

**SERVICE STANDARDS**

**A. SYSTEM RELIABILITY and TRAFFIC OPERATIONS**

**1a. % 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.**

**GOAL:** No less than 85% on July 1, 2007 (*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	
65%	70%	75%	85%	85%	85%	85%	
Actual 4 <sup>th</sup> Q 65.5%	Actual 4 <sup>th</sup> Q 71.9%	Actual 4 <sup>th</sup> Q 70.9%	Actual 4 <sup>th</sup> Q 68.3%	Actual 4 <sup>th</sup> Q 70.7%	Actual 4 <sup>th</sup> Q 69.5% FY06 Actual 69.2%	FY06 Actual Q3 69.2%	FY07 Actual Q3 73.5%

<i>FY07 On Time Performance by Mode</i>				
MODES	FY06 Q3	FY07 Q1	FY07 Q2	FY07 Q3
System-Wide	69.2%	68.7%	70.4%	73.5%
Motor Coach	65.6%	66.6%	67.9%	71.6%
Trolley Coach	74.0%	71.5%	73.8%	76.5%
LRV	66.0%	69.2%	69.2%	73.1%
Cable Car	72.4%	70.6%	73.9%	69.7%

**SERVICE STANDARDS**

<b>On-Time Performance Measurement July 2006 – 69.6% Overall</b>						
<b>RAIL</b>		<b>TROLLEY</b>		<b>MOTOR COACH</b>		
<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	
L Taraval	71.9%	7 Haight	62.0%	12 Folsom	65.8%	
		21 Hayes	72.2%	14X Mission Express	71.4%	
		30 Stockton	73.4%	16 AX Noriega "A" Ex	<b>86.4%</b>	
				23 Monterey	53.4%	
				31 AX Balboa "A" Exp	<b>85.7%</b>	
				38 Geary	72.9%	
				38 AX Geary "A" Exp	55.9%	
				48 Quintara/24 <sup>th</sup>	69.1%	
				90 Owl	72.2%	
<b>TOTAL</b>	<b>71.9%</b>		<b>71.0%</b>		<b>68.7%</b>	
<b>August 2006 – 69.9% Overall</b>						
<b>RAIL</b>		<b>TROLLEY</b>		<b>MOTOR COACH</b>		
<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	
60 Powell/Hyde	70.6%	31 Balboa	56.8%	14 Mission Limited	70.0%	
		41 Union	72.1%	18 46 <sup>th</sup> Avenue	72.0%	
		45 Union/Stockton	72.5%	30X Marina Express	82.9%	
M Oceanview	73.0%			31BX Balboa "B" Exp	70.0%	
				38L Geary Limited	73.0%	
				38 BX Geary "B" Exp	60.9%	
				66 Quintara	58.6%	
				71 Haight/Noriega	62.2%	
<b>TOTAL</b>	<b>71.1%</b>		<b>68.5%</b>		<b>70.0%</b>	
<b>September 2006 – 66.2 % Overall</b>						
<b>RAIL</b>		<b>TROLLEY</b>		<b>MOTOR COACH</b>		
<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	
J Church	60.7%	3 Jackson	77.8%	10-Townsend	73.5%	
		5 Fulton	73.9%	27-Bryant	65.6%	
		49 Mission/Van Ness	72.6%	28-19th Avenue	61.8%	
				29-Sunset	57.5%	
				35-Eureka	62.5%	
				39-Coit	36.1%	
				52-Excelsior	67.7%	
				54-Felton	42.9%	
				81X-CalTrain	50.0%	
<b>TOTAL</b>	<b>60.7%</b>		<b>74.2%</b>		<b>60.5%</b>	
<b>October 2006 - 72.1% Overall</b>						
<b>RAIL</b>		<b>TROLLEY</b>		<b>MOTOR COACH</b>		
<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	
K Ingleside	68.5%	1 California	82.6%	1AX California "A" Exp	70.3%	
		22 Fillmore	66.2%	2 Clement	73.8%	
61 California	77.9%			9 San Bruno	63.5%	
				15 Third	63.6%	
				67 Bernal Heights	79.1%	
				82X Cal Train Express	72.7%	
				88 BART Shuttle	59.1%	
				91 Owl	72.2%	
				108 Treasure Island	<b>92.9%</b>	
<b>TOTAL</b>	<b>74.2%</b>		<b>76.7%</b>		<b>68.4%</b>	
<b>November 2006 - 70.7% Overall</b>						
<b>RAIL</b>		<b>TROLLEY</b>		<b>MOTOR COACH</b>		
<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	
F Market	65.5%	4 Sutter	76.2%	1BX California "B" Exp	73.8%	
		6 Parnassus	78.3%	9 BX San Bruno "B" Exp	70.4%	
		33 Stanyan	68.8%	17 Park Merced	75.5%	
				19 Polk	55.3%	
				44 O'Shaughnessy	73.9%	
				47 Van Ness	77.2%	
				53 Southern Heights	<b>90.9%</b>	
				56 Rutland	38.2%	
				80X CalTrain Exp	75.0%	
<b>TOTAL</b>	<b>65.5%</b>		<b>75.0%</b>		<b>69.9%</b>	

