



















































Quarterly - FY09 Q2	Page	Primary Strategic Goal	Goal	FY09 Q2 Performance	Trend
SEE KEY ON PAGE 3					
A1 On-Time Performance Customer Observed Schedule Adherence	4	2	>85%		
A1 On-Time Performance Headway Adherence	5	2	>85%		
A2 Service Delivery Scheduled Service Hours Delivered	6	2	>98.5%		
A2 Service Delivery AM/PM Peak Vehicle Availability (Systemwide)	7	2	>99%		
A2 Service Delivery Operator Availability	10	2	NA	NA	
A2 Service Delivery Late Pull-Outs	11	2	<1.5%		
A3 Load Factors % of Runs Exceeding Maximum Load During Peak Periods	12	1	Baseline to be established	NA	
A4 Unscheduled Absences Muni, Other SFMTA	13	2	varies	see body of report	
A5 Mean Distance Between Failure Bus, Rail	15	2	varies	see body of report	
A6 Vacancy Rates for Service Critical Positions Transit Operators, Crafts, Maintenance	17	5	<5%		
A7 Traffic and Parking Control Requests % Addressed Within 90 Days	18	1	>82%		
A8 Color Curb Applications % Addressed Within 30 Days	19	3	>90%		
A9 Parking Meter Malfunction Reports % Addressed Within 48 Hours	20	4	>85%		
A10 Hazardous Traffic Sign Reports % Addressed Within 24 Hours	21	1	>98%		
A11 Hazardous Traffic Signal Reports % Addressed Within Two Hours	22	1	>92%		
A12 Traffic Lane Lines, Bus Zones and Crosswalks % of Network Maintained Annually	23	1	>12%		
A13 Productivity Average # of Boardings per Service Hour	24	4	NA	NA	NA
A14 Pedestrian Safety # of Intersections Equipped with Countdown Signals	24	1	>776	NA	NA

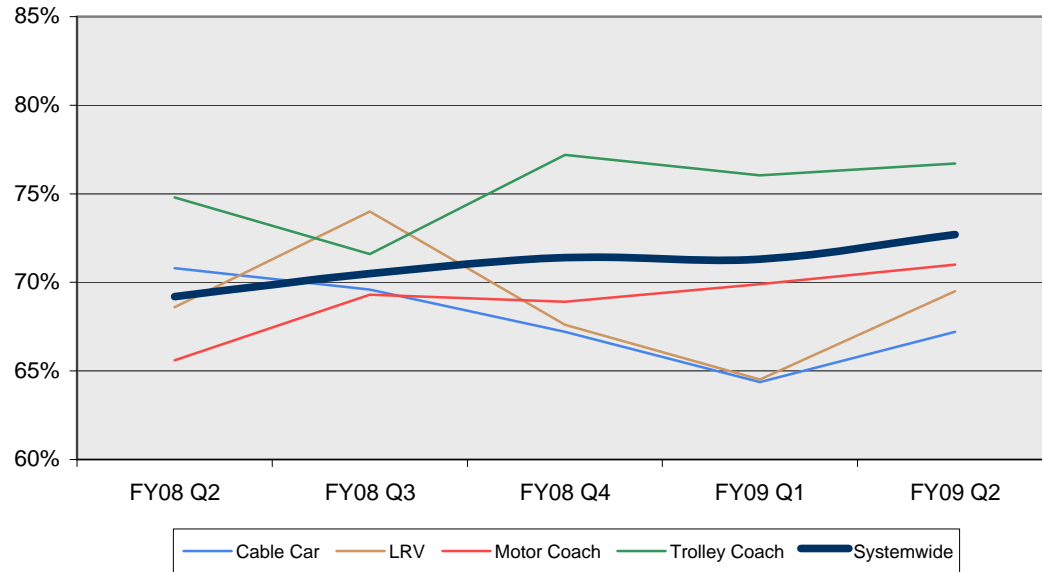
Quarterly - FY09 Q2	Page	Primary Strategic Goal	Goal	FY09 Q2 Performance	Trend
SEE KEY ON PAGE 3					
A15 Bicycle Network Usage Counts at Key Locations	25	2	pending baseline	NA	NA
A16 Congestion Management Level of Service on Principal Arterials	25	2	NA	NA	NA
A17 Sustainability % of Trips by More Sustainable Modes	26	1	pending baseline	NA	NA
B1 Ridership Customers Carried	27	2	>223,254,000		
B2 Revenue By Source	28	4	varies		
B3 Farebox Performance Average Fare (based on unlinked trips)	29	4	NA	NA	NA
B4 Cost Efficiency Fully Allocated Service Cost by Mode	29	4	NA	NA	NA
B5 Cost Effectiveness Operating Expense per Boarding	30	4	NA	NA	NA
C1 Customer Perceptions Muni	31	3	>5% improvement	see body of report	
C1 Customer Perceptions Other SFMTA Services	31	3	varies	NA	NA
C2 Customer Feedback Received Muni	32	3	NA	NA	NA
C2 Operator Complaint Resolution Rate % of Complaints Resolved Within 30 Days	33	3	>75%		
C3 Operator Training # of Training Hours	34	5	>50,000 hours		
C3 Operator Training % of Operators Receiving Revised Customer Service Training	35	5	>50%	NA	NA
C4 Safety Accidents per 100,000 miles (Bus, Rail)	36	1	NA	see body of report	
C5 Safety Collisions Involving Bicyclists and Pedestrians (Citywide)	38	1	NA	see body of report	
C6 Security Incidents # of SFPD Reported Crimes, Fare Evasions and Other Incidents	39	1	<225 crimes per quarter		
C7 Abandoned Automobile Reports % Responded to Within 48 Hours	40	3	100%		

Quarterly - FY09 Q2	Page	Primary Strategic Goal	Goal	FY09 Q2 Performance	Trend
C8 Walk-in Citation and Residential Parking Permit Customers % Served Within 15 Minutes	41	3	>82%		
C9 Administrative Citation Hearing Customers % Served Within 10 Minutes	42	3	>82%		
C10 Mail-in Residential Parking Permit Renewals % Processed Within 21 Days	43	3	>95%		
D1 Grievances # of Transit Operator and Miscellaneous Employee Grievances	44	5	NA	NA	NA
D1 Grievances # Grievances per 1,000 Employees	44	5	pending baseline	NA	NA
D2 Grievance Resolution Rate % of Operator Grievances Resolved Within 90 Days	45	5	>90%		
D3 EEO Complaints # Received	46	5	pending baseline	NA	NA
D4 Employee Satisfaction All SFMTA Employees	47	5	>5% year over year	see body of report	
Line/Route Detail	48	NA			
Feedback Detail	51	NA			
Security Incident Detail	55	NA			
Service Standards Reference Sheet	56	NA			

Key

At or above goal, positive trend		Goal 1	Customer Focus
Slightly below goal, insignificant quarter over quarter movement		Goal 2	System Performance
Below goal, negative trend		Goal 3	External Affairs - Community Relations
Standard or methodology recently modified - trend not relevant		Goal 4	Financial Capacity
		Goal 5	SFMTA Workforce
		Goal 6	Information Technology

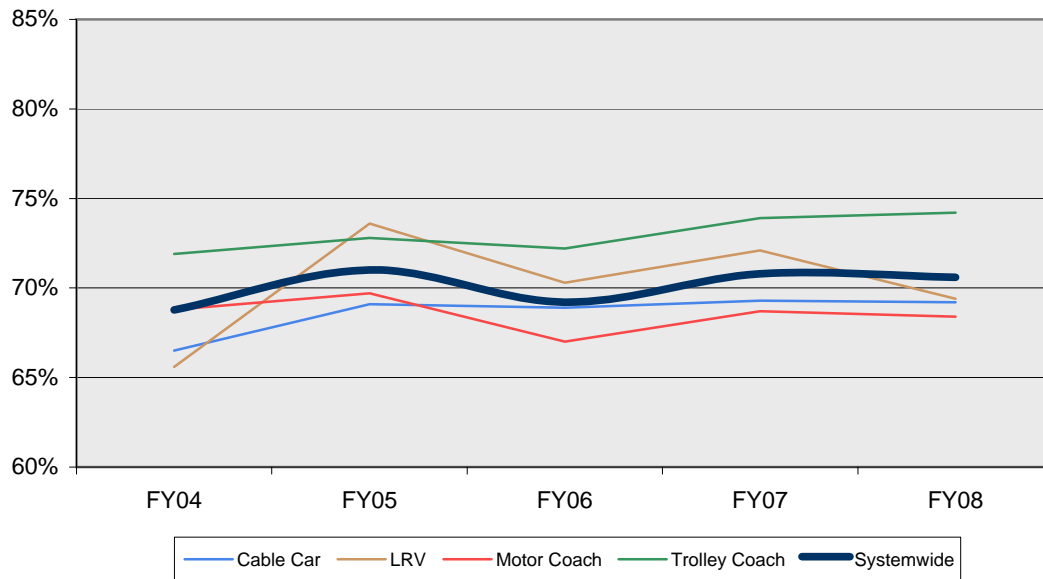
Quarterly - FY09 Q2 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Schedule Adherence



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY08 Q2	70.8%	68.6%	65.6%	74.8%	69.2%
FY08 Q3	69.6%	74.0%	69.3%	71.6%	70.5%
FY08 Q4	67.2%	67.6%	68.9%	77.2%	71.4%
FY09 Q1	64.4%	64.5%	69.9%	76.0%	71.3%
FY09 Q2	67.2%	69.5%	71.0%	76.7%	72.7%
FY09 Goal	85.0%	85.0%	85.0%	85.0%	85.0%

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

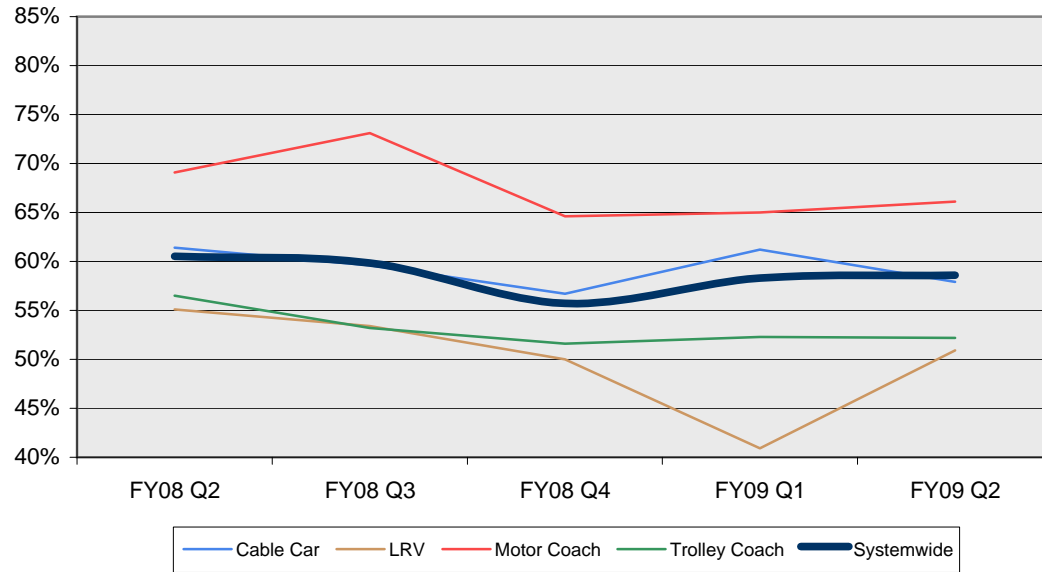
Annual - FY08 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Schedule Adherence



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY04	66.5%	65.6%	68.8%	71.9%	68.8%
FY05	69.1%	73.6%	69.7%	72.8%	71.0%
FY06	68.9%	70.3%	67.0%	72.2%	69.2%
FY07	69.3%	72.1%	68.7%	73.9%	70.8%
FY08	69.2%	69.4%	68.4%	74.2%	70.6%
FY08 Goal	85.0%	85.0%	85.0%	85.0%	85.0%

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

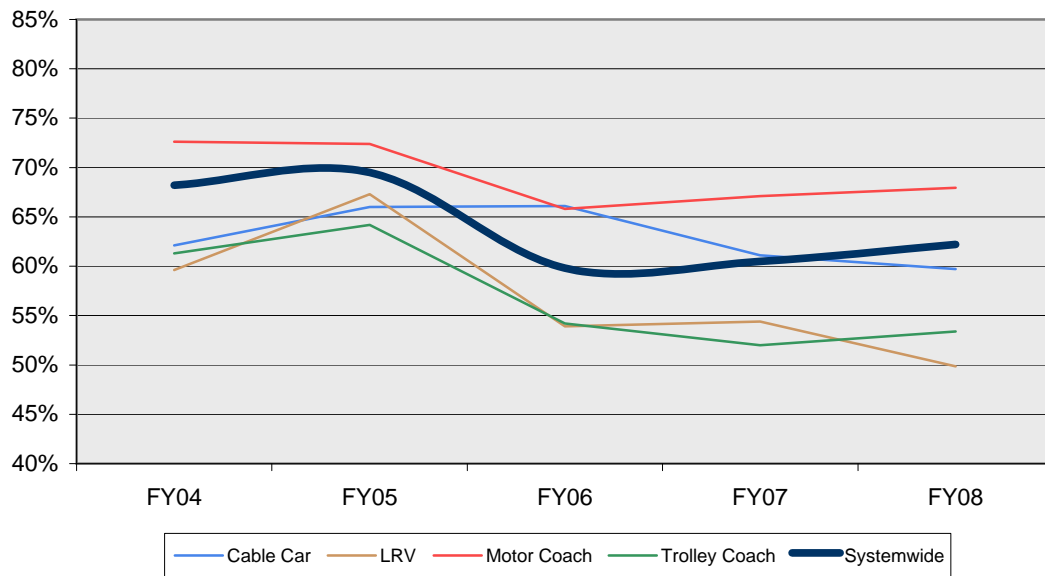
Quarterly - FY09 Q2 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Headway Adherence



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY08 Q2	61.4%	55.1%	69.1%	56.5%	60.5%
FY08 Q3	59.6%	53.4%	73.1%	53.2%	59.8%
FY08 Q4	56.7%	50.0%	64.6%	51.6%	55.7%
FY09 Q1	61.2%	40.9%	65.0%	52.3%	58.3%
FY09 Q2	57.9%	50.9%	66.1%	52.2%	58.6%
FY09 Goal	85.0%	85.0%	85.0%	85.0%	85.0%

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

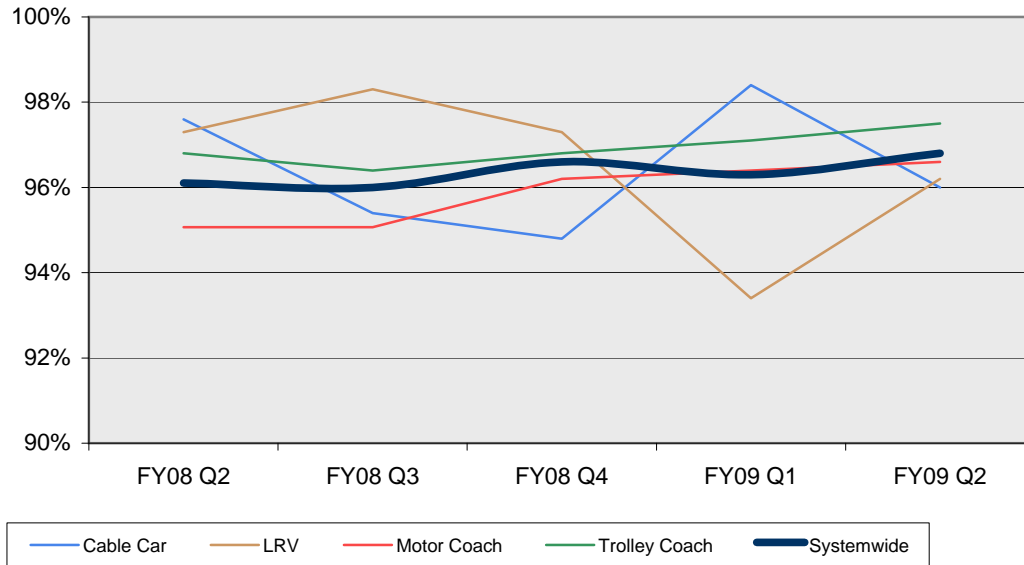
Annual - FY08 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Headway Adherence



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY04	62.1%	59.6%	72.6%	61.3%	68.2%
FY05	66.0%	67.3%	72.4%	64.2%	69.5%
FY06	66.1%	53.9%	65.8%	54.2%	59.8%
FY07	61.1%	54.4%	67.1%	52.0%	60.5%
FY08	59.7%	49.9%	68.0%	53.4%	62.2%
FY08 Goal	85.0%	85.0%	85.0%	85.0%	85.0%

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

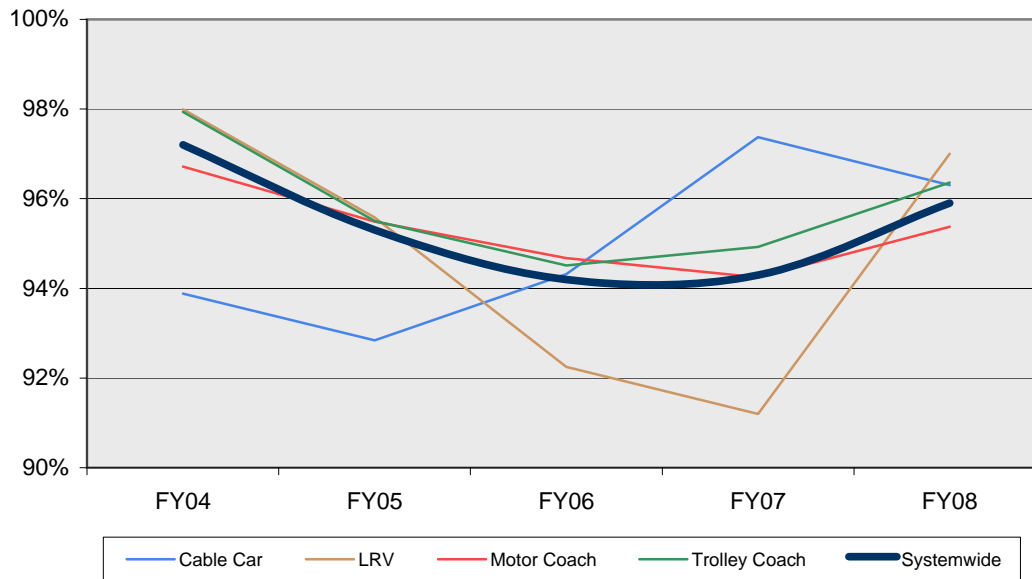
Quarterly - FY09 Q2 **Goal: >98.5%** **Goal achieved?** ■ **Trend?** ■ Scheduled Service Hours Delivered



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY08 Q2	97.6%	97.3%	95.1%	96.8%	96.1%
FY08 Q3	95.4%	98.3%	95.1%	96.4%	96.0%
FY08 Q4	94.8%	97.3%	96.2%	96.8%	96.6%
FY09 Q1	98.4%	93.4%	96.4%	97.1%	96.3%
FY09 Q2	96.0%	96.2%	96.6%	97.5%	96.8%
FY09 Goal	98.5%	98.5%	98.5%	98.5%	98.5%

Notes
 Divisional Performance: Cable Car 98.4%, Green 93.4%, Flynn 94.3%, Kirkland 97.1%, Woods 97.2%, Potrero 96.2%, Presidio 98.1%

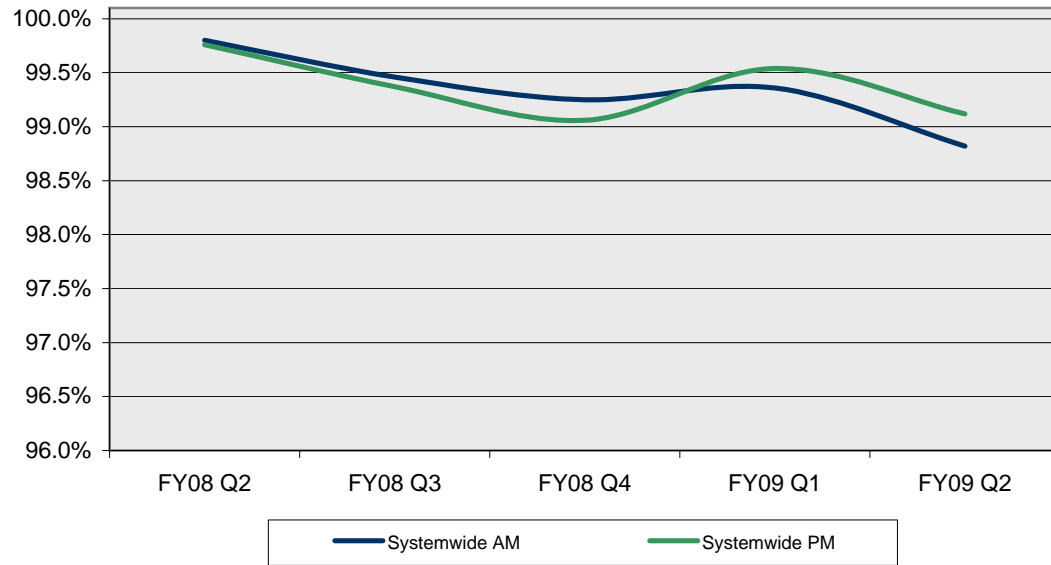
Annual - FY08 **Goal: >98.5%** **Goal achieved?** ■ **Trend?** ■ Scheduled Service Hours Delivered



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY04	93.9%	98.0%	96.7%	97.9%	97.2%
FY05	92.8%	95.6%	95.5%	95.5%	95.3%
FY06	94.3%	92.3%	94.7%	94.5%	94.2%
FY07	97.4%	91.2%	94.3%	94.9%	94.3%
FY08	96.3%	97.0%	95.4%	96.4%	95.9%
FY08 Goal	98.5%	98.5%	98.5%	98.5%	98.5%

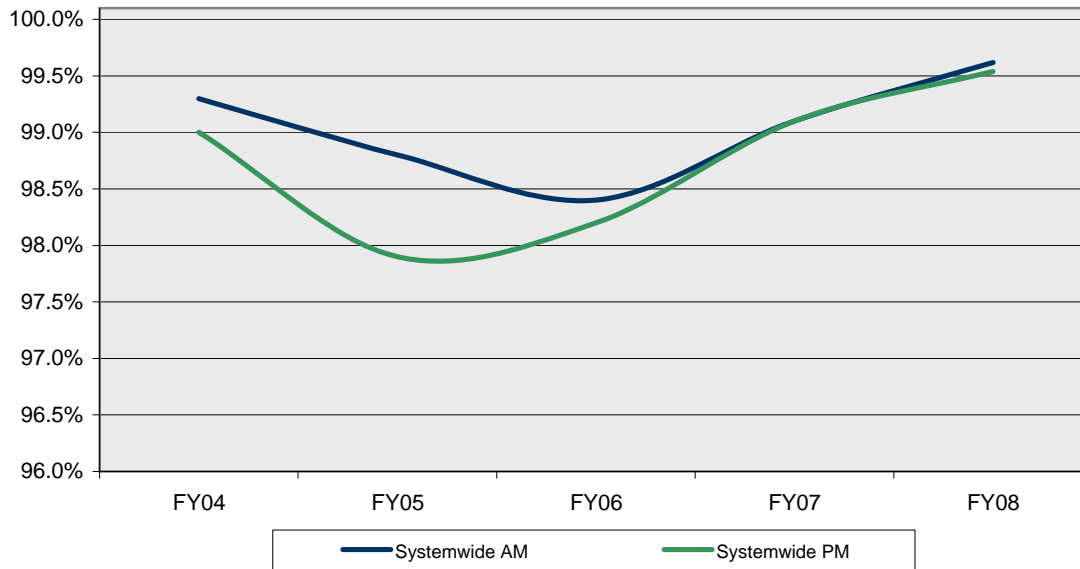
Notes

Quarterly - FY09 Q2 **Goal: >99%** **Goal achieved?** ■ **Trend?** ■ AM/PM Vehicle Availability



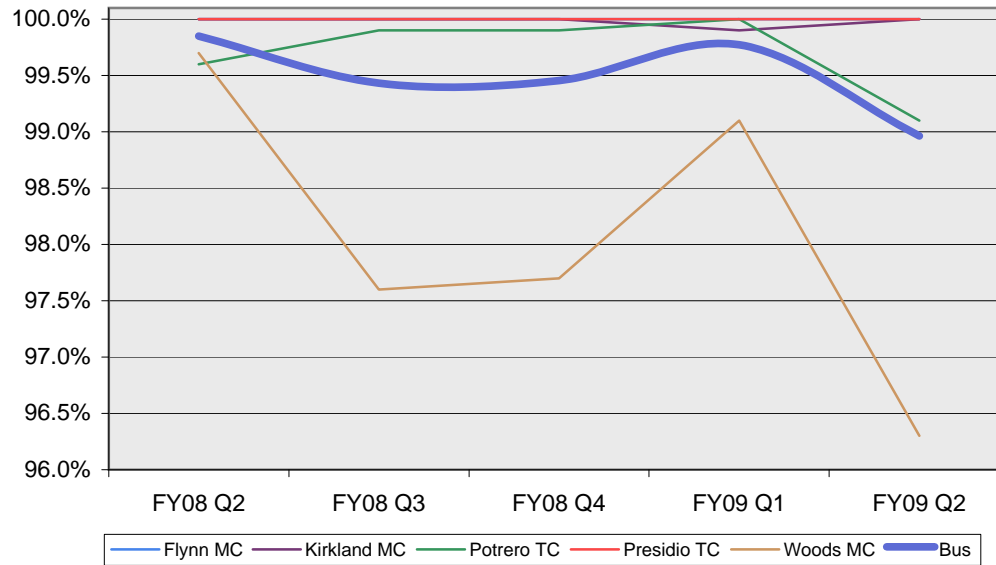
Reporting Period	Systemwide AM	Systemwide PM
FY08 Q2	99.80%	99.76%
FY08 Q3	99.46%	99.37%
FY08 Q4	99.25%	99.06%
FY09 Q1	99.36%	99.54%
FY09 Q2	98.82%	99.12%
<i>FY09 Goal</i>	<i>99.00%</i>	<i>99.00%</i>
Notes		

Annual - FY08 **Goal: >99%** **Goal achieved?** ■ **Trend?** ■ AM/PM Vehicle Availability



Reporting Period	Systemwide AM	Systemwide PM
FY04	99.30%	99.00%
FY05	98.80%	97.90%
FY06	98.40%	98.20%
FY07	99.10%	99.10%
FY08	99.62%	99.54%
<i>FY08 Goal</i>	<i>99.00%</i>	<i>99.00%</i>
Notes		
A5 in FY08.		

