

SERVICE STANDARD	FY06 1 st Q					FY06 Goal	Summary/ Comments
SYSTEM RELIABILITY and TRAFFIC OPERATIONS							
1a. % of Vehicles that run on time according to published schedules (no more than 4 minutes late or 1 minute early) measured at terminals and established intermediate points.	LRV	Cable Car	Trolley Coach	Motor Coach	System	85%	LRV met and exceeded the Employee Incentive Goal of 80% for the 1 st Q with an 83% On-Time Performance.
	83.0%	67.3%	73%	69.0%	71.3%		
Did not meet goal							
2a. % of Scheduled service hours that are delivered and percentage of scheduled vehicles that begin service at the scheduled time.	93.67% System Wide Did not meet goal					98.5%	We achieved Equipment Availability in all modes, but fell short of achieving Operator Availability.
4a. % 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.	.68% Met and Exceeded Goal					Less than 5%	Only 2 pass ups out of the 5 lines measured 1AX Calif Exp (0), 9AX San Bruno (1) 30 Stockton (1), 30X Stockton Exp (0) and K Ingleside (0)
5a. Peak period passenger load factors	6 Lines Exceeded the Load Factor of no greater than 85% of the combined seating and standing capacity. Did not meet goal					85% or less	The six lines exceeding the load factor were the 43 Masonic (109.8%), K Ingleside (107.4%), 60 Powell/Hyde (101.3%) 47 Van Ness (100%) 9AX San Bruno A Ex (92.9%) and the 45 Union/Stockton (95.9%)
6a. Actual headways against scheduled headways on all radial express, cross-town, secondary, and feeder lines for peak, base, evening, and late night services.	LRV	Cable Car	Trolley Coach	Motor Coach	System	Operate 85% of time within 30% or 10 minutes of scheduled headway (whichever is less)	Motor Coach achieved the highest headway with 72.5%.
	66.5%	60.3%	55.9%	72.5%	64.4%		
Did not meet goal							

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7a. % vehicle availability and reliability (mean distance between failure) by mode.	<p align="center">98.1%</p> <p align="center">Did not meet goal</p>	<p align="center">98.5%</p>	<p>Though we did not meet our system wide goal, we did achieve the goal for AM peak for Motor Coach (except Woods), Trolley Coach and Cable Car. For PM peak for Motor Coach (except Woods), Potrero Trolley Artic and Cable Car.</p>
8a. Unscheduled absences by operator, mechanical and administrative personnel.	<p>Maintenance = 5.38% Administration = 4.94% Operations = 6.19% Met and Exceeded Goal</p> <p align="center">Drivers= 12.63%</p> <p align="center">Did not meet goal</p>	<p>Maintenance = 6.8% Administration = 5.1% Operations = 6.2%</p> <p align="center">Drivers= 9.7%</p>	<p>Goals were achieved for Maintenance, Administration and Operations.</p> <p>Transit Operators came in below their 9.7% goal with 12.63%.</p>
9a. Miles between roadcalls by mode	<p>Achieved Goal in two Motor Coach Divisions, Flynn and Kirkland, as well as Presidio Trolley Coach and Cable Car.</p>	<p align="center">Increase Mileage</p>	<p>MDBF goals were increased for Flynn and Woods Motor Coach Divisions for this FY year.</p>
10a. To investigate and respond to all requests for changes to traffic or parking controls from the public or other governmental agencies within 90 days.	<p align="center">84%</p> <p align="center">Met and Exceeded Goal</p>	<p align="center">80%</p>	<p>The goal was exceeded by 4%. Last FY the goal was 75%</p>
11a. To review and respond to all color curb applications within 30 days.	<p align="center">92%</p> <p align="center">Met and Exceeded Goal</p>	<p align="center">90%</p>	<p>The goal was exceeded by 2%</p>
12a. To respond within 48 hours to all reports of meter malfunctions.	<p align="center">72%</p> <p align="center">Did not meet goal</p>	<p align="center">85%</p>	<p>The goal was not met. Last FY the goal was 80%</p>
13a. To respond to and repair hazardous safety sign conditions within 24 hours.	<p align="center">87%</p> <p align="center">Did not meet goal</p>	<p align="center">98%</p>	<p>The Shop responded to 429 calls and 87% were responded to within 24 hours. Last FY the goal was 95%.</p>

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14a. To respond to and repair hazardous signal conditions within two hours.	92% Met Goal	92%	92% of the signal malfunctions were repaired within 2 hours.
15a. To maintain 10% of all traffic lane lines, bus zones and crosswalks per year.	13.9% Met and Exceeded Goal	10%	The 13.9% represents 161,833 total linear feet maintained in the 1 st Q.

