

Quarterly - FY09 Q3	Page	Primary Strategic Goal	Goal	FY09 Q3 Performance	Trend
SEE KEY ON PAGE 3					
A1 On-Time Performance Customer Observed Schedule Adherence	4	2	>85%		
A1 On-Time Performance Headway Adherence	5	2	>85%		
A2 Service Delivery Scheduled Service Hours Delivered	6	2	>98.5%		
A2 Service Delivery AM/PM Peak Vehicle Availability (Systemwide)	7	2	>99%		
A2 Service Delivery Operator Availability	10	2	NA	NA	
A2 Service Delivery Late Pull-Outs	11	2	<1.5%		
A3 Load Factors % of Runs Exceeding Maximum Load During Peak Periods	12	1	Baseline to be established	NA	
A4 Unscheduled Absences Muni, Other SFMTA	13	2	varies	see body of report	
A5 Mean Distance Between Failure Bus, Rail	15	2	varies	see body of report	
A6 Vacancy Rates for Service Critical Positions Transit Operators, Crafts, Maintenance	17	5	<5%		
A7 Traffic and Parking Control Requests % Addressed Within 90 Days	18	1	>82%		
A8 Color Curb Applications % Addressed Within 30 Days	19	3	>90%		
A9 Parking Meter Malfunction Reports % Addressed Within 48 Hours	20	4	>85%		
A10 Hazardous Traffic Sign Reports % Addressed Within 24 Hours	21	1	>98%		
A11 Hazardous Traffic Signal Reports % Addressed Within Two Hours	22	1	>92%		
A12 Traffic Lane Lines, Bus Zones and Crosswalks % of Network Maintained Annually	23	1	>12%		
A13 Productivity Average # of Boardings per Service Hour	24	4	NA	NA	NA
A14 Pedestrian Safety # of Intersections Equipped with Countdown Signals	24	1	>776	NA	NA

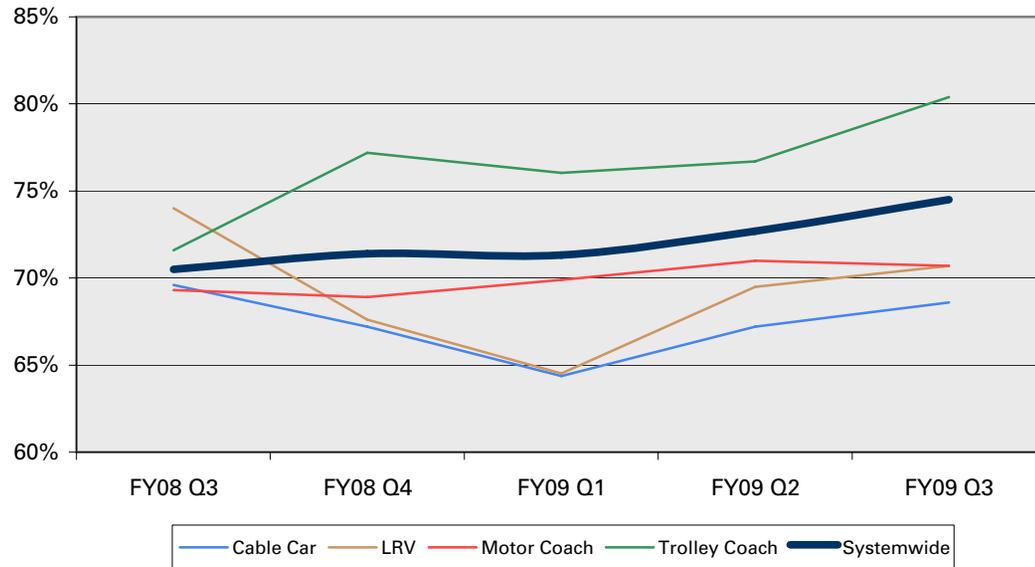
Quarterly - FY09 Q3	Page	Primary Strategic Goal	Goal	FY09 Q3 Performance	Trend
SEE KEY ON PAGE 3					
A15 Bicycle Network Usage Counts at Key Locations	25	2	pending baseline	NA	NA
A16 Congestion Management Level of Service on Principal Arterials	25	2	NA	NA	NA
A17 Sustainability % of Trips by More Sustainable Modes	26	1	pending baseline	NA	NA
B1 Ridership Customers Carried	27	2	>223,254,000		
B2 Revenue By Source	28	4	varies		
B3 Farebox Performance Average Fare (based on unlinked trips)	29	4	NA	NA	NA
B4 Cost Efficiency Fully Allocated Service Cost by Mode	29	4	NA	NA	NA
B5 Cost Effectiveness Operating Expense per Boarding	30	4	NA	NA	NA
C1 Customer Perceptions Muni	31	3	>5% improvement	see body of report	
C1 Customer Perceptions Other SFMTA Services	31	3	varies	NA	NA
C2 Customer Feedback Received Muni	32	3	NA	NA	NA
C2 Operator Complaint Resolution Rate % of Complaints Resolved Within 30 Days	33	3	>75%		
C3 Operator Training # of Training Hours	34	5	>50,000 hours		
C3 Operator Training % of Operators Receiving Revised Customer Service Training	35	5	>50%	NA	NA
C4 Safety Accidents per 100,000 miles (Bus, Rail)	36	1	NA	see body of report	
C5 Safety Collisions Involving Bicyclists and Pedestrians (Citywide)	38	1	NA	see body of report	
C6 Security Incidents # of SFPD Reported Crimes, Fare Evasions and Other Incidents	39	1	<225 crimes per quarter		
C7 Abandoned Automobile Reports % Responded to Within 48 Hours	40	3	100%		

Quarterly - FY09 Q3	Page	Primary Strategic Goal	Goal	FY09 Q3 Performance	Trend
C8 Walk-in Citation and Residential Parking Permit Customers % Served Within 15 Minutes	41	3	>82%		
C9 Administrative Citation Hearing Customers % Served Within 10 Minutes	42	3	>82%		
C10 Mail-in Residential Parking Permit Renewals % Processed Within 21 Days	43	3	>95%		
D1 Grievances # of Transit Operator and Miscellaneous Employee Grievances	44	5	NA	NA	NA
D1 Grievances # Grievances per 1,000 Employees	44	5	pending baseline	NA	NA
D2 Grievance Resolution Rate % of Operator Grievances Resolved Within 90 Days	45	5	>90%		
D3 EEO Complaints # Received	46	5	pending baseline	NA	NA
D4 Employee Satisfaction All SFMTA Employees	47	5	>5% year over year	see body of report	
Line/Route Detail	48	NA			
Feedback Detail	51	NA			
Security Incident Detail	55	NA			
Service Standards Reference Sheet	56	NA			

