

**PROPOSED CHANGES to the FY2008 MTA
Service Standards and Milestones**

A. SYSTEM RELIABILITY and TRAFFIC OPERATIONS

A1. On Time Performance - % of Vehicles that run on time according to published schedules (no more than 4 minutes late or 1 minute early) measured at terminals and established intermediate points. Actual headways against scheduled headways on all radial express, cross-town, secondary, and feeder lines for peak, base, evening, and late night services.

GOAL: No less than 85% on July 1, 2008 (*Goal is Mandated by the Charter*)

Purpose: To measure schedule adherence.

Definition of Measurement: Each line will be checked at least once in each six-month period. Such checks shall be conducted no less often than 10 weekdays and weekends per check. An annual checking schedule shall be established for the routes. The order in which the routes are checked will be 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 must be used.

Method of Measurement: Check the designated lines using criteria of -1 minute to + 4 minutes.
“Periods of time includes morning rush (6 a.m. to 9 a.m.) midday (9 a.m.- 4 p.m.) evening rush (4 p.m. to 7 p.m.) and night (7 p.m. to 1 a.m.)” Supervisory personnel shall conduct a one-hour, on time, and load standard check at a point at mid-route during all four time periods stated above.”

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
65%	70%	75%	85%	85%	85%	85%	
Actual				Actual	Actual	FY06	FY07
4th Q	Actual	Actual	Actual	Actual	4th Q	Actual	Actual
65.5%	71.9%	70.9%	68.3%	70.7%	69.5%	Q3	Q3
					FY06	69.2%	73.5%
					Actual		
					69.2%		

FY07 On Time Performance
& Headway Adherence by Mode

MODES	FY07 Q1		FY07 Q2 Q1		FY07 Q3	
	<i>OTP</i>	<i>Headway</i>	<i>OTP</i>	<i>Headway</i>	<i>OTP</i>	<i>Headway</i>
System-Wide	68.7%	58.9%	70.4%	61.8%	73.5%	58.8%
Motor Coach	66.6%	62.4%	67.9%	69.5%	71.6%	66.0%
Trolley Coach	71.5%	52.8%	73.8%	52.8%	76.5%	49.9%
LRV	69.2%	50.6%	69.2%	53.4%	73.1%	59.5%
Cable Car	70.6%	65.1%	73.9%	63.8%	69.7%	55.3%

Headway Adherence

GOAL: Operate no less than 85% of the time within 30% or 10 minutes of scheduled headway. (whichever is less)

Purpose: Measurement of scheduled headways against actual headways.

Definition of Measurement: Each line will be checked twice a year. Such checks shall be conducted no less often than 10 weekdays and weekends per check. An annual checking schedule shall be established for the routes. The order in which the routes are checked will be 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 must be used. Actual headways against scheduled headways on all radial express, cross-town, secondary, and feeder lines for peak, base, evening, and late night services. Will also check lines during periods when their headway is greater than 10 minutes.

Method of Measurement: Check the headways of designated lines. "Periods of time includes morning rush (6 a.m. to 9 a.m.) midday (9 a.m.- 4 p.m.) evening rush (4 p.m. to 7 p.m.) and night (7 p.m. to 1 a.m.). Supervisory personnel shall 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."

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07		FY08
GOAL	GOAL	GOAL	GOAL	GOAL	GOAL	GOAL		
80%	85%	85%	85%	85%	85%	85%		
4th Q Actual	4th Q Actual	4th Q Actual	4th Q Actual	4th Q Actual	4th Q Actual	FY06 Q3 Actual	FY07 Q3 Actual	GOAL
56.8%	72.1%	74.8%	69.2%	66.4%	62.7%	56.2%	58.8%	No less than 85%
					FY06 Actual			
					59.8%			

A. SYSTEM RELIABILITY and TRAFFIC OPERATIONS

A2.% of Scheduled service hours that are delivered and percentage of scheduled vehicles that begin service at the scheduled time

GOAL: No less than 98.5% on July 1, 2008 (*Goal is Mandated by the Charter*)

Purpose: To measure service hours through available operators and available equipment, actually deployed in revenue service, along with the percentage of equipment available for service.

Definition of Measurement: Monthly measurement of the percent of total available hours for service measuring operators and equipment and percentage of equipment available daily.

Method of Measurement: 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 8 a.m. and 6 p.m. “Not-Out Report” generated by Central Control and will show the percent of vehicles that went out at the scheduled time for both the a.m. and p.m. pullout.

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07		FY08
GOAL 96.5%	GOAL 97%	GOAL 97.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	
Actual 4th Q 94.53%	Actual 4th Q 97.8%	Actual 4th Q 94.52%	Actual 4th Q 97.23%	Actual 4th Q 94.33%	Actual 4th Q 92.96%	FY06 Actual Q3 94.8%	FY07 Actual Q3 95.6%	98.5%

Scheduled Hours of Service and Equipment Achieved

GOAL is 98.5%

Division	Q1 % Op Avail.	Q2 % Op Avail.	Q3 % Op Avail.	Q1 % Equip. Avail.	Q2 % Equip. Avail.	Q3 % Equip. Avail.	Q1 Total % Avail.	Q2 Total % Avail.	Q3 Total % Avail.
<i>SYSTEM</i>	94.28%	94.83%	95.67%	99.87%	99.8%	99.9%	94.15%	94.65%	95.56%
<i>Motor Coach</i>	94.09%	94.57%	95.83%	99.83%	99.63%	99.8%	93.92%	94.25%	95.63%
Flynn	93.53%	94.45%	94.96%	99.93%	99.96%	99.82%	93.47%	94.42%	94.78%
Woods	93.30%	96.30%	97.64%	99.97%	99.5%	99.83%	93.28%	95.88%	97.47%
Kirkland	95.55%	91.90%	94.34%	99.57%	99.52%	99.76%	95.12%	91.38%	94.10%
<i>Trolley Coach</i>	93.79%	96.11%	96.07%	99.92%	99.98%	99.98%	93.71%	96.09%	96.05%
Potrero	92.70%	95.74%	93.81%	100%	100%	100%	92.70%	95.74%	93.81%
Presidio	95.03%	96.53%	98.47%	99.83%	99.95%	99.96%	94.86%	96.49%	98.42%
<i>LRV</i>	94.74%	91.20%	93.74%	99.86%	99.96%	99.96%	94.60%	91.15%	93.70%
<i>Cable Car</i>	98.10%	96.88%	97.45%	99.96%	99.97%	99.96%	98.06%	96.85%	97.40%

A. SYSTEM RELIABILITY and TRAFFIC OPERATIONS

A4. % 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

GOAL: Less than 5%

Purpose: To measure crowding in vehicles

Definition of Measurement: Pass-up measurements shall be conducted no less often than 10 weekdays per month. At the beginning of each quarter, supervisory personnel will review all the lines checked in the previous quarter,

and identify the five lines with the highest load factors, and the time period these load factors occurred. Supervisory personnel will then check those five lines, during the time period that the high load factor occurred, each month during the coming quarter for pass-ups. Supervisory personnel will check to see if any PSRs for pass-ups were made for any of those five lines, and if the location of the pass-up was recorded. If it was recorded, supervisory personnel will use that point as the point to check for pass-ups. If there are no locations recorded, supervisory personnel will use the stop just before the MLP.

Method of Measurement: “Periods of time includes morning rush (6 a.m. to 9 a.m.) midday (9 a.m.- 4 p.m.) evening rush (4 p.m. to 7 p.m.) and night (7 p.m. to 1 a.m.).

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07		FY08
GOAL Less than 5%	GOAL Less than 5%	GOAL Less than 5%	GOAL Less than 5%	GOAL Less than 5%	GOAL Less than 5%	GOAL Less than 5%		GOAL Less than 5%
Actual 4th Q 0.0%	Actual 4th Q .33%	Actual 4th Q 1.62%	Actual 4th Q 2.11%	Actual 4th Q .43%	Actual 4th Q 2.82%	FY06 Q3 .57%	FY07 Q3 0%	

Pass ups – FY07

LINES	LOCATION	Time/ Direct.	July	August	September	Q1 Total
30 Stockton	Stockton/Sutter	6am -9am Inbound	0	0	0	0.00%
38 Geary Limited	Geary/Van Ness	4pm – 7pm Outbound	0	0	0	0.00%
44 O’Shaughnessy	Silver/Mission	6am -9am Inbound	0	0	0	0.00%
45 Union	Stockton/Sutter	4pm – 7pm Outbound	No Checks	2	0	2.78%
K Ingleside	West Portal Station	6am -9am Inbound	No Checks	1	0	1.52%
			515 Checks			0.58%

A. SYSTEM RELIABILITY and TRAFFIC OPERATIONS

A5. Peak period passenger load factors

GOAL: No greater than 85% of combined seating & standing capacity. The goal will be a percentage of lines complying with the 85% target. Lines not in compliance will have their schedule and level of service examined

Purpose: To measure load factors at peak periods

Definition of Measurement: Each line will be checked twice a year. Such checks shall be conducted no less often than 10 weekdays and weekends per check. An annual checking schedule shall be established for the routes. The order in which the routes are checked will be 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 must be used.