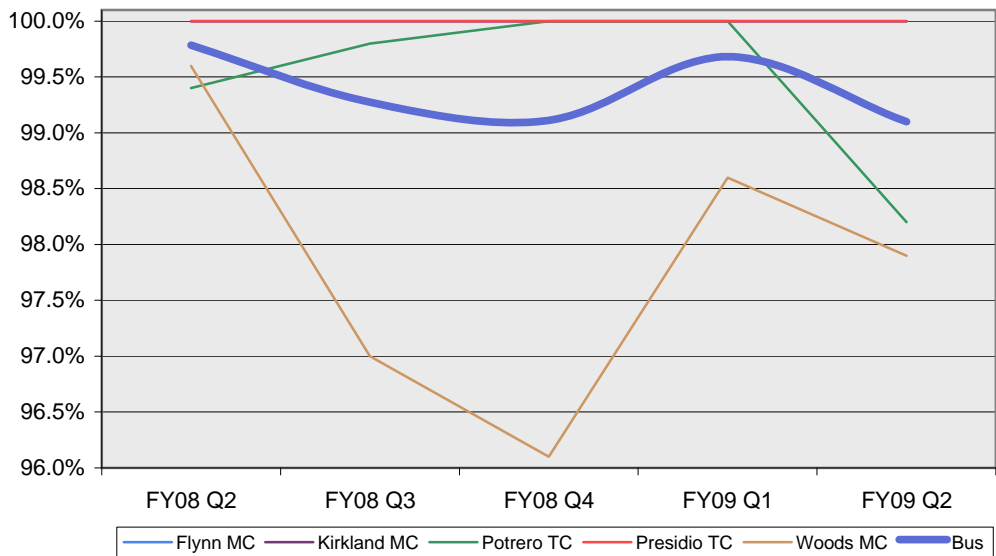
Quarterly - FY09 Q2 **Goal: >99%** **Goal achieved?** **Trend?** **AM Vehicle Availability**



Reporting Period	Flynn MC	Kirkland MC	Potrero TC	Presidio TC	Woods MC	Bus
FY08 Q2	100.0%	100.0%	99.6%	100.0%	99.7%	99.8%
FY08 Q3	100.0%	100.0%	99.9%	100.0%	97.6%	99.4%
FY08 Q4	100.0%	100.0%	99.9%	100.0%	97.7%	99.5%
FY09 Q1	100.0%	99.9%	100.0%	100.0%	99.1%	99.8%
FY09 Q2	100.0%	100.0%	99.1%	100.0%	96.3%	99.0%
FY09 Goal	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

Notes
 MC: Motor Coach, TC: Trolley Coach

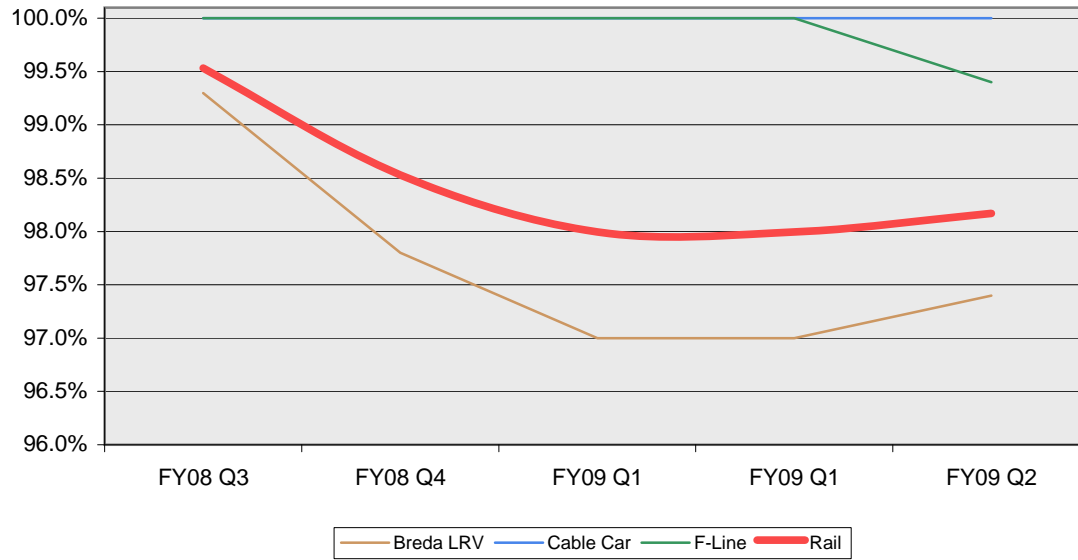
Quarterly - FY09 Q2 **Goal: >99%** **Goal achieved?** **Trend?** **PM Vehicle Availability**



Reporting Period	Flynn MC	Kirkland MC	Potrero TC	Presidio TC	Woods MC	Bus
FY08 Q2	100.0%	100.0%	99.4%	100.0%	99.6%	99.8%
FY08 Q3	100.0%	100.0%	99.8%	100.0%	97.0%	99.3%
FY08 Q4	100.0%	100.0%	100.0%	100.0%	96.1%	99.1%
FY09 Q1	100.0%	100.0%	100.0%	100.0%	98.6%	99.7%
FY09 Q2	100.0%	100.0%	98.2%	100.0%	97.9%	99.1%
FY09 Goal	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

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

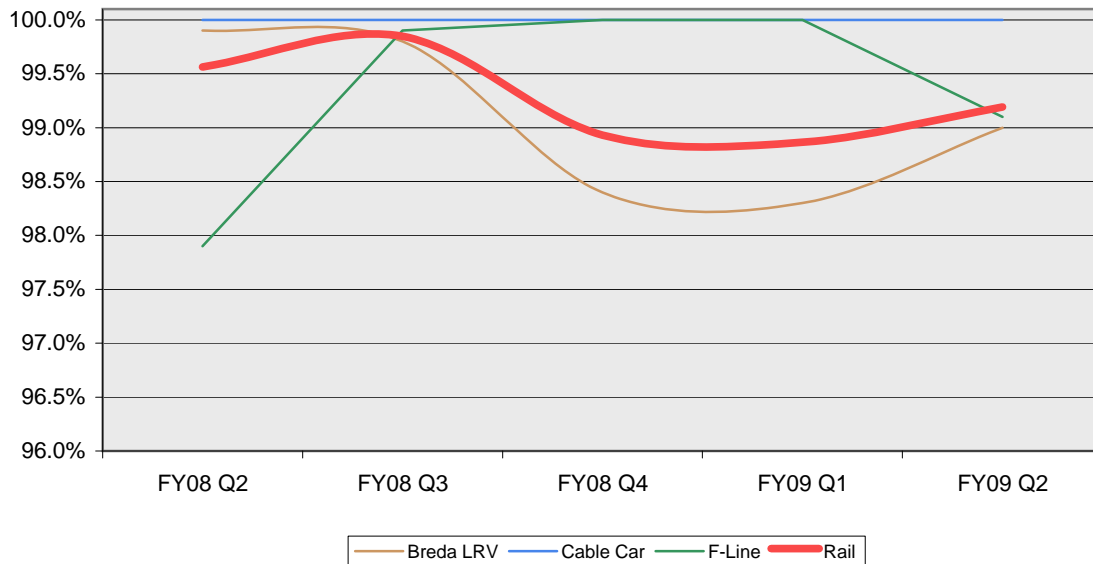
Quarterly - FY09 Q2 **Goal: >99%** **Goal achieved?** ■ **Trend?** ■ **AM Vehicle Availability**



Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY08 Q3	99.3%	100.0%	100.0%	99.5%
FY08 Q4	97.8%	100.0%	100.0%	98.5%
FY09 Q1	97.0%	100.0%	100.0%	98.0%
FY09 Q1	97.0%	100.0%	100.0%	98.0%
FY09 Q2	97.4%	100.0%	99.4%	98.2%
FY09 Goal	99.0%	99.0%	99.0%	99.0%

Notes

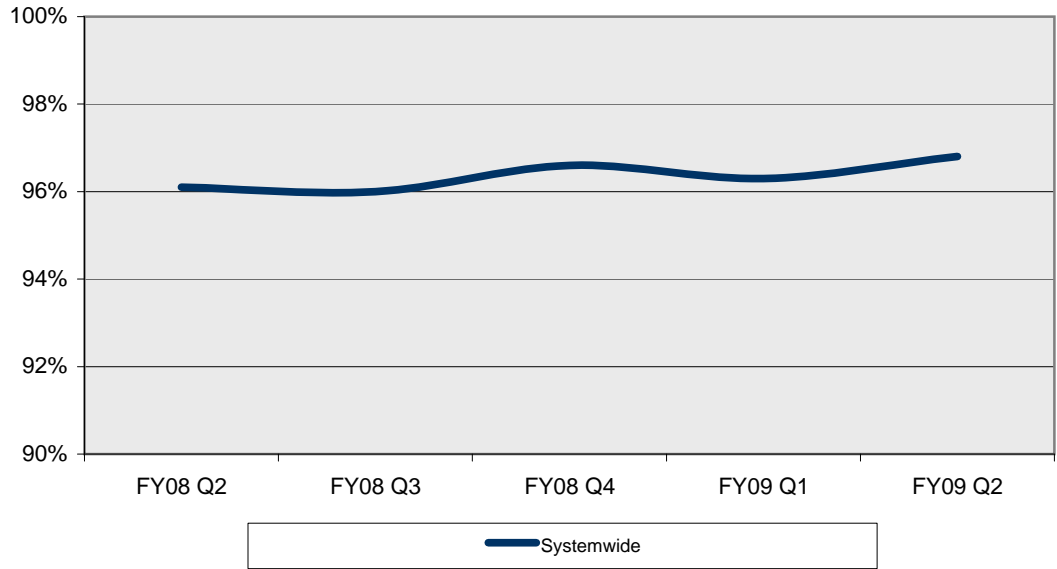
Quarterly - FY09 Q2 **Goal: >99%** **Goal achieved?** ■ **Trend?** ■ **PM Vehicle Availability**



Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY08 Q2	99.9%	100.0%	97.9%	99.6%
FY08 Q3	99.8%	100.0%	99.9%	99.8%
FY08 Q4	98.4%	100.0%	100.0%	98.9%
FY09 Q1	98.3%	100.0%	100.0%	98.9%
FY09 Q2	99.0%	100.0%	99.1%	99.2%
FY09 Goal	99.0%	99.0%	99.0%	99.0%

Notes
A5 in FY08.

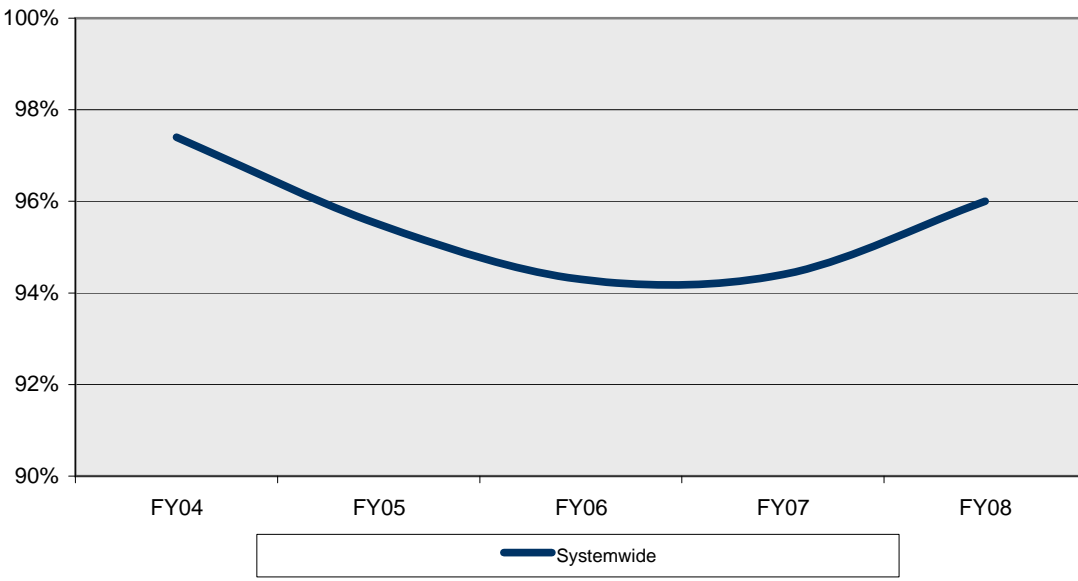
Quarterly - FY09 Q2 Trend? ■ Operator Availability



Reporting Period	Systemwide
FY08 Q2	96.1%
FY08 Q3	96.0%
FY08 Q4	96.6%
FY09 Q1	96.3%
FY09 Q2	96.8%

Notes
Divisional Performance: Cable Car: 96.0%, Green 96.2%, Flynn 94.9%, Kirkland 97.1%, Woods 97.3%, Potrero 97.0%, Presidio 98.1%

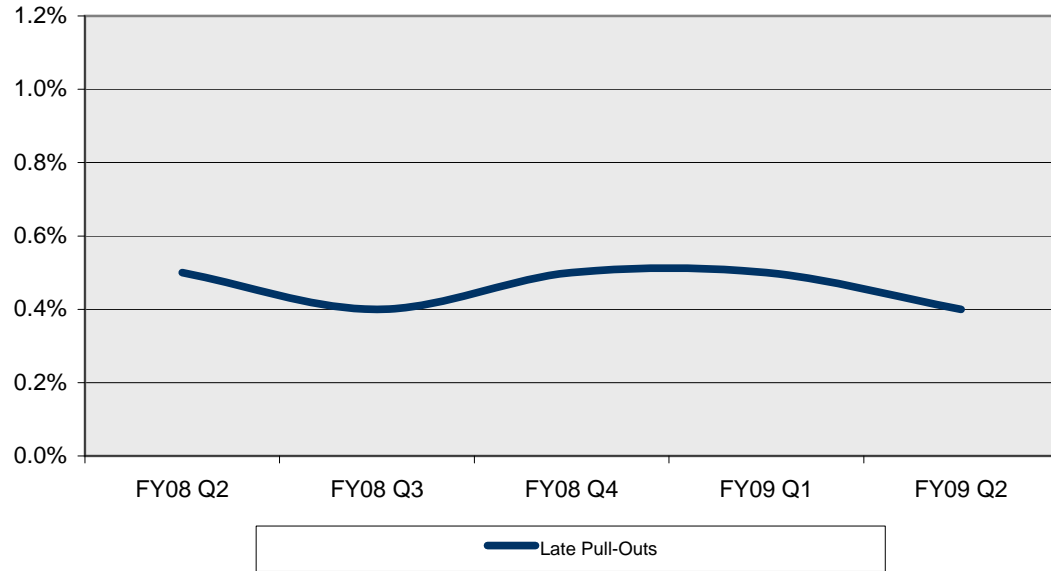
Annual - FY08 Trend? ■ Operator Availability



Reporting Period	Systemwide
FY04	97.4%
FY05	95.5%
FY06	94.3%
FY07	94.4%
FY08	96.0%

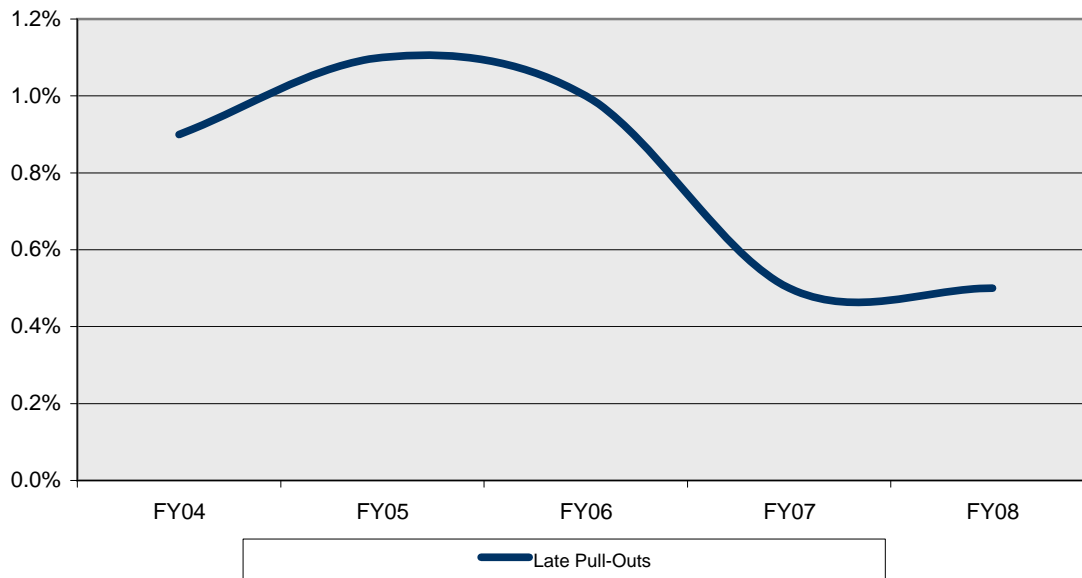
Notes

Quarterly - FY09 Q2 **Goal: <1.5%** **Goal achieved?** **Trend?** Late Pull-Outs



Reporting Period	Late Pull-Outs
FY08 Q2	0.5%
FY08 Q3	0.4%
FY08 Q4	0.5%
FY09 Q1	0.5%
FY09 Q2	0.4%
<i>FY09 Goal</i>	1.5%
Notes	

Annual - FY08 **Goal: <1.5%** **Goal achieved?** **Trend?** Late Pull-Outs



Reporting Period	Late Pull-Outs
FY04	0.9%
FY05	1.1%
FY06	1.0%
FY07	0.5%
FY08	0.5%
<i>FY08 Goal</i>	1.5%
Notes	

Quarterly - FY09 Q2 Load Factors

Reporting Period	% of AM Peak Trips >125% Load Factor	% of PM Peak Trips >125% Load Factor
FY09 Q1	7.9%	5.9%
FY09 Q2	4.3%	3.6%

Notes
Lines/Routes with over 25% of peak trips over 125% of comfortable sitting/standing capacity:
AM: 9 San Bruno, 9AX San Bruno 'A' Exp
PM: 28L 19th Avenue Limited

Service Standard modified for FY09.
 Quarterly charts to be introduced at end of FY
 Goal to be introduced in FY10 after baseline has been established.
 Load Factor by line/route is available in the Appendix.

Annual - FY09 Load Factors

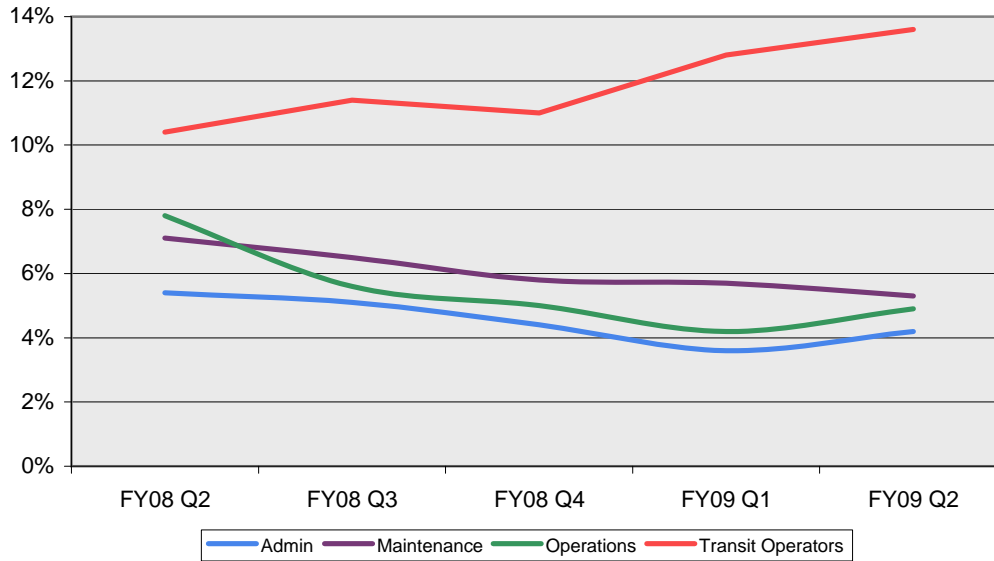
Reporting Period	% of AM Peak Trips >125% Load Factor	% of PM Peak Trips >125% Load Factor
FY09		

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

A4 in FY08.

Service Standard modified for FY09.
 Annual charts to be introduced in FY10.
 Goal to be introduced in FY10 after baseline has been established.

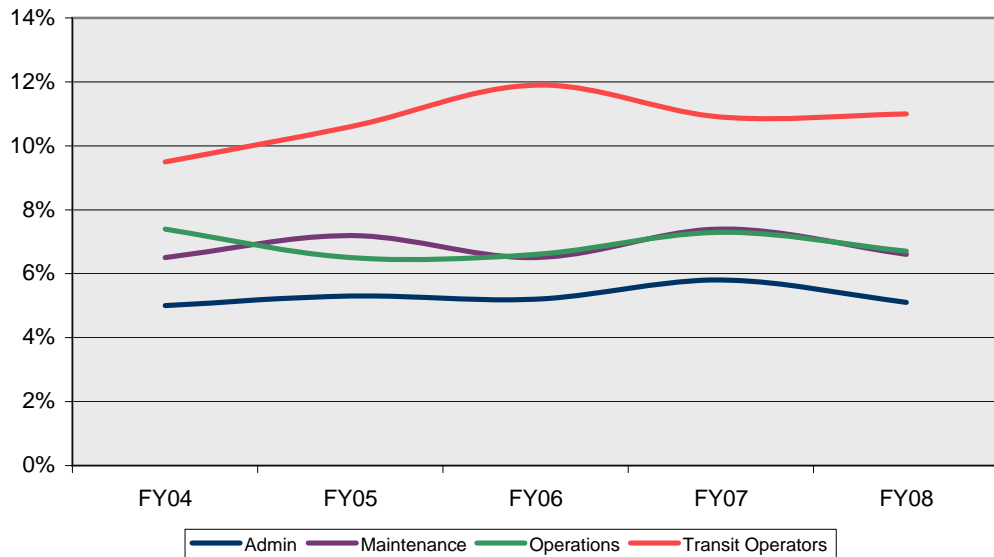
Quarterly - FY09 Q2 | **Goals: Vary by unit; see FY09 goals below** | **Unscheduled Absences**



Reporting Period	Admin	Maintenance	Operations	Transit Operators
FY08 Q2	5.4%	7.1%	7.8%	10.4%
FY08 Q3	5.1%	6.5%	5.6%	11.4%
FY08 Q4	4.4%	5.8%	5.0%	11.0%
FY09 Q1	3.6%	5.7%	4.2%	12.8%
FY09 Q2	4.2%	5.3%	4.9%	13.6%
FY09 Goal	5.2%	6.7%	6.9%	10.2%

Notes
 Goals intensified by 5% in all areas for FY09. Transit Operator results pulled from Trapeze OPS software starting with FY09 Q1. Percentage includes absences without leave, working miss outs, industrial claims, jury duty, unpaid loans to unions, suspensions, sick on run and sick pay.

