

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**

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

**LRV**

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

**CABLE CAR**

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

**TROLLEY COACH**

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

**MOTOR COACH**

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

**A1** **Scheduled headway adherence** **GOAL:** >85% of runs within lesser of 30%/10 min of scheduled headway

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

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

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

**SYSTEMWIDE (FY02-F08)**

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

**BY MODE (previous four quarters)**

	<b>LRV</b>	<b>Cable Car</b>	<b>Trolley Coach</b>	<b>Motor Coach</b>
<b>Goal</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>
<b>Q3 FY07 (Jan-Mar 07)</b>	59.5%	55.3%	49.9%	66.0%
<b>Q4 FY07 (Apr-Jun 07)</b>	53.9%	60.1%	52.6%	70.6%
<b>Q1 FY08 (Jul-Sep 07)</b>	60.8%	55.0%	57.4%	70.2%
<b>Q2 FY08 (Oct-Dec 07)</b>	55.1%	61.4%	56.5%	69.1%

**A1 On-time performance and headway adherence by line/route**

**GOAL: >85%**

	<b>OTP Q3 FY07 Jan-Mar 07</b>	<b>OTP Q4 FY07 Apr-Jun 07</b>	<b>OTP Q1 FY08 Jul-Sep 07</b>	<b>OTP Q2 FY08 Oct-Dec 07</b>	<b>OTP 6 Year Avg FY02-07</b>	<b>Headway Q3 FY07 Jan-Mar 07</b>	<b>Headway Q4 FY07 Apr-Jun 07</b>	<b>Headway Q1 FY08 Jul-Sep 07</b>	<b>Headway Q2 FY08 Oct-Dec 07</b>
<b>Measure</b>	<b>% ON-TIME PERFORMANCE (OTP)</b>					<b>% HEADWAY ADHERENCE</b>			
<b>Light Rail</b>									
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%	

	<b>OTP Q3 FY07</b> Jan-Mar 07	<b>OTP Q4 FY07</b> Apr-Jun 07	<b>OTP Q1 FY08</b> Jul-Sep 07	<b>OTP Q2 FY08</b> Oct-Dec 07	<b>OTP 6 Year Avg</b> FY02-07	<b>Headway Q3 FY07</b> Jan-Mar 07	<b>Headway Q4 FY07</b> Apr-Jun 07	<b>Headway Q1 FY08</b> Jul-Sep 07	<b>Headway Q2 FY08</b> Oct-Dec 07
<b>Cable Car</b>									
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%	
<b>Trolley Coach</b>									
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%
<b>Trolley Coach</b>									
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%	
<b>Motor Coach</b>									
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%

	<b>OTP Q3 FY07</b> Jan-Mar 07	<b>OTP Q4 FY07</b> Apr-Jun 07	<b>OTP Q1 FY08</b> Jul-Sep 07	<b>OTP Q2 FY08</b> Oct-Dec 07	<b>OTP 6 Year Avg</b> FY02-07	<b>Headway Q3 FY07</b> Jan-Mar 07	<b>Headway Q4 FY07</b> Apr-Jun 07	<b>Headway Q1 FY08</b> Jul-Sep 07	<b>Headway Q2 FY08</b> Oct-Dec 07
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%	
<b>Motor Coach</b>									
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%

	<b>OTP Q3 FY07</b> Jan-Mar 07	<b>OTP Q4 FY07</b> Apr-Jun 07	<b>OTP Q1 FY08</b> Jul-Sep 07	<b>OTP Q2 FY08</b> Oct-Dec 07	<b>OTP 6 Year Avg</b> FY02-07	<b>Headway Q3 FY07</b> Jan-Mar 07	<b>Headway Q4 FY07</b> Apr-Jun 07	<b>Headway Q1 FY08</b> Jul-Sep 07	<b>Headway Q2 FY08</b> Oct-Dec 07
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)**

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

**BY DIVISION (previous four quarters)**

	<b>LRV Green</b>	<b>Cable Car</b>	<b>Trolley Coach Potrero</b>	<b>Trolley Coach Presidio</b>	<b>Motor Coach Flynn</b>	<b>Motor Coach Kirkland</b>	<b>Motor Coach Woods</b>