Method of Measurement: “Periods of time includes morning rush (6 a.m. to 9 a.m.) midday (9 a.m.- 4 p.m.) evening rush (4 p.m. to 7 p.m.) and night (7 p.m. to 1 a.m.). Supervisory personnel shall 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.”

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07		FY06
GOAL No Greater than 85%	GOAL No Greater than 85%	GOAL No Greater than 85%	GOAL No Greater than 85%	GOAL No Greater than 85%	GOAL No Greater than 85%	GOAL No Greater than 85%		
Actual 4th Q 13 Lines Exceeded LF	Actual 4th Q 8 Lines Exceeded LF	Actual 4th Q 2 Lines Exceeded LF	Actual 4th Q 3 Lines Exceeded LF	Actual 4th Q 9 Lines Exceeded LF	Actual 4th Q 5 Lines Exceeded LF	FY06 – Q3 9 of the lines measured exceeded the 85% load factor	FY07 – Q3 12.9% of the lines measured exceeded the 85% load factor	GOAL No Greater than 85%

Load Factor
July 2006

RAIL	
Lines	Load Factor
L Taraval	61.5%

TROLLEY	
Lines	Load Factor
7 Haight	52.6%
21 Hayes	81.5%
30 Stockton	84.8%

MOTOR COACH	
Lines	Load Factor
12 Folsom	71.2%
14X Mission Express	66.8%
16 AX Noriega "A" Ex	60.5%
23 Monterey	44.9%
31 AX Balboa "A" Exp	72.7%
38 Geary	73.5%
38 AX Geary "A" Exp	73.9%
48 Quintara/24 th	82.9%

A. SYSTEM RELIABILITY and TRAFFIC OPERATIONS

~~A6. — Actual headways against scheduled headways on all radial express, cross-town, secondary, and feeder lines for peak, base, evening, and and late night services~~

A. SYSTEM RELIABILITY and TRAFFIC OPERATIONS

A7. % vehicle availability ~~and reliability (mean distance between failure)~~ by mode

GOAL: No less than 98.5% Vehicle Availability

Purpose: To measure the percentage of equipment available for service.

Definition of Measurement: Monthly measurement of availability as a percentage of vehicles at each facility available at 7 a.m. and 4 p.m. on non-holiday weekdays against peak demand requirements.

Method of Measurement: 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 7 a.m. and 4 p.m.

Milestones:

FY2001	FY2002	FY2003	FY2004	FY2005	FY2006	FY2007		FY2008
GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%		GOAL 99%
4th Q Actual 99.5%	4th Q Actual 99.2%	4th Q Actual 99.6%	4th Q Actual 99.2%	4th Q Actual 97.6%	4th Q Actual 98.2%	FY06 Q3 Actual 98.6%	FY07 Q3 Actual 99.5%	

AM & PM Vehicle Availability	Q1 AM	Q1 PM	Q2 AM	Q2 PM	Q3 AM	Q3 PM
<i>System Wide</i>	98.6%	98.2%	98.7%	98.8%	99.3%	99.6%
<i>Motor Coach</i>	95.6%	95.6%	97.1%	97.5%	98.5%	99.2%
Flynn-Artic	99.0%	99.0%	100%	99.9%	100%	100%
Kirkland	95.9%	95.9%	95.8%	95.9%	99.2%	98.7%
Woods	92.7%	92.8%	95.9%	97.0%	98.5%	98.9%
<i>Trolley Coach</i>	99.9%	98.8%	100%	100%	99.9%	100%
Potrero-Artic	100%	100%	100%	100%	100%	100%
Potrero	100%	100%	100%	100%	100%	100%
<i>Presidio</i>	99.8%	97.3%	100%	100%	99.9%	100%
<i>Light Rail</i>	99.1%	99.1%	99.9%	99.8%	99.9%	99.7%
<i>F-Line</i>	99.8%	99.5%	98.8%	98.3%	98.9%	99.4%
<i>Cable Car</i>	100%	100%	100%	100%	100%	100%

Example

Days Per Month Per Yard of Vehicle Unavailability	Jul	Aug	Sept	Oct	Nov	Dec
<i>Yard</i>	tba	tba	tba	tba	tba	tba

A. SYSTEM RELIABILITY and TRAFFIC OPERATIONS

A8. Unscheduled absences by operator, mechanical and administrative personnel

GOAL: Annual 5% reduction of YTD average for Maintenance (Mechanical), 10% reduction for Transportation (Operators) and 5% reduction for Administration, as long as the goal does not drop below 5%. For DPT Shop employees, an annual reduction of 5%, as long as the goal does not drop below 5%.

Purpose: To measure unscheduled absences

Definition of Measurement: 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 of Measurement: The online TESS and the online Attendance Tracking System currently provides the data as a calculation of scheduled hours available against unscheduled hours for Muni Employees. For DPT employees, data is extracted from the DETS system.

Milestones:

DIVISION	FY07	FY08
Maintenance	5% Reduction of FYTD	5% Reduction of FYTD
Administration	5% Reduction of FYTD	5% Reduction of FYTD
Operations	5% Reduction of FYTD	5% Reduction of FYTD
Transit Operators	10 % Reduction of FYTD	10 % Reduction of FYTD 10.7% for FY08 with a reduction of 10% per year until we cap out at 7%. Goal will range from 7% to 10.7%.
DPT Shops	5% Reduction of FYTD	5% Reduction of FYTD

FY07 Quarterly Goals				
% OF UNSCHEDULED ABSENCES				
For the MTA Employee Incentive Program				
Administration	5.24%	5.16%	5.1%	5.0%
Operations	6.64%	6.53%	6.41%	6.3%
DPT Shops	10.1%	9.93%	9.77%	9.6%

FY07**% Unscheduled Absences for DPT Employees**

--	--	--	--	--	--	--	--	--	--	--

	FY02 Actual	FY03 Actual	FY04 Actual	FY05 Actual	FY06 Actual	FY06 Q3	FY07 Q1	FY07 Q2	FY07 Q3	FY07 GOAL
Administration	4.68%	4.78%	5.19%	5.22%	4.26%	5.36%	4.34%*	5.32%	4.21%	5.0%
Enforcement	15.28%	17.63%	15.66%	17.05%	15.66%	17.11%	17.33%*	16.69%	17.43%	14.9%
Engineering	5.27%	5.80%	4.93%	6.62%	6.79%	5.12%	5.53%*	4.81%	5.40%	6.45%
Shops	7.76%	9.80%	10.12%	8.84%	10.1%	10.62%	12.27%*	13.69%	13.28%	9.6%
Citations					13.8%		6.96%*	5.68%	8.36%	13.11%

FY07**% Unscheduled Absences for MUMI Employees**

Maintenance	7.6%	6.2%	6.46%	7.16%	6.45%	6.92%	6.95%	7.85%	7.52%	6.1%
Administration	6.0%	5.0%	4.99%	5.32%	5.24%	5.8%	5.37%	5.71%	6.09%	5.0%
Operations	8.1%	7.2%	7.36%	6.50%	6.64%	6.8%	8.23%	7.26%	6.65%	6.3%
Transit Operators	12.8%	11.1%	10.3%	10.8%	11.9%	11.39%	11.35%	11.1%	10.97%	10.7%

A. SYSTEM RELIABILITY and TRAFFIC OPERATIONS

A9. Miles between roadcalls by mode

GOAL: Increase the miles between roadcalls

Purpose: Measure reliability through the miles a vehicle travels between failures.

Definition of Measurement: 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 of Measurement: 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 defects number. Areas that do not result in a chargeable roadcall to the maintenance shops include accidents, sick passengers, vandalism, body damage and broken windows.

Milestones:

FY08
Increase Miles

*Mean Distance Between Failure
(MDBF)*

Mode	FY04 Actual	FY05 Actual	FY06 Actual	FY06 Q3	FY07 Q1	FY07 Q2	FY07 Q3	FY07 Goals	FY08 GOALS
Flynn - Artic	2519	3309	3093	3048	2187	2429	2081	3000	3100
Woods- Standard	2502	3337	2636	2273	2644	2383	2225	3000	3100
Kirkland- Stand.	3098	2970	3251	2873	2878	2630	3028	3100	3100
<i>Potrero- Artic</i>	724	770	785	898	756	964	969	700	1000
<i>Potrero- Standard</i>	926	902	1004	1153	1145	1349	1533	1250	1500
Presidio Trolley	1235	1239	1121	1037	1302	1300	1407	1250	1500
Breda Light Rail	3162	3112	1943	1765	3029	3838	4304	3500	4000
PCC (F- Line)	1065	1167	940	879	1206	2113	1328	1250	1300
Cable Car	5814	5586	5638	5364	5860	5946	6225	5500	6000

A. SYSTEM RELIABILITY and TRAFFIC OPERATIONS

A10. Requests for changes to traffic or parking controls from the public

GOAL: To investigate and respond to at least 80% of all requests for changes to traffic or parking controls from the public or other governmental agencies within 90 days.

Purpose: To measure responsiveness to the public.

Definition of Measurement: 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 results of investigation and recommendations. The request is then logged as completed.