Key

At or above goal, positive trend		Goal 1	Customer Focus
Within 5% of goal		Goal 2	System Performance
Below goal, negative trend		Goal 3	External Affairs - Community Relations
Standard or methodology recently modified, no movement		Goal 4	Financial Capacity
		Goal 5	SFMTA Workforce
		Goal 6	Information Technology

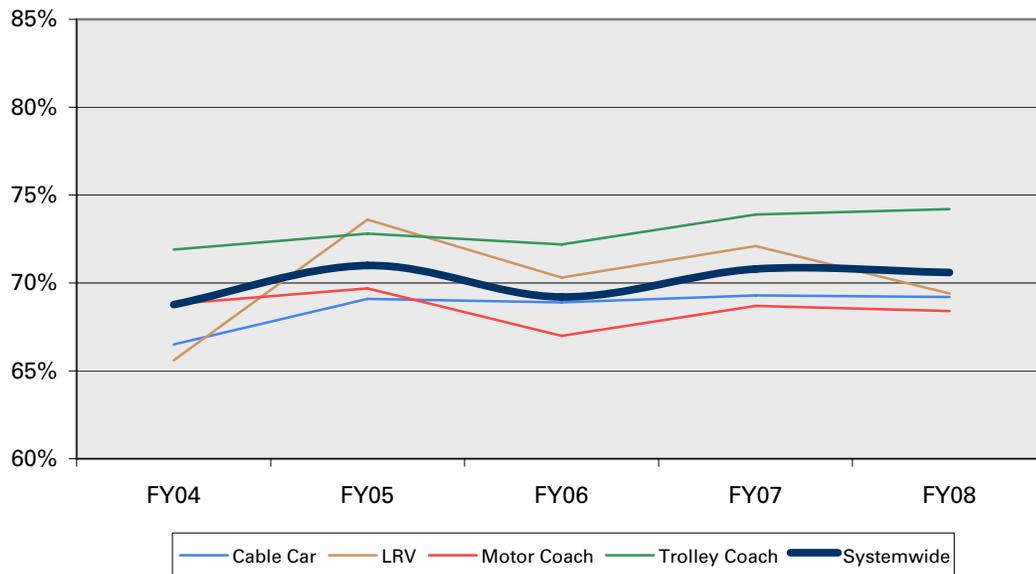
Quarterly - FY09 Q3 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Schedule Adherence



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY08 Q3	69.6%	74.0%	69.3%	71.6%	70.5%
FY08 Q4	67.2%	67.6%	68.9%	77.2%	71.4%
FY09 Q1	64.4%	64.5%	69.9%	76.0%	71.3%
FY09 Q2	67.2%	69.5%	71.0%	76.7%	72.7%
FY09 Q3	68.6%	70.7%	70.7%	80.4%	74.5%
FY09 Goal	85.0%	85.0%	85.0%	85.0%	85.0%

Notes
 Please see the appendix for detail by line/route.

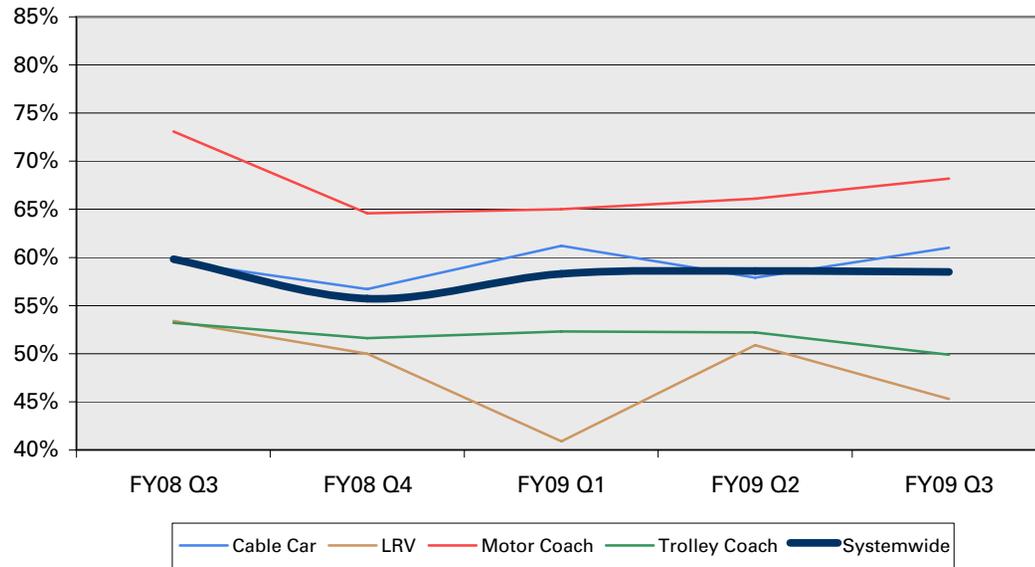
Annual - FY08 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Schedule Adherence



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY04	66.5%	65.6%	68.8%	71.9%	68.8%
FY05	69.1%	73.6%	69.7%	72.8%	71.0%
FY06	68.9%	70.3%	67.0%	72.2%	69.2%
FY07	69.3%	72.1%	68.7%	73.9%	70.8%
FY08	69.2%	69.4%	68.4%	74.2%	70.6%
FY08 Goal	85.0%	85.0%	85.0%	85.0%	85.0%

Notes
 Please see the appendix for detail by line/route.

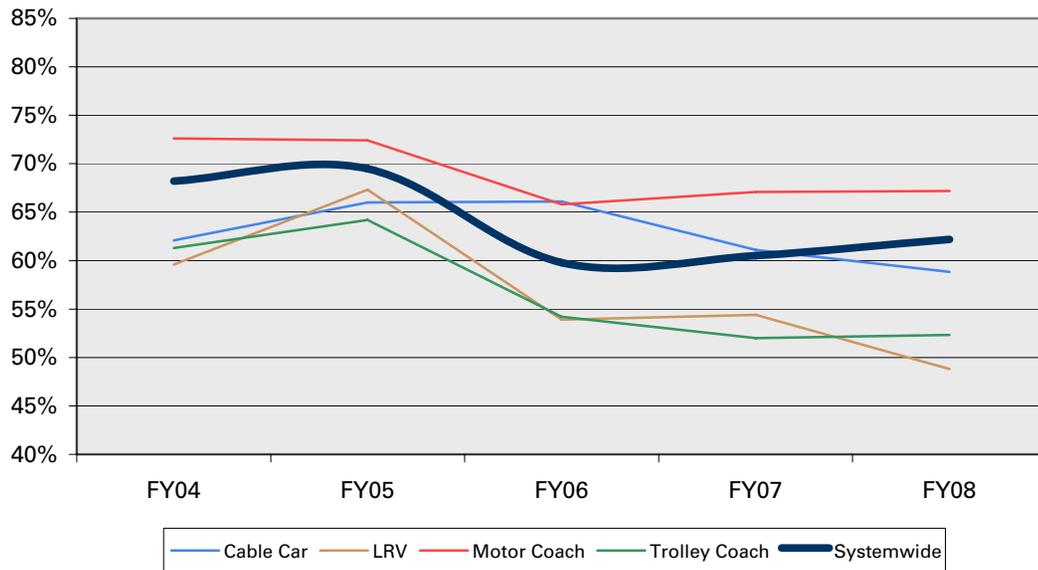
Quarterly - FY09 Q3 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Headway Adherence