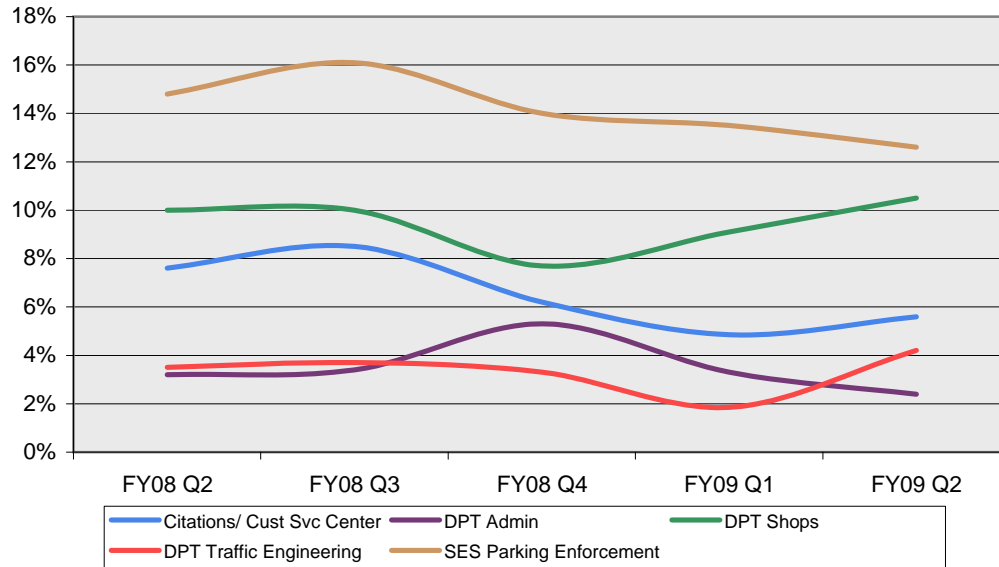
Annual - FY08 | **Goals: Vary by unit; see FY08 goals below** | **Unscheduled Absences**



Reporting Period	Admin	Maintenance	Operations	Transit Operators
FY04	5.0%	6.5%	7.4%	9.5%
FY05	5.3%	7.2%	6.5%	10.6%
FY06	5.2%	6.5%	6.6%	11.9%
FY07	5.8%	7.4%	7.3%	10.9%
FY08	5.1%	6.6%	6.7%	11.0%
FY08 Goal	5.5%	7.0%	6.9%	10.7%

Notes
 A6 in FY08.

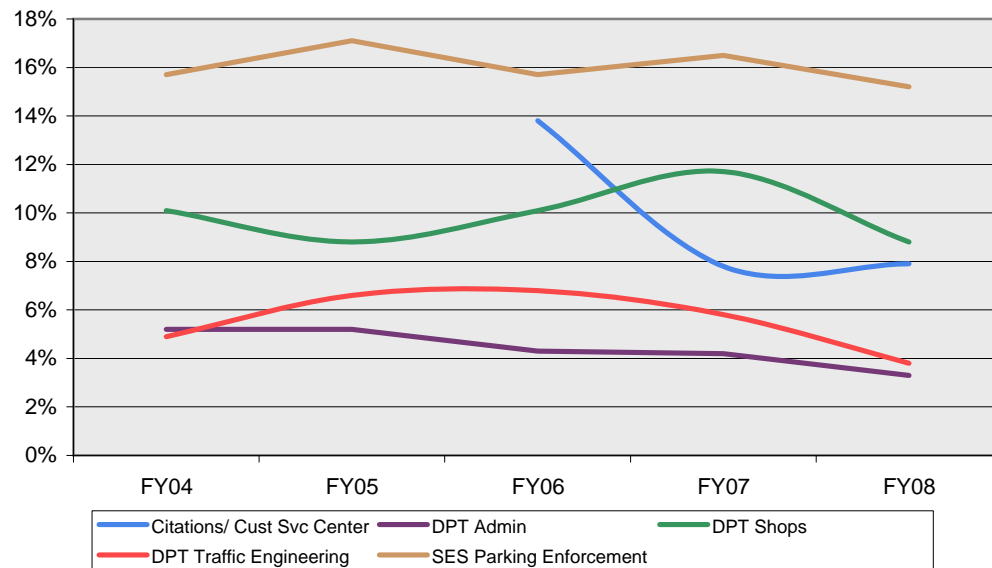
Quarterly - FY09 Q2 | **Goals: Vary by unit; see FY09 goals below** | **Unscheduled Absences**



Reporting Period	Citations/ Cust Svc Center	DPT Admin	DPT Shops	DPT Traffic Engineering	SES Parking Enforcement
FY08 Q2	7.6%	3.2%	10.0%	3.5%	14.8%
FY08 Q3	8.5%	3.4%	10.0%	3.7%	16.1%
FY08 Q4	6.2%	5.3%	7.7%	3.3%	14.0%
FY09 Q1	4.9%	3.3%	9.1%	1.9%	13.5%
FY09 Q2	5.6%	2.4%	10.5%	4.2%	12.6%
FY09 Goal	7.4%	4.0%	10.5%	5.2%	14.9%

Notes
 DPT: Parking and Traffic, SES: Security, Enforcement, and Safety
 Goals intensified by 5% in all areas except DPT Admin and Citations/Customer Service Center for FY09.

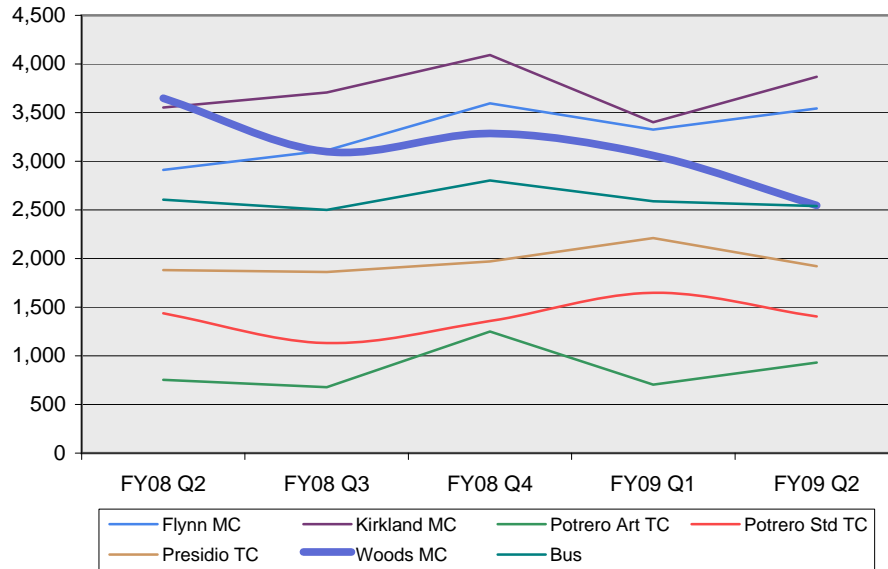
Annual - FY08 | **Goals: Vary by unit; see FY08 goals below** | **Unscheduled Absences**



Reporting Period	Citations/ Cust Svc Center	DPT Admin	DPT Shops	DPT Traffic Engineering	SES Parking Enforcement
FY04		5.2%	10.1%	4.9%	15.7%
FY05		5.2%	8.8%	6.6%	17.1%
FY06	13.8%	4.3%	10.1%	6.8%	15.7%
FY07	7.8%	4.2%	11.7%	5.8%	16.5%
FY08	7.9%	3.3%	8.8%	3.8%	15.2%
FY08 Goal	7.4%	4.0%	9.1%	5.5%	15.7%

Notes
 DPT: Parking and Traffic, SES: Security, Enforcement, and Safety
 A6 in FY08.

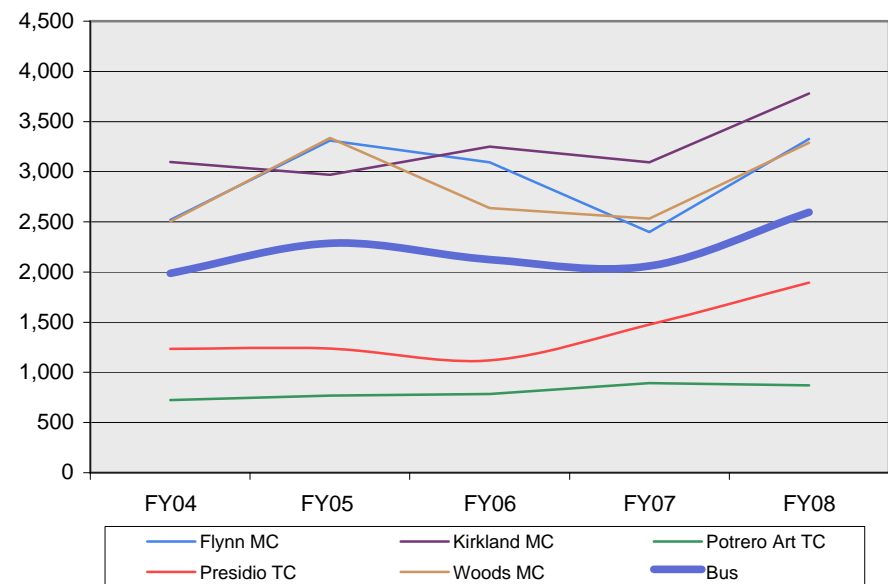
Quarterly - FY09 Q2 Goals: Vary by division see FY09 Goals below MDBF



Reporting Period	Flynn MC	Kirkland MC	Potrero Art TC	Potrero Std TC	Presidio TC	Woods MC	Bus
FY08 Q2	2,912	3,553	753	1,439	1,882	3,649	2,606
FY08 Q3	3,111	3,706	678	1,132	1,863	3,099	2,499
FY08 Q4	3,595	4,092	1,250	1,358	1,972	3,286	2,804
FY09 Q1	3,326	3,400	703	1,649	2,210	3,058	2,588
FY09 Q2	3,542	3,867	932	1,405	1,920	2,546	2,539
FY09 Goal	3,400	3,400	1,000	1,700	1,700	3,400	2,611

Notes

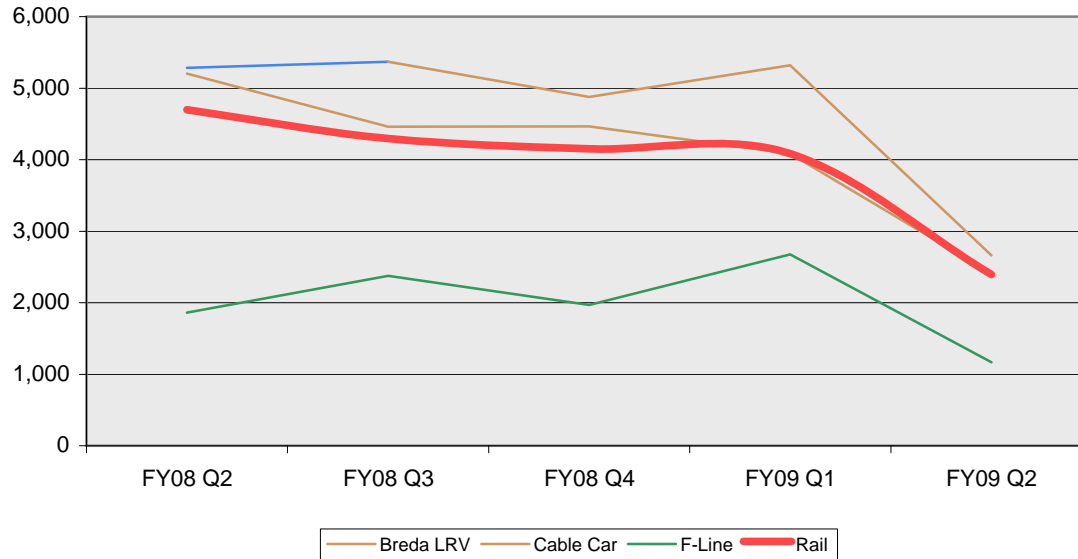
Annual - FY08 Goals: Vary by division see FY08 goals below MDBF



Reporting Period	Flynn MC	Kirkland MC	Potrero Art TC	Potrero Std TC	Presidio TC	Woods MC	Bus
FY04	2,519	3,098	724	926	1,235	2,502	1,986
FY05	3,309	2,970	770	902	1,239	3,337	2,286
FY06	3,093	3,251	785	1,004	1,121	2,636	2,126
FY07	2,398	3,094	893	1,377	1,477	2,533	2,059
FY08	3,325	3,780	872	1,400	1,895	3,289	2,595
FY08 Goal	3,100	3,100	1,000	1,500	1,500	3,100	2,328

Notes
 MC: Motor Coach, TC: Trolley Coach, Art: Articulated, Std: Standard
 Overall goal for Bus is based on weighted average using # of vehicles by type/yard.
 A7 in FY08.

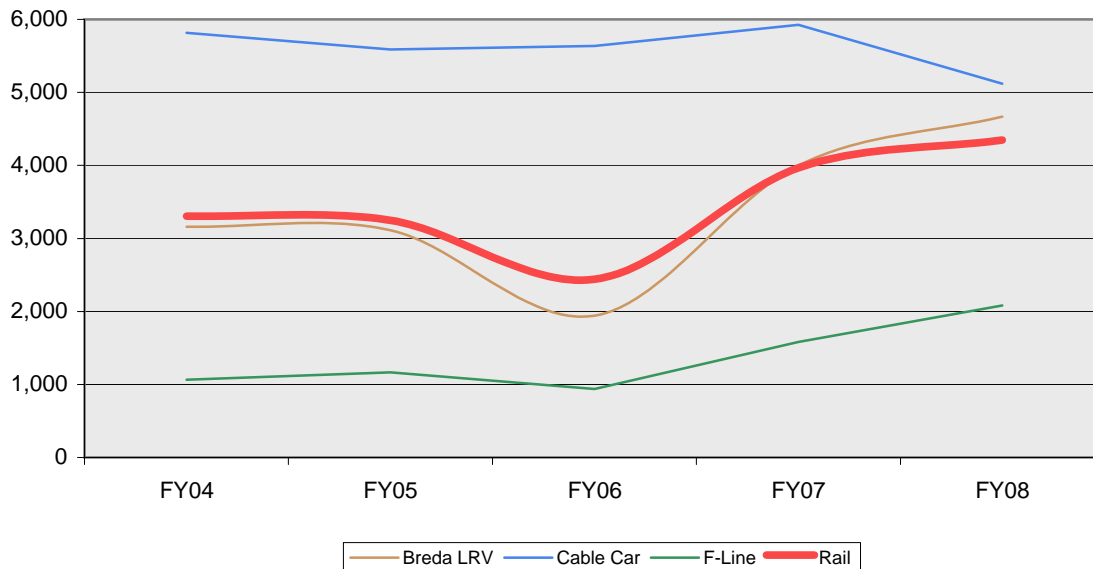
Quarterly - FY09 Q2 **Goals: Vary by division see FY09 Goals below** MDBF



Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY08 Q2	5,204	5,284	1,861	4,700
FY08 Q3	4,459	5,367	2,377	4,297
FY08 Q4	4,465	4,878	1,970	4,151
FY09 Q1	4,085	5,320	2,677	4,085
FY09 Q2	2,408	2,660	1,170	2,394
FY09 Goal	5,000	6,000	2,000	4,712

Notes
 Overall goal for Rail is based on weighted average using # of vehicles by type/yard.
 Goals increased by 5% over four quarter average for LRV and F-Line.

Annual - FY08 **Goals: Vary by division see FY08 goals below** MDBF

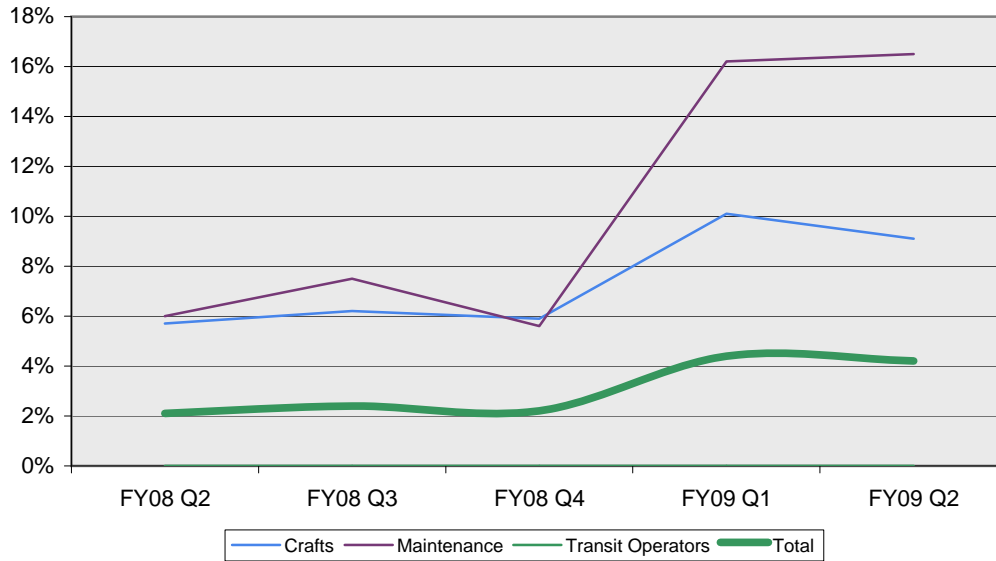


Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY04	3,162	5,814	1,065	3,306
FY05	3,112	5,586	1,167	3,248
FY06	1,943	5,638	940	2,442
FY07	4,001	5,924	1,582	3,966
FY08	4,669	5,120	2,084	4,348
FY08 Goal	4,000	6,000	1,300	3,936

Notes
 A7 in FY08.

A6 Vacancy Rates for Service Critical Positions

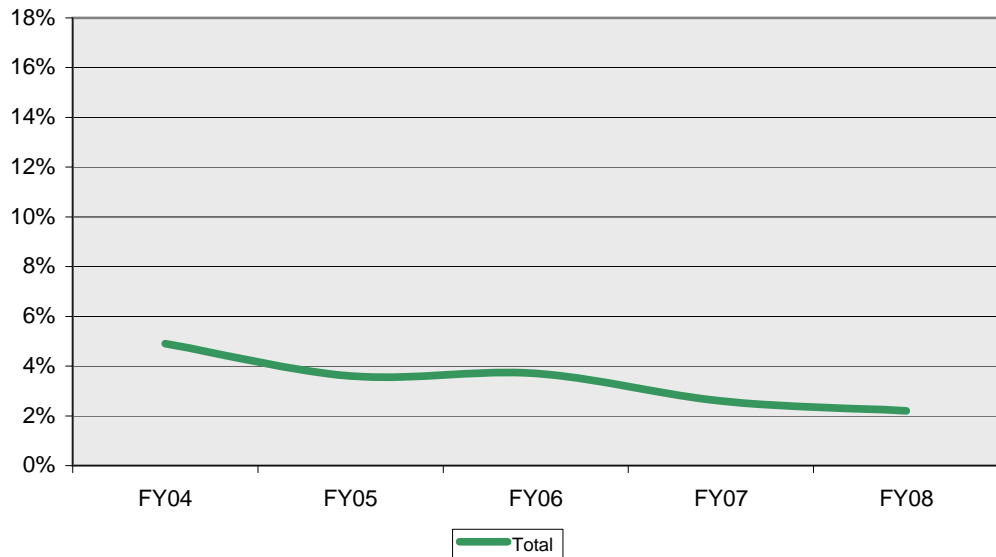
Quarterly - FY09 Q2 **Goal: <5%** **Goal achieved?** ■ **Trend?** ■ Vacancy Rates



Reporting Period	Crafts	Maintenance	Transit Operators	Total
FY08 Q2	5.7%	6.0%	0.0%	2.1%
FY08 Q3	6.2%	7.5%	0.0%	2.4%
FY08 Q4	5.9%	5.6%	0.0%	2.2%
FY09 Q1	10.1%	16.2%	0.0%	4.4%
FY09 Q2	9.1%	16.5%	0.0%	4.2%
FY09 Goal	5.0%	5.0%	5.0%	5.0%

Notes
 FY09 Q2 results based on following position count: Transit Operators - 2034.75 FTE, Crafts 974 FTE, Maintenance 297 FTE.
 Effective Systemwide % of Extra Board Operators: 9%

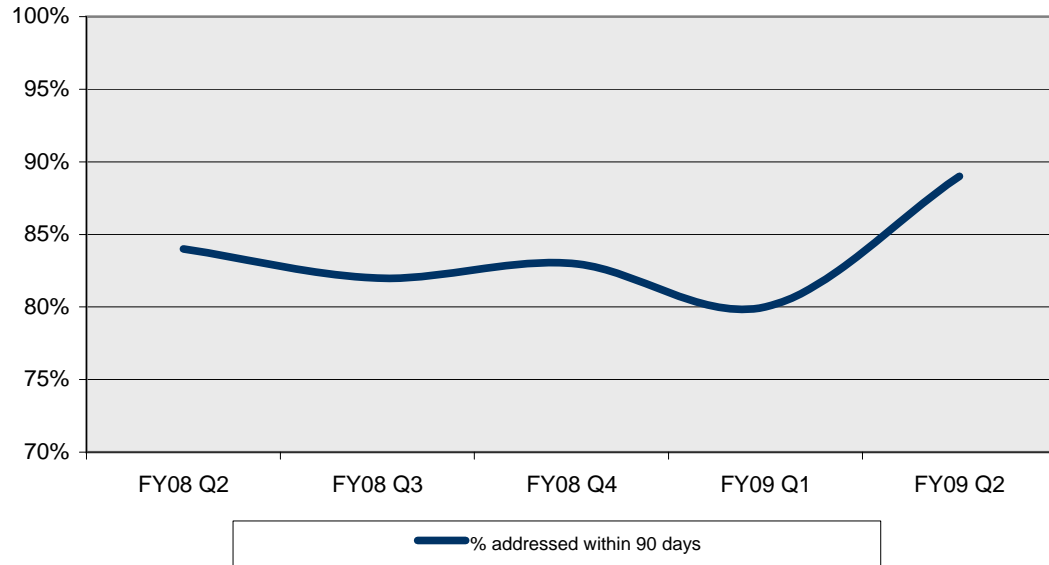
Annual - FY08 **Goal: <5%** **Goal achieved?** ■ **Trend?** ■ Vacancy Rates



Reporting Period	Total			
FY04	4.9%			
FY05	3.6%			
FY06	3.7%			
FY07	2.6%			
FY08	2.2%			
FY08 Goal	5.0%			

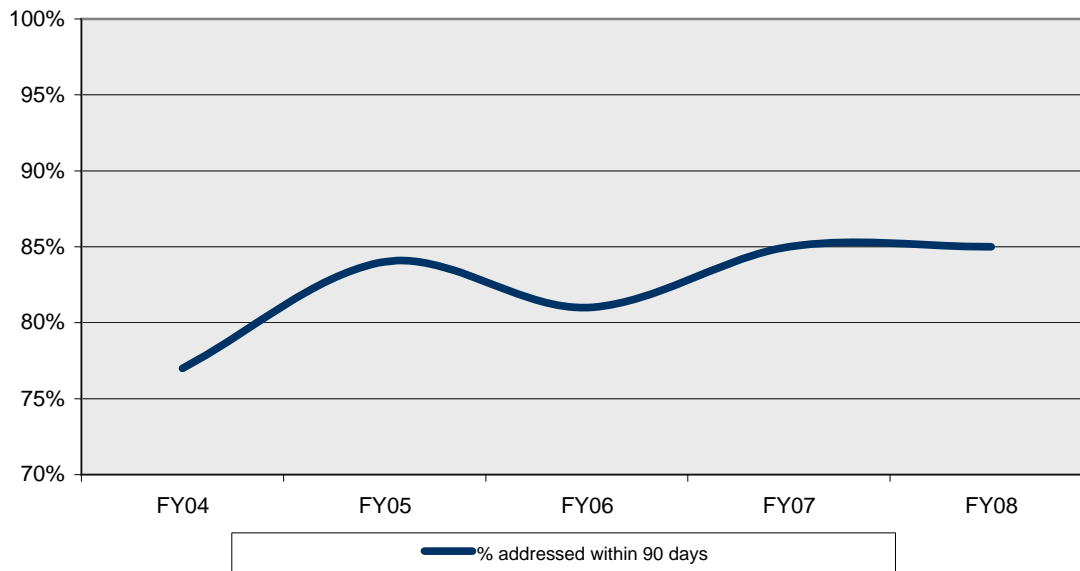
Notes
 A8 in FY08.

