



Service Standard	Page	Primary Strategic Goal Link	Goal FY10	Annual FY09	Quarter FY10 Q2
SEE KEY ON PAGE 3					
A1 On-Time Performance Customer Observed Schedule Adherence	4	2	>85%	73.3%	72.3%
A1 On-Time Performance Headway Adherence	5	2	>85%	60.2%	56.9%
A2 Service Delivery Scheduled Service Hours Delivered	6	2	>98.5%	96.6%	96.6%
A2 Service Delivery AM/PM Peak Vehicle Availability (Systemwide)	7	2	>99%	98.7% (AM) 98.9% (PM)	98.2% (AM) 97.3% (PM)
A2 Service Delivery Late Pull-Outs	10	2	<1.5%	0.5%	0.7%
A3 Load Factors % of Runs Exceeding Maximum Load During Peak Periods	11	1	<4.0%	3.9% (AM) 2.8% (PM)	5.1% (AM) 5.7% (PM)
A4 Unscheduled Absences SFMTA Administration, Muni, Other Functions	12	2	varies	see body of report for details	
A5 Mean Distance Between Failure Bus, Rail	14	2	varies	see body of report for details	
A6 Vacancy Rates for Service Critical Positions Transit Operators, Crafts, Maintenance	16	5	<5%	4.7%	6.0%
A7 Traffic and Parking Control Requests % Addressed Within 90 Days	17	1	>82%	83%	83%
A8 Color Curb Applications % Addressed Within 30 Days	18	3	>90%	78%	88%
A9 Parking Meter Malfunction Reports % Addressed Within 48 Hours	19	4	>85%	85%	86%
A10 Hazardous Traffic Sign Reports % Addressed Within 24 Hours	20	1	>98%	100%	100%
A11 Hazardous Traffic Signal Reports % Addressed Within Two Hours	21	1	>92%	98%	99%
A12 Traffic Lane Lines, Bus Zones and Crosswalks % of Network Maintained Annually	22	1	>12%	12%	16%
A13 Productivity Average # of Boardings per Service Hour	23	4	n/a	75	n/a
A14 Pedestrian Safety # of Intersections Fully Equipped with Countdown Signals	23	1	>776	824	n/a

Service Standard	Page	Primary Strategic Goal Link	Goal FY10	Annual FY09	Quarter FY10 Q2
SEE KEY ON PAGE 3					
A15 Bicycle Network Usage Counts at Key Locations	24	2	pending baseline	n/a	n/a
A16 Congestion Management Level of Service on Principal Arterials	24	2	n/a	see body of report for details	
A17 Sustainability % of Trips by More Sustainable Modes	25	1	pending baseline	see body of report for details	
B1 Ridership Customers Carried	26	2	>223,254,000	225,990,000	n/a
B2 Revenue Fare Revenue	27	4	>\$153,273,000	\$154.509,000	n/a
B3 Farebox Performance Average Fare (based on unlinked trips)	28	4	n/a	\$0.67	n/a
B4 Cost per Hour Fully Allocated Service Cost by Mode	28	4	n/a	\$195.55	n/a
B5 Cost per Boarding Operating Expense per Boarding	29	4	n/a	\$2.61	n/a
C1 Customer Perceptions Muni	30	3	>5%	see body of report for details	
C1 Customer Perceptions Other SFMTA Services	30	3	varies	see body of report for details	
C2 Customer Feedback Received Muni	31	3	n/a	see body of report for details	
C2 Complaint Resolution Rate % Resolved within 14 or 45 days	32	3	>85%	see body of report for details	
C3 Operator Training # of Training Hours	33	5	>50,000 hours/year	74,243	13,910
C3 Operator Training % of Operators Receiving Revised Customer Service Training	34	5	>50%	n/a	n/a
C4 Safety Muni Collisions per 100,000 miles	35	1	<5.90	5.46	5.58
C4 Safety Muni Falls on Board per 100,000 miles	36	1	<3.01	3.16	3.58
C5 Safety Collisions Involving Bicyclists and Pedestrians (Citywide)	37	1	n/a	n/a	n/a
C6 Security Incidents # of SFPD Reported Crimes and Other Incidents	38	1	<225 crimes per quarter	943	316

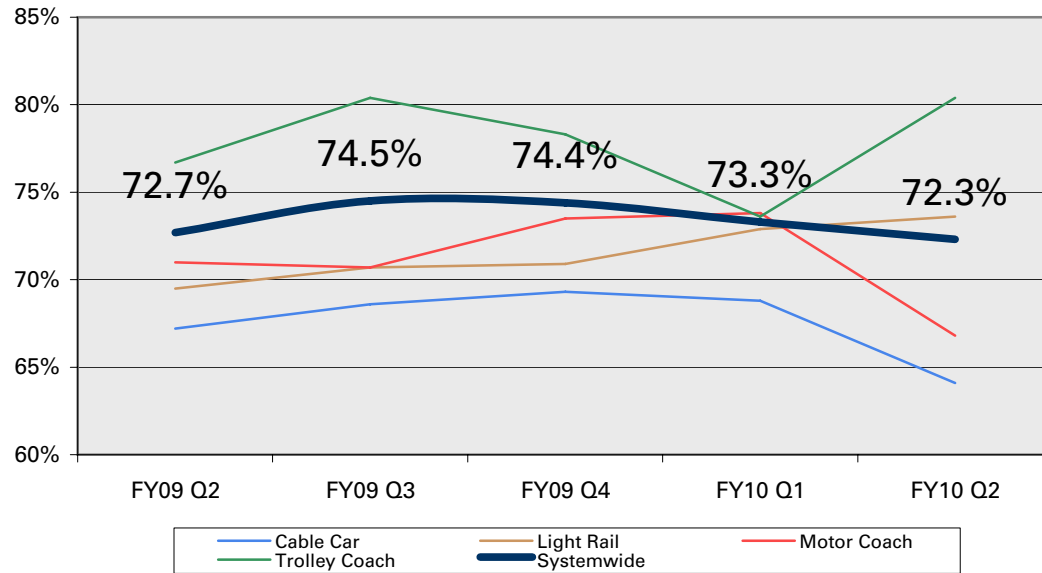
Service Standard	Page	Primary Strategic Goal Link	Goal FY10	Annual FY09	Quarter FY10 Q2
C7 Proof-of-Payment Program Fare Evasion Rate on LRVs and in stations monitored	39	1	n/a	n/a	2.3%
C8 Abandoned Automobile Reports % Responded to Within 48 Hours	40	3	100%	99%	97%
C9 Walk-in Citation and Residential Parking Permit Customers % Served Within 15 Minutes	41	3	>82%	82%	60%
C10 Administrative Citation Hearing Customers % Served Within 10 Minutes	42	3	>82%	92%	87%
C11 Mail-in Residential Parking Permit Renewals % Processed Within 21 Days	43	3	>95%	90%	98%
D1 Grievances # of Transit Operator and Miscellaneous Employee Grievances	44	5	n/a	see body of report for details	
D1 Grievances # Grievances per 1,000 Employees	44	5	n/a	see body of report for details	
D2 Grievance Resolution Rate % of Operator Grievances Resolved Within 90 Days	45	5	>90%	59%	68%
D3 Equal Employment Opportunity Cases # Received	46	5	n/a	see body of report for details	
D4 Employee Satisfaction All SFMTA Employees	47	5	>5% year over year	see body of report for details	
Line/Route Detail	48	NA			
Feedback Detail	51	NA			
Security Incident Detail	55	NA			

Key

At or above goal		Goal 1	Customer Focus
Below goal		Goal 2	System Performance
		Goal 3	External Affairs - Community Relations

Correction Note that some FY09 full year results were displayed incorrectly in the FY10 Q1 report due to a formula error. This issue has been resolved.	Goal 4	Financial Capacity
	Goal 5	SFMTA Workforce
	Goal 6	Information Technology

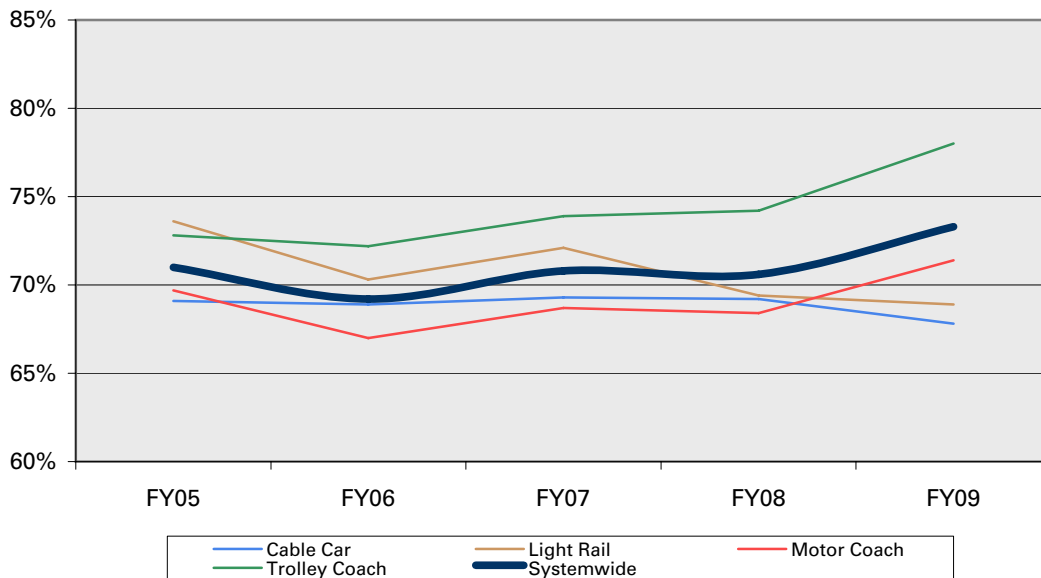
Quarterly - FY10 Q2 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Customer Observed Schedule Adherence



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY09 Q2	67.2%	69.5%	71.0%	76.7%	72.7%
FY09 Q3	68.6%	70.7%	70.7%	80.4%	74.5%
FY09 Q4	69.3%	70.9%	73.5%	78.3%	74.4%
FY10 Q1	68.8%	72.9%	73.8%	73.6%	73.3%
FY10 Q2	64.1%	73.6%	66.8%	80.4%	72.3%
FY10 Goal	85.0%	85.0%	85.0%	85.0%	85.0%

Notes
 When weighted based on ridership, the customer observed schedule adherence for FY10 Q2 was 73.1%. Please see the appendix for detail by line/route.

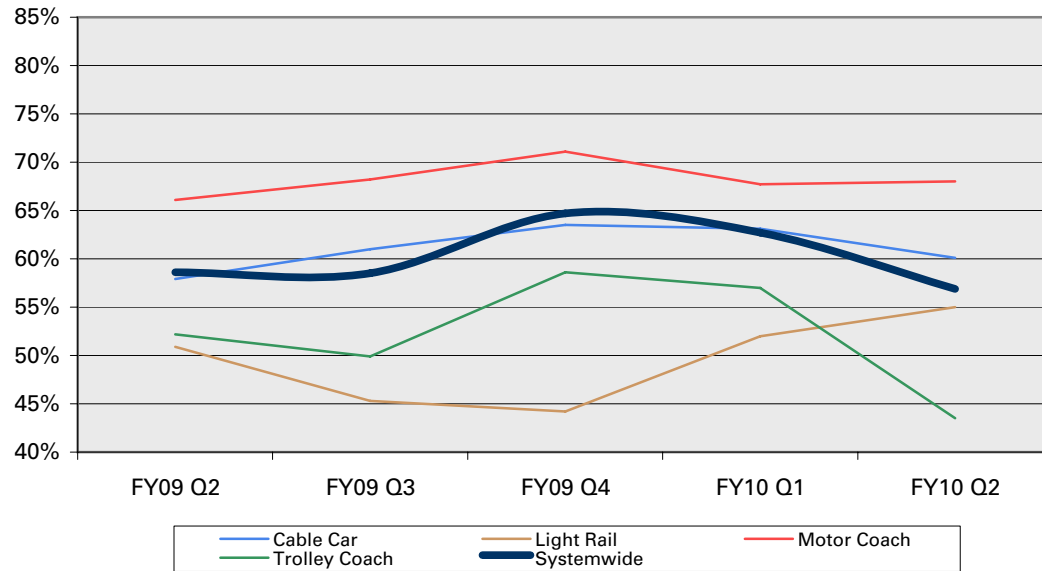
Annual - FY09 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Customer Observed Schedule Adherence



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY05	69.1%	73.6%	69.7%	72.8%	71.0%
FY06	68.9%	70.3%	67.0%	72.2%	69.2%
FY07	69.3%	72.1%	68.7%	73.9%	70.8%
FY08	69.2%	69.4%	68.4%	74.2%	70.6%
FY09	67.8%	68.9%	71.4%	78.0%	73.3%
FY09 Goal	85.0%	85.0%	85.0%	85.0%	85.0%

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

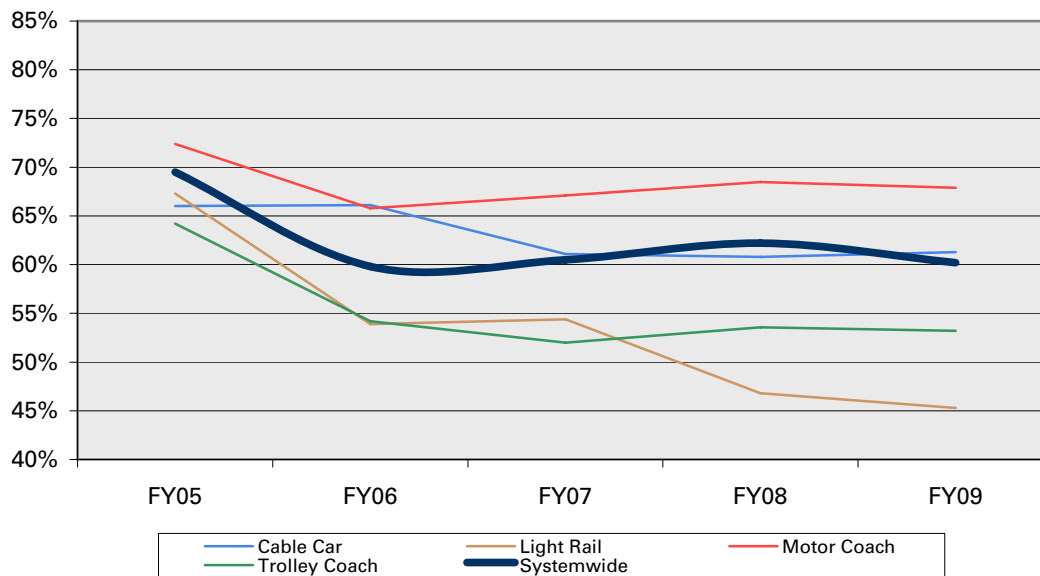
Quarterly - FY10 Q2 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Headway Adherence



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY09 Q2	57.9%	50.9%	66.1%	52.2%	58.6%
FY09 Q3	61.0%	45.3%	68.2%	49.9%	58.5%
FY09 Q4	63.5%	44.2%	71.1%	58.6%	64.7%
FY10 Q1	63.1%	52.0%	67.7%	57.0%	62.7%
FY10 Q2	60.1%	55.0%	68.0%	43.5%	56.9%
FY10 Goal	85.0%	85.0%	85.0%	85.0%	85.0%

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

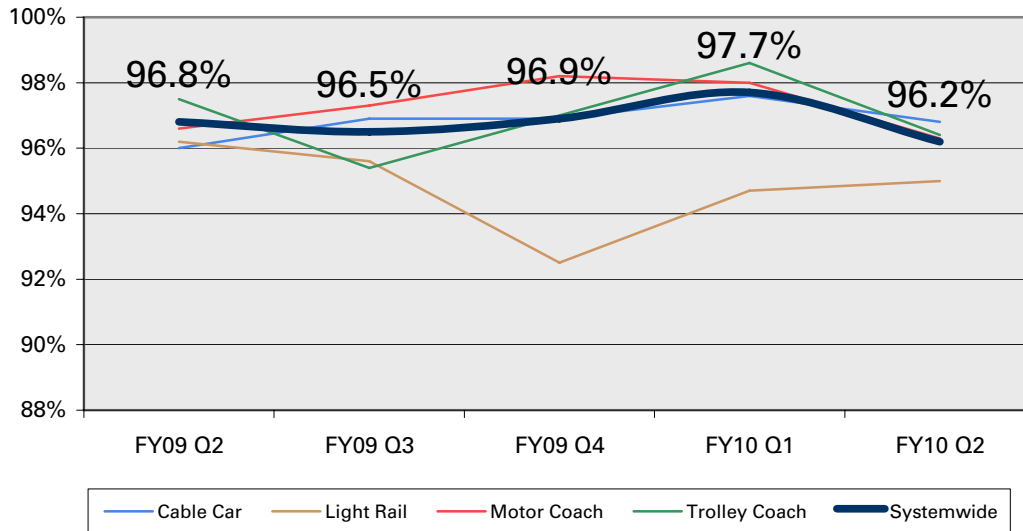
Annual - FY09 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Headway Adherence



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY05	66.0%	67.3%	72.4%	64.2%	69.5%
FY06	66.1%	53.9%	65.8%	54.2%	59.8%
FY07	61.1%	54.4%	67.1%	52.0%	60.5%
FY08	60.8%	46.8%	68.5%	53.6%	62.2%
FY09	61.3%	45.3%	67.9%	53.2%	60.2%
FY09 Goal	85.0%	85.0%	85.0%	85.0%	85.0%

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

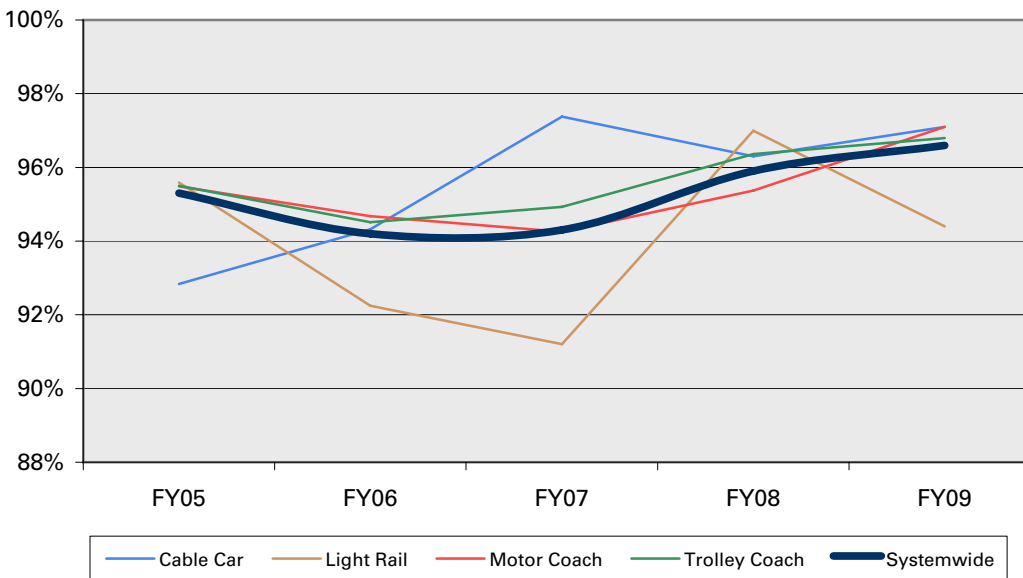
Quarterly - FY10 Q2 **Goal: >98.5%** **Goal achieved?** ■ **Trend?** ■ Scheduled Service Hours Delivered



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY09 Q2	96.0%	96.2%	96.6%	97.5%	96.8%
FY09 Q3	96.9%	95.6%	97.3%	95.4%	96.5%
FY09 Q4	96.9%	92.5%	98.2%	97.0%	96.9%
FY10 Q1	97.6%	94.7%	98.0%	98.6%	97.7%
FY10 Q2	96.8%	95.0%	96.3%	96.4%	96.2%
FY09 Goal	98.5%	98.5%	98.5%	98.5%	98.5%

Notes
 Divisional Performance: Cable Car 96.8%, Green 95.0%, Flynn 97.0%, Kirkland 97.0%, Woods 96.8%, Potrero 95.2%, Presidio 97.7%

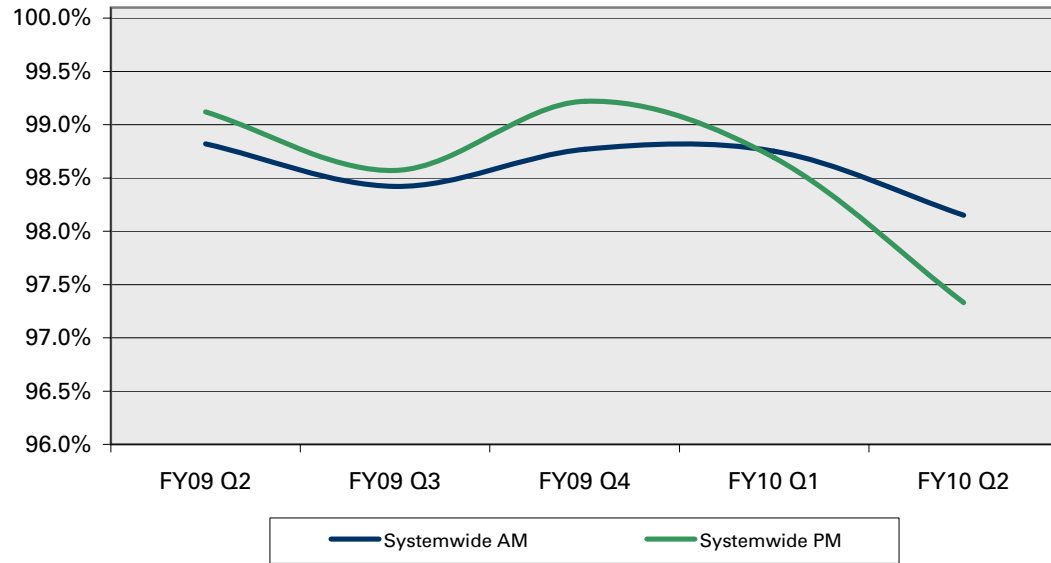
Annual - FY09 **Goal: >98.5%** **Goal achieved?** ■ **Trend?** ■ Scheduled Service Hours Delivered



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY05	92.8%	95.6%	95.5%	95.5%	95.3%
FY06	94.3%	92.3%	94.7%	94.5%	94.2%
FY07	97.4%	91.2%	94.3%	94.9%	94.3%
FY08	96.3%	97.0%	95.4%	96.4%	95.9%
FY09	97.1%	94.4%	97.1%	96.8%	96.6%
FY09 Goal	98.5%	98.5%	98.5%	98.5%	98.5%

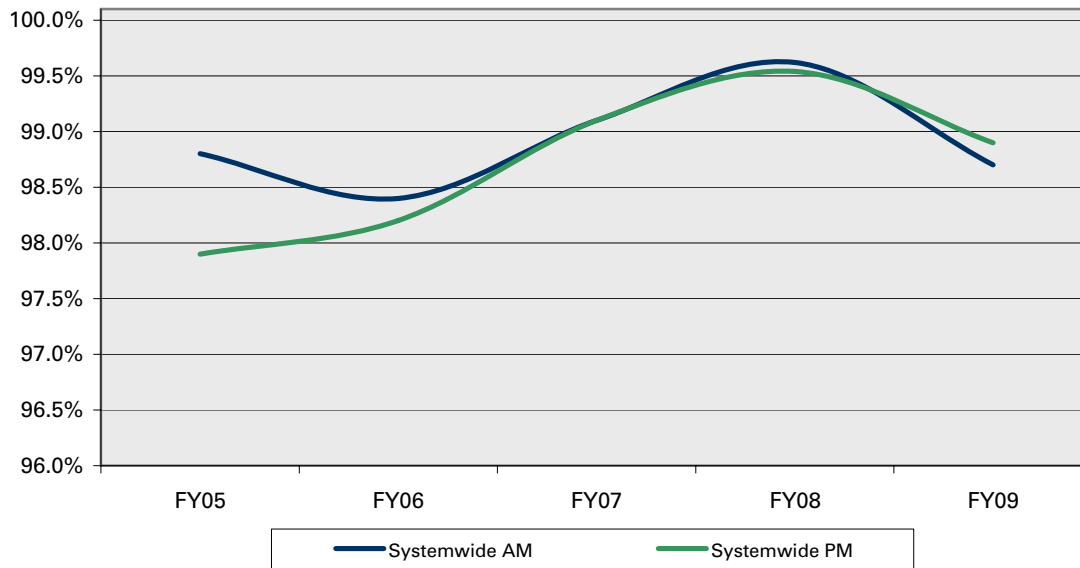
Notes

Quarterly - FY10 Q2 **Goal: >99%** **Goal achieved?** ■ **Trend?** ■ AM/PM Vehicle Availability



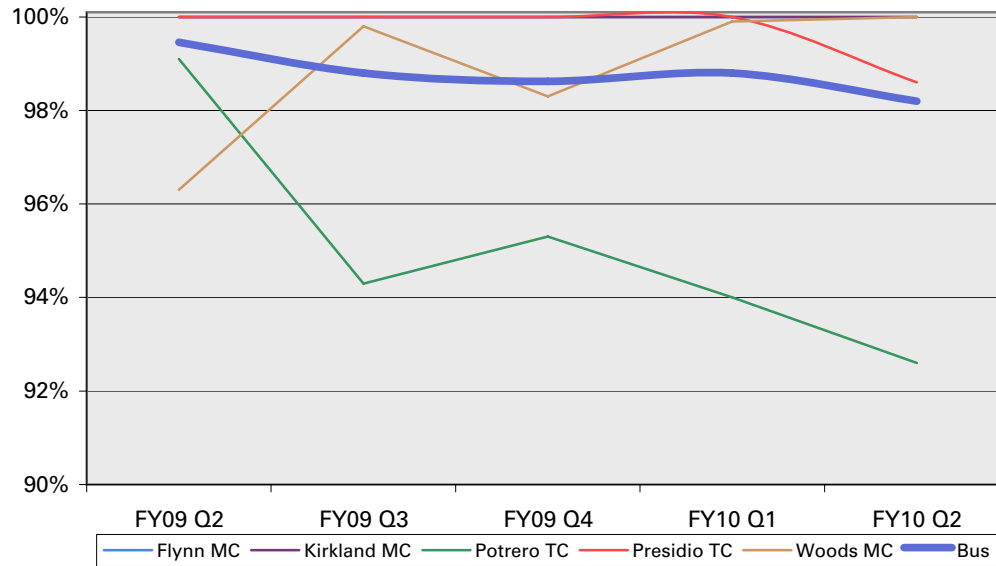
Reporting Period	Systemwide AM	Systemwide PM
FY09 Q2	98.8%	99.1%
FY09 Q3	98.4%	98.6%
FY09 Q4	98.8%	99.2%
FY10 Q1	98.8%	98.7%
FY10 Q2	98.2%	97.3%
<i>FY10 Goal</i>	<i>99.0%</i>	<i>99.0%</i>
Notes		

Annual - FY09 **Goal: >99%** **Goal achieved?** ■ **Trend?** ■ AM/PM Vehicle Availability



Reporting Period	Systemwide AM	Systemwide PM
FY05	98.8%	97.9%
FY06	98.4%	98.2%
FY07	99.1%	99.1%
FY08	99.6%	99.5%
FY09	98.7%	98.9%
<i>FY09 Goal</i>	<i>99.0%</i>	<i>99.0%</i>
Notes		
A5 in FY08.		

