

SERVICE STANDARD	FY06 1 st Q	FY06 2 nd Q	FY06 3 rd Q	FY06 4 th Q	FY06 Goal	Summary/ Comments	
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.	LRV	Cable Car	Trolley	Motor Coach	System	85%	Trolley had the highest On Time Performance (OTP) rate with 72.3%. FY06 system wide average is 69.2%
	Q1 83.0%	67.3%	73%	69.0%	71.3%		
	Q2 63.7%	72.5%	67.9%	64.7%	66.2%		
	Q3 66.0%	72.4%	74.0%	65.6%	69.2%		
	Q4 65.1%	68.5%	72.3%	68.2%	69.5%		
	FY06 70.3%	68.9%	72.2%	67.0%	69.2%		
Did not meet goal							
2a. % of Scheduled service hours that are delivered and percentage of scheduled vehicles that begin service at the scheduled time.	93.67% System Wide	95.36% System Wide	94.84% System Wide	92.96% System Wide	98.5%	We achieved Equipment Availability in all modes, but fell short of achieving Operator Availability. Cable Car Operator had the highest availability of 97.63%.	
	Did not meet goal	Did not meet goal	Did not meet goal	Did not meet goal			
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.	.68%	2.46%	.57%	2.82%	Less than 5%	Checks were performed on the 1BX Calif Exp., 24 Divisadero, 28 19 th Ave, 29 Sunset and the 43 Masonic. 12 pass ups occurred on the 1BX California at California and Pierce, inbound.	
	Met and Exceeded Goal	Met and Exceeded Goal	Met and Exceeded Goal	Met and Exceeded Goal			
5a. Peak period passenger load factors	6 Lines Exceeded the Load Factor of no greater than 85% of the combined seating and standing capacity.	10 Lines Exceeded the Load Factor of no greater than 85% of the combined seating and standing capacity.	9 Lines Exceeded the Load Factor of no greater than 85% of the combined seating and standing capacity.	5 Lines Exceeded the Load Factor of no greater than 85% of the combined seating and standing capacity.	85% or less	The lines exceeding the load factor were the 60 Powell/Hyde with 91.7%, 44 O'Shaughnessy with 88.1%, the K Ingleside with 86.8%, 45 Union/Stockton with 86.8% and the 38L Geary with 85.8%.	
	Did not meet goal	Did not meet goal	Did not meet goal	Did not meet goal			
6a. Actual headways against scheduled headways on all radial express, cross-town, secondary, and feeder lines for peak, base, evening, and late night services.	LRV	Cable Car	Trolley	Motor Coach	System	Operate 85% of time within 30 or 10 minutes of scheduled headway (whichever is less)	System wide we saw a upturn from the previous quarter, with an improvement of 6.5%
	Q1 66.5%	60.3%	55.9%	72.5%	64.4%		
	Q2 49.0%	59.0%	46.4%	61.1%	55.1%		
	Q3 50.2%	75.3%	48.0%	63.1%	56.2%		
	Q4 57.8%	56.3%	55.3%	67.5%	62.7%		
	FY06 55.2%	59.9%	51.8%	66.2%	59.8%		
Did not meet goal							

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7a. % vehicle availability and reliability (mean distance between failure) by mode.	98.1% Did not meet goal	98.3% Did not meet goal	98.6% Met and Exceeded Goal	98.2% Did not meet goal	98.5%	Just short of goal system wide. In addition to Cable Car, Flynn and both Trolley divisions exceeded the AM and PM goals. All divisions, with exception of Kirkland and Woods exceeded the PM goals.
8a. Unscheduled absences by operator, mechanical and administrative personnel.	Maintenance = 5.38% Administration = 4.94% Operations = 6.19% Met and Exceeded Goal Drivers= 12.63% Did not meet goal	Maintenance = 6.01% Administration = 5.17% Operations = 5.94% Met and Exceeded Goal Drivers= 11.49% Did not meet goal	Maintenance = 6.92% Administration = 5.8% Operations = 6.8% Met and Exceeded Goal in Maintenance Only Drivers= 11.39% Did not meet goal	Maintenance = 7.35% Administration = 4.97% Operations = 7.62% Met and Exceeded Goal in Administration Only Drivers= 12.2% Did not meet goal	Maintenance = 6.8% Administration = 5.1% Operations = 6.2% Drivers= 9.7%	For 4 th Q Administration personnel achieved their goal.
9a. Miles between roadcalls by mode	Achieved goal in two Motor Coach Divisions, Flynn and Kirkland, as well as Presidio Trolley Coach and Cable Car.	Achieved goal in the Potrero Trolley Artic Division.	Achieved goal in the Potrero Trolley Artic Division and Flynn Motor Coach Division.	Achieved goal in the Potrero Trolley Artic Division, Flynn Motor Coach Division and the Cable Car Division	Increase Mileage	Potrero Trolley Artic Division, Flynn Motor Coach Division and the Cable Car Division achieved their 4 th Q Goal. For FY06 overall, Flynn, Kirkland, Potrero and Cable Car achieved their goals.
10a. To investigate and respond to all requests for changes to traffic or parking controls from the public or other governmental agencies within 90 days.	84% Met and Exceeded Goal	84% Met and Exceeded Goal	80% Met and Exceeded Goal	76% Did not meet goal	80%	A reduction in staff has caused a decline in response time.
11a. To review and respond to all color curb applications within 30 days.	92% Met and Exceeded Goal	43% Did not meet goal	64% Did not meet goal	53% Did not meet goal	90%	Performance is short of goal. Reduced staff since November 2005 has impacted service level. Of the 143 applications, 75 were responded to within 30 days.

