

## Primary Strategic Goals

Goal 1	Customer Focus
Goal 2	System Performance
Goal 3	External Affairs - Community Relations
Goal 4	Financial Capacity
Goal 5	SFMTA Workforce
Goal 6	Information Technology

## FY 2010 4th Quarter Scorecard

Service Standard	Page	Primary Strategic Goal Link	Goal FY10	Annual FY10	Quarter FY10 Q4
<b>A1 On-Time Performance</b> Customer Observed Schedule Adherence	4	2	>85%	73.5%	72.5%
<b>A1 On-Time Performance</b> Headway Adherence	5	2	>85%	60.1%	61.5%
<b>A2 Service Delivery</b> Scheduled Service Hours Delivered	6	2	>98.5%	96.6%	96.8%
<b>A2 Service Delivery</b> Late Pull-Outs	7	2	<1.5%	0.8%	0.8%
<b>A3 Load Factors</b> % of Runs Exceeding Maximum Load During Peak Periods	8	1	<4.0%	4.5% (AM) 4.4% (PM)	3.9% (AM) 5.5% (PM)
<b>A4 Unscheduled Absences</b> SFMTA Administration, Muni, Other Functions	9	2	varies	see body of report for details	

<b>Service Standard</b>	<b>Page</b>	<b>Primary Strategic Goal Link</b>	<b>Goal FY10</b>	<b>Annual FY10</b>	<b>Quarter FY10 Q4</b>
<b>A5 Mean Distance Between Failure</b> Bus, Rail	11	2	varies	see body of report for details	
<b>A6 Vacancy Rates for Service Critical Positions</b> Transit Operators, Crafts, Maintenance	13	5	<5%	6.6%	7.8%
<b>A7 Traffic and Parking Control Requests %</b> Addressed Within 90 Days	14	1	>82%	81%	85%
<b>A8 Color Curb Applications %</b> Addressed Within 30 Days	15	3	>90%	89%	89%
<b>A9 Parking Meter Malfunction Reports %</b> Addressed Within 48 Hours	16	4	>85%	85%	86%
<b>A10 Hazardous Traffic Sign Reports %</b> Addressed Within 24 Hours	17	1	>98%	100%	100%
<b>A11 Hazardous Traffic Signal Reports %</b> Addressed Within Two Hours	18	1	>92%	99%	100%
<b>A12 Traffic Lane Lines, Bus Zones and Crosswalks %</b> of Network Maintained Annually	19	1	>12%	15%	14%
<b>A13 Productivity</b> Average # of Boardings per Service Hour	20	4	n/a	in FY11 Q1 report	
<b>A14 Pedestrian Safety</b> # of Intersections Fully Equipped with Countdown Signals	20	1	>776	835	n/a
<b>C7 Proof-of-Payment Program</b> Fare Evasion Rate on LRVs and in stations monitored	36	1	n/a	2.6%	3.0%
<b>C8 Abandoned Automobile Reports %</b> Responded to Within 48 Hours	37	3	100%	98%	99%

<b>Service Standard</b>	<b>Page</b>	<b>Primary Strategic Goal Link</b>	<b>Goal FY10</b>	<b>Annual FY10</b>	<b>Quarter FY10 Q4</b>
<b>C9 Walk-in Citation and Residential Parking Permit Customers % Served Within 15 Minutes</b>	38	3	>82%	48%	33%
<b>C10 Administrative Citation Hearing Customers % Served Within 10 Minutes</b>	39	3	>82%	90%	90%
<b>C11 Mail-in Residential Parking Permit Renewals % Processed Within 21 Days</b>	40	3	>95%	95%	88%
<b>D1 Grievances # of Transit Operator and Miscellaneous Employee Grievances</b>	41	5	n/a	see body of report for details	
<b>D1 Grievances # Grievances per 1,000 Employees</b>	41	5	n/a	see body of report for details	
<b>D2 Grievance Resolution Rate % of Operator Grievances Resolved Within 90 Days</b>	42	5	>90%	59%	52%
<b>D3 Equal Employment Opportunity Cases # Received</b>	43	5	n/a	see body of report for details	
<b>D4 Employee Satisfaction All SFMTA Employees</b>	44	5	>5% year over year	see body of report for details	
<b>Line/Route Detail</b>	45	NA			
<b>Feedback Detail</b>	48	NA			
<b>Security Incident Detail</b>	51	NA			