	<b>LRV Green</b>	<b>Cable Car</b>	<b>Trolley Coach Potrero</b>	<b>Trolley Coach Presidio</b>	<b>Motor Coach Flynn</b>	<b>Motor Coach Kirkland</b>	<b>Motor Coach Woods</b>
<b>Q3 FY07</b> (Jan-Mar 07)	93.7%	97.4%	93.8%	98.4%	94.8%	94.1%	97.5%
<b>Q4 FY08</b> (Apr-Jun 07)	85.3%	97.1%	88.5%	98.9%	90.4%	94.9%	95.7%
<b>Q1 FY08</b> (Jul-Sep 07)	95.1%	97.3%	92.9%	97.9%	96.2%	94.3%	94.9%
<b>Q2 FY08</b> (Oct-Dec 07)	97.3%	97.6%	96.1%	97.5%	94.0%	95.0%	96.2%

**A2 Equipment available**

**SYSTEMWIDE (FY02-FY08)**

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

**A2 Equipment available continued**

**BY DIVISION (previous four quarters)**

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

**A2 Operators available**

**SYSTEMWIDE (FY02-FY08)**

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

**BY DIVISION** (previous four quarters)

	<b>LRV Green</b>	<b>Cable Car</b>	<b>Trolley Coach Potrero</b>	<b>Trolley Coach Presidio</b>	<b>Motor Coach Flynn</b>	<b>Motor Coach Kirkland</b>	<b>Motor Coach Woods</b>
<b>Q3 FY07</b> (Jan-Mar 07)	93.7%	97.5%	93.8%	98.5%	95.0%	94.3%	97.6%
<b>Q4 FY07</b> (Apr-Jun 07)	85.4%	97.1%	88.5%	98.9%	90.5%	94.9%	95.9%
<b>Q1 FY08</b> (Jul-Sep 07)	95.1%	97.4%	92.9%	98.0%	96.2%	94.3%	95.6%
<b>Q2 FY08</b> (Oct-Dec 07)	97.3%	97.6%	96.1%	97.5%	94.0%	95.0%	96.2%

**A2** **Late pull-outs:** % of scheduled/executed runs that were late **GOAL: <1.5%**

**SYSTEMWIDE** (FY02-FY08)

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

**A2** **Late pull-outs** continued

**BY DIVISION** (previous four quarters)



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

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

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

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

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

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

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

**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
<b>Total Pass-Ups</b>	0	15	2	12
<b>Total Checks</b>	27	557	462	405

	<b>Q3 FY07</b> Jan-Mar 07	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07
<b>Total % Pass-Ups</b>	0.00%	2.69%	0.43%	2.96%

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

**PASS-UPS BY LINE/ROUTE** (previous four quarters)

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

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

**A4** Load factors continued

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

**LOAD FACTOR BY LINE**

	<b>Q3 FY07</b> Jan-Mar 07	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07	<b>6 Yr Avg</b> FY02-FY07
<b>Light Rail</b>					
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%
<b>Cable Car</b>					
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%
<b>Trolley Coach</b>					
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%

	<b>Q3 FY07</b> Jan-Mar 07	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07	<b>6 Yr Avg</b> FY02-FY07
30 Stockton					89.3%
24 Divisadero		66.1%	64.1%		55.6%
30 Stockton		62.3%	55.1%	89.9%	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%
<b>Motor Coach</b>					
1AX California 'A' Exp		70.8%	76.4%		74.6%
1BX California 'B' Exp			64.6%		71.7%
2 Clement				63.5%	66.7%
9 San Bruno	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%

	<b>Q3 FY07</b> Jan-Mar 07	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> Oct-Dec 07	<b>6 Yr Avg</b> FY02-FY07
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%
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)**

