Standard	Goal	Purpose	Definition	Method / Source
A1 On-Time Performance Schedule Adherence *Quarterly*	>85%	To measure schedule adherence.	Each line is checked at least once in each six month period. Such checks are conducted no less often than 10 weekdays and weekends per period. An annual checking schedule is established for the routes. The order in which the routes are checked is 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 will be used.	Check the designated lines using criteria of -1/+4 minutes. Periods of time includes morning rush (6am-9am), midday (9am-4pm), evening rush (4pm-7pm), and night (7pm-1am). Supervisors conduct a one-hour check at a point at mid-route during all four time periods stated above.
A1 On-Time Performance Headway Adherence *Quarterly*	>85%	To measure scheduled headways against actual headways.	Actual headways are compared with scheduled headways on all radial, express, cross-town, secondary, and feeder lines during all time periods. Each line is checked twice a year. Checks are conducted no less often than 10 weekdays and weekends per period. An annual checking schedule is established for the routes. The order in which the routes are checked is 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 will be used.	Check the headways of designated lines. Periods of time include morning rush (6am-9am), midday (9am-4pm), evening rush (4pm-7pm), and night (7pm-1am). Supervisors conduct a one-hour standard check at a maximum load point at mid-route during all four time periods stated above.

SFMTA | Municipal Transportation Agency

Standard	Goal	Purpose	Definition	Method / Source
A2 Service Delivery Scheduled Service Hours Delivered *Quarterly*	>98.5%	To measure service hours through available operators and equipment deployed in revenue service, along with the percentage of equipment available for service.	Measurement of the percent of total available hours for service measuring operators and equipment and percentage of equipment available daily.	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 Trapeze system.
A2 Service Delivery AM/PM Peak Vehicle Availability (Systemwide, Bus, Rail) *Quarterly*	>99%	To measure the percentage of equipment available for service.	Measurement of availability as a percentage of vehicles at each facility available at 7am/4pm on non-holiday weekdays against peak demand requirements.	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 7am and 4pm.
A2 Service Delivery Operator Availability *Quarterly*	NA	To support calculation of Scheduled Service Hours Delivered.	Measurement of the percent of total available hours for service measuring operators and equipment and percentage of equipment available daily.	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 Trapeze system.
A2 Service Delivery Late Pull-Outs *Quarterly*	<1.5%	To measure timely deployment of service.		Measurement of the vehicles that begin service at the scheduled time will be provided from the 8am and 6pm "Not-Out Report" generated by Central Control and will show the percent of vehicles that went out at the scheduled time for both the AM and PM pullout.

Standard	Goal	Purpose	Definition	Method / Source
A3 Load Factors % of Runs Exceeding Maximum Load During Peak Periods *Quarterly*	Baseline to be established	To measure load factors during peak periods.	Each line is checked twice a year. Checks are conducted at least 10 weekdays and weekends per period. A checking schedule is established for the routes. The order in which the routes are checked is determined monthly through a random selection process. To the extent automated systems can be substituted at less cost for checks, or the measurement of any standard, such systems are used. The maximum target load factor is 125% of seating/standing capacity during peak periods and 85% overall.	Periods of time includes morning rush (6am-9am), midday (9am-4pm) afternoon rush (4pm-7pm), and night (7pm-1am). Supervisors 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.
A4 Unscheduled Absences Muni, Other SFMTA *Quarterly*	Admin: 5.2% Maint: 6.7% Ops: 6.9% Transit Operators: 10.2% Citations/CSC: 7.4% DPT Admin: 4.0% DPT Shops: 10.5% Traffic Eng: 5.2% Parking Enforce: 14.9%	To measure unscheduled absences.	Results include sick pay/leave, long term leave, AWOL, and assault pay. FY09 results for operators also include jury duty, loans to unions, suspensions, and "working miss outs" (late arrivals to work).	TESS and the Attendance Tracking System currently provide the data as a calculation of scheduled hours available against unscheduled hours for Municipal Railway employees. For DPT employees, data is extracted from the DETS system.

