

A Operational Efficiency

A1 On-time performance

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

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

LRV

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

CABLE CAR

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

A1	On-time performance continued							GOAL: >85%
TROLLEY COACH								
	FY02	FY03	FY04	FY05	FY06	FY07	FY08	
Goal	70%	75%	85%	85%	85%	85%	85%	
Q1 (Jul-Sep)	71.6%	73.1%	68.8%	72.9%	73.0%	71.5%	73.5%	
Q2 (Oct-Dec)	76.1%	74.6%	71.4%	74.2%	67.9%	73.8%	74.8%	
Q3 (Jan-Mar)	71.3%	74.6%	75.8%	68.4%	74.0%	76.5%		
Q4 (Apr-Jun)	76.1%	73.5%	71.0%	74.7%	72.3%	74.3%		
Annual average	73.9%	74.0%	71.9%	72.8%	72.2%	73.9%		
MOTOR COACH								
	FY02	FY03	FY04	FY05	FY06	FY07	FY08	
Goal	70%	75%	85%	85%	85%	85%	85%	
Q1 (Jul-Sep)	65.1%	70.4%	69.4%	69.8%	69.0%	66.6%	69.1%	
Q2 (Oct-Dec)	69.4%	68.8%	65.9%	72.0%	64.7%	67.9%	65.6%	
Q3 (Jan-Mar)	68.6%	67.2%	70.3%	69.7%	65.6%	71.6%		
Q4 (Apr-Jun)	69.9%	71.3%	69.6%	67.6%	68.2%	69.4%		
Annual average	68.4%	69.5%	68.8%	69.7%	67.0%	68.7%		

A1	Scheduled headway adherence	GOAL: >85% of runs within lesser of 30%/10 min of scheduled headway
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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)							
	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Goal	85%	85%	85%	85%	85%	85%	85%
Q1 (Jul-Sep)	66.7%	68.8%	73.1%	69.8%	64.1%	58.9%	63.7%
Q2 (Oct-Dec)	67.8%	69.2%	64.1%	69.3%	55.7%	61.8%	63.2%
Q3 (Jan-Mar)	69.5%	67.1%	68.1%	71.9%	59.9%	58.8%	
Q4 (Apr-Jun)	72.1%	74.8%	69.2%	66.4%	62.7%	63.0%	
Annual average	69.0%	72.1%	68.2%	69.5%	59.8%	60.5%	

A1	Scheduled headway adherence continued			
BY MODE (previous four quarters)				
	LRV	Cable Car	Trolley Coach	Motor Coach
Goal	85%	85%	85%	85%
Q3 FY07 (Jan-Mar 07)	59.5%	55.3%	49.9%	66.0%
Q4 FY07 (Apr-Jun 07)	53.9%	60.1%	52.6%	70.6%
Q1 FY08 (Jul-Sep 07)	60.8%	55.0%	57.4%	70.2%
Q2 FY08 (Oct-Dec 07)	55.1%	61.4%	56.5%	69.1%

A1 **On-time performance and headway adherence by line/route** **GOAL: >85%**

Line/Route	% ON-TIME PERFORMANCE					% HEADWAY ADHERENCE			
	Q3 FY07 Jan-Mar 07	Q4 FY07 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07	6 Year Avg FY02-07	Q3 FY07 Jan-Mar 07	Q4 FY07 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07
Light Rail									
F Market & Wharves		77.0%		62.4%	66.5%		52.7%		38.6%
J Church	71.4%			67.1%	60.8%	42.4%			74.2%
K Ingleside / T Third*	80.6%		75.3%*		72.1%	75.9%		75.4%*	
L Taraval		74.3%		79.3%	73.3%		60.0%		65.8%
M Oceanview	71.3%		59.3%		65.3%	61.1%		61.7%	
N Judah		71.8%	68.7%		70.1%		88.1%	50.0%	
Cable Car									
59 Powell-Mason	69.7%			67.5%	69.3%	55.3%			65.1%
60 Powell-Hyde		59.8%		74.1%	68.4%		92.2%		57.7%
61 California St		68.2%	71.0%		69.4%		49.8%	55.0%	
Trolley Coach									
1 California		83.8%	83.3%		78.9%		33.3%	58.6%	
3 Jackson	74.3%		73.8%		71.6%	75.0%		86.1%	
4 Sutter	85.7%			88.0%	74.0%	94.4%			88.2%
5 Fulton	78.3%			81.0%	75.2%	56.6%			40.2%
6 Parnassus		80.2%		75.2%	73.0%		74.8%		72.0%
7 Haight	55.6%			51.4%	73.0%	62.5%			66.7%
14 Mission		72.2%	77.4%		71.6%		42.4%	51.9%	
20 Columbus				70.8%	N/A				57.1%
21 Hayes		70.2%		73.7%	69.3%		82.9%		71.9%