**SERVICE STANDARDS**

<b>December 2006 – 68.1% Overall</b>						
<b>RAIL</b>		<b>TROLLEY</b>		<b>MOTOR COACH</b>		
<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	
N Judah	73.4%	14 Mission	70.2%	9AX San Bruno "A" Exp	50.0%	
		24 Divisadero	68.6%	9X San Bruno Express	69.7%	
59 Powell/Mason	69.9%			16 BX Noriega "B" Exp	71.4%	
				26 Valencia	57.8%	
				28L 19 <sup>th</sup> Ave Limited	69.4%	
				36 Teresita	56.8%	
				37 Corbett	74.6%	
				43 Masonic	61.6%	
				89 Laguna Honda	50.0%	
<b>TOTAL</b>	<b>71.8%</b>		<b>69.6%</b>		<b>64.7%</b>	
<b>January 2007 –73.8% Overall</b>						
<b>RAIL</b>		<b>TROLLEY</b>		<b>MOTOR COACH</b>		
<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	
M Oceanview	71.3%	5 Fulton	78.3%	1BX Calif "B" Express	82.1%	
		30 Stockton	77.7%	2 Clement	68.2%	
		41 Union	77.6%	9 BX San Bruno "B" Exp	79.2%	
				31AX Balboa "A" Exp	54.9%	
				38 AX Geary "B" Exp	78.8%	
				44 O Shaughnessy	66.8%	
				47 Van Ness	69.5%	
				89 Laguna Honda	63.2%	
<b>TOTAL</b>	<b>71.3%</b>		<b>77.8%</b>		<b>70.4%</b>	
<b>February 2007 –73.6% Overall</b>						
<b>RAIL</b>		<b>TROLLEY</b>		<b>MOTOR COACH</b>		
<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	
K Ingleside	80.6%	4 Sutter	<b>85.7%</b>	35 Eureka	<b>95.2%</b>	
		45 Union/Stockton	70.5%	38 BX Geary "B" Exp	75.0%	
59 Powell	69.7%			39 Coit	39.1%	
				43 Masonic	65.4%	
				48 Quintera/24 <sup>th</sup> St	76.5%	
				81X Cal Train Exp	<b>100.0%</b>	
				108 Treasure Island	<b>95.2%</b>	
<b>TOTAL</b>	<b>72.0%</b>		<b>72.5%</b>		<b>74.7%</b>	
<b>March 2007 – 71.1 % Overall</b>						
<b>RAIL</b>		<b>TROLLEY</b>		<b>MOTOR COACH</b>		
<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	<b>Lines</b>	<b>On-Time %</b>	
J Church	71.4%	3 Jackson	74.3%	9 San Bruno	73.0%	
		7 Haight	55.6%	28 18 <sup>th</sup> Ave	52.4%	
		49 Mission/Van Ness	73.3%	30X Marina Express	66.7%	
				36 Terista	64.3%	
				37 Corbett	76.5%	
				52 Excelsior	<b>100.0%</b>	
				80X Cal Train Exp	<b>100.0%</b>	
<b>TOTAL</b>	<b>71.4%</b>		<b>71.9%</b>		<b>70.4%</b>	

**SERVICE STANDARDS**

**2a. % 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, 2007 (*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	
<b>GOAL</b> 96.5%	<b>GOAL</b> 97%	<b>GOAL</b> 97.5%	<b>GOAL</b> 98.5%	<b>GOAL</b> 98.5%	<b>GOAL</b> 98.5%	<b>GOAL</b> 98.5%	<b>GOAL</b> 98.5%
<b>Actual 4<sup>th</sup> Q</b> 94.53%	<b>Actual 4<sup>th</sup> Q</b> 97.8%	<b>Actual 4<sup>th</sup> Q</b> 94.52%	<b>Actual 4<sup>th</sup> Q</b> 97.23%	<b>Actual 4<sup>th</sup> Q</b> 94.33%	<b>Actual 4<sup>th</sup> Q</b> 92.96%	<b>FY06 Actual Q3</b> 94.8%	<b>FY07 Actual Q3</b> 95.6%

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.
<b>SYSTEM</b>	94.28%	94.83%	95.67%	99.87%	99.8%	99.9%	94.15%	94.65%	95.56%
Motor Coach	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%
Trolley Coach	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%
LRV	94.74%	91.20%	93.74%	99.86%	99.96%	99.96%	94.60%	91.15%	93.70%
Cable Car	98.10%	96.88%	97.45%	99.96%	99.97%	99.96%	98.06%	96.85%	97.40%

**SERVICE STANDARDS**

<b>% of LATE PULL-OUTS</b> <i>(Of All Scheduled Runs That Went Into Service)</i>										
<b>Mode</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>FYTD Avg.</b>
<b>SYSTEM</b>	.41	.41	.38	.45	.50	.68	.61	.59	.63	.52
<b>MOTOR COACH</b>										
Flynn	0.5	0.5	0.5	0.6	0.6	0.6	0.7	0.6	0.5	.57
Woods	0.3	0.3	0.3	0.3	0.4	0.5	0.6	0.5	0.6	.42
Kirkland	0.4	0.4	0.4	0.8	0.6	0.6	0.8	0.7	0.7	.60
<b>TROLLEY</b>										
Potrero	0.5	0.5	0.5	0.4	0.4	0.5	0.5	0.6	0.5	.49
Presidio	0.5	0.3	0.3	0.2	0.2	0.2	0.4	0.3	0.3	.30
LRV	0.4	0.3	0.3	0.4	0.5	0.9	0.5	0.6	0.8	.52
F Line	0.5	0.8	0.3	0.6	1.0	1.8	1.1	1.0	1.2	.92
Cable Car	0.2	0.2	0.3	0.3	0.3	0.4	0.3	0.4	0.4	.31

**4a. % 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:**

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

**SERVICE STANDARDS**

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%
<b>515 Checks</b>					<b>0.58%</b>	
LINES	LOCATION	Time/ Direct.	October	November	December	Q2 Total
28 19 <sup>th</sup> Ave	19 <sup>th</sup> Ave/Sloat	4pm – 7pm Inbound	0	0	0	0.00%
29 Sunset	Geneva/Balboa BART	4pm – 7pm Outbound	0	0	0	0.00%
30X Geary Express	Chestnut/Van Ness	6am -9am Inbound	0	0	0	0.00%
45 Union	Stockton/Sutter	4pm – 7pm Inbound	0	0	0	0.00%
54 Felton	Geneva/Balboa BART	6am -9am Outbound	0	0	0	0.00%
<b>243 Checks</b>					<b>0%</b>	
LINES	LOCATION	Time/ Direct.	January	February	March	Q3 Total
2 Clement	Clay/Powell	6am -9am Inbound	0	0	0	0.00%
88 BART Shuttle	Geneva BART Station	6am -9am Outbound	0	0	0	0.00%
<b>27 Checks *</b>					<b>0%</b>	

\* Due to the demands of the Transit Effectiveness Project staff was not able to measure as many lines as usual.

