.90
<b>Total Hourly Rate</b>	<b>\$126.20</b>	<b>\$135.45</b>	<b>\$145.44</b>

**COST PER PASSENGER MILE**

	FY06 Operating expenses (in \$000s)	FY06 Passenger miles (in 000s)	FY06 Cost per passenger mile	FY07 Operating expenses (in \$000s)	FY07 Passenger miles (in 000s)	FY07 Cost per passenger mile
<b>Light Rail</b>	\$106,708	107,311	\$0.99	\$123,618	106,543	\$1.16
<b>Cable Car</b>	\$39,934	8,443	\$4.73	\$44,014	8,163	\$5.39
<b>Trolley Coach</b>	\$119,068	101,949	\$1.17	\$122,598	98,657	\$1.24
<b>Motor Coach</b>	\$188,461	195,139	\$0.97	\$200,186	198,255	\$1.01
<b>Systemwide</b>	<b>\$454,172</b>	<b>412,843</b>	<b>\$1.10</b>	<b>\$490,416</b>	<b>411,619</b>	<b>\$1.19</b>

**B4 Productivity:** Average # of passenger boardings per revenue service hour

	FY07 # of passenger boardings (in 000s)	FY07 Revenue service hours (in 000s)	<b>FY07 Boardings per revenue service hour</b>
<b>Light Rail</b>	41,737	572	73
<b>Cable Car</b>	7,122	143	50
<b>Trolley Coach</b>	67,297	937	72
<b>Motor Coach</b>	90,303	1,376	66
<b>Systemwide</b>	<b>206,459</b>	<b>3,028</b>	<b>68</b>

**B5 Cost effectiveness:** Operating expense per passenger boarding

	FY07 Operating expenses (in \$000s)	FY07 # of passenger boardings (in 000s)	<b>FY07 Operating expense per passenger boarding</b>
<b>Light Rail</b>	\$123,618	41,737	\$2.96
<b>Cable Car</b>	\$44,014	7,122	\$6.18
<b>Trolley Coach</b>	\$122,598	67,297	\$1.82
<b>Motor Coach</b>	\$200,186	90,303	\$2.22
<b>Systemwide</b>	<b>\$490,416</b>	<b>206,459</b>	<b>\$2.38</b>

**C Customer Focus**
**C1 Overall customer satisfaction**
**GOAL:** Year over year improvement

**ANNUAL RIDER SURVEY**
**Overall Customer Satisfaction**

	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Excellent/Good</b>	65%	53%	Results will be available in the first half of 2008.
<b>Fair/Poor</b>	35%	47%	

**Operator Helpfulness**

	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Excellent/Good</b>	60%	56%	Results will be available in the first half of 2008.
<b>Fair/Poor</b>	40%	44%	

**Communication with Riders**

	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Excellent/Good</b>	49%	40%	Results will be available in the first half of 2008.
<b>Fair/Poor</b>	51%	60%	



**Vehicle Cleanliness**

	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Excellent/Good</b>	48%	46%	Results will be available in the first half of 2008.
<b>Fair/Poor</b>	52%	54%	

**VEHICLE CLEANLINESS: QUARTERLY FLEET ASSESSMENT RESULTS**

	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07	<b>Q3 FY08</b> Jan-Mar 08
<b>Overall</b>	80%	77%	63%	82%
<b>Exterior</b>	83%	78%	63%	84%
<b>Interior</b>	77%	78%	72%	81%
<b>Graffiti</b>	84%	76%	88%	86%
<b>Window</b>	74%	78%	27%	77%

**C2 Operator conduct complaints and resolution****GOAL:** >75% resolved within 30 days

**Purpose:** To measure customer satisfaction with the Municipal Railway and the effectiveness of internal processes to address the complaints.

**Definition:** SFMTA summarizes complaints received, resolved, and outstanding on a quarterly basis.

**Method:** Data provided from the Passenger Service Report Unit and will be reported to the Board on a quarterly basis.

**PASSENGER SERVICE REPORTS**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	3,009	3,650	2,848	2,620	3,648	4,086	8,862
<b>Q2</b> (Oct-Dec)	3,881	3,167	2,568	2,824	3,745	3,705	8,186
<b>Q3</b> (Jan-Mar)	3,440	3,056	2,577	3,230	3,783	3,875	
<b>Q4</b> (Apr-Jun)	3,043	3,116	2,378	2,991	3,979	8,953	
<b>Annual total</b>	<b>13,373</b>	<b>12,989</b>	<b>10,371</b>	<b>11,665</b>	<b>15,155</b>	<b>20,619</b>	