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

A1 On-time performance and headway adherence by line/route									
GOAL: >85%									
Line/Route	% ON-TIME PERFORMANCE					% HEADWAY ADHERENCE			
	Q3 FY07 Jan-Mar 07	Q4 FY07 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07	6 Year Avg FY02-07	Q3 FY07 Jan-Mar 07	Q4 FY07 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07
Trolley Coach									
22 Fillmore		73.3%	72.9%		71.7%		45.2%	46.6%	
24 Divisadero		69.6%			69.7%		76.8%	59.8%	
30 Stockton	77.7%			78.2%	76.2%	38.7%			42.7%
31 Balboa		75.3%	70.5%		66.6%		78.3%	66.1%	
33 Stanyan		64.8%	66.1%		65.0%		67.2%	67.9%	
41 Union	77.6%			76.7%	78.9%	45.2%			51.4%
45 Union-Stockton	70.5%			65.3%	72.9%	65.7%			63.8%
49 Van Ness-Mission	73.3%		68.5%		71.0%	65.9%		44.5%	
Motor Coach									
1AX California 'A' Exp		38.1%	86.7%		61.9%		68.4%	85.2%	
1BX California 'B' Exp	82.1%		79.3%		77.8%	56.3%		46.5%	
2 Clement	68.2%			61.6%	69.5%	78.3%			70.5%
9 San Bruno	73.0%		67.9%		71.2%	62.1%		60.2%	
9AX San Bruno 'A' Exp		76.9%	50.0%		56.2%		81.8%	46.2%	
9BX San Bruno 'B' Exp	79.2%		57.9%		66.5%	72.7%		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%		67.0%		65.9%	72.3%	
14L Mission Limited		77.4%	73.7%		72.8%		76.6%	76.5%	
14X Mission Exp		78.1%		69.6%	78.1%		62.1%		66.7%
16AX Noriega 'A' Exp		66.7%		65.2%	69.3%		70.9%		66.7%
16BX Noriega 'B' Exp		77.3%	44.4%		66.0%		62.5%	50.0%	
17 Park Merced		60.8%	65.4%		58.2%		91.1%	88.6%	
18 46th Av		83.9%	87.0%		77.9%		91.1%	88.4%	
19 Polk		71.0%		66.4%	64.4%		65.1%		77.8%
23 Monterey		68.6%		78.3%	68.0%		83.9%		93.3%
26 Valencia		58.1%		54.2%	63.7%		84.5%		88.2%
27 Bryant		74.6%	71.4%		68.6%		80.3%	65.7%	
28 19th Av	52.4%		61.0%		66.1%	47.4%		60.3%	
28L 19th Av Limited			92.3%		72.4%			77.3%	
29 Sunset		59.8%	60.0%		57.4%		59.5%	51.5%	

A1	On-time performance and headway adherence by line/route									GOAL: >85%
	Line/Route	% ON-TIME PERFORMANCE					% HEADWAY ADHERENCE			
		Q3 Jan-Mar 07	Q4 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07	6 Year Avg FY02-07	Q3 Jan-Mar 07	Q4 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07
Motor Coach										
30X Marina Exp	66.7%			84.1%	74.2%	64.7%				65.2%
31AX Balboa 'A' Exp	54.9%		73.7%							
31BX Balboa 'B' Exp			48.3%		69.7%			57.7%		
35 Eureka	95.2%			60.0%	77.9%	100.0%				85.7%
36 Teresita	64.3%			60.7%	60.9%	75.0%				90.4%
37 Corbett	76.5%		78.6%		77.6%	86.7%		89.9%		
38 Geary		77.2%		73.4%	73.8%		55.0%			49.4%
38AX Geary 'A' Exp	78.8%			85.3%	65.5%	80.0%				83.9%
38BX Geary 'B' Exp	75.0%			73.9%	68.3%	45.5%				69.0%
38L Geary Limited		74.6%	69.9%		76.7%		54.5%	55.6%		
39 Coit	39.1%			55.6%	56.8%	100.0%				86.8%
43 Masonic	65.4%			70.5%	69.0%	61.8%				67.1%
44 O'Shaughnessy	66.8%			60.9%	66.7%	70.2%				69.2%
47 Van Ness	69.5%			73.5%	71.4%	54.3%				60.9%
48 Quintara-24th St	76.5%			64.9%	68.2%	73.0%				63.2%
52 Excelsior	100.0%			47.5%	72.0%	100.0%				65.7%
53 Southern Heights		65.2%	85.3%		78.4%		96.5%	96.4%		
54 Felton		47.6%		46.0%	52.4%		77.9%			76.2%
56 Rutland		85.7%		50.0%	68.0%		96.4%			80.0%
66 Quintara		69.8%	82.7%		72.0%		82.1%	100.0%		
67 Bernal Heights		74.7%	71.7%		71.1%		80.8%	86.5%		
71 Haight-Noriega / 71L Lim		65.9%	61.2%		65.5%		92.4%	61.5%		
80X Gateway Exp	100.0%			100.0%	54.5%	100.0%				100.0%
81X Caltrain Exp	100.0%			25.0%	51.0%	100.0%				75.0%
82X Presidio & Wharves Exp		60.0%	100.0%		60.9%		85.7%	100.0%		
88 BART Shuttle		67.4%		50.0%	64.4%		59.0%			50.0%
89 Laguna Honda	63.2%			30.8%	55.1%	100.0%				88.9%
90 Owl			69.2%		84.5%			100.0%		
91 Owl				63.2%	66.5%					88.2%
108 Treasure Island	95.2%		74.3%		83.2%	98.2%		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)							
	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Goal	97.0%	97.5%	98.5%	98.5%	98.5%	98.5%	98.5%
Q1 (Jul-Sep)	95.4%	97.4%	96.3%	97.1%	93.7%	94.2%	95.2%
Q2 (Oct-Dec)	95.7%	97.5%	97.1%	95.7%	95.4%	94.7%	96.1%
Q3 (Jan-Mar)	96.2%	96.7%	98.1%	94.0%	94.8%	95.6%	
Q4 (Apr-Jun)	97.8%	94.5%	97.3%	94.3%	93.0%	92.5%	
Annual average	96.3%	96.5%	97.2%	95.3%	94.2%	94.3%	
BY DIVISION (previous four quarters)							
	LRV <i>Green</i>	Cable Car	Trolley Coach		Motor Coach		
			<i>Potrero</i>	<i>Presidio</i>	<i>Flynn</i>	<i>Kirkland</i>	<i>Woods</i>
Q3 FY07 (Jan-Mar 07)	93.7%	97.4%	93.8%	98.4%	94.8%	94.1%	97.5%
Q4 FY08 (Apr-Jun 07)	85.3%	97.1%	88.5%	98.9%	90.4%	94.9%	95.7%
Q1 FY08 (Jul-Sep 07)	95.1%	97.3%	92.9%	97.9%	96.2%	94.3%	94.9%
Q2 FY08 (Oct-Dec 07)	97.3%	97.6%	96.1%	97.5%	94.0%	95.0%	96.2%