**5a. 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.

**SERVICE STANDARDS**

**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	
<b>GOAL</b> No Greater than 85%	<b>GOAL</b> No Greater than 85%	<b>GOAL</b> No Greater than 85%	<b>GOAL</b> No Greater than 85%	<b>GOAL</b> No Greater than 85%	<b>GOAL</b> No Greater than 85%	<b>GOAL</b> No Greater than 85%	
<b>Actual</b> 4 <sup>th</sup> Q  13 Lines Exceeded LF	<b>Actual</b> 4 <sup>th</sup> Q  8 Lines Exceeded LF	<b>Actual</b> 4 <sup>th</sup> Q  2 Lines Exceeded LF	<b>Actual</b> 4 <sup>th</sup> Q  3 Lines Exceeded LF	<b>Actual</b> 4 <sup>th</sup> Q  9 Lines Exceeded LF	<b>Actual</b> 4 <sup>th</sup> Q  5 Lines Exceeded LF	<b>FY06 – Q3</b> 9 of the lines measured exceeded the 85% load factor	<b>FY07 – Q3</b> 4 of the lines measured exceeded the 85% load factor

<b>Load Factor July 2006</b>					
<b>RAIL</b>		<b>TROLLEY</b>		<b>MOTOR COACH</b>	
<b>Lines</b>	<b>Load Factor</b>	<b>Lines</b>	<b>Load Factor</b>	<b>Lines</b>	<b>Load Factor</b>
L Taraval	61.5%	7 Haight	52.6%	12 Folsom	71.2%
		21 Hayes	81.5%	14X Mission Express	66.8%
		30 Stockton	84.8%	16 AX Noriega "A" Exp	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 <sup>th</sup>	82.9%
				90 Owl	10.6%
<b>August 2006</b>					
<b>RAIL</b>		<b>TROLLEY</b>		<b>MOTOR COACH</b>	
<b>Lines</b>	<b>Load Factor</b>	<b>Lines</b>	<b>Load Factor</b>	<b>Lines</b>	<b>Load Factor</b>
60 Powell/Hyde	82.6%	31 Balboa	84.5%	14 Mission Limited	46.8%
		41 Union	84.0%	18 46 <sup>th</sup> Avenue	37.8%
		45 Union/Stockton	94.7%	30X Marina Express	95.9%
M Oceanview	73.9%			31BX Balboa "B" Exp	71.6%
				38L Geary Limited	83.9%
				38 BX Geary "B" Exp	54.4%
				66 Quintara	22.9%
				71 Haight/Noriega	81.4%
<b>September 2006</b>					
<b>RAIL</b>		<b>TROLLEY</b>		<b>MOTOR COACH</b>	
<b>Lines</b>	<b>Load Factor</b>	<b>Lines</b>	<b>Load Factor</b>	<b>Lines</b>	<b>Load Factor</b>
J Church	42.3%	3-Jackson	67.0%	10-Townsend	66.7%
		5-Fulton	82.3%	27-Bryant	71.5%
		49-Mission/Van Ness	64.9%	28-19th Avenue	113.8%
				29-Sunset	87.4%
				35-Eureka	34.5%
				39-Coit	43.4%
				52-Excelsior	92.1%
				54-Felton	86.3%
				81X-CalTrain	63.9%
<b>October 2006</b>					

**SERVICE STANDARDS**

RAIL		TROLLEY		MOTOR COACH	
Lines	Load Factor	Lines	Load Factor	Lines	Load Factor
K Ingleside	134.8%	1 California	87.7%	1AX California "A" Exp	73.8%
		22 Fillmore	94.2%	2 Clement	85.8%
61 California	43.2%			9 San Bruno	83.2%
				15 Third	60.5%
				67 Bernal Heights	50.5%
				82X Cal Train Express	64.3%
				88 BART Shuttle	93.6%
				91 Owl	14.1%
				108 Treasure Island	47.0%
November 2006					
RAIL		TROLLEY		MOTOR COACH	
Lines	Load Factor	Lines	Load Factor	Lines	Load Factor
F Market	69.5%	4 Sutter	63.3%	1BX California "B" Exp	81.7%
		6 Parnassus	52.2%	9 BX San Bruno "B" Exp	76.3%
		33 Stanyan	42.8%	17 Park Merced	28.0%
				19 Polk	69.1%
				44 O'Shaughnessy	61.1%
				47 Van Ness	60.2%
				53 Southern Heights	62.6%
				56 Rutland	23.7%
				80X CalTrain Exp	65.9%
December 2006					
RAIL		TROLLEY		MOTOR COACH	
Lines	Load Factor	Lines	Load Factor	Lines	Load Factor
N Judah	51.1%	14 Mission	53.1%	9AX San Bruno "A" Exp	73.6%
		24 Divisadero	73.8%	9X San Bruno Express	13.5%
59 Powell/Mason	57.5%			16 BX Noriega "B" Exp	38.6%
				26 Valencia	33.1%
				28L 19 <sup>th</sup> Ave Limited	61.9%
				36 Teresita	23.9%
				37 Corbett	72.0%
				43 Masonic	54.3%
				89 Laguna Honda	2.2%
January 2007					
RAIL		TROLLEY		MOTOR COACH	
Lines	Load Factor	Lines	Load Factor	Lines	Load Factor
M Oceanview	55.0%	5 Fulton	95.0%	1BX Calif "B" Express	79.41%
		30 Stockton	76.1%	2 Clement	62.4%
		41 Union	71.9%	9 BX San Bruno "B" Exp	59.5%
				31AX Balboa "A" Exp	79.4%
				38 AX Geary "B" Exp	82.4%
				44 O Shaughnessy	99.0%
				47 Van Ness	69.2%
				89 Laguna Honda	12.2%
February 2007					
RAIL		TROLLEY		MOTOR COACH	
Lines	Load Factor	Lines	Load Factor	Lines	Load Factor
K Ingleside	32.7%	4 Sutter	67.5%	35 Eureka	40.3%
		45 Union/Stockton	106.2%	38 BX Geary "B" Exp	79.0%
59 Powell	73.0%			43 Masonic	113.8%
				48 Quintera/24 <sup>th</sup> St	83.4%
				81X Cal Train Exp	49.2%
				108 Treasure Island	60.2%



**SERVICE STANDARDS**

March 2007					
RAIL		TROLLEY		MOTOR COACH	
Lines	Load Factor	Lines	Load Factor	Lines	Load Factor
J Church	26.7%	3 Jackson	26.1%	9 San Bruno	73.2%
		7 Haight	45.0%	28 18 <sup>th</sup> Ave	64.4%
		49 Mission/Van Ness	82.2%	30X Marina Express	62.9%
				36 Terista	16.9%
				37 Corbett	41.0%
				80X Cal Train Exp	64.6%

