

SFMTA

Municipal Transportation Agency

FY11 Q2 Service Standards Report

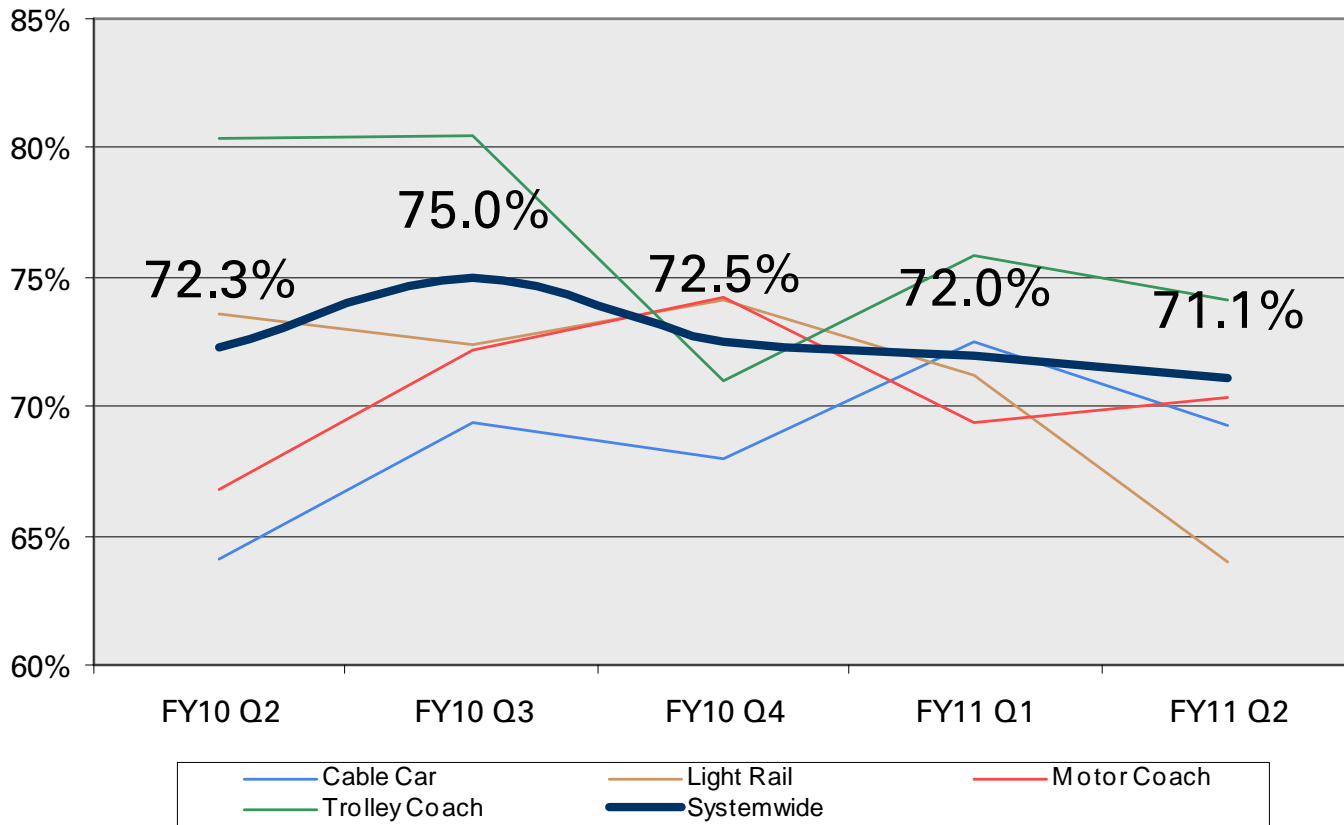
04 | 5 | 2011 | SAN FRANCISCO, CALIFORNIA