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

Milestones:

FY04 Actual	FY05 Actual	FY06 1st Q	FY06 2nd Q	FY06 3rd Q	FY06 4th Q	FY07 Q1	FY07 Q2	FY07 Q3	FY2007 Goal	FY2008 Goal
77%	84%	84%	84%	80%	76%	89%	87%	77%	80%	82%

A. SYSTEM RELIABILITY and TRAFFIC OPERATIONS

A11. Color curb applications

GOAL: To review and respond to at least 90% of all color curb applications within 30 days.

Purpose: To measure responsiveness to the public.

Definition of Measurement: 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 then 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 will be notified in writing of the results. If the application is approved an invoice will be sent for painting fees. The request is then logged as completed.

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

Milestones:

FY04 Actual	FY05 Actual	FY06 1st Q	FY06 2nd Q	FY06 3rd Q	FY06 4th Q	FY07 Q1	FY07 Q2	FY07 Q3	FY07 Goal	FY08 Goal
54%	88%	84%	43%	64%	53%	51%	52%	91.1%	90%	90%

A. SYSTEM RELIABILITY and TRAFFIC OPERATIONS

A12. Parking meter repair

GOAL: To respond within 48 hours to at least 85% of all reports of meter malfunctions.

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

Definition of Measurement: San Francisco’s new electronic parking meters are equipped with the capability 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 of Measurement: The San Francisco Parking Meter Management System (SFPM) is a work order system which automates requests for service and allow them to be tracked and compiled. The Meter continues to work with the software contractor to finalize the design and implementation of the system. A report is generated providing the average response rate for all complaints received within a quarter.

Milestones:

FY04 Actual	FY05 Actual	FY06 1st Q	FY06 2nd Q	FY06 3rd Q	FY06 4th Q	FY07 Q1	FY07 Q2	FY07 Q3	FY07 GOAL	FY08 GOAL
77%	80%	72%	83%	78%	86%	83%	81%	81%	85%	85%

A. SYSTEM RELIABILITY and TRAFFIC OPERATIONS

A13. Hazardous traffic sign conditions

GOAL: To respond to and repair at least 98% of hazardous safety sign conditions within 24 hours.

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

Definition of Measurement: DPT’s 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 crews immediately to repair.

Method of Measurement: 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.

Milestones:

FY04 Actual	FY05 Actual	FY06 1st Q	FY06 2nd Q	FY06 3rd Q	FY06 4th Q	FY07 Q1	FY07 Q2	FY07 Q3	FY07 GOAL	FY08 GOAL
96%	95%	87%	85%	86%	98.5%	98%	98%	98%	98%	98%

A. SYSTEM RELIABILITY and TRAFFIC OPERATIONS

A14. Hazardous traffic signal conditions

GOAL: To respond to and repair at least 92% of hazardous signal conditions within two hours.

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

Definition of Measurement: During business hours, the Signal Shop logs reports of malfunctions in a manual log and dispatches crews. During off 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 DPT Signal Shop emergency crew to the scene. Repair crews record their arrival time and the time the call is completed.

Method of Measurement: All complaints and service requests are maintained in a database system. Reports are generated to determine average response rate.

Milestones:

FY04 Actual	FY05 Actual	FY06 1st Q	FY06 2nd Q	FY06 3rd Q	FY06 4th Q	FY07 Q1	FY07 Q2	FY07 Q3	FY07 GOAL	FY08 GOAL
92%	92%	92%	93%	91%	91%	93%	90%	87.5%	92%	92%

A. SYSTEM RELIABILITY and TRAFFIC OPERATIONS

A15. Traffic lane line maintenance

GOAL: To maintain at least 10% of all traffic lane lines, bus zones and crosswalks on an ongoing basis. Currently there are 4,741,431 feet to maintain.

Purpose: To ensure the safety of all modes of transportation by maintaining visibility of existing lane line, bus zone and crosswalk designations.

Definition of Measurement: Measures productivity of DPT’s Paint Shop in relationship to annual goal. This measurement has been adjusted from a percentage of goal to a percentage of total inventory maintained.

Method of Measurement: 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.

Milestones:

FY04 Actual	FY05 Actual	FY06 1st Q	FY06 2nd Q	FY06 3rd Q	FY06 4th Q	FY07 Q1	FY07 Q2	FY07 Q3	FY07 GOAL	FY08 GOAL
11%	15.2%	13.9%	13.1%	8.4%	13.5%	10.9%	9.9%	20.3%	10%	10%

B. SYSTEM PERFORMANCE

B1. Passengers carried by mode

GOAL: Passenger boarding by mode-should increase by 1.5% per year compared with prior year performance

Purpose: Measurement of the ridership.

Definition of Measurement: Annual measurement of the number of passengers who board the Muni’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 of Measurement: Ride checkers are utilized to count the passenger boardings.

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
GOAL 2% Increase	GOAL 2% Increase	GOAL 224 M Boardings	GOAL 224 M Boardings	GOAL Increase by 1.5% over prior year 218,979,855	GOAL Increase by 1.5% over prior year	GOAL Increase by 1.5% over prior year	GOAL Increase by 1.5% over prior year
FY Actual 4.1%	FY Actual -7.4%	FY Actual 216M	FY Actual 216M	FY Actual 217M	FY Actual 211M	FY Actual N/A	

* Revised

ANNUAL RIDERSHIP – PASSENGER BOARDINGS

MODE	FY00	FY01	FY02	FY3	FY04	FY05	FY06
<i>Motor Coach</i>	96,394,514	96,032,546	92,259,201	90,880,579	87,471,668	88,208,662	90,630,173
<i>Trolley Coach</i>	78,460,995	80,868,518	73,968,384	74,398,945	75,215,805	74,940,773	69,064,602
<i>Light Rail</i>	41,610,040	49,698,816	44,976,474	42,896,269	45,187,031	46,803,108	43,678,772
<i>Cable Car</i>	9,206,298	8,312,945	7,257,683	7,418,790	7,869,197	6,965,728	7,474,763
TOTAL	225,671,847	234,912,825	218,461,742	215,594,583	215,743,701	216,918,271	210,848,310*

* Revised by Finance with NTD Report submittal

B. SYSTEM PERFORMANCE

B2. ~~Average Fare Per Passenger~~ *Farebox Performance*

GOAL: Provide average fare per passenger. Fare revenue should increase by 1.5% per year compared with prior year performance, except in years when a fare increase takes place. *Provide farebox recovery ratio on an annual basis.*

Purpose: Measure fare revenue by average fare by passenger, by mode, as well as by general Fast Pass sales.

Definition of Measurement: Fare revenue collection on board revenue vehicles, sales of Fast Pass, sales of individual tickets at POP stations and special 1, 3 and 7 day pass sales, Weekly Fast Pass, Cable Car Souvenir Tickets, Bart Plus, Tokens, Adult Passes, Youth Passes, Senior Passes, Ballpark and Special Event Passes, Regional Passes, etc.

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

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
GOAL Increase by \$1.6M	GOAL Increase by \$1.6M	GOAL Achieve \$100 M	GOAL Achieve \$117 M	GOAL Increase by 1.5% over prior year or \$117,270,585	GOAL Achieve \$130M In Fare Revenue	GOAL Increase by 1.5% over prior year	GOAL Increase by 1.5% over prior year
FY Actual +\$2.07M	FY Actual -\$5.99M	FY Actual \$97.4M	FY Actual \$115.5M	FY Actual \$121.6M	FY Actual \$136.2M	N/A	

Annual Cash Fare Summary

<i>Mode</i>	FY00	FY01	FY02	FY03	FY04	FY05	FY06
Motor Coach	\$15,067,705	\$ 14,504,449	\$14,079,936	\$14,040,087	\$15,578,130	\$16,504,108	\$18,704,525
Trolley Coach	\$13,881,967	\$ 13,576,560	\$12,104,879	\$12,249,779	\$14,060,902	\$14,742,810	\$15,902,545
Light Rail Vehicle	\$ 8,542,470	\$ 9,554,673	\$ 8,300,364	\$ 7,910,161	\$9,487,989	\$11,404,840	\$13,306,489
Cable Car	\$12,835,482	\$ 12,384,768	\$11,045,770	\$11,008,050	\$15,446,312	\$16,207,388	\$20,243,760
Fast Pass Sales	\$45,446,026	\$ 47,537,279	\$45,659,002	\$44,817,894	\$53,171,122	\$52,645,064	\$61,797,681
Other Fare Media	\$ 5,554,630	\$ 5,731,066	\$ 5,957,878	\$ 6,255,035	\$6,498,416	\$7,285,031	\$4,865,390*
Paratransit Revenue	\$ 764,616	\$ 865,741	\$1,010,027	\$ 1,071,099	\$1,271,203	\$1,374,728	\$1,411,424
Charter Service	\$ 10,570	\$ 21,058	\$ 23,797	\$ 15,609	\$23,450	\$20,282	\$2,063
TOTAL	\$102,103,466	\$104,175,594	\$98,181,653	\$97,367,714	\$115,537,524	\$120,184,250	\$136,233,877

Annual Fare per Passenger by Unlinked Passenger Trips
*

	FY05	FY06
Average Fare-All Modes	\$.56	\$.65
Average Fare (Excluding Cable Cars)	\$.49	\$.57
Average Fare (Excluding Cable Cars, reduced by BART payment)	\$.45	\$.53

*Passengers are counted each time they board a vehicle

B. SYSTEM PERFORMANCE

B4. ~~Fully Allocated Costs Per Hour of Service and by Passenger Mile (By Mode Cost Efficiency)~~

GOAL: Provide fully allocated costs per hour of Service and by Passenger Mile By Mode.