A2 Equipment available

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

A2 Equipment available continued							
BY DIVISION (previous four quarters)							
	LRV Green	Cable Car	Trolley Coach		Motor Coach		
			<i>Potrero</i>	<i>Presidio</i>	<i>Flynn</i>	<i>Kirkland</i>	<i>Woods</i>
Q3 FY07 (Jan-Mar 07)	99.96%	99.96%	100%	99.96%	99.82%	99.76%	99.83%
Q4 FY07 (Apr-Jun 07)	99.87%	99.96%	99.90%	99.97%	99.91%	99.90%	99.80%
Q1 FY08 (Jul-Sep 07)	99.97%	99.96%	100%	99.97%	100%	100%	99.36%
Q2 FY08 (Oct-Dec 07)	99.95%	99.98%	99.97%	100%	99.98%	99.98%	99.99%

A2 Operators available							
SYSTEMWIDE (FY02-FY08)							
	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Q1 (Jul-Sep)	95.7%	97.5%	96.5%	97.3%	93.7%	94.3%	95.4%
Q2 (Oct-Dec)	96.0%	97.6%	97.2%	96.0%	95.4%	94.8%	96.1%
Q3 (Jan-Mar)	96.7%	96.7%	98.3%	94.2%	95.0%	95.7%	
Q4 (Apr-Jun)	98.0%	94.6%	97.5%	94.5%	93.1%	92.6%	
Annual average	96.6%	96.6%	97.4%	95.5%	94.3%	94.4%	
BY DIVISION (previous four quarters)							
	LRV Green	Cable Car	Trolley Coach		Motor Coach		
			<i>Potrero</i>	<i>Presidio</i>	<i>Flynn</i>	<i>Kirkland</i>	<i>Woods</i>
Q3 FY07 (Jan-Mar 07)	93.7%	97.5%	93.8%	98.5%	95.0%	94.3%	97.6%
Q4 FY07 (Apr-Jun 07)	85.4%	97.1%	88.5%	98.9%	90.5%	94.9%	95.9%
Q1 FY08 (Jul-Sep 07)	95.1%	97.4%	92.9%	98.0%	96.2%	94.3%	95.6%
Q2 FY08 (Oct-Dec 07)	97.3%	97.6%	96.1%	97.5%	94.0%	95.0%	96.2%

A2 Late pull-outs: % of scheduled/executed runs that were late							
							GOAL: <1.5%
SYSTEMWIDE (FY02-FY08)							
	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Q1 (Jul-Sep)	0.2%	0.1%	1.1%	1.0%	1.4%	0.4%	0.5%
Q2 (Oct-Dec)	0.1%	0.3%	0.8%	1.1%	1.1%	0.5%	0.5%
Q3 (Jan-Mar)	0.1%	0.3%	0.9%	1.2%	0.8%	0.6%	
Q4 (Apr-Jun)	0.1%	0.3%	0.9%	1.2%	0.5%	0.5%	
Annual average	0.1%	0.2%	0.9%	1.1%	1.0%	0.5%	

A2	Late pull-outs continued							
BY DIVISION (previous four quarters)								
	LRV Green	F Market	Cable Car	Trolley Coach		Motor Coach		
				<i>Potrero</i>	<i>Presidio</i>	<i>Flynn</i>	<i>Kirkland</i>	<i>Woods</i>
Q3 FY07 (Jan-Mar 07)	0.6%	1.1%	0.4%	0.5%	0.3%	0.6%	0.7%	0.6%
Q4 FY07 (Apr-Jun 07)	0.5%	1.1%	0.3%	0.4%	0.3%	0.6%	0.7%	0.4%
Q1 FY08 (Jul-Sep 07)	0.3%	0.5%	0.3%	0.6%	0.5%	0.5%	0.4%	0.5%
Q2 FY08 (Oct-Dec 07)	0.5%	0.9%	0.4%	0.4%	0.3%	0.6%	0.6%	0.4%