A1

On-Time Performance

QUARTERLY RESULTS

Goal: >85%



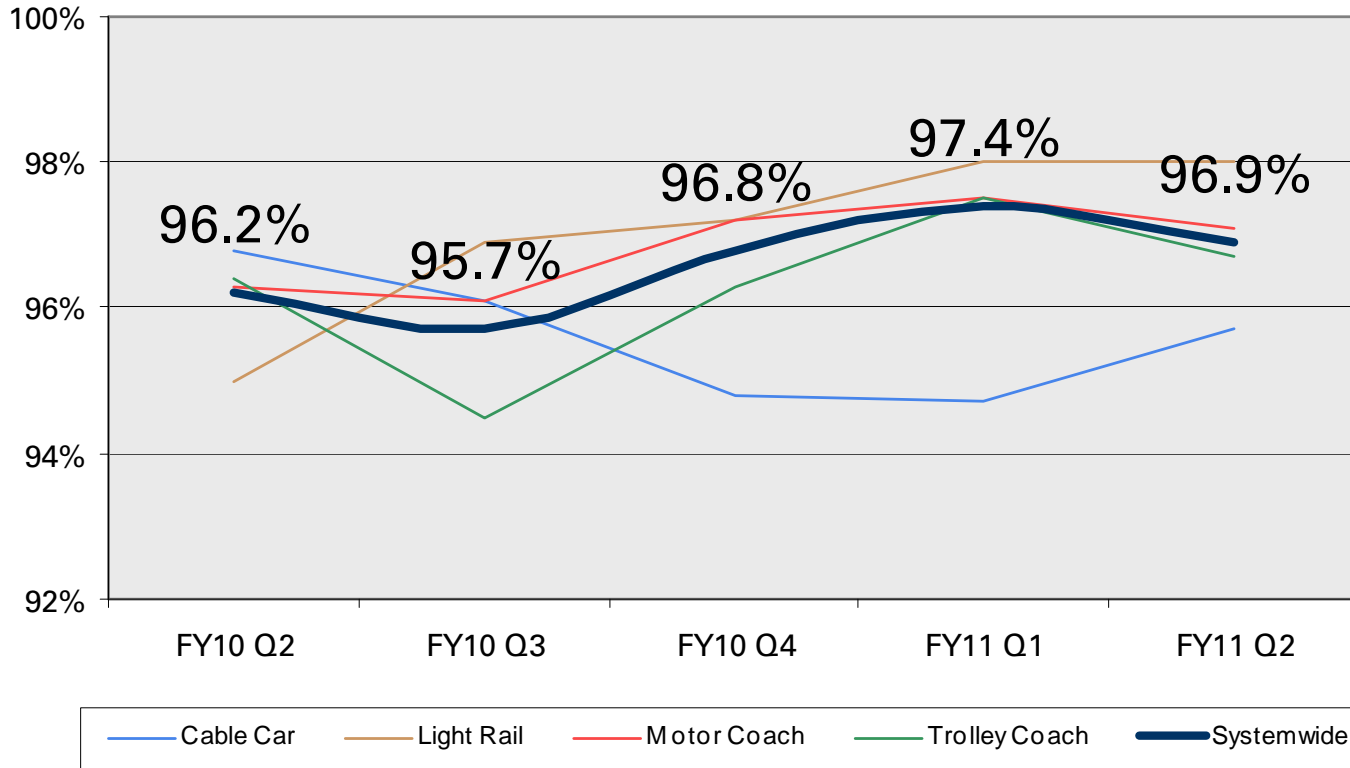
Reporting Periods	FY10 Q2	Oct-Dec 09	FY10 Q3	Jan-Mar 10	FY10 Q4	Mar-Jun 10	FY11 Q1	Jul-Sep 10	FY11 Q2	Oct-Dec 10
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A2