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY08 Q3	59.6%	53.4%	73.1%	53.2%	59.8%
FY08 Q4	56.7%	50.0%	64.6%	51.6%	55.7%
FY09 Q1	61.2%	40.9%	65.0%	52.3%	58.3%
FY09 Q2	57.9%	50.9%	66.1%	52.2%	58.6%
FY09 Q3	61.0%	45.3%	68.2%	49.9%	58.5%
FY09 Goal	85.0%	85.0%	85.0%	85.0%	85.0%

Notes
 Please see the appendix for detail by line/route.

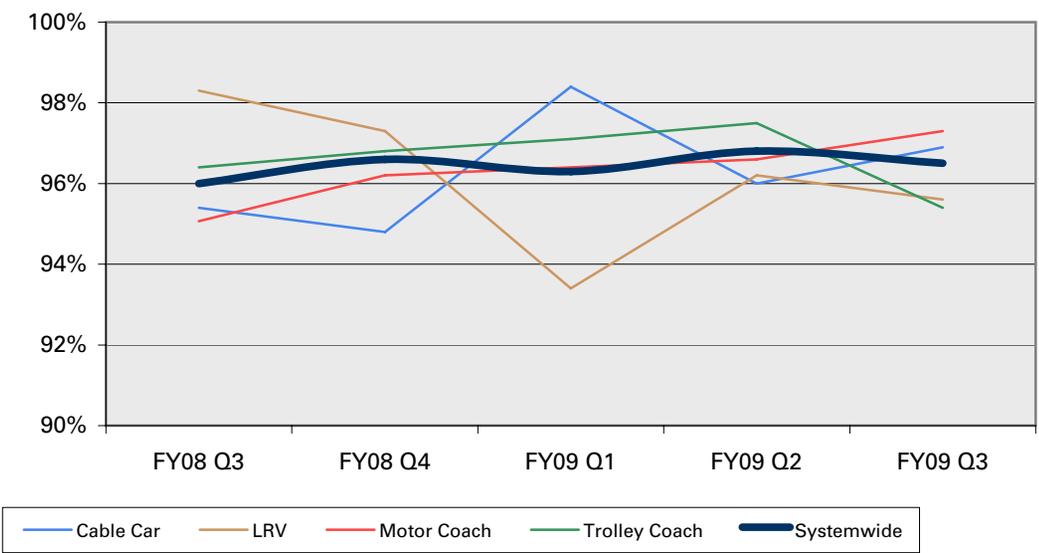
Annual - FY08 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Headway Adherence



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY04	62.1%	59.6%	72.6%	61.3%	68.2%
FY05	66.0%	67.3%	72.4%	64.2%	69.5%
FY06	66.1%	53.9%	65.8%	54.2%	59.8%
FY07	61.1%	54.4%	67.1%	52.0%	60.5%
FY08	58.9%	48.8%	67.2%	52.3%	62.2%
FY08 Goal	85.0%	85.0%	85.0%	85.0%	85.0%

Notes
 Please see the appendix for detail by line/route.

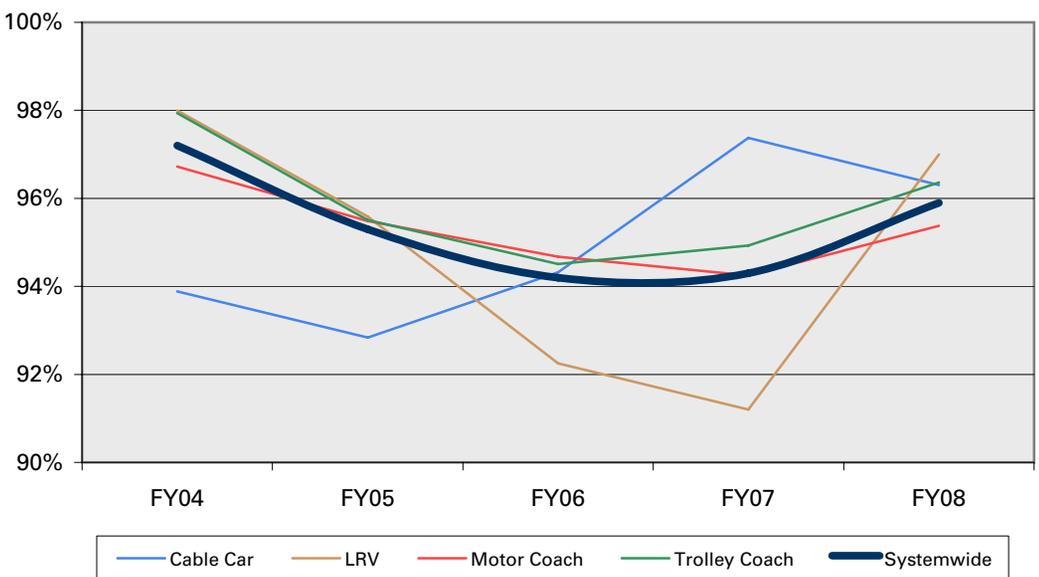
Quarterly - FY09 Q3 **Goal: >98.5%** **Goal achieved?** ■ **Trend?** ■ Scheduled Service Hours Delivered



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY08 Q3	95.4%	98.3%	95.1%	96.4%	96.0%
FY08 Q4	94.8%	97.3%	96.2%	96.8%	96.6%
FY09 Q1	98.4%	93.4%	96.4%	97.1%	96.3%
FY09 Q2	96.0%	96.2%	96.6%	97.5%	96.8%
FY09 Q3	96.9%	95.6%	97.3%	95.4%	96.5%
FY09 Goal	98.5%	98.5%	98.5%	98.5%	98.5%

Notes
 Divisional Performance: Cable Car 96.9%, Green 95.6%, Flynn 96.6%, Kirkland 97.3%, Woods 97.8%, Potrero 93.8%, Presidio 97.4%