**6a. Actual headways against scheduled headways on all radial express, cross-town, secondary, and feeder lines for peak, base, evening, and late night services.**

**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	
GOAL 80%	GOAL 85%	GOAL 85%	GOAL 85%	GOAL 85%	GOAL 85%	GOAL 85%	
4 <sup>th</sup> Q Actual 56.8%	4 <sup>th</sup> Q Actual 72.1%	4 <sup>th</sup> Q Actual 74.8%	4 <sup>th</sup> Q Actual 69.2%	4 <sup>th</sup> Q Actual 66.4%	4 <sup>th</sup> Q Actual 62.7% FY06 Actual 59.8%	FY06 Q3 Actual 56.2%	FY07 Q3 Actual 58.8%

*FY07 Headway by Mode*

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MODES	FY06 Q3	FY07 Q1	FY07 Q2	FY07 Q3
System-Wide	56.2%	58.9%	61.8%	58.8%
Motor Coach	63.1%	62.4%	69.5%	66.0%
Trolley Coach	48.0%	52.8%	52.8%	49.9%
LRV	50.2%	50.6%	53.4%	59.5%
Cable Car	75.3%	65.1%	63.8%	55.3%

Headway Measurement July 2006 - 55.9% Overall						
RAIL		TROLLEY		MOTOR COACH		
Lines	Headway %	Lines	Headway %	Lines	Headway %	
L Taraval	51.7%	7 Haight	66.1%	12 Folsom	69.6%	
		21 Hayes	66.1%	14X Mission Express	64.0%	
		30 Stockton	37.0%	16 AX Noriega "A" Ex	<b>90.0%</b>	
				23 Monterey	69.2%	
				31 AX Balboa "A" Exp	<b>94.7%</b>	
				38 Geary	38.7%	
				38 AX Geary "A" Exp	64.5%	
				48 Quintara/24 <sup>th</sup>	61.9%	
				90 Owl	<b>93.8%</b>	
Average	51.7		51.5%		58.3%	
August 2006 - 62.0% Overall						
RAIL		TROLLEY		MOTOR COACH		
Lines	Headway %	Lines	Headway %	Lines	Headway %	
60 Powell/Hyde	65.1%	31 Balboa	59.8%	14 Mission Limited	<b>93.8%</b>	
		41 Union	47.5%	18 46 <sup>th</sup> Avenue	79.5%	
		45 Union/Stockton	60.0%	30X Marina Express	56.9%	
M Oceanview	66.7%			31BX Balboa "B" Exp	77.8%	
				38L Geary Limited	57.1%	
				38 BX Geary "B" Exp	76.2%	
				66 Quintara	<b>86.0%</b>	
				71 Haight/Noriega	56.0%	
Average	65.3%		55.7%		64.0%	
September 2006 - 58.5% Overall						
RAIL		TROLLEY		MOTOR COACH		
Lines	Headway %	Lines	Headway %	Lines	Headway %	
J Church	36.8%	3-Jackson	<b>87.8%</b>	10-Townsend	74.2%	
		5-Fulton	40.5%	27-Bryant	63.4%	
		49-Mission/Van Ness	50.4%	28-19th Avenue	56.4%	
				29-Sunset	61.1%	
				35-Eureka	71.4%	
				39-Coit	74.2%	
				52-Excelsior	79.6%	
				54-Felton	81.3%	
				81X-CalTrain	33.3%	
Average	36.8%		51.5%		66.3%	
October 2006 - % Overall						
RAIL		TROLLEY		MOTOR COACH		
Lines	Headway %	Lines	Headway %	Lines	Headway %	
K Ingleside	53.6%	1 California	37.4%	1AX California "A" Exp	<b>90.9%</b>	
		22 Fillmore	47.9%	2 Clement	66.1%	
61 California	64.8%			9 San Bruno	50.5%	
				15 Third	51.2%	
				67 Bernal Heights	91.9%	
				82X Cal Train Express	62.5%	
				88 BART Shuttle	55.0%	
				91 Owl	<b>93.8%</b>	
				108 Treasure Island	97.4%	
	60.3%		41.2%		62.2%	
November 2006 - 70.9% Overall						
RAIL		TROLLEY		MOTOR COACH		

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Lines	Headway %	Lines	Headway %	Lines	Headway %
F Market	48.9%	4 Sutter	<b>92.1%</b>	1BX California "B" Exp	59.6%
		6 Parnassus	80.2%	9 BX San Bruno "B" Exp	72.0%
		33 Stanyan	68.1%	17 Park Merced	<b>93.3%</b>
				19 Polk	66.3%
				44 O'Shaughnessy	75.0%
				47 Van Ness	67.0%
				53 Southern Heights	<b>100%</b>
				56 Rutland	84.6%
				80X CalTrain Exp	<b>100%</b>
	48.9%		78.4%		73.3%
<b>December 2006 –55.6% Overall</b>					
RAIL		TROLLEY		MOTOR COACH	
Lines	Headway %	Lines	Headway %	Lines	Headway %
N Judah	61.8%	14 Mission	36.3%	9AX San Bruno "A" Exp	50.0%
		24 Divisadero	70.2%	9X San Bruno Express	71.4%
59 Powell/Mason	69.9%			16 BX Noriega "B" Exp	63.2%
				26 Valencia	<b>87.5%</b>
				28L 19 <sup>th</sup> Ave Limited	60.0%
				36 Teresita	86.7%
				37 Corbett	<b>92.1%</b>
				43 Masonic	69.6%
				89 Laguna Honda	<b>100.0%</b>
	62.4%		49.1%		76.0%
<b>January 2007–55.6% Overall</b>					
RAIL		TROLLEY		MOTOR COACH	
Lines	Headway %	Lines	Headway %	Lines	Headway %
M Oceanview	61.1%	5 Fulton	56.6%	1BX Calif "B" Express	56.3%
		30 Stockton	38.7%	2 Clement	78.3%
		41 Union	45.2%	9 BX San Bruno "B" Exp	72.7%
				31AX Balboa "A" Exp	71.7%
				38 AX Geary "B" Exp	80.0%
				44 O Shaughnessy	70.2%
				47 Van Ness	54.3%
				89 Laguna Honda	<b>100.0%</b>
	61.1%		43.8%		66.5%
<b>February 2007 –70.3% Overall</b>					
RAIL		TROLLEY		MOTOR COACH	
Lines	Headway %	Lines	Headway %	Lines	Headway %
K Ingleside	75.9%	4 Sutter	<b>94.4%</b>	35 Eureka	<b>100.0%</b>
		45 Union/Stockton	65.7%	38 BX Geary "B" Exp	45.5%
59 Powell	55.3%			39 Coit	<b>100.0%</b>
				43 Masonic	61.8%
				48 Quintera/24 <sup>th</sup> St	73.0%
				81X Cal Train Exp	<b>100.0%</b>
				108 Treasure Island	<b>98.2%</b>
	59.5%		69.0%		75.3%
<b>March 2007 –64.0% Overall</b>					
RAIL		TROLLEY		MOTOR COACH	
Lines	Headway %	Lines	Headway %	Lines	Headway %
J Church	42.4%	3 Jackson	75.0%	9 San Bruno	62.1%
		7 Haight	62.5%	28 18 <sup>th</sup> Ave	47.4%
		49 Mission/Van Ness	65.9%	30X Marina Express	64.7%
				36 Terista	75.0%
				37 Corbett	<b>86.7%</b>
				52 Excelsior	<b>100.0%</b>
				80X Cal Train Exp	<b>100.0%</b>
	42.4%		69.1%		66.4%