Purpose: Measure the cost of producing revenue service by fully allocated costs per hour of Service and by Passenger Mile By Mode.

Definition of Measurement: Provide-fully allocated costs per hour of Service By Mode.

Method of Measurement: Data will be reported to the board on an annual basis based on fully allocated costs per hour of Service By Mode.

Milestones:

FY08
Fully Allocated Costs Per Hour of Service/Passen ger Mile by Mode

*Cost Efficiency
Hourly Rate Per Mode
Based on Operating Expenses over Revenue Hours*

Cost Category	<i>FY05 LRV</i>	<i>FY06 LRV</i>	<i>FY05 Cable Car</i>	<i>FY06 Cable Car</i>	<i>FY05 Trolley Coach</i>	<i>FY06 Trolley Coach</i>	<i>FY05 Motor Coach</i>	<i>FY06 Motor Coach</i>	<i>FY05 System</i>	<i>FY06 System</i>
Vehicle Operations	\$58.62	\$59.52	\$146.49	\$148.56	\$66.92	\$72.57	\$74.12	\$82.87	\$71.93	\$78.29
Vehicle Maintenance	\$68.45	\$72.07	\$40.78	\$35.36	\$15.19	\$18.26	\$20.13	\$22.24	\$28.06	\$30.76
Non-Vehicle Maintenance	\$20.35	\$21.61	\$72.37	\$66.00	\$8.09	\$9.07	\$2.04	\$1.81	\$10.10	\$10.57
General & Administrative	\$40.52	\$37.72	\$52.49	\$45.95	\$27.10	\$26.05	\$29.91	\$28.53	\$31.82	\$30.23
<i>TOTAL Hourly Rate Per Mode</i>	\$187.94	\$190.92	\$312.13	\$295.88	\$117.30	\$125.94	\$126.20	\$135.45	\$141.91	\$149.85

*Fully Allocated Costs Per Passenger
Mile*

<i>Mode</i>	<i>FY06 Passenger Miles</i>	<i>FY06 Operating Expenses</i>	<i>Cost Per Passenger Mile</i>
LRV	107,311,251	\$106,708,304*	\$.99
Cable Car	8,442,953	\$39,934,396*	\$4.73
Trolley	101,949,463	\$119,068,197*	\$1.17*
Motor Coach	195,139,225*	\$188,460,807*	\$.97

System Wide	412,842,892*	\$454,171,704	\$1.10*
--------------------	---------------------	----------------------	----------------

** Revised by Finance with NTD Report submittal - FTA defines a passenger mile as the cumulative sum of the distance ridden by each passenger.*

B. SYSTEM PERFORMANCE

B5. Productivity

GOAL: Provide the number of passenger boardings per revenue service hour.

Purpose: To measure how well the system is being utilized by measuring the number of passenger boardings per revenue service hour. fully allocated costs per hour of Service and by Passenger Mile By Mode.

Definition of Measurement: Passenger boardings per revenue service hour.

Method of Measurement: Data will be reported to the board on an annual basis based on data from the annual National Transit Database Report.

Milestones:

FY08
Provide the number of passenger boardings per revenue service hour.

B. SYSTEM PERFORMANCE

B6. Cost Effectiveness

GOAL: Provide the operating cost of each passenger trip,

Purpose: To measure how cost effectively service is provided per passenger trip on an annual basis.

Definition of Measurement: Measured by dividing the operating cost by passenger boardings.

Method of Measurement: Data will be reported to the board on an annual basis.

Milestones:

FY08
Provide the operating cost of each passenger trip

C. STAFFING PERFORMANCE

~~C1. Net vacancies by position (vacancies remaining once promotions and new hires have been deducted from retirees or resignations) for each division~~

~~GOAL: No greater than 5% vacancy rate~~

~~Purpose: Efficiency level of the department in hiring.~~

~~Definition of Measurement: Monthly measurement of net vacancies against budgeted positions for Transit Operators and Maintenance personnel.~~

~~Method of Measurement: The Vacancy Report will be the basis of the data reported to board on a quarterly basis.~~

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07
GOAL	GOAL	GOAL	GOAL	GOAL	GOAL	GOAL
No Greater Than 5%	No Greater Than 5%	No Greater Than 5%	No Greater Than 5%	No Greater Than 5%	No Greater Than 5%	No Greater Than 5%
Actual 4th Q	Actual 4th Q	Actual 4th Q	Actual 4th Q	Actual 4th Q	Actual 4th Q	FY06 Actual Q3
4.5%	3.7%	4.2%	5.3%	3.8%	3.6%	3.6%

Division	Budgeted Positions	Vacancies Beginning of Q3	%	Vacancies End of Q3	%
Transit Operators	2035	0	0%	0	0%
Crafts	884	77	8.7%	62	7.0%
Maintenance	255	14	5.5%	22	8.6%
Operations Total	3174	91	2.9%	84	2.6%

C. STAFFING PERFORMANCE

~~C2. Attrition rates for new employees, by division and level~~

GOAL: ~~————— No greater than 10%~~

Purpose: ~~————— Measurement of effectiveness of recruitment and employee satisfaction by the rate of voluntary separations for new employees.~~

Definition of Measurement: ~~Number of employees by division and class who are released during probationary period or who are voluntarily separated during probation. To calculate attrition only those employees who separate after six months or within one year will be counted. Data will be reported to the board on a quarterly basis. An Exit Interview Form will be available on-line for employees to complete.~~

Method of Measurement: ~~————— Vacancy Report will provide data for quarterly reporting.~~

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07	
GOAL No Greater Than 10%	GOAL No Greater Than 10%	GOAL No Greater Than 10%	GOAL No Greater Than 10%	GOAL No Greater Than 10%	GOAL No Greater Than 10%	GOAL No-Greater Than 10%	
Actual 4th Q 25.9%	Actual 4th Q 76.6%	Actual 4th Q 59.4%	Actual 4th Q 23.5%	Actual 4th Q .008%	Actual 4th Q .004%	FY06 Q3 Actual 0%	FY07 Q3 Actual 3%

Attrition Rate FY07-Q3

	Hired Last 3 Quarters	Q3 # of hires	Total Last 12 Months	Released Q3	Voluntary Q3	Class	Total
Transit Operators FT	76	29	105	5	2	9163	7
Crafts	51	28	79	1	0	7346	1
Maintenance	16	10	26	1	0	7514	1
Operations Admin.	33	6	39	1	0	9139	1
Finance & Administration	44	18	62	0	1	1202	1
GM Programs-	31	19	50	0	0		
TOTALS	251	110	361	8	3		11

D. CUSTOMER SERVICE

~~D1. Development of an annual marketing plan identifying specific programs and projects that will promote increased patronage.~~

~~GOAL: To develop an annual Marketing Plan by January 1, 2007.~~

~~Purpose: To produce a variety of marketing tools that will provide the Public with an incentive to utilize the services of Muni.~~

~~Definition of Measurement: Marketing Plan developed.~~

~~Method of Measurement: Marketing Plan completed and approved for implementation.~~

Milestones:

FY07
Jan. 1, 2007

D. CUSTOMER SERVICE

~~D2. Publication and distribution to the public of schedules for all trips taken by all vehicles which shall consist of specific arrival times at terminals and established intermediate points~~

~~GOAL: Publish a complete timetable during FY2007.~~

~~Purpose: Provide riders with an updated schedule.~~

~~Definition of Measurement: Publication and distribution schedules for all trips taken by all vehicles which shall consist of specific arrival times at terminals and established intermediate points.~~

~~**Method of Measurement:** Distribution of the timetable to the public. Muni is in the process of reviewing the schedules of all the lines. Once the review is complete, we will publish schedules for individual lines, as well as an updated system-wide schedule.~~

~~**Milestones:**~~

FY07
Publish Timetable

D. CUSTOMER SERVICE

~~**4d. Annual passenger surveys and follow-up by management**~~

~~**GOAL:** Conduct a Rider Survey and an Employee Survey.~~

~~**Purpose:** Measure the level of satisfaction of both transit riders and employees. Use the results of the survey to implement improvements.~~

~~**Definition of Measurement:** 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.~~

~~**Method of Measurement:** Successful completion of the surveys prior to the end of FY2007 and present findings of surveys to Board and Citizens Advisory Committee.~~

~~**Milestones:**~~

FY07
Conduct Rider & Employee Survey

D. CUSTOMER SERVICE

DI. Customer Satisfaction Survey

GOAL: Measure the customer's perception of Muni passenger customer service.

Purpose: To determine whether MTA programs/initiatives are having an impact on our customer's perception of our service.

Definition of Measurement: An independent rider survey will be conducted annually.

Method of Measurement: Survey our customers to track the customer's perception of service including operator courtesy, vehicle cleanliness, station cleanliness; effectiveness of public information regarding vehicle delays during operations as well as general user information regarding system modifications, route changes, and schedules.