A3	Pass-ups: % of vehicles unable to pick up passengers due to crowding	GOAL: <5%
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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)							
	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Goal	5%	5%	5%	5%	5%	5%	5%
Q1 (Jul-Sep)	0.27%	2.07%	2.98%	0.22%	0.68%	0.58%	0.43%
Q2 (Oct-Dec)	0.07%	7.15%	6.10%	0.18%	2.46%	0.00%	2.96%
Q3 (Jan-Mar)	0.23%	0.18%	0.80%	0.55%	0.57%	0.00%	
Q4 (Apr-Jun)	0.41%	1.61%	2.11%	0.43%	2.82%	2.69%	
Annual average	0.33%	2.75%	3.17%	0.35%	1.63%	1.30%	
PASS-UPS BY QUARTER (previous four quarters)							
	Q3 FY07 Jan-Mar 07		Q4 FY07 Apr-Jun 07		Q1 FY08 Jul-Sep 07		Q2 FY08 Oct-Dec 07
Total Pass-Ups	0		15		2		12
Total Checks	27		557		462		405
Total % Pass-Ups	0.00%		2.69%		0.43%		2.96%

A3 Pass-ups continued **GOAL: <5%**

PASS-UPS BY LINE/ROUTE (previous four quarters)				
	Q3 FY07 Jan-Mar 07	Q4 FY07 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07
Line/Route, Goal	5%	5%	5%	5%
N Judah Duboce/Church			0.00% AM inbound	
2 Clement Sutter/Powell	0.00% PM outbound			
5 Fulton McAllister/Van Ness	0.00% PM outbound	3.01% AM inbound		6.54% AM inbound
9AX San Bruno 'A' Exp Bryant/6 th St				3.53% PM outbound
9BX San Bruno 'B' Exp Stockton/Sutter				
12 Folsom Pacific/Jones			0.00% AM outbound	
29 Sunset Geneva/Balboa Park BART			0.00% AM inbound	0.00% PM outbound
31AX Balboa 'A' Exp Balboa/Park Presidio				0.00% AM inbound
38L Geary Limited Geary/Leavenworth			0.71% PM outbound	
43 Masonic Geneva/Mission		0.00% AM inbound		
44 O'Shaughnessy Silver/Mission		0.00% AM inbound		
45 Union-Stockton Stockton/Sutter		7.81% PM outbound		
48 Quintara-24th St 24 th St/Castro		0.00% AM inbound		
4 Van Ness-Mission Van Ness/McAllister				2.20% PM outbound
71 Haight-Noriega / 71L Limited Haight/Gough			2.27% PM outbound	
88 BART Shuttle Geneva/Balboa Park BART	0.00% AM inbound			

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

A4	Load factors continued				GOAL: # of lines over 85% load factor
LOAD FACTOR BY LINE					
	Q3 FY07 Jan-Mar 07	Q4 FY07 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07	6 Yr Avg FY02-FY07
Light Rail					
F Market & Wharves		60.1%		86.0%	63.4%
J Church	26.7%			60.4%	56.3%
K Ingleside / T Third	32.7%		80.9%*		73.2%
L Taraval		84.7%		80.0%	71.5%
M Oceanview	55.0%		62.6%		67.5%
N Judah		88.1%	77.0%		75.0%
Cable Car					
59 Powell-Mason	73.0%			47.4%	70.7%
60 Powell-Hyde		92.2%		84.7%	89.4%
61 California St		49.8%	86.3%		52.6%
Trolley Coach					
1 California		85.0%	86.2%		80.4%
3 Jackson	26.1%		58.7%		54.1%
4 Sutter	67.5%			50.4%	51.3%
5 Fulton				89.4%	77.6%
6 Parnassus		74.8%		70.9%	59.1%
7 Haight	45.0%			65.6%	55.3%
14 Mission		67.0%	78.0%		63.3%
20 Columbus				12.7%	N/A
21 Hayes		82.9%		93.7%	72.7%
22 Fillmore		68.4%	75.9%		72.1%
24 Divisadero		76.8%	85.6%		75.2%
30 Stockton					89.3%
24 Divisadero		66.1%	64.1%		55.6%
30 Stockton		62.3%	55.1%	89.9%	51.7%
31 Balboa					68.3%
33 Stanyan	106.2%				87.0%
41 Union	82.2%		110.7%	79.3%	72.6%
45 Union-Stockton		85.0%	86.2%	93.7%	80.4%
49 Van Ness-Mission	26.1%		58.7%		54.1%