SFMTA | Municipal Transportation Agency

Standard	Goal	Purpose	Definition	Method / Source
A5 Mean Distance Between Failure Bus, Rail *Quarterly*	Flynn: 3,400 Kirkland: 3,400 Potrero Art: 1,000 Potrero Std: 1,700 Presidio: 1,700 Woods: 3,400 Bus Avg: 2,611 Breda: 5,000 Cable Car: 6,000 F-Line: 2,000 Rail Avg: 4,712	To measure reliability through the miles a vehicle travels between failures.	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.	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 failure figure. Areas that do not result in a chargeable road call to the maintenance shops include accidents, sick passengers, vandalism, body damage and broken windows.
A6 Vacancy Rates for Service Critical Positions Transit Operators, Crafts, Maintenance *Quarterly*	<5%	Monthly measurement of net vacancies against budgeted positions for Operations personnel.	Monthly measurement of net vacancies against budgeted positions for Operations personnel. Calculated based on vacancies remaining once promotions and new hires have been deducted from retirees or resignations.	Monthly measurement of net vacancies against budgeted positions for Operations personnel. Calculated based on vacancies remaining once promotions and new hires have been deducted from retirees or resignations.
A7 Traffic and Parking Control Requests % Addressed Within 90 Days *Quarterly*	>82%	To measure responsiveness to the public.	Each request is logged into an electronic database system and given a tracking number. Requests are then assigned to staff for investigation, which can include evaluation of existing conditions, collision history, traffic and pedestrian volume, circulation, and transit impact. Residents are notified of investigation results and recommendations. The request is then logged as completed.	Using the existing database system, a report is generated to provide a response rate for all requests completed within a specific quarter.

Standard	Goal	Purpose	Definition	Method / Source
A8 Color Curb Applications % Addressed Within 30 Days *Quarterly*	>90%	To measure responsiveness to the public.	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 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 is notified in writing. If approved, an invoice is sent for painting fees. The request is then logged as completed.	Using the existing database system, a report is generated to provide a response rate for all requests completed within a specific quarter.
A9 Parking Meter Malfunction Reports % Addressed Within 48 Hours *Quarterly*	>85%	To ensure consistent operation of parking meters and promptly repair inoperable meters.	Electronic parking meters are capable 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.	The San Francisco Parking Meter Management System (SFPM) is a work order system which automates requests for service and allows them to be tracked and compiled. A report is generated providing the average response rate for all complaints received within a quarter.

SFMTA | Municipal Transportation Agency

Standard	Goal	Purpose	Definition	Method / Source
A10 Hazardous Traffic Sign Reports % Addressed Within 24 Hours *Quarterly*	>98%	To ensure the safety of all modes of transportation by responding quickly to complaints of hazardous traffic sign conditions.	The 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 repair crews immediately.	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.
A11 Hazardous Traffic Signal Reports % Addressed Within 2 Hours *Quarterly*	>92%	To ensure the safety of all modes of transportation by responding quickly to complaints of hazardous traffic signal conditions.	During business hours, the Signal Shop enters malfunctions in a manual log and dispatches crews. During other 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 Signal Shop emergency crew to the scene. Repair crews record their arrival time and the time the call is completed.	All complaints and service requests are maintained in a database system. Reports are generated to determine average response rate.
A12 Traffic Lane Lines, Bus Zones and Crosswalks % of Network Maintained Annually *Quarterly (Annualized Results)*	>12%	To ensure the safety of all modes of transportation by maintaining visibility of existing lane line, bus zone, and crosswalk designations.	The Paint Shop's productivity is measured in relationship to annual goal. This measurement has been adjusted from a percentage of goal to a percentage of total inventory maintained.	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.

Standard	Goal	Purpose	Definition	Method / Source
A13 Productivity Average # of Boardings per Service Hour *Annually*	Benchmarked relative to peer agencies	To measure the productivity of Muni services.	Average number of boardings per service hour.	Passenger boardings are divided by service hours delivered.
A14 Pedestrian Safety # of Intersections Equipped with Countdown Signals *Annually*	>776	To measure the Agency's progress toward installation of countdown signals.	# of intersections equipped within countdown signals.	Total number of intersections equipped with countdown signals are tabulated at the end of the fiscal year.
A15 Bicycle Network Usage Counts at Key Locations *Quarterly*	Baseline to be established	To measure bicycle ridership to key locations.	Definition pending receipt of initial data.	Results from counting devices will be tabulated on a quarterly basis.
A16 Congestion Management Level of Service on Principal Arterials *Annually*	NA	To measure roadway conditions on key arterials.	Ratings assigned in SFCTA report.	Results from the SFCTA report on level of service are presented for informational purposes.
A17 Sustainability % of Trips by More Sustainable Modes *Annually*	Baseline to be established	To measure the City's progress toward promotion of travel by more sustainable modes.	Percent of trips conducted by bicyclists, pedestrians, and transit users.	Currently evaluating data collection methodology.
B1 Ridership Customers Carried *Annually*	>223,254,000	To measure ridership.	Annual measurement of the number of passengers who board the Municipal Railway'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.	Ride checkers are utilized to count passenger boardings.