		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>		<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>99.0%</b>
<b>Q1</b> Jul-Sep	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%
<b>Q2</b> 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%
<b>Q3</b> 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%	
<b>Q4</b> 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%	
<b>Annual average</b>	<b>AM</b>	<b>98.8%</b>	<b>99.6%</b>	<b>99.3%</b>	<b>98.8%</b>	<b>98.4%</b>	<b>99.1%</b>	
	<b>PM</b>	<b>98.8%</b>	<b>99.4%</b>	<b>99.0%</b>	<b>97.9%</b>	<b>98.2%</b>	<b>99.1%</b>	

**BY DIVISION** (previous four quarters)

		<b>Rail Green LRV</b>	<b>Rail F Market</b>	<b>Rail Cable Car</b>	<b>Trolley Coach Potrero</b>	<b>Trolley Coach Presidio</b>	<b>Motor Coach Flynn</b>	<b>Motor Coach Kirkland</b>	<b>Motor Coach Woods</b>
<b>Goal</b>		<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>
<b>Q3 FY07</b> 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%
<b>Q4</b> 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%
<b>Q1 FY08</b> 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
<b>Goal</b>		<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>
<b>Q2 FY08</b> 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.

	Absences FY03	Absences FY04	Absences FY05	Absences FY06	Absences FY07	Absences FY08	5 Yr Avg FY03-FY07	Absences Q3 FY07 Jan-Mar 07	Absences Q4 FY07 Apr-Jun 07	Absences Q1 FY08 Jul-Sep 07	Absences Q2 FY08 Oct-Dec 07	FY08 Goal
<b>MUNICIPAL RAILWAY</b>												
Admin	5.0%	5.0%	5.3%	5.2%	5.8%		5.1%	6.1%	5.8%	5.6%	5.4%	<b>5.5%</b>
Maintenance	6.2%	6.5%	7.2%	6.5%	7.4%		6.6%	7.5%	7.1%	6.9%	7.1%	<b>7.0%</b>
Operations	7.2%	7.4%	6.5%	6.6%	7.3%		6.9%	6.7%	7.2%	8.3%	7.8%	<b>6.9%</b>
Transit Operators	11.1%	10.3%	10.8%	11.9%	10.9%		11.0%	11.0%	10.3%	10.4%	11.4%	<b>10.7%</b>
<b>PARKING AND TRAFFIC</b>												
Admin	4.8%	5.2%	5.2%	4.3%	4.2%		4.7%	4.2%	2.7%	1.2%	3.2%	<b>4.0%</b>
Citations	N/A	N/A	N/A	13.8%	7.8%		N/A	8.4%	10.3%	9.2%	7.6%	<b>7.4%</b>
Crossing Guards	N/A	N/A	N/A	N/A	N/A		N/A	N/A	N/A	4.1%	6.5%	<b>N/A</b>
Enforcement	17.6%	15.7%	17.1%	15.7%	16.5%		16.5%	17.4%	14.5%	15.8%	14.8%	<b>15.7%</b>
Engineering	5.8%	4.9%	6.6%	6.8%	5.8%		6.0%	5.4%	6.4%	4.7%	3.5%	<b>5.5%</b>
Shops	9.8%	10.1%	8.8%	10.1%	11.7%		10.1%	13.3%	7.6%	7.5%	10.0%	<b>11.1%</b>

**TRANSIT OPERATORS - UNSCHEDULED ABSENCES BY DIVISION**

	Rail Green	Rail Cable Car*	Trolley Coach Potrero	Trolley Coach Presidio	Motor Coach Flynn	Motor Coach Kirkland	Motor Coach Woods
<b>Q1 FY08</b> Jul-Sep 07	12.1%	9.7%	10.6%	8.7%	10.8%	8.8%	11.6%
<b>Q2 FY08</b> Oct-Dec 07	12.1%	9.1%	10.8%	10.0%	13.7%	11.1%	12.3%

\*Includes conductors and gripmen.