Successful completion of the survey prior to the end of FY2008 and present findings of the survey to MTA Board and Citizens Advisory Committee

Milestones:

FY08
GOAL Survey results improved over prior year(s)

D. CUSTOMER SERVICE

D5.Improvements in public information regarding vehicle delays during operations as well as general user information regarding system modifications, route changes, and schedules

GOAL: Improve Passenger Information

Purpose: Improve passenger information by communication of service problems and other information to each vehicle, the station platforms, the Telephone Information Center, media and the Service Hotline, and assess.

Definition of Measurement: Assess current practices, develop and implement improvement plan. [Use the Ridership Survey to measure improvements.](#)

Method of Measurement: Plan completed and implemented; [Ridership Survey results.](#)

Milestones:

FY 2008
GOAL Favorable trends in customer satisfaction from the Ridership Survey from previous years.

D. CUSTOMER SERVICE

D6. ~~Efforts to improve driver training, technical as well as accident follow-up.~~ Safety

GOAL: 50,000 hours of Driver Training per year and 5% reduction in accidents

Purpose: Reduce accidents through effective operator training programs as well as effective accident follow-up training.

Definition of Measurement: Monthly measurement of the number of training hours by type of class. Track reduction in accidents as a result of more effective operator training and accident retraining. *Provide an accident rate in terms of accidents per 100,000 vehicle miles on an annual basis. Report on the accident rate of the 10% of operators with the highest number of accident rates [to be based-lined during FY08].*

Training hours will be tracked for the following areas:

- ◆ **New Operator Training**
- ◆ **Immediate Follow-up Rides**
- ◆ **One Day Accident Retraining**
- ◆ **Two Day Accident Retraining**
- ◆ **Verification of Transit Training**
- ◆ **Operator Refresher**
- ◆ **Passenger Relations/Conflict Training**
- ◆ ***As well as other classes as developed***

Method of Measurement: Number of reportable accidents and training hours. Data will be reported to the board on a quarterly basis.

Milestone:

FY01	FY02	FY03	FY04	FY05	FY06	FY07		FY08
GOAL 100,000 hrs 5% Accident Reduction	GOAL 100,000 hrs 5% Accident Reduction	GOAL 100,000 hrs 5% Accident Reduction	GOAL 100,000 hrs 5% Accident Reduction	GOAL 50,000 hrs 5% Accident Reduction	GOAL 50,000 hrs 5% Accident Reduction	GOAL 50,000 hrs 5% Accident Reduction		GOAL 50,000 hrs 5% Accident Reduction
FY Actual 140,692 hrs	FY Actual 129,769 hrs	FY Actual 82,099 hrs	FY Actual 65,771 hrs	FY Actual 34,464 hrs	FY Actual 49,390 hrs	FY06 Q3 10,579 hrs	FY Actual 49,390 hrs	

5 % Accident Reduction in Accidents (Passenger & Vehicle)

--	--	--	--	--	--	--	--	--	--	--	--

Reduce Accidents by 5%%	FY01 Actual	FY02 Actual	FY03 Actual	FY04 Actual	FY05 Actual	FY06 Actual	FY06 Q2	FY07 Q1	FY07 Q2	FY07 Q3	FY07 GOAL
	3,043	2,913	2,966	2,975	2,437	2,406	603	606	582	535	<2287 accidents

**FY07 - Operator Training
Achieve 50,000 Hours**

Class Description	Q1 Hours	Q2 Hours	Q3 Hours	FYTD Hours
New Operator Training	9,232	8,952	10,944	29,128
Verification of Transit Training (VTT)	4,208	2,832	3,600	10,640
Non-Revenue Driver's Training	0	400	58	458
Accident Retraining	0	376	72	448
Line Trainer Training	160	112	192	464
Follow-up Ride Checks	97	412	335	844
General Sign-Up Training	0	0	2,506	2,506
Rubber Tire Re-Qualifications	995	339	335	1,669
9139 Training	1,360	144	1,184	2,688
Rail Accident Retraining	136	48	24	208
Rail Operator Refresher Course	200	2	92	294
Rail Follow Up Training	430	163	109	702
Rail Compliance Checks	90	115	259	464
Re-Qualifications	200	32	72	304
Rail Special Training	40	2,192	2,240	4,472
Rail General Sign-up Training	0	15,880	4,528	20,408
Total	17,148	31,999	26,550	75,697

D. CUSTOMER SERVICE

D7. Number of crime incidents on Municipal Railway vehicles or in Municipal Railway facilities

GOAL: Reduction of 5% from previous year.

Purpose: To measure the crime rate on transit vehicles and in facilities broken down by felonious, quality of life crimes and fare evasion.

Definition of Measurement: Quarterly, we report on all categories of crime incidents broken down by felonious, quality of life crimes and fare evasion.

Method of Measurement: Data is collected daily by Muni Security and ~~Muni Transit Police~~ SFPD. Data will be reported to the board on a quarterly basis. In addition we will report annually by felonious, quality of life crimes and fare evasion incidents as a rate (per 100,000 passenger trips.)

Milestones:

FY08
GOAL
Reduce by 5%

Number of Incidents	FY07 Actual #	FY08 1stQTR #	FY08 Actual
Fare Evasions	tba	tba	tba
Felonious Crimes	tba	tba	tba
Quality of Life Crimes	tba	tba	tba
TOTAL	tba	tba	tba

Rate per 1,000 Passenger Trips	FY07 Actual #	FY08 1stQTR #	FY08 Actual
Fare Evasions	tba	tba	tba
Felonious Crimes	tba	tba	tba
Quality of Life Crimes	tba	tba	tba
TOTAL	tba	tba	tba

Muni Related Incident Report
FY07 Goal - No Greater than 1955 Incidents

	FY00 Actual	FY01 Actual	FY02 Actual	FY03 Actual	FY04 Actual	FY05 Actual	FY06 Actual	FY07 Q1	FY07 Q2	FY07 Q3
Fare Evasion s	77	66	16	23	18	7347	9017	3143	2274	5458
Alarm	6	5	210	182	156	99	71	0	0	0
Alarm - No Merit	62	44	20	1	0	0	0	0	0	0
Arson	1	1	1	0	0	0	0	0	0	0
Auto Theft	1	0	0	0	0	0	0	0	0	1
Battery Operator	0	0	151	35	29	31	49	0	0	0
Battery	N/A	N/A	N/A	62	43	40	29	16	14	8
Bomb	0	0	0	0	0	0	0	0	0	0
Bomb Threats	1	0	2	1	0	0	0	0	0	0
Burglary	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	0	0
Disturbance/Di sorderly	961	1004	779	859	850	917	917	6	7	12
Drunk Person	360	344	275	216	165	188	148	0	0	0
Graffiti	78	84	37	17	39	65	26	0	0	0
Grand theft	28	4	3	1	0	1	2	0	0	0
Homicide	0	0	0	0	1	0	1	0	0	0
Insane Person	39	28	8	0	0	0	0	0	0	0
Malicious Mischie f	66	73	63	49	37	7	12	6	11	9

	FY00 Actual	FY01 Actual	FY02 Actual	FY03 Actual	FY04 Actual	FY05 Actual	FY06 Actual	FY07 Q1	FY07 Q2	FY07 Q3
Malicious Mischievous Window	436	446	219	169	129	113	137	0	0	0
Operator Assault	64	47	23	16	13	11	1	0	0	8
Operator Threats	22	14	4	10	9	8	2	0	0	0
Op Passenger Altercation	0	0	2	0	0	0	0	0	0	5
Passenger Assault	99	71	42	29	12	4	0	29	23	30
Person on Drugs	13	4	2	1	0	0	0	0	0	5
Pickpocket	80	611	687	691	755	875	568	169	159	135
Prejudice Based	2	1	0	0	0	0	0	0	0	0
Robbery	44	49	48	30	15	25	72	36	36	33
Sex Crimes	2	5	23	2	1	0	3	2	1	1
Shots Fired	1	2	1	0	4	3	2	0	0	0

	FY00 Actual	FY01 Actual	FY02 Actual	FY03 Actual	FY04 Actual	FY05 Actual	FY06 Actual	FY07 Q1	FY07 Q2	FY07 Q3
Shot Fired BB Gun	3	1	0	0	0	0	0	0	0	0
Larceny/Theft	11	13	8	2	3	6	11	0	0	4
Trespassing	5	10	12	1	2	5	1	0	0	0
Weapons Confiscated	1	0	3	1	2	1	6	2	1	3
Misc.	0	0	0	3	6	0	0	19	19	20
TOTAL	2,463	2,927	2,655	2,401	2,289	2,399	2,058	3,429	2,545	5,732

D. CUSTOMER SERVICE

D8. Abandoned automobile reports

GOAL: To respond 100% of the time, within 48 hours to reports of abandoned automobiles.

Purpose: To abate quality of life nuisances and hazards associated with abandoned automobiles.

Definition of Measurement: Measures response time from receipt of complaint by the Enforcement Division's "Abandoned Auto Detail" to vehicle being marked for removal.

Method of Measurement: The Enforcement Division's "Abandoned Auto" detail maintains a manual log of complaints received and resolution. Staff compiles this information and generates a monthly report to track response rate.

Milestones:

FY04 Actual	FY05 Actual	FY06 1st Q	FY06 2nd Q	FY06 3rd Q	FY06 4th Q	FY07 Q1	FY07 Q2	FY07 Q3	FY07 GOAL	FY08 GOAL
87%	95%	92%	98%	95%	95%	99%	98%	99%	100%	100%

D. CUSTOMER SERVICE

D9. Citations and Residential Parking Permits

GOAL: To serve all walk-in citation or residential parking permit customers within 20 minutes of arrival at least 80% of the time.