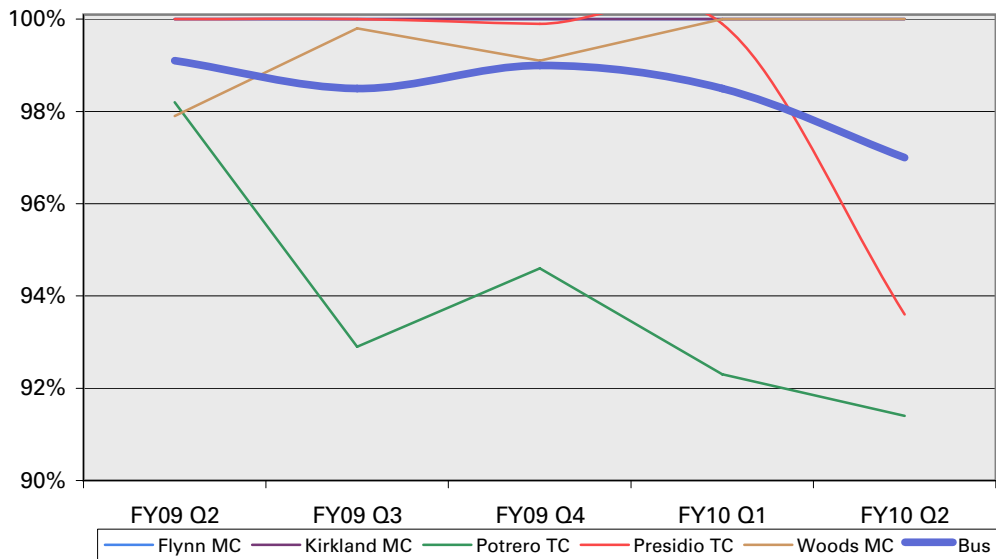
Quarterly - FY10 Q2 **Goal: >99%** **Goal achieved?** ■ **Trend?** ■ **AM Vehicle Availability**



Reporting Period	Flynn MC	Kirkland MC	Potrero TC	Presidio TC	Woods MC	Bus
FY09 Q2	100.0%	100.0%	99.1%	100.0%	96.3%	99.5%
FY09 Q3	100.0%	100.0%	94.3%	100.0%	99.8%	98.8%
FY09 Q4	100.0%	100.0%	95.3%	100.0%	98.3%	98.6%
FY10 Q1	100.0%	100.0%	94.0%	100.0%	99.9%	98.8%
FY10 Q2	100.0%	100.0%	92.6%	98.6%	100.0%	98.2%
FY10 Goal	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

Notes
 MC: Motor Coach, TC: Trolley Coach

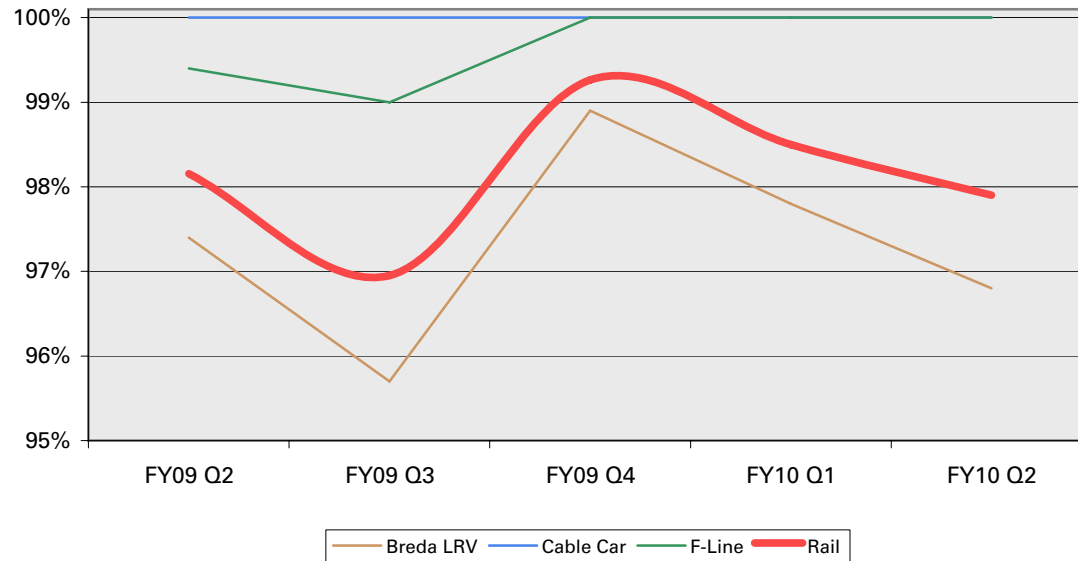
Quarterly - FY10 Q2 **Goal: >99%** **Goal achieved?** ■ **Trend?** ■ **PM Vehicle Availability**



Reporting Period	Flynn MC	Kirkland MC	Potrero TC	Presidio TC	Woods MC	Bus
FY09 Q2	100.0%	100.0%	98.2%	100.0%	97.9%	99.1%
FY09 Q3	100.0%	100.0%	92.9%	100.0%	99.8%	98.5%
FY09 Q4	100.0%	100.0%	94.6%	99.9%	99.1%	99.0%
FY10 Q1	100.0%	100.0%	92.3%	99.9%	100.0%	98.5%
FY10 Q2	100.0%	100.0%	91.4%	93.6%	100.0%	97.0%
FY09 Goal	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

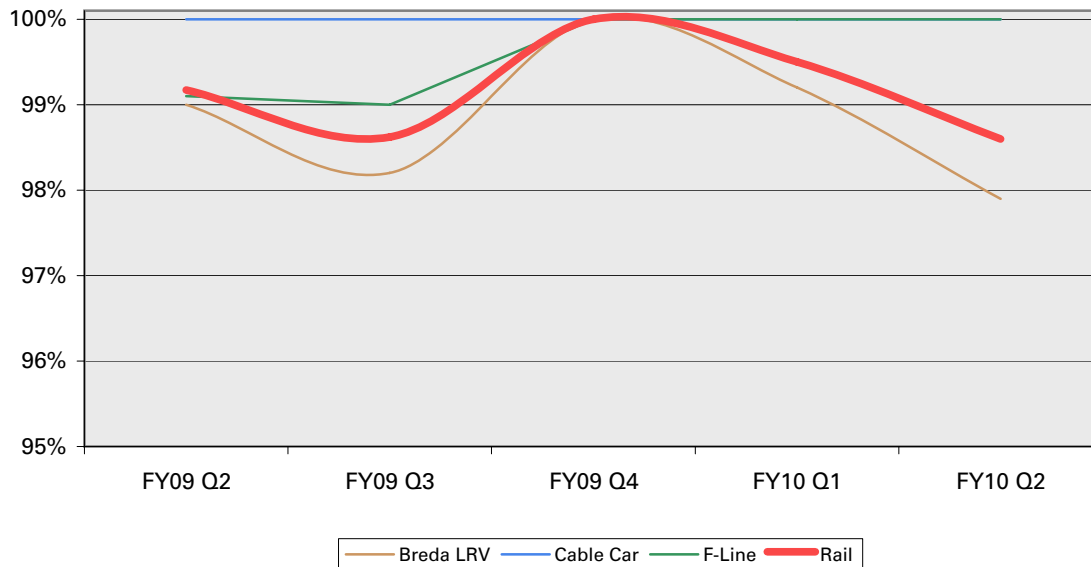
Notes
 MC: Motor Coach, TC: Trolley Coach
 A5 in FY08.

Quarterly - FY10 Q2 **Goal: >99%** **Goal achieved?** **Trend?** **AM Vehicle Availability**



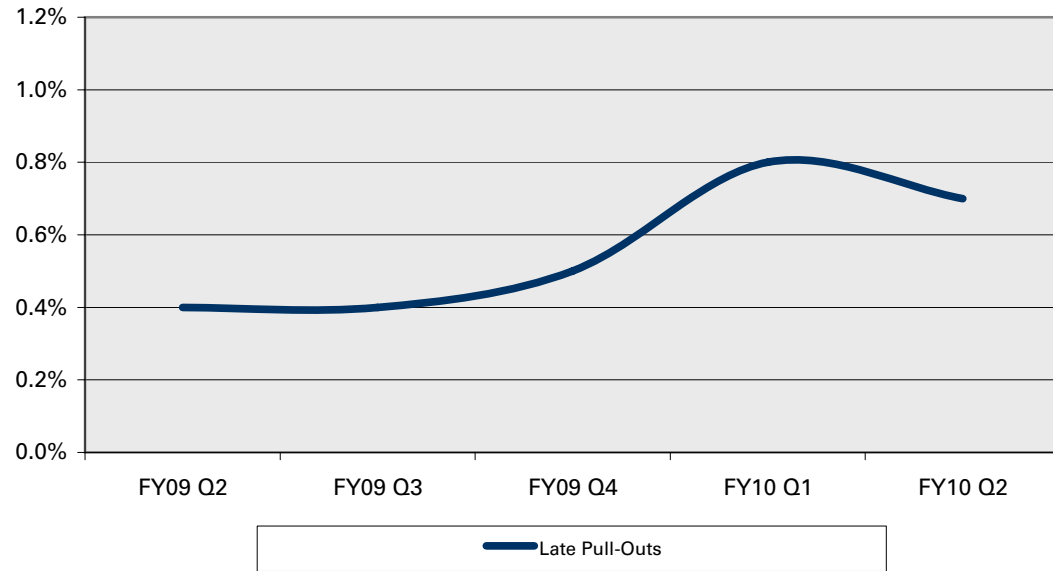
Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY09 Q2	97.4%	100.0%	99.4%	98.2%
FY09 Q3	95.7%	100.0%	99.0%	97.0%
FY09 Q4	98.9%	100.0%	100.0%	99.3%
FY10 Q1	97.8%	100.0%	100.0%	98.5%
FY10 Q2	96.8%	100.0%	100.0%	97.9%
FY10 Goal	99.0%	99.0%	99.0%	99.0%
Notes				

Quarterly - FY10 Q2 **Goal: >99%** **Goal achieved?** **Trend?** **PM Vehicle Availability**



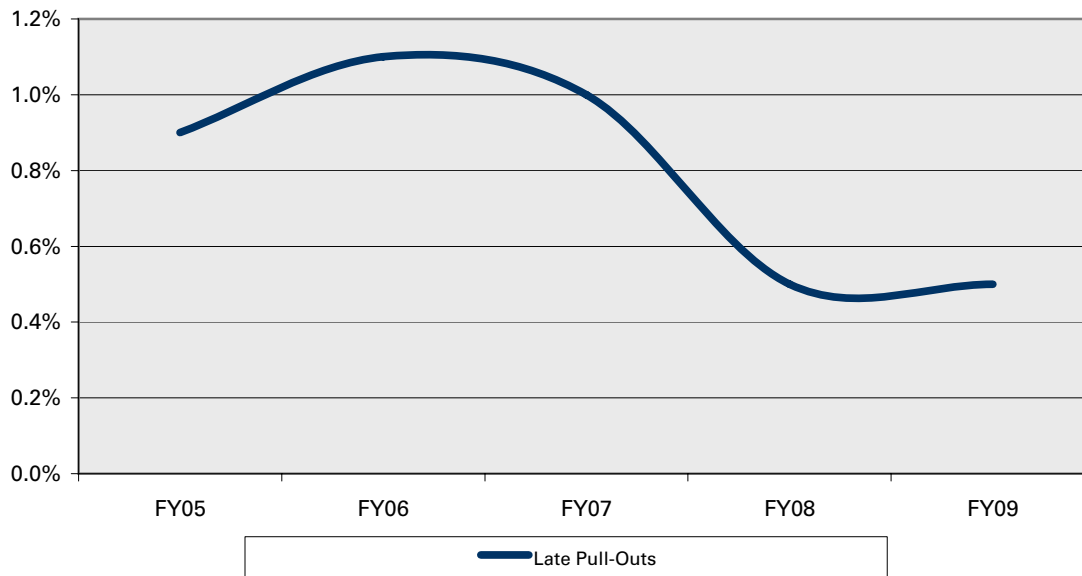
Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY09 Q2	99.0%	100.0%	99.1%	99.2%
FY09 Q3	98.2%	100.0%	99.0%	98.6%
FY09 Q4	100.0%	100.0%	100.0%	100.0%
FY10 Q1	99.2%	100.0%	100.0%	99.5%
FY10 Q2	97.9%	100.0%	100.0%	98.6%
FY10 Goal	99.0%	99.0%	99.0%	99.0%
Notes				
A5 in FY08.				

Quarterly - FY10 Q2 **Goal: <1.5%** **Goal achieved?** **Trend?** Late Pull-Outs



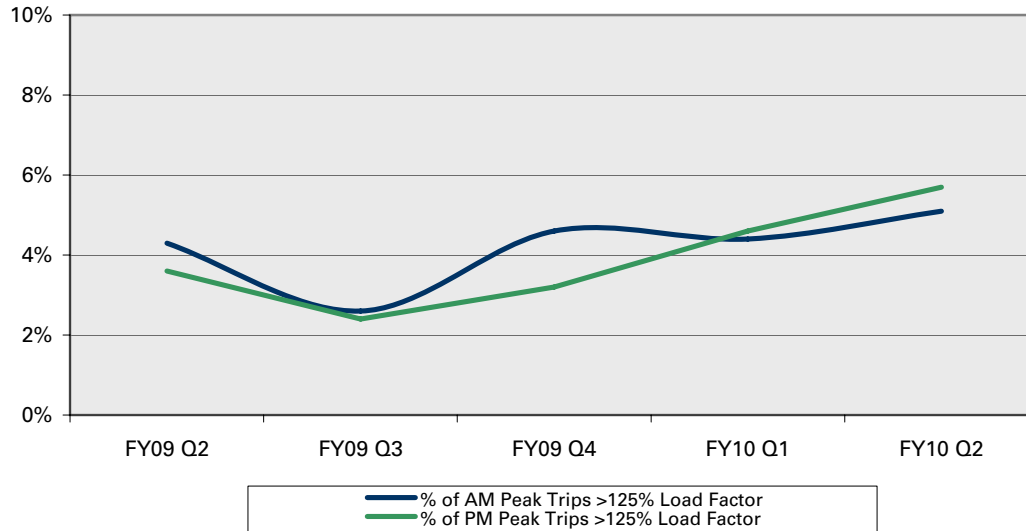
Reporting Period	Late Pull-Outs
FY09 Q2	0.4%
FY09 Q3	0.4%
FY09 Q4	0.5%
FY10 Q1	0.8%
FY10 Q2	0.7%
<i>FY10 Goal</i>	<i>1.5%</i>
Notes	

Annual - FY09 **Goal: <1.5%** **Goal achieved?** **Trend?** Late Pull-Outs



Reporting Period	Late Pull-Outs
FY05	0.9%
FY06	1.1%
FY07	1.0%
FY08	0.5%
FY09	0.5%
<i>FY09 Goal</i>	<i>1.5%</i>
Notes	

Quarterly - FY10 Q2 **Goal: <4.0%** **Goal achieved?** ■ **Trend?** ■ **Load Factors**



Reporting Period	% of AM Peak Trips >125% Load Factor	% of PM Peak Trips >125% Load Factor
FY09 Q2	4.3%	3.6%
FY09 Q3	2.6%	2.4%
FY09 Q4	4.6%	3.2%
FY10 Q1	4.4%	4.6%
FY10 Q2	5.1%	5.7%
FY10 Goal	4.0%	4.0%

Notes
Lines/Routes with over 25% of peak trips over 125% of comfortable sitting/standing capacity:
AM: 44
PM: None

Annual - FY09 **Load Factors**

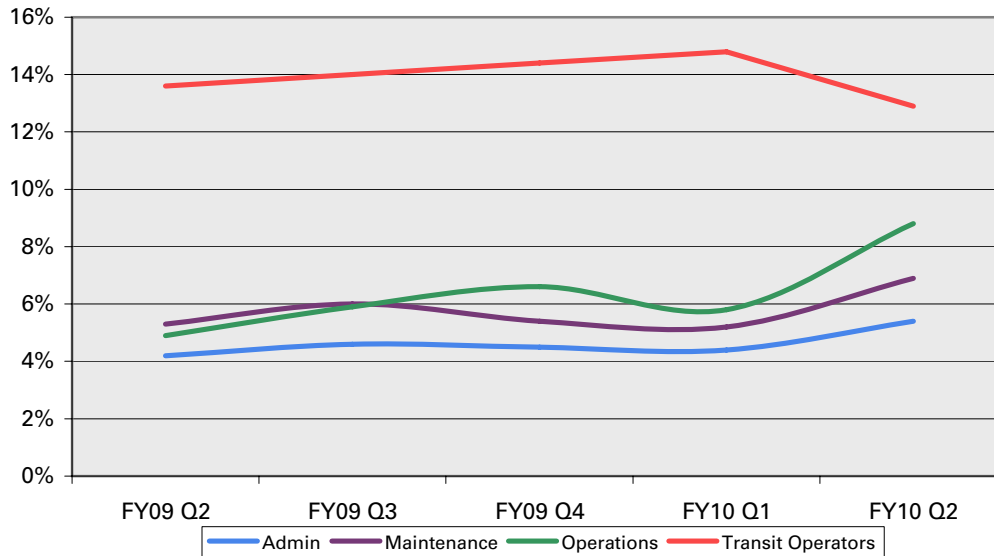
Reporting Period	% of AM Peak Trips >125% Load Factor	% of PM Peak Trips >125% Load Factor
FY09	3.9%	2.8%
FY10 Goal	4.0%	4.0%

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

A4 in FY08.

Service Standard modified for FY09.
 Annual charts to be introduced after FY10.

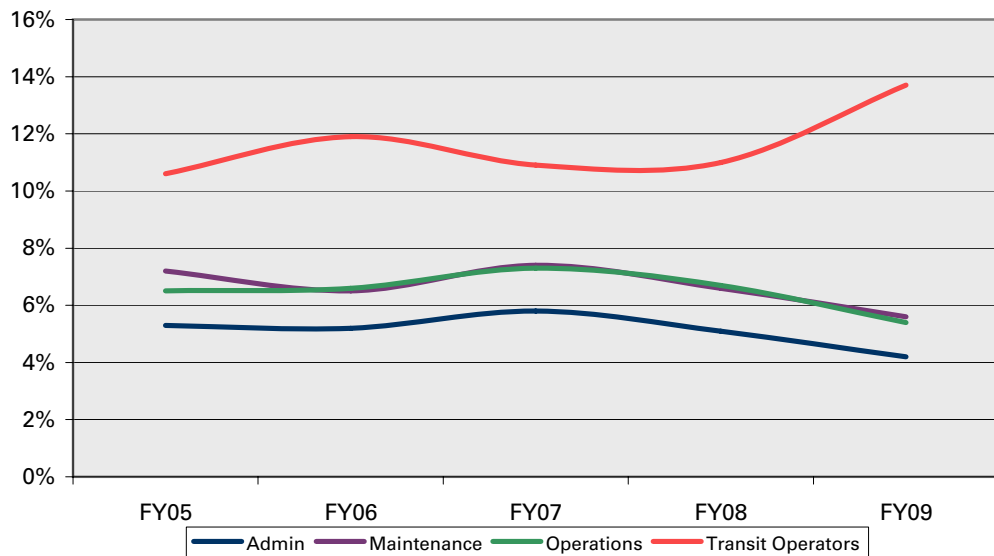
Quarterly - FY10 Q2 | **Goals: Vary by unit; see FY10 goals below** | **Unscheduled Absences**



Reporting Period	Admin	Maintenance	Operations	Transit Operators
FY09 Q2	4.2%	5.3%	4.9%	13.6%
FY09 Q3	4.6%	6.0%	5.9%	14.0%
FY09 Q4	4.5%	5.4%	6.6%	14.4%
FY10 Q1	4.4%	5.2%	5.8%	14.8%
FY10 Q2	5.4%	6.9%	8.8%	12.9%
FY10 Goal	5.2%	6.7%	6.9%	10.2%

Notes
 Elements included in transit operator unscheduled absence rate include sick leave, sick on run, industrial claims, other leaves, suspensions, AWOL, working miss outs (lateness), jury duty, and unpaid loans to union. FY10 Q1 results updated to reflect new data.

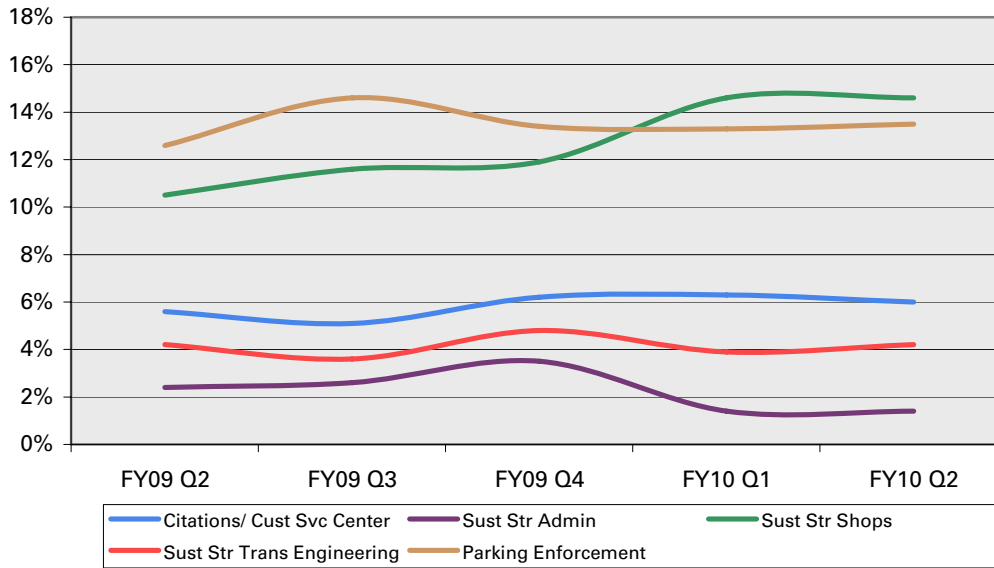
Annual - FY09 | **Goals: Vary by unit; see FY09 goals below** | **Unscheduled Absences**



Reporting Period	Admin	Maintenance	Operations	Transit Operators
FY05	5.3%	7.2%	6.5%	10.6%
FY06	5.2%	6.5%	6.6%	11.9%
FY07	5.8%	7.4%	7.3%	10.9%
FY08	5.1%	6.6%	6.7%	11.0%
FY09	4.2%	5.6%	5.4%	13.7%
FY09 Goal	5.2%	6.7%	6.9%	10.2%

Notes
 A6 in FY08.