Summary of FY06 4th Q Service Standards

SERVICE STANDARD	FY06 1 st Q	FY06 2 nd Q	FY06 3 rd Q	FY06 4 th Q	FY06 Goal	Summary/ Comments
12a. To respond within 48 hours to all reports of meter malfunctions.	72% Did not meet goal	83% Did not meet goal	78% Did not meet goal	86% Met and Exceeded Goal	85%	Goal was exceeded by 1%. Of the 511 complaints received, 441 were responded to in 48 hours.
13a. To respond to and repair hazardous safety sign conditions within 24 hours.	87% Did not meet goal	85% Did not meet goal	87% Did not meet goal	98.5% Met and exceeded Goal	98%	11.5% improvement from previous quarter. There were 547 calls and 539 were responded to and repaired within 24 hours.
14a. To respond to and repair hazardous signal conditions within two hours.	92% Met Goal	93% Met and exceeded Goal	91% Did not meet goal	91% Did not meet goal	92%	There were 713 calls and 91% were responded to and repaired within 20 minutes. Just short of goal by 1%.
15a. To maintain 10% of all traffic lane lines, bus zones and crosswalks per year.	13.9% Met and Exceeded Goal	13.1% Met and Exceeded Goal	8.4% Did not meet goal	13.5% Met and Exceeded Goal	10%	Total FY Actual was 12.2% Total feet maintained = 159,744 feet. White Crosswalks = 23,467 ft. Yellow Crosswalks = 7,208 ft. Striping = 129,069 ft

SYSTEM PERFORMANCE

1b. Passengers carried by mode	<table border="1"> <thead> <tr> <th>Mode</th> <th colspan="6">Annual Ridership - Passenger Boardings</th> </tr> <tr> <th></th> <th>FY00</th> <th>FY01</th> <th>FY02</th> <th>FY03</th> <th>FY04</th> <th>FY05</th> </tr> </thead> <tbody> <tr> <td>Motor Coach</td> <td>96,394,514</td> <td>96,032,546</td> <td>92,259,201</td> <td>90,880,579</td> <td>87,471,668</td> <td>88,208,662</td> </tr> <tr> <td>Trolley Coach</td> <td>78,460,995</td> <td>80,868,518</td> <td>73,968,384</td> <td>74,398,945</td> <td>75,215,805</td> <td>74,940,773</td> </tr> <tr> <td>Light Rail</td> <td>41,610,040</td> <td>49,698,816</td> <td>44,976,474</td> <td>42,896,269</td> <td>45,187,031</td> <td>46,803,108</td> </tr> <tr> <td>Cable Car</td> <td>9,206,298</td> <td>8,312,945</td> <td>7,257,683</td> <td>7,418,790</td> <td>7,869,197</td> <td>6,965,728</td> </tr> <tr> <td>TOTAL</td> <td>225,671,847</td> <td>234,912,825</td> <td>218,461,742</td> <td>215,594,583</td> <td>215,743,701</td> <td>216,918,271</td> </tr> </tbody> </table>						Mode	Annual Ridership - Passenger Boardings							FY00	FY01	FY02	FY03	FY04	FY05	Motor Coach	96,394,514	96,032,546	92,259,201	90,880,579	87,471,668	88,208,662	Trolley Coach	78,460,995	80,868,518	73,968,384	74,398,945	75,215,805	74,940,773	Light Rail	41,610,040	49,698,816	44,976,474	42,896,269	45,187,031	46,803,108	Cable Car	9,206,298	8,312,945	7,257,683	7,418,790	7,869,197	6,965,728	TOTAL	225,671,847	234,912,825	218,461,742	215,594,583	215,743,701	216,918,271	<p>Increase by 1.5% over previous year Or 218,979,855M Passenger Boardings</p>
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STAFFING PERFORMANCE																																																
1c. Net vacancies by position (vacancies remaining once promotions and new hires have been deducted from retirees or resignations) for each division.	3.9% Met and Exceeded Goal	3.6% Met and Exceeded Goal	3.6% Met and Exceeded Goal	3.6% Met and Exceeded Goal	No Greater than 5%	There continues to be no Transit Operator vacancies.																																										