Purpose: To provide a high level of customer service at our walk-in center.

Definition of Measurement: Percent of customers receiving service from the window clerk within 20 minutes of arrival.

Method of Measurement: Staff utilizes a card system to track and record customer waiting times.

Milestones:

FY07 Q1	FY07 Q2	FY07 Q3	FY07 GOAL	FY08 GOAL	FY07 Q1	FY07 Q2	FY07 Q3	FY07 GOAL	FY08 GOAL
94%	95%	90%	80%	80%	7 min	7 min	8 min	20 minutes or less	20 minutes or less

D. CUSTOMER SERVICE

D10. Administrative and tow hearings

GOAL: To reduce customer waiting time for in-person administrative hearings and serve walk-in customers within 10 minutes of arrival, at least 80% of the time.

Purpose: To provide a high level of customer service at our walk-in center.

Definition of Measurement: Average waiting time in minutes between hearing request being recorded by a window staff and fulfillment of request by a Hearing Officer.

Method of Measurement: Monthly reports generated by Hearing Division computer system.

Milestones:

FY07 Q1	FY07 Q2	FY07 Q3	FY07 GOAL	FY08 GOAL	FY07 Q1 Average Wait Time	FY07 Q2 Average Wait Time	FY07 Q3 Average Wait Time	FY07 GOAL	FY08 GOAL
62%	68%	71%	80%	80%	10 min	8 Min	8 Min	10 Min or less	10 Min or less

D. CUSTOMER SERVICE

D11. Residential Parking Permit renewals

GOAL: To decrease the turn-around time for mailing renewals for residential parking permits by responding at least 95% of the time within 21 days.

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

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

Method of Measurement: Electronic report generated by DPT contractor overseeing this program.

Milestones:

FY06	FY06	FY06	FY06	FY07	FY07	FY07	FY07	FY08
1 st Q	2 nd Q	3 rd Q	4 th Q	Q1	Q2	Q3	GOAL	GOAL
87%	92%	95%	93%	93%	95%	96%	95%	95%

E. EMPLOYEE SATISFACTION

E1.Number of grievance

GOAL: Report quarterly on the number of grievances.

Purpose: Record and monitor the status of all grievances.

Definition of Measurement: Quarterly reports will include number of new grievances filed, resolved and active.

Method of Measurement: Internal tracking system will be used to provide data for the board on a quarterly basis.

Milestones:

FY02	FY03	FY04	FY05	FY06	FY07	FY08
GOAL - Report Quarterly and Resolve 75% in 30 days					Resolve 75% in 45 days*	Resolve 90% in 90 days
4th Q Actual 92% Resolved	4th Q Actual 87.5% Resolved	4th Q Actual 75% Resolved	4th Q Actual 83% Resolved	4th Q Actual 100% Resolved	Q3 Actual Resolved 100%	

New Grievance Filed 1 st Q	New Grievance s Filed 2 nd Q	New Grievance s Filed 3 rd Q	New Grievance s Filed 4 th Q	Grievance s Resolved 1 st Q	Grievance s Resolved 2 nd Q	Grievance s Resolved 3 rd Q	Grievance s Resolved 4 th Q	Received	Res
0	30	17		18	13	22		57	53
3	2	10		10	1	4		25	15

E. EMPLOYEE SATISFACTION

E2.Speed of resolution of grievances

GOAL: Resolve ~~75%~~ 90 of internal operator grievances within ~~45~~ 90 days.

Purpose: Measure the effectiveness of the Labor Relations in the resolution of grievances.

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

Method of Measurement: Internal tracking system will be used to provide data for the board on a quarterly basis.

Milestones:

FY08
90% within 90 days

E. EMPLOYEE SATISFACTION

~~3d.~~E3. Operator conduct complaints and their resolution, by complaint, consistent with due process and required confidentiality

GOAL: 75% of all Passenger Service Reports will be resolved in 30 days.

Purpose: Monthly measurement of customer satisfaction with the agency as well as measuring the effectiveness of internal process to address the complaints

Definition of Measurement: Muni will make available a summary of complaints received, resolved and outstanding on a quarterly basis. We have replaced Minor and Major categories with:

Three Categories of Operator Complaints

- a. Dismissed/No Merit
- b. No Action/Possible Merit
- c. Action Taken/Repeated Reports

Have added a breakdown of Miscellaneous Employees and have added Commendations. [Include the speed of resolution of operator conduct complaints.](#)

Method of Measurement: Data provided from the Passenger Service Report Unit and will be reported to the board on a quarterly basis.

Milestones:

FY08
75% PSR's resolved within 30 days

FY07

Passenger Service Reports

Type of Complaint	Complaints Q1	Complaints Q2	Complaints Q3	OPEN Q1	OPEN Q2	OPEN Q3	CLOSED Q1	CLOSED Q2	CLOSED Q3	FY Total Closed
Operator Complaints Requiring Follow-Up	595	591	505	24	29	12	571	567	493	1631

Of the 591 Operator complaints requiring follow-up, 54 were recommended for neutral hearings of which 59% were closed within the timeframe. In FY06 Q2, 71% were closed in the timeframe

	FY06 Q3	FY07 Q1	FY07 Q2	FY07 Q3
Operator Complaints Requiring Follow-up		595	591	505
Other Operator		1663	1440	1586
Service		1263	1096	1002
Vehicle		73	54	39
ADA		179	134	167
Criminal Activity		55	97	63
Miscellaneous Complaints		258	293	513
TOTAL		4086	3705	3875

FY07
Status of Passenger Service Reports

	FY06 Q3	FY07 Q1	FY07 Q2	FY07 Q3
Dismissed/No Merit		29	12	18
No Action/Possible Merit		203	202	113
Action		595	591	324
Commendations		222	322	217
Miscellaneous Station Ops		62	39	52
TOTAL		1111	1166	724

FY 01 Actual	FY 02 Actual	FY03 Actual	FY04 Actual	FY05 Actual	FY06 Actual	FY07 YTD
12,931	13,373	12,740	10,371	11,665	15,155	11,666

E. EMPLOYEE SATISFACTION

E4. ~~4d. Annual passenger surveys and follow-up by management.~~

GOAL: ~~Conduct a Rider Survey and an Employee Survey.~~

Purpose: ~~Measure the level of satisfaction of both transit riders and employees. Use the results of the survey to implement improvements.~~

Definition of Measurement: ~~Muni will conduct an annual survey of employees to assess employee satisfaction. Riders to determine riders' sentiments and concerns. Surveys will include an Employee Survey along with a Rider Survey.~~

Method of Measurement: ~~Successful completion of the surveys prior to the end of FY2008 and present findings of surveys to Board and Citizens Advisory Committee.~~

Milestones:—

FY08
Conduct Rider & Employee Survey

E. EMPLOYEE SATISFACTION

E4. *Conduct an Employee Survey*

GOAL: Conduct an annual Employee Survey.

Purpose: Measure the level of satisfaction of employees. Use the results of the survey to implement improvements.

Definition of Measurement: Muni will conduct an annual survey of employees to assess employee satisfaction.

Method of Measurement: Successful completion of the survey prior to the end of FY2008 and present findings of surveys to Board and Citizens Advisory Committee. Measure results against prior survey years if available.

Milestones:

FY08
Improvements from prior year survey

E. EMPLOYEE SATISFACTION

~~E4. Employee Recognition~~

~~GOAL: Annual achievement of honorees in the following programs:~~

- ~~◆ (12) Systemwide Operators of the Month Award~~
- ~~◆ (4) Transit Supervisor's of the Quarter Award~~
- ~~◆ (4) Finance & Admin Employee's of the Quarter~~
- ~~◆ (12) Maintenance Employees of the Month~~
- ~~◆ (4) Safety & Training Employee of the Quarter~~
- ~~◆ (4) Accessibility Employee of the Quarter~~

~~Purpose: To recognize the achievements of employees and encourage excellence in job performance~~

~~Definition of Measurement: Monthly tracking of all award programs. Award program criteria vary for the above. A detailed nomination evaluation process exists on file for each program. Criteria for non-operator awards includes, but is not limited to employee's Performance evaluation, attendance, work performance, absence of disciplinary and or EEO measures. For Operator awards, attendance records, accident records, PSR's and safety records are used to evaluate the candidate.~~

~~Method of Measurement: A detailed nomination evaluation process exists on file for each program and the time frame measured is generally on a rolling 12 month basis. Some of the criteria includes employee's performance evaluation, attendance, work performance, absence of disciplinary and or EEO measures. Data will be reported to the board on a quarterly basis.~~

Milestones:—

FY07
Annual Achievement

E. EMPLOYEE SATISFACTION

~~E5. Employee education and training opportunities~~

GOAL:—~~Provide approximately 20 hours per FTE.~~

Purpose:—~~Provide continuous opportunities for employee development~~

Definition of Measurement: ~~Training hours will be tracked monthly for the following areas:~~