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

A4	Load factors continued	GOAL: reduce # of lines over 85% load factor			
LOAD FACTOR BY LINE					
	Q3 FY07 Jan-Mar 07	Q4 FY07 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07	6 Yr Avg FY02-FY07
Motor Coach					
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	73.2%		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%		68.8%
14L Mission Limited		54.9%	61.4%		49.9%
14X Mission Exp		82.6%		72.3%	74.2%
16AX Noriega 'A' Exp		67.3%			65.1%
16BX Noriega 'B' Exp		72.3%	79.9%	61.6%	63.2%
17 Park Merced		25.3%	28.3%		34.5%
18 46th Av		46.6%	30.5%		41.3%
19 Polk		75.9%		75.9%	60.7%
23 Monterey		71.7%		34.0%	48.9%
26 Valencia		27.3%		32.3%	41.5%
27 Bryant		53.6%	82.7%		66.8%
28 19th Av	64.4%		73.8%		77.7%
28L 19th Av Limited			63.9%		50.7%
29 Sunset		94.7%	104.6%		80.7%
30X Marina Exp	62.9%			75.3%	78.6%
31AX Balboa 'A' Exp			87.1%		76.8%
31BX Balboa 'B' Exp			75.6%		71.9%
35 Eureka	40.3%			48.1%	41.8%
36 Teresita	16.9%			22.0%	36.0%
37 Corbett	41.0%		79.0%		63.9%
38 Geary		87.3%		68.4%	67.3%
38AX Geary 'A' Exp	82.4%			51.6%	69.6%
38BX Geary 'B' Exp		79.0%		62.1%	73.8%
38L Geary Limited		97.3%	84.0%		78.9%

A4 Load factors continued		GOAL: reduce # of lines over 85% load factor			
LOAD FACTOR BY LINE					
	Q3 Jan-Mar 07	Q4 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 Oct-Dec 07	6 Yr Avg FY02-FY07
39 Coit				24.7%	23.6%
43 Masonic	113.8%			94.0%	81.7%
44 O'Shaughnessy				96.7%	80.9%
47 Van Ness				61.0%	69.6%
48 Quintara-24th St	83.4%			84.8%	68.5%
52 Excelsior				45.6%	59.5%
53 Southern Heights		49.6%	45.2%		48.4%
54 Felton		72.4%		69.0%	76.0%
56 Rutland		24.5%		16.3%	14.8%
66 Quintara		26.4%	21.4%		49.7%
67 Bernal Heights		35.2%	35.7%		54.5%
71 Haight-Noriega / 71L Limited		92.4%	77.0%		73.2%
80X Gateway Exp	64.6%			41.3%	52.0%
81X Caltrain Exp	49.2%			64.0%	55.6%
82X Presidio & Wharves Exp		63.9%	64.7%		57.3%
88 BART Shuttle		66.5%		89.3%	71.0%
89 Laguna Honda				8.0%	19.3%
90 Owl			10.8%		20.2%
91 Owl				13.3%	17.8%
108 Treasure Island	60.2%		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.

SYSTEMWIDE (FY02-FY08)								
		FY02	FY03	FY04	FY05	FY06	FY07	FY08
Goal		98.5%	98.5%	98.5%	98.5%	98.5%	98.5%	99.0%
Q1 Jul-Sep	AM	99.1%	99.2%	98.9%	99.5%	98.2%	98.6%	99.96%
	PM	99.0%	99.0%	98.7%	98.9%	98.0%	98.2%	99.96%
Q2 Oct-Dec	AM	98.6%	99.6%	99.6%	99.2%	98.4%	98.7%	99.80%
	PM	97.9%	99.7%	99.3%	97.5%	98.1%	98.8%	99.76%
Q3 Jan-Mar	AM	98.2%	99.9%	99.2%	98.5%	98.7%	99.3%	
	PM	99.0%	99.7%	99.0%	98.0%	98.5%	99.6%	
Q4 Apr-Jun	AM	99.2%	99.6%	99.5%	98.0%	98.4%	99.9%	
	PM	99.2%	99.4%	99.3%	97.1%	98.0%	99.9%	
Annual average	AM	98.8%	99.6%	99.3%	98.8%	98.4%	99.1%	
	PM	98.8%	99.4%	99.0%	97.9%	98.2%	99.1%	

BY DIVISION (previous four quarters)									
		Rail			Trolley Coach		Motor Coach		
		Green LRV	F Market	Cable Car	Potrero	Presidio	Flynn	Kirkland	Woods
Goal		98.5%	98.5%	98.5%	98.5%	98.5%	98.5%	98.5%	98.5%
Q3 FY07 Jan-Mar 07	AM	99.9%	98.9%	100%	100%	99.9%	100%	99.2%	98.5%
	PM	99.7%	99.4%	100%	100%	100%	100%	98.7%	98.9%
Q4 Apr-Jun 07	AM	99.8%	100%	100%	100%	99.9%	100%	99.9%	99.5%
	PM	99.8%	100%	100%	100%	99.9%	100%	99.9%	99.5%
Q1 FY08 Jul-Sep 07	AM	99.8%	99.5%	100%	100%	100%	100%	100%	100%
	PM	99.8%	99.4%	100%	100%	100%	100%	100%	100%
	# days <100%	5	8	0	0	0	0	0	0
Goal		99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Q2 FY08 Oct-Dec 07	AM	100%	97.0%	100%	99.6%	100%	100%	100%	99.7%
	PM	99.9%	97.9%	100%	99.4%	100%	100%	100%	99.6%
	# days <100%	5	22	0	17	0	0	1	9

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.