**A7 Mean distance between failure (MBDF) 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.

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

**A8 Vacancy rate for service critical positions**

**GOAL: <5%**

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

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

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

**VACANCY RATE (FY02-FY08)**

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



	FY02	FY03	FY04	FY05	FY06	FY07	FY08
<b>Q4</b> (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
<b>Transit Operators</b>	2,036	0.0%	0.0%	0.0%	0.0%	<b>5%</b>
<b>Crafts</b>	929	7.0%	7.0%	6.6%	5.7%	<b>5%</b>
<b>Maintenance</b>	266	8.6%	8.6%	6.0%	6.0%	<b>5%</b>

**A9 Traffic and parking control requests: % investigated and responded to within 90 days** **GOAL: >82%**

**Purpose:** To measure responsiveness to the public.

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

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

**RESPONSE RATE**

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

**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**

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

**A11 Parking meter malfunction reports: % responded to within 48 hours**

**GOAL: >85%**

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

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

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

**RESPONSE RATE**

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

**A12 Hazardous traffic sign reports: % responded to and repaired within 24 hours**

**GOAL: >98%**

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

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

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

**RESPONSE RATE**

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

**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**

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

**A14 Traffic lane lines, bus zones, and crosswalks: % 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
<i>Goal</i>	9%	10%	10%	10%	10%
<b>Q1 (Jul-Sep)</b>	<b>11%</b>	<b>18%</b>	<b>13.9%</b>	<b>10.9%</b>	<b>18.6%</b>
<b>Q2 (Oct-Dec)</b>	<b>13%</b>	<b>10%</b>	<b>13.1%</b>	<b>9.9%</b>	<b>15.6%</b>
<b>Q3 (Jan-Mar)</b>	<b>10%</b>	<b>13%</b>	<b>8.4%</b>	<b>20.3%</b>	
<b>Q4 (Apr-Jun)</b>	<b>10%</b>	<b>21%</b>	<b>13.5%</b>	<b>12.0%</b>	
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
<b>Goal</b>	<b>2% increase to 239,611</b>	<b>224,000</b>	<b>224,000</b>	<b>1.5% increase to 218,979</b>	<b>1.5% increase to 220,172</b>	<b>1.5% increase to 214,011</b>	<b>1.5% increase to 209,556*</b>
<b>Motor Coach</b>	92,259	90,881	87,472	88,209	90,630	90,303	Results will be available in Autumn 2008.
<b>Trolley Coach</b>	73,968	74,399	75,216	74,941	69,065	67,297	
<b>Light Rail</b>	44,976	42,896	45,187	46,803	43,679	41,737	
<b>Cable Car</b>	7,258	7,419	7,869	6,966	7,475	7,122	
<b>Annual Total</b>	<b>218,462</b>	<b>215,595</b>	<b>215,744</b>	<b>216,918</b>	<b>210,848</b>	<b>206,459</b>	

\*FY07 ridership statistics may be understated, as sampling was weighted toward the period of system instability following the T-Third service launch. Recent ridership counts indicate an increase in ridership during the current fiscal year, in part due to service changes put into effect on June 30, 2007.

**B2 Fare revenue** **GOAL: 1.5% increase to \$145,053,000**

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

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

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

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

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

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

**AVERAGE FARE**

	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
<b>Total Hourly Rate</b>	<b>\$141.91</b>	<b>\$149.85</b>	<b>\$161.97</b>

**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

<b>Total Hourly Rate</b>	<b>\$187.94</b>	<b>\$190.92</b>	<b>\$216.08</b>
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**CABLE CAR COST PER HOUR**

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

**TROLLEY COACH COST PER HOUR**

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

**MOTOR COACH COST PER HOUR**

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

**COST PER PASSENGER MILE**

	<b>FY06</b> Operating expenses <i>(in \$000s)</i>	<b>FY06</b> Passenger miles <i>(in 000s)</i>	<b>FY06</b> Cost per passenger mile	<b>FY07</b> Operating expenses <i>(in \$000s)</i>	<b>FY07</b> Passenger miles <i>(in 000s)</i>	<b>FY07</b> Cost per passenger mile