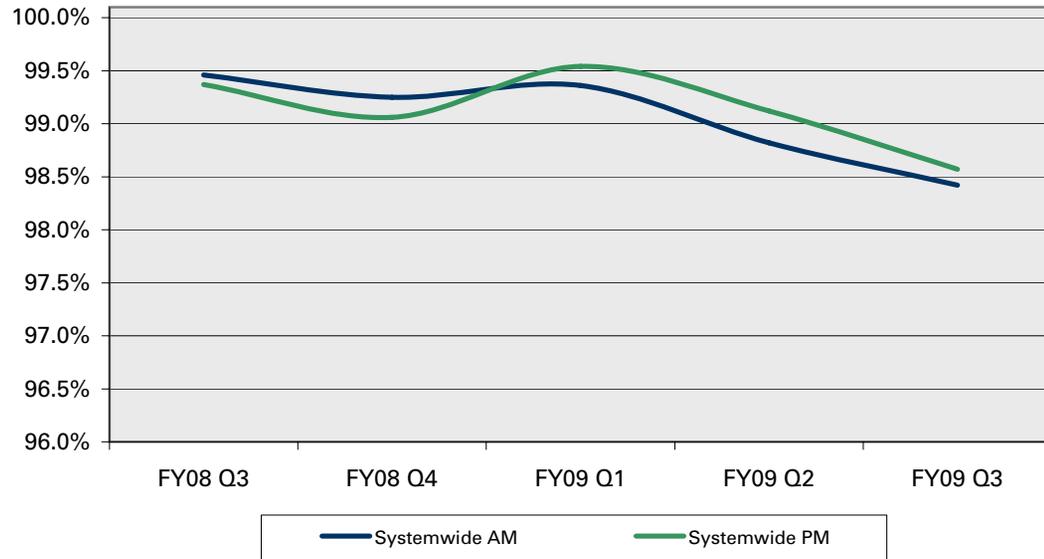
Annual - FY08 **Goal: >98.5%** **Goal achieved?** ■ **Trend?** ■ Scheduled Service Hours Delivered



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY04	93.9%	98.0%	96.7%	97.9%	97.2%
FY05	92.8%	95.6%	95.5%	95.5%	95.3%
FY06	94.3%	92.3%	94.7%	94.5%	94.2%
FY07	97.4%	91.2%	94.3%	94.9%	94.3%
FY08	96.3%	97.0%	95.4%	96.4%	95.9%
FY08 Goal	98.5%	98.5%	98.5%	98.5%	98.5%

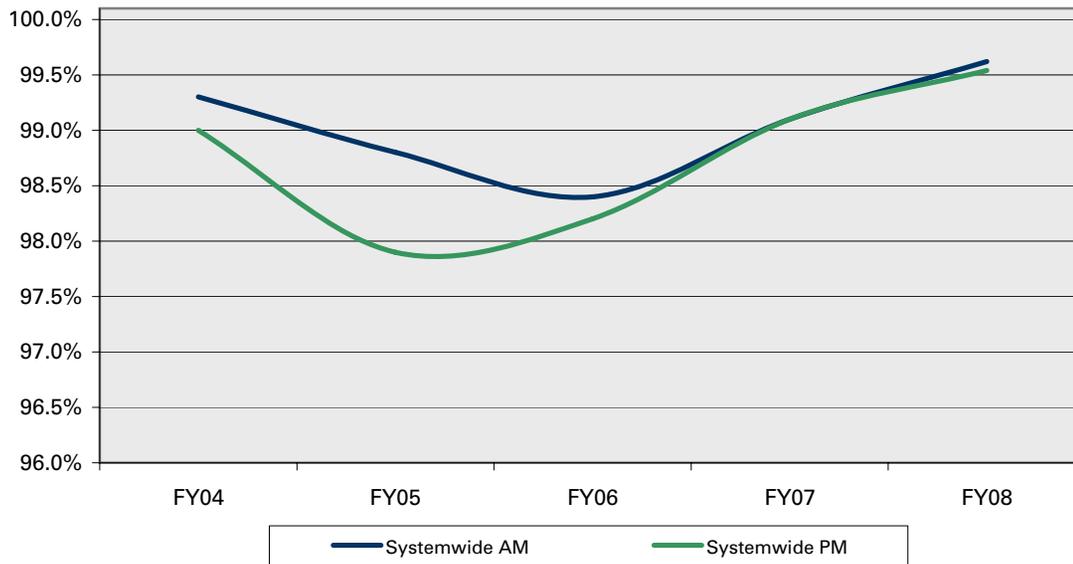
Notes

Quarterly - FY09 Q3 **Goal: >99%** **Goal achieved?** ■ **Trend?** ■ AM/PM Vehicle Availability



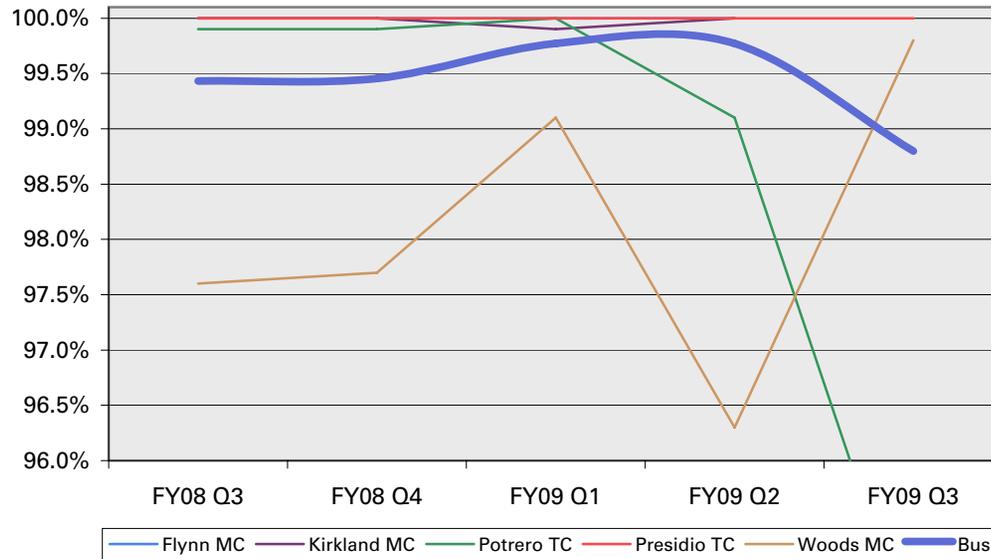
Reporting Period	Systemwide AM	Systemwide PM
FY08 Q3	99.46%	99.37%
FY08 Q4	99.25%	99.06%
FY09 Q1	99.36%	99.54%
FY09 Q2	98.82%	99.12%
FY09 Q3	98.42%	98.57%
<i>FY09 Goal</i>	<i>99.00%</i>	<i>99.00%</i>
Notes		

Annual - FY08 **Goal: >99%** **Goal achieved?** ■ **Trend?** ■ AM/PM Vehicle Availability



Reporting Period	Systemwide AM	Systemwide PM
FY04	99.30%	99.00%
FY05	98.80%	97.90%
FY06	98.40%	98.20%
FY07	99.10%	99.10%
FY08	99.62%	99.54%
<i>FY08 Goal</i>	<i>99.00%</i>	<i>99.00%</i>
Notes		
A5 in FY08.		