	FY03-FY08							Previous four quarters				
	FY03	FY04	FY05	FY06	FY07	FY08	5 Yr Avg FY03-FY07	Q3 FY07 Jan-Mar 07	Q4 FY07 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07	FY08 Goal
MUNICIPAL RAILWAY												
Admin	5.0%	5.0%	5.3%	5.2%	5.8%		5.1%	6.1%	5.8%	5.6%	5.4%	5.5%
Maintenance	6.2%	6.5%	7.2%	6.5%	7.4%		6.6%	7.5%	7.1%	6.9%	7.1%	7.0%
Operations	7.2%	7.4%	6.5%	6.6%	7.3%		6.9%	6.7%	7.2%	8.3%	7.8%	6.9%
Transit Operators	11.1%	10.3%	10.8%	11.9%	10.9%		11.0%	11.0%	10.3%	10.4%	11.4%	10.7%
PARKING AND TRAFFIC												
Admin	4.8%	5.2%	5.2%	4.3%	4.2%		4.7%	4.2%	2.7%	1.2%	3.2%	4.0%
Citations	N/A	N/A	N/A	13.8%	7.8%		N/A	8.4%	10.3%	9.2%	7.6%	7.4%
Crossing Guards	N/A	N/A	N/A	N/A	N/A		N/A	N/A	N/A	4.1%	6.5%	N/A
Enforcement	17.6%	15.7%	17.1%	15.7%	16.5%		16.5%	17.4%	14.5%	15.8%	14.8%	15.7%
Engineering	5.8%	4.9%	6.6%	6.8%	5.8%		6.0%	5.4%	6.4%	4.7%	3.5%	5.5%
Shops	9.8%	10.1%	8.8%	10.1%	11.7%		10.1%	13.3%	7.6%	7.5%	10.0%	11.1%
TRANSIT OPERATORS - UNSCHEDULED ABSENCES BY DIVISION												
	Rail		Trolley Coach		Motor Coach							
	<i>Green</i>	<i>Cable Car*</i>	<i>Potrero</i>	<i>Presidio</i>	<i>Flynn</i>	<i>Kirkland</i>	<i>Woods</i>					
Q1 FY08 Jul-Sep 07	12.1%	9.7%	10.6%	8.7%	10.8%	8.8%	11.6%					
Q2 FY08 Oct-Dec 07	12.1%	9.1%	10.8%	10.0%	13.7%	11.1%	12.3%					

*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.

Unit	FY03-FY08						Previous four quarters				
	FY03	FY04	FY05	FY06	FY07	FY08	Q3 FY07 Jan-Mar 07	Q4 FY07 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07	FY08 Goal
RAIL											
Green Breda LRV	3,328	3,162	3,112	1,943	4,001		4,304	4,833	4,609	5,204	4,000
F Line	1,309	1,065	1,167	940	1,582		1,328	1,682	2,199	1,861	1,300
Cable Car	5,658	5,814	5,586	5,638	5,924		6,225	5,666	4,950	5,284	6,000
TROLLEY COACH											
Potrero Articulated	541	724	770	785	893		969	882	807	753	1,000
Potrero Standard	762	926	902	1,004	1,377		1,533	1,480	1,587	1,439	1,500
Presidio Standard	1,279	1,235	1,239	1,121	1,477		1,407	1,900	1,862	1,882	1,500
MOTOR COACH											
Flynn Articulated	2,219	2,519	3,309	3,093	2,398		2,081	2,893	3,540	2,912	3,100
Kirkland Standard	2,918	3,098	2,970	3,251	3,094		3,028	3,840	3,662	3,553	3,100
Woods Standard	2,176	2,502	3,337	2,636	2,533		2,225	2,879	2,980	3,649	3,100

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

VACANCY RATE BY DIVISION (previous four quarters)						
	Budgeted Positions	Q3 FY07 Jan-Mar 07	Q4 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 Oct-Dec 07	FY08 Goal
Transit Operators	2,036	0.0%	0.0%	0.0%	0.0%	5%
Crafts	929	7.0%	7.0%	6.6%	5.7%	5%
Maintenance	266	8.6%	8.6%	6.0%	6.0%	5%

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

A10 Color curb applications: % reviewed and responded to within 30 days

GOAL: >90%

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.

RESPONSE RATE

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

A11 Parking meter malfunction reports: % responded to 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

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

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

A13 Hazardous traffic signal reports: % responded to and repaired within 2 hours **GOAL: >92%**

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.

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

A14 Traffic lane lines, bus zones, and crosswalks: % maintained

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)

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

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

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

*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)

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

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

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

*Please see note on page 19.

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

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

LRV COST PER HOUR

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

CABLE CAR COST PER HOUR

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

TROLLEY COACH COST PER HOUR

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

B3	Cost efficiency: Fully allocated service cost by mode continued					
MOTOR COACH COST PER HOUR						
		FY05		FY06		FY07
Vehicle Operations		\$74.12		\$82.87		\$87.23
Vehicle Maintenance		\$20.13		\$22.24		\$27.89
Non-Vehicle Maintenance		\$2.04		\$1.81		\$1.42
General and Administrative		\$29.91		\$28.53		\$28.90
Total Hourly Rate		\$126.20		\$135.45		\$145.44
COST PER PASSENGER MILE						
		FY06			FY07	
	Operating expenses <i>(in \$000s)</i>	Passenger miles <i>(in 000s)</i>	Cost per passenger mile	Operating expenses <i>(in \$000s)</i>	Passenger miles <i>(in 000s)</i>	Cost per passenger mile
Light Rail	\$106,708	107,311	\$0.99	\$123,618	106,543	\$1.16
Cable Car	\$39,934	8,443	\$4.73	\$44,014	8,163	\$5.39
Trolley Coach	\$119,068	101,949	\$1.17	\$122,598	98,657	\$1.24
Motor Coach	\$188,461	195,139	\$0.97	\$200,186	198,255	\$1.01
Systemwide	\$454,172	412,843	\$1.10	\$490,416	411,619	\$1.19