Quarterly - FY09 Q2 **Goal: >82%** **Goal achieved?** ■ **Trend?** ■ Traffic and Parking Control Requests



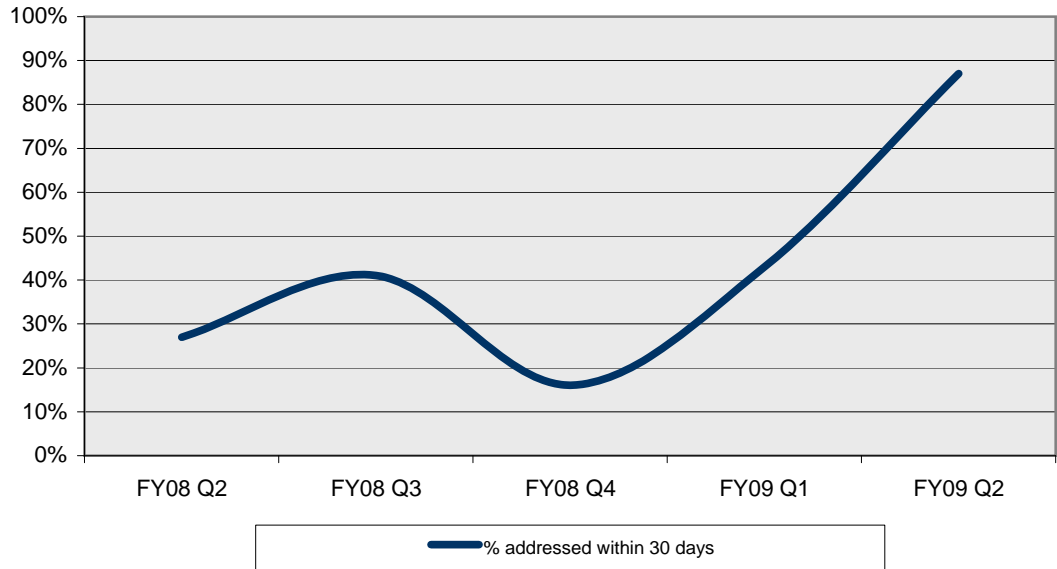
Reporting Period	% addressed within 90 days
FY08 Q2	84%
FY08 Q3	82%
FY08 Q4	83%
FY09 Q1	80%
FY09 Q2	89%
<i>FY09 Goal</i>	82%
Notes	

Annual - FY08 **Goal: >82%** **Goal achieved?** ■ **Trend?** ■ Traffic and Parking Control Requests



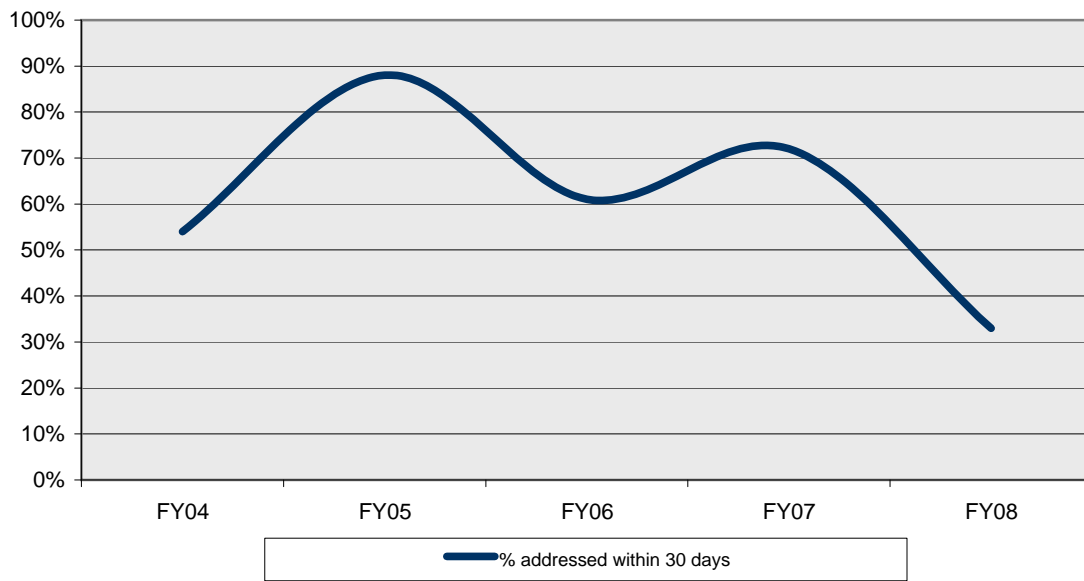
Reporting Period	% addressed within 90 days
FY04	77%
FY05	84%
FY06	81%
FY07	85%
FY08	85%
<i>FY08 Goal</i>	82%
Notes	
A9 in FY08.	

Quarterly - FY09 Q2 **Goal: >90%** **Goal achieved?** ■ **Trend?** ■ Color Curb Applications



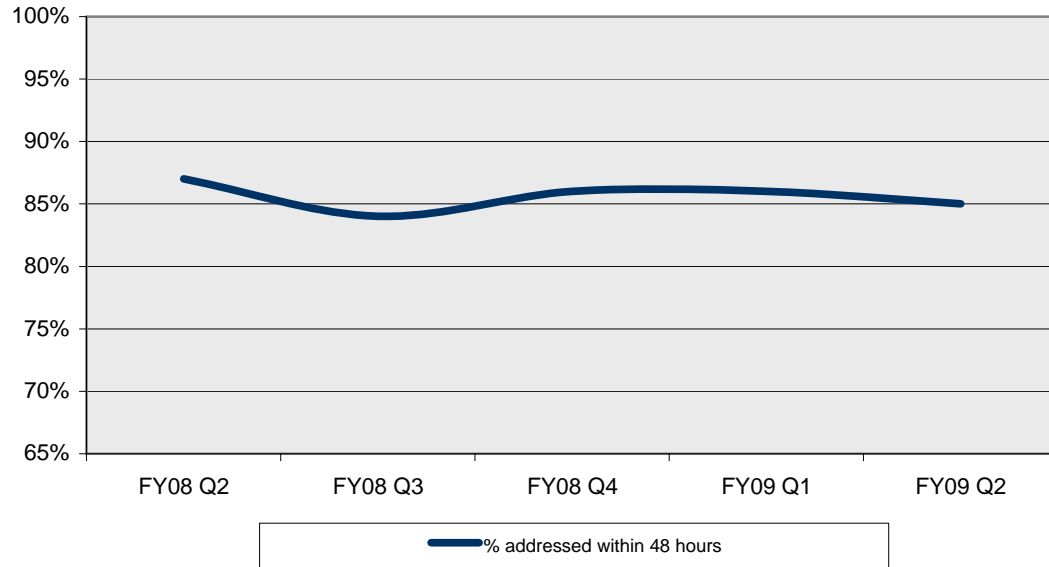
Reporting Period	% addressed within 30 days
FY08 Q2	27%
FY08 Q3	41%
FY08 Q4	16%
FY09 Q1	43%
FY09 Q2	87%
FY09 Goal	90%
Notes	
<i>Improvement is attributable to the return of an experienced survey technician and implementation of new, streamlined management procedures.</i>	

Annual - FY08 **Goal: >90%** **Goal achieved?** ■ **Trend?** ■ Color Curb Applications



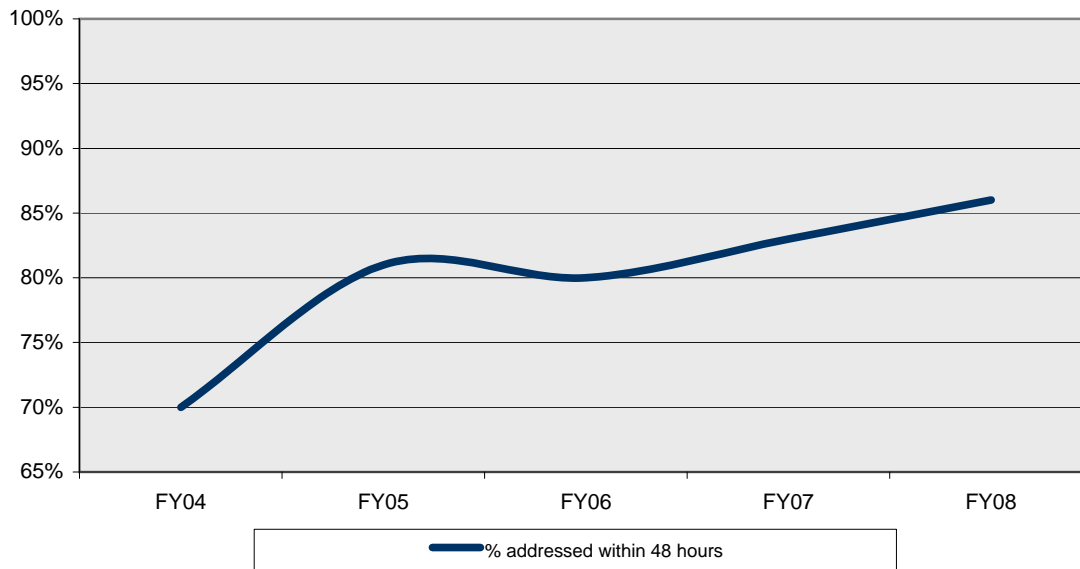
Reporting Period	% addressed within 30 days
FY04	54%
FY05	88%
FY06	61%
FY07	72%
FY08	33%
FY08 Goal	90%
Notes	
<i>A10 in FY08.</i>	

Quarterly - FY09 Q2 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Parking Meter Malfunction Reports



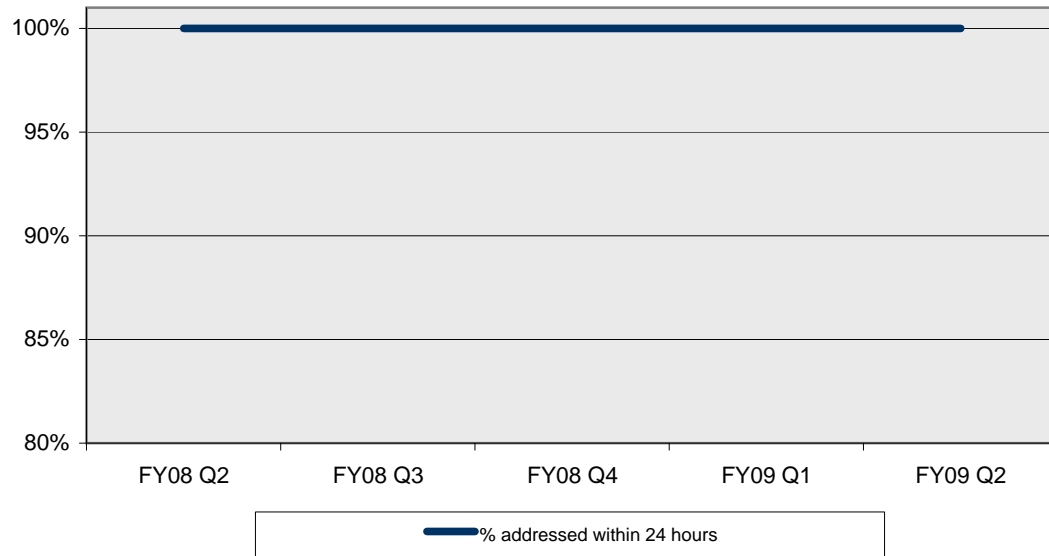
Reporting Period	% addressed within 48 hours
FY08 Q2	87%
FY08 Q3	84%
FY08 Q4	86%
FY09 Q1	86%
FY09 Q2	85%
<i>FY09 Goal</i>	85%
Notes	

Annual - FY08 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Parking Meter Malfunction Reports



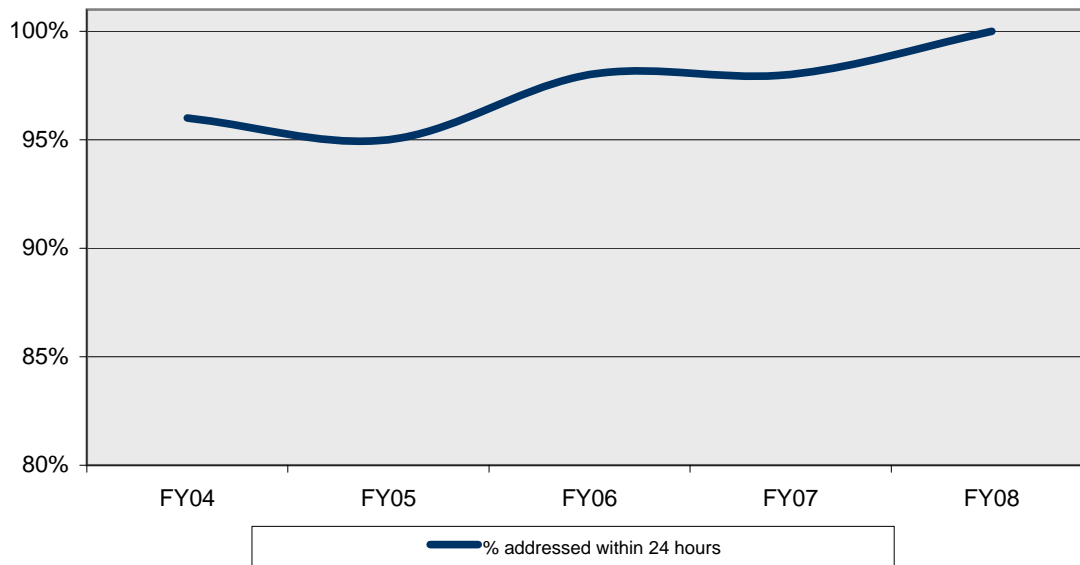
Reporting Period	% addressed within 48 hours
FY04	70%
FY05	81%
FY06	80%
FY07	83%
FY08	86%
<i>FY08 Goal</i>	85%
Notes	
A11 in FY08.	

Quarterly - FY09 Q2 **Goal: >98%** **Goal achieved?** ■ **Trend?** ■ Hazardous Traffic Sign Reports



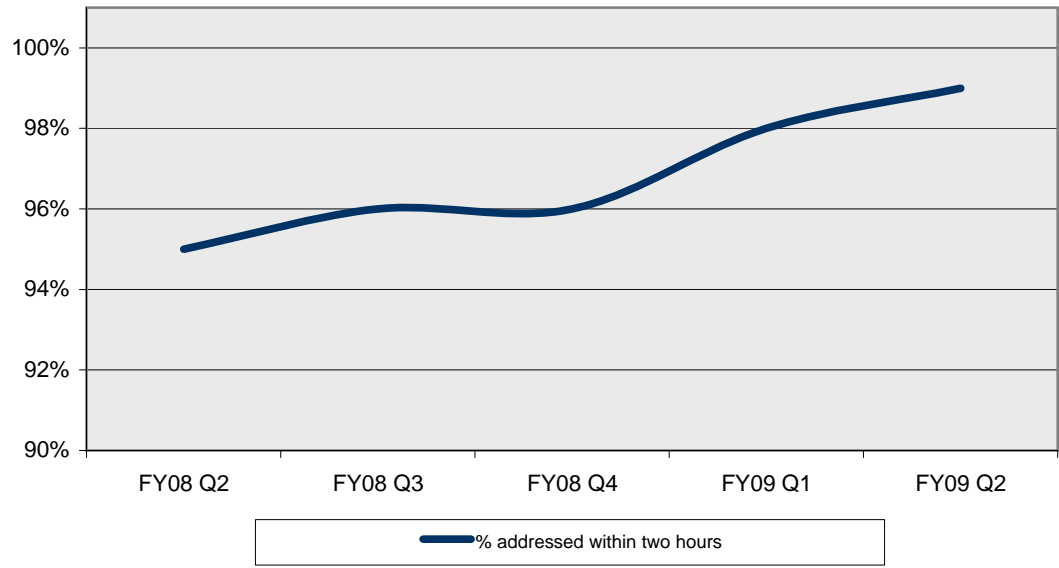
Reporting Period	% addressed within 24 hours
FY08 Q2	100%
FY08 Q3	100%
FY08 Q4	100%
FY09 Q1	100%
FY09 Q2	100%
<i>FY09 Goal</i>	98%
Notes	

Annual - FY08 **Goal: >98%** **Goal achieved?** ■ **Trend?** ■ Hazardous Traffic Sign Reports



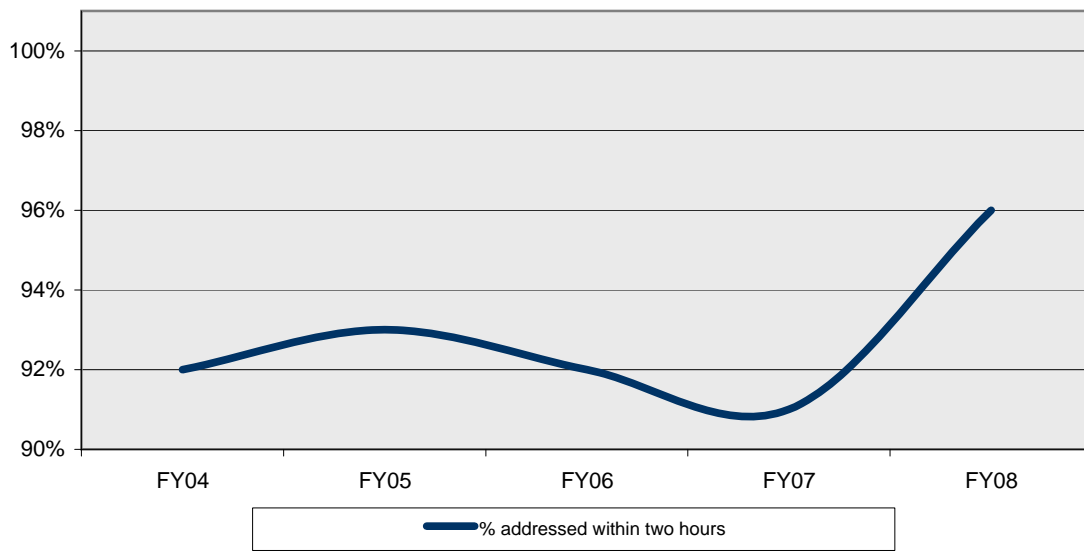
Reporting Period	% addressed within 24 hours
FY04	96%
FY05	95%
FY06	98%
FY07	98%
FY08	100%
<i>FY08 Goal</i>	98%
Notes	
A12 in FY08.	

Quarterly - FY09 Q2 **Goal: >92%** **Goal achieved?** **Trend?** Hazardous Traffic Signal Reports



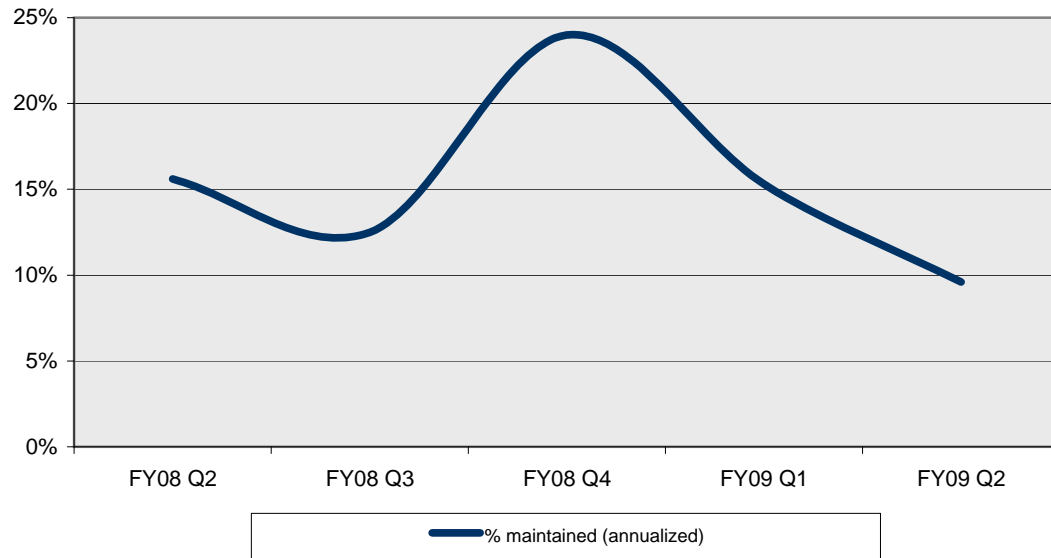
Reporting Period	% addressed within two hours
FY08 Q2	95%
FY08 Q3	96%
FY08 Q4	96%
FY09 Q1	98%
FY09 Q2	99%
<i>FY09 Goal</i>	92%
Notes	
650 of 657 complaints received during FY09 Q2 were responded to within two hours.	

Annual - FY08 **Goal: >92%** **Goal achieved?** **Trend?** Hazardous Traffic Signal Reports



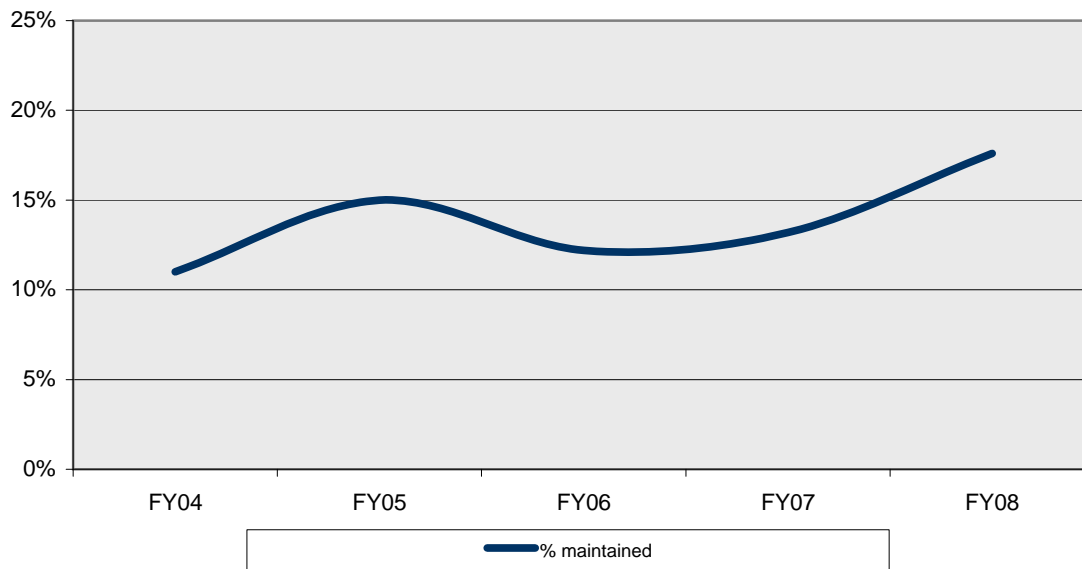
Reporting Period	% addressed within two hours
FY04	92%
FY05	93%
FY06	92%
FY07	91%
FY08	96%
<i>FY08 Goal</i>	92%
Notes	
A13 in FY08.	

Quarterly - FY09 Q2 **Goal: >12%** **Goal achieved?** ■ **Trend?** ■ Traffic Lane Lines, Bus Zones and Crosswalks



Reporting Period	% maintained (annualized)
FY08 Q2	16%
FY08 Q3	13%
FY08 Q4	24%
FY09 Q1	15%
FY09 Q2	10%
FY09 Goal	12%
Notes	
<i>Goal increased to 12% for FY09. Second quarter performance is typically lower due to inclement weather.</i>	

Annual - FY08 **Goal: >10%** **Goal achieved?** ■ **Trend?** ■ Traffic Lane Lines, Bus Zones and Crosswalks



Reporting Period	% maintained
FY04	11%
FY05	15%
FY06	12%
FY07	13%
FY08	18%
FY08 Goal	10%
Notes	
<i>A14 in FY08.</i>	

Annual - FY08 Average # of Boardings per Service Hour

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

Notes
FY08 results are unaudited. Chart will be added when FY09 results become available. Results will be benchmarked relative to peers in FY09 Year-End Report. B4 in FY08.

Annual - FY08 **FY09 Goal: >776** # of Intersections Equipped with Countdown Signals

Reporting Period	# of Pedestrian Countdown Signals
FY08	738

Notes
Chart will be added when FY09 results become available.

Quarterly - FY09 Q3

Bicycle Counts at Key Locations

Goals will be established once key locations have been identified and baseline counts have been received.
Results will be reporting beginning as soon as data become available.

Annual - FY08

Level of Service of on Principal Arterials

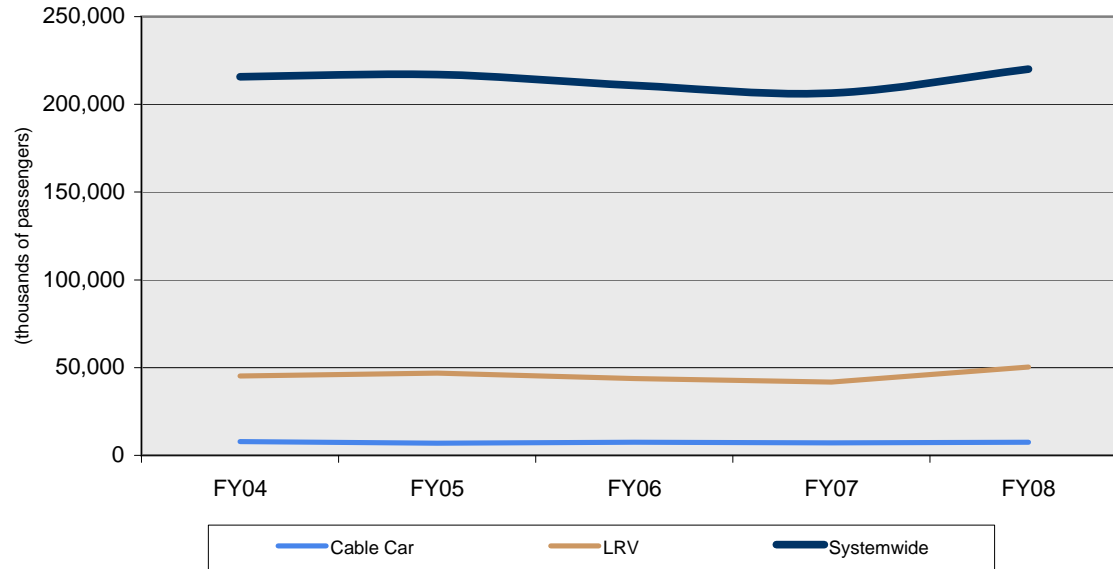
Results and chart will be added when FY08 report is completed.

Quarterly - FY09 Q2

% of Trips by More Sustainable Modes

Results and chart will be added when initial survey is completed.