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

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

	FY07 # of passenger boardings	FY07 Revenue service hours	FY07 Boardings per revenue	FY07 Operating expenses	FY07 # of passenger boardings	FY07 Operating expense per
Light Rail	<b>41,737</b>	<b>572</b>	<b>73</b>	<b>\$123,618</b>	<b>41,737</b>	<b>\$2.96</b>
Cable Car	<b>7,122</b>	<b>143</b>	<b>50</b>	<b>\$44,014</b>	<b>7,122</b>	<b>\$6.18</b>
Trolley Coach	<b>67,297</b>	<b>937</b>	<b>72</b>	<b>\$122,598</b>	<b>67,297</b>	<b>\$1.82</b>
Motor Coach	<b>90,303</b>	<b>1,376</b>	<b>66</b>	<b>\$200,186</b>	<b>90,303</b>	<b>\$2.22</b>
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
<b>Excellent/Good</b>	65%	53%	Results will be available in the first half of 2008.
<b>Fair/Poor</b>	35%	47%	

**Operator Helpfulness**

	2005	2006	2007



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

**Communication with Riders**

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

**Vehicle Cleanliness**

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

**VEHICLE CLEANLINESS: QUARTERLY FLEET ASSESSMENT RESULTS**

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

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1 (Jul-Sep)</b>	3,009	3,650	2,848	2,620	3,648	4,086	8,862

<b>Q2</b> (Oct-Dec)	3,881	3,167	2,568	2,824	3,745	3,705	8,186
<b>Q3</b> (Jan-Mar)	3,440	3,056	2,577	3,230	3,783	3,875	
<b>Q4</b> (Apr-Jun)	3,043	3,116	2,378	2,991	3,979	8,953	
<b>Annual total</b>	<b>13,373</b>	<b>12,989</b>	<b>10,371</b>	<b>11,665</b>	<b>15,155</b>	<b>20,619</b>	

**PASSENGER SERVICE REPORTS BY TYPE (PSRs)**

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

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

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

\*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)**

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

**# OF TRAINING HOURS BY TYPE (previous four quarters)**

<b>Training Type</b>	<b>Q3 FY07</b> Jan-Mar 07	<b>Q4 FY07</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2 FY08</b> 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 &amp; 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
<b>Goal</b>	<b>2,891</b>	<b>2,767</b>	<b>2,818</b>	<b>2,826</b>	<b>2,315</b>	<b>2,286</b>	<b>2,172</b>
<b>Q1</b> (Jul-Sep)	749	883	805	687	596	731	709
<b>Q2</b> (Oct-Dec)	697	797	801	596	603	636	709
<b>Q3</b> (Jan-Mar)	736	682	771	579	673	582	
<b>Q4</b> (Apr-Jun)	731	604	598	575	638	634	
<b>Annual total</b>	<b>2,913</b>	<b>2,966</b>	<b>2,975</b>	<b>2,437</b>	<b>2,510</b>	<b>2,583</b>	

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

	Collisions <i>[fatalities]</i>	Passenger accidents <i>On Board</i>	Passenger accidents <i>Stations</i>	Dewirements	Derailments
<b>Q3 FY07</b> (Jan-Mar 07)	359 [2]	180	18	19	6
<b>Q4 FY07</b> (Apr-Jun 07)	381 [1]	179	31	37	6
<b>Q1 FY08</b> (Jul-Sep 07)	431 [2]	215	35	21	7
<b>Q2 FY08</b> (Oct-Dec 07)	442 [2]	198	37	24	8

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

	Collisions <i>Bus</i>	Collisions <i>Rail</i>	Passenger Accidents <i>Bus</i>	Passenger Accidents <i>Rail</i>
<b>Q1 FY07</b> (Jul-Sep 06)	7.27	4.70	3.61	2.81

<b>Q2 FY07</b> (Oct-Dec 06)	6.84	2.80	2.81	2.59
<b>Q1 FY08</b> (Jul-Sep 07)	6.71	4.37	3.01	2.98
<b>Q2 FY08</b> (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**

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

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

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

**# OF FARE EVASIONS**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	5	6	4	2,476	1,414	3,143	6,701
<b>Q2</b> (Oct-Dec)	3	4	4	2,058	1,740	2,274	5,435