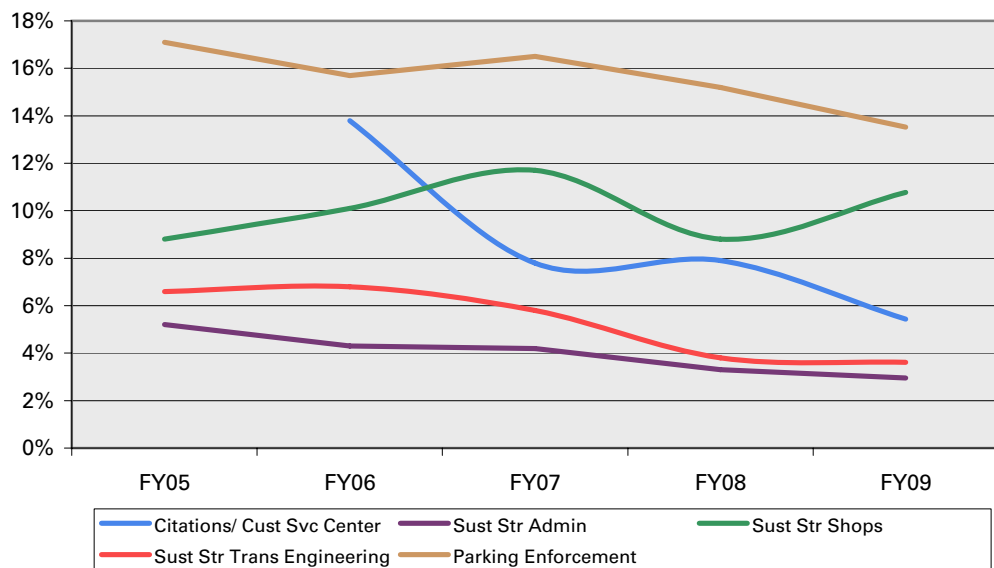
Quarterly - FY10 Q2 | **Goals: Vary by unit; see FY10 goals below** | **Unscheduled Absences**



Reporting Period	Citations/ Cust Svc Center	Sust Str Admin	Sust Str Shops	Sust Str Trans Engineering	Parking Enforcement
FY09 Q2	5.6%	2.4%	10.5%	4.2%	12.6%
FY09 Q3	5.1%	2.6%	11.6%	3.6%	14.6%
FY09 Q4	6.2%	3.5%	11.9%	4.8%	13.4%
FY10 Q1	6.3%	1.4%	14.6%	3.9%	13.3%
FY10 Q2	6.0%	1.4%	14.6%	4.2%	13.5%
FY10 Goal	7.4%	4.0%	10.5%	5.2%	14.9%

Notes
Sust Str: Sustainable Streets

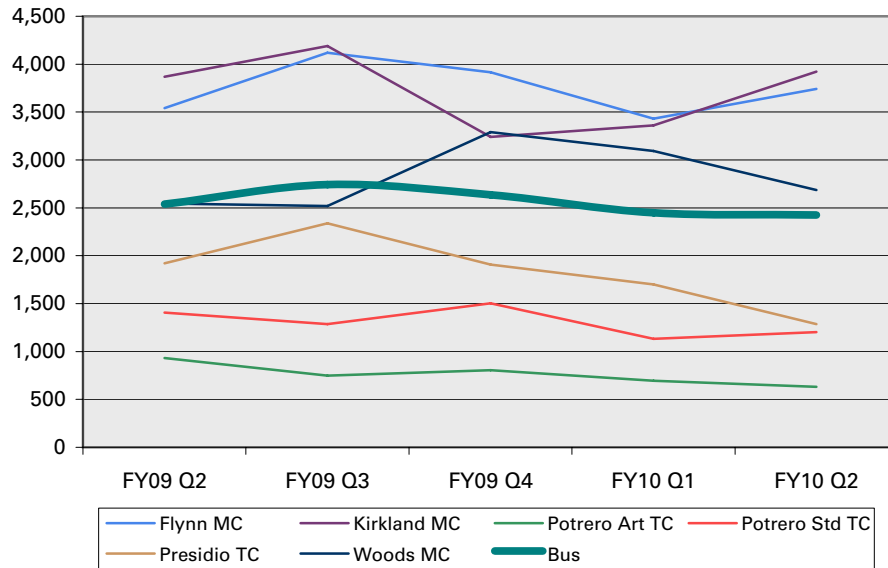
Annual - FY09 | **Goals: Vary by unit; see FY09 goals below** | **Unscheduled Absences**



Reporting Period	Citations/ Cust Svc Center	Sust Str Admin	Sust Str Shops	Sust Str Trans Engineering	Parking Enforcement
FY05		5.2%	8.8%	6.6%	17.1%
FY06	13.8%	4.3%	10.1%	6.8%	15.7%
FY07	7.8%	4.2%	11.7%	5.8%	16.5%
FY08	7.9%	3.3%	8.8%	3.8%	15.2%
FY09	5.4%	3.0%	10.8%	3.6%	13.5%
FY09 Goal	7.4%	4.0%	10.5%	5.2%	14.9%

Notes
Sust Str: Sustainable Streets
 A6 in FY08.

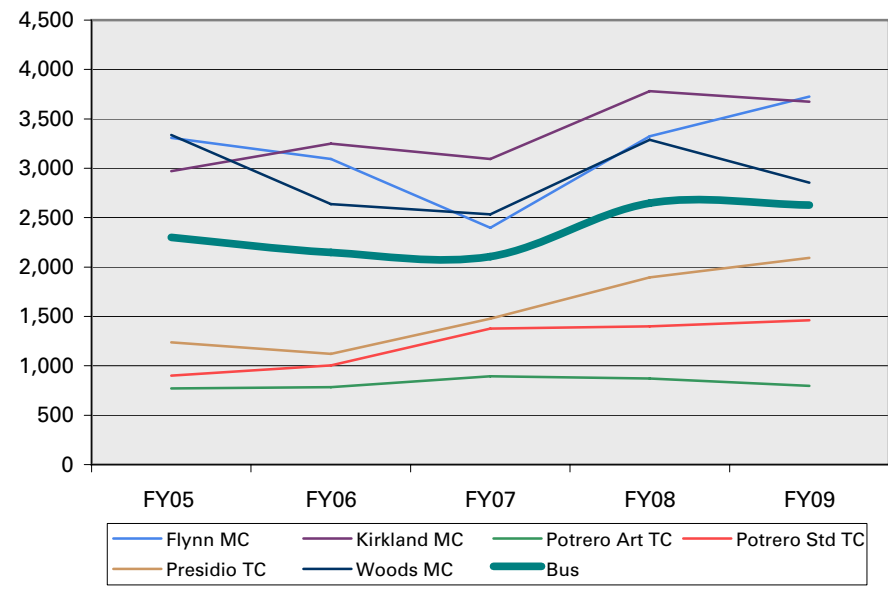
Quarterly - FY10 Q2 Goals: Vary by division; see FY10 goals below MDBF



Reporting Period	Flynn MC	Kirkland MC	Potrero Art TC	Potrero Std TC	Presidio TC	Woods MC	Bus
FY09 Q2	3,542	3,867	932	1,405	1,920	2,546	2,539
FY09 Q3	4,120	4,190	748	1,285	2,337	2,519	2,741
FY09 Q4	3,915	3,240	806	1,504	1,908	3,290	2,637
FY10 Q1	3,431	3,362	696	1,133	1,701	3,092	2,449
FY10 Q2	3,740	3,923	630	1,204	1,286	2,685	2,427
FY10 Goal	3,400	3,400	1,000	1,700	1,700	3,400	2,611

Notes

Annual - FY09 Goals: Vary by division see FY09 goals below MDBF



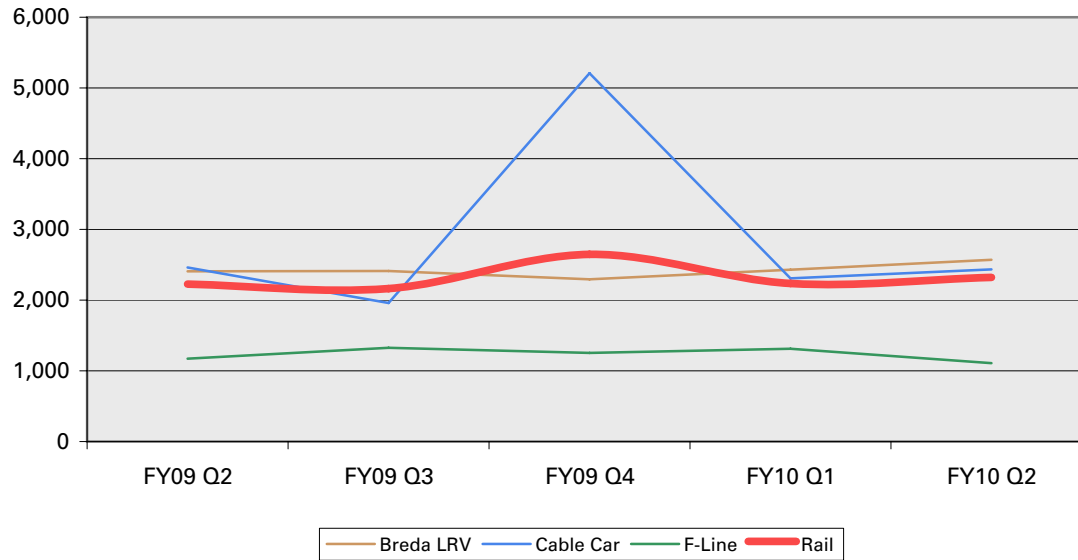
Reporting Period	Flynn MC	Kirkland MC	Potrero Art TC	Potrero Std TC	Presidio TC	Woods MC	Bus
FY05	3,309	2,970	770	902	1,239	3,337	2,299
FY06	3,093	3,251	785	1,004	1,121	2,636	2,146
FY07	2,398	3,094	893	1,377	1,477	2,533	2,105
FY08	3,325	3,780	872	1,400	1,895	3,289	2,645
FY09	3,726	3,674	797	1,461	2,094	2,853	2,627
FY09 Goal	3,400	3,400	1,000	1,700	1,700	3,400	2,611

Notes

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

A7 in FY08.

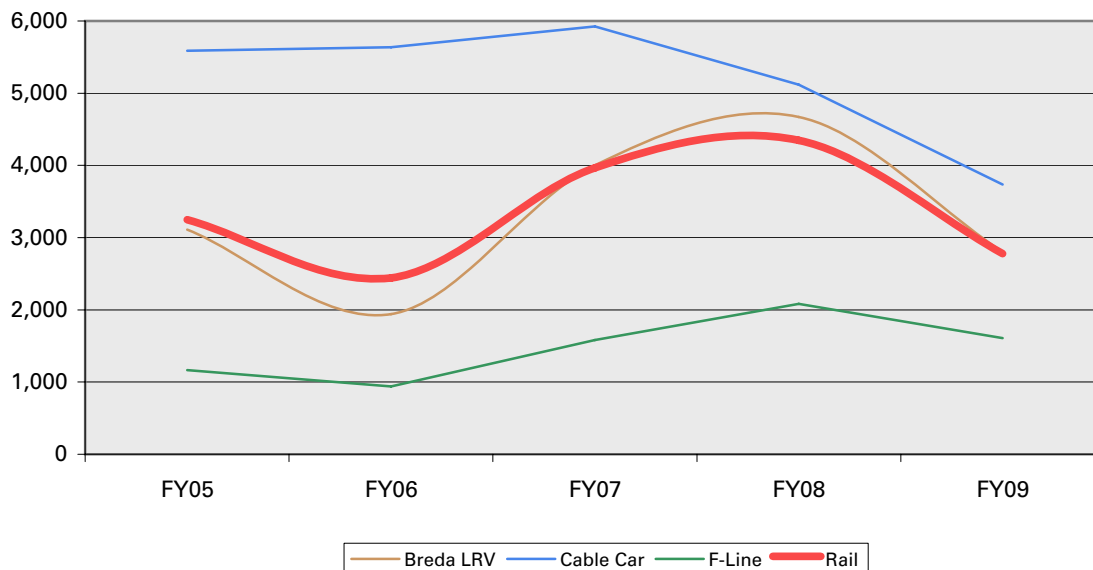
Quarterly - FY10 Q2 **Goals: Vary by division; see FY10 goals below** MDBF



Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY09 Q2	2,408	2,462	1,170	2,226
FY09 Q3	2,410	1,959	1,326	2,162
FY09 Q4	2,294	5,206	1,253	2,648
FY10 Q1	2,428	2,307	1,311	2,233
FY10 Q2	2,569	2,436	1,110	2,319
FY10 Goal	5,000	6,000	2,000	4,712

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

Annual - FY09 **Goals: Vary by division see FY09 goals below** MDBF

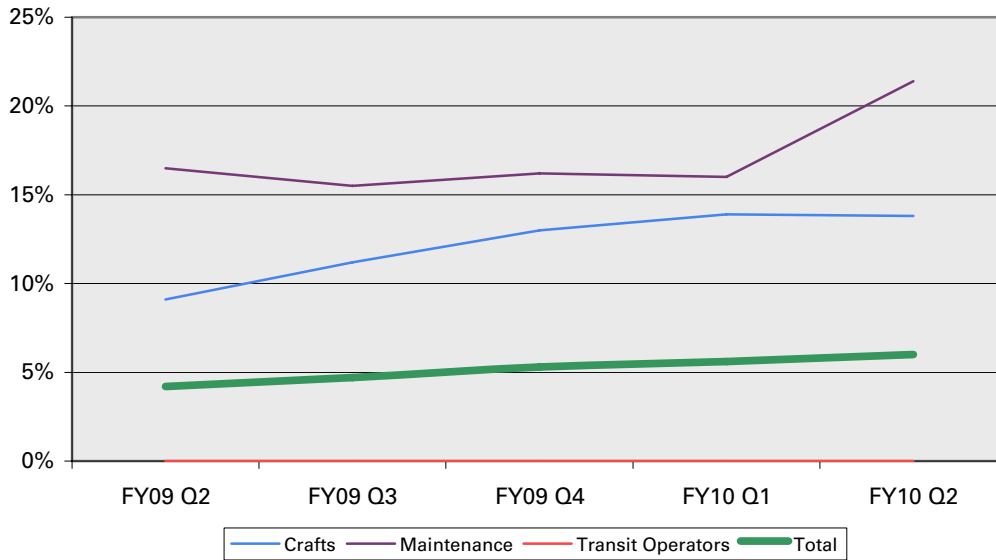


Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY05	3,112	5,586	1,167	3,248
FY06	1,943	5,638	940	2,442
FY07	4,001	5,924	1,582	3,966
FY08	4,669	5,120	2,084	4,348
FY09	2,799	3,737	1,607	2,780
FY09 Goal	5,000	6,000	2,000	4,712

Notes
 A7 in FY08.

A6 Vacancy Rates for Service Critical Positions

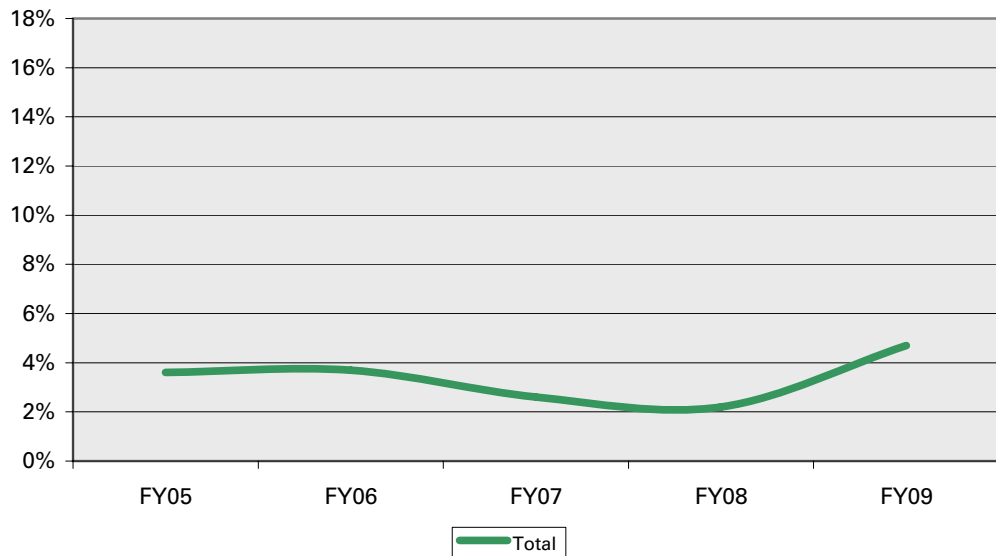
Quarterly - FY10 Q2 **Goal: <5%** **Goal achieved?** ■ **Trend?** ■ Vacancy Rates



Reporting Period	Crafts	Maintenance	Transit Operators	Total
FY09 Q2	9.1%	16.5%	0.0%	4.2%
FY09 Q3	11.2%	15.5%	0.0%	4.7%
FY09 Q4	13.0%	16.2%	0.0%	5.3%
FY10 Q1	13.9%	16.0%	0.0%	5.6%
FY10 Q2	13.8%	21.4%	0.0%	6.0%
FY10 Goal	5.0%	5.0%	5.0%	5.0%

Notes
 Effective Systemwide % of Extra Board Operators 12%. Crafts positions are comprised of 59 different classifications. 11 are affiliated with Muni Metro East (MME). Maintenance positions are comprised of 19 different classes. Four are affiliated with MME.

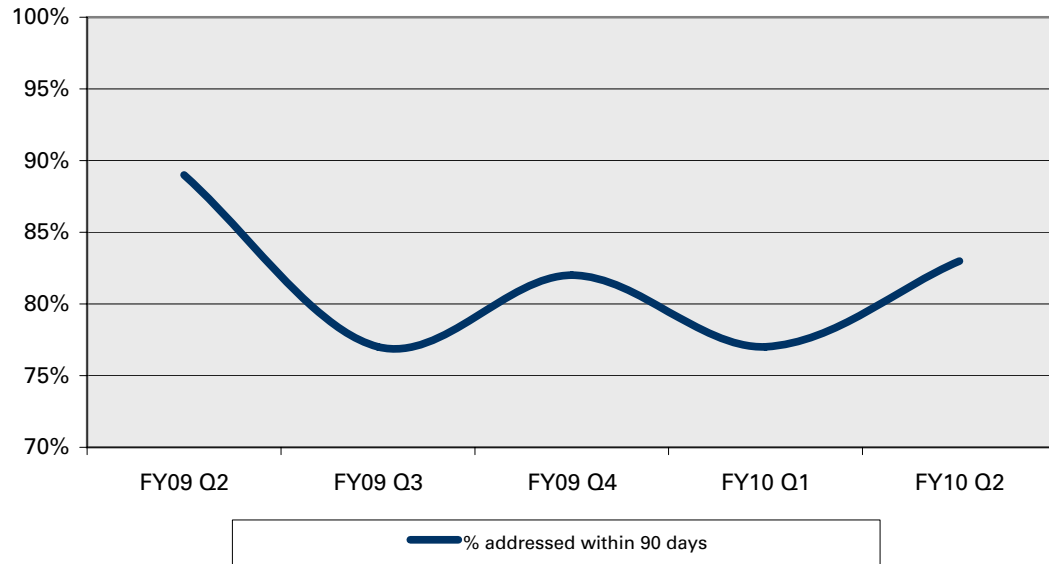
Annual - FY09 **Goal: <5%** **Goal achieved?** ■ **Trend?** ■ Vacancy Rates



Reporting Period	Total			
FY05	3.6%			
FY06	3.7%			
FY07	2.6%			
FY08	2.2%			
FY09	4.7%			
FY09 Goal	5.0%			

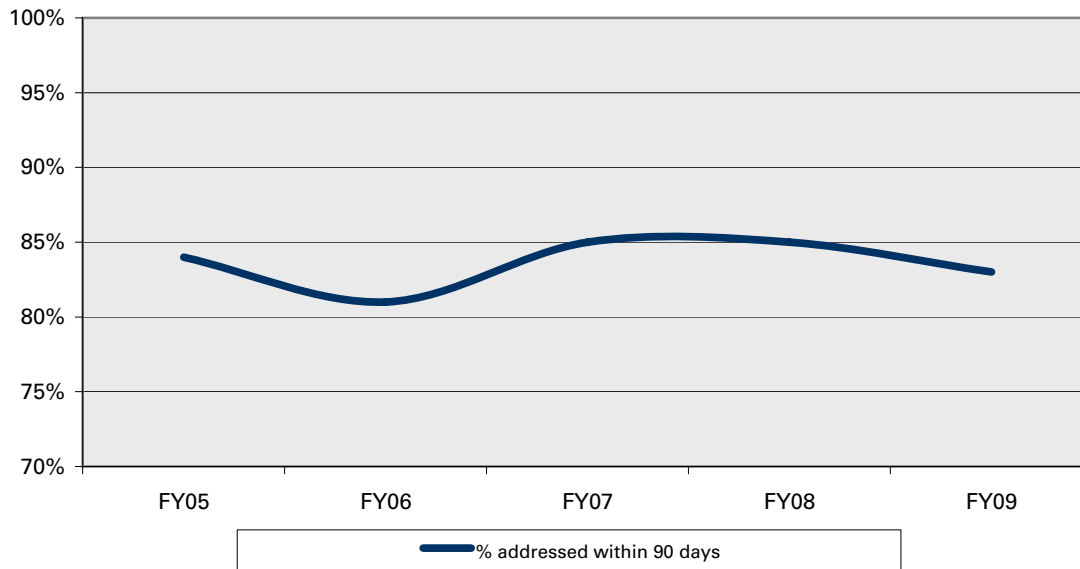
Notes
 Results based on following position count: Transit Operators - 2034.75 FTE, Crafts 974 FTE, Maintenance 297 FTE.
 A8 in FY08.

Quarterly - FY10 Q2 **Goal: >82%** **Goal achieved?** **Trend?** Traffic and Parking Control Requests



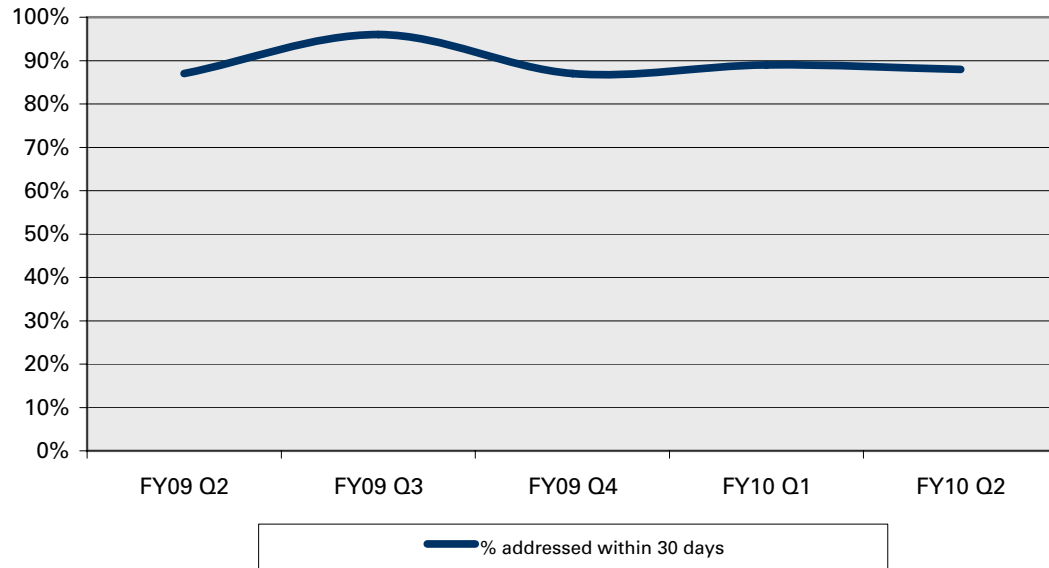
Reporting Period	% addressed within 90 days
FY09 Q2	89%
FY09 Q3	77%
FY09 Q4	82%
FY10 Q1	77%
FY10 Q2	83%
<i>FY10 Goal</i>	82%
Notes	
<i>137 of 165 requests were handled within 90 days.</i>	

Annual - FY09 **Goal: >82%** **Goal achieved?** **Trend?** Traffic and Parking Control Requests



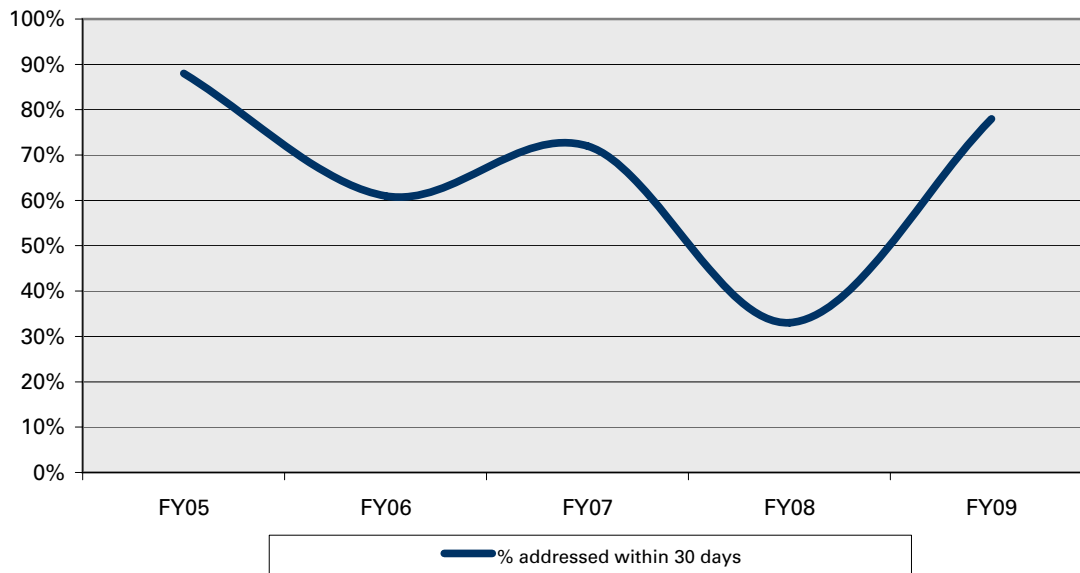
Reporting Period	% addressed within 90 days
FY05	84%
FY06	81%
FY07	85%
FY08	85%
FY09	83%
<i>FY09 Goal</i>	82%
Notes	
<i>A9 in FY08.</i>	

Quarterly - FY10 Q2 **Goal: >90%** **Goal achieved?** ■ **Trend?** ■ Color Curb Applications



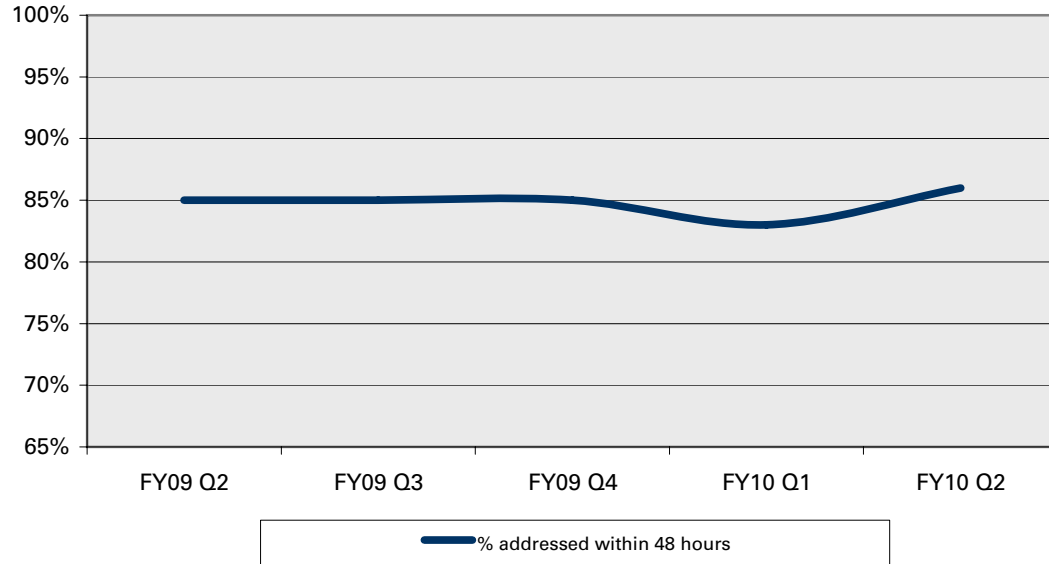
Reporting Period	% addressed within 30 days
FY09 Q2	87%
FY09 Q3	96%
FY09 Q4	87%
FY10 Q1	89%
FY10 Q2	88%
<i>FY10 Goal</i>	<i>90%</i>
Notes	

Annual - FY09 **Goal: >90%** **Goal achieved?** ■ **Trend?** ■ Color Curb Applications



Reporting Period	% addressed within 30 days
FY05	88%
FY06	61%
FY07	72%
FY08	33%
FY09	78%
<i>FY09 Goal</i>	<i>90%</i>
Notes	
A10 in FY08.	