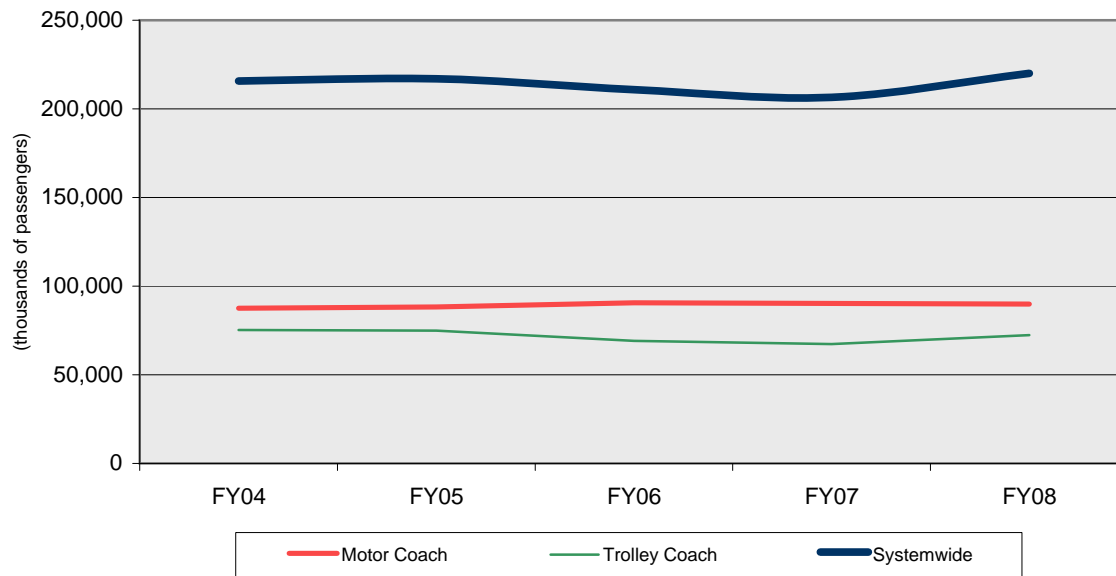
Quarterly - FY09 Q2 **FY08 Goal: 209,556** **Goal achieved?** **Trend?** **Rail (in thousands of passengers)**



Reporting Period	Cable Car	LRV	Systemwide
FY04	7,869	45,187	215,744
FY05	6,966	46,803	216,919
FY06	7,475	43,679	210,849
FY07	7,122	41,737	206,459
FY08	7,425	50,312	220,044
FY08 Goal			209,556

Notes
 FY08 results are unaudited. Systemwide included on chart for reference purposes. FY09 Goal for Systemwide ridership will be 223,254,000 (expressed as 223,254 on this chart)

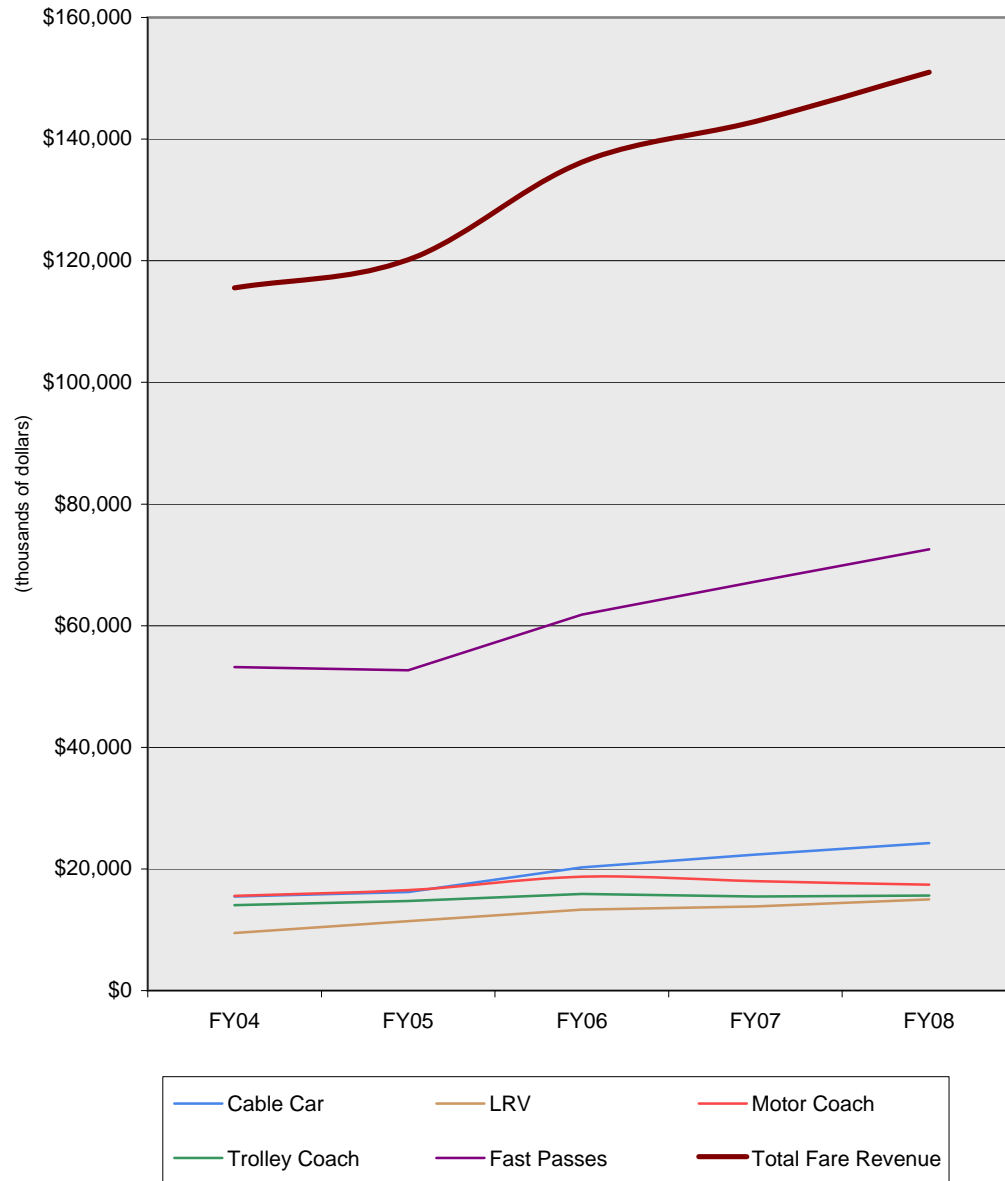
Annual - FY08 **FY08 Goal: 209,556** **Goal achieved?** **Trend?** **Bus (in thousands of passengers)**



Reporting Period	Motor Coach	Trolley Coach	Systemwide
FY04	87,472	75,216	215,744
FY05	88,209	74,941	216,919
FY06	90,630	69,065	210,849
FY07	90,303	67,297	206,459
FY08	89,913	72,394	220,044
FY08 Goal			209,556

Notes
 FY08 results are unaudited. Systemwide included on chart for reference purposes. FY09 Goal for Systemwide ridership will be 223,345,000 (to be expressed as 223,345 on this chart)

Annual - FY08 **Goal: > \$145,053** **Goal achieved?** **Trend?** Revenue (in thousands of dollars)



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Fast Passes
FY04	\$15,446	\$9,488	\$15,578	\$14,061	\$53,171
FY05	\$16,207	\$11,405	\$16,504	\$14,743	\$52,645
FY06	\$20,244	\$13,306	\$18,705	\$15,903	\$61,798
FY07	\$22,347	\$13,831	\$18,017	\$15,452	\$67,259
FY08	\$24,247	\$14,983	\$17,436	\$15,644	\$72,581

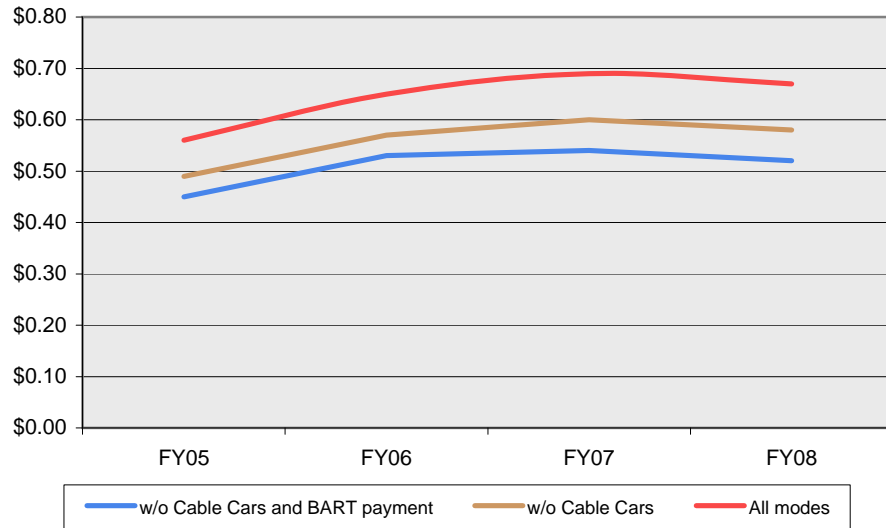
Notes

Reporting Period	Other Fare Media	Para-transit	Charter	Total Fare Revenue
FY04	\$6,498	\$1,271	\$23	\$115,538
FY05	\$7,285	\$1,375	\$20	\$120,184
FY06	\$4,865	\$1,411	\$2	\$136,234
FY07	\$4,527	\$1,475	\$1	\$142,909
FY08	\$4,753	\$1,645	\$1	\$151,290

Notes
 FY09 Fare Revenue Goal: \$153,273

Quarterly - FY09 Q2

Average Fare (based on unlinked trips)



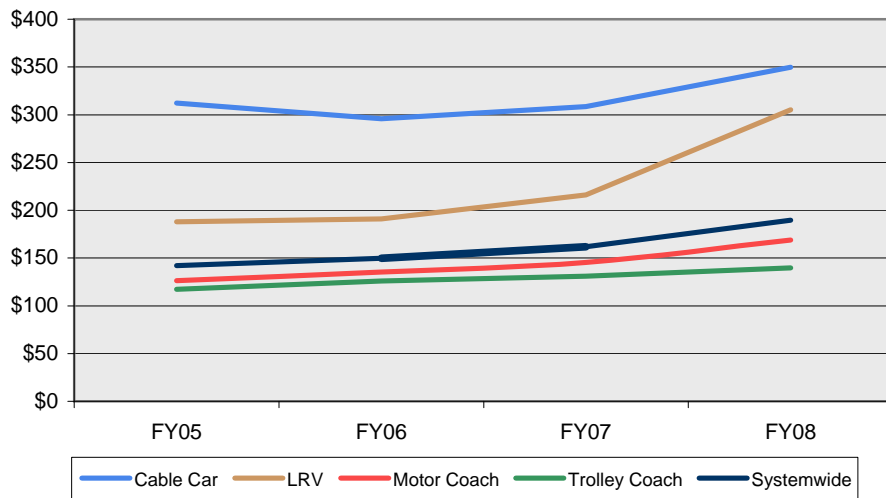
Reporting Period	w/o Cable Cars and BART payment	w/o Cable Cars	All modes		
FY05	\$0.45	\$0.49	\$0.56		
FY06	\$0.53	\$0.57	\$0.65		
FY07	\$0.54	\$0.60	\$0.69		
FY08	\$0.52	\$0.58	\$0.67		

Notes
 FY08 results are unaudited. Complete FY08 results forthcoming in FY09 Q2.
 B2 in FY08.

B4 Cost Efficiency | Fully Allocated Service Cost by Mode

Annual - FY08

Fully Allocated Service Cost by Mode



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY05	\$312.13	\$187.94	\$126.20	\$117.30	\$141.91
FY06	\$295.88	\$190.92	\$135.45	\$125.94	\$149.85
FY07	\$308.55	\$216.08	\$145.44	\$130.88	\$161.97
FY08	\$349.80	\$305.35	\$168.90	\$139.78	\$189.62

Notes
 FY08 results are unaudited. Results will be benchmarked relative to peer agencies in FY09 Year-End Report.
 B3 in FY08.

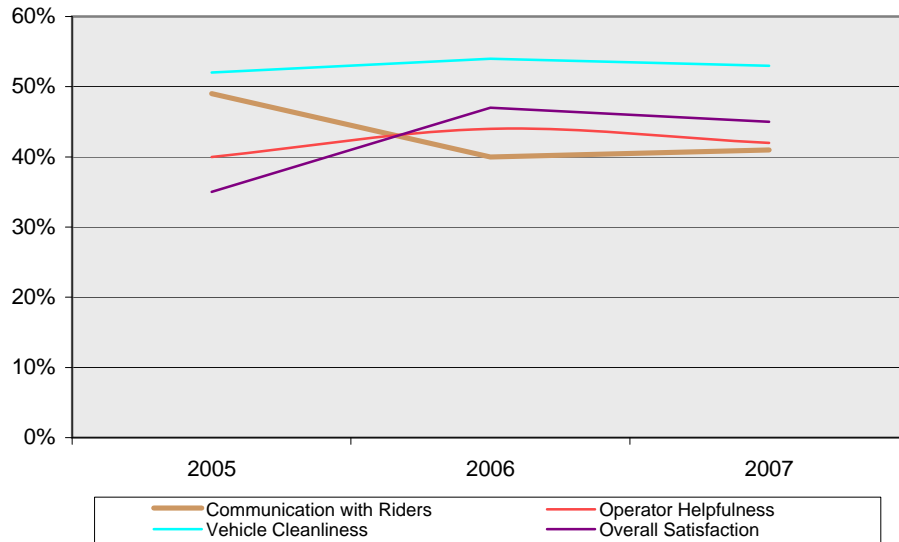
Annual - FY08 Operating Expense per Passenger Boarding

Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	System
FY07	\$6.18	\$2.96	\$2.22	\$1.82	\$2.38
FY08	\$6.89	\$2.82	\$2.62	\$1.87	\$2.56

Notes
FY08 results are unaudited. Chart will be added when FY09 data are received. Results will be benchmarked relative to peer agencies in FY09 Year-End Report.

B4 in FY08.

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



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

Notes

Annual - 2007 | **Goal: year over year improvement** | Pedestrian Safety and Bicycle Network Related Perceptions

Reporting Period	<i>Pedestrian Safety</i> "How Safe Do you Feel Crossing the Street?"	<i>Bicycle Network</i> Overall Satisfaction with Bicycle Lanes
2007	3.27	NA
2008		

Notes

Chart will be added when FY08 results become available.

Pedestrian Safety scores come from the City Survey, and Bicycle Satisfaction scores come from the biennial State of Cycling Report.

Quarterly - FY09 Q2 **Employee Conduct**

Reporting Period	Unsafe Operation	Inattentiveness/ Negligence	Discourteous/ Insensitive/ Inappropriate Conduct	Total	
FY09 Q1	727	2,385	990	4,102	
FY09 Q2	758	2,355	1,151	4,264	

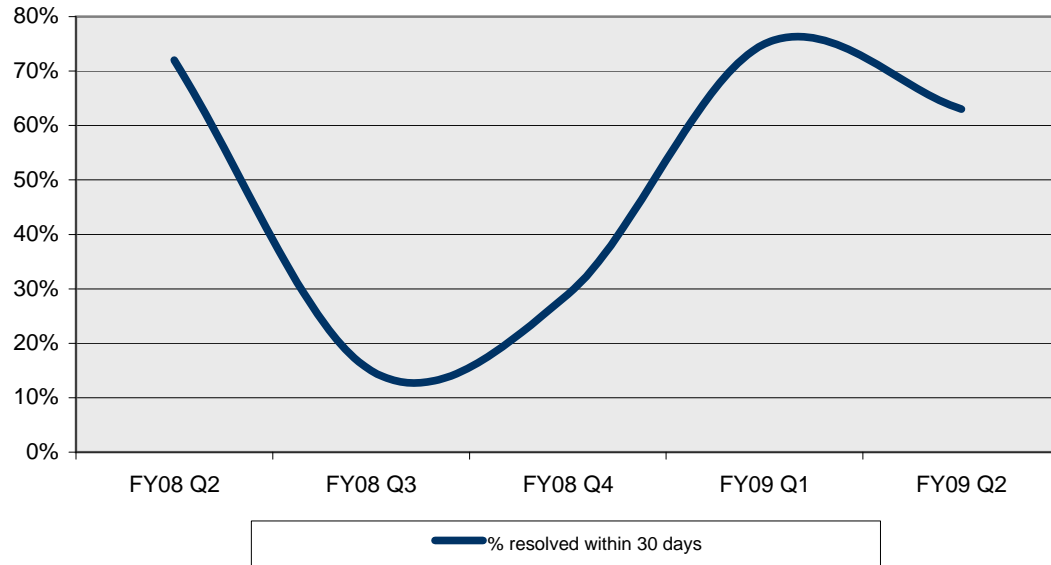
Notes

Quarterly - FY09 Q2 **Products and Services**

Reporting Period	Criminal Activity	Service Delivery/ Facilities	Service Planning	Misc	Total
FY09 Q1	81	1,428	634	216	2,359
FY09 Q2	89	1,684	705	248	2,726

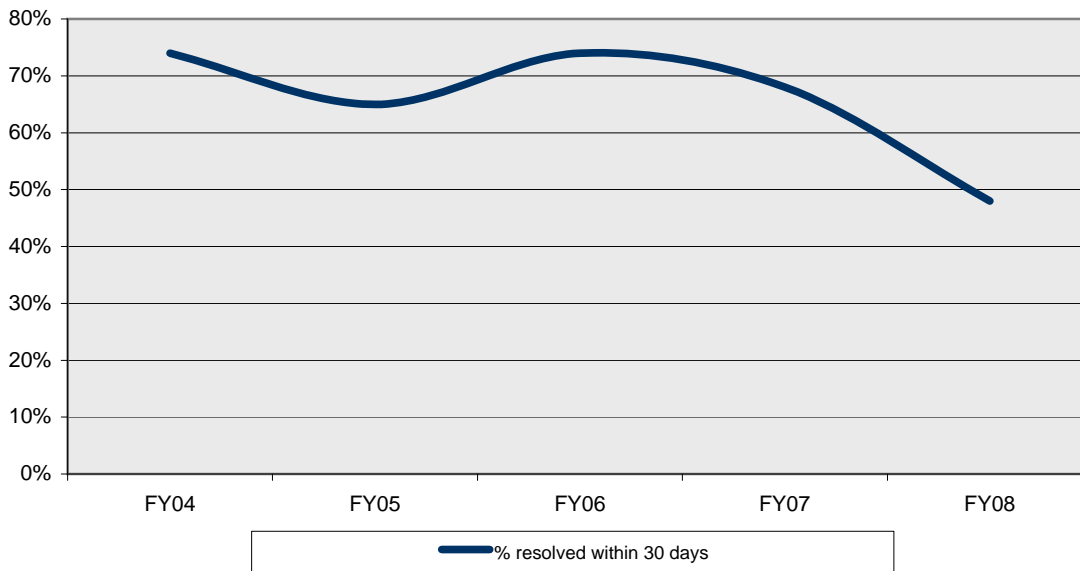
Notes
FY09 Q2 results pending final verification.

Quarterly - FY09 Q2 **Goal: >75%** **Goal achieved?** ■ **Trend?** ■ Operator Complaints



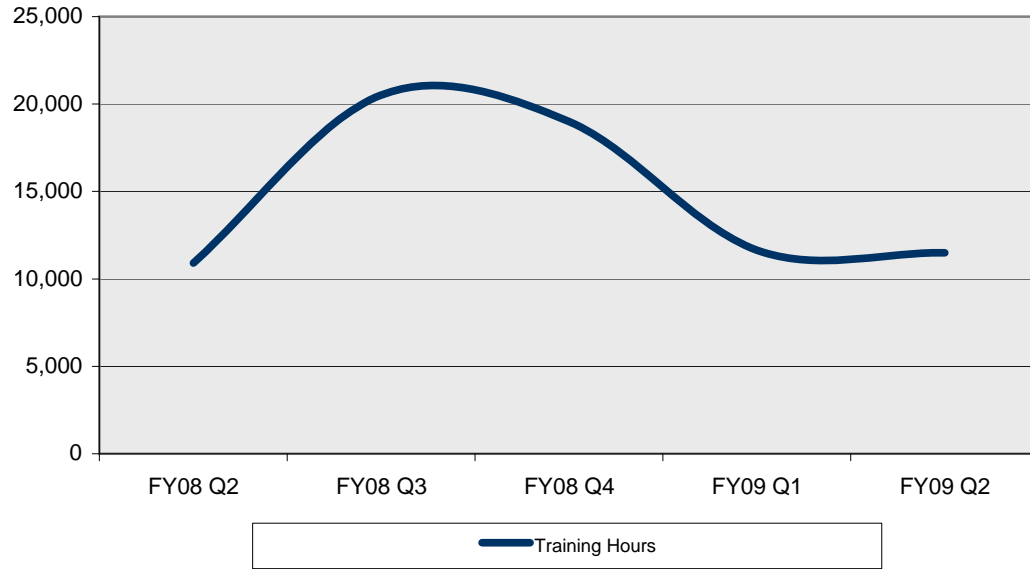
Reporting Period	% resolved within 30 days
FY08 Q2	72%
FY08 Q3	15%
FY08 Q4	29%
FY09 Q1	75%
FY09 Q2	63%
FY09 Goal	75%
Notes	
<i>Historically, the Agency has only calculated the resolution rate for complaints involving alleged ADA violations. Beginning in FY09 Q3, the resolution rate for all complaints will be tabulated.</i>	

Annual - FY08 **Goal: >75%** **Goal achieved?** ■ **Trend?** ■ Operator Complaints



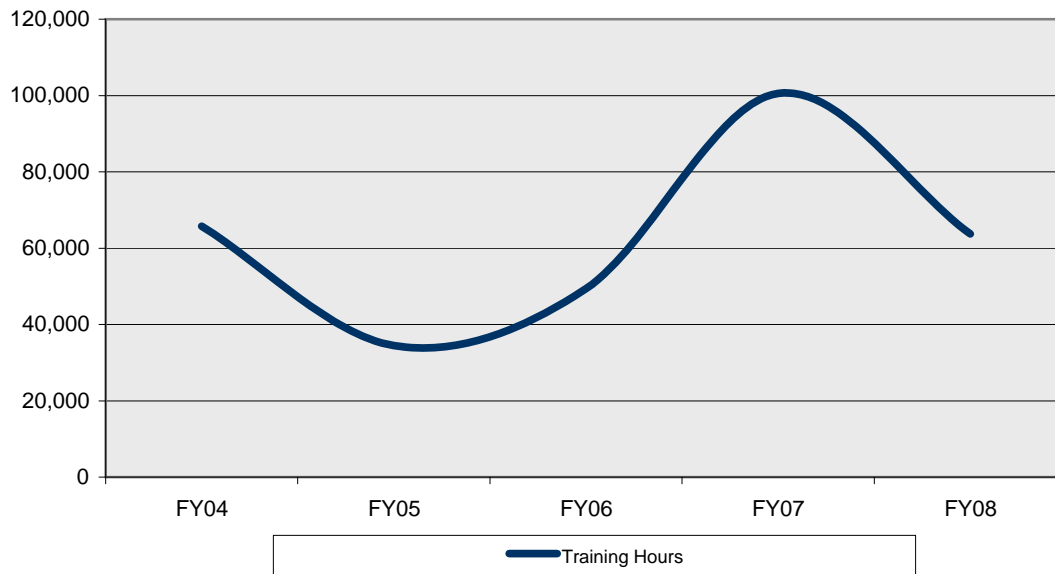
Reporting Period	% resolved within 30 days
FY04	74%
FY05	65%
FY06	74%
FY07	68%
FY08	48%
FY08 Goal	75%
Notes	
<i>Historically, the Agency has only calculated the resolution rate for complaints involving alleged ADA violations. Beginning in FY09 Q3, the resolution rate for all complaints will be tabulated.</i>	

Quarterly - FY09 Q2 **Goal: >50,000 hrs** **Goal achieved?** ■ **Trend?** ■ Training Hours



Reporting Period	Training Hours
FY08 Q2	10,910
FY08 Q3	20,515
FY08 Q4	19,001
FY09 Q1	11,632
FY09 Q2	11,498
<i>FY09 Goal</i>	<i>12,500 per quarter</i>
Notes	
<i>New employee training for transit supervisors and operators removed from tally starting in FY08. Trend indicator not provided due to change in methodology.</i>	

Annual - FY08 **Goal: >50,000 hrs** **Goal achieved?** ■ **Trend?** ■ Training Hours



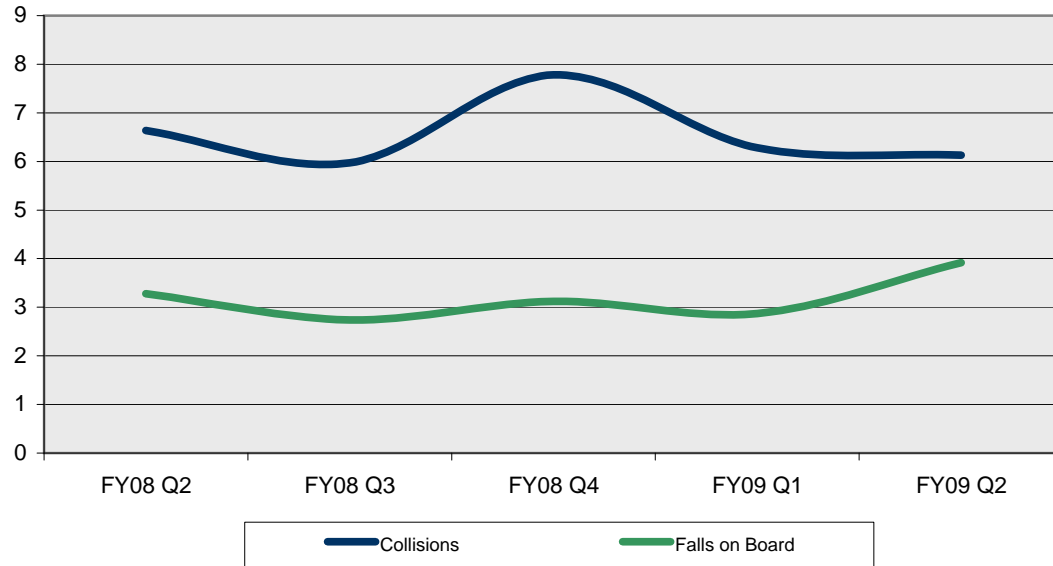
Reporting Period	Training Hours
FY04	65,771
FY05	34,464
FY06	49,390
FY07	100,582
FY08	63,698
<i>FY08 Goal</i>	<i>50,000</i>
Notes	
<i>New employee training for transit supervisors and operators removed from tally starting in FY08. Trend indicator not provided due to change in methodology.</i>	

Annual - FY09

New Customer Service Training

Reporting Period	% of Operators
FY09	
Notes	
<p><i>Annual results to be presented in FY09 Year-End Report.</i></p>	

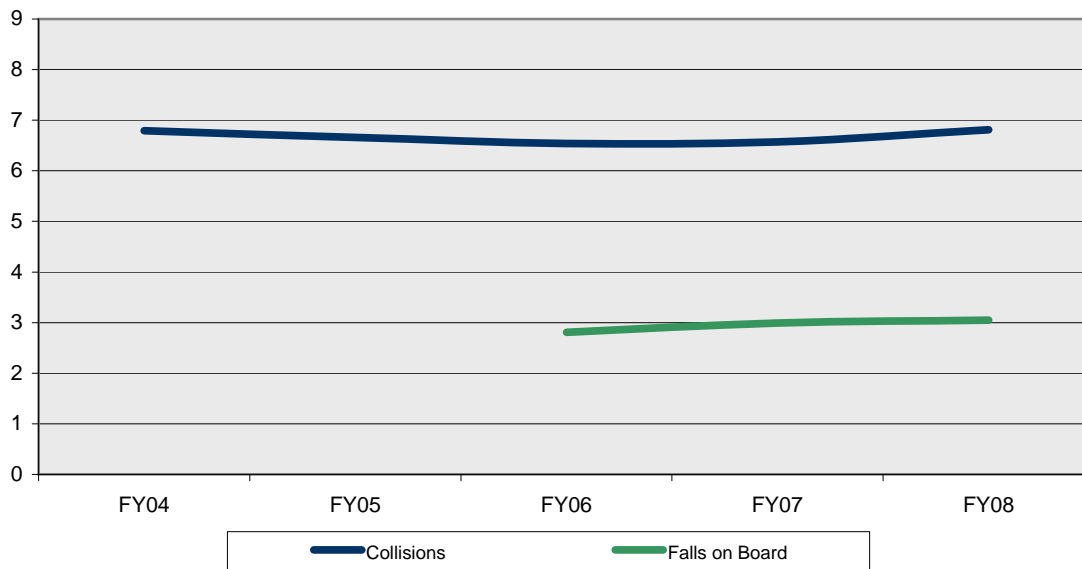
Quarterly - FY09 Q2 **Goals vary, see below** **Bus Accidents per 100,000 Miles**



Reporting Period	Collisions	Falls on Board
FY08 Q2	6.63	3.28
FY08 Q3	5.97	2.74
FY08 Q4	7.78	3.12
FY09 Q1	6.28	2.87
FY09 Q2	6.13	3.92
FY09 Goal	6.47	2.90

Notes
In FY09 Q2, there were 313 bus collisions and 166 falls on board. In FY09 Q1, there were 330 bus collisions and 151 falls on board.