- ~~◆ Maintenance Training (including new revenue vehicle training)~~
- ~~◆ Ambassador Training~~
- ~~◆ Supervisory Skills Training~~
- ~~◆ Management Skills Training~~
- ~~◆ Violence in the Workplace~~
- ~~◆ Desktop Computer Training~~
- ~~◆ Additional training as developed~~

Method of Measurement:—~~Track number of hours by type of training. Data will be reported to the board on a quarterly basis.~~

Milestones: _____

FY01	FY02	FY03	FY04	FY05	FY06	FY07	
GOAL 50,000 hrs-	GOAL 50,000 hrs	GOAL 50,000 hrs-	GOAL 40,820 hrs	GOAL 42,600 hrs	GOAL 39,940 hrs	GOAL 50,000 hrs	
FY Actual 53,296 hrs	FY Actual 50,880 hrs	FY Actual 31,241 hrs	FY Actual 36,860 hrs	FY Actual 22,148 hrs	FY Actual 14,369 hrs	FY06 Q3 1,715 hrs	FY07 Q3 5,839 hrs-

**Summary of MTA Employee Training
Achieve 20 Hours per Employee (Not including
Drivers)**

Class Description	Q1	Q2	Q3	FYTD Hours
MAINTENANCE TRAINING				
Forklift Training	0	129	30	159
Underground Storage Training	96	20	0	116
Transit Power Sub Station Training—T Line	400	28	440	868
New Employee Orientation Training	80	32	0	112
On Track Safety Training	0	20	102	122
LRV Training	96	176	960	1232
4th Street Bridge Training-T Line	342	0	0	342
T-Line Signal Phase 1 Training	752	644	0	1396
PCC/Milan Car Training	108	96	304	508
SFFD LRV Jacking Drills-	104	0	0	104
Veerder Root Alarm Training	84	0	0	84
Diesel Bus Luminator Training-	82	0	0	82
Canac Signal Training	96	0	0	96
Spill Prevention Control	0	0	64	64
Hybrid Bus Introduction	0	0	572	572
CPR and First Aid	0	0	360	360
Gilligs Bus Vapor Door Training	0	0	216	216
LRV Vapor Door Training	0	0	752	752
Transmission Dynamometer Training	0	0	200	200
LRV EBALD Training-	0	0	72	72
Hazardous Waste Training	0	0	952	952
Sub-Total Maintenance Training	2240	1145	5024	8409
ADMINISTRATIVE TRAINING				
Preventing & Responding to Sexual Harassment	88	24	18	130
Anti-Harassment Training	336	39	123	498
Cultural Diversity & Teambuilding	0	0	135	135
Drug & Alcohol Training—Supervisors	46	76	8	130
Drug & Alcohol Training—Employees	58	70	50	178
Violence in the Workplace-Prevention, Response & Recovery	0	108	104	212
Software Application Training/Technical Training—	600	502	84	1186
Safety & Security Training	1410	912	293	2615
Sub-Total Administrative Training	2538	1731	815	5084
Sub-Total Maintenance Training	2240	1145	5024	8409
Total	4778	2876	5839	13,493

F. PARKING ENFORCEMENT

F1. Response to phone requests for parking enforcement

GOAL: To respond to parking enforcement requests within 20 minutes

Purpose: To measure the response rate for parking enforcement requests

Definition of Measurement: To measure the response rate for parking enforcement requests that resulted in parking citations.

Method of Measurement: We will utilize data from the Police Department dispatch system to measure the average response time for parking enforcement requests that resulted in parking citations.

Milestones:

<p>FY08 GOAL</p>
<p>Respond Within 20 Min</p>

FY07
Average Minutes from when a Call was received to Arrival by an Enforcement Officer

	FY07 Q1	FY07 Q2	FY07 Q3
Type of Violation	Average Minutes		
Parking Violation (587)	37.05 min	11.05 min	<i>Data not Available</i>
Driveway Violation (588)	61.00 min	12.73 min	
Tow Truck Requested (409)	37.53 min	12.42 min	

A. SYSTEM RELIABILITY

PERFORMANCE MEASURE	AUDITOR'S RECOMMENDATIONS	MTA RESPONSE
<p>A1. Schedule adherence: % of vehicles that run on time according to published schedules.</p>	<ol style="list-style-type: none"> 1. Consider an action plan to diagnose and improve reliability performance 2. Report performance annually in addition to quarterly 3. Use fiscal year averages to determine performance, not just 4th quarter 4. Consider an action plan that would outline how to use NextBus to gather on-time performance data 5. Consider developing a service classification system that would allow Muni to tailor reliability goals to different service types 	<ol style="list-style-type: none"> 1. AGREE 2. AGREE, Implemented in FY06 3. AGREE, Implemented in FY06 4. AGREE 5. Will wait until we have reviewed the recommendations of the Transit Effectiveness Program before implementing a new service classification system.
<p>A2. Service delivery: % of scheduled service hours that are delivered and % of scheduled vehicles that begin service at the scheduled time.</p>	<ol style="list-style-type: none"> 6. Consider an action plan to diagnose and improve reliability performance 7. Report performance annually in addition to quarterly 8. Use fiscal year averages to determine performance, not just 4th quarter 	<ol style="list-style-type: none"> 6. AGREE 7. AGREE 8. AGREE
<p>A4. Pass-ups: % 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</p>	<ol style="list-style-type: none"> 9. Report performance annually in addition to quarterly 10. Use fiscal year averages to determine performance, not just 4th quarter 	<ol style="list-style-type: none"> 9. AGREE 10. AGREE
<p>A5. Crowding: Peak period passenger load factors.</p>	<ol style="list-style-type: none"> 11. Express in terms of percent of all routes in addition to the number of routes that exceed standard. 12. Report performance annually in addition to quarterly 13. Use fiscal year averages to determine performance, not just 4th quarter 	<ol style="list-style-type: none"> 11. AGREE, Implemented in FY06 12. AGREE 13. AGREE

A. SYSTEM RELIABILITY - CONTINUED

PERFORMANCE MEASURE	AUDITOR'S RECOMMENDATIONS	MTA RESPONSE
<p>A6. Headway adherence: Actual headways against scheduled headways on all radial, express, cross-town, secondary and feeder lines for peak, base, evening and late night services.</p>	<p>14. Consider an action plan to diagnose and improve reliability performance</p> <p>15. Report performance annually in addition to quarterly</p> <p>16. Combine with measure A1 – rename joint measure “On-time performance”</p> <p>17. Use fiscal year averages to determine performance, not just 4th quarter.</p> <p>18. Consider an action plan that would outline how to use NextBus to gather on-time performance data</p> <p>19. Consider developing a service classification system that would allow Muni to tailor reliability goals to service types</p>	<p>14. In Progress</p> <p>15. Implemented in FY06</p> <p>16. AGREE</p> <p>17. Implemented in FY06</p> <p>18. In Progress</p> <p>19. Will wait until we have reviewed the recommendations of the Transit Effectiveness Program before implementing a new service classification system.</p>
<p>A7. Vehicle availability: % vehicle availability and reliability (mean distance between failure) by mode.</p>	<p>20. Increase vehicle availability goal from 98.5% to 100%</p> <p>21. Report performance annually in addition to quarterly</p> <p>22. Use fiscal year averages to determine performance, not just 4th quarter</p> <p>23. Strike “and reliability (mean distance between failure) by mode” from title of measure (this is measured in A9)</p> <p>24. Allow reported performance to exceed 100% (but not to affect annual average performance)</p> <p>25. Report number of days when each facility does not have 100% availability</p>	<p>20. DO NOT AGREE. But we will change the goal to 99% - the measure applies to in service vehicles only – not vehicles out of service for preventive maintenance, mid-life overhaul campaigns, retrofits, etc.</p> <p>21. AGREE</p> <p>22. AGREE</p> <p>23. AGREE</p> <p>24. AGREE</p> <p>25. AGREE</p>

A. SYSTEM RELIABILITY – CONTINUED

PERFORMANCE MEASURE	AUDITOR'S RECOMMENDATIONS	MTA RESPONSE
A8. Unscheduled absences: Unscheduled absences by operator, mechanical and administrative personnel.	26. Consider an action plan to diagnose and improve service delivery performance	26. In Progress
A9. Miles between roadcalls (by mode)	27. Consider an action plan to diagnose and improve maintenance 28. Develop common reporting standards and methods for all divisions 29. Report performance annually in addition to quarterly 30. Use fiscal year averages to determine performance, not just 4th quarter	27. AGREE 28. AGREE 29. Implemented in FY04 30. Implemented in FY04; increased FY08 goals due to improvements

B. SYSTEM PERFORMANCE

PERFORMANCE MEASURE	AUDITOR'S RECOMMENDATIONS	MTA RESPONSE
B1. Passengers carried by mode.	31. Use transit mode share goals to determine ridership growth goals	31. Will wait until we have reviewed the recommendations of the Transit Effectiveness Program before implementing new measurement criteria.
B2. Fare revenues generated by mode.	32. Expand measure to include farebox recovery ratio 33. Determine farebox recovery ratio performance goal 34. Change measure name to "Farebox performance"	32. AGREE 33. AGREE 34. AGREE
B3. ADD AS NEW MEASURE: Gross speed	35. Use readily available miles and hours data to calculate speed by mode 36. Consider developing a service classification system that would allow Muni to set speed goals for different service types	35/36. Will wait until we have reviewed the recommendations of the Transit Effectiveness Program before implementing new measurement criteria.
B4. Fully allocated costs per hour of service by mode.	37. Change title from "Fully allocated costs per hour of service by mode" to "Cost efficiency"	37. AGREE
B5. ADD AS NEW MEASURE: Productivity	38. Add new measure titled "Productivity," an important measure of how well the system is being utilized Measured by passenger boardings per revenue service hour.	38. AGREE
B6. ADD AS NEW MEASURE: Cost effectiveness	39. Add new measure "Cost effectiveness," which is the cost to provide each passenger trip, a bottom line measure of how effectively Muni provides service. Measured by dividing the operating cost by passenger boardings.	39. AGREE