Summary of FY06 4th Q Service Standards

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2c. Attrition rates for new employees, by division and level	.12% Met and Exceeded Goal	0.25% Met and Exceeded Goal	0% Met and Exceeded Goal	.004% Met and Exceeded Goal	No Greater than 10%	This is based on 232 hires during the last 12 months with only one employees leaving within one year of their hire.
CUSTOMER SERVICE						
1d. Development of an annual marketing plan identifying specific programs and projects that will promote increased patronage.	Plan will be updated in January 2007					
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.	A published schedule is currently online on the 511 website.					
3d. Operator conduct complaints and their resolution, by complaint, consistent with due process and required confidentiality.	We received 3,648 PSR's and achieved a resolution rate of 74% Did not meet goal	We received 3,745 PSR's and achieved a resolution rate of 71% Did not meet goal	We received 3,783 PSR's and achieved a resolution rate of 83% Met and Exceeded Goal	We received 3,979 PSR's and achieved a resolution rate of 64% Did not meet goal	75% of PSR's resolved within 30 days	Of the 684 Operator complaints requiring follow up, 76 of them were recommended for neutral hearings. The resolution rate was 64%. For the 4 th Q we also received 220 operator commendations.
4d. Annual passenger surveys and follow-up by management.	Both Passenger and Employee surveys are conducted annually. Contract is in place for both surveys.					
5d. Improvements in public information regarding vehicle delays during operations as well as general user information regarding system modifications, route changes, and schedules.	Updated annually					



Summary of FY06 4th Q Service Standards

SERVICE STANDARD	FY06 1 st Q	FY06 2 nd Q	FY06 3 rd Q	FY06 4 th Q	FY06 Goal	Summary/ Comments
6d. Efforts to improve driver training, technical as well as accident follow-up.	<p>12,457 hrs of Driver Training</p> <p>Did not meet goal</p> <p>596 accidents</p> <p>Did not meet goal</p>	<p>17,603 hrs of Driver Training</p> <p>Met and exceeded goal</p> <p>603 accidents</p> <p>Did not meet goal</p>	<p>10,579 hrs of Driver Training</p> <p>Did not meet goal</p> <p>606 accidents</p> <p>Did not meet goal</p>	<p>9919 hrs of Driver Training for 4th Q And a total of 49,390 hrs for FY06 Did not meet goal</p> <p>601 accidents for 4th Q 2,406 accidents for FY06 Did not meet goal</p>	<p>4th Q Goal for Operator Training 12,500 hours Annual Goal 50.000 hours</p> <p>4th Q Goal No greater than 579 accidents Annual Goal No Greater than 2,315 accidents</p>	<p>We were short of the quarterly training goal by 2,581 hours. One new Operator Class began on June 19, 2006. We were just short of our annual training hour goal of 50,000 hrs, with 49,390 hrs achieved. (short by 610 hrs)</p> <p>The number of accidents for passenger and vehicles was 601 against a quarterly goal of no greater than 579 accidents. We were short of goal by 22 accidents. Our annual goal was no greater than 2,315 accidents. We were short of goal by 91 accidents, with a total of 2,406</p>
7d. Number of crime incidents on Municipal Railway vehicles or in Municipal Railway facilities.	<p>545 incidents</p> <p>Met and Exceeded Goal</p>	<p>582 incidents</p> <p>Did not meet goal</p>	<p>457 incidents</p> <p>Met and Exceeded Goal</p>	<p>474 incidents</p> <p>Met and Exceeded Goal</p> <p>2,058 Incidents for FY06 Met and Exceeded Goal</p>	<p>No greater than 570 incidents for 4th Q.</p> <p>Annual Goal No Greater than 2,279 Incidents</p>	<p>We exceeded our 4th Q goal with a rate of 474 incidents against a quarterly goal of no greater than 570 incidents. In addition, we exceeded our annual goal as well.</p> <p>POP reported 3,068 fare evasions, which included warnings, fare collection and citations.</p>