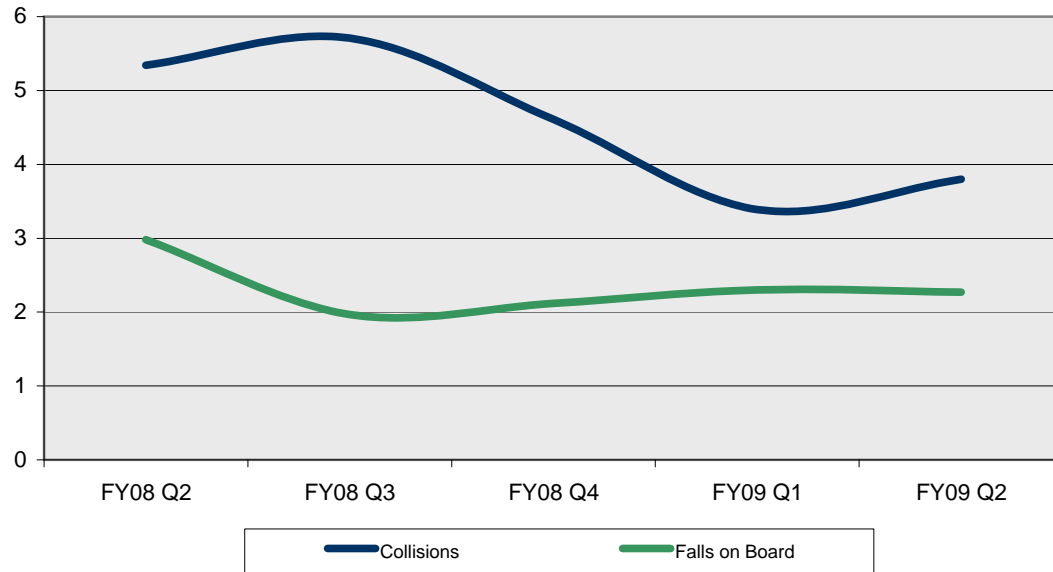
Annual - FY08 **Revised Measure - no prior goal** **Bus Accidents Per 100,000 Miles**



Reporting Period	Collisions	Falls on Board
FY04	6.79	
FY05	6.66	
FY06	6.54	2.81
FY07	6.57	2.99
FY08	6.81	3.05

Notes

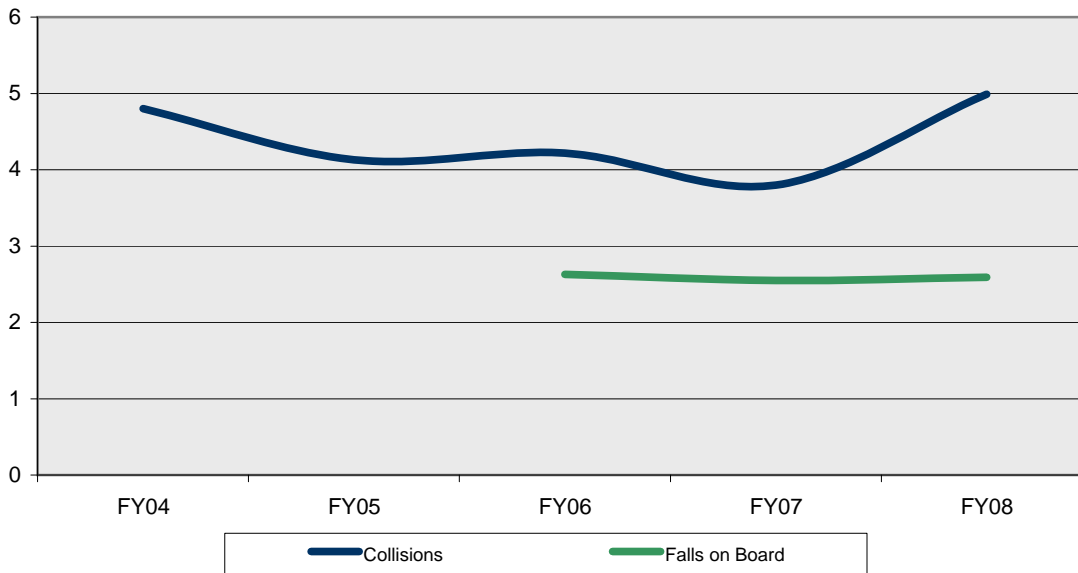
Quarterly - FY09 Q2 **Goals vary, see below** **Rail Accidents per 100,000 Miles**



Reporting Period	Collisions	Falls on Board
FY08 Q2	5.34	2.98
FY08 Q3	5.71	1.97
FY08 Q4	4.61	2.12
FY09 Q1	3.39	2.30
FY09 Q2	3.80	2.27
<i>FY09 Goal</i>	<i>4.74</i>	<i>2.46</i>

Notes
In FY09 Q2, there were 57 rail collisions and 34 falls on board. In FY09 Q1, there were 53 rail collisions and 36 falls on board.

Annual - FY08 **Revised Measure - no prior goal** **Rail Accidents per 100,000 Miles**

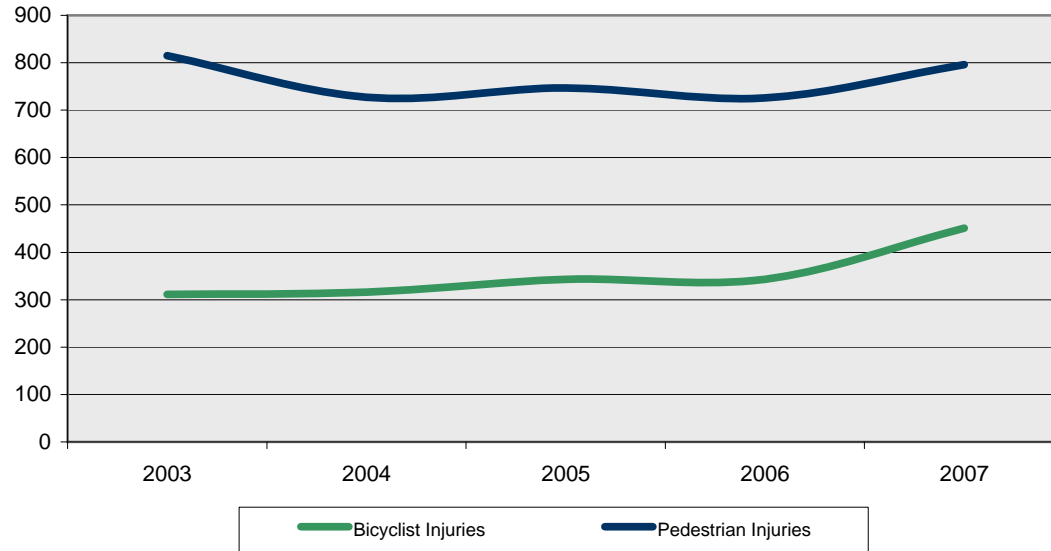


Reporting Period	Collisions	Falls on Board
FY04	4.80	
FY05	4.13	
FY06	4.22	2.63
FY07	3.80	2.55
FY08	4.99	2.59

Notes

Annual - 2007

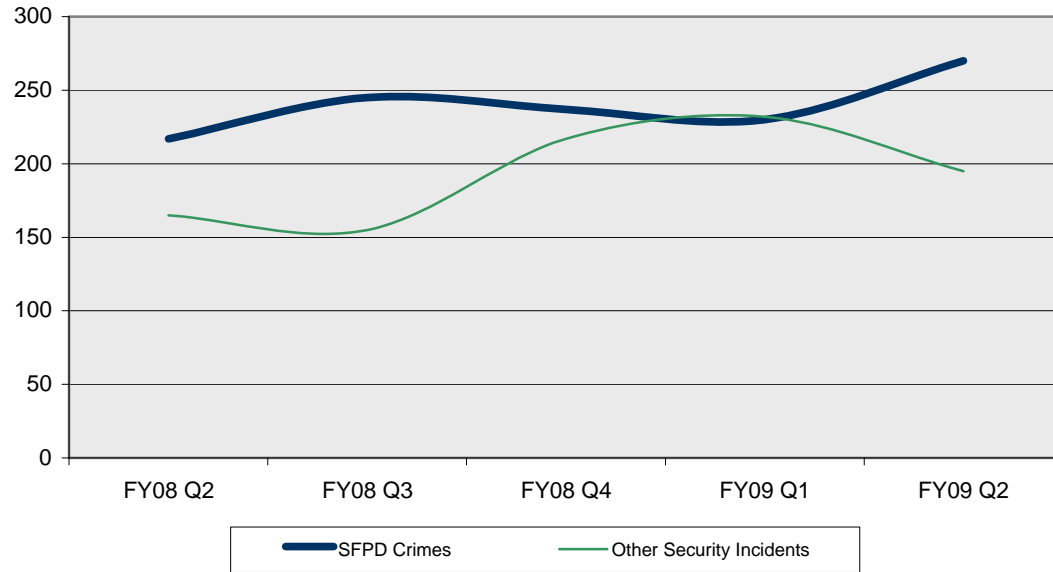
Vehicle Collisions Involving Bicyclists and Pedestrians



Reporting Period	Bicyclist Injuries	Bicyclist Fatalities	Pedestrian Injuries	Pedestrian Fatalities
2003	311	1	815	25
2004	316	1	727	20
2005	343	2	747	14
2006	343	2	726	15
2007	451	1	796	24

Notes
 To clarify, the above numbers are provided for informational purposes, and reflect all vehicle collisions within the City and County of San Francisco, not Muni-specific collisions.
 Source: 2007 Collision Report

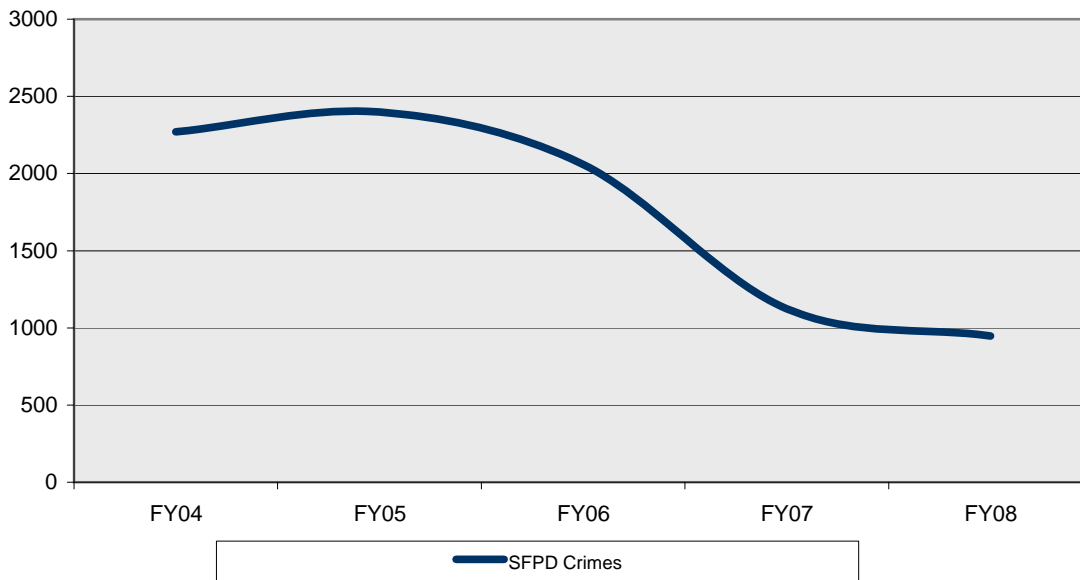
Quarterly - FY09 Q2 **Goal: < 225** **Goal achieved?** ■ **Trend?** ■ Security Incidents



Reporting Period	SFPD Crimes	Fare Evasions	Other Security Incidents
FY08 Q2	217	5,435	165
FY08 Q3	245	5,969	155
FY08 Q4	237	8,632	217
FY09 Q1	230	10,055	232
FY09 Q2	270	9,952	195
<i>FY09 Goal</i>	<i>225 per quarter</i>		

Notes
 FY09 Annual Goal is <900 crimes. Detailed results related to security incidents can be found in the appendix.

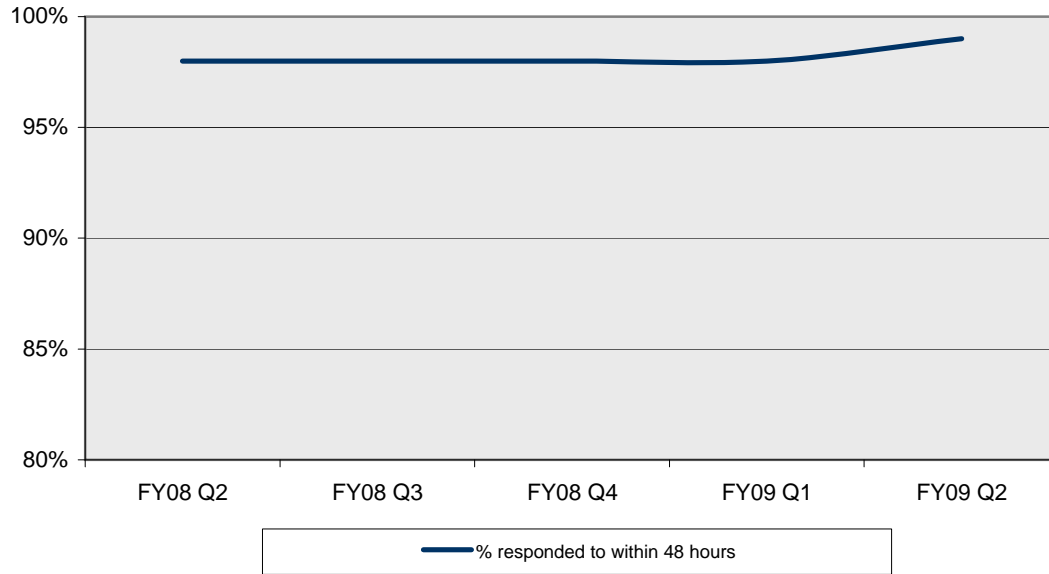
Annual - FY08 **Goal: <1,076** **Goal achieved?** ■ **Trend?** ■ Security Incidents



Reporting Period	SFPD Crimes	Fare Evasions	Other Security Incidents
FY04	2,271	18	NA
FY05	2,399	7,347	NA
FY06	2,058	9,017	NA
FY07	1,123	15,634	NA
FY08	947	26,737	670
<i>FY08 Goal</i>	<i>1,076</i>		

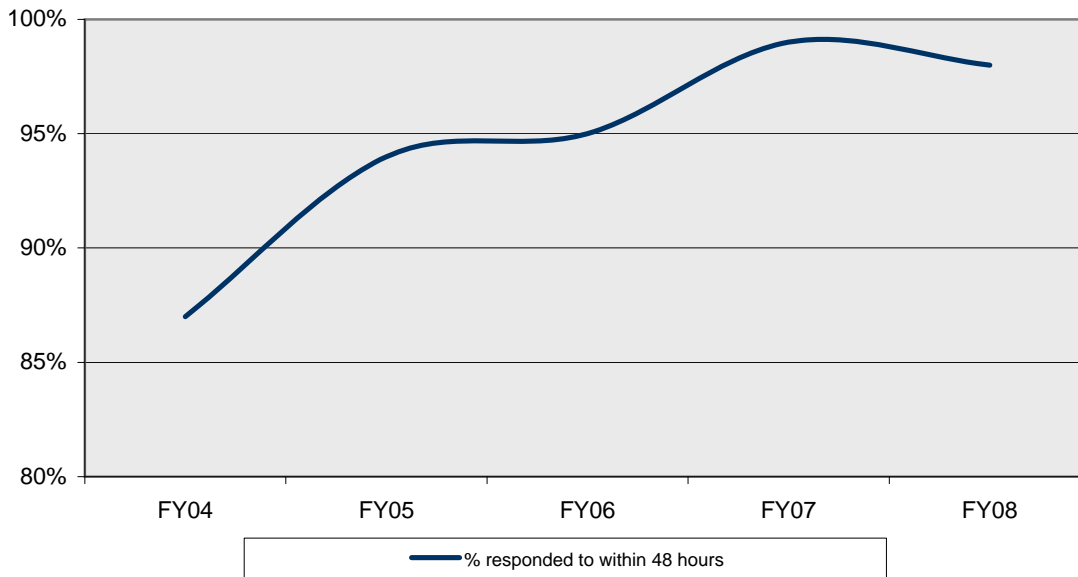
Notes
 Detailed results related to security incidents can be found in the appendix.
 C5 in FY08.

Quarterly - FY09 Q2 **Goal: >100%** **Goal achieved?** ■ **Trend?** ■ Abandoned Automobile Reports



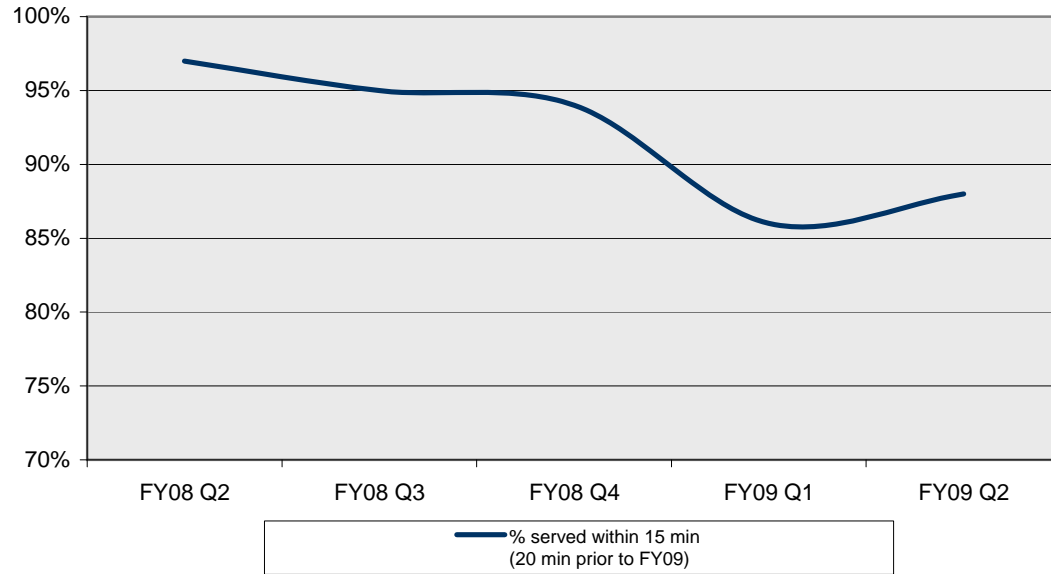
Reporting Period	% responded to within 48 hours
FY08 Q2	98%
FY08 Q3	98%
FY08 Q4	98%
FY09 Q1	98%
FY09 Q2	99%
<i>FY09 Goal</i>	<i>100%</i>
Notes	

Annual - FY08 **Goal: >100%** **Goal achieved?** ■ **Trend?** ■ Abandoned Automobile Reports



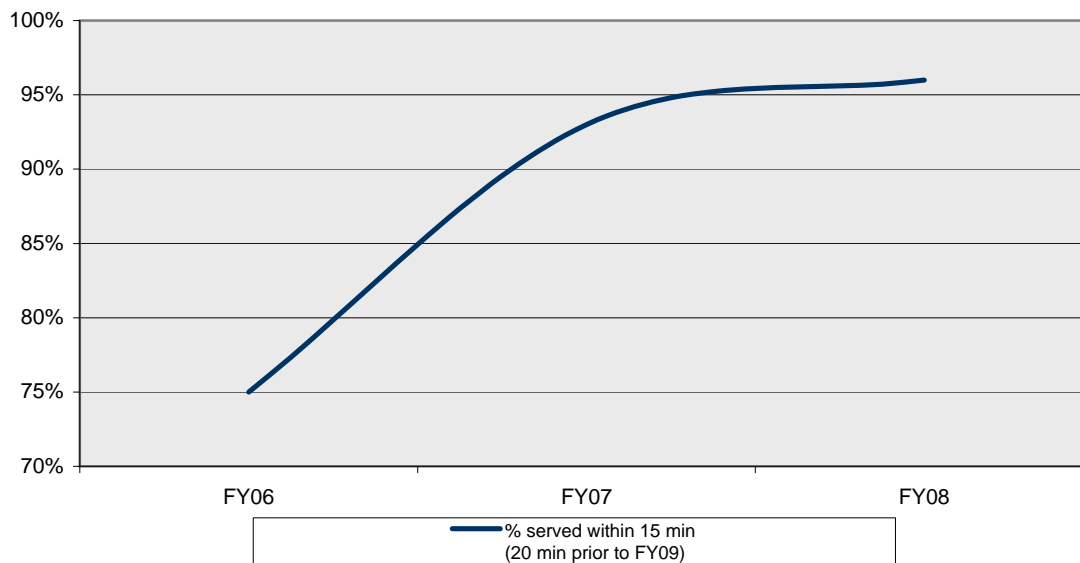
Reporting Period	% responded to within 48 hours
FY04	87%
FY05	94%
FY06	95%
FY07	99%
FY08	98%
<i>FY08 Goal</i>	<i>100%</i>
Notes	

Quarterly - FY09 Q2 **Goal: >82%** **Goal achieved?** **Trend?** Walk-in Citation and Res. Parking Permit Customers



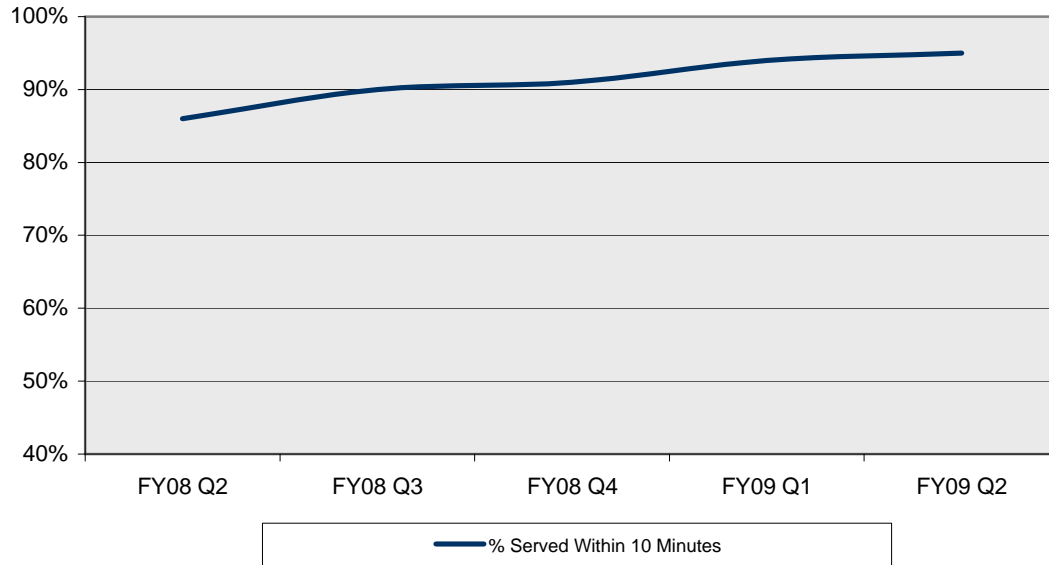
Reporting Period	% served within 15 min (20 min prior to FY09)
FY08 Q2	97%
FY08 Q3	95%
FY08 Q4	94%
FY09 Q1	86%
FY09 Q2	88%
FY09 Goal	82%
Notes	
RPP: Residential Parking Permit In FY08 the goal was >80% of customers served within 20 minutes. In FY09, the goal changed to >82% served within 15 minutes. Trend indicator not provided due to change in standard.	