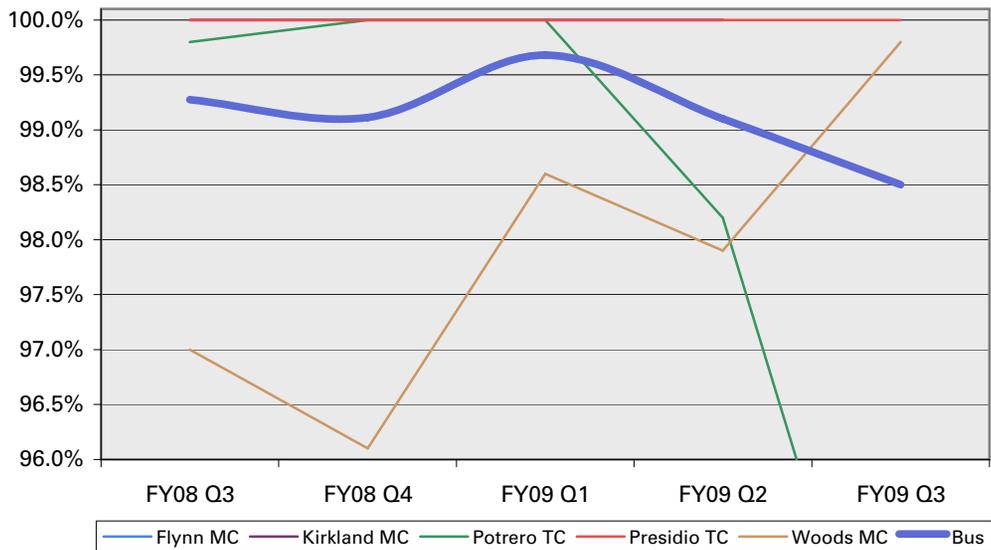
Quarterly - FY09 Q3 **Goal: >99%** **Goal achieved?** ■ **Trend?** ■ AM Vehicle Availability



Reporting Period	Flynn MC	Kirkland MC	Potrero TC	Presidio TC	Woods MC	Bus
FY08 Q3	100.0%	100.0%	99.9%	100.0%	97.6%	99.4%
FY08 Q4	100.0%	100.0%	99.9%	100.0%	97.7%	99.5%
FY09 Q1	100.0%	100.0%	100.0%	100.0%	99.1%	99.8%
FY09 Q2	100.0%	100.0%	99.1%	100.0%	96.3%	99.8%
FY09 Q3	100.0%	100.0%	94.3%	100.0%	99.8%	98.8%
FY09 Goal	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

Notes
 MC: Motor Coach, TC: Trolley Coach

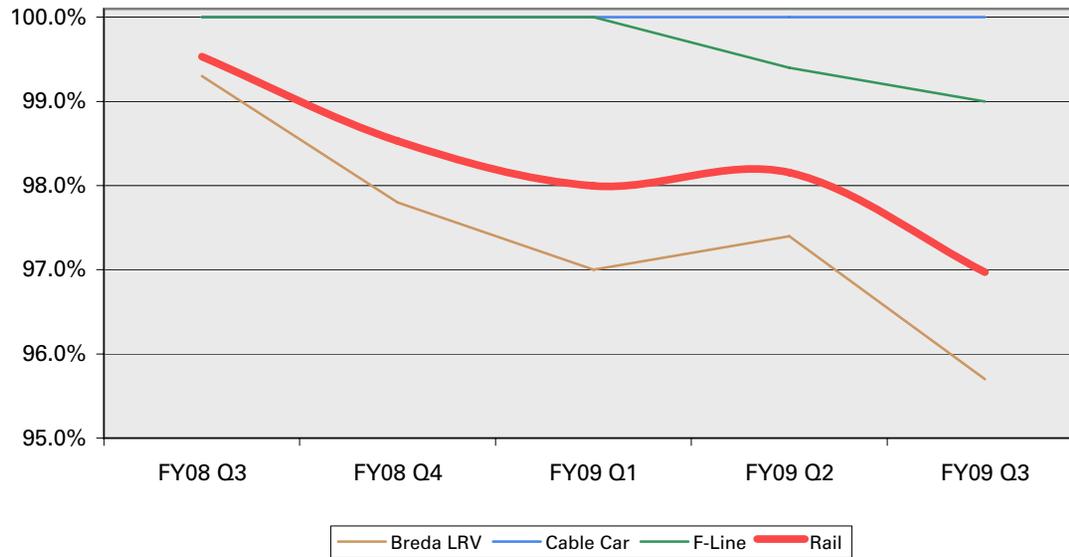
Quarterly - FY09 Q3 **Goal: >99%** **Goal achieved?** ■ **Trend?** ■ PM Vehicle Availability



Reporting Period	Flynn MC	Kirkland MC	Potrero TC	Presidio TC	Woods MC	Bus
FY08 Q3	100.0%	100.0%	99.8%	100.0%	97.0%	99.3%
FY08 Q4	100.0%	100.0%	100.0%	100.0%	96.1%	99.1%
FY09 Q1	100.0%	100.0%	100.0%	100.0%	98.6%	99.7%
FY09 Q2	100.0%	100.0%	98.2%	100.0%	97.9%	99.1%
FY09 Q3	100.0%	100.0%	92.9%	100.0%	99.8%	98.5%
FY09 Goal	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%