**PASSENGER SERVICE REPORTS BY TYPE**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07	<b>Q3 FY08</b> Jan-Mar 07	<b>Q4 FY08</b> Apr-Jun 07
<b>Operator complaints requiring follow-up</b>	2,749	2,211	2,052	2,461	2,846	2,593	1,013	1,192	1,296	
<b>Other operator complaints</b>	4,778	5,087	4,135	4,290	5,242	7,043	3,097	3,059	2,235	
<b>Service</b>	3,861	3,107	2,716	2,782	4,637	7,457	2,571	2,227	1,917	
<b>Vehicle</b>	305	283	276	164	265	231	185	319	253	
<b>ADA</b>	571	572	341	649	688	748	399	476	428	
<b>Criminal activity</b>	457	433	361	355	340	327	156	135	321	
<b>Miscellaneous</b>	652	1,296	490	964	1,137	2,220	1,300	778	709	
<b>Annual total</b>	<b>13,373</b>	<b>12,989</b>	<b>10,371</b>	<b>11,665</b>	<b>15,155</b>	<b>20,619</b>	<b>8,721</b>	<b>8,186</b>	<b>7,159</b>	

**OPERATOR COMPLAINTS REQUIRING FOLLOW UP – RESOLUTION RATE\***

	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>	<b>75%</b>
<b>Q1</b> (Jul-Sep)	57%	57%	74%	74%	74%
<b>Q2</b> (Oct-Dec)	60%	35%	71%	59%	73%
<b>Q3</b> (Jan-Mar)	80%	73%	83%	75%	4%
<b>Q4</b> (Apr-Jun)	88%	77%	64%	65%	
<b>Annual average</b>	<b>74%</b>	<b>65%</b>	<b>74%</b>	<b>68%</b>	

\*ADA related passenger service reports are used to calculate this resolution rate. All others are forwarded to Divisions for resolution.

**C3 Operator training**
**GOAL:** >50,000 hours

**Purpose:** To reduce accidents through effective operator training programs as well as effective accident follow-up training.

**Definition:** Monthly measurement of the number of training hours by type of class. Training hours are tracked for the following areas: New Operator Training, Immediate Follow-up Rides, One/Two Day Accident Retraining, Verification of Transit Training, Operator Refresher, and Passenger Relations/Conflict Training.

**Method:** Number of reportable accidents and training hours. Data are reported to the Board on a quarterly basis.

**# OF TRAINING HOURS (FY02-FY08)**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>100,000</b>	<b>100,000</b>	<b>100,000</b>	<b>50,000</b>	<b>50,000</b>	<b>50,000</b>	<b>50,000</b>
<b>Q1</b> (Jul-Sep)	37,793	26,479	24,252	4,331	11,289	17,148	23,970
<b>Q2</b> (Oct-Dec)	29,720	18,631	15,453	11,820	17,603	32,000	19,561
<b>Q3</b> (Jan-Mar)	38,454	14,938	17,467	10,154	10,579	26,549	28,632
<b>Q4</b> (Apr-Jun)	23,802	22,051	8,599	8,159	9,919	24,885	
<b>Annual total</b>	<b>129,769</b>	<b>82,099</b>	<b>65,771</b>	<b>34,464</b>	<b>49,390</b>	<b>100,582</b>	

**C4 Safety: Passenger and vehicle accidents**
**GOAL:** 5% annual reduction to 2,172

**Purpose:** To reduce accidents through effective operator training programs as well as effective accident follow-up training.

**Definition:** Track reduction in accidents as a result of more effective operator training and accident retraining.

**Method:** Number of reportable revenue service accidents. Data will be reported to the Board on a quarterly basis.

**# OF PASSENGER AND VEHICLE ACCIDENTS\* (FY02-FY08)**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>2,891</b>	<b>2,767</b>	<b>2,818</b>	<b>2,826</b>	<b>2,315</b>	<b>2,286</b>	<b>2,172</b>
<b>Q1</b> (Jul-Sep)	749	883	793	716	603	715	710
<b>Q2</b> (Oct-Dec)	697	797	814	637	643	622	730
<b>Q3</b> (Jan-Mar)	736	709	798	625	658	575	649
<b>Q4</b> (Apr-Jun)	731	764	632	626	624	628	
<b>Annual total</b>	<b>2,913</b>	<b>3,153</b>	<b>3,037</b>	<b>2,604</b>	<b>2,528</b>	<b>2,540</b>	

\*Accident statistics are based on information available as of June 4, 2008, and do not incorporate reports in process and any future blind claims. As a result, statistics do change on a quarterly basis.