Scheduled Service Hours Delivered

QUARTERLY RESULTS

Goal: >98.5%



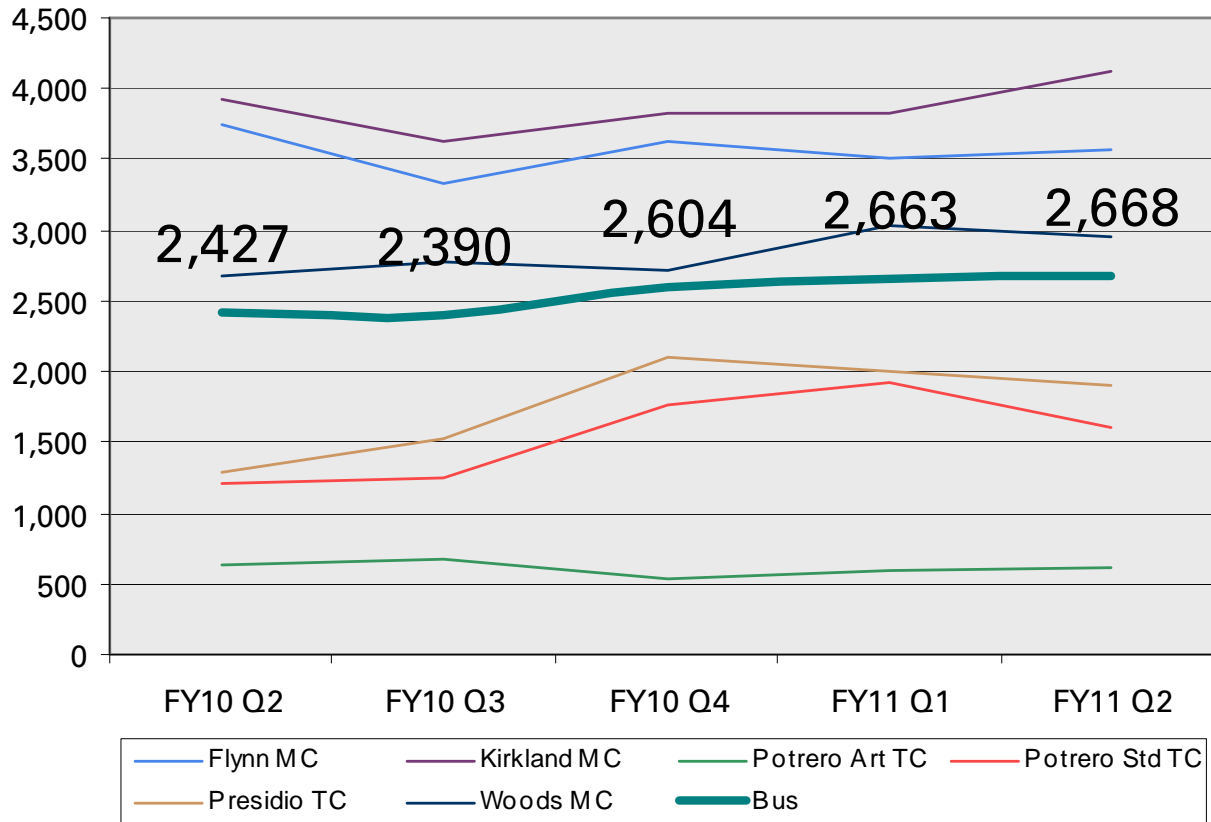
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A5