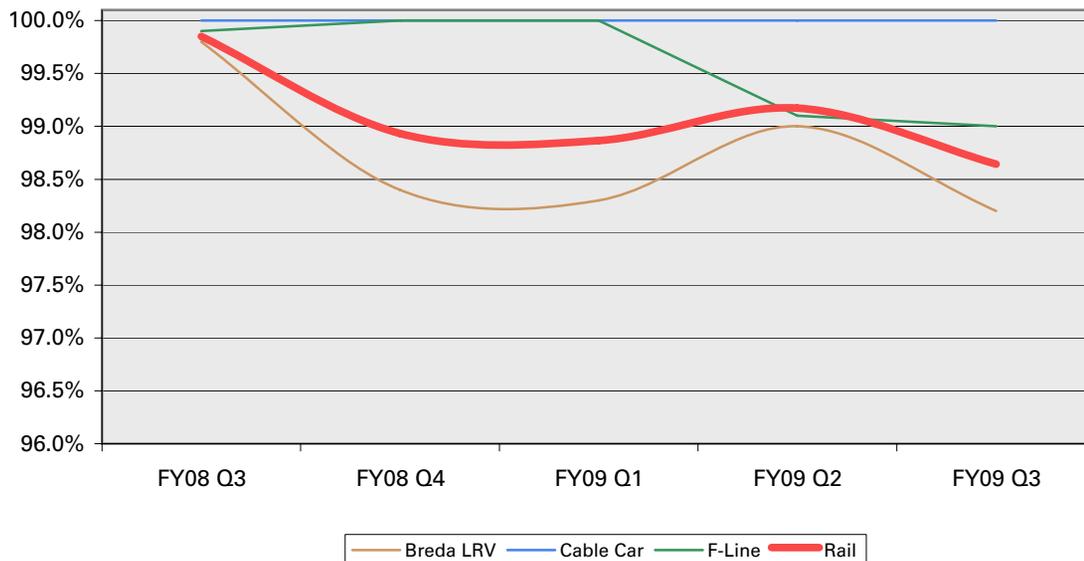
Notes
 MC: Motor Coach, TC: Trolley Coach
 A5 in FY08.

Quarterly - FY09 Q3 **Goal: >99%** **Goal achieved?** ■ **Trend?** ■ AM Vehicle Availability



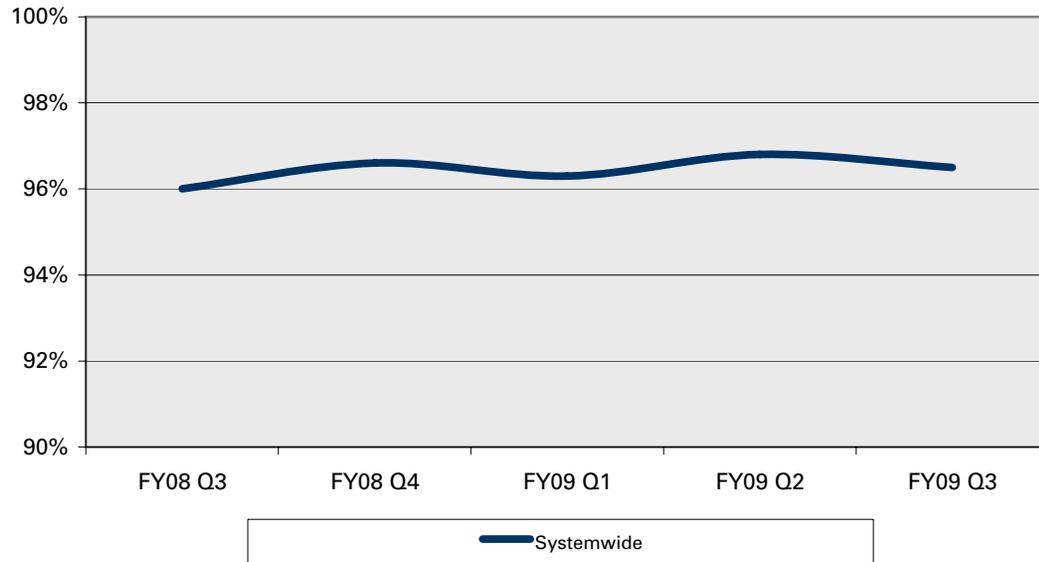
Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY08 Q3	99.3%	100.0%	100.0%	99.5%
FY08 Q4	97.8%	100.0%	100.0%	98.5%
FY09 Q1	97.0%	100.0%	100.0%	98.0%
FY09 Q2	97.4%	100.0%	99.4%	98.2%
FY09 Q3	95.7%	100.0%	99.0%	97.0%
FY09 Goal	99.0%	99.0%	99.0%	99.0%
Notes				

Quarterly - FY09 Q3 **Goal: >99%** **Goal achieved?** ■ **Trend?** ■ PM Vehicle Availability



Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY08 Q3	99.8%	100.0%	99.9%	99.8%
FY08 Q4	98.4%	100.0%	100.0%	98.9%
FY09 Q1	98.3%	100.0%	100.0%	98.9%
FY09 Q2	99.0%	100.0%	99.1%	99.2%
FY09 Q3	98.2%	100.0%	99.0%	98.6%
FY09 Goal	99.0%	99.0%	99.0%	99.0%
Notes				
A5 in FY08.				

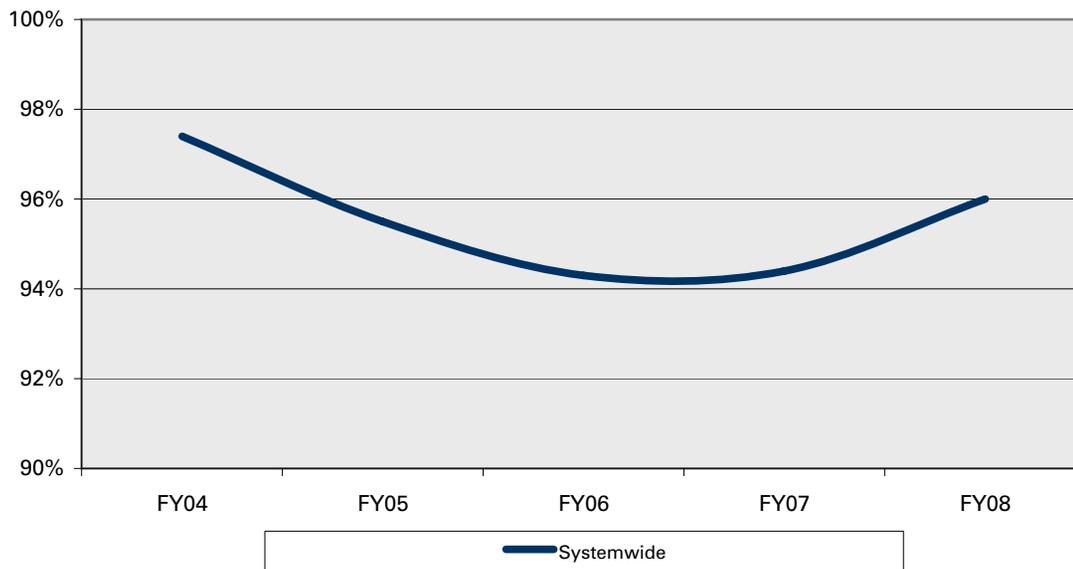
Quarterly - FY09 Q3 Trend? ■ Operator Availability