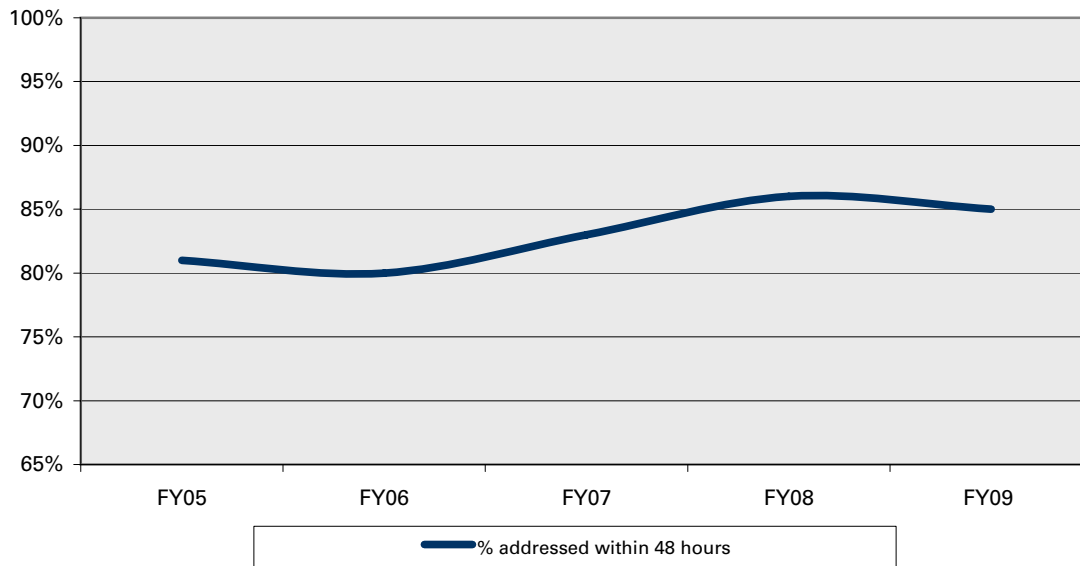
Quarterly - FY10 Q2 **Goal: >85%** **Goal achieved?** **Trend?** Parking Meter Malfunction Reports



Reporting Period	% addressed within 48 hours
FY09 Q2	85%
FY09 Q3	85%
FY09 Q4	85%
FY10 Q1	83%
FY10 Q2	86%
<i>FY10 Goal</i>	<i>85%</i>

Notes
366 of 427 malfunction reports were addressed within 48 hours. Implementation of the meter rate increase in July and August and work Port implementation issues had an impact on the team's ability to meet the 85% goal.

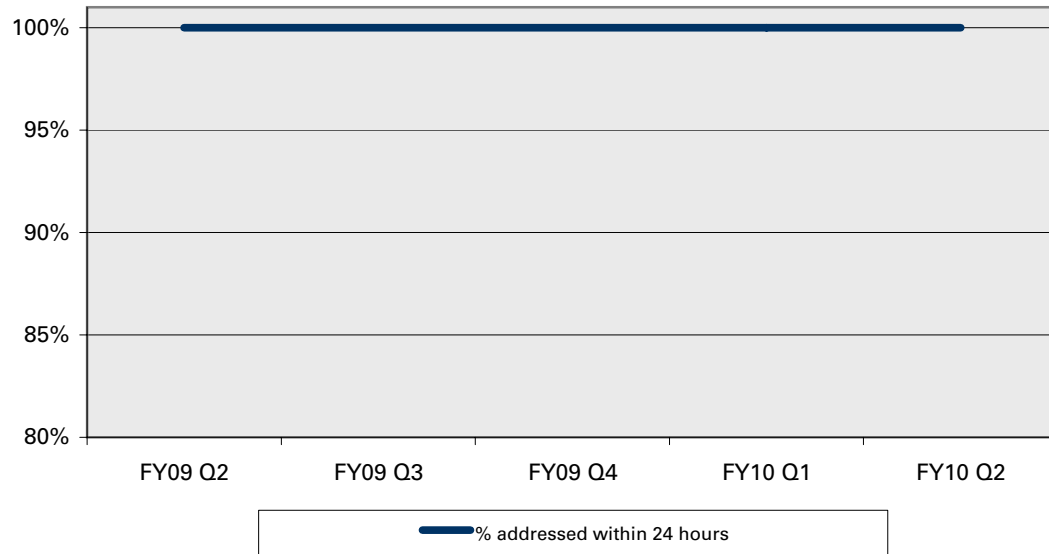
Annual - FY09 **Goal: >85%** **Goal achieved?** **Trend?** Parking Meter Malfunction Reports



Reporting Period	% addressed within 48 hours
FY05	81%
FY06	80%
FY07	83%
FY08	86%
FY09	85%
<i>FY09 Goal</i>	<i>85%</i>

Notes
A11 in FY08.

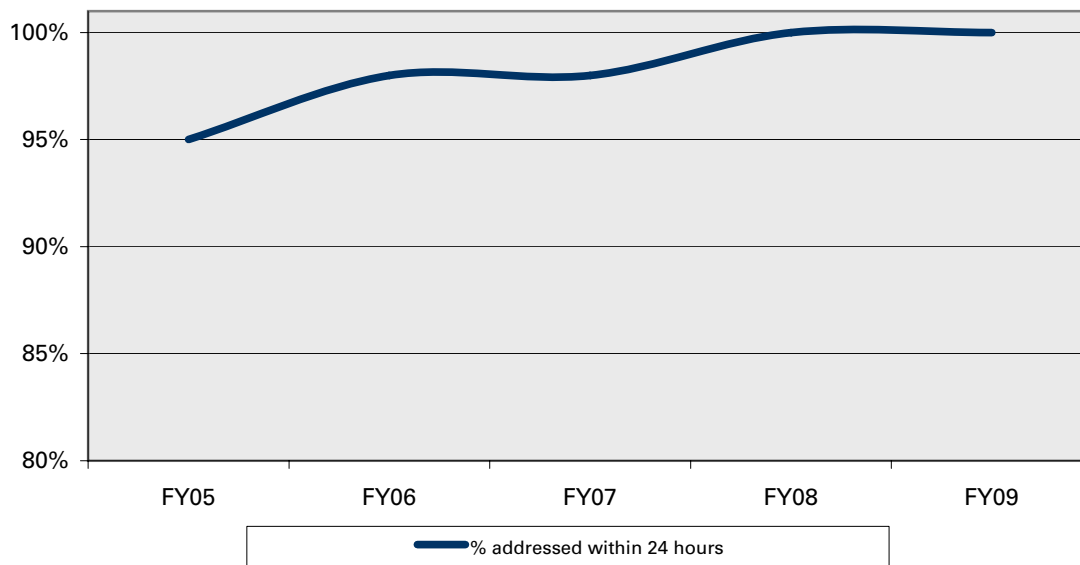
Quarterly - FY10 Q2 **Goal: >98%** **Goal achieved?** ■ **Trend?** ■ Hazardous Traffic Sign Reports



Reporting Period	% addressed within 24 hours
FY09 Q2	100%
FY09 Q3	100%
FY09 Q4	100%
FY10 Q1	100%
FY10 Q2	100%
<i>FY10 Goal</i>	<i>98%</i>

Notes
All 870 hazardous traffic sign reports were addressed within 24 hours.

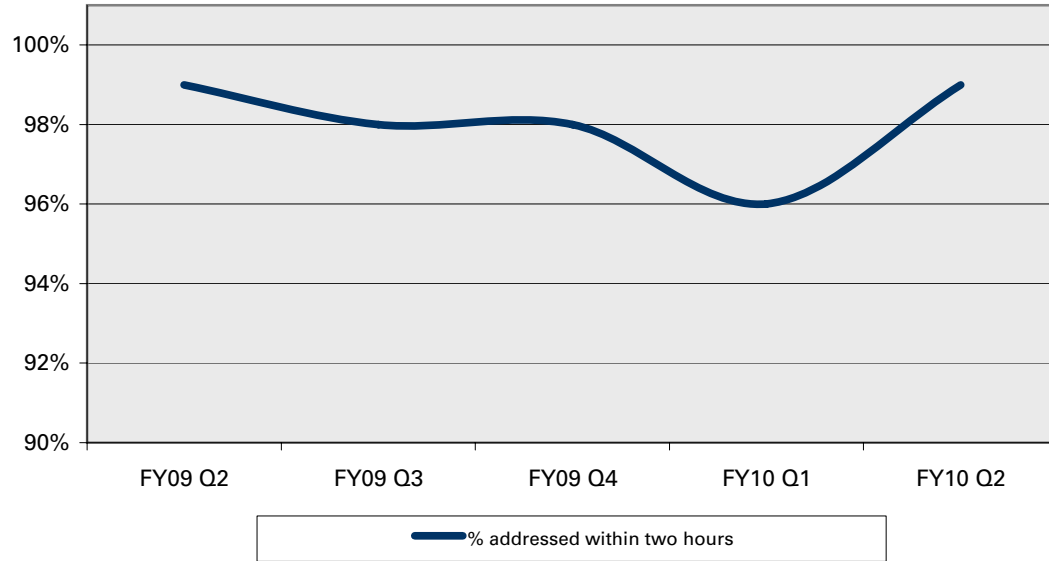
Annual - FY09 **Goal: >98%** **Goal achieved?** ■ **Trend?** ■ Hazardous Traffic Sign Reports



Reporting Period	% addressed within 24 hours
FY05	95%
FY06	98%
FY07	98%
FY08	100%
FY09	100%
<i>FY09 Goal</i>	<i>98%</i>

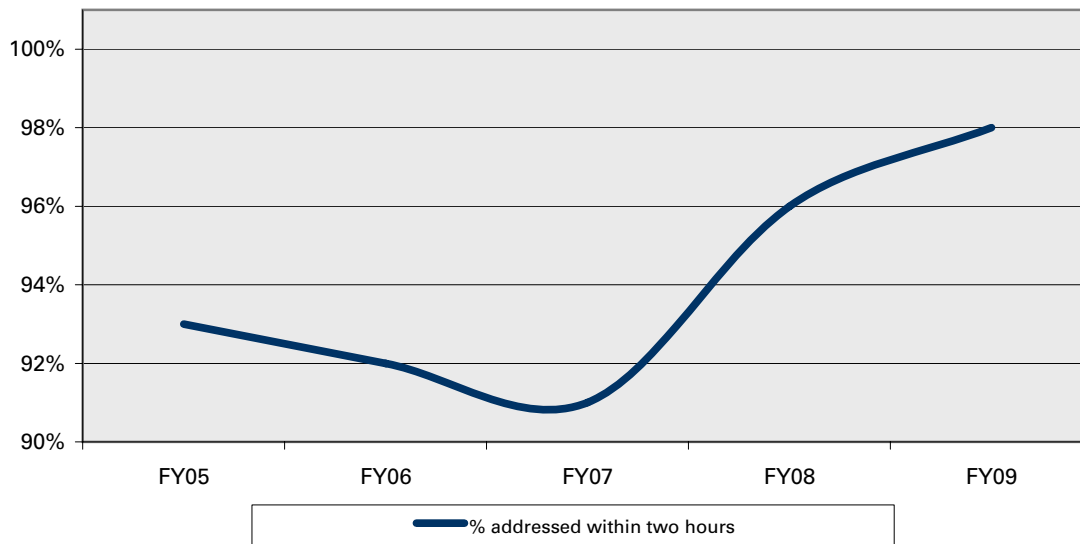
Notes
A12 in FY08.

Quarterly - FY10 Q2 **Goal: >92%** **Goal achieved?** **Trend?** Hazardous Traffic Signal Reports



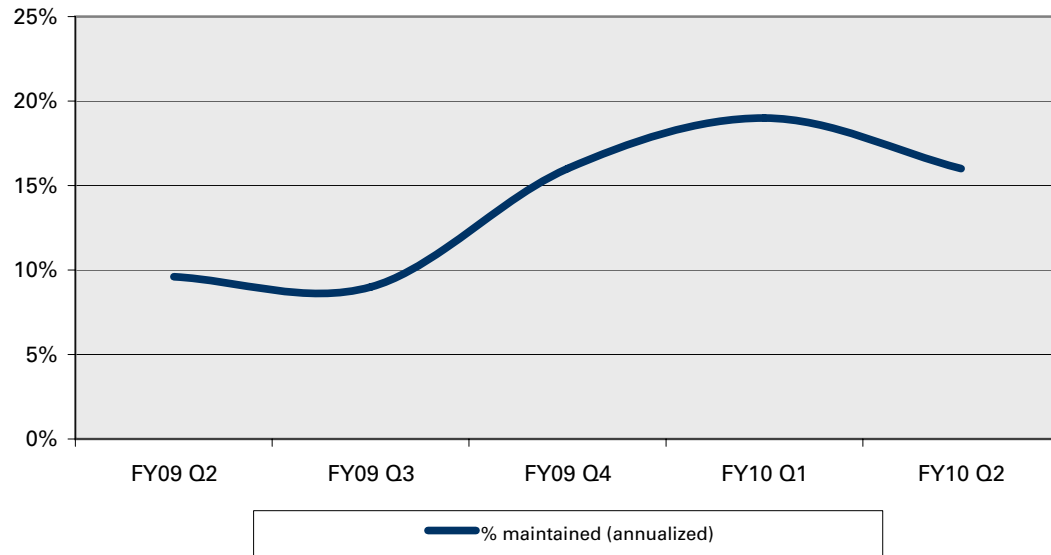
Reporting Period	% addressed within two hours
FY09 Q2	99%
FY09 Q3	98%
FY09 Q4	98%
FY10 Q1	96%
FY10 Q2	99%
<i>FY10 Goal</i>	92%
Notes	
676 of 681 hazardous traffic signal reports were addressed within 2 hours.	

Annual - FY09 **Goal: >92%** **Goal achieved?** **Trend?** Hazardous Traffic Signal Reports



Reporting Period	% addressed within two hours
FY05	93%
FY06	92%
FY07	91%
FY08	96%
FY09	98%
<i>FY09 Goal</i>	92%
Notes	
A13 in FY08.	

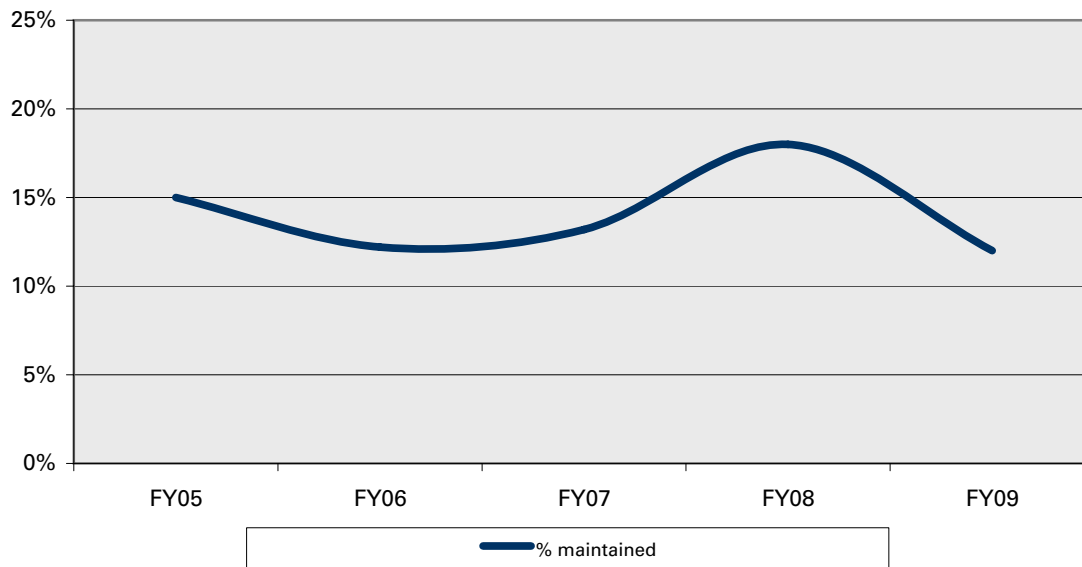
Quarterly - FY10 Q2 **Goal: >12%** **Goal achieved?** ■ **Trend?** ■ Traffic Lane Lines, Bus Zones and Crosswalks



Reporting Period	% maintained (annualized)
FY09 Q2	10%
FY09 Q3	9%
FY09 Q4	16%
FY10 Q1	19%
FY10 Q2	16%
<i>FY10 Goal</i>	12%

Notes
Major projects included various assignments for DPW, PG&E, and SFWD, work in conjunction with resurfacing on Van Ness and Divisadero, and the Muni project on Judah between 19th Avenue and Great Highway

Annual - FY09 **Goal: >12%** **Goal achieved?** ■ **Trend?** ■ Traffic Lane Lines, Bus Zones and Crosswalks



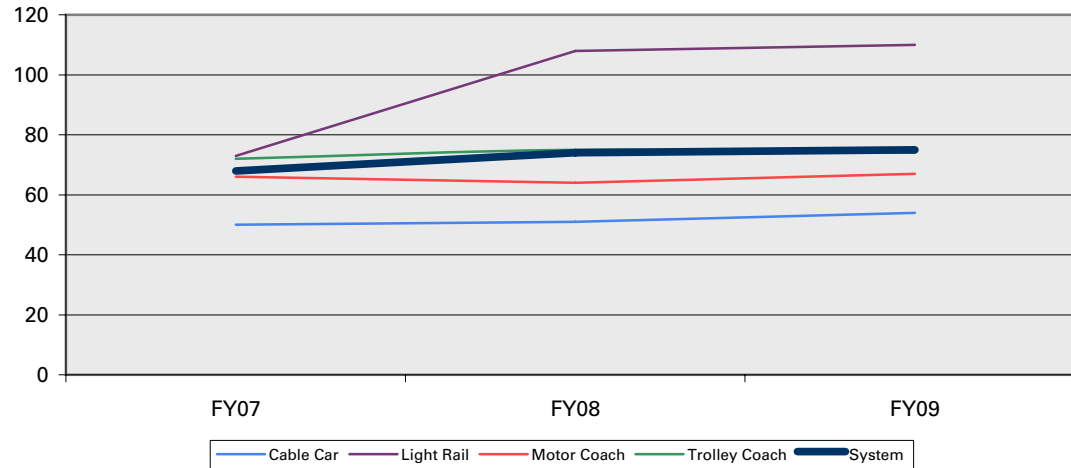
Reporting Period	% maintained
FY05	15%
FY06	12%
FY07	13%
FY08	18%
FY09	12%
<i>FY09 Goal</i>	12%

Notes
A14 in FY08.

A13 Productivity | Average # of Boardings per Service Hour

Annual - FY09

Average # of Boardings per Service Hour



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	System
FY07	50	73	66	72	68
FY08	51	108	64	75	74
FY09	54	110	67	74	75

Notes

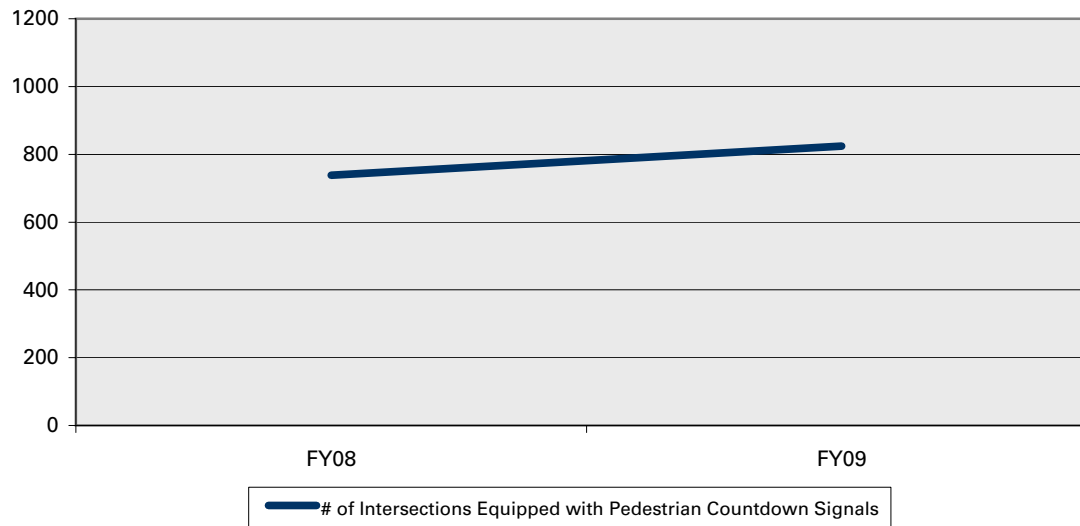
Results are unaudited. A data collection methodology change in FY09 resulted in an increase in light rail figures.

A14 Pedestrian Safety | # of Intersections Fully Equipped with Countdown Signals

Annual - FY09

FY09 Goal: >776

of Intersections Equipped with Countdown Signals



Reporting Period	# of Intersections Equipped with Pedestrian Countdown Signals
FY08	738
FY09	824

Notes

824 of 1176 signalized intersections were fully equipped with pedestrian countdown signals at the end of FY09. An additional 153 intersections are partially equipped.

Quarterly - FY10 Q2

Bicycle Counts at Key Locations

Awaiting installation of automated counters.
Results will be reporting beginning as soon as data become available.

Annual - 2009

Level of Service of on Principal Arterials

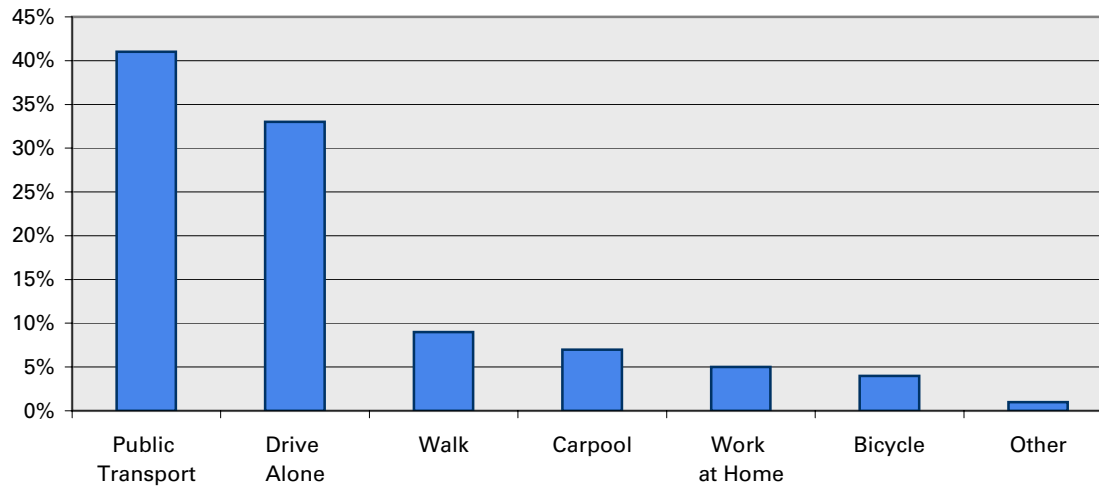
Average Travel Speeds		
Category	2007	2009
Arterial AM	17.8	18.6
Arterial PM	16.5	16.9
Freeway AM	47.8	47.9
Freeway PM	40.3	31.7

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

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

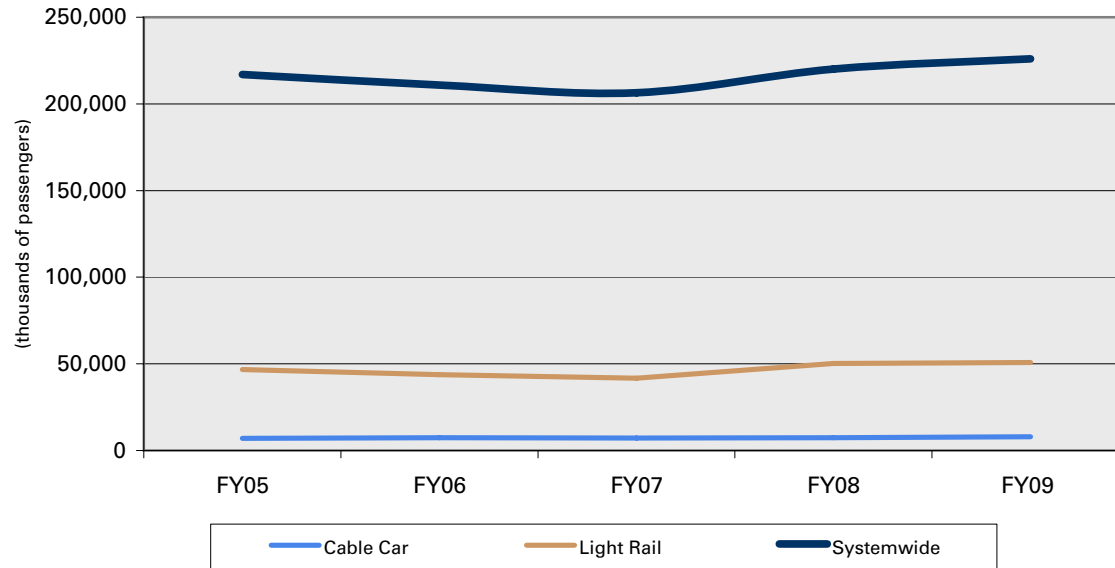
Annual - 2009

What is your primary mode of transportation to work?