Standard	Goal	Purpose	Definition	Method / Source
B2 Revenue By Source *Annually*	Fare Revenue: 1.5% increase to >$153,273,000 Non-Fare Revenue: 5% increase to TBD	To measure fare revenue by average fare by passenger, mode, and general Fast Pass sales.	Fare revenue collection on board revenue vehicles; Monthly/Weekly Fast Pass sales; individual ticket sales at POP stations; 1, 3 and 7 day pass sales; Cable Car Souvenir Tickets, Bart Plus, Tokens' Adult/Youth/Senior Passes; Ballpark and Special Event Passes; Regional Passes, etc. The goal is not applicable in years when a fare increase occurs.	Cash fares are collected electronically on board all revenue vehicles (with the exception of Cable Car), utilizing the Cubic Farebox system. In Cable Cars, a manual fare collection system along with sale of special passes is utilized. POP stations sell tickets on the platform.
B3 Farebox Performance Average Fare (based on unlinked trips) *Annually*	NA	To measure farebox performance.	Average fare without Cable Car and BART payment, without Cable Cars, and with all modes	Revenues are divided by number of unlinked trips.
B4 Cost Efficiency Fully Allocated Service Cost by Mode *Annually*	Benchmarked relative to peer agencies	To measure the cost of producing revenue service by fully allocated costs per hour of service by passenger mile and mode.	Fully allocated cost of service per hour and per mile.	Data is reported to the Board on an annual basis based on fully allocated costs per hour of service by mode.
B5 Cost Effectiveness Operating Expense per Boarding *Annually*	Benchmarked relative to peer agencies	To measure cost effectiveness.	Operating expense per boarding is calculated for each mode.	Operating expenses are divided by the number of passenger boarding.
C1 Customer Perceptions Muni *Annually*	>5% year over year improvement	Measure the level of satisfaction of both transit riders and employees. Use the results of the survey to implement improvements.	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.	Successful completion of the surveys prior to the end of FY2007 and present findings of surveys to Board and Citizens Advisory Committee.

Standard	Goal	Purpose	Definition	Method / Source
C1 Customer Perceptions Pedestrian Safety, Bicycling *Annually*	>5% year over year improvement (Pedestrian Safety) Baseline to be established (Bicycling)	To measure customer perceptions of pedestrian safety and bicycle conditions.	1 to 5 ratings on pedestrian safety and bicycling conditions from citizen surveys.	Results from the City Survey and State of Cycling report are used for this standard.
C2 Customer Feedback Received Muni *Quarterly*	NA	To identify the key types of feedback received by Muni customers.	Consists of employee conduct and products/services complaints.	Customer feedback statistics are extracted from the Trapeze COM system and categorized by feedback type.
C2 Operator Complaint Resolution Rate % of Complaints Resolved Within 30 Days *Quarterly*	>75%	To measure customer satisfaction with the Municipal Railway and the effectiveness of internal processes to address the complaints.	SFMTA summarizes complaints received, resolved, and outstanding on a quarterly basis.	Data provided by the Muni Customer Services Unit and will be reported to the Board on a quarterly basis.
C3 Operator Training # of Training Hours *Quarterly*	>50,000 hours	To reduce accidents through effective operator training programs as well as effective accident follow-up training.	Monthly measurement of the number of training hours by type of class. Training hours are tracked for the following areas: New Operator Training, Immediate Follow-up Rides, One/Two Day Accident Retraining, Verification of Transit Training, Operator Refresher, and Passenger Relations/Conflict Training.	Number of reportable accidents and training hours. Data are reported to the Board on a quarterly basis.
C3 Operator Training % of Operators Receiving Revised Customer Service Training *Annually*	>50%	To track progress toward implementation of enhanced customer service training.	Operators receiving training as percentage of total active operator workforce.	Operators receiving training as percentage of total active operator workforce.