Reporting Period	Systemwide
FY08 Q3	96.0%
FY08 Q4	96.6%
FY09 Q1	96.3%
FY09 Q2	96.8%
FY09 Q3	96.5%

Notes

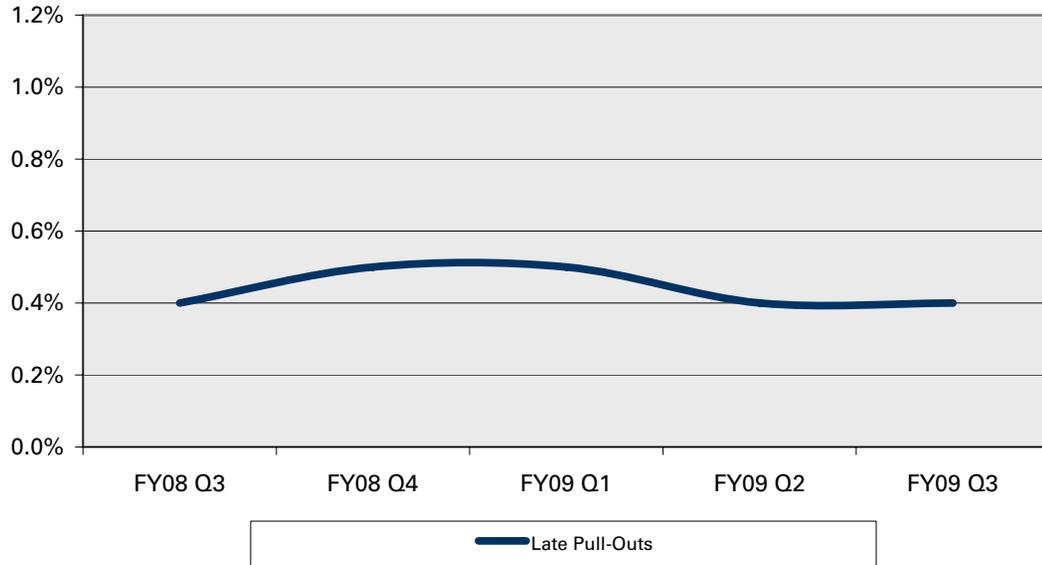
Annual - FY08 Trend? ■ Operator Availability



Reporting Period	Systemwide
FY04	97.4%
FY05	95.5%
FY06	94.3%
FY07	94.4%
FY08	96.0%

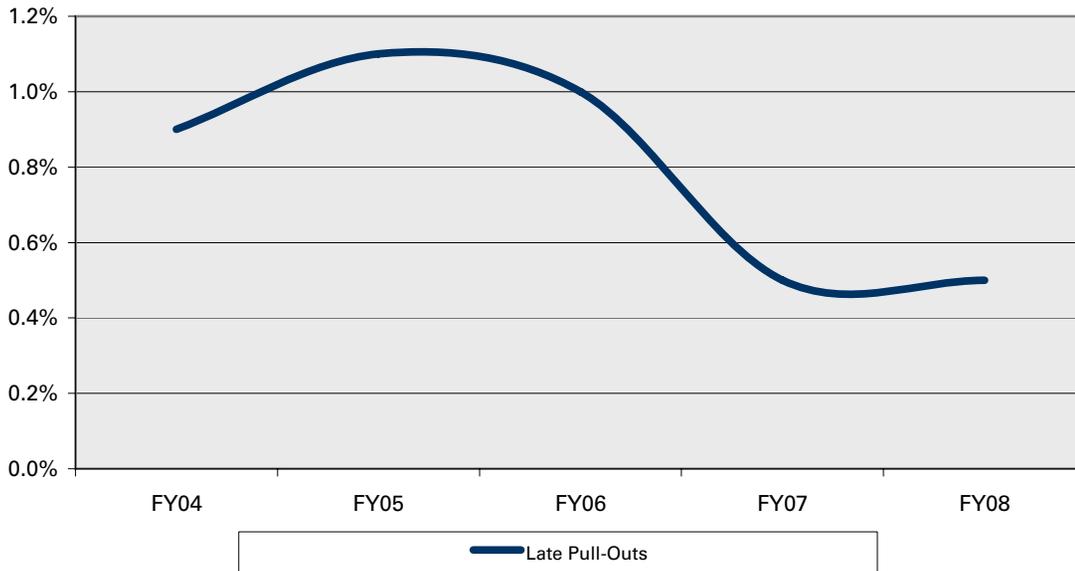
Notes

Quarterly - FY09 Q3 **Goal: <1.5%** **Goal achieved?** **Trend?** Late Pull-Outs



Reporting Period	Late Pull-Outs
FY08 Q3	0.4%
FY08 Q4	0.5%
FY09 Q1	0.5%
FY09 Q2	0.4%
FY09 Q3	0.4%
<i>FY09 Goal</i>	<i>1.5%</i>
Notes	

Annual - FY08 **Goal: <1.5%** **Goal achieved?** **Trend?** Late Pull-Outs



Reporting Period	Late Pull-Outs
FY04	0.9%
FY05	1.1%
FY06	1.0%
FY07	0.5%
FY08	0.5%
<i>FY08 Goal</i>	<i>1.5%</i>
Notes	

Quarterly - FY09 Q3 Load Factors

Reporting Period	% of AM Peak Trips >125% Load Factor	% of PM Peak Trips >125% Load Factor
FY09 Q1	7.9%	5.9%
FY09 Q2	4.3%	3.6%
FY09 Q3	2.6%	2.4%

Notes
<i>Lines/Routes with over 25% of peak trips over 125% of comfortable sitting/standing capacity:</i> <i>AM: None</i> <i>PM: 28</i>

Service Standard modified for FY09.
 Quarterly charts to be introduced at end of FY
 Goal to be introduced in FY10 after baseline has been established.
 Load Factor by line/route is available in the Appendix.