C. STAFFING PERFORMANCE

PERFORMANCE MEASURE	AUDITOR'S RECOMMENDATIONS	MTA RESPONSE
<p>C1. Net vacancies by position (vacancies remaining once promotions and new hires have been deducted from retirees or resignations) for each division.</p>	<p>40. Eliminate measure</p> <p>41. Periodically report on appropriate staffing levels in separate report</p>	<p>40. AGREE</p> <p>41. AGREE</p>
<p>C2. Attrition rates for new employees, by division and level.</p>	<p>42. Eliminate measure</p> <p>43. Replace measure with data from Muni's Annual Employee Survey and report in "Employee Satisfaction" area, the more appropriate place for employee satisfaction</p>	<p>42. AGREE</p> <p>43. AGREE</p>

D. CUSTOMER SERVICE

Performance Measure	Auditor's Recommendations	MTA Response
D1. Development of annual marketing plan	44. Eliminate measure	44. AGREE
D2. Publication and distribution to the public print schedules	45. Eliminate measure	45. AGREE
D3. Operator conduct complaints and number of passenger service reports (PSRs)	46. Move resolution of operator conduct complaints to measure E3 47. Use Muni's Annual Rider Survey to measure customer satisfaction instead of the number of PSRs 48. Change title of measure to "customer satisfaction"	46. AGREE – Move to E3 47. AGREE – added to new 48. AGREE
D4. Annual passenger survey	49. Eliminate measure	49. AGREE
D5. Improvements in public information	50. Change to measure customer information in terms of the percent of all boardings that have real time transit vehicle arrival information 51. Consider action plan to comprehensively review how Muni provides public information	50. Do Not AGREE – Will wait for the TEP results; instead will use the milestone of Ridership Survey results trending to favorability. 51. AGREE
D6. Safety and training: Efforts to improve driver training, technical as well as accident follow-up.	52. Report accident rate in terms of accidents per 100,000 vehicle miles (including non-revenue miles) 53. Expand D6 to measure how effectively training reduces accident rates by reporting the accident rate of the 10% of operators with the highest accident rates 54. Change measure title from "Efforts to improve driver training, technical as well as accident follow-up" to "Safety" 55. Require Division Superintendents to use Transit Safe	52. AGREE 53. AGREE - Will baseline the measure during FY'08. 54. AGREE 55. AGREE, Process is underway
D7. Crime: number of crime incidents on municipal railway vehicles or in municipal railway facilities.	56. Refine measure to report the different types of crimes that occur on its vehicles and in its stations (types of incidents: felonious, quality of life, and fare evasion) 57. Report each type of incident as both a rate (per 100,000 passenger trips) and an absolute number	56. AGREE 57. AGREE

D. CUSTOMER SERVICE - CONTINUED

PERFORMANCE MEASURE	AUDITOR'S RECOMMENDATIONS	MTA RESPONSE
<p>D2. ADD AS NEW MEASURE: Operator courtesy</p>	<p>58. Replace measure D2 with new measure of operator courtesy. Customer perception measured in Muni's annual independent rider survey; if resources allow, this measure should be complemented by a mystery rider program whereby trained staff systematically evaluate a sampling of Muni service.</p>	<p>58. AGREE – Added to a new measure: D1 - Track Customer Satisfaction through the annual ridership survey.</p>
<p>D4. ADD AS NEW MEASURE: Vehicle and station cleanliness</p>	<p>59. Replace measure D4 with new measure of vehicle and station cleanliness. Customer perception measured in Muni's annual rider survey; if resources allow, this measure should be complemented by a sampling program whereby trained staff systematically evaluate Muni vehicles and stations, or a simpler measure could report the percent of Muni vehicles that leave a terminal with any cleanliness issues or vandalism.</p>	<p>59. AGREE - Added to a new measure: D1 - Track Customer Satisfaction through the annual ridership survey. Already reporting to SFStat for vehicle Graffiti and cleaning frequencies.</p>

E. EMPLOYEE SATISFACTION

Performance Measure	Auditor's Recommendations	MTA Response
E1. Number of grievances.	60. Report as rate (grievances per employee per year) in addition to absolute number of grievances 61. Report by division in addition to as an organization to improve accountability	60. Do Not Agree, the number would be so small, it would be statistically insignificant. 61. Do Not agree, this is already captured internally
E2. Speed of resolution of grievances.	62. Change goal from “resolve 75% of grievances within 30 days” to “resolve 90% of grievances within 90 days” to more realistically reflect the resolution process timeframes	62. AGREE
E3. MOVE MEASURE FROM 3D: Resolution of operator conduct complaints	63. Move a portion of measure D3 – the speed of resolution of operator conduct complaints – to become measure E3. The speed of resolution of operator complaints is more closely related to employee management and satisfaction.	63. AGREE
E4. Employee recognition.	64. Eliminate current measure of employee recognition	64. AGREE
E5. Employee education and training opportunities.	65. Eliminate measure	65. AGREE
E4. ADD AS NEW MEASURE: Employee satisfaction	66. Replace current measure E4 with data from Survey	66. AGREE

Performance Measure	Citizen's Advisory Committee's Recommendations	MTA Response
<p>Motion 092106.02 The MTA CAC recommends that: 1. The MTA adopt recommendations made by Nelson Nygaard in the Transportation Quality Review recommendation summary figure 7 and Proposition E Municipal Transportation Quality review with the following exceptions:</p>		<p>Please see responses 1 through 66 above. We have responded to the auditor's recommendations in detail.</p>
<p>A5. Crowding: Peak period passenger load factors.</p>	<p>The MTA CAC recommends that the automatic passenger counters be used to track crowding on vehicles.</p>	<p>We are currently working on a plan to expand the number of APCs in our fleet. This is something we will take into consideration once more vehicles are outfitted with APCs. At this time none of our Rail Vehicles are equipped with the device.</p>
<p>New Measurement</p>	<p>The MTA CAC recommends that the speed goals for Muni vehicles be set by the MTA rather than Muni.</p>	<p>We will wait until we have reviewed the recommendations of the Transit Effectiveness Program before implementing new measurement criteria.</p>
<p>C2. Attrition rates for new employees, by division and level.</p>	<p>2C The MTA CAC recommends that the employee attrition rate be retained and the measure be changed to less than 1 year rather than 6 months to 1 year.</p>	<p>We agree with the recommendations of the auditor and we support the elimination of this measure, as it provides little, if no real information.</p>
<p>New Measurement</p>	<p>The MTA CAC recommends that a measurement of the length of time it takes to fill a position be added.</p>	<p>This measurement would be difficult to track, as there are so many variables in bringing a new employee on board. Much of the process is out of our control as the Controller's office must approve all requisitions for both our budgeted and new positions.</p>
<p>F1. Response to phone requests for parking enforcement</p>	<p>The MTA CAC recommends that the measure of phone requests for parking enforcement be changed to the percent of requests responded to within 20 minutes.</p>	<p>We agree, though we are currently having some difficulty in obtaining this information from the SFPD. Our data is currently a quarter behind.</p>

Performance Measure	Citizen's Advisory Committee's Recommendations	MTA Response
New Reports Suggested by the Auditor	The MTA CAC recommends that instead of having 2 reports that the details of management reports be included in the stakeholder report as an appendix.	old Due to the retirement of a key staff person at the end of this fiscal year, we would like to delay replacing the current Service Standards Report with the <i>Proposed Stakeholder Performance Report</i> and the <i>Proposed Organizational Performance Report</i> until FY09. There will be a significant learning curve for the new hire and we like to get the basics down first. We would also like to have the results of the Transit Effectiveness Program before we proceed with a major restructuring of the content and format of the report.
New Reports Suggested by the Auditor	The MTA CAC recommends that the management summary only include schedule adherence for lines with scheduled headways that are greater than 10 minutes and headway adherence for lines with scheduled headways equal to or under 10 minutes.	Please see response above
New Measure	The MTA CAC recommends that the annual report include the number of pedestrians, bicyclists, and motorists killed or injured.	<p>Though we appreciate the CAC's suggestion, this standard contains too many factors beyond our control. We do report on collisions annually, and are pleased when the numbers drop, but we can't take all the credit for that as there are other factors affecting injury collision rates besides our programs for improving signal design and other traffic controls include:</p> <ul style="list-style-type: none"> ▪ Traffic volumes (economy, gas prices, . . .); ▪ Attitudes toward drunk driving, seatbelts, speeding, etc.; ▪ Police enforcement; ▪ Engineering of automobiles—airbags, vehicle design; ▪ Driver education/people learning and following rules of the road