City Survey Results			
Mode	%	Mode	%
Public Transport	41%	Work at Home	5%
Drive Alone	33%	Bicycle	4%
Walk	9%	Other	1%
Carpool	7%		
Notes			
<p><i>Results are from the January 1, 2009 City Survey conducted by the Office of the Controller. Citizens were asked "What is your primary mode of transportation to work? Nine out of ten residents ride Muni at least once a month.</i></p>			

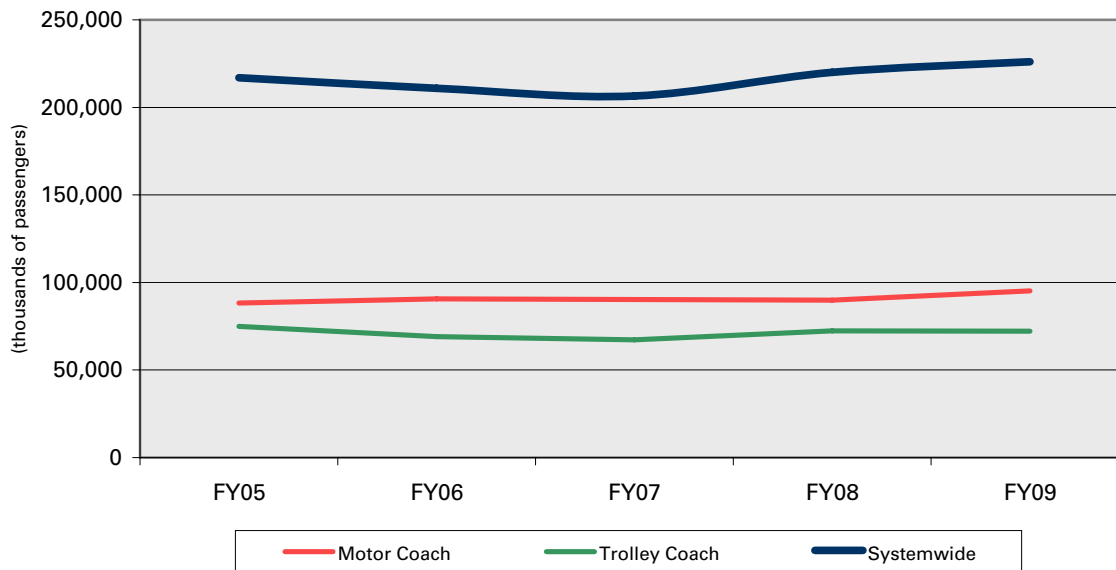
Annual - FY09 **FY09 Goal: 223,254** **Goal achieved?** **Trend?** **Rail** (in thousands of passengers)



Reporting Period	Cable Car	Light Rail	Systemwide
FY05	6,966	46,803	216,919
FY06	7,475	43,679	210,849
FY07	7,122	41,737	206,459
FY08	7,425	50,312	220,044
FY09	7,913	50,745	225,990
<i>FY09 Goal</i>			<i>223,254</i>

Notes
 FY09 results are unaudited. Systemwide included on chart for reference purposes. FY10 Goal for Systemwide ridership will be 229,380,000 (expressed as 229,380 on this chart).

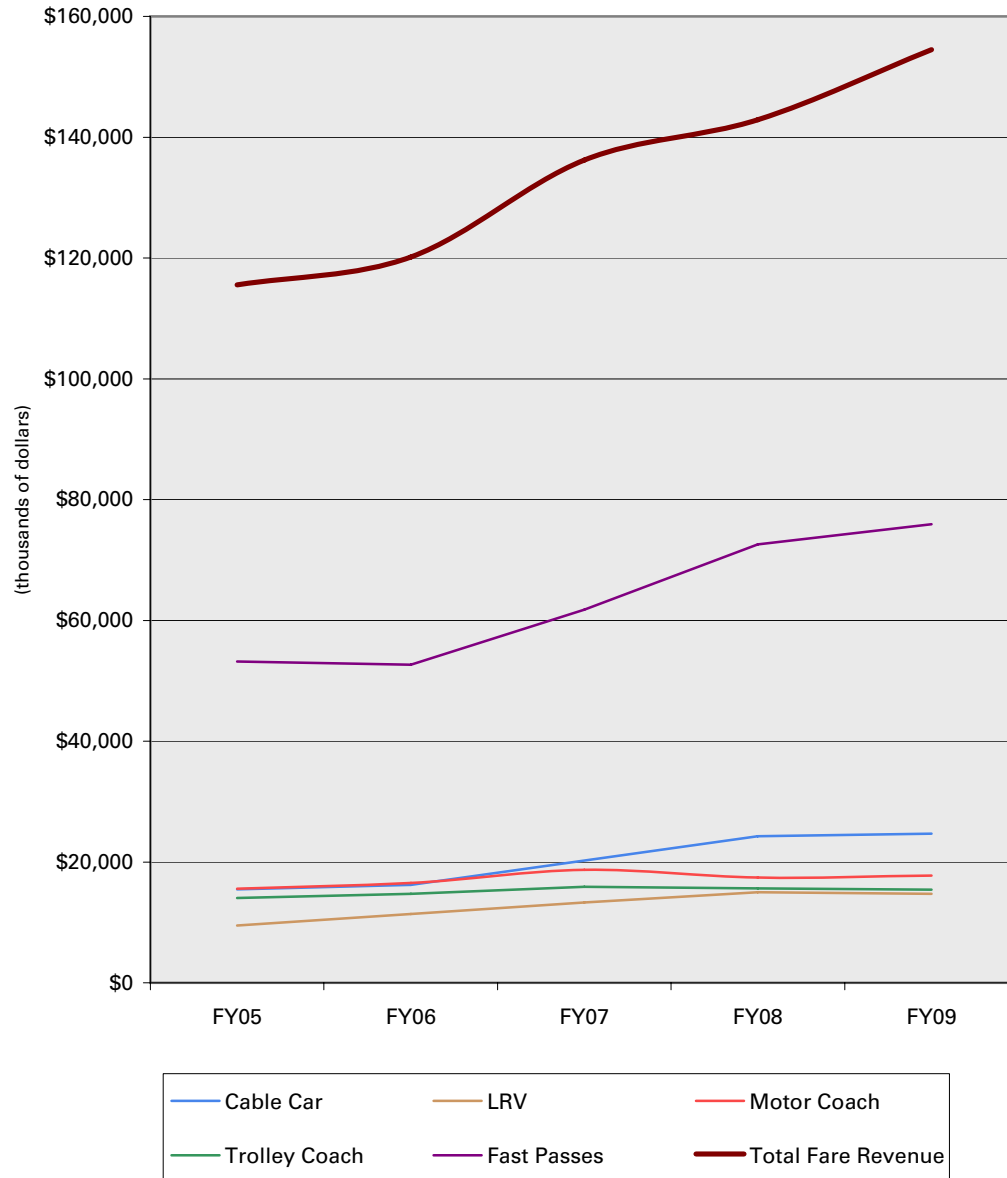
Annual - FY09 **FY08 Goal: 223,254** **Goal achieved?** **Trend?** **Bus** (in thousands of passengers)



Reporting Period	Motor Coach	Trolley Coach	Systemwide
FY05	88,209	74,941	216,919
FY06	90,630	69,065	210,849
FY07	90,303	67,297	206,459
FY08	89,913	72,394	220,044
FY09	95,190	72,142	225,990
<i>FY09 Goal</i>			<i>223,254</i>

Notes
 FY09 results are unaudited. Systemwide included on chart for reference purposes. FY10 Goal for Systemwide ridership will be 229,380,000 (expressed as 229,380 on this chart).

Annual - FY09 **Goal: > \$153,273** **Goal achieved?** **Trend?** Revenue (in thousands of dollars)



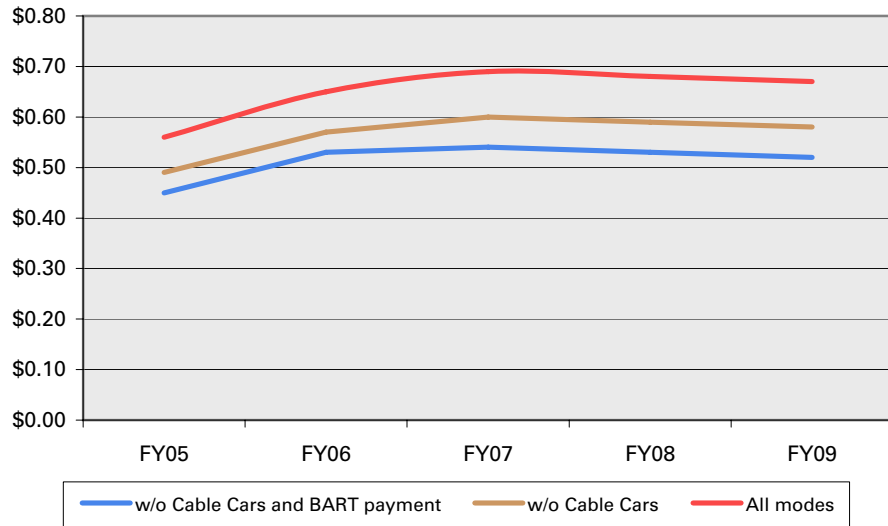
Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Fast Passes
FY05	\$15,446	\$9,488	\$15,578	\$14,061	\$53,171
FY06	\$16,207	\$11,405	\$16,504	\$14,743	\$52,645
FY07	\$20,244	\$13,306	\$18,705	\$15,903	\$61,798
FY08	\$24,248	\$14,983	\$17,436	\$15,644	\$72,581
FY09	\$24,663	\$14,725	\$17,774	\$15,421	\$75,925

Notes
 FY09 results are unaudited.

Reporting Period	Other Fare Media	Para-transit	Charter	Total Fare Revenue
FY05	\$6,498	\$1,271	\$23	\$115,538
FY06	\$7,285	\$1,375	\$20	\$120,184
FY07	\$4,865	\$1,411	\$2	\$136,234
FY08	\$4,753	\$1,645	\$1	\$151,290
FY09	\$4,320	\$1,677	\$4	\$154,509

Notes
 FY09 results are unaudited. FY09 Fare Revenue Goal: \$153,273. FY10 Goal: \$156,827

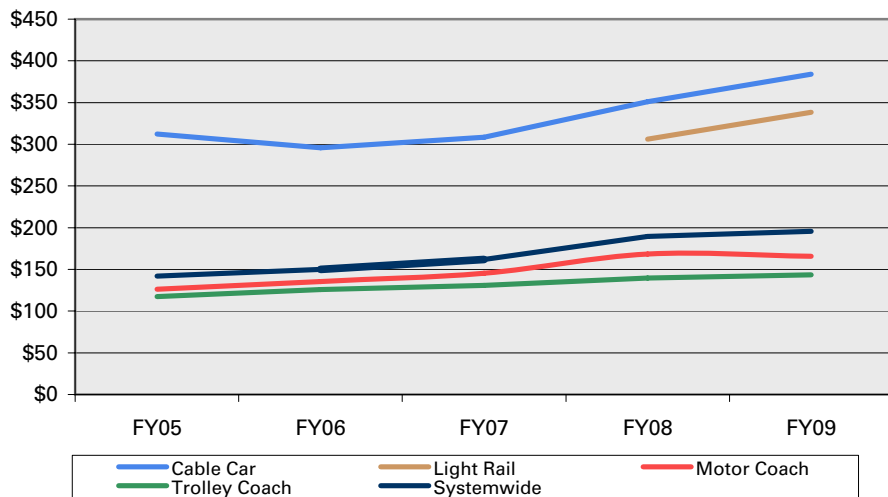
Annual - FY09 Average Fare (based on unlinked trips)



Reporting Period	w/o Cable Cars and BART payment	w/o Cable Cars	All modes
FY05	\$0.45	\$0.49	\$0.56
FY06	\$0.53	\$0.57	\$0.65
FY07	\$0.54	\$0.60	\$0.69
FY08	\$0.53	\$0.59	\$0.68
FY09	\$0.52	\$0.58	\$0.67

Notes
 FY09 results are unaudited. B2 in FY08.

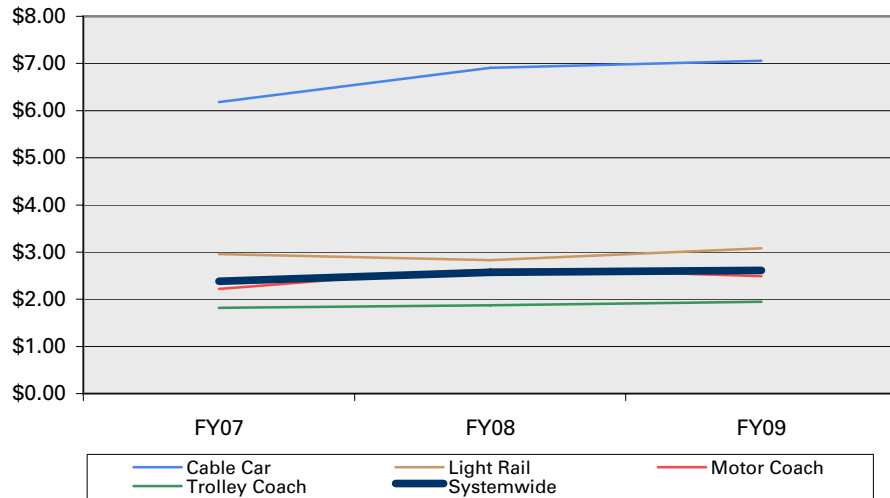
Annual - FY09 Fully Allocated Service Cost by Mode



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY05	\$312.13		\$126.20	\$117.30	\$141.91
FY06	\$295.88		\$135.45	\$125.94	\$149.85
FY07	\$308.55		\$145.44	\$130.88	\$161.97
FY08	\$351.17	\$306.21	\$168.50	\$139.74	\$189.62
FY09	\$384.16	\$338.27	\$165.87	\$143.53	\$195.55

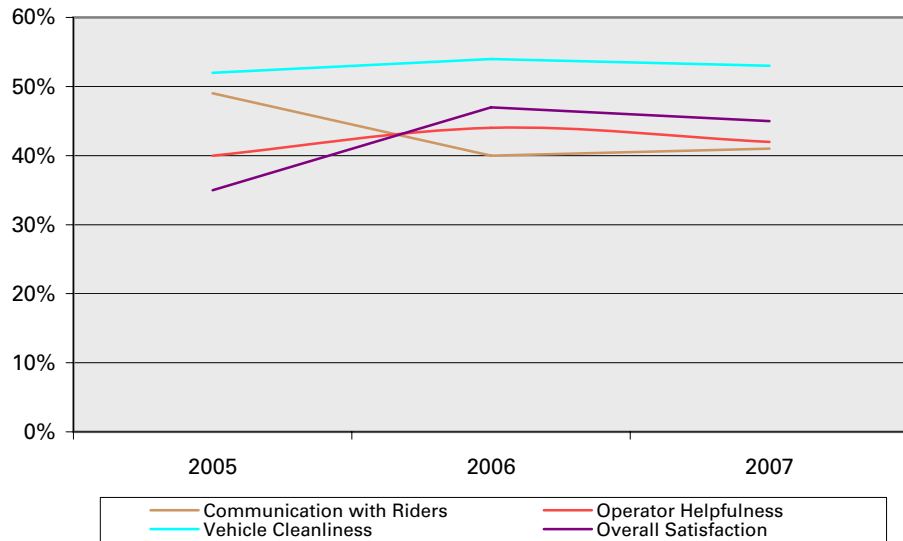
Notes
 FY09 results are unaudited. B3 in FY08.

Annual - FY09 Operating Expense per Passenger Boarding



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY07	\$6.18	\$2.96	\$2.22	\$1.82	\$2.38
FY08	\$6.91	\$2.83	\$2.62	\$1.87	\$2.57
FY09	\$7.06	\$3.08	\$2.49	\$1.95	\$2.61
Notes					
<i>FY09 results are unaudited. B4 in FY08.</i>					

Annual - 2007 **Goal: year over year improvement** Muni Service - % of Customers Rating Service Excellent/Good



Reporting Period	Communication with Riders	Operator Helpfulness	Vehicle Cleanliness	Overall Satisfaction
2005	49%	40%	52%	35%
2006	40%	44%	54%	47%
2007	41%	42%	53%	45%

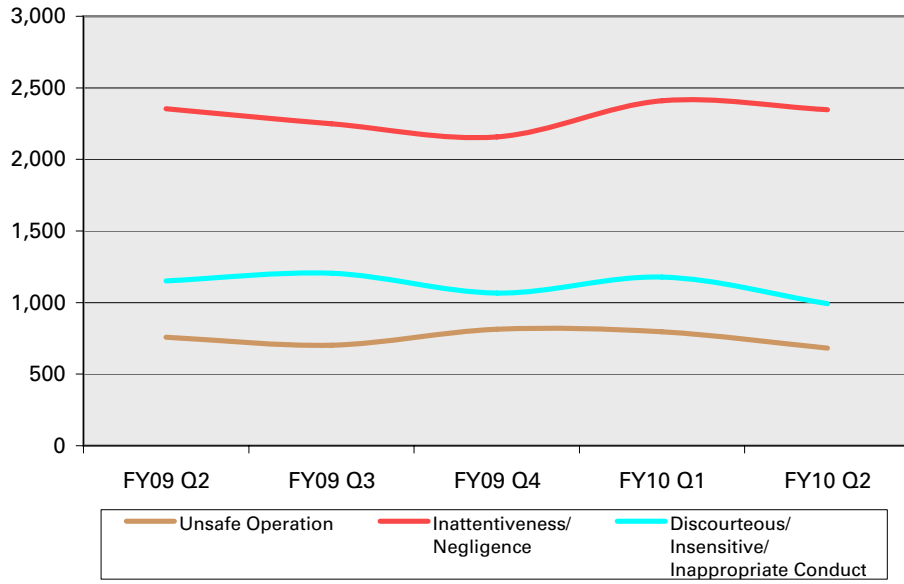
Notes
 While the Customer Survey was not completed in 2008, scores (on a five point scale) from the Office of the Controller's 2009 City Survey were as follows: Convenience of Routes 3.63, Timeliness/Reliability 2.98, Cleanliness 2.98, Fares 3.58, Safety 3.24, Communication to Passengers 3.00, Courtesy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

Annual - 2008 **Goal: year over year improvement** Pedestrian Safety and Bicycle Network Related Perceptions

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

Notes
 Pedestrian Safety scores come from the City Survey conducted by the Office of the Controller, and Bicycle Satisfaction scores come from the biennial State of Cycling Report.

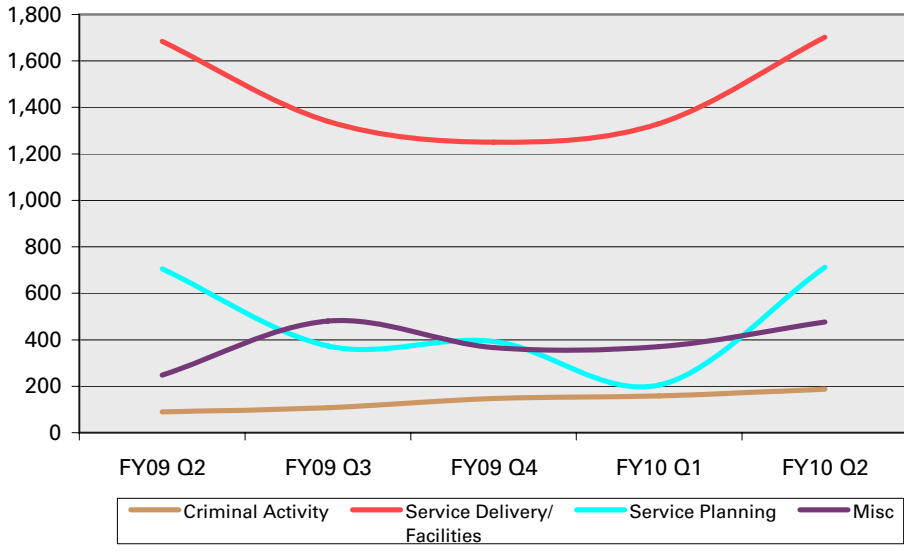
Quarterly - FY10 Q2 **Employee Conduct**



Reporting Period	Unsafe Operation	Inattentiveness/Negligence	Discourteous/Insensitive/Inappropriate Conduct	Total
FY09 Q2	758	2,355	1,151	4,264
FY09 Q3	701	2,249	1,205	4,155
FY09 Q4	814	2,157	1,067	4,038
FY10 Q1	796	2,409	1,179	4,384
FY10 Q2	682	2,347	993	4,022

Notes
 423 complaints regarding alleged ADA violations were received during the quarter.

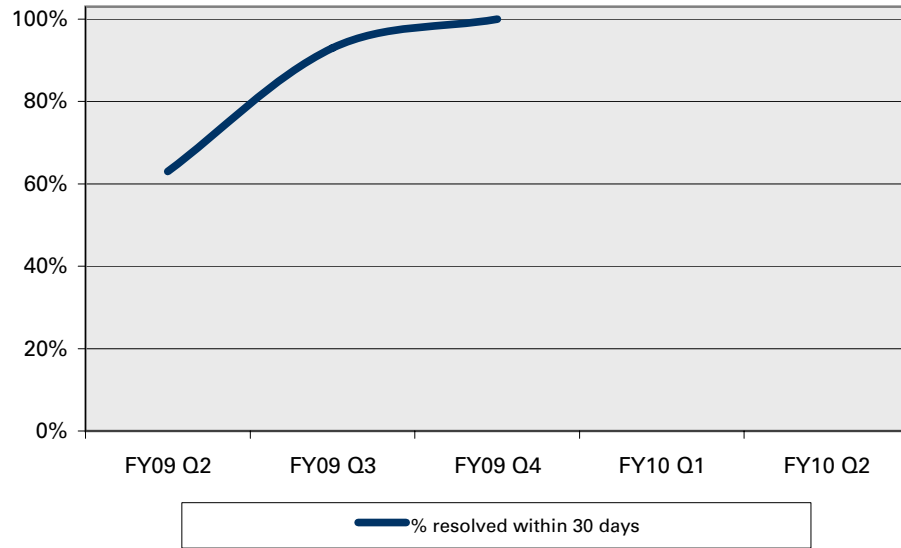
Quarterly - FY10 Q2 **Products and Services**



Reporting Period	Criminal Activity	Service Delivery/Facilities	Service Planning	Misc	Total
FY09 Q2	89	1,684	705	248	2,726
FY09 Q3	108	1,340	373	480	2,301
FY09 Q4	148	1,251	392	366	2,157
FY10 Q1	158	1,330	205	371	2,064
FY10 Q2	187	1,702	712	476	3,077

Notes

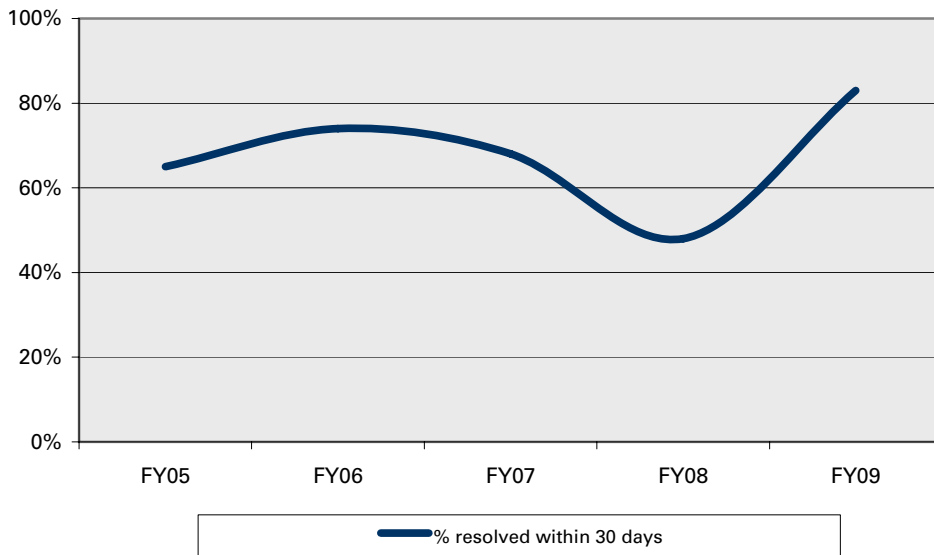
Quarterly - FY10 Q2 **Goal: >85%** **Goal achieved?** **Trend?** Operator Complaints



Reporting Period	% resolved within 30 days	% operator conduct PSRs resolved in 14 days	% of ADA violations resolved in 45 days	% of products/services PSRs resolved in 45 days
FY09 Q2	63%			
FY09 Q3	93%			
FY09 Q4	100%			
FY10 Q1		85%	n/a	n/a
FY10 Q2		93%	84%	85%
<i>FY10 Goal</i>		<i>85%</i>	<i>85%</i>	<i>85%</i>

Notes
 Calculation of ADA violation and products/services complaint resolution rates will begin in FY10 Q2. Chart will be updated at end of FY10.