**7a. % vehicle availability and reliability (mean distance between failure) by mode.**

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**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	
GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	
4 <sup>th</sup> Q Actual 99.5%	4 <sup>th</sup> Q Actual 99.2%	4 <sup>th</sup> Q Actual 99.6%	4 <sup>th</sup> Q Actual 99.2%	4 <sup>th</sup> Q Actual 97.6%	4 <sup>th</sup> 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
System Wide	98.6%	98.2%	98.7%	98.8%	99.3%	99.6%
Motor Coach	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%
Trolley Coach	99.9%	98.8%	100%	100%	99.9%	100%
Potrero-Artic	100%	100%	100%	100%	100%	100%
Potrero	100%	100%	100%	100%	100%	100%
Presidio	99.8%	97.3%	100%	100%	99.9%	100%
Light Rail	99.1%	99.1%	99.9%	99.8%	99.9%	99.7%
F-Line	99.8%	99.5%	98.8%	98.3%	98.9%	99.4%
Cable Car	100%	100%	100%	100%	100%	100%

**8a. 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

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unscheduled hours for Muni Employees. For DPT employees, data is extracted from the DETS system.

**Milestones:**

DIVISION	FY07
Maintenance	5% Reduction of FYTD
Administration	5% Reduction of FYTD
Operations	5% Reduction of FYTD
Transit Operators	10 % Reduction of FYTD
DPT Shops	5% Reduction of FYTD

FY07 Quarterly Goals % OF UNSCHEDULED ABSENCES For the MTA Employee Incentive Program				
FY GOALS	Q1	Q2	Q3	Q4
Maintenance	6.45%	6.33%	<b>6.22%</b>	6.1%
Administration	5.24%	5.16%	<b>5.1%</b>	5.0%
Operations	6.64%	6.53%	<b>6.41%</b>	6.3%
DPT Shops	10.1%	9.93%	<b>9.77%</b>	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%	<b>4.34%*</b>	5.32%	4.21%	<b>5.0%</b>
Enforcement	15.28%	17.63%	15.66%	17.05%	15.66%	17.11%	17.33%*	16.69%	17.43%	<b>14.9%</b>
Engineering	5.27%	5.80%	4.93%	6.62%	6.79%	5.12%	<b>5.53%*</b>	<b>4.81%</b>	<b>5.40%</b>	<b>6.45%</b>
Shops	7.76%	9.80%	10.12%	8.84%	10.1%	10.62%	12.27%*	13.69%	13.28%	<b>9.6%</b>
Citations					13.8%		<b>6.96%*</b>	5.68%	8.36%	<b>13.11%</b>

\* Revised

FY07 % Unscheduled Absences for MUNI Employees										
	FY02 Actual	FY03 Actual	FY04 Actual	FY05 Actual	FY06 Actual	FY06 Q3	FY07 Q1	FY07 Q2	FY07 Q3	FY07 GOAL
Maintenance	7.6%	6.2%	6.46%	7.16%	6.45%	6.92%	6.95%	7.85%	7.52%	<b>6.1%</b>
Administration	6.0%	5.0%	4.99%	5.32%	5.24%	5.8%	5.37%	5.71%	6.09%	<b>5.0%</b>
Operations	8.1%	7.2%	7.36%	6.50%	6.64%	6.8%	8.23%	7.26%	6.65%	<b>6.3%</b>
Transit Operators	12.8%	11.1%	10.3%	10.8%	11.9%	11.39%	11.35%	11.1%	10.97%	<b>10.7%</b>

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**9a. 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:**

<b>FY07</b>
<b>Increase Miles</b>

<i>Mean Distance Between Failure (MDBF)</i>											
<b>Mode</b>	<b>FY02 4<sup>th</sup> Q Actual</b>	<b>FY03 4<sup>th</sup> Q Actual</b>	<b>FY04 4<sup>th</sup> Q Actual</b>	<b>FY04 Actual</b>	<b>FY05 Actual</b>	<b>FY06 Actual</b>	<b>FY06 Q3</b>	<b>FY07 Q1</b>	<b>FY07 Q2</b>	<b>FY07 Q3</b>	<b>FY07 Goals</b>
<b>Flynn - Artic</b>	1929	3003	2996	2519	3309	<b>3093</b>	<b>3048</b>	2187	2429	2081	<b>3000</b>
<b>Woods-Stand.</b>	1760	2802	3245	2502	3337	2636	2273	2644	2383	2225	<b>3000</b>
<b>Kirkland-Stand.</b>	2381	3992	2706	3098	2970	<b>3251</b>	2873	2878	2630	3028	<b>3100</b>
<b>Potrero Division</b>	665	687	942	827	837	899	1031	<b>897</b>	<b>1142</b>	<b>1225</b>	
<b>Potrero-Artic</b>	508	493	873	724	770	<b>785</b>	<b>898</b>	756	<b>964</b>	<b>969</b>	<b>700</b>
<b>Potrero-Stand.</b>	795	818	1023	926	902	1004	1153	1145	<b>1349</b>	<b>1533</b>	<b>1250</b>
<b>Presidio Trolley</b>	<b>1223</b>	<b>1221</b>	<b>1241</b>	<b>1235</b>	<b>1239</b>	<b>1121</b>	1037	<b>1302</b>	<b>1300</b>	<b>1407</b>	<b>1250</b>
<b>Breda Light Rail</b>	3276	3128	3357	3162	3112	1943	1765	3029	<b>3838</b>	<b>4304</b>	<b>3500</b>
<b>PCC (F-Line)</b>	1496	1148	1300	1065	1167	940	879	1206	<b>2113</b>	<b>1328</b>	<b>1250</b>
<b>Cable Car</b>	<b>5631</b>	<b>6387</b>	<b>5724</b>	<b>5814</b>	<b>5586</b>	<b>5638</b>	5364	<b>5860</b>	<b>5946</b>	<b>6225</b>	<b>5500</b>