**C4 Passenger and vehicle accidents** continued

**GOAL:** 5% annual reduction to 2,172

**# OF PASSENGER AND VEHICLE ACCIDENTS BY TYPE\***

	<b>Collisions</b> <i>[fatalities]</i>	<b>Passenger Accidents On Board</b>	<b>Passenger Accidents Stations</b>	<b>Dewirement s</b>	<b>Derailments</b>
<b>Q4 FY07</b> (Apr-Jun 07)	377 [1]	179	31	35	6
<b>Q1 FY08</b> (Jul-Sep 07)	424 [2]	222	35	22	7
<b>Q2 FY08</b> (Oct-Dec 07)	434 [2]	228	36	24	8
<b>Q3 FY08</b> (Jan-Mar 08)	403 [2]	178	34	31	3

**# OF COLLISIONS PER 100,000 VEHICLE MILES\***

	<b>Bus</b>	<b>Rail</b>	<b>Total</b>
<b>Q4 FY07</b> (Apr-Jun 07)	6.07	4.38	5.70
<b>Q1 FY08</b> (Jul-Sep 07)	6.86	4.31	6.27
<b>Q2 FY08</b> (Oct-Dec 07)	6.63	5.34	6.33
<b>Q3 FY08</b> (Jan-Mar 08)	6.16	5.58	6.03

**# OF PASSENGER ACCIDENTS PER 100,000 VEHICLE MILES\***

	<b>Bus</b>	<b>Rail</b>	<b>Total</b>
<b>Q4 FY07</b> (Apr-Jun 07)	2.76	2.22	2.71
<b>Q1 FY08</b> (Jul-Sep 07)	3.05	3.29	3.28
<b>Q2 FY08</b> (Oct-Dec 07)	3.28	2.98	3.33
<b>Q3 FY08</b> (Jan-Mar 08)	2.74	2.22	2.66

\*Accident statistics are based on information available as of June 4, 2008, and do not incorporate reports in process and any future blind claims. As a result, statistics do change on a quarterly basis.



**C5 Security incidents**

**GOAL:** 5% annual reduction to 1,076 (excluding fare evasions)

**Purpose:** To measure security incidents on transit vehicles and in facilities.

**Definition:** All categories of crime incidents are reported by category on a quarterly basis.

**Method:** Data is collected daily by Security and Enforcement. Data will be reported to the Board on a quarterly basis.

**# OF SECURITY INCIDENTS EXCLUDING FARE EVASION**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>2,718</b>	<b>2,507</b>	<b>2,259</b>	<b>2,157</b>	<b>2,279</b>	<b>1,955</b>	<b>1,076</b>
<b>Q1</b> (Jul-Sep)	645	555	550	604	545	286	248*
<b>Q2</b> (Oct-Dec)	673	535	590	554	582	271	217*
<b>Q3</b> (Jan-Mar)	624	640	576	618	457	269	245*
<b>Q4</b> (Apr-Jun)	697	648	555	623	474	297	
<b>Annual total</b>	<b>2,639</b>	<b>2,378</b>	<b>2,271</b>	<b>2,399</b>	<b>2,058</b>	<b>1,123</b>	

**# OF SECURITY INCIDENTS PER 100,000 PASSENGER BOARDINGS**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Annual total</b>	1.21	1.10	1.05	1.11	0.98	0.55	

**# OF FARE EVASIONS**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	5	6	4	2,476	1,414	3,143	6,701
<b>Q2</b> (Oct-Dec)	3	4	4	2,058	1,740	2,274	5,435
<b>Q3</b> (Jan-Mar)	1	8	2	1,285	2,795	5,458	5,969
<b>Q4</b> (Apr-Jun)	7	5	8	1,528	3,068	4,759	
<b>Annual total</b>	<b>16</b>	<b>23</b>	<b>18</b>	<b>7,347</b>	<b>9,017</b>	<b>15,634</b>	

\*Additional reporting categories falling under "Other Security Incidents" have been incorporated into the Service Standards Reports for FY08. For the purpose of consistent reporting, newly added incident types are not included in totals shown above, but are included on the following page.