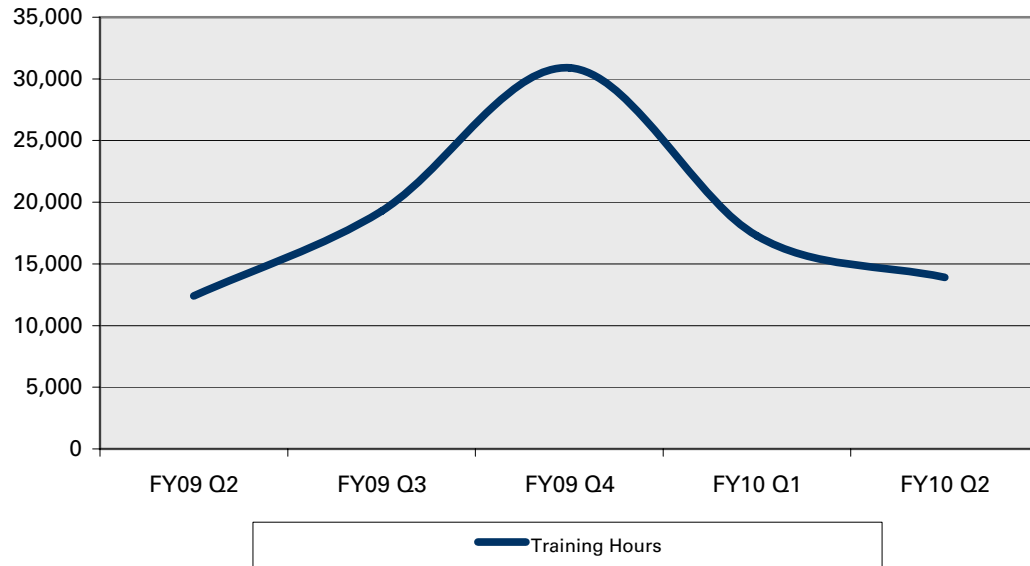
Annual - FY09 **Goal: >75%** **Goal achieved?** **Trend?** Operator Complaints



Reporting Period	% resolved within 30 days	% operator conduct PSRs resolved in 14 days	% of ADA violations resolved in 45 days	% of products/services PSRs resolved in 45 days
FY05	65%			
FY06	74%			
FY07	68%			
FY08	48%			
FY09	83%			
<i>FY09 Goal</i>	<i>75%</i>			

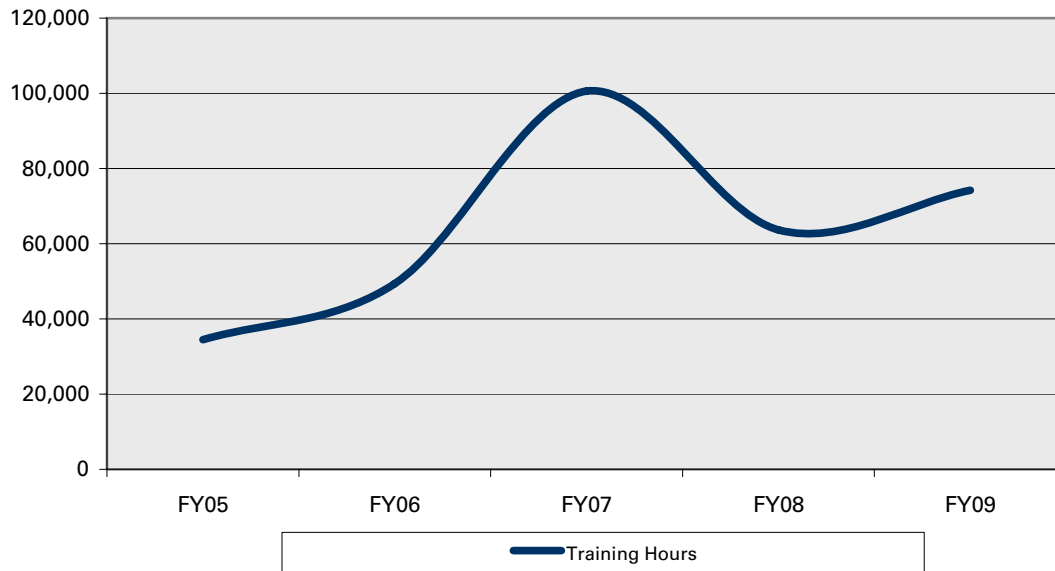
Notes
 Historically, the Agency has only calculated the resolution rate for complaints involving alleged ADA violations. Beginning in FY10, the resolution rate for all complaints will be tabulated.

Quarterly - FY10 Q2 **Goal: >50,000 hrs** **Goal achieved?** ■ **Trend?** ■ Training Hours



Reporting Period	Training Hours
FY09 Q2	12,408
FY09 Q3	19,290
FY09 Q4	30,913
FY10 Q1	17,289
FY10 Q2	13,910
<i>FY10 Goal</i>	<i>12,500 per quarter</i>
Notes	
<i>New employee training for transit supervisors and operators removed from tally starting in FY08.</i>	

Annual - FY09 **Goal: >50,000 hrs** **Goal achieved?** ■ **Trend?** ■ Training Hours



Reporting Period	Training Hours
FY05	34,464
FY06	49,390
FY07	100,582
FY08	63,698
FY09	74,243
<i>FY09 Goal</i>	<i>50,000</i>
Notes	
<i>New employee training for transit supervisors and operators removed from tally starting in FY08.</i>	

Annual - FY09

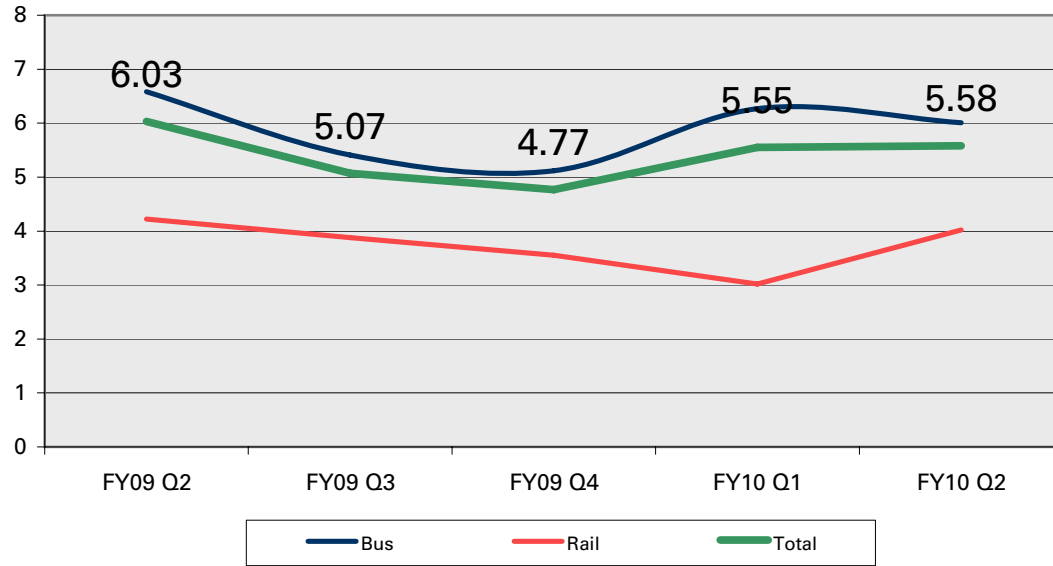
New Customer Service Training

Due to budgetary constraints, the proposed customer service training program will not be implemented as planned.

An alternate measure will be introduced in FY11.

Reporting Period	% of Operators
Notes	

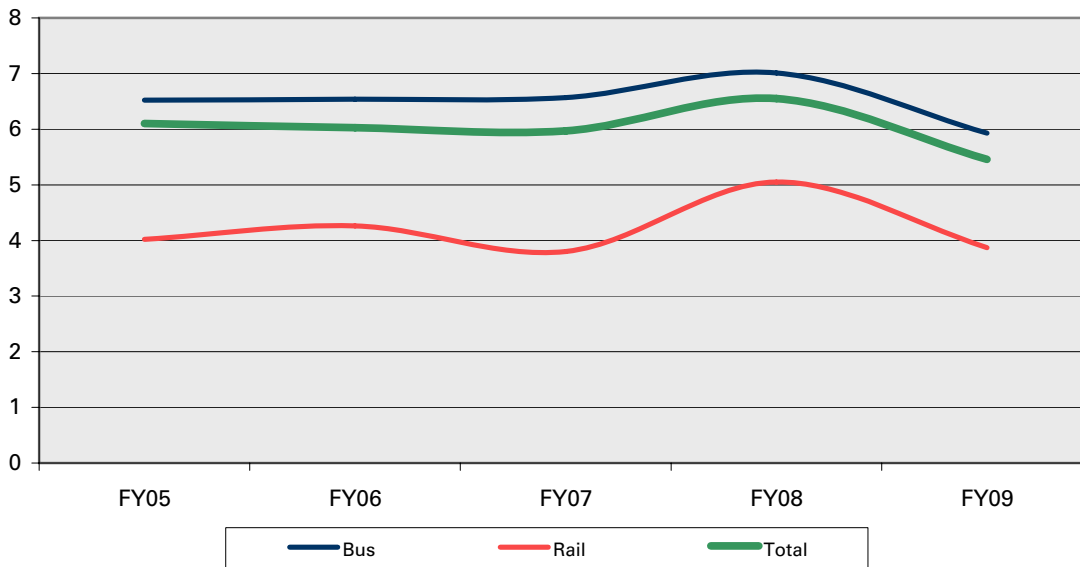
Quarterly - FY10 Q2 **Goals vary, see below** **Collisions per 100,000 Miles**



Reporting Period	Bus	Rail	Total
FY09 Q2	6.58	4.22	6.03
FY09 Q3	5.41	3.88	5.07
FY09 Q4	5.12	3.55	4.77
FY10 Q1	6.27	3.02	5.55
FY10 Q2	6.01	4.02	5.58
<i>FY10 Goal</i>	6.15	4.50	5.90

Notes
 On a quarter-over-quarter basis bus collisions decreased from 334 to 311 and rail collisions increased from 46 to 57. FY10 Q1 results modified to reflect additional reports.

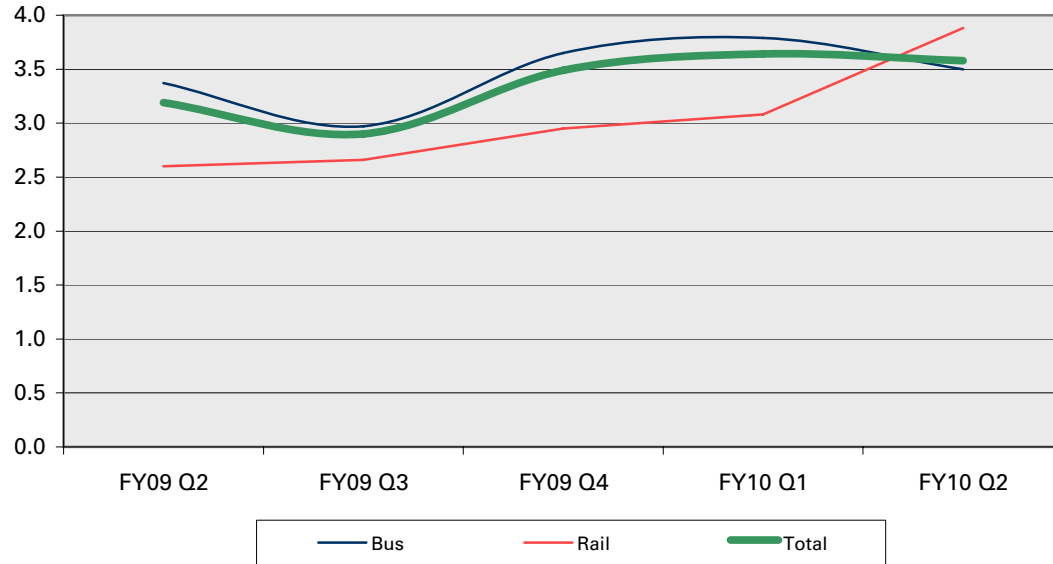
Annual - FY09 **Goals vary, see below** **Collisions per 100,000 Miles**



Reporting Period	Bus	Rail	Total
FY05	6.52	4.02	6.10
FY06	6.54	4.26	6.03
FY07	6.57	3.80	5.97
FY08	7.01	5.05	6.55
FY09	5.93	3.87	5.46
<i>FY09 Goal</i>	6.47	4.74	6.21

Notes
 On a fiscal year over fiscal year basis, bus collisions decreased from 1,448 to 1,224 and rail collisions decreased from 322 to 235.

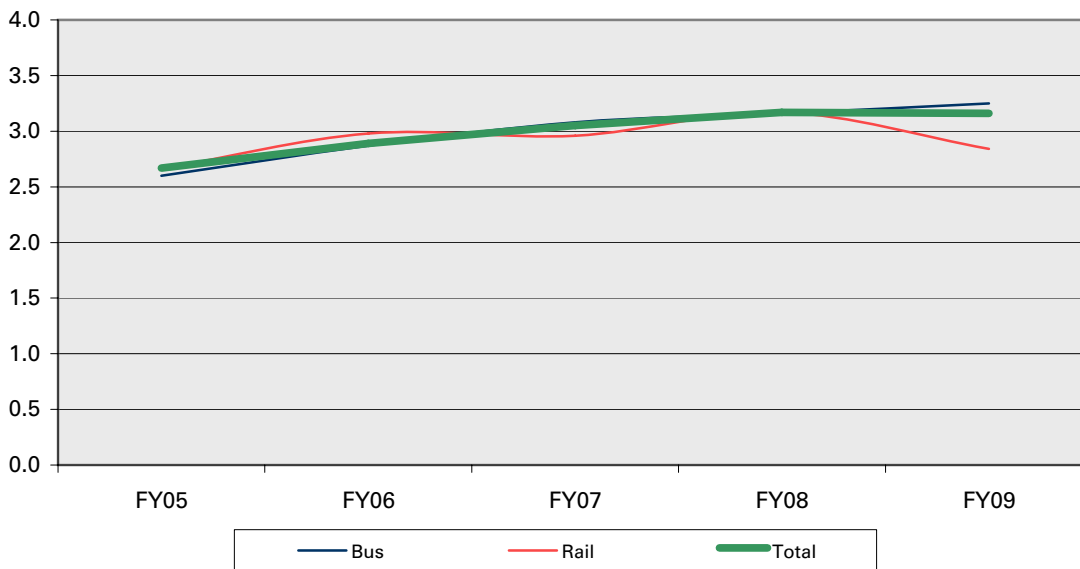
Quarterly - FY10 Q2 **Goals vary, see below** **Falls on Board** per 100,000 Miles



Reporting Period	Bus	Rail	Total
FY09 Q2	3.37	2.60	3.19
FY09 Q3	2.97	2.66	2.90
FY09 Q4	3.65	2.95	3.49
FY10 Q1	3.79	3.08	3.64
FY10 Q2	3.50	3.88	3.58
FY10 Goal	2.90	2.46	3.01

Notes
 On a quarter-over-quarter basis bus falls on board decreased from 202 to 181 and rail falls on board increased from 47 to 55. FY10 Q1 results modified to reflect additional reports.

Annual - FY09 **Goals vary, see below** **Falls on Board** Per 100,000 Miles

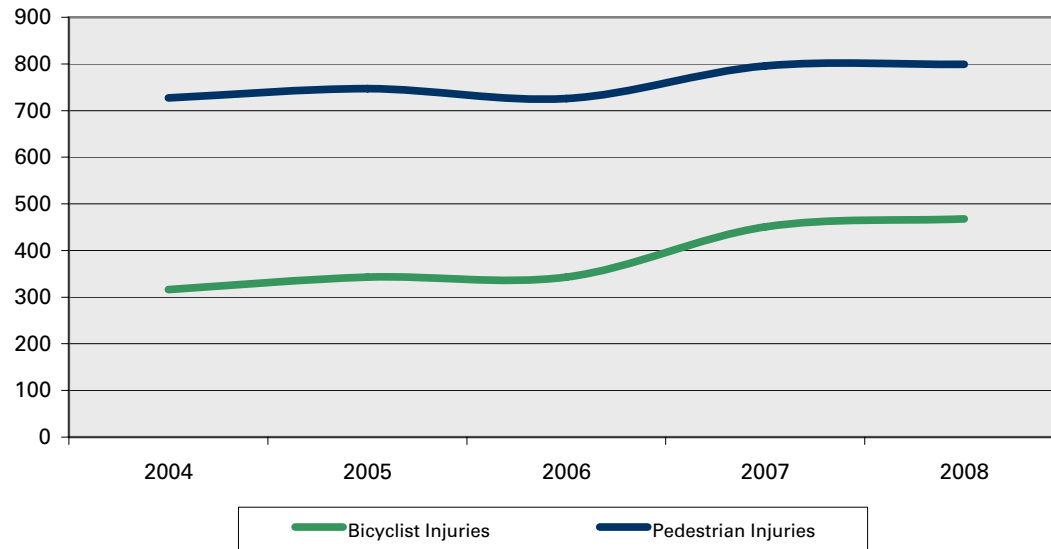


Reporting Period	Bus	Rail	Total
FY05	2.60	2.66	2.67
FY06	2.87	2.98	2.89
FY07	3.08	2.96	3.05
FY08	3.16	3.17	3.17
FY09	3.25	2.84	3.16
FY09 Goal	2.90	2.46	3.01

Notes
 On a fiscal year over fiscal year basis, bus falls on board increased from 654 to 671 and rail falls on board decreased from 202 to 172.

Annual - 2007

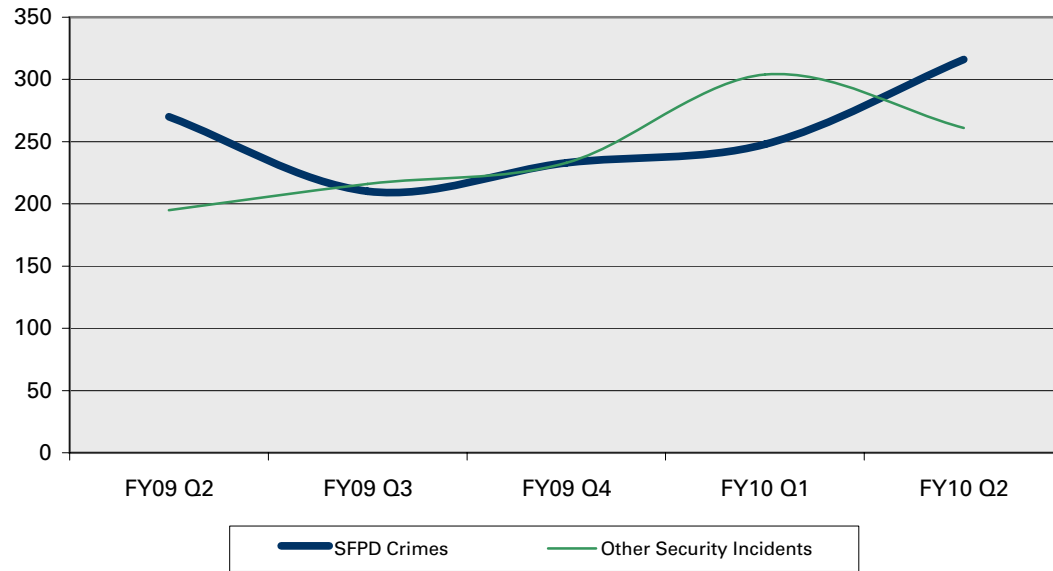
Vehicle Collisions Involving Bicyclists and Pedestrians



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

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

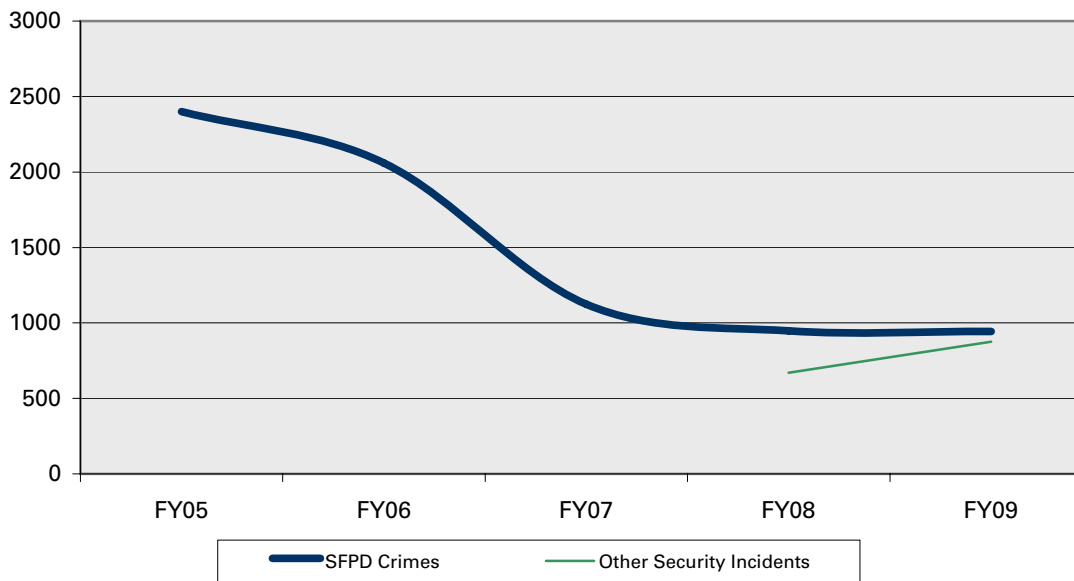
Quarterly - FY10 Q2 **Goal: < 225** **Goal achieved?** ■ **Trend?** ■ Security Incidents



Reporting Period	SFPD Crimes	Fare Evasions	Other Security Incidents
FY09 Q2	270	see C7	195
FY09 Q3	210		216
FY09 Q4	233		233
FY10 Q1	248		304
FY10 Q2	316		261
FY10 Goal	225 per quarter		

Notes
 FY10 Annual Goal is <900 crimes. Detailed results related to security incidents can be found in the appendix.

Annual - FY09 **Goal: <1,076** **Goal achieved?** ■ **Trend?** ■ Security Incidents



Reporting Period	SFPD Crimes	Fare Evasions	Other Security Incidents
FY05	2,399	see C7	
FY06	2,058		
FY07	1,123		
FY08	947		670
FY09	943		876
FY09 Goal	900		n/a

Notes
 Detailed results can be found in the appendix. During FY09, 0.417 crimes were reported per 100,000 passengers (based on unaudited ridership figures). New methodology for FY08 resulted in redefinition of some "SFPD Crimes" as "Other Security Incidents"

Quarterly - FY10 Q2 Proof-of-Payment Program

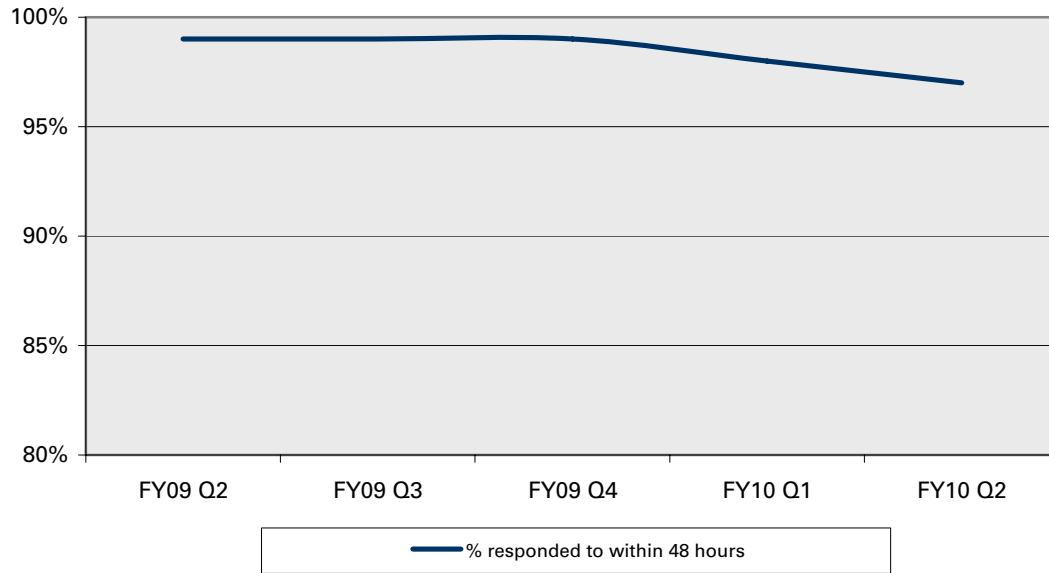
Evasion Rate by Line/Location/Program	
J-Church	1.4%
K-Ingleside	2.0%
L-Taraval	1.1%
M-Oceanview	2.2%
N-Judah	2.5%
T-Third	2.9%
Stations	2.4%
Saturation Assignments	3.2%
Bus Multi-Door Assignments	3.3%

Reporting Period	Fare Evasion Citations	Warning Rate	Citation Rate	Evasion Rate
FY09 Q2	9,952			
FY09 Q3	10,757			
FY09 Q4	8,513			
FY10 Q1	9,162	0.9%	1.4%	2.3%
FY10 Q2				
<i>FY10 Goal</i>				
Notes				
<i>Warning, citation and evasion rates cover LRV and Stations. Baselines for inspection, citation and warning rates will be established at the end of FY10.</i>				

Annual - FY10 Proof-of-Payment Program

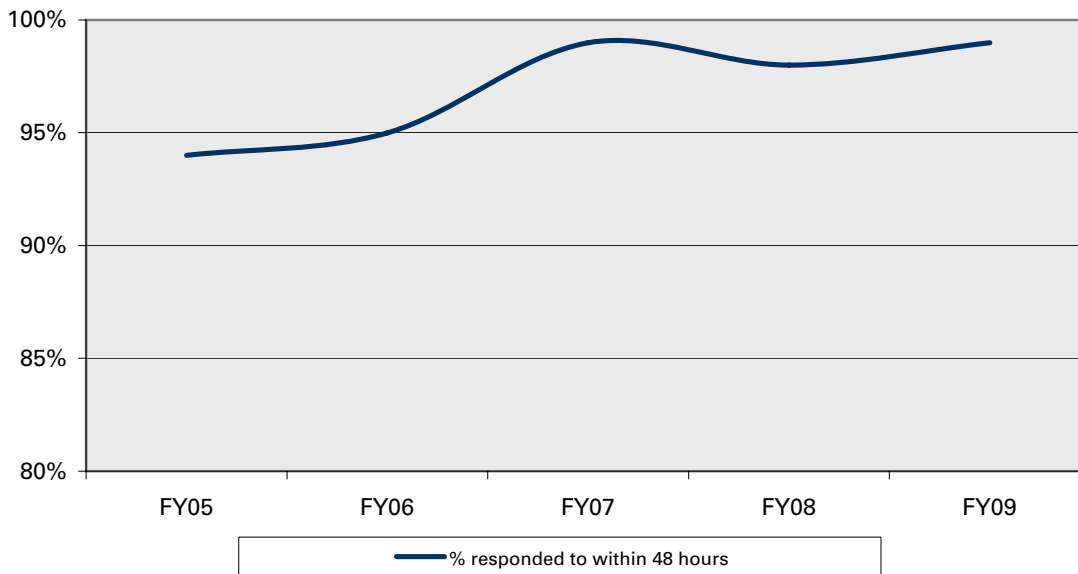
Reporting Period	Fare Evasion Citations	Warning Rate	Citation Rate	Evasion Rate
FY05	7,347			
FY06	9,017			
FY07	15,634			
FY08	26,737			
FY09	39,277			
Notes				
<i>Baselines for inspection, citation and warning rates will be established at the end of FY10.</i>				

Quarterly - FY10 Q2 **Goal: >100%** **Goal achieved?** ■ **Trend?** ■ Abandoned Automobile Reports



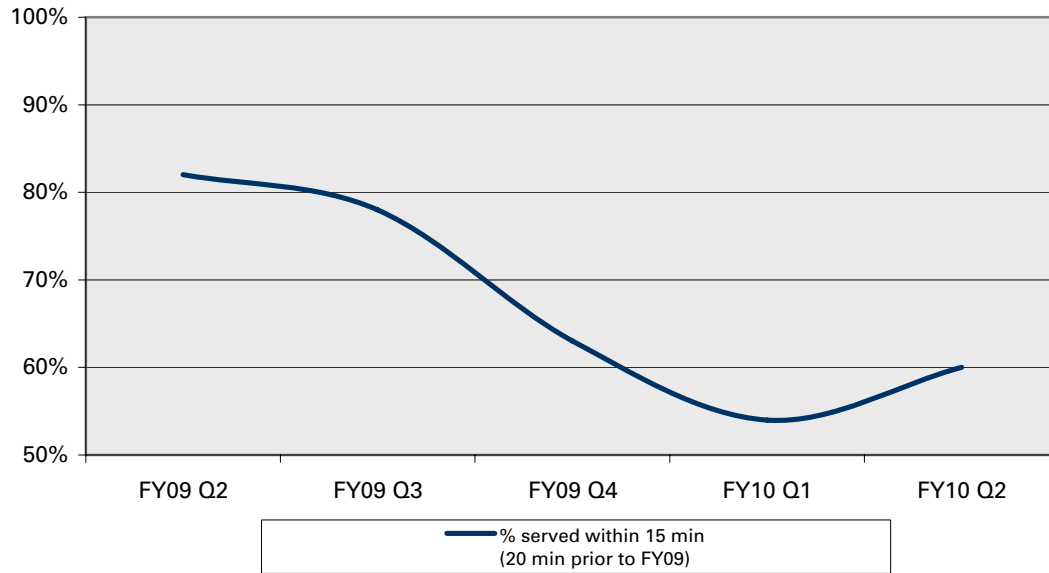
Reporting Period	% responded to within 48 hours
FY09 Q2	99%
FY09 Q3	99%
FY09 Q4	99%
FY10 Q1	98%
FY10 Q2	97%
<i>FY10 Goal</i>	<i>100%</i>
Notes	
2,330 of 2,411 reports were responded to within 48 hours.	