B4	Productivity: Average # of passenger boardings per revenue service hour
B5	Cost effectiveness: Operating expense per passenger boarding

	PRODUCTIVITY			COST EFFECTIVENESS		
	FY07			FY07		
	# of passenger boardings <i>(in 000s)</i>	Revenue service hours <i>(in 000s)</i>	Boardings per revenue service hour	Operating expenses <i>(in \$000s)</i>	# of passenger boardings <i>(in 000s)</i>	Operating expense per passenger boarding
Light Rail	41,737	572	73	\$123,618	41,737	\$2.96
Cable Car	7,122	143	50	\$44,014	7,122	\$6.18
Trolley Coach	67,297	937	72	\$122,598	67,297	\$1.82
Motor Coach	90,303	1,376	66	\$200,186	90,303	\$2.22
Systemwide	206,459	3,028	68	\$490,416	206,459	\$2.38

C Customer Focus

C1 Overall customer satisfaction

GOAL: Year over year improvement

ANNUAL RIDER SURVEY

Overall Customer Satisfaction

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

Operator Helpfulness

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

Communication with Riders

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

Vehicle Cleanliness

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

VEHICLE CLEANLINESS: QUARTERLY FLEET ASSESSMENT RESULTS

	Q3 FY07 Jan-Mar 07	Q4 FY07 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07
Overall	76%	80%	77%	63%
Exterior	77%	83%	78%	63%
Interior	76%	77%	78%	72%
Graffiti	77%	84%	76%	88%
Window	71%	74%	78%	27%

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

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

OPERATOR COMPLAINTS REQUIRING FOLLOW UP – RESOLUTION RATE**					
	FY04	FY05	FY06	FY07	FY08
Goal	75%	75%	75%	75%	75%
Q1 (Jul-Sep)	57%	57%	74%	74%	74%
Q2 (Oct-Dec)	60%	35%	71%	59%	73%
Q3 (Jan-Mar)	80%	73%	83%	75%	
Q4 (Apr-Jun)	88%	77%	64%	65%	
Annual average	74%	65%	74%	68%	

*Amended

**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)

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

OF TRAINING HOURS BY TYPE (previous four quarters)

Training Type	Q3 FY07 Jan-Mar 07	Q4 FY07 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07
9139 Training	1,184	1,168	608	1,664
Accident Retraining	72	592	608	608
Class B Training + Operator Returning to Platform Training	0	112	80	1,272
Follow-ups	335	234	45	372
General Sign-up Training	2,506	192	0	0
Line Trainer Training	192	0	80	0
New Operator Training	10,944	9,272	11,520	8,256
Non-Revenue Driver's Training	58	816	0	0
Operator Refresher Training (ORP)	0	0	0	0
Rail Accident Re-Training	24	72	220	272
Rail Compliance Checks	259	141	252	132
Rail Follow-ups	109	166	42	338
Rail General Sign-up Training	4,528	8,096	7112	3,640
Rail Line Trainer Training	0	0	40	40
Rail Operator Refresher Course	92	120	200	246
Rail Special Training (<i>Training Instructor & Brookville</i>)	2,240	1,002	24	98
Re-Qualifications	72	120	528	224
Rubber Tire Re-qualifications	335	206	227	408
Verification of Transit Training (VTT)	3,600	2,576	2,384	1,992

C4 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 accidents. Data will be reported to the Board on a quarterly basis.							
# OF PASSENGER AND VEHICLE ACCIDENTS* (FY02-FY08)							
	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Goal	2,891	2,767	2,818	2,826	2,315	2,286	2,172
Q1 (Jul-Sep)	749	883	805	687	596	731	709
Q2 (Oct-Dec)	697	797	801	596	603	636	709
Q3 (Jan-Mar)	736	682	771	579	673	582	
Q4 (Apr-Jun)	731	604	598	575	638	634	
Annual total	2,913	2,966	2,975	2,437	2,510	2,583	
# OF PASSENGER AND VEHICLE ACCIDENTS BY TYPE							
	Collisions [fatalities]		Passenger accidents		Dewirements	Derailments	
			<i>On Board</i>	<i>Stations</i>			
Q3 FY07 (Jan-Mar 07)	359 [2]		180	18	19	6	
Q4 FY07 (Apr-Jun 07)	381 [1]		179	31	37	6	
Q1 FY08 (Jul-Sep 07)	431 [2]		215	35	21	7	
Q2 FY08 (Oct-Dec 07)	442 [2]		198	37	24	8	
# OF PASSENGER AND VEHICLE ACCIDENTS PER 100,000 VEHICLE MILES**							
	Collisions			Passenger Accidents			
	<i>Bus</i>		<i>Rail</i>	<i>Bus</i>		<i>Rail</i>	
Q1 FY07 (Jul-Sep 06)	7.27		4.70	3.61		2.81	
Q2 FY07 (Oct-Dec 06)	6.84		2.80	2.81		2.59	
Q3 FY07 (Jan-Mar 07)	Forthcoming in FY08 report						
Q4 FY07 (Apr-Jun 07)	Forthcoming in FY08 report						
Q1 FY08 (Jul-Sep 07)	6.71		4.37	3.01		2.98	
Q2 FY08 (Oct-Dec 07)	6.62		5.34	3.03		2.36	

*Accident statistics are based on information available as of January 22, 2008, and do not incorporate reports in process and any future blind claims. As a result, statistics may change from quarter to quarter.