**10a. 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

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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 1 <sup>st</sup> Q Actual	FY06 2 <sup>nd</sup> Q Actual	FY06 3 <sup>rd</sup> Q Actual	FY06 4 <sup>th</sup> Q Actual	FY07 Q1 Actual	FY07 Q2 Actual	FY07 Q3 Actual	FY2007 Goal
77%	84%	84%	84%	80%	76%	89%	87%	77%	80%

**11a. 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 1 <sup>st</sup> Q Actual	FY06 2 <sup>nd</sup> Q Actual	FY06 3 <sup>rd</sup> Q Actual	FY06 4 <sup>th</sup> Q Actual	FY07 Q1 Actual	FY07 Q2 Actual	FY07 Q3 Actual	FY07 Goal
54%	88%	84%	43%	64%	53%	51%	52%	91.1%	90%

**12a. 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.

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**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 1 <sup>st</sup> Q Actual	FY06 2 <sup>nd</sup> Q Actual	FY06 3 <sup>rd</sup> Q Actual	FY06 4 <sup>th</sup> Q Actual	FY07 Q1 Actual	FY07 Q2 Actual	FY07 Q3 Actual	FY07 GOAL
77%	80%	72%	83%	78%	86%	83%	81%	81%	85%

**13a. 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 1 <sup>st</sup> Q Actual	FY06 2 <sup>nd</sup> Q Actual	FY06 3 <sup>rd</sup> Q Actual	FY06 4 <sup>th</sup> Q Actual	FY07 Q1 Actual	FY07 Q2 Actual	FY07 Q3 Actual	FY07 GOAL
96%	95%	87%	85%	86%	98.5%	98%	98%	98%	98%

**14a. 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.



**SERVICE STANDARDS**

**Milestones:**

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

**15a. 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 1 <sup>st</sup> Q Actual	FY06 2 <sup>nd</sup> Q Actual	FY06 3 <sup>rd</sup> Q Actual	FY06 4 <sup>th</sup> Q Actual	FY07 Q1 Actual	FY07 Q2 Actual	FY07 Q3 Actual	FY07 GOAL
11%	15.2%	13.9%	13.1%	8.4%	13.5%	10.9%	9.9%	20.3%	10%

**B. SYSTEM PERFORMANCE**

**1b. 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
<b>GOAL</b> 2% Increase	<b>GOAL</b> 2% Increase	<b>GOAL</b> 224 M Boardings	<b>GOAL</b> 224 M Boardings	<b>GOAL</b> Increase by 1.5% over prior year 218,979,855	<b>GOAL</b> Increase by 1.5% over prior year	<b>GOAL</b> 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

**SERVICE STANDARDS**

Mode	Annual Ridership - Passenger Boardings						
	FY00	FY01	FY02	FY03	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
<b>TOTAL</b>	<b>225,671,847</b>	<b>234,912,825</b>	<b>218,461,742</b>	<b>215,594,583</b>	<b>215,743,701</b>	<b>216,918,271</b>	<b>210,848,310*</b>

\* Revised

**2b. Average Fare Per Passenger**

**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.

**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
<b>GOAL</b> Increase by \$1.6M	<b>GOAL</b> Increase by \$1.6M	<b>GOAL</b> Achieve \$100 M	<b>GOAL</b> Achieve \$117 M	<b>GOAL</b> Increase by 1.5% over prior year or \$117,270,585	<b>GOAL</b> Achieve \$130M In Fare Revenue	<b>GOAL</b> Increase by 1.5% over prior year or
FY Actual +\$2.07M	FY Actual -\$5.99M	FY Actual \$97.4M	FY Actual \$115.5M	FY Actual \$121.6M	FY Actual <b>\$136.2M</b>	N/A

<i>Annual Fare per Passenger by Unlinked Passenger Trips *</i>		
	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

**SERVICE STANDARDS**

Mode	Annual Cash Fare Summary						
	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
<b>TOTAL</b>	<b>\$102,103,466</b>	<b>\$104,175,594</b>	<b>\$98,181,653</b>	<b>\$97,367,714</b>	<b>\$115,537,524</b>	<b>\$120,184,250</b>	<b>\$136,233,877</b>

\* Revised by Finance with NTD Report submittal

**4b. Fully Allocated Costs Per Hour of Service and by Passenger Mile (By Mode)**

- 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:**

FY07
Fully Allocated Costs Per Hour of Service/Passenger Mile by Mode

Hourly Rate Per Mode Based on Operating Expenses over Revenue Hours										
Cost Category	FY05	FY06	FY05	FY06	FY05	FY06	FY05	FY06	FY05	FY06
	LRV	LRV	Cable Car	Cable Car	Trolley Coach	Trolley Coach	Motor Coach	Motor Coach	System	System
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
<b>TOTAL Hourly Rate Per Mode</b>	<b>\$187.94</b>	<b>\$190.92</b>	<b>\$312.13</b>	<b>\$295.88</b>	<b>\$117.30</b>	<b>\$125.94</b>	<b>\$126.20</b>	<b>\$135.45</b>	<b>\$141.91</b>	<b>\$149.85</b>

**SERVICE STANDARDS**

<i>Fully Allocated Costs Per Passenger Mile</i>			
<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.