Annual FY08 **Goal: >80%** **Goal achieved?** **Trend?** Walk-in Citation and Res Parking Permit Customers



Reporting Period	% served within 15 min (20 min prior to FY09)
FY06	75%
FY07	93%
FY08	96%
FY08 Goal	80%
Notes	
RPP: Residential Parking Permit C7 in FY08.	

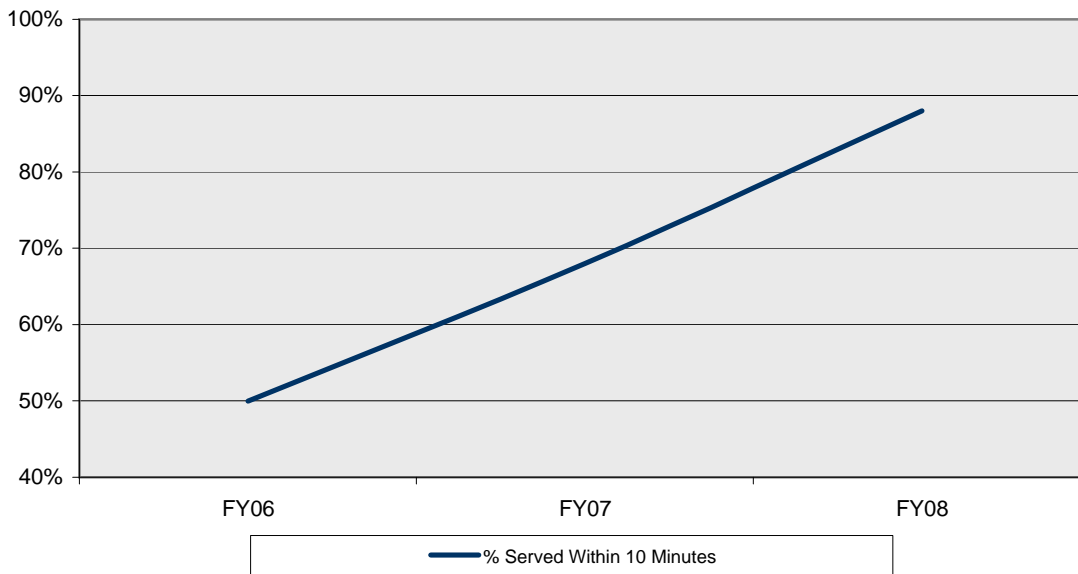
Quarterly - FY09 Q2 **Goal: >82%** **Goal achieved?** **Trend?** Administrative Citation Hearing Customers



Reporting Period	% Served Within 10 Minutes
FY08 Q2	86%
FY08 Q3	90%
FY08 Q4	91%
FY09 Q1	94%
FY09 Q2	95%
<i>FY09 Goal</i>	82%

Notes

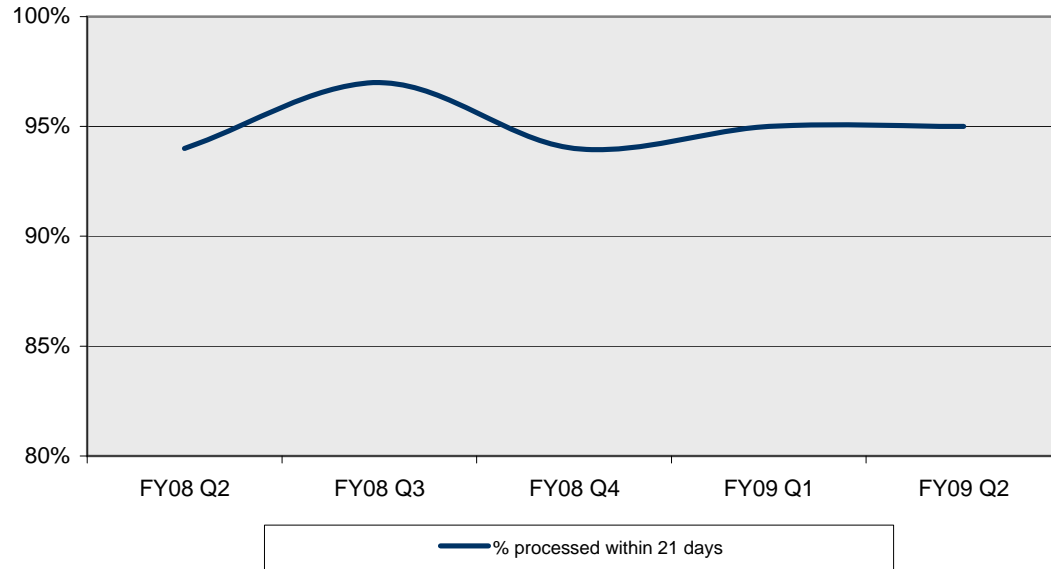
Annual - FY08 **Goal: >80%** **Goal achieved?** **Trend?** Administrative Citation Hearing Customers



Reporting Period	% Served Within 10 Minutes
FY06	50%
FY07	68%
FY08	88%
<i>FY08 Goal</i>	80%

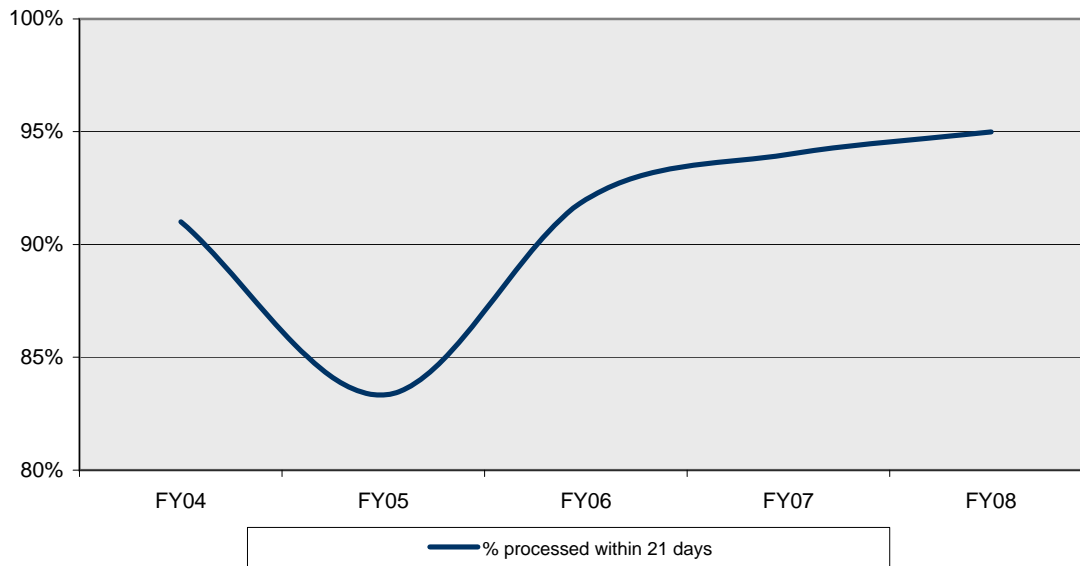
Notes
C8 in FY08.

Quarterly - FY09 Q2 **Goal: >95%** **Goal achieved?** ■ **Trend?** ■ Residential Parking Permit Renewals



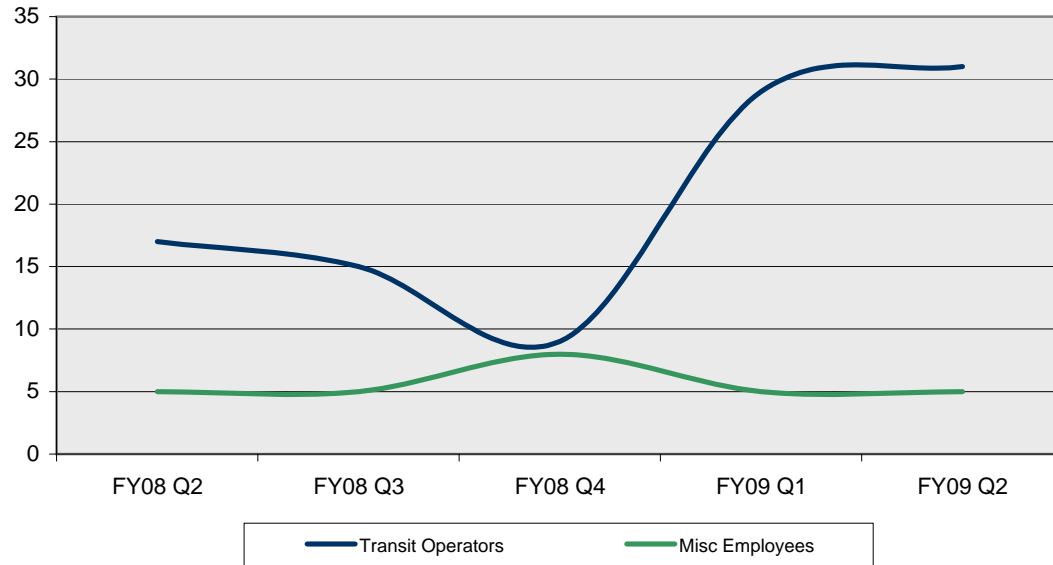
Reporting Period	% processed within 21 days
FY08 Q2	94%
FY08 Q3	97%
FY08 Q4	94%
FY09 Q1	95%
FY09 Q2	95%
<i>FY09 Goal</i>	95%
Notes	

Annual - FY08 **Goal: >95%** **Goal achieved?** ■ **Trend?** ■ Residential Parking Permit Renewals



Reporting Period	% processed within 21 days
FY04	91%
FY05	83%
FY06	92%
FY07	94%
FY08	95%
<i>FY08 Goal</i>	95%
Notes	
C9 in FY08.	

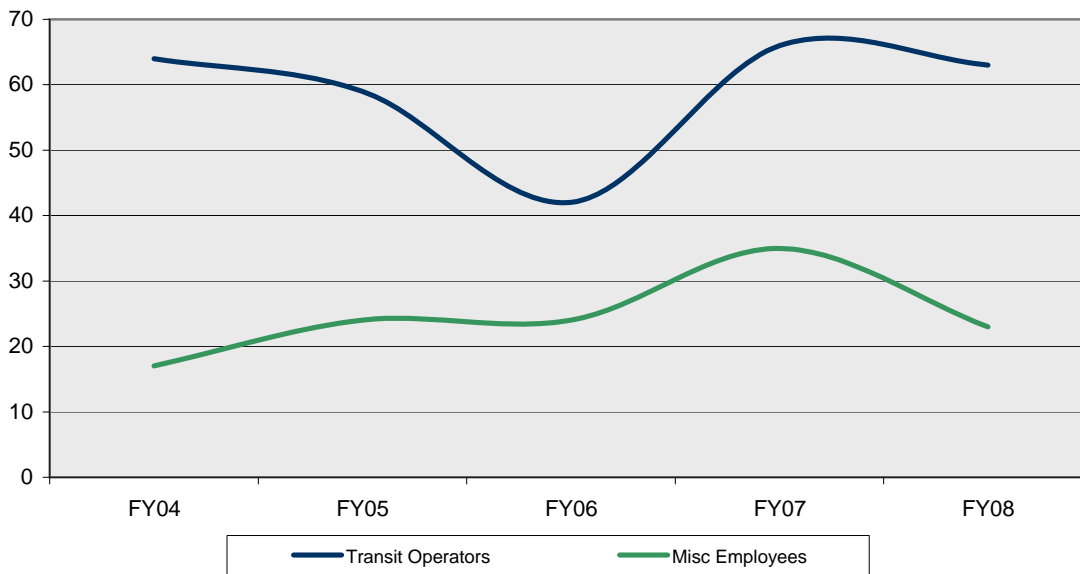
Quarterly - FY09 Q2 Grievances Filed



Reporting Period	Transit Operators	Misc Employees
FY08 Q2	17	5
FY08 Q3	15	5
FY08 Q4	9	8
FY09 Q1	29	5
FY09 Q2	31	5

Notes

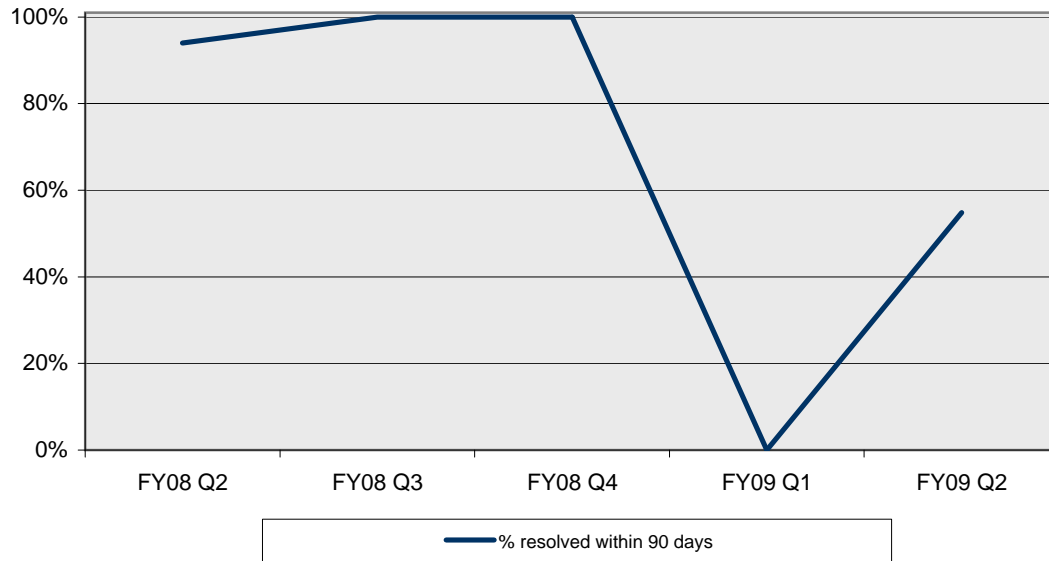
Annual - FY08 Grievances Filed



Reporting Period	Transit Operators	Misc Employees
FY04	64	17
FY05	59	24
FY06	42	24
FY07	66	35
FY08	63	23

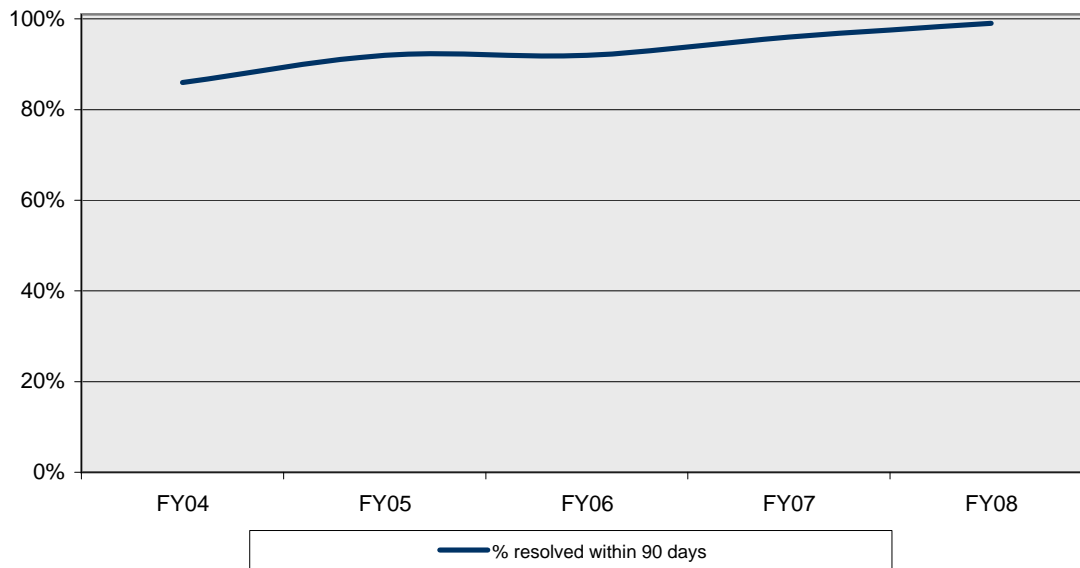
Notes
Grievances per 1,000 employees will be reported in the FY09 Year-End Report.

Quarterly - FY09 Q2 **Goal: >90%** **Goal achieved?** ■ **Trend?** ■ Transit Operator Grievance Resolution Rate



Reporting Period	% resolved within 90 days
FY08 Q2	94%
FY08 Q3	100%
FY08 Q4	100%
FY09 Q1	0%
FY09 Q2	55%
<i>FY09 Goal</i>	90%
Notes	

Annual - FY08 **Goal: >90%** **Goal achieved?** ■ **Trend?** ■ Transit Operator Grievance Resolution Rate



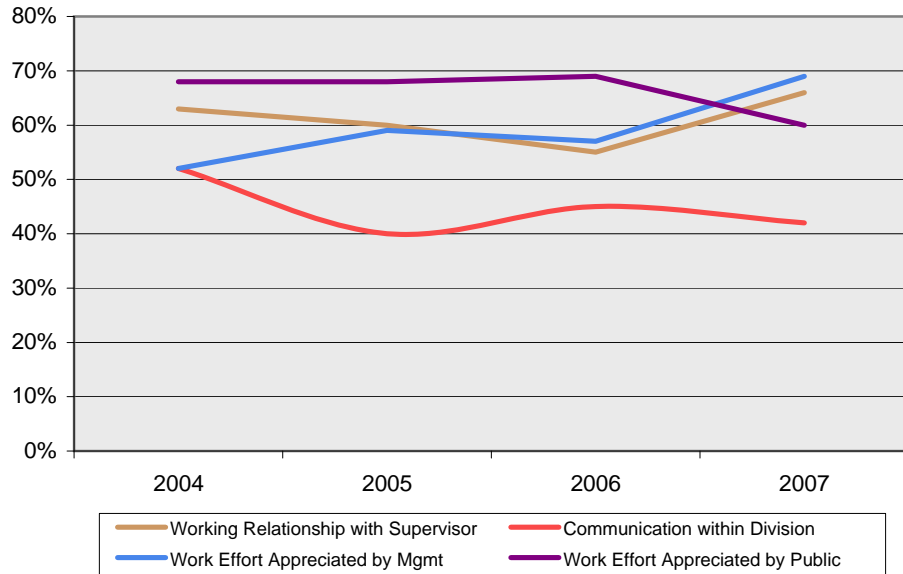
Reporting Period	% resolved within 90 days
FY04	86%
FY05	92%
FY06	92%
FY07	96%
FY08	99%
<i>FY08 Goal</i>	90%
Notes	
<i>FY04-FY06 Goal: 75% in 30 days</i>	
<i>FY07 Goal: 75% in 45 days</i>	
<i>FY08 Goal: 90% in 90 days</i>	

Annual - FY09

Newly introduced Service Standard

Results to be included in FY09 Year End Report

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



Reporting Period	Working Relationship with Supervisor	Communication within Division	Work Effort Appreciated by Mgmt	Work Effort Appreciated by Public
2004	63%	52%	52%	68%
2005	60%	40%	59%	68%
2006	55%	45%	57%	69%
2007	66%	42%	69%	60%
Notes				
D3 in FY08.				

Line/Route	Mode	FY04	FY05	FY06	FY07	FY08	FY09	Cust Observed Schedule Adherence FY09 Q2	Headway Adherence FY09 Q2	FY08 Load Factor	% of AM Peak Trips >125% LF FY09 Q2	% of PM Peak Trips >125% LF FY09 Q2
59 Powell-Mason	CC	66.2%	70.6%	69.9%	69.8%	68.9%	69.1%			54.8%		
60 Powell-Hyde	CC	68.3%	71.1%	68.1%	65.2%	70.1%	68.6%	65.3%	50.6%	75.0%	0.0%	3.8%
61 California St	CC	65.9%	68.1%	72.1%	73.1%	70.3%	69.9%	69.6%	67.5%	64.6%	0.0%	0.0%
F Market & Wharves	LRV	62.8%	69.6%	65.4%	71.3%	68.9%	67.6%			67.2%		
J Church	LRV	60.7%	68.6%	61.9%	66.1%	67.1%	64.9%			61.6%		
K Ingleside / T Third	LRV	69.1%	76.5%	72.1%	74.6%	74.5%	73.3%			75.8%		
L Taraval	LRV	73.4%	77.7%	75.7%	73.1%	74.6%	74.9%	70.3%	50.0%	85.0%	7.1%	1.6%
M Ocean View	LRV	60.9%	70.4%	63.4%	72.2%	65.8%	66.5%	62.5%	48.9%	57.1%	0.0%	11.1%
N Judah	LRV	64.3%	73.7%	75.8%	72.6%	66.9%	70.6%	72.6%	53.1%	84.8%	3.6%	0.0%
10 Townsend	MC	63.4%	61.9%	65.9%	73.5%	65.6%	66.0%			68.0%		
108 Treasure Island	MC	75.5%	74.1%	94.7%	94.1%	79.2%	83.5%			71.1%		
12 Folsom	MC	66.7%	67.6%	67.3%	66.3%	59.8%	65.5%	75.3%	71.4%	70.1%	4.5%	4.3%
14L Mission Limited	MC	75.7%	83.0%	65.9%	73.7%	73.5%	74.3%	70.0%	70.4%	56.6%	0.0%	0.0%
14X Mission Exp	MC	77.7%	88.3%	78.3%	74.8%	75.3%	78.9%	70.3%	70.6%	72.4%	0.0%	13.6%
16AX Noriega 'A' Exp	MC	63.7%	69.6%	63.1%	76.6%	68.5%	68.3%	71.7%	57.1%	72.3%	0.0%	0.0%
16BX Noriega 'B' Exp	MC	60.4%	62.6%	74.5%	74.4%	55.2%	65.4%	62.8%	61.5%	66.8%	0.0%	0.0%
17 Parkmerced	MC	57.2%	54.6%	64.9%	68.2%	65.9%	62.1%	52.1%	77.1%	25.1%	0.0%	0.0%
18 46th Av	MC	79.9%	78.3%	75.8%	78.0%	83.8%	79.1%			36.4%		
19 Polk	MC	62.6%	61.2%	64.3%	63.2%	67.5%	63.7%			68.1%		
1AX California 'A' Exp	MC	61.5%	57.8%	60.8%	54.2%	75.3%	61.9%	73.3%	63.0%	80.4%	0.0%	0.0%
1BX California 'B' Exp	MC	74.5%	86.3%	69.7%	78.0%	74.9%	76.7%			65.9%		
2 Clement	MC	65.8%	69.1%	65.5%	71.0%	64.4%	67.1%			68.8%		
23 Monterey	MC	67.2%	77.6%	73.4%	61.0%	74.6%	70.8%			48.2%		
26 Valencia	MC	65.3%	77.1%	66.8%	58.0%	59.5%	65.3%			35.8%		
27 Bryant	MC	68.4%	68.4%	73.3%	70.1%	72.0%	70.4%	70.1%	69.2%	68.4%	0.0%	0.0%
28 19th Av	MC	65.3%	65.1%	68.4%	57.1%	61.4%	63.4%			73.1%		