Annual - FY09 **Goal: >100%** **Goal achieved?** ■ **Trend?** ■ Abandoned Automobile Reports



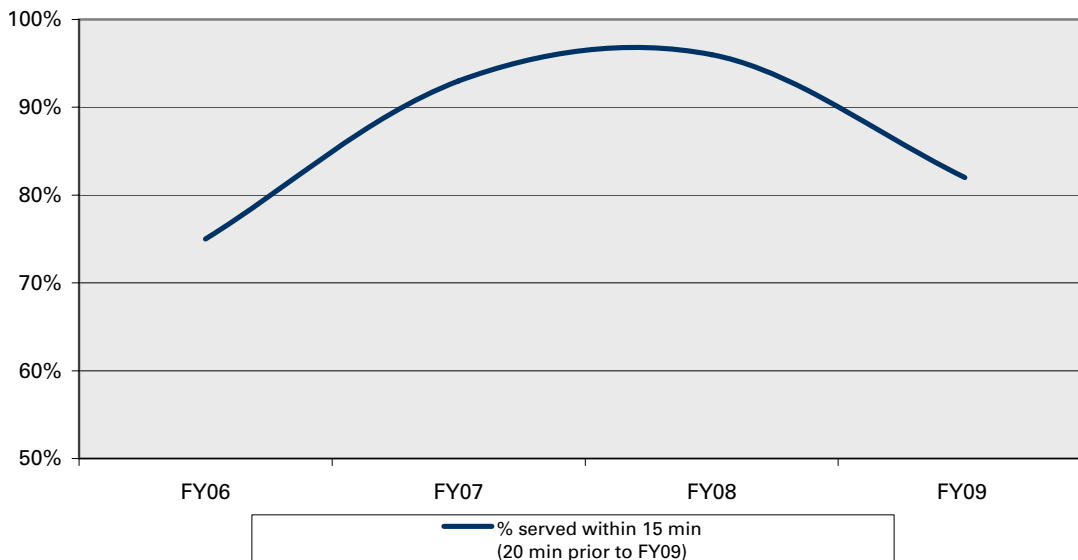
Reporting Period	% responded to within 48 hours
FY05	94%
FY06	95%
FY07	99%
FY08	98%
FY09	99%
<i>FY09 Goal</i>	<i>100%</i>
Notes	
C7 in FY09.	

Quarterly - FY10 Q2 **Goal: >82%** **Goal achieved?** ■ **Trend?** ■ Walk-in Citation and Res. Parking Permit Customers



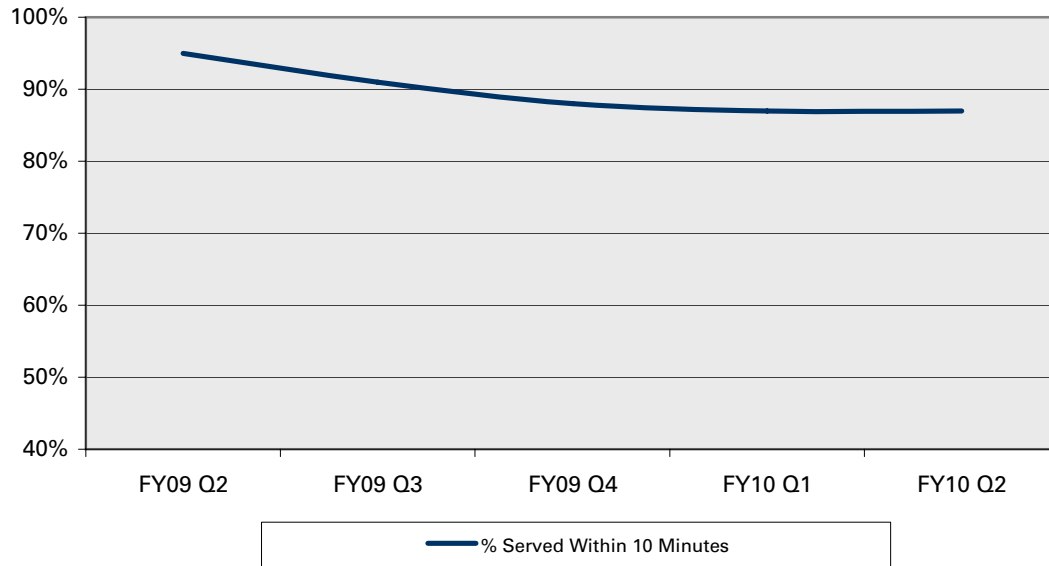
Reporting Period	% served within 15 min (20 min prior to FY09)
FY09 Q2	82%
FY09 Q3	78%
FY09 Q4	63%
FY10 Q1	54%
FY10 Q2	60%
<i>FY10 Goal</i>	82%
Notes	
24,813 of 41,433 customers were served within 15 minutes.	

Annual - FY09 **Goal: >82%** **Goal achieved?** ■ **Trend?** ■ Walk-in Citation and Res. Parking Permit Customers



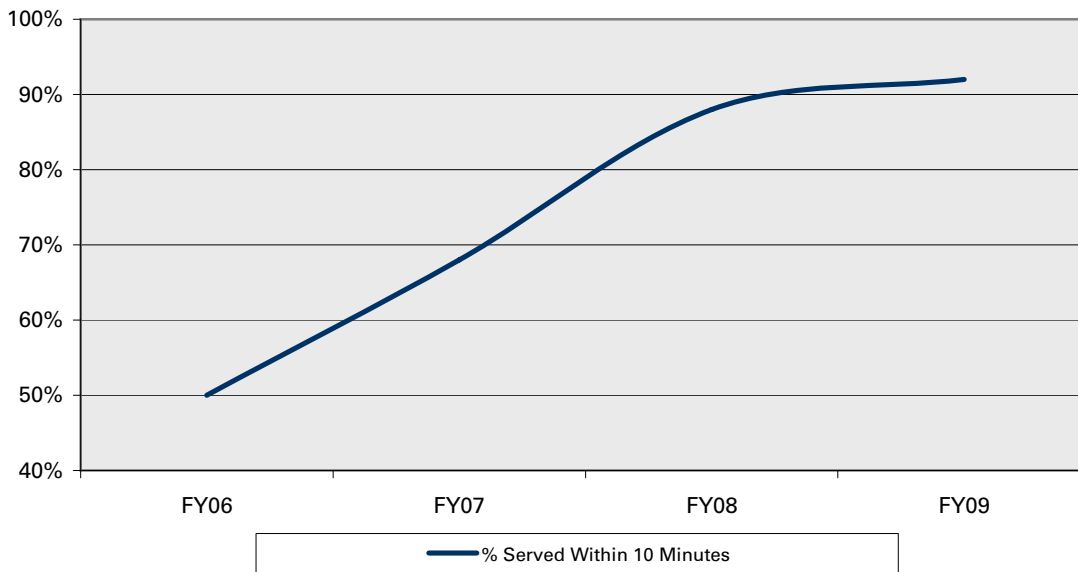
Reporting Period	% served within 15 min (20 min prior to FY09)
FY06	75%
FY07	93%
FY08	96%
FY09	82%
<i>FY09 Goal</i>	82%
Notes	
Trend indicator not provided due to change in standard.	
C7 in FY08 and C8 in FY09.	
RPP: Residential Parking Permit	

Quarterly - FY10 Q2 **Goal: >82%** **Goal achieved?** **Trend?** Administrative Citation Hearing Customers



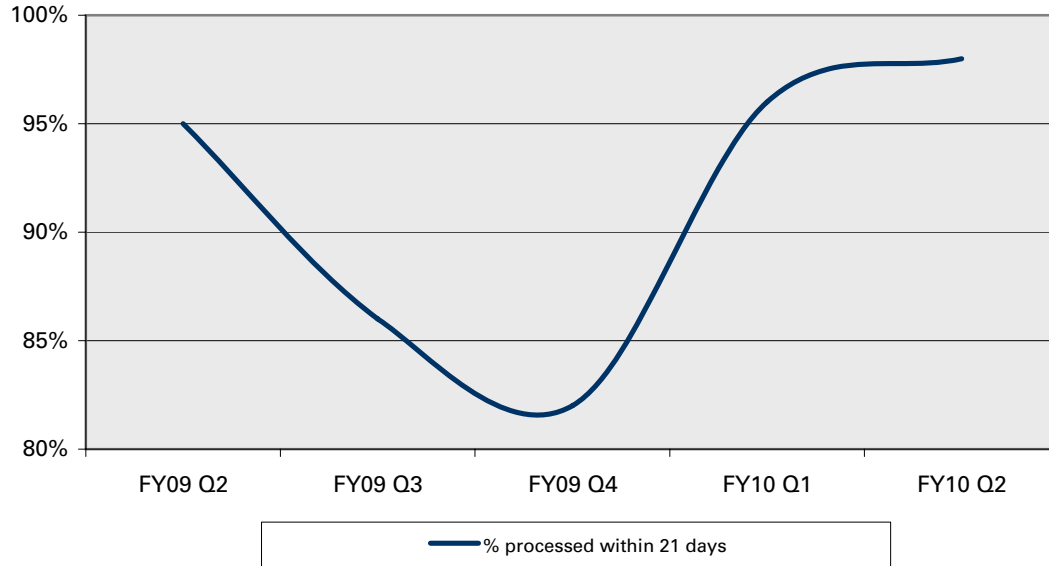
Reporting Period	% Served Within 10 Minutes
FY09 Q2	95%
FY09 Q3	91%
FY09 Q4	88%
FY10 Q1	87%
FY10 Q2	87%
FY10 Goal	82%
Notes	
1,069 of 1,245 customers were served within 10 minutes.	

Annual - FY09 **Goal: >80%** **Goal achieved?** **Trend?** Administrative Citation Hearing Customers



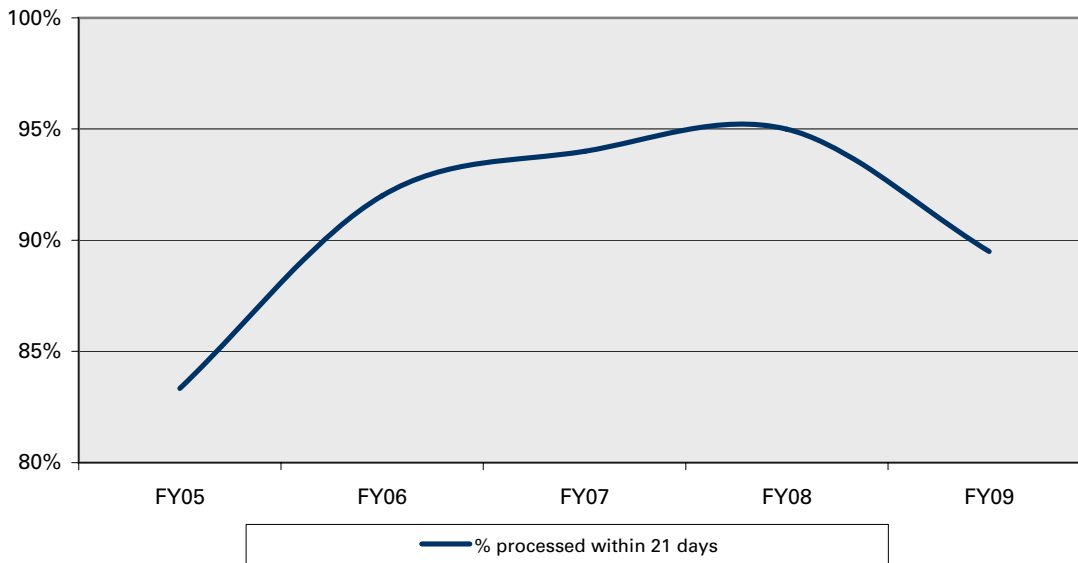
Reporting Period	% Served Within 10 Minutes
FY06	50%
FY07	68%
FY08	88%
FY09	92%
FY09 Goal	82%
Notes	
C8 in FY08 and C9 in FY09. Goal changed from 80% to 82% in FY09.	

Quarterly - FY10 Q2 **Goal: >95%** **Goal achieved?** **Trend?** Residential Parking Permit Renewals



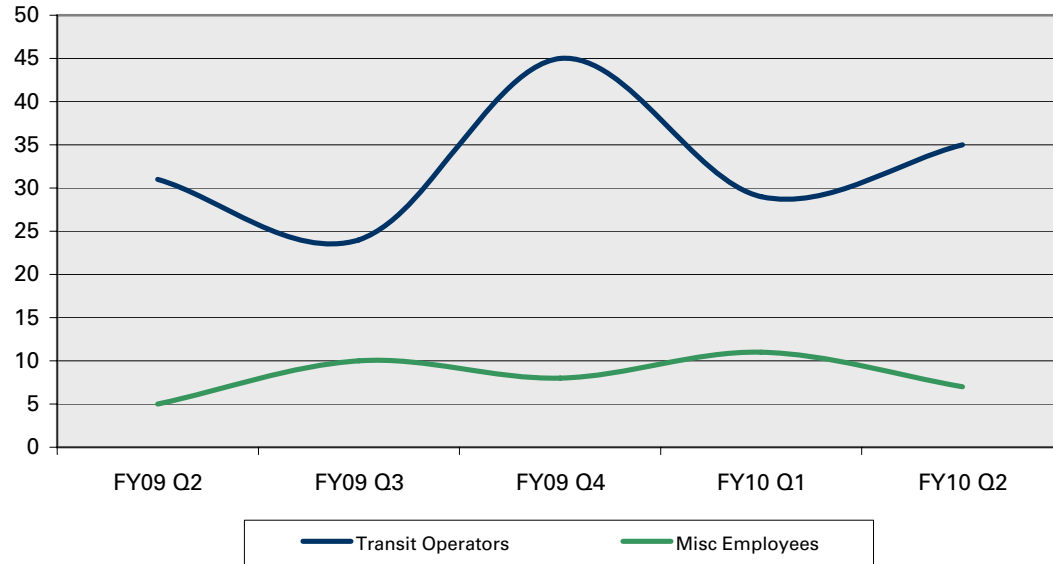
Reporting Period	% processed within 21 days
FY09 Q2	95%
FY09 Q3	86%
FY09 Q4	82%
FY10 Q1	96%
FY10 Q2	98%
<i>FY10 Goal</i>	<i>95%</i>
Notes	
<i>13,545 of 13,886 renewals were processed within 21 days.</i>	

Annual - FY09 **Goal: >95%** **Goal achieved?** **Trend?** Residential Parking Permit Renewals



Reporting Period	% processed within 21 days
FY05	83%
FY06	92%
FY07	94%
FY08	95%
FY09	90%
<i>FY09 Goal</i>	<i>95%</i>
Notes	
<i>C9 in FY08 and C10 in FY09.</i>	

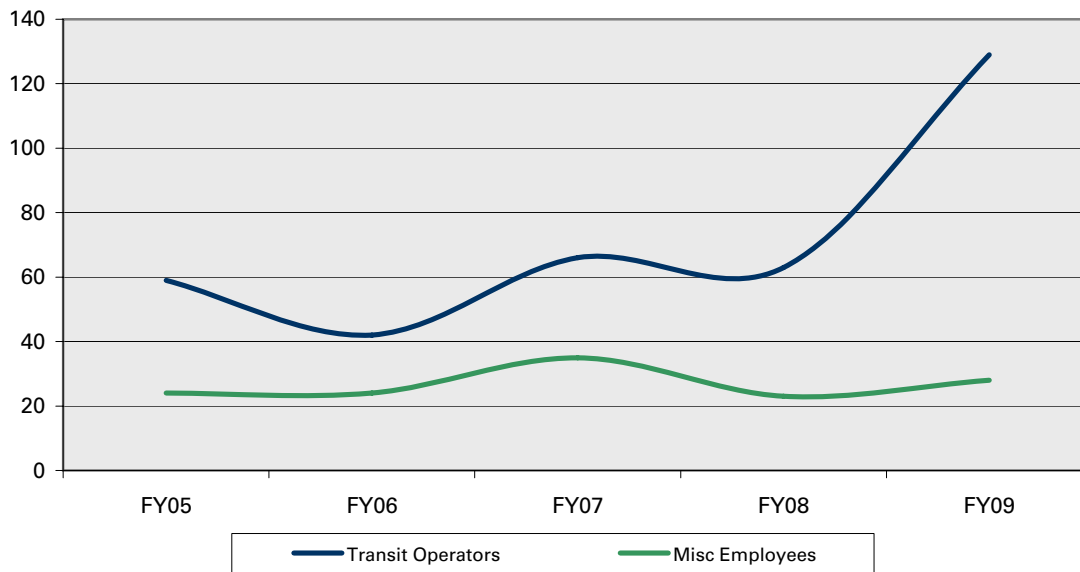
Quarterly - FY10 Q2 Grievances Filed



Reporting Period	Transit Operators	Misc Employees
FY09 Q2	31	5
FY09 Q3	24	10
FY09 Q4	45	8
FY10 Q1	29	11
FY10 Q2	35	7

Notes

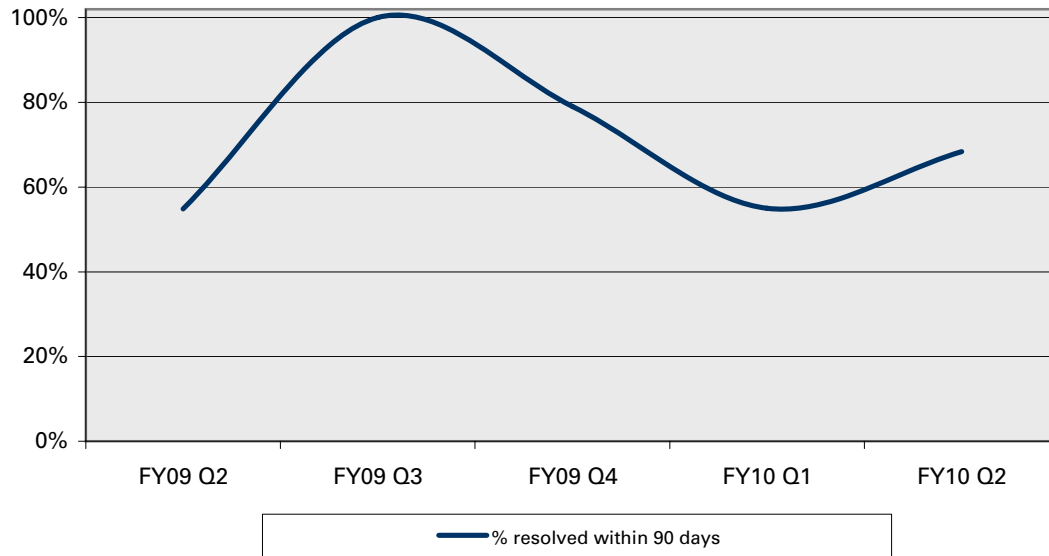
Annual - FY09 Grievances Filed



Reporting Period	Transit Operators	Misc Employees
FY05	59	24
FY06	42	24
FY07	66	35
FY08	63	23
FY09	129	28

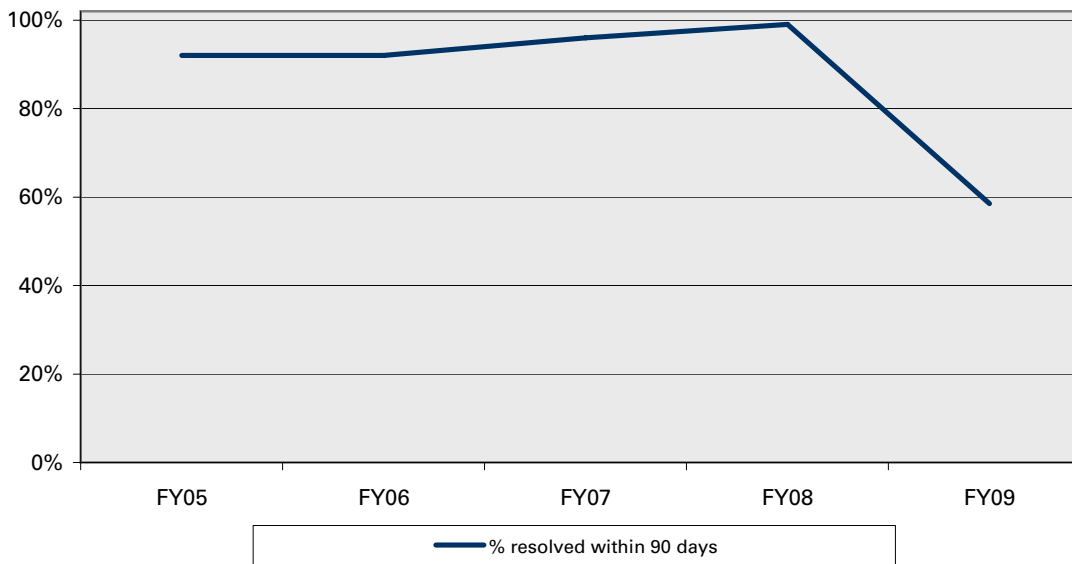
Notes
Approximately 6.3% of transit operators filed grievances during FY09.