**C. STAFFING PERFORMANCE**

**1c. 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 the board on a quarterly basis.
- Milestones:**

<b>FY01</b>	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	
<b>GOAL</b> No Greater Than 5%	<b>GOAL</b> No Greater Than 5%	<b>GOAL</b> No Greater Than 5%	<b>GOAL</b> No Greater Than 5%	<b>GOAL</b> No Greater Than 5%	<b>GOAL</b> No Greater Than 5%	<b>GOAL</b> No Greater Than 5%	
Actual 4 <sup>th</sup> Q 4.5%	Actual 4 <sup>th</sup> Q 3.7%	Actual 4 <sup>th</sup> Q 4.2%	Actual 4 <sup>th</sup> Q 5.3%	Actual 4 <sup>th</sup> Q 3.8%	Actual 4 <sup>th</sup> Q <b>3.6%</b>	FY06 Actual Q3 <b>3.6%</b>	FY07 Actual Q3 <b>2.6%</b>

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

**SERVICE STANDARDS**

**2c. 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	
<b>GOAL</b> No Greater Than 10%	<b>GOAL</b> No Greater Than 10%	<b>GOAL</b> No Greater Than 10%	<b>GOAL</b> No Greater Than 10%	<b>GOAL</b> No Greater Than 10%	<b>GOAL</b> No Greater Than 10%	<b>GOAL</b> No Greater Than 10%	
<b>Actual 4<sup>th</sup> Q</b> 25.9%	<b>Actual 4<sup>th</sup> Q</b> 76.6%	<b>Actual 4<sup>th</sup> Q</b> 59.4%	<b>Actual 4<sup>th</sup> Q</b> 23.5%	<b>Actual 4<sup>th</sup> Q</b> .008%	<b>Actual 4<sup>th</sup> Q</b> .004%	<b>FY06 Q3 Actual</b> 0%	<b>FY07 Q3 Actual</b> 3%

<b>Attrition Rate FY07 Q3</b>							
	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		
<b>TOTALS</b>	<b>251</b>	<b>110</b>	<b>361</b>	<b>8</b>	<b>3</b>		<b>11</b>

**D. CUSTOMER SERVICE**

**1d. 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:**

<b>FY07</b>
Jan. 1, 2007

**SERVICE STANDARDS**

**2d. 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:**

<b>FY07</b>
Publish Timetable

**3d. 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.

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

**Milestones:**

<b>FY07</b>
75% PSR's resolved within 30 days

**SERVICE STANDARDS**

<i>FY07 Passenger Service Reports</i>										
Type of Complaint	Complaints			OPEN			CLOSED			FYTD Closed
	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	
Operator Complaints Requiring Follow-Up	595	591	50	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										
				<b>FY06 Q3</b>	<b>FY07 Q1</b>		<b>FY07 Q2</b>			<b>FY07 Q3</b>
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
<b>TOTAL</b>					<b>4086</b>		<b>3705</b>			<b>3875</b>
<b>FY07 Status of Passenger Service Reports</b>										
				<b>FY06 Q3</b>	<b>FY07 Q1</b>		<b>FY07 Q2</b>			<b>FY07 Q3</b>
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
<b>TOTAL</b>					<b>1111</b>		<b>1166</b>			<b>724</b>

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

**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.

**SERVICE STANDARDS**

**Milestones:**

<b>FY07</b>
Conduct Rider & Employee Survey

**5d. 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.

**Method of Measurement:** Plan completed and implemented.

**Milestones:**

<b>FY07</b>
Plan completed and implemented

**6d. Efforts to improve driver training, technical as well as accident follow-up.**

**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.

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

**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	
<b>GOAL</b> 100,000 hrs 5% Accident Reduction	<b>GOAL</b> 100,000 hrs 5% Accident Reduction	<b>GOAL</b> 100,000 hrs 5% Accident Reduction	<b>GOAL</b> 100,000 hrs 5% Accident Reduction	<b>GOAL</b> 50,000 hrs 5% Accident Reduction	<b>GOAL</b> 50,000 hrs 5% Accident Reduction	<b>GOAL</b> 50,000 hrs 5% Accident Reduction	
<b>FY Actual</b> 140,692 hrs	<b>FY Actual</b> 129,769 hrs	<b>FY Actual</b> 82,099 hrs	<b>FY Actual</b> 65,771 hrs	<b>FY Actual</b> 34,464 hrs	<b>FY Actual</b> 49,390 hrs	<b>FY06 Q3</b> 10,579 hrs	<b>FY07 Q3</b> 26,550 hrs



**SERVICE STANDARDS**

<b>5 % Accident Reduction in Accidents (Passenger &amp; Vehicle)</b>											
<b>Reduce Accidents by 5%%</b>	<b>FY01 Actual</b>	<b>FY02 Actual</b>	<b>FY03 Actual</b>	<b>FY04 Actual</b>	<b>FY05 Actual</b>	<b>FY06 Actual</b>	<b>FY06 Q2</b>	<b>FY07 Q1</b>	<b>FY07 Q2</b>	<b>FY07 Q3</b>	<b>FY07 GOAL</b>
	3,043	2,913	2,966	2,975	2,437	2,406	603	606	582	535	No > then 2286 accidents

<b>FY07 - Operator Training Achieve 50,000 Hours</b>				
<b>Class Description</b>	<b>Q1 Hours</b>	<b>Q2 Hours</b>	<b>Q3 Hours</b>	<b>FYTD Hours</b>
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
<b>Total</b>	<b>17,148</b>	<b>31,999</b>	<b>26,550</b>	<b>75,697</b>

**7d. 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.

**Definition of Measurement:** Quarterly, we report on all categories of crime incidents.

**Method of Measurement:** Data is collected daily by the Muni Transit Police. Data will be reported to the board on a quarterly basis.