**C5 Security incidents** continued

**GOAL:** 5% annual reduction to 1,076 (excluding fare evasions)

**CRIMINAL ACTIVITY**

<b>CATEGORY</b>	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07	<b>Q3 FY08</b> Jan-Mar 08
<b>Part I Crimes (Violent)</b>				
Homicide	0	0	0	0
Rape	0	0	0	2
Robbery	35	46	38	30
Aggravated Assault	0	7	9	14
<b>Part I Crimes (Property)</b>				
Burglary	0	0	0	2
Larceny/Theft	148	141	104	114
Motor Vehicle Theft	1	1	1	0
Arson	0	0	0	1
<b>Part II Crimes</b>				
Other Assault	73	27	36	51
Malicious Mischief	11	18	21	19
Weapons	5	1	1	2
Sex Offenses	2	2	1	5
Disorderly Conduct	4	2	1	3
Drunkenness	1	3	5	2
Miscellaneous	17	Re-assigned to new reporting categories in FY08.		
<b>TOTALS</b>	<b>297</b>	<b>248</b>	<b>217</b>	<b>245</b>

**OTHER SECURITY INCIDENTS\***

<b>CATEGORY</b>	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07	<b>Q3 FY08</b> Jan-Mar 08
Threats	New service standards reporting categories in FY08.	15	22	15
Disturbances		17	21	18
Graffiti/Vandalism		64	58	68
Miscellaneous		37	64	54
<b>TOTALS</b>	<b>NA</b>	<b>133</b>	<b>165</b>	<b>155</b>

\*The security incident reporting methodology has been updated to include additional categories under "Other Security Incidents". This section encompasses all security incidents not resulting an SFPD report. Previously, these incidents were not included in the Service Standards Reports.

**C6 Abandoned automobile reports: % responded to within 48 hours**
**GOAL: 100%**

**Purpose:** To abate quality of life nuisances and hazards associated with abandoned automobiles.

**Definition:** Measures response time from receipt of complaint by Security and Enforcement's Abandoned Auto Detail to vehicle being marked for removal.

**Method:** The Detail maintains a manual log of complaints received and resolution. Staff compiles the information and generates a report.

**RESPONSE RATE**

	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>87%</b>	<b>95%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Q1</b> (Jul-Sep)	86%	89%	92%	99%	98%
<b>Q2</b> (Oct-Dec)	95%	100%	98%	98%	98%
<b>Q3</b> (Jan-Mar)	92%	92%	95%	99%	98%
<b>Q4</b> (Apr-Jun)	76%	93%	95%	99%	
<b>Annual average</b>	<b>87%</b>	<b>94%</b>	<b>95%</b>	<b>99%</b>	

**C7 Walk-in citation and residential parking permit customers: % served within 20 minutes**
**GOAL: >80%**

**Purpose:** To provide a high level of customer service at our customer service center.

**Definition:** Percent of customers receiving service from the window clerk within 20 minutes of arrival.

**Method:** Staff utilizes a card system to track and record customer waiting times.

**AVERAGE WAIT TIME**

	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	46 min	7 min	6 min
<b>Q2</b> (Oct-Dec)	11 min	7 min	6 min
<b>Q3</b> (Jan-Mar)	12 min	8 min	8 min
<b>Q4</b> (Apr-Jun)	9 min	6 min	
<b>Annual average</b>	<b>20 min</b>	<b>7 min</b>	

**% OF CUSTOMERS SERVED WITHIN 20 MINUTES**

	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>80%</b>	<b>80%</b>	<b>80%</b>
<b>Q1</b> (Jul-Sep)	41%	94%	97%
<b>Q2</b> (Oct-Dec)	94%	95%	97%
<b>Q3</b> (Jan-Mar)	74%	90%	95%
<b>Q4</b> (Apr-Jun)	90%	94%	
<b>Annual average</b>	<b>75%</b>	<b>93%</b>	

**C8**
**Administrative citation hearing customers: % served within 10 minutes**
**GOAL: >80%**
**Purpose:** To provide a high level of customer service at our customer service center.

**Definition:** Administrative citation hearings are second level protests of vehicle tows, parking citations, and other infractions. The average waiting time is the time between the hearing request being recorded by a window staff and fulfillment of request by a Hearing Officer.

**Method:** Monthly reports generated by Hearing Division computer system.

**AVERAGE WAIT TIME**

	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	13 min	10 min	8 min
<b>Q2</b> (Oct-Dec)	10 min	8 min	6 min
<b>Q3</b> (Jan-Mar)	15 min	8 min	5 min
<b>Q4</b> (Apr-Jun)	12 min	8 min	
<b>Annual average</b>	<b>20 min</b>	<b>9 min</b>	

**% OF CUSTOMERS SERVED WITHIN 10 MINUTES**

	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>80%</b>	<b>80%</b>	<b>80%</b>
<b>Q1</b> (Jul-Sep)	55%	62%	83%
<b>Q2</b> (Oct-Dec)	43%	68%	86%
<b>Q3</b> (Jan-Mar)	48%	71%	90%
<b>Q4</b> (Apr-Jun)	59%	71%	
<b>Annual average</b>	<b>50%</b>	<b>68%</b>	

**C9** Residential parking permit renewals: % of applications returned to residents within 21 days

**GOAL:** >95%

**Purpose:** To improve the level of customer service by ensuring prompt response to by-mail renewal residential parking permit applications.