SYSTEM PERFORMANCE

1b. Passengers carried by mode	Mode Annual Ridership - Passenger Boardings						Increase by 1.5% over previous year Or 218,979,855M Passenger Boardings
	FY00	FY01	FY02	FY03	FY04	FY05	
	Motor Coach	96,394,514	96,032,546	92,259,201	90,880,579	87,471,668	
Trolley Coach	78,460,995	80,868,518	73,968,384	74,398,945	75,215,805	74,940,773	
Light Rail	41,610,040	49,698,816	44,976,474	42,896,269	45,187,031	46,803,108	
Cable Car	9,206,298	8,312,945	7,257,683	7,418,790	7,869,197	6,965,728	
TOTAL	225,671,847	234,912,825	218,461,742	215,594,583	215,743,701	216,918,271	
Did not meet goal - Goal was to achieve 218,979,855 boardings We were short of Goal by 2,061,584 boardings or less than 1%							

2b. Average Fare Per Passenger		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="background-color: black; color: white;">FY2005 Annual Fare per Passenger by Unlinked Passenger Trips</th> </tr> <tr> <td>Average Fare-All Modes</td> <td style="text-align: right;">\$.56</td> </tr> <tr> <td>Average Fare (Excluding Cable Cars)</td> <td style="text-align: right;">\$.50</td> </tr> <tr> <td>Average Fare (Excluding Cable Cars, reduced by BART payment)</td> <td style="text-align: right;">\$.46</td> </tr> </table>	FY2005 Annual Fare per Passenger by Unlinked Passenger Trips		Average Fare-All Modes	\$.56	Average Fare (Excluding Cable Cars)	\$.50	Average Fare (Excluding Cable Cars, reduced by BART payment)	\$.46	Achieve \$117 M Exceeded Goal with \$121.6M in FY05 Fare Revenues
FY2005 Annual Fare per Passenger by Unlinked Passenger Trips											
Average Fare-All Modes	\$.56										
Average Fare (Excluding Cable Cars)	\$.50										
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4b. Fully Allocated Costs Per Hour of Service	<p style="text-align: center;">Report annually</p> <p style="text-align: center;">We will not have the numbers until we finalize the NTD Report to the Federal Transit Administration.</p>		Per the auditor's recommendations, will now report fully allocated costs per hour of service, instead of Budget vs. Actual.
STAFFING PERFORMANCE			
1c. Net vacancies by position (vacancies remaining once promotions and new hires have been deducted from retirees or resignations) for each division.	<p style="text-align: center;">3.9%</p> <p style="text-align: center;">Met and Exceeded Goal</p>	<p style="text-align: center;">No Greater than 5%</p>	There continues to be no Transit Operator vacancies.
2c. Attrition rates for new employees, by division and level	<p style="text-align: center;">.12%</p> <p style="text-align: center;">Met and Exceeded Goal</p>	<p style="text-align: center;">No Greater than 10%</p>	Achieved the goal with .12%. This is based on 168 hires during the last 12 months, against 2 employees leaving within one year of their hire. The employees who were released were a 1426 - Senior Clerk Typist and a 9163 Transit Operator.
CUSTOMER SERVICE			
1d. Development of an annual marketing plan identifying specific programs and projects that will promote increased patronage.	<p style="text-align: center;">Plan updated will be updated in January 2006</p>		
2d. Publication and distribution to the public of schedules for all trips taken by all vehicles which shall consist of specific arrival times at terminals and established intermediate points.	<p style="text-align: center;">A published schedule is currently online on the 511 website.</p> <p style="text-align: center;">A printed schedule will be available prior to the end of the calendar year.</p>		