**Milestones:**

<b>FY07</b>
<b>GOAL</b> Reduce by 5%

**SERVICE STANDARDS**

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
<b>Fare Evasions</b>	<b>77</b>	<b>66</b>	<b>16</b>	<b>23</b>	<b>18</b>	<b>7347</b>	<b>9017</b>	<b>3143</b>	<b>2274</b>	<b>5458</b>
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/Disorderly	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 Mischief	66	73	63	49	37	7	12	6	11	9
Malicious Mischief 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
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
<b>TOTAL</b>	<b>2,463</b>	<b>2,927</b>	<b>2,655</b>	<b>2,401</b>	<b>2,289</b>	<b>2,399</b>	<b>2,058</b>	<b>3,429</b>	<b>2,545</b>	<b>5,732</b>

**SERVICE STANDARDS**

**8d. 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 1 <sup>st</sup> Q Actual	FY06 2 <sup>nd</sup> Q Actual	FY06 3 <sup>rd</sup> Q Actual	FY06 4 <sup>th</sup> Q Actual	FY07 Q1 Actual	FY07 Q2 Actual	FY07 Q3 Actual	FY07 GOAL
87%	95%	92%	98%	95%	95%	99%	98%	99%	100%

**9d. 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:**

FY06 4 <sup>th</sup> Q Actual	FY06 Q2 Actual	FY07 Q1 Actual	FY07 Q2 Actual	FY07 Q3 Actual	FY07 GOAL	FY06 4 <sup>th</sup> Q Avg. Wait	2 <sup>nd</sup> Q Avg. Wait Time	FY07 Q1 Actual	FY07 Q2 Actual	FY07 Q3 Actual	FY07 GOAL 20 minutes or less
90%	84%	94%	95%	90%	80%	9 min	11 min	7 min	7 min	8 min	

**10d. 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.

**SERVICE STANDARDS**

**Milestones:**

FY06 Q2 Actual	FY06 Q3 Actual	FY06 Q4 Actual	FY07 Q1 Actual	FY07 Q2 Actual	FY07 Q3 Actual	FY07 GOAL	FY06 Q2 Average Wait Time	FY06 Q3 Average Wait Time	FY06 Q3 Average Wait Time	FY07 Q1 Average Wait Time	FY07 Q2 Average Wait Time	FY07 Q3 Average Wait Time	FY07 GOAL
43%	48%	59%	62%	68%	71%	80%	10 min	15 min	12 min	10 min	8 Min	8 Min	10 Min or less

**11d. 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:**

FY04 Actual	FY05 Actual	FY06 1 <sup>st</sup> Q Actual	FY06 2 <sup>nd</sup> Q Actual	FY06 3 <sup>rd</sup> Q Actual	FY06 4 <sup>th</sup> Q Actual	FY07 Q1 Actual	FY07 Q2 Actual	FY07 Q3 Actual	FY07 GOAL
91%	51%	87%	92%	95%	93%	93%	95%	96%	95%

**E. EMPLOYEE SATISFACTION**

**1e. Number of grievances**

**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:**

FY01	FY02	FY03	FY04	FY05	FY06	FY07
GOAL - Report Quarterly and Resolve 75% in 30 days						Resolve 75% in 45 days*
4 <sup>th</sup> Q Actual Resolved 75%	4 <sup>th</sup> Q Actual Resolved 92%	4 <sup>th</sup> Q Actual Resolved 87.5%	4 <sup>th</sup> Q Actual Resolved 75%	4 <sup>th</sup> Q Actual Resolved 83%	4 <sup>th</sup> Q Actual Resolved 100%	Q3 Actual Resolved 100%

\* We now use 45 days for a resolution rate, due to the availability of the Hearing Officer

**SERVICE STANDARDS**

	New Grievances Filed				Grievances Resolved				FYTD Grievance Activity		
	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	Received	Resolved	Active
Transit Operators	10	30	17		18	13	22		57	53	16*

12 cases were carried over from last fiscal year.

	New Grievances Filed				Grievances Resolved				FYTD Grievance Activity		
	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	Received	Resolved	Active
Misc. Employees	13	2	10		10	1	4		25	15	10

**2e. Speed of resolution of grievances**

**GOAL:** Resolve 75% of internal grievances within 45 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:**

FY07
<b>75% within 45 days</b>

**Q1 Report:** For Operations grievances reported 82% were resolved within 45 days. Due to the availability of the Hearing Officer, we expanded the time frame by 15 days.

**Q2 Report:** For Operations grievances reported 100% were resolved within 45 days. Due to the availability of the Hearing Officer, we expanded the time frame by 15 days.

**Q3 Report:** For Operations grievances reported 100% were resolved within 45 days. Due to the availability of the Hearing Officer, we expanded the time frame by 15 days.

**4e. 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

**SERVICE STANDARDS**

**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:**

<b>FY07</b>
Annual Achievement

**5e. 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	
<b>GOAL</b> 50,000 hrs	<b>GOAL</b> 50,000 hrs	<b>GOAL</b> 50,000 hrs	<b>GOAL</b> 40,820 hrs	<b>GOAL</b> 42,600 hrs	<b>GOAL</b> 39,940 hrs	<b>GOAL</b> 50,000 hrs	
<b>FY Actual</b> 53,296 hrs	<b>FY Actual</b> 50,880 hrs	<b>FY Actual</b> 31,241 hrs	<b>FY Actual</b> 36,860 hrs	<b>FY Actual</b> 22,148 hrs	<b>FY Actual</b> 14,369 hrs	FY06 Q3 1,715 hrs	FY07 Q3 5,839 hrs

**SERVICE STANDARDS**

<b>Summary of MTA Employee Training</b>				
<b>Achieve 20 Hours per Employee (Not including Drivers)</b>				
<b>Class Description</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>FYTD Hours</b>
<b>MAINTENANCE TRAINING</b>				
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
4 <sup>th</sup> 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
<b>Sub-Total Maintenance Training</b>	<b>2240</b>	<b>1145</b>	<b>5024</b>	<b>8409</b>
<b>ADMINISTRATIVE TRAINING</b>				
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
<b>Sub-Total Administrative Training</b>	<b>2538</b>	<b>1731</b>	<b>815</b>	<b>5084</b>
<b>Sub-Total Maintenance Training</b>	<b>2240</b>	<b>1145</b>	<b>5024</b>	<b>8409</b>
<b>Total</b>	<b>4778</b>	<b>2876</b>	<b>5839</b>	<b>13,493</b>

**SERVICE STANDARDS**

**F. PARKING ENFORCEMENT**

**1f. 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:**

<b>FY07 GOAL</b>
<b>Respond Within 20 Min</b>

<i>FY07</i> 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	
Driveway Violation (588)	61.00 min	12.73 min	<i>Data not Available</i>
Tow Truck Requested (409)	37.53 min	12.42 min	