**Data for top 10% of operators will be reported on annual basis for FY08.

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							
	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Goal	2,718	2,507	2,259	2,157	2,279	1,955	1,076
Q1 (Jul-Sep)	645	555	550	604	545	286	248*
Q2 (Oct-Dec)	673	535	590	554	582	271	217*
Q3 (Jan-Mar)	624	640	576	618	457	269	
Q4 (Apr-Jun)	697	648	555	623	474	297	
Annual total	2,639	2,378	2,271	2,399	2,058	1,123	
# OF SECURITY INCIDENTS PER 100,000 PASSENGER BOARDINGS							
	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Annual total	1.21	1.10	1.05	1.11	0.98	0.55	
# OF FARE EVASIONS							
	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Q1 (Jul-Sep)	5	6	4	2,476	1,414	3,143	6,701
Q2 (Oct-Dec)	3	4	4	2,058	1,740	2,274	5,435
Q3 (Jan-Mar)	1	8	2	1,285	2,795	5,458	
Q4 (Apr-Jun)	7	5	8	1,528	3,068	4,759	
Annual total	16	23	18	7,347	9,017	15,634	

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 were 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)			
# OF SECURITY INCIDENTS BY CATEGORY					
CATEGORY	Q3 FY07 Jan-Mar 07	Q4 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 Oct-Dec 07	
Part I Crimes (Violent)					
Homicide	0	0	0	0	
Rape	0	0	0	0	
Robbery	33	35	46	38	
Aggravated Assault	0	0	7	9	
Part I Crimes (Property)					
Burglary	0	0	0	0	
Larceny/Theft	139	148	141	104	
Motor Vehicle Theft	1	1	1	1	
Arson	0	0	0	0	
Part II Crimes					
Other Assault	51	73	27	36	
Malicious Mischief	9	11	18	21	
Weapons	3	5	1	1	
Sex Offenses	1	2	2	1	
Disorderly Conduct	12	4	2	1	
Drunkenness	0	1	3	5	
Miscellaneous	20	17	Re-assigned to new reporting categories in FY08.		
TOTALS	269	297	248	217	
Other Security Incidents					
Threats	New service standards reporting categories in FY08.		15	22	
Disturbances			17	21	
Graffiti/Vandalism			64	58	
Miscellaneous			37	64	
TOTALS	NA	NA	133	165	

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

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

% OF CUSTOMERS SERVED WITHIN 20 MINUTES			
	FY06	FY07	FY08
Goal	80%	80%	80%
Q1 (Jul-Sep)	41%	94%	97%
Q2 (Oct-Dec)	94%	95%	97%
Q3 (Jan-Mar)	74%	90%	
Q4 (Apr-Jun)	90%	94%	
Annual average	75%	93%	

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

% OF CUSTOMERS SERVED WITHIN 10 MINUTES			
	FY06	FY07	FY08
Goal	80%	80%	80%
Q1 (Jul-Sep)	55%	62%	83%
Q2 (Oct-Dec)	43%	68%	86%
Q3 (Jan-Mar)	48%	71%	
Q4 (Apr-Jun)	59%	71%	
Annual average	50%	68%	

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

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

OF MAINTENANCE/MISCELLANEOUS EMPLOYEE GRIEVANCES

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

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

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Goal	75% in 30 days	75% in 30 days	75% in 30 days	75% in 30 days	75% in 30 days	75% in 45 days	90% in 90 days
Q1 (Jul-Sep)	80%	86%	86%	100%	100%	82%	100%
Q2 (Oct-Dec)	82%	86%	90%	91%	86%	100%	94%
Q3 (Jan-Mar)	100%	93%	91%	93%	80%	100%	
Q4 (Apr-Jun)	93%	88%	75%	83%	100%	100%	
Annual average	89%	88%	86%	92%	92%	96%	

D3 Employee satisfaction **GOAL: Year over year improvement**

ANNUAL EMPLOYEE SURVEY				
Working relationship with supervisor				
	2004	2005	2006	2007
Excellent/Good	63%	72%	71%	Results will be available in the first half of 2008.
Fair/Poor	37%	28%	29%	
Communication within division				
	2004	2005	2006	2007
Excellent/Good	52%	60%	55%	Results will be available in the first half of 2008.
Fair/Poor	48%	40%	45%	
Work effort appreciated by SFMTA management				
	2004	2005	2006	2007
Very/Somewhat Appreciated	52%	59%	57%	Results will be available in the first half of 2008.
Not Very/Not at All Appreciated	43%	34%	35%	
No Answer	5%	7%	8%	
Work effort appreciated by public				
	2004	2005	2006	2007
Very/Somewhat Appreciated	68%	68%	69%	Results will be available in the first half of 2008.
Not Very/Not at All Appreciated	25%	22%	29%	
No Answer	7%	10%	2%	