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3d. Operator conduct complaints and their resolution, by complaint, consistent with due process and required confidentiality.	<p style="text-align: center;">We received 3,648 PSR's and achieved a resolution rate of 74%</p> <p style="text-align: center;">Did not meet goal</p>	<p>75% of PSR's resolved within 30 days</p>	<p>Of the 777 Operator complaints requiring follow up, 69 of them were recommended for neutral hearings. The resolution rate was slightly below goal at 74%. For the 1st Q we also received 238 operator commendations.</p>
4d. Annual passenger surveys and follow-up by management.	<p>Both Passenger and Employee surveys are conducted annually.</p>		
5d. Improvements in public information regarding vehicle delays during operations as well as general user information regarding system modifications, route changes, and schedules.	<p>Updated annually</p>		
6d. Efforts to improve driver training, technical as well as accident follow-up.	<p style="text-align: center;">12,457 hrs of Driver Training</p> <p style="text-align: center;">Did not meet goal</p> <p style="text-align: center;">596 accidents</p> <p style="text-align: center;">Did not meet goal</p>	<p style="text-align: center;">1st Q Goal for Operator Training 12,500 hours</p> <p style="text-align: center;">Annual Goal 50,000 hours</p> <p style="text-align: center;">Annual Goal No Greater than 2,315 accidents</p> <p style="text-align: center;">1st Q Goal for Accidents No greater than 579 accidents</p>	<p>We were just short of goal with 12,457 Driver Training hours against a quarterly goal of 12,500 hours.</p> <p>The number of accidents for passenger and vehicles was 596 against a 1st quarter goal of no greater than 579 accidents.</p>

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7d. Number of crime incidents on Municipal Railway vehicles or in Municipal Railway facilities.	<p style="text-align: center;">548 incidents</p> <p style="text-align: center;">Met and Exceeded Goal</p>	<p style="text-align: center;">No greater than 570 incidents for 1st Q.</p>	<p>We met and exceeded our goal with a rate of 548 incidents against a quarterly goal of no greater than 570 incidents.</p> <p>POP reported 1,414 fare evasions, which included warnings, fare collection and citations.</p>
8d. Abandoned automobile reports	<p style="text-align: center;">92% of reports of abandoned autos were responded to in 48 hours</p> <p style="text-align: center;">Did not meet goal</p>	<p style="text-align: center;">To respond within 48 hours to reports of abandoned autos 100% of the time.</p>	<p>100% will be difficult to achieve due to limited weekend coverage. If a call comes in on Friday night, an officer may not be available to respond until Monday morning. Last FY the goal was 98%.</p>
9d. Citations and Residential Parking Permits	<p style="text-align: center;">41% of the public was served within 20 minutes of arrival</p> <p style="text-align: center;">Did not meet goal</p>	<p style="text-align: center;">80% of the public is to be served within 20 minutes of arrival</p>	<p>Average Wait Time was 46 minutes</p>
10d. Administrative and tow hearings	<p style="text-align: center;">55% of the public was served within 10 minutes of arrival</p> <p style="text-align: center;">Did not meet goal</p>	<p style="text-align: center;">80% of the public is to be served within 10 minutes of arrival</p>	<p>Average Wait Time was 13 minutes</p>
11d. Residential Parking Permit Renewals	<p style="text-align: center;">87% renewal permit applications were returned to residents within 21 days of receipt</p> <p style="text-align: center;">Did not meet goal</p>	<p style="text-align: center;">95% of renewal permit applications to be returned to residents within 21 days of receipt.</p>	<p>Short of goal by 8%. Last FY the goal was 90%.</p>
EMPLOYEE STAISFACTION			
1e. Number of grievances	<p style="text-align: center;">9 Transit Operator & 5 Misc. Employees grievances reported</p>	<p style="text-align: center;">Report Number of Grievances</p>	<p>9 Transit Operator grievances resolved 1st Q.</p> <p>6 Miscellaneous Employee grievances resolved 1st Q.</p>

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2e. Speed of resolution of grievances	100% were resolved in 30 days Met and Exceeded Goal	75% Resolved within 30 days	For 1 st Q, 100% of Operator grievances were resolved within 30 days.
4e. Employee Recognition	Reported on Annually		
5e. Employee education and training programs	1 st Q Actual 3,506 hours Did not meet goal	1 st Q Goal 9,985 hours Annual Goal 39,940 hours	Our quarterly goal is to provide 9,985 hours of training. We were short of goal by 6,479 hours. Maintenance Training accounted for 1,228 hours