Mean Distance Between Failure – Bus

QUARTERLY RESULTS

Goal: 2,669

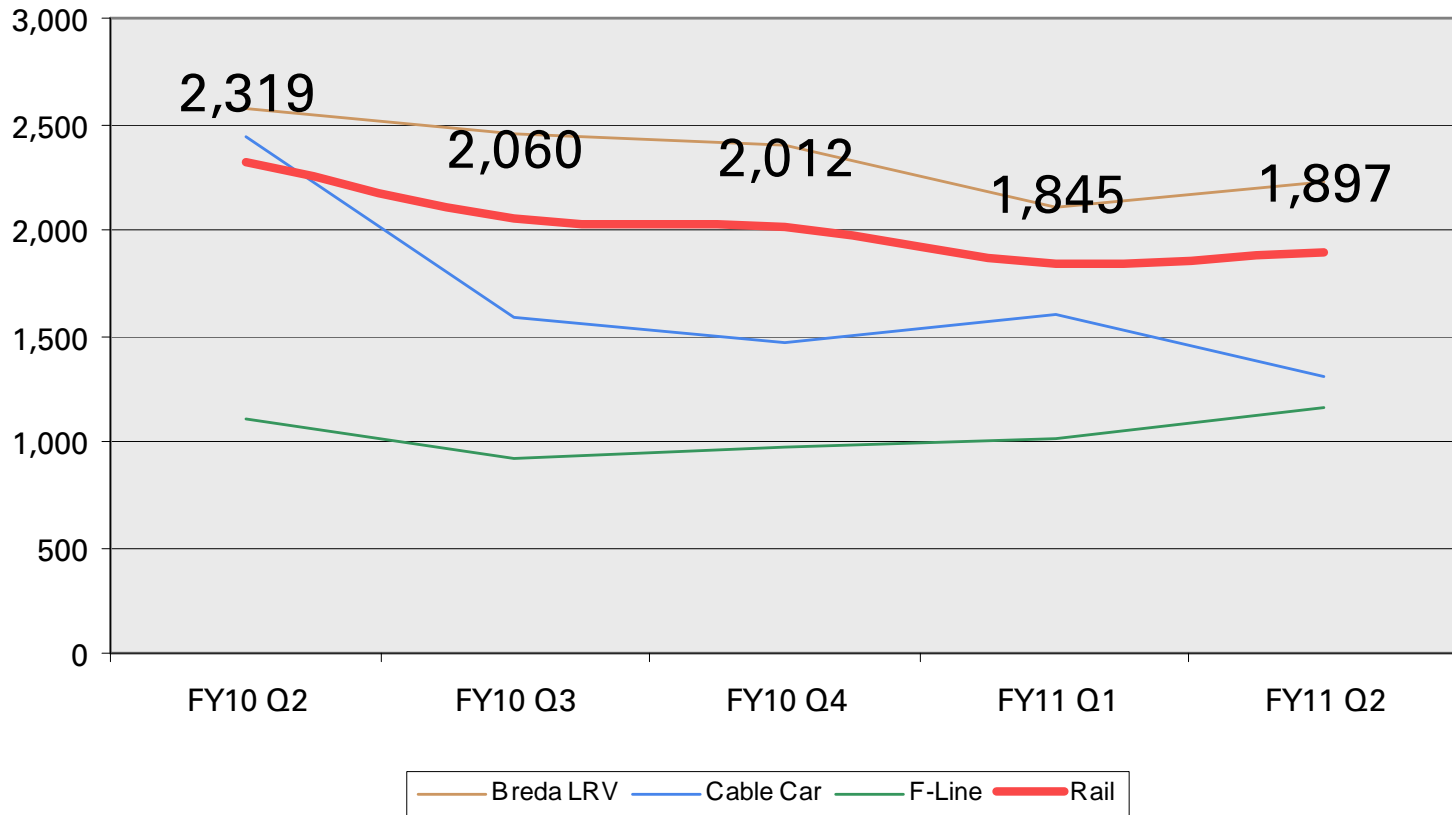


Reporting Periods	FY10 Q2	Oct-Dec 09	FY10 Q3	Jan-Mar 10	FY10 Q4	Mar-Jun 10	FY11 Q1	Jul-Sep 10	FY11 Q2	Oct-Dec 10
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A5

Mean Distance Between Failure – Rail
QUARTERLY RESULTS

Goal: 2,669



Reporting Periods	FY10 Q2	Oct-Dec 09	FY10 Q3	Jan-Mar 10	FY10 Q4	Mar-Jun 10	FY11 Q1	Jul-Sep 10	FY11 Q2	Oct-Dec 10
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Other Developments

	Standard	FY11 Q1	FY11 Q2
A8	Color curb applications addressed within 30 days (Goal: 90%)	88%	90%
A11	Hazardous Traffic Signal Reports addressed within two hours (Goal: >92%)	95%	96%
C2	Muni complaints Received	5,978	4,873