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8d. Abandoned automobile reports	92% of reports of abandoned autos were responded to in 48 hours Did not meet goal	98% of reports of abandoned autos were responded to in 48 hours Did not meet goal	95% of reports of abandoned autos were responded to in 48 hours Did not meet goal	95% of reports of abandoned autos were responded to in 48 hours Did not meet goal	To respond within 48 hours to reports of abandoned autos 100% of the time.	100% will be difficult to achieve due to limited weekend coverage. If a call comes in on Friday night, an officer may not be available to respond until Monday morning. Last FY the goal was 98%. Also, for efficiency, sometimes several calls are grouped together for investigation in the same area.
9d. Citations and Residential Parking Permits	41% of the public was served within 20 minutes of arrival Did not meet goal	84% of the public was served within 20 minutes of arrival Met and Exceeded Goal	74% of the public was served within 20 minutes of arrival Did not meet goal	90% of the public was served within 20 minutes of arrival Met and Exceeded Goal	80% of the public is to be served within 20 minutes of arrival	Average Wait Time of 9 minutes has dramatically improved due to the filling of vacant positions, systems improvements, reductions in backlogs, and implementation of Q-Matic wait time data tracking system.
10d. Administrative and tow hearings	55% of the public was served within 10 minutes of arrival Did not meet goal	43% of the public was served within 10 minutes of arrival Did not meet goal	74% of the public was served within 10 minutes of arrival Did not meet goal	59% of the public was served within 10 minutes of arrival Did not meet goal	80% of the public is to be served within 10 minutes of arrival	The Average Wait Time was 12 minutes.
11d. Residential Parking Permit Renewals	87% renewal permit applications were returned to residents within 21 days of receipt Did not meet goal	92% renewal permit applications were returned to residents within 21 days of receipt Did not meet goal	95% renewal permit applications were returned to residents within 21 days of receipt Met and Exceeded Goal	93% renewal permit applications were returned to residents within 21 days of receipt Did not meet goal	95% of renewal permit applications to be returned to residents within 21 days of receipt.	Slightly below goal with 93%.

SERVICE STANDARD	FY06 1 st Q	FY06 2 nd Q	FY06 3 rd Q	FY06 4 th Q	FY06 Goal	Summary/ Comments
EMPLOYEE SATISFACTION						
1e. Number of grievances	9 Transit Operator & 10* Misc. Employees grievances	11 Transit Operator & 1 Misc. Employees grievances reported	13 Transit Operator & 9 Misc. Employees grievances reported	12 Transit Operator & 4 Misc. Employees grievances reported	Report Number of Grievances	6 Transit Operator grievances resolved 4 th Q. 9 Miscellaneous Employee grievances resolved 3 rd Q.
2e. Speed of resolution of grievances	100% were resolved in 30 days Met and Exceeded Goal	86% were resolved in 30 days Met and Exceeded Goal	80% were resolved in 30 days Met and Exceeded Goal	100% were resolved in 30 days Met and Exceeded Goal	75% Resolved within 30 days	For 3 rd Q, 80% of Operator grievances were resolved within 30 days.
4e. Employee Recognition	Reported on Annually					
	(12) System wide 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			We achieved the System Wide Operators and Maintenance Employees awards. In addition, the Executive Director introduced a new Employee Recognition Program where three "Unsung Heroes" are recognized each month and honored before the MTA Board of Directors. The Human Resources Group also awarded four HR Employee of the Quarter Awards as well as 21 "Cause for Applause Awards".		
5e. Employee education and training programs	1 st Q Actual 3,506 hours Did not meet goal	2 nd Q Actual 1,813 hours Did not meet goal	3 rd Q Actual 1,715 hours Did not meet goal	4 th Q Actual 6,375 hours Did not meet goal FY06 Actual 14,369hours	4 th Q Goal 9,985 hours Annual Goal 39,940 hours	Our quarterly goal is to provide 9,985 hours of training. We achieved a total of 6,375 hours. Maintenance Training accounted for 4,739 hours