<b>Q3</b> (Jan-Mar)	1	8	2	1,285	2,795	5,458	
<b>Q4</b> (Apr-Jun)	7	5	8	1,528	3,068	4,759	
<b>Annual total</b>	<b>16</b>	<b>23</b>	<b>18</b>	<b>7,347</b>	<b>9,017</b>	<b>15,634</b>	

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

**# OF SECURITY INCIDENTS BY CATEGORY**

<b>CATEGORY</b>	<b>Q3 FY07</b> Jan-Mar 07	<b>Q4</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2</b> Oct-Dec 07
<b>Part I Crimes (Violent)</b>				
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	33	35	46	38
Aggravated Assault	0	0	7	9
<b>Part I Crimes (Property)</b>				
Burglary	0	0	0	0
Larceny/Theft	139	148	141	104
Motor Vehicle Theft	1	1	1	1
Arson	0	0	0	0
<b>Part II Crimes</b>				
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.	
<b>TOTALS</b>	<b>269</b>	<b>297</b>	<b>248</b>	<b>217</b>

<b>Other Security Incidents</b>	<b>Q3 FY07</b> Jan-Mar 07	<b>Q4</b> Apr-Jun 07	<b>Q1 FY08</b> Jul-Sep 07	<b>Q2</b> Oct-Dec 07
Threats			15	22
Disturbances			17	21

Graffiti/Vandalism			64	58
Miscellaneous			37	64
<b>TOTALS</b>	<b>NA</b>	<b>NA</b>	<b>133</b>	<b>165</b>

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

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

**Purpose:** To abate quality of life nuisances and hazards associated with abandoned automobiles.  
**Definition:** Measures response time from receipt of complaint by Security and Enforcement’s Abandoned Auto Detail to vehicle being marked for removal.  
**Method:** The Detail maintains a manual log of complaints received and resolution. Staff compiles the information and generates a report.

**RESPONSE RATE**

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

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

**Purpose:** To provide a high level of customer service at our customer service center.  
**Definition:** Percent of customers receiving service from the window clerk within 20 minutes of arrival.  
**Method:** Staff utilizes a card system to track and record customer waiting times.

**AVERAGE WAIT TIME**

	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	46 min	7 min	6 min
<b>Q2</b> (Oct-Dec)	11 min	7 min	6 min
<b>Q3</b> (Jan-Mar)	12 min	8 min	

<b>Q4</b> (Apr-Jun)	9 min	6 min	
<b>Annual average</b>	<b>20 min</b>	<b>7 min</b>	

**% OF CUSTOMERS SERVED WITHIN 20 MINUTES**

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

**C8 Administrative citation hearing customers: % served within 10 minutes** **GOAL: >80%**

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

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

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

**AVERAGE WAIT TIME**

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

**% OF CUSTOMERS SERVED WITHIN 10 MINUTES**

	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Goal</b>	<b>80%</b>	<b>80%</b>	<b>80%</b>
<b>Q1</b> (Jul-Sep)	55%	62%	83%



<b>Q2</b> (Oct-Dec)	43%	68%	86%
<b>Q3</b> (Jan-Mar)	48%	71%	
<b>Q4</b> (Apr-Jun)	59%	71%	
<b>Annual average</b>	<b>50%</b>	<b>68%</b>	

**C9 Residential parking permit renewals: % of applications returned to residents within 21 days** **GOAL: >95%**

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

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

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

**RESPONSE RATE**

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

D Employee Satisfaction

**D1 Grievances**

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

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

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

**# OF TRANSIT OPERATOR GRIEVANCES**

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

**# OF MAINTENANCE/MISCELLANEOUS EMPLOYEE GRIEVANCES**

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

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

**GOAL:** >90%

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

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

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

**RESOLUTION RATE**

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

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

**ANNUAL EMPLOYEE SURVEY**

**Working relationship with supervisor**

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

**Communication within division**

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

**Work effort appreciated by SFMTA management**

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

**Work effort appreciated by public**

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