**Definition:** Percent of renewal permit applications returned to residents within 21 days of receipt.

**Method:** Electronic report generated by DPT contractor overseeing the program.

**RESPONSE RATE**

	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>N/A</b>	<b>90%</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>
<b>Q1</b> (Jul-Sep)	98%	94%	87%	93%	94%
<b>Q2</b> (Oct-Dec)	98%	95%	92%	95%	94%
<b>Q3</b> (Jan-Mar)	86%	61%	95%	96%	97%
<b>Q4</b> (Apr-Jun)	83%	N/A	93%	90%	
<b>Annual average</b>	91%	51%	92%	94%	



## D Employee Satisfaction

### D1 Grievances

**Purpose:** To record and monitor the status of all grievances.

**Definition:** Quarterly reports include the number of new grievances (filed, resolved, and active).

**Method:** An internal tracking system is used to provide data for the Board on a quarterly basis.

#### # OF TRANSIT OPERATOR GRIEVANCES

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	7	23	7	15	9	10	22
<b>Q2</b> (Oct-Dec)	14	13	24	13	12	30	17
<b>Q3</b> (Jan-Mar)	32	14	14	20	9	17	15
<b>Q4</b> (Apr-Jun)	64	10	19	11	12	9	
<b>Annual total</b>	<b>117</b>	<b>60</b>	<b>64</b>	<b>59</b>	<b>42</b>	<b>66</b>	

**D1 Grievances**
**# OF MAINTENANCE/MISCELLANEOUS EMPLOYEE GRIEVANCES**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	1	5	1	11	10	13	5
<b>Q2</b> (Oct-Dec)	2	2	3	4	1	2	5
<b>Q3</b> (Jan-Mar)	2	3	8	3	9	10	5
<b>Q4</b> (Apr-Jun)	10	4	5	6	4	10	
<b>Annual total</b>	<b>17</b>	<b>14</b>	<b>17</b>	<b>24</b>	<b>24</b>	<b>35</b>	

**D2 Grievance resolution rate: % of operator grievances resolved within 90 days**
**GOAL: >90%**

**Purpose:** To measure the effectiveness of the Labor Relations in the resolution of grievances.

**Definition:** Monthly measurement of the resolution of grievances.

**Method:** An internal tracking system is used to provide data for the Board on a quarterly basis.

**RESOLUTION RATE**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>75% in 30 days</b>	<b>75% in 30 days</b>	<b>75% in 30 days</b>	<b>75% in 30 days</b>	<b>75% in 30 days</b>	<b>75% in 45 days</b>	<b>90% in 90 days</b>
<b>Q1</b> (Jul-Sep)	80%	86%	86%	100%	100%	82%	100%
<b>Q2</b> (Oct-Dec)	82%	86%	90%	91%	86%	100%	94%
<b>Q3</b> (Jan-Mar)	100%	93%	91%	93%	80%	100%	100%
<b>Q4</b> (Apr-Jun)	93%	88%	75%	83%	100%	100%	

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Annual average</b>	<b>89%</b>	<b>88%</b>	<b>86%</b>	<b>92%</b>	<b>92%</b>	<b>96%</b>	

**D3 Employee satisfaction****GOAL:** Year over year improvement**ANNUAL EMPLOYEE SURVEY****Working relationship with supervisor**

	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Excellent/Good</b>	63%	72%	71%	Results will be available in the first half of 2008.
<b>Fair/Poor</b>	37%	28%	29%	

**Communication within division**

	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Excellent/Good</b>	52%	60%	55%	Results will be available in the first half of 2008.
<b>Fair/Poor</b>	48%	40%	45%	

**Work effort appreciated by SFMTA management**

	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Very/Somewhat Appreciated</b>	52%	59%	57%	Results will be available in the first half of 2008.
<b>Not Very/Not at All Appreciated</b>	43%	34%	35%	
<b>No Answer</b>	5%	7%	8%	

**D3 Employee satisfaction****GOAL:** Year over year improvement**Work effort appreciated by public**

	2004	2005	2006	2007
<b>Very/Somewhat Appreciated</b>	68%	68%	69%	Results will be available in the first half of 2008.
<b>Not Very/Not at All Appreciated</b>	25%	22%	29%	
<b>No Answer</b>	7%	10%	2%	