Line/Route	Mode	FY04	FY05	FY06	FY07	FY08	FY09	Cust Observed Schedule Adherence FY09 Q2	Headway Adherence FY09 Q2	FY08 Load Factor	% of AM Peak Trips >125% LF FY09 Q2	% of PM Peak Trips >125% LF FY09 Q2
28L 19th Av Limited	MC	74.5%	80.7%	65.1%	69.4%	88.4%	75.6%	75.0%	64.7%	51.8%	0.0%	33.3%
29 Sunset	MC	57.2%	59.8%	59.0%	58.7%	68.4%	60.6%			89.6%		
30X Marina Exp	MC	80.3%	78.7%	71.3%	74.8%	78.7%	76.7%			71.0%		
31AX Balboa 'A' Exp	MC	64.9%	68.4%	68.2%	70.3%	71.9%	68.7%	66.7%	52.6%	79.7%	0.0%	0.0%
31BX Balboa 'B' Exp	MC	67.9%	63.3%	78.0%	70.0%	69.2%	69.7%	60.0%	33.3%	66.2%	11.1%	0.0%
35 Eureka	MC	74.6%	71.2%	70.4%	78.9%	60.9%	71.2%			42.2%		
36 Teresita	MC	62.3%	62.2%	60.5%	60.6%	60.2%	61.1%	62.5%	94.5%	22.3%	0.0%	0.0%
37 Corbett	MC	73.2%	84.1%	71.7%	75.6%	67.2%	74.3%			72.9%		
38 Geary	MC	74.8%	72.5%	71.4%	75.1%	72.7%	73.3%			65.0%		
38AX Geary 'A' Exp	MC	56.8%	65.5%	85.0%	67.4%	78.2%	70.6%	72.7%	65.0%	65.3%	0.0%	0.0%
38BX Geary 'B' Exp	MC	71.0%	78.3%	70.9%	68.0%	65.5%	70.7%	82.6%	76.2%	63.4%	0.0%	0.0%
38L Geary Limited	MC	79.6%	77.1%	59.6%	73.8%	74.4%	72.9%	72.6%	57.7%	88.8%	5.9%	0.0%
39 Coit	MC	57.6%	62.8%	57.4%	37.6%	57.3%	54.5%	65.8%	85.7%	30.4%	0.0%	0.0%
43 Masonic	MC	67.9%	75.6%	67.5%	63.5%	69.4%	68.8%			98.1%		
44 O'Shaughnessy	MC	62.9%	69.0%	69.1%	70.4%	66.0%	67.4%			88.8%		
47 Van Ness	MC	74.2%	58.4%	74.9%	73.4%	76.9%	71.5%	75.6%	48.8%	77.1%	0.0%	0.0%
48 Quintara-24th St	MC	66.8%	68.1%	61.7%	72.8%	62.2%	66.3%			87.9%		
52 Excelsior	MC	76.3%	68.5%	60.0%	83.9%	48.8%	67.5%			61.7%		
53 Southern Heights	MC	79.6%	84.7%	78.6%	78.1%	81.0%	80.4%	74.2%	78.8%	42.5%	14.3%	0.0%
54 Felton	MC	60.3%	59.7%	52.3%	45.3%	45.4%	52.6%			66.3%		
56 Rutland	MC	77.2%	62.6%	68.2%	62.0%	52.3%	64.4%	85.7%	96.6%	26.7%	0.0%	0.0%
66 Quintara	MC	78.0%	70.8%	70.2%	64.2%	79.3%	72.5%			22.6%		
67 Bernal Heights	MC	75.3%	59.4%	76.6%	76.9%	69.6%	71.6%	77.8%	84.8%	47.2%	0.0%	0.0%
71 Haight-Noriega / 71L Lim	MC		68.7%	61.9%	64.1%	66.7%	65.3%			86.1%		
76 Marin Headlands	MC									NA		
80X Gateway Exp	MC	56.3%	45.9%	33.3%	87.5%	90.0%	62.6%			52.1%		

Line/Route	Mode	FY04	FY05	FY06	FY07	FY08	FY09	Cust Observed Schedule Adherence FY09 Q2	Headway Adherence FY09 Q2	FY08 Load Factor	% of AM Peak Trips >125% LF FY09 Q2	% of PM Peak Trips >125% LF FY09 Q2
81X Caltrain Exp	MC	25.9%	56.3%	62.5%	75.0%	25.0%	48.9%			83.1%		
82X Presidio & Wharves Exp	MC	50.2%	61.6%	71.5%	66.4%	62.5%	62.4%			66.4%		
88 BART Shuttle	MC	61.1%	67.5%	60.3%	63.3%	68.6%	64.1%			72.9%		
89 Laguna Honda	MC	44.8%	55.2%	51.8%	56.6%	60.9%	53.8%			7.4%		
9 San Bruno	MC	72.0%	74.3%	70.8%	68.3%	67.7%	70.6%	75.5%	59.6%	83.1%	27.3%	3.7%
90 Owl	MC	89.8%	87.3%	85.8%	72.2%	73.5%	81.7%	94.4%	100.0%	12.2%	0.0%	0.0%
91 Owl	MC	70.9%	56.3%	65.3%	72.2%	53.8%	63.7%			11.3%		
9AX San Bruno 'A' Exp	MC	58.3%	53.1%	48.3%	63.5%	60.9%	56.8%	56.5%	61.9%	106.8%	66.7%	12.5%
9BX San Bruno 'B' Exp	MC	64.0%	67.6%	66.3%	74.8%	59.7%	66.5%			104.8%		
9X San Bruno Exp	MC	64.1%	64.1%	59.1%	65.0%	56.1%	61.7%			61.6%		
1 California	TC	77.4%	76.3%	81.6%	83.2%	84.9%	80.6%	85.7%	29.6%	80.2%	4.2%	17.8%
14 Mission	TC	71.1%	71.5%	75.1%	71.2%	77.5%	73.3%			77.3%		
20 Columbus	TC					79.0%	NA	94.4%	87.9%	25.7%	0.0%	0.0%
21 Hayes	TC	67.6%	65.2%	62.0%	71.2%	71.9%	67.6%	71.1%	72.2%	86.9%	6.7%	0.0%
22 Fillmore	TC	72.6%	72.7%	68.0%	69.8%	72.9%	71.2%	74.0%	42.3%	73.4%	8.3%	2.1%
24 Divisadero	TC	64.7%	73.1%	71.9%	69.1%	72.5%	70.2%	65.6%	53.9%	85.3%	0.0%	3.4%
3 Jackson	TC	69.2%	67.6%	71.6%	76.1%	71.8%	71.2%			55.7%		
30 Stockton	TC	72.8%	74.0%	75.7%	75.6%	73.6%	74.3%			79.0%		
31 Balboa	TC	65.2%	69.7%	70.6%	66.1%	71.2%	68.5%	73.9%	66.5%	64.9%	0.0%	3.1%
33 Stanyan	TC	63.3%	63.9%	66.2%	66.8%	64.8%	65.0%			58.0%		
4 Sutter	TC	73.7%	69.2%	80.0%	81.0%	80.9%	76.9%			54.0%		
41 Union	TC	76.9%	86.5%	78.6%	74.9%	76.8%	78.7%			89.8%		
45 Union-Stockton	TC	71.6%	68.3%	65.5%	71.5%	67.6%	68.9%			95.2%		
49 Van Ness-Mission	TC	72.4%	74.3%	62.9%	73.0%	68.6%	70.2%			64.7%		
5 Fulton	TC	77.8%	73.1%	70.5%	76.1%	77.2%	74.9%			85.5%		
6 Parnassus	TC	68.7%	69.7%	75.4%	79.3%	75.8%	73.8%	80.3%	71.2%	65.1%	0.0%	0.0%
7 Haight	TC	71.4%	77.7%	72.4%	58.8%	58.8%	67.8%	74.2%	66.7%	59.0%	0.0%	0.0%

Element	FY09 Q3	FY09 Q4	FY10 Q1	FY10 Q2
100 EMPLOYEE CONDUCT - UNSAFE OPERATION				
101 Running Red Light/Stop Sign				
102 Speeding				
103 Allegedly Under Influence of Drugs/Alcohol				
104 Using Mobile Phone or Radio				
105 Eating/Drinking/Smoking	<i>Detailed reporting delayed until FY09 Q3</i>			
106 Collision				
107 Fall Boarding/On Board/Alighting - Injury				
108 General Careless Operation				
Subtotal				
200 EMPLOYEE CONDUCT - INATTENTIVENESS / NEGLIGENCE				
201 Pass Up/Did Not Wait for Transferee				
201A Pass Up Wheelchair/Lift/Ramp User				
202 Ignored Stop Request				
203 No En Route Announcements				
203A No En Route Announcements (ADA)				
204 Inadequate Delay Announcements				
205 Offroute/Did Not Complete Route				
206 Not Adhering to Schedule				
207A Refused to Kneel Bus/Lower Steps				
208A Did Not Ask Priority Seats to be Vacated				
209A Did Not Pull to Curb for Disabled				
210A Refused to Accommodate Service Animal				
211 Unauthorized Stop/Delay				
212 Did Not Enforce Rules				
213 General Distraction from Duty				
Subtotal				

Element	FY09 Q3	FY09 Q4	FY10 Q1	FY10 Q2
300 EMPLOYEE CONDUCT - DISCOURTEOUS/INSENSITIVE/INAPPROPRIATE CONDUCT				
301 Discourtesy to Customer				
301A Discourtesy Due to Customer Disability				
302 Altercation: Employee/Customer				
303 Fare/Transfer/POP Dispute				
304 Mishandling Funds/Transfers				
305 Refused Vehicle As Terminal Shelter				
306 General Unprofessional Conduct/Appearance				
Subtotal				
400 EMPLOYEE CONDUCT - COMMENDATION				
401 Employee Commendation				
Subtotal				
500 PRODUCTS/SERVICES - CRIMINAL ACTIVITY				
501 Altercation: Miscellaneous				
502 Larceny/Theft				
503 Fare Evasion/Transfer Abuse				
504 Disorderly Conduct/Disturbance				
Subtotal				

Element	FY09 Q3	FY09 Q4	FY10 Q1	FY10 Q2
600 PRODUCTS/SERVICES - SERVICE DELIVERY/FACILITIES				
601 Delay/No-Show				
602 Bunching				
603 Switchback				
604 Vehicle Appearance				
605 Vehicle Maintenance/Noise				
606A Wheelchair Lift/Securements Defective				
607 Track/ATCS Maintenance				
608 Station/Stop Appearance/Maintenance				
609 Elevator/Escalator Maintenance				
610 Fare Collection Equipment				
611 Signs, Maps, and Auto-Announcements				
Subtotal				
700 PRODUCTS/SERVICES - SERVICE PLANNING				
701 Insufficient Frequency				
702 Lines/Routes: Current and Proposed				
703 Stop Changes				
704 Shelter Requests				
Subtotal				
800 PRODUCTS/SERVICES - MISCELLANEOUS				
801 NextMuni/Technology				
802 Advertising/Marketing				
803 Personal Property Damage				
804 Fare Media Issues				
805 System Commendation				
Subtotal				
UNCLASSIFIABLE				
GRAND TOTAL				

Element	FY09 Q3	FY09 Q4	FY10 Q1	FY10 Q2
PSR RESOLUTION REPORT				
CLOSED FEEDBACK				
C-1 Commendation				
C-2 Forwarded: Non-Operator Issue				
C-3 Forwarded: 3rd Party/Not Passenger				
C-4 Dismissed: No Contact Info				
C-5 Dismissed: Unable to ID				
C-6 Dismissed: No Merit/Dropped				
C-7 No Action: Possible Merit				
C-8 Action Taken: Conferenced				
C-9 Action Taken: Referred/Reinstructed				
C-10 Action Taken: Escalated Discipline				
Subtotal				
ACTIVE FEEDBACK				
A-1 Forwarded: Superintendent to Review				
AH-1 Hearing Notification Required				
AH-2 Hearing Notification Done				
AH-3 Hearing Pending				
AH-4 Hearing Held: Valid				
Subtotal				
GRAND TOTAL				
% RESOLVED WITHIN 30 DAYS				

Element	FY08 Q2	FY08 Q3	FY08 Q4	FY09 Q1	FY09 Q2
SFPD REPORTED CRIMES					
Part I Crimes (Violent)					
Homicide	0	0	0	0	0
Rape	0	2	0	0	0
Robbery	38	30	35	37	57
Aggravated Assault	9	14	8	9	12
<i>Subtotal</i>	<i>47</i>	<i>46</i>	<i>43</i>	<i>46</i>	<i>69</i>
Part I Crimes (Property)					
Burglary	0	2	0	0	0
Larceny/Theft	104	114	143	136	150
Motor Vehicle Theft	1	0	0	0	0
Arson	0	1	0	0	0
<i>Subtotal</i>	<i>105</i>	<i>117</i>	<i>143</i>	<i>136</i>	<i>150</i>
Part II Crimes					
Other Assault	36	51	37	34	43
Malicious Mischief	21	19	14	3	0
Weapons	1	2	0	1	0
Sex Offenses	1	5	0	1	3
Disorderly Conduct	1	3	0	4	1
Drunkenness	5	2	0	5	4
<i>Subtotal</i>	<i>65</i>	<i>82</i>	<i>51</i>	<i>48</i>	<i>51</i>
Total	217	245	237	230	270
OTHER SECURITY INCIDENTS					
Threats	22	15	42	50	47
Disturbances	21	18	48	53	50
Graffiti/Vandalism	58	68	108	122	90
Miscellaneous	64	54	19	7	8
Total	165	155	217	232	195

Standard	Goal	Purpose	Definition	Method / Source
<p>A1 On-Time Performance Schedule Adherence <i>Quarterly</i></p>	<p>>85%</p>	<p>To measure schedule adherence.</p>	<p>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.</p>	<p>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.</p>
<p>A1 On-Time Performance Headway Adherence <i>Quarterly</i></p>	<p>>85%</p>	<p>To measure scheduled headways against actual headways.</p>	<p>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.</p>	<p>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.</p>

Standard	Goal	Purpose	Definition	Method / Source
A2 Service Delivery Scheduled Service Hours Delivered <i>Quarterly</i>	>98.5%	To measure service hours through available operators and equipment deployed in revenue service, along with the percentage of equipment available for service.	Measurement of the percent of total available hours for service measuring operators and equipment and percentage of equipment available daily.	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 Trapeze system.
A2 Service Delivery AM/PM Peak Vehicle Availability (Systemwide, Bus, Rail) <i>Quarterly</i>	>99%	To measure the percentage of equipment available for service.	Measurement of availability as a percentage of vehicles at each facility available at 7am/4pm on non-holiday weekdays against peak demand requirements.	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.
A2 Service Delivery Operator Availability <i>Quarterly</i>	NA	To support calculation of Scheduled Service Hours Delivered.	Measurement of the percent of total available hours for service measuring operators and equipment and percentage of equipment available daily.	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 Trapeze system.
A2 Service Delivery Late Pull-Outs <i>Quarterly</i>	<1.5%	To measure timely deployment of service.		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.

Standard	Goal	Purpose	Definition	Method / Source
<p>A3 Load Factors % of Runs Exceeding Maximum Load During Peak Periods <i>Quarterly</i></p>	<p>Baseline to be established</p>	<p>To measure load factors during peak periods.</p>	<p>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 125% of seating/standing capacity during peak periods and 85% overall.</p>	<p>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.</p>
<p>A4 Unscheduled Absences Muni, Other SFMTA <i>Quarterly</i></p>	<p>Admin: 5.2% Maint: 6.7% Ops: 6.9% Transit Operators: 10.2% Citations/CSC: 7.4% DPT Admin: 4.0% DPT Shops: 10.5% Traffic Eng: 5.2% Parking Enforce: 14.9%</p>	<p>To measure unscheduled absences.</p>	<p>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.</p>	<p>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.</p>

Standard	Goal	Purpose	Definition	Method / Source
A5 Mean Distance Between Failure Bus, Rail <i>Quarterly</i>	Flynn: 3,400 Kirkland: 3,400 Potrero Art: 1,000 Potrero Std: 1,700 Presidio: 1,700 Woods: 3,400 Bus Avg: 2,611 Breda: 5,000 Cable Car: 6,000 F-Line: 2,000 Rail Avg: 4,712	To measure reliability through the miles a vehicle travels between failures.	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.	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.
A6 Vacancy Rates for Service Critical Positions Transit Operators, Crafts, Maintenance <i>Quarterly</i>	<5%	Monthly measurement of net vacancies against budgeted positions for Operations personnel.	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.	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.
A7 Traffic and Parking Control Requests % Addressed Within 90 Days <i>Quarterly</i>	>82%	To measure responsiveness to the public.	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.	Using the existing database system, a report is generated to provide a response rate for all requests completed within a specific quarter.

Standard	Goal	Purpose	Definition	Method / Source
<p>A8 Color Curb Applications % Addressed Within 30 Days <i>Quarterly</i></p>	<p>>90%</p>	<p>To measure responsiveness to the public.</p>	<p>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.</p>	<p>Using the existing database system, a report is generated to provide a response rate for all requests completed within a specific quarter.</p>
<p>A9 Parking Meter Malfunction Reports % Addressed Within 48 Hours <i>Quarterly</i></p>	<p>>85%</p>	<p>To ensure consistent operation of parking meters and promptly repair inoperable meters.</p>	<p>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.</p>	<p>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.</p>

Standard	Goal	Purpose	Definition	Method / Source
<p>A10 Hazardous Traffic Sign Reports % Addressed Within 24 Hours <i>Quarterly</i></p>	<p>>98%</p>	<p>To ensure the safety of all modes of transportation by responding quickly to complaints of hazardous traffic sign conditions.</p>	<p>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.</p>	<p>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.</p>
<p>A11 Hazardous Traffic Signal Reports % Addressed Within 2 Hours <i>Quarterly</i></p>	<p>>92%</p>	<p>To ensure the safety of all modes of transportation by responding quickly to complaints of hazardous traffic signal conditions.</p>	<p>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.</p>	<p>All complaints and service requests are maintained in a database system. Reports are generated to determine average response rate.</p>
<p>A12 Traffic Lane Lines, Bus Zones and Crosswalks % of Network Maintained Annually <i>Quarterly (Annualized Results)</i></p>	<p>>12%</p>	<p>To ensure the safety of all modes of transportation by maintaining visibility of existing lane line, bus zone, and crosswalk designations.</p>	<p>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.</p>	<p>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.</p>
<p>A13 Productivity Average # of Boardings per Service Hour <i>Annually</i></p>	<p>Benchmarked relative to peer agencies</p>	<p>To measure the productivity of Muni services.</p>	<p>Average number of boardings per service hour.</p>	<p>Passenger boardings are divided by service hours delivered.</p>

Standard	Goal	Purpose	Definition	Method / Source
A14 Pedestrian Safety # of Intersections Equipped with Countdown Signals <i>Annually</i>	>776	To measure the Agency's progress toward installation of countdown signals.	# of intersections equipped within countdown signals.	Total number of intersections equipped with countdown signals are tabulated at the end of the fiscal year.
A15 Bicycle Network Usage Counts at Key Locations <i>Quarterly</i>	Baseline to be established	To measure bicycle ridership to key locations.	Definition pending receipt of initial data.	Results from counting devices will be tabulated on a quarterly basis.
A16 Congestion Management Level of Service on Principal Arterials <i>Annually</i>	NA	To measure roadway conditions on key arterials.	Ratings assigned in SFCTA report.	Results from the SFCTA report on level of service are presented for informational purposes.
A17 Sustainability % of Trips by More Sustainable Modes <i>Annually</i>	Baseline to be established	To measure the City's progress toward promotion of travel by more sustainable modes.	Percent of trips conducted by bicyclists, pedestrians, and transit users.	Currently evaluating data collection methodology.
B1 Ridership Customers Carried <i>Annually</i>	>223,254,000	To measure ridership.	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.	Ride checkers are utilized to count passenger boardings.
B2 Revenue By Source <i>Annually</i>	Fare Revenue: 1.5% increase to >\$153,273,000 Non-Fare Revenue: 5% increase to TBD	To measure fare revenue by average fare by passenger, mode, and general Fast Pass sales.	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.	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.

Standard	Goal	Purpose	Definition	Method / Source
B3 Farebox Performance Average Fare (based on unlinked trips) <i>Annually</i>	NA	To measure farebox performance.	Average fare without Cable Car and BART payment, without Cable Cars, and with all modes	Revenues are divided by number of unlinked trips.
B4 Cost Efficiency Fully Allocated Service Cost by Mode <i>Annually</i>	Benchmarked relative to peer agencies	To measure the cost of producing revenue service by fully allocated costs per hour of service by passenger mile and mode.	Fully allocated cost of service per hour and per mile.	Data is reported to the Board on an annual basis based on fully allocated costs per hour of service by mode.
B5 Cost Effectiveness Operating Expense per Boarding <i>Annually</i>	Benchmarked relative to peer agencies	To measure cost effectiveness.	Operating expense per boarding is calculated for each mode.	Operating expenses are divided by the number of passenger boarding.
C1 Customer Perceptions Muni <i>Annually</i>	>5% year over year improvement	Measure the level of satisfaction of both transit riders and employees. Use the results of the survey to implement improvements.	Muni will conduct an annual survey of riders to determine riders' sentiments and concerns. Surveys will include an Employee Survey along with a Rider Survey.	Successful completion of the surveys prior to the end of FY2007 and present findings of surveys to Board and Citizens Advisory Committee.
C1 Customer Perceptions Pedestrian Safety, Bicycling <i>Annually</i>	>5% year over year improvement (Pedestrian Safety) Baseline to be established (Bicycling)	To measure customer perceptions of pedestrian safety and bicycle conditions.	1 to 5 ratings on pedestrian safety and bicycling conditions from citizen surveys.	Results from the City Survey and State of Cycling report are used for this standard.
C2 Customer Feedback Received Muni <i>Quarterly</i>	NA	To identify the key types of feedback received by Muni customers.	Consists of employee conduct and products/services complaints.	Customer feedback statistics are extracted from the Trapeze COM system and categorized by feedback type.

Standard	Goal	Purpose	Definition	Method / Source
C2 Operator Complaint Resolution Rate % of Complaints Resolved Within 30 Days <i>Quarterly</i>	>75%	To measure customer satisfaction with the Municipal Railway and the effectiveness of internal processes to address the complaints.	SFMTA summarizes complaints received, resolved, and outstanding on a quarterly basis.	Data provided by the Muni Customer Services Unit and will be reported to the Board on a quarterly basis.
C3 Operator Training # of Training Hours <i>Quarterly</i>	>50,000 hours	To reduce accidents through effective operator training programs as well as effective accident follow-up training.	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.	Number of reportable accidents and training hours. Data are reported to the Board on a quarterly basis.
C3 Operator Training % of Operators Receiving Revised Customer Service Training <i>Annually</i>	>50%	To track progress toward implementation of enhanced customer service training.	Operators receiving training as percentage of total active operator workforce.	Operators receiving training as percentage of total active operator workforce.
C4 Safety Accidents per 100,000 miles (Bus, Rail) <i>Quarterly</i>	Bus Collisions: 6.47 Bus Falls on Board: 2.90 Rail Collisions: 4.74 Rail Falls on Board: 2.46	To reduce accidents through effective operator training programs as well as effective accident follow-up training.	Track reduction in accidents as a result of more effective operator training and accident retraining.	Number of reportable revenue service accidents. Data will be reported to the Board on a quarterly basis.
C5 Safety Vehicle Collisions Involving Bicyclists and Pedestrians (Citywide) <i>Annually</i>	NA	To measure the City's progress toward promotion reduction in collisions.	Citywide results pulled from the Collision Report for informational purposes.	Citywide results pulled from the Collision Report.

Standard	Goal	Purpose	Definition	Method / Source
C6 Security Incidents # of SFPD Reported Crimes, Fare Evasions and Other Incidents <i>Quarterly</i>	<225 SFPD reported crimes per quarter (<900 for FY09)	To measure security incidents on transit vehicles and in facilities.	All categories of crime incidents are reported by category on a quarterly basis.	Data is collected daily by Security and Enforcement. Data will be reported to the Board on a quarterly basis.
C7 Abandoned Automobile Reports % Responded to Within 48 Hours <i>Quarterly</i>	100%	To abate quality of life nuisances and hazards associated with abandoned automobiles.	Measures response time from receipt of complaint by Security and Enforcement's Abandoned Auto Detail to vehicle being marked for removal.	The Detail maintains a manual log of complaints received and resolution. Staff compiles the information and generates a report.
C8 Walk-in Citation and Residential Parking Permit Customers % Served Within 15 Minutes <i>Quarterly</i>	>82%	To provide a high level of customer service at our customer service center.	Percent of customers receiving service from the window clerk within 15 minutes of arrival.	Staff utilizes the Q-matic system to track and record customer waiting times.
C9 Administrative Citation Hearing Customers % Served Within 10 Minutes <i>Quarterly</i>	>82%	To provide a high level of customer service at our customer service center.	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.	Monthly reports generated by Hearing group's computer system.
C10 Mail-in Residential Parking Permit Renewals % Processed Within 21 Days <i>Quarterly</i>	>95%	To improve the level of customer service by ensuring prompt response to by-mail renewal residential parking permit applications.	Percent of renewal permit applications returned to residents within 21 days of receipt.	Electronic report generated by contractor overseeing the program.
D1 Grievances # of Transit Operator and Miscellaneous Employee Grievances <i>Quarterly</i>	NA	To record and monitor the status of all grievances.	Quarterly reports include the number of new grievances (filed, resolved, and active).	An internal tracking system is used to provide data for the Board on a quarterly basis.

Standard	Goal	Purpose	Definition	Method / Source
D1 Grievances # Grievances per 1,000 Employees <i>Annually</i>	Baseline to be established	To measure the frequency of grievances in the SFMTA workforce.	Number of grievances calculated per 1,000 employees.	Number of grievances calculated per 1,000 employees.
D2 Grievance Resolution Rate % of Operator Grievances Resolved Within 90 Days <i>Quarterly</i>	>90%	To measure the effectiveness of the Labor Relations in the resolution of grievances.	An internal tracking system is used to provide data for the Board on a quarterly basis. Based on resolution rate for grievances resolved during the period.	An internal tracking system is used to provide data for the Board on a quarterly basis. Based on resolution rate for grievances resolved during the period.
D3 EEO Complaints # Received <i>Annually</i>	Baseline to be established	To measure the frequency of EEO Complaints in the SFMTA workforce.	Total number of EEO complaints received.	Total number of EEO complaints received.
D4 Employee Satisfaction All SFMTA Employees <i>Annually</i>	>5% year over year improvement	Measure the level of satisfaction of both transit riders and employees. Use the results of the survey to implement improvements.	Muni will conduct an annual survey of riders to determine riders' sentiments and concerns. Surveys will include an Employee Survey along with a Rider Survey.	Successful completion of the surveys prior to the end of FY2007 and present findings of surveys to Board and Citizens Advisory Committee.