Quarterly - FY10 Q2 **Goal: >90%** **Goal achieved?** ■ **Trend?** ■ Transit Operator Grievance Resolution Rate



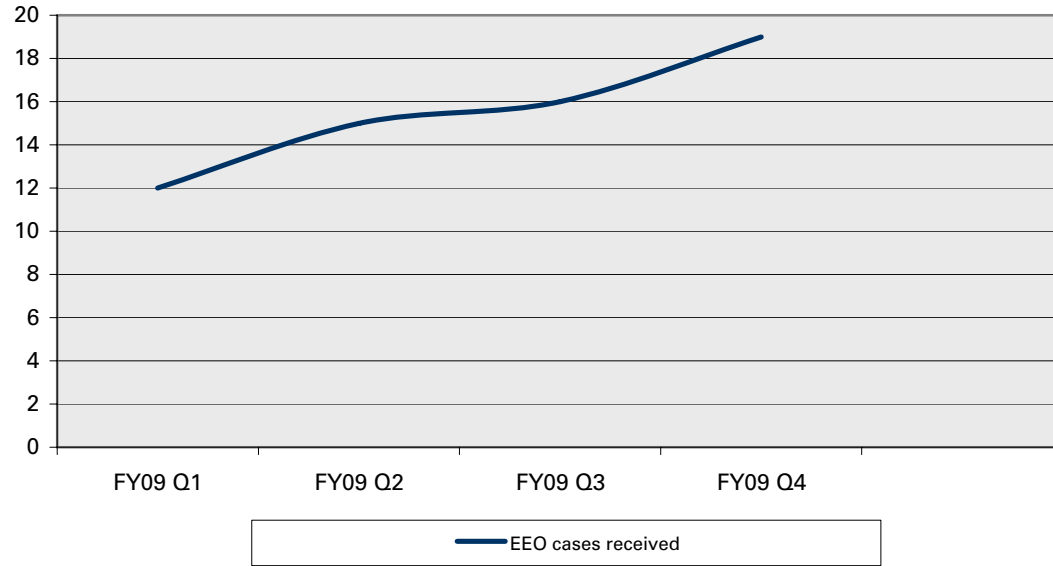
Reporting Period	% resolved within 90 days
FY09 Q2	55%
FY09 Q3	100%
FY09 Q4	79%
FY10 Q1	55%
FY10 Q2	68%
<i>FY10 Goal</i>	<i>90%</i>
Notes	
<i>FY10 Q1 data updated.</i>	

Annual - FY09 **Goal: >90%** **Goal achieved?** ■ **Trend?** ■ Transit Operator Grievance Resolution Rate



Reporting Period	% resolved within 90 days
FY05	92%
FY06	92%
FY07	96%
FY08	99%
FY09	59%
<i>FY09 Goal</i>	<i>90%</i>
Notes	
<i>FY04-FY06 Goal: 75% in 30 days</i>	
<i>FY07 Goal: 75% in 45 days</i>	
<i>FY08 Goal: 90% in 90 days</i>	

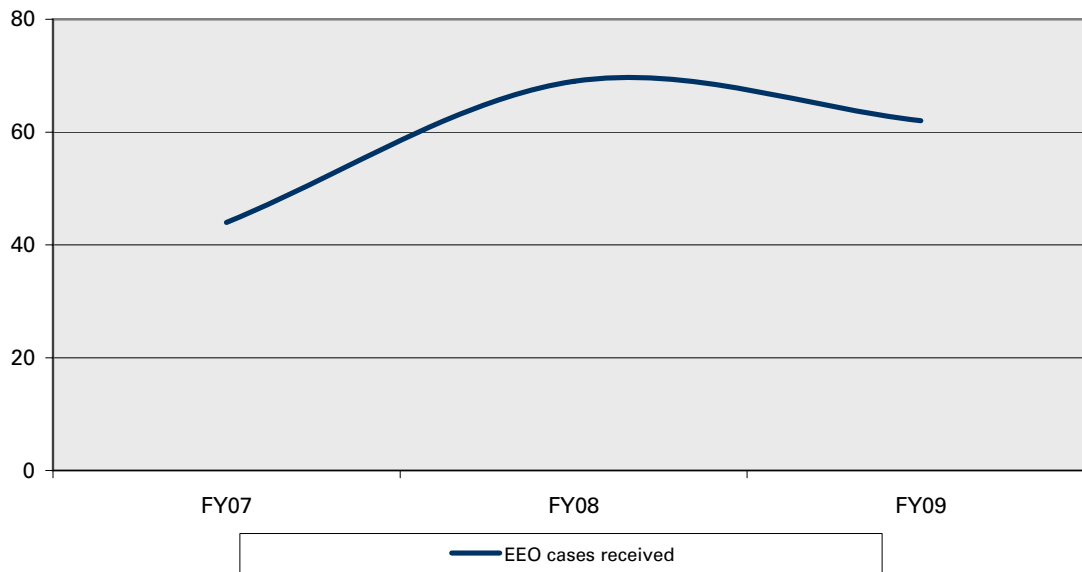
Quarterly - FY10 Q2 Equal Employment Opportunity Cases Received



Reporting Period	EEO cases received
FY09 Q1	12
FY09 Q2	15
FY09 Q3	16
FY09 Q4	19

Notes
Results are updated on an annual basis.

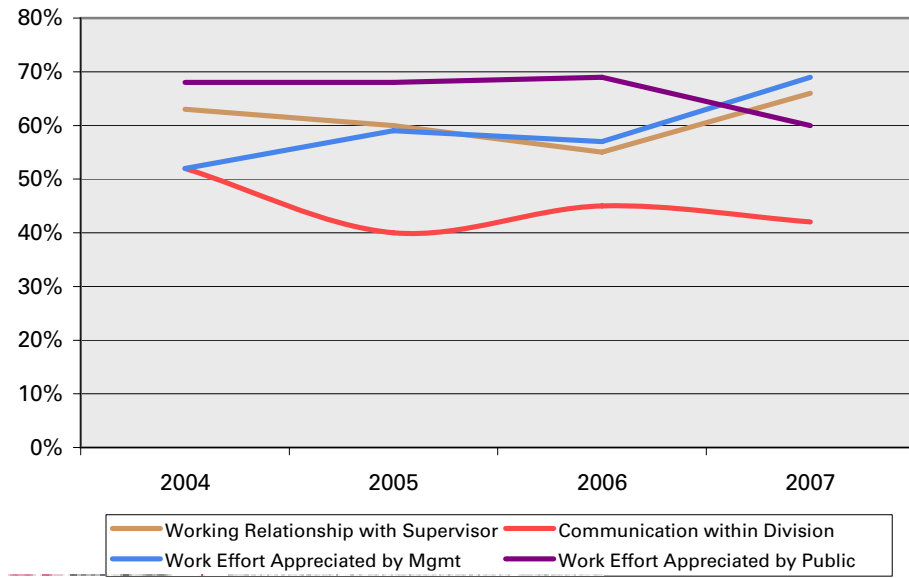
Annual - FY09 Equal Employment Opportunity Cases Received



Reporting Period	EEO cases received
FY07	44
FY08	69
FY09	62

Notes

Annual - 2007 | **Goal: year over year improvement** | % of Employees Rating "Excellent" or "Good"



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

Notes
D3 in FY08. 2009 employee survey results will be incorporated after the report is distributed to employees.

Line/Route <i>High frequency lines/routes (headways of 10 min or less during AM/PM peaks) are shown in italics</i>	Mode	FY05	FY06	FY07	FY08	FY09	Five Year Avg	Cust Observed Schedule Adherence FY10 Q2	Headway Adherence FY10 Q2	FY08 Load Factor	% of AM Peak Trips >125% LF FY10 Q2
<i>1 California</i>	TC	76.3%	81.6%	83.2%	84.9%	86.2%	82.4%	90.1%	33.5%	80.2%	0.0%
<i>1AX California 'A' Exp</i>	MC	57.8%	60.8%	54.2%	75.3%	64.3%	62.5%	47.4%	88.2%	80.4%	0.0%
<i>1BX California 'B' Exp</i>	MC	86.3%	69.7%	78.0%	74.9%	84.4%	78.6%	77.4%	48.3%	65.9%	0.0%
<i>2 Clement</i>	MC	69.1%	65.5%	71.0%	64.4%	72.2%	68.4%	64.6%	66.7%	68.8%	0.0%
<i>3 Jackson</i>	TC	67.6%	71.6%	76.1%	71.8%	78.1%	73.0%			55.7%	
<i>4 Sutter</i>	TC	69.2%	80.0%	81.0%	80.9%	85.5%	79.3%			54.0%	
<i>5 Fulton</i>	TC	73.1%	70.5%	76.1%	77.2%	79.4%	75.3%			85.5%	
<i>6 Parnassus</i>	TC	69.7%	75.4%	79.3%	75.8%	79.7%	76.0%			65.1%	
<i>7 Haight</i>	TC	77.7%	72.4%	58.8%	58.8%	70.2%	67.6%			59.0%	
<i>8AX San Bruno Express</i>	MC	NA	NA	NA	NA	NA	NA	63.3%	53.6%	NA	0.0%
<i>9 San Bruno</i>	MC	74.3%	70.8%	68.3%	67.7%	73.9%	71.0%	72.6%	67.3%	83.1%	5.6%
<i>9BX San Bruno 'B' Exp</i>	MC	67.6%	66.3%	74.8%	59.7%	63.8%	66.4%	55.4%	67.3%	104.8%	0.0%
<i>9X San Bruno Exp</i>	MC	64.1%	59.1%	65.0%	56.1%	61.6%	61.2%	64.7%	62.1%	61.6%	0.0%
<i>10 Townsend</i>	MC	61.9%	65.9%	73.5%	65.6%	74.5%	68.3%			68.0%	
<i>12 Folsom</i>	MC	67.6%	67.3%	66.3%	59.8%	73.8%	66.9%			70.1%	
<i>14 Mission</i>	TC	71.5%	75.1%	71.2%	77.5%	77.6%	74.6%	74.0%	34.5%	77.3%	0.0%
<i>14L Mission Limited</i>	MC	83.0%	65.9%	73.7%	73.5%	71.6%	73.5%			56.6%	
<i>14X Mission Exp</i>	MC	88.3%	78.3%	74.8%	75.3%	70.5%	77.4%	66.7%	76.0%	72.4%	12.0%
<i>16X Noriega Express</i>	MC	NA	NA	NA	NA	NA	NA	66.7%	68.0%	NA	14.3%
<i>17 Parkmerced</i>	MC	54.6%	64.9%	68.2%	65.9%	60.1%	62.7%	64.4%	83.3%	25.1%	0.0%
<i>18 46th Av</i>	MC	78.3%	75.8%	78.0%	83.8%	80.4%	79.2%			36.4%	
<i>19 Polk</i>	MC	61.2%	64.3%	63.2%	67.5%	68.5%	64.9%	72.1%	75.0%	68.1%	0.0%
<i>20 Columbus</i>	TC				79.0%	95.7%	NA			25.7%	
<i>21 Hayes</i>	TC	65.2%	62.0%	71.2%	71.9%	73.3%	68.7%	82.0%	75.5%	86.9%	7.7%
<i>22 Fillmore</i>	TC	72.7%	68.0%	69.8%	72.9%	77.7%	72.2%	74.1%	45.2%	73.4%	15.4%
<i>23 Monterey</i>	MC	77.6%	73.4%	61.0%	74.6%	66.1%	70.5%	53.4%	66.4%	48.2%	0.0%

Line/Route <i>High frequency lines/routes (headways of 10 min or less during AM/PM peaks) are shown in italics</i>	Mode	FY05	FY06	FY07	FY08	FY09	Five Year Avg	Cust Observed Schedule Adherence FY10 Q2	Headway Adherence FY10 Q2	FY08 Load Factor	% of AM Peak Trips >125% LF FY10 Q2
<i>24 Divisadero</i>	TC	73.1%	71.9%	69.1%	72.5%	72.0%	71.7%			85.3%	
26 Valencia	MC	77.1%	66.8%	58.0%	59.5%	69.3%	66.1%			35.8%	
27 Bryant	MC	68.4%	73.3%	70.1%	72.0%	76.6%	72.1%			68.4%	
28 19th Av	MC	65.1%	68.4%	57.1%	61.4%	64.7%	63.3%			73.1%	
28L 19th Av Limited	MC	80.7%	65.1%	69.4%	88.4%	79.6%	76.6%			51.8%	
29 Sunset	MC	59.8%	59.0%	58.7%	68.4%	67.4%	62.6%	69.8%	58.4%	89.6%	0.0%
<i>30 Stockton</i>	TC	74.0%	75.7%	75.6%	73.6%	81.3%	76.0%	84.2%	44.4%	79.0%	13.5%
<i>30X Marina Exp</i>	MC	78.7%	71.3%	74.8%	78.7%	74.7%	75.6%			71.0%	
<i>31 Balboa</i>	TC	69.7%	70.6%	66.1%	71.2%	72.2%	69.9%			64.9%	
<i>31AX Balboa 'A' Exp</i>	MC	68.4%	68.2%	70.3%	71.9%	77.0%	71.1%			79.7%	
<i>31BX Balboa 'B' Exp</i>	MC	63.3%	78.0%	70.0%	69.2%	64.2%	68.9%			66.2%	
33 Stanyan	TC	63.9%	66.2%	66.8%	64.8%	68.0%	65.9%			58.0%	
35 Eureka	MC	71.2%	70.4%	78.9%	60.9%	85.9%	73.4%			42.2%	
36 Teresita	MC	62.2%	60.5%	60.6%	60.2%	62.3%	61.1%	81.5%	97.7%	22.3%	0.0%
37 Corbett	MC	84.1%	71.7%	75.6%	67.2%	80.5%	75.8%	79.7%	79.0%	72.9%	0.0%
38 Geary	MC	72.5%	71.4%	75.1%	72.7%	76.6%	73.6%			65.0%	
<i>38AX Geary 'A' Exp</i>	MC	65.5%	85.0%	67.4%	78.2%	71.6%	73.5%	70.0%	77.8%	65.3%	0.0%
<i>38BX Geary 'B' Exp</i>	MC	78.3%	70.9%	68.0%	65.5%	83.9%	73.3%			63.4%	
<i>38L Geary Limited</i>	MC	77.1%	59.6%	73.8%	74.4%	74.8%	71.9%			88.8%	
39 Coit	MC	62.8%	57.4%	37.6%	57.3%	60.8%	55.2%			30.4%	
<i>41 Union</i>	TC	86.5%	78.6%	74.9%	76.8%	76.0%	78.5%	67.5%	40.3%	89.8%	0.0%
<i>43 Masonic</i>	MC	75.6%	67.5%	63.5%	69.4%	77.5%	70.7%			98.1%	
44 O'Shaughnessy	MC	69.0%	69.1%	70.4%	66.0%	63.4%	67.5%	68.2%	58.2%	88.8%	40.0%
<i>45 Union-Stockton</i>	TC	68.3%	65.5%	71.5%	67.6%	75.4%	69.6%			95.2%	
<i>47 Van Ness</i>	MC	58.4%	74.9%	73.4%	76.9%	76.6%	72.0%			77.1%	
48 Quintara-24th St	MC	68.1%	61.7%	72.8%	62.2%	71.5%	67.3%			87.9%	
<i>49 Van Ness-Mission</i>	TC	74.3%	62.9%	73.0%	68.6%	75.7%	70.9%	70.0%	42.5%	64.7%	5.0%

Line/Route <i>High frequency lines/routes (headways of 10 min or less during AM/PM peaks) are shown in italics</i>	Mode	FY05	FY06	FY07	FY08	FY09	Five Year Avg	Cust Observed Schedule Adherence FY10 Q2	Headway Adherence FY10 Q2	FY08 Load Factor	% of AM Peak Trips >125% LF FY10 Q2
52 Excelsior	MC	68.5%	60.0%	83.9%	48.8%	67.8%	65.8%	65.7%	81.7%	61.7%	0.0%
53 Southern Heights	MC	84.7%	78.6%	78.1%	81.0%	71.6%	78.8%			42.5%	
54 Felton	MC	59.7%	52.3%	45.3%	45.4%	50.0%	50.5%			66.3%	
56 Rutland	MC	62.6%	68.2%	62.0%	52.3%	84.5%	65.9%	100.0%	92.9%	26.7%	0.0%
<i>59 Powell-Mason</i>	CC	<i>70.6%</i>	<i>69.9%</i>	<i>69.8%</i>	<i>68.9%</i>	<i>66.5%</i>	<i>69.1%</i>			<i>54.8%</i>	
<i>60 Powell-Hyde</i>	CC	<i>71.1%</i>	<i>68.1%</i>	<i>65.2%</i>	<i>70.1%</i>	<i>67.1%</i>	<i>68.3%</i>	<i>64.9%</i>	<i>57.2%</i>	<i>75.0%</i>	<i>0.0%</i>
61 California St	CC	68.1%	72.1%	73.1%	70.3%	70.1%	70.7%	63.4%	63.1%	64.6%	0.0%
66 Quintara	MC	70.8%	70.2%	64.2%	79.3%	76.6%	72.2%			22.6%	
67 Bernal Heights	MC	59.4%	76.6%	76.9%	69.6%	80.7%	72.6%	69.1%	83.1%	47.2%	0.0%
<i>71 Haight-Noriega / 71L Lim</i>	MC	<i>68.7%</i>	<i>61.9%</i>	<i>64.1%</i>	<i>66.7%</i>	<i>61.2%</i>	<i>64.5%</i>	<i>59.9%</i>	<i>54.9%</i>	<i>86.1%</i>	<i>8.7%</i>
76 Marin Headlands	MC					54.5%	54.5%			NA	
80X Gateway Exp	MC	45.9%	33.3%	87.5%	90.0%	100.0%	71.3%			52.1%	
81X Caltrain Exp	MC	56.3%	62.5%	75.0%	25.0%	70.0%	57.8%	100.0%	100.0%	83.1%	0.0%
82X Presidio & Wharves Exp	MC	61.6%	71.5%	66.4%	62.5%	41.7%	60.7%			66.4%	
88 BART Shuttle	MC	67.5%	60.3%	63.3%	68.6%	74.0%	66.7%			72.9%	
89 Laguna Honda	MC	55.2%	51.8%	56.6%	60.9%	77.4%	60.4%			7.4%	
90 Owl	MC	87.3%	85.8%	72.2%	73.5%	94.4%	82.6%	76.5%	83.3%	12.2%	NA
91 Owl	MC	56.3%	65.3%	72.2%	53.8%	65.1%	62.5%	38.9%	93.8%	11.3%	NA
108 Treasure Island	MC	74.1%	94.7%	94.1%	79.2%	81.8%	84.8%			71.1%	
<i>F Market & Wharves</i>	LRV	<i>69.6%</i>	<i>65.4%</i>	<i>71.3%</i>	<i>68.9%</i>	<i>69.4%</i>	<i>68.9%</i>			<i>67.2%</i>	
<i>J Church</i>	LRV	<i>68.6%</i>	<i>61.9%</i>	<i>66.1%</i>	<i>67.1%</i>	<i>67.0%</i>	<i>66.1%</i>			<i>61.6%</i>	
<i>K Ingleside / T Third</i>	LRV	<i>76.5%</i>	<i>72.1%</i>	<i>74.6%</i>	<i>74.5%</i>	<i>64.6%</i>	<i>72.4%</i>			<i>75.8%</i>	
<i>L Taraval</i>	LRV	<i>77.7%</i>	<i>75.7%</i>	<i>73.1%</i>	<i>74.6%</i>	<i>71.7%</i>	<i>74.6%</i>	<i>73.1%</i>	<i>57.5%</i>	<i>85.0%</i>	<i>0.0%</i>
<i>M Ocean View</i>	LRV	<i>70.4%</i>	<i>63.4%</i>	<i>72.2%</i>	<i>65.8%</i>	<i>66.5%</i>	<i>67.6%</i>	<i>68.3%</i>	<i>61.8%</i>	<i>57.1%</i>	<i>0.0%</i>
<i>N Judah</i>	LRV	<i>73.7%</i>	<i>75.8%</i>	<i>72.6%</i>	<i>66.9%</i>	<i>70.5%</i>	<i>71.9%</i>	<i>78.5%</i>	<i>47.2%</i>	<i>84.8%</i>	<i>0.0%</i>

PSR Category/Type	FY09 Q3	FY09 Q4	FY10 Q1	FY10 Q2
100 EMPLOYEE CONDUCT - UNSAFE OPERATION				
101 Running Red Light/Stop Sign	110	126	121	80
102 Speeding	79	83	74	59
103 Allegedly Under Influence of Drugs/Alcohol	19	8	7	14
104 Using Mobile Phone or Radio	54	51	47	28
105 Eating/Drinking/Smoking	18	31	18	30
106 Collision	51	40	44	52
107 Fall Boarding/On Board/Alighting - Injury	78	111	90	95
108 General Careless Operation	292	364	395	324
Subtotal	701	814	796	682
200 EMPLOYEE CONDUCT - INATTENTIVENESS / NEGLIGENCE				
201 Pass Up/Did Not Wait for Transferee	1,365	1,276	1,420	1,323
202 Ignored Stop Request	125	115	126	134
203 No En Route Announcements	44	56	36	40
204 Inadequate Delay Announcements	28	13	23	20
205 Offroute/Did Not Complete Route	109	107	112	147
206 Not Adhering to Schedule	226	145	157	178
207 Refused to Kneel Bus/Lower Steps	32	53	85	126
208 Did Not Ask Priority Seats to be Vacated	21	13	20	17
209 Did Not Pull to Curb	23	24	45	35
210 Refused to Accommodate Service Animal	6	6	13	1
211 Unauthorized Stop/Delay	58	51	59	53
212 Did Not Enforce Rules/Contact Authorities	80	100	108	102
213 General Distraction from Duty	132	198	205	171
Subtotal	2,249	2,157	2,409	2,347

PSR Category/Type	FY09 Q3	FY09 Q4	FY10 Q1	FY10 Q2
300 EMPLOYEE CONDUCT - DISCOURTEOUS/INSENSITIVE/INAPPROPRIATE CONDUCT				
301 Discourtesy to Customer	805	707	751	633
302 Altercation: Employee/Customer	40	44	40	58
303 Fare/Transfer/POP Dispute	158	164	227	178
304 Mishandling Funds/Transfers	4	7	8	5
305 Refused Vehicle As Terminal Shelter	6	12	7	4
306 General Unprofessional Conduct/Appearance	192	133	145	115
Subtotal	1,205	1,067	1,178	993
400 EMPLOYEE CONDUCT - COMMENDATION				
401 Employee Commendation	457	298	519	450
Subtotal	457	298	519	450
500 PRODUCTS/SERVICES - CRIMINAL ACTIVITY				
501 Altercation: Miscellaneous	18	41	35	58
502 Larceny/Theft	27	35	51	53
503 Fare Evasion/Transfer Abuse	21	26	38	33
504 Disorderly Conduct/Disturbance	42	46	34	43
Subtotal	108	148	158	187

PSR Category/Type	FY09 Q3	FY09 Q4	FY10 Q1	FY10 Q2
600 PRODUCTS/SERVICES - SERVICE DELIVERY/FACILITIES				
601 Delay/No-Show	760	581	792	1104
602 Bunching	35	35	32	49
603 Switchback	13	31	21	29
604 Vehicle Appearance	45	48	36	30
605 Vehicle Maintenance/Noise	201	202	157	133
606 Wheelchair Lift/Securement/Bike Rack Defective	13	13	14	13
607 Track/ATCS Maintenance	25	40	39	15
608 Station/Stop Appearance/Maintenance	94	152	131	159
609 Elevator/Escalator Maintenance	10	8	2	6
610 Fare Collection Equipment	47	46	44	52
611 Signs, Maps, and Auto-Announcements	97	95	62	112
Subtotal	1,340	1,251	1,330	1,702
700 PRODUCTS/SERVICES - SERVICE PLANNING				
701 Insufficient Frequency	265	173	116	189
702 Lines/Routes: Current and Proposed	58	179	55	424
703 Stop Changes	33	17	17	64
704 Shelter Requests	17	23	17	35
Subtotal	373	392	205	712
800 PRODUCTS/SERVICES - MISCELLANEOUS				
801 NextMuni/Technology	319	283	18	278
802 Advertising/Marketing	53	22	249	20
803 Personal Property Damage	20	7	18	12
804 Fare Media Issues	76	39	7	127
805 System Commendation	12	15	79	39
Subtotal	480	366	371	476
UNCLASSIFIABLE	0	0	0	0
GRAND TOTAL	6,913	6,493	6,966	7,549

PSR Category/Type	FY09 Q3	FY09 Q4	FY10 Q1	FY10 Q2
PSR RESOLUTION (Distribution of PSRs by resolution type)				
OPERATOR CONDUCT PSRs: Actionable v. Unactionable				
Actionable (possesses all MOU-dictated elements and incident details required for action)				52.6%
Non-Actionable due to MOU language (e.g., anonymous and 3rd party complaints are not considered valid)				32.4%
Non-Actionable due to insufficient/inaccurate information (e.g., Unable to ID operator)				15.0%
DISPOSITION OF ACTIONABLE OPERATOR CONDUCT PSRs				
C-6 Dismissed: No Merit/Dropped				12.8%
C-7 No Action: Possible Merit				56.0%
C-8 Action Taken: Conferenced				25.9%
C-9 Action Taken: Referred/Reinstructed				4.8%
C-10 Action Taken: Escalated Discipline				0.5%
% OF ACTIONABLE OPERATOR CONDUCT PSRs CODED BY SUPERINTENDENT AS "C-6 DISMISSED: NO MERIT/DROPPED"				
Cable Car				10.5%
Flynn				32.2%
Geneva/Green				1.9%
Kirkland				6.0%
Potrero				15.4%
Presidio				15.6%
Woods				9.9%

Element	FY09 Q2	FY09 Q3	FY09 Q4	FY10 Q1	FY10 Q2
SFPD REPORTED CRIMES					
Part I Crimes (Violent)					
Homicide	0	0	0	0	0
Rape	0	0	0	0	0
Robbery	57	31	43	37	62
Aggravated Assault	12	13	6	4	10
<i>Subtotal</i>	<i>69</i>	<i>44</i>	<i>49</i>	<i>41</i>	<i>72</i>
Part I Crimes (Property)					
Burglary	0	1	0	0	0
Larceny/Theft	150	101	125	150	174
Motor Vehicle Theft	0	0	0	0	1
Arson	0	0	0	0	0
<i>Subtotal</i>	<i>150</i>	<i>102</i>	<i>125</i>	<i>150</i>	<i>175</i>
Part II Crimes					
Other Assault	43	44	34	29	49
Malicious Mischief	0	9	15	13	14
Weapons	0	2	2	9	3
Sex Offenses	3	1	4	0	2
Disorderly Conduct	1	1	1	4	0
Drunkenness	4	7	3	2	1
<i>Subtotal</i>	<i>51</i>	<i>64</i>	<i>59</i>	<i>57</i>	<i>69</i>
Total	270	210	233	248	316
OTHER SECURITY INCIDENTS					
Threats	47	59	55	74	48
Disturbances	50	61	64	98	98
Graffiti/Vandalism	90	83	101	117	85
Miscellaneous	8	13	13	15	30
Total	195	216	233	304	261