Standard	Goal	Purpose	Definition	Method / Source
C4 Safety Accidents per 100,000 miles (Bus, Rail) *Quarterly*	Bus Collisions: 6.47 Bus Falls on Board: 2.90 Rail Collisions: 4.74 Rail Falls on Board: 2.46	To reduce accidents through effective operator training programs as well as effective accident follow-up training.	Track reduction in accidents as a result of more effective operator training and accident retraining.	Number of reportable revenue service accidents. Data will be reported to the Board on a quarterly basis.
C5 Safety Vehicle Collisions Involving Bicyclists and Pedestrians (Citywide) *Annually*	NA	To measure the City's progress toward promotion reduction in collisions.	Citywide results pulled from the Collision Report for informational purposes.	Citywide results pulled from the Collision Report.
C6 Security Incidents # of SFPD Reported Crimes, Fare Evasions and Other Incidents *Quarterly*	<225 SFPD reported crimes per quarter (<900 for FY09)	To measure security incidents on transit vehicles and in facilities.	All categories of crime incidents are reported by category on a quarterly basis.	Data is collected daily by Security and Enforcement. Data will be reported to the Board on a quarterly basis.
C7 Abandoned Automobile Reports % Responded to Within 48 Hours *Quarterly*	100%	To abate quality of life nuisances and hazards associated with abandoned automobiles.	Measures response time from receipt of complaint by Security and Enforcement's Abandoned Auto Detail to vehicle being marked for removal.	The Detail maintains a manual log of complaints received and resolution. Staff compiles the information and generates a report.
C8 Walk-in Citation and Residential Parking Permit Customers % Served Within 15 Minutes *Quarterly*	>82%	To provide a high level of customer service at our customer service center.	Percent of customers receiving service from the window clerk within 15 minutes of arrival.	Staff utilizes the Q-matic system to track and record customer waiting times.
C9 Administrative Citation Hearing Customers % Served Within 10 Minutes *Quarterly*	>82%	To provide a high level of customer service at our customer service center.	Administrative citation hearings are second level protests of vehicle tows, parking citations, and other infractions. The average waiting time is the time between the hearing request being recorded by a window staff and fulfillment of request by a Hearing Officer.	Monthly reports generated by Hearing group's computer system.

Standard	Goal	Purpose	Definition	Method / Source
C10 Mail-in Residential Parking Permit Renewals % Processed Within 21 Days *Quarterly*	>95%	To improve the level of customer service by ensuring prompt response to by-mail renewal residential parking permit applications.	Percent of renewal permit applications returned to residents within 21 days of receipt.	Electronic report generated by contractor overseeing the program.
D1 Grievances # of Transit Operator and Miscellaneous Employee Grievances *Quarterly*	NA	To record and monitor the status of all grievances.	Quarterly reports include the number of new grievances (filed, resolved, and active).	An internal tracking system is used to provide data for the Board on a quarterly basis.
D1 Grievances # Grievances per 1,000 Employees *Annually*	Baseline to be established	To measure the frequency of grievances in the SFMTA workforce.	Number of grievances calculated per 1,000 employees.	Number of grievances calculated per 1,000 employees.
D2 Grievance Resolution Rate % of Operator Grievances Resolved Within 90 Days *Quarterly*	>90%	To measure the effectiveness of the Labor Relations in the resolution of grievances.	An internal tracking system is used to provide data for the Board on a quarterly basis. Based on resolution rate for grievances resolved during the period.	An internal tracking system is used to provide data for the Board on a quarterly basis. Based on resolution rate for grievances resolved during the period.
D3 EEO Complaints # Received *Annually*	Baseline to be established	To measure the frequency of EEO Complaints in the SFMTA workforce.	Total number of EEO complaints received.	Total number of EEO complaints received.

SFMTA | Municipal Transportation Agency

Standard	Goal	Purpose	Definition	Method / Source
D4 Employee Satisfaction All SFMTA Employees *Annually*	>5% year over year improvement	Measure the level of satisfaction of both transit riders and employees. Use the results of the survey to implement improvements.	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.	Successful completion of the surveys prior to the end of FY2007 and present findings of surveys to Board and Citizens Advisory Committee.