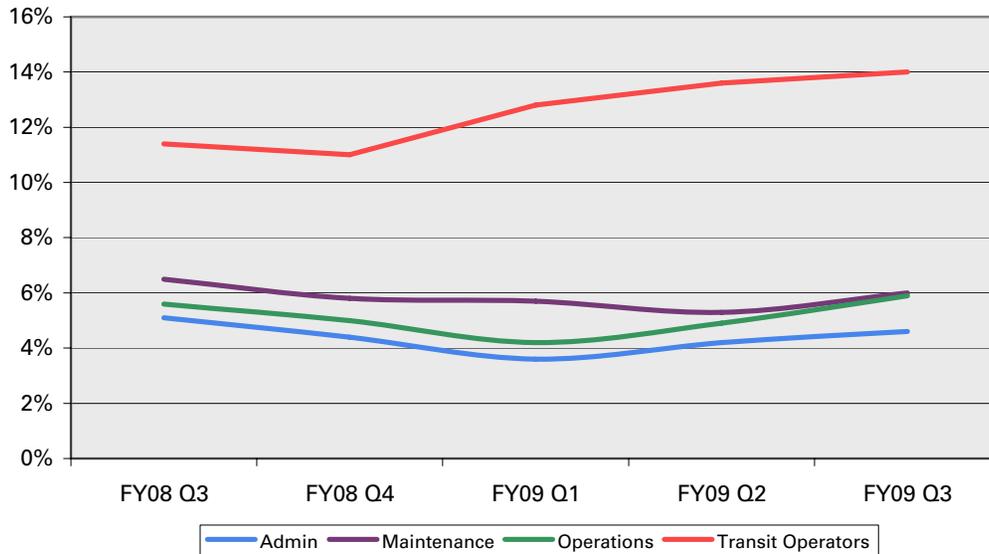
Annual - FY09 Load Factors

Reporting Period	% of AM Peak Trips >125% Load Factor	% of PM Peak Trips >125% Load Factor
FY09		

Notes
<i>Capacities per Short Range Transit Plan: 30' Bus: 45, 40' Bus: 63, 60' Articulated Bus: 94, LRV: 119, Historic Streetcar: 60, Cable Car: 63</i> <i>A4 in FY08.</i>

Service Standard modified for FY09.
 Annual charts to be introduced in FY10.
 Goal to be introduced in FY10 after baseline has been established.

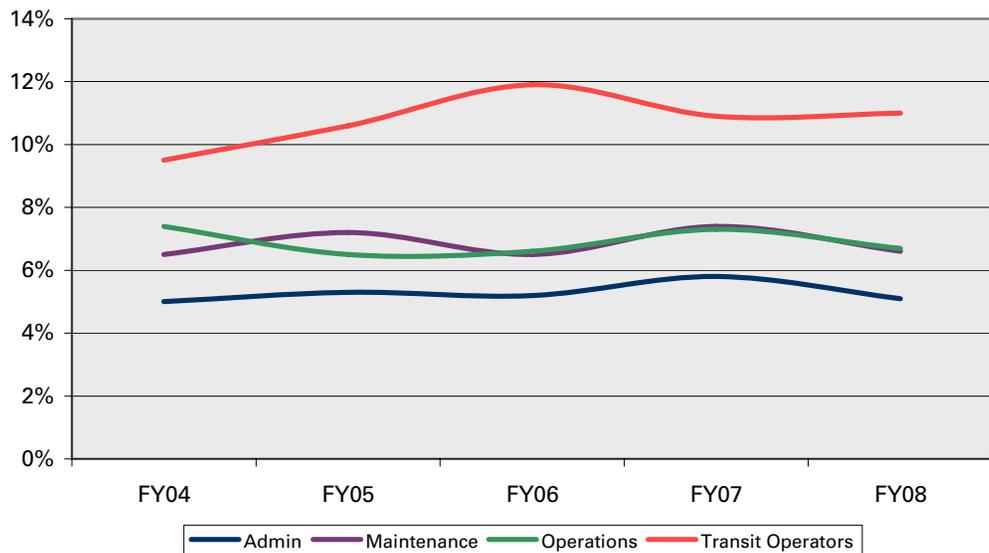
Quarterly - FY09 Q3 | **Goals: Vary by unit; see FY09 goals below** | **Unscheduled Absences**



Reporting Period	Admin	Maintenance	Operations	Transit Operators
FY08 Q3	5.1%	6.5%	5.6%	11.4%
FY08 Q4	4.4%	5.8%	5.0%	11.0%
FY09 Q1	3.6%	5.7%	4.2%	12.8%
FY09 Q2	4.2%	5.3%	4.9%	13.6%
FY09 Q3	4.6%	6.0%	5.9%	14.0%
FY09 Goal	5.2%	6.7%	6.9%	10.2%

Notes
 Goals were intensified by 5% in all areas for FY09. 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).

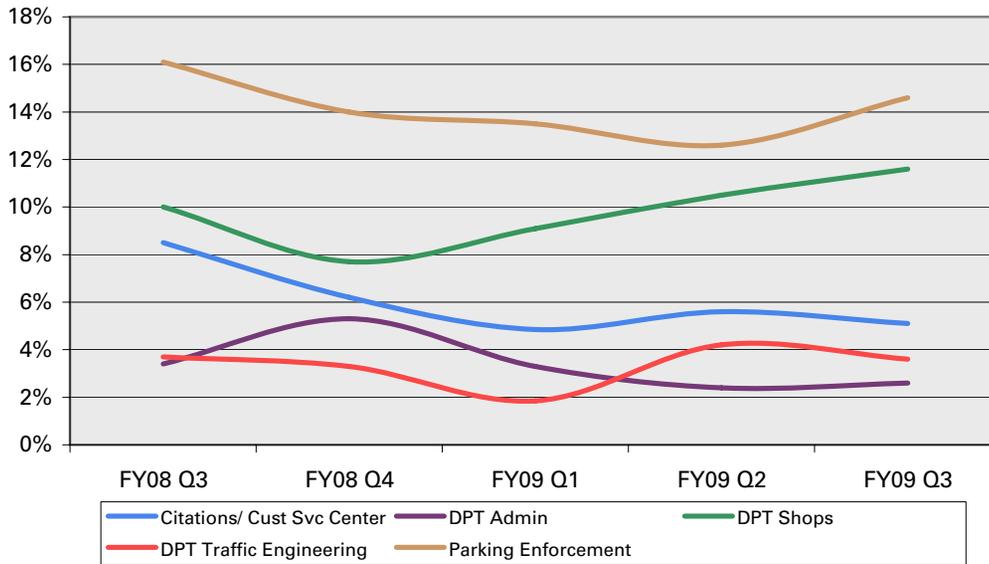
Annual - FY08 | **Goals: Vary by unit; see FY08 goals below** | **Unscheduled Absences**



Reporting Period	Admin	Maintenance	Operations	Transit Operators
FY04	5.0%	6.5%	7.4%	9.5%
FY05	5.3%	7.2%	6.5%	10.6%
FY06	5.2%	6.5%	6.6%	11.9%
FY07	5.8%	7.4%	7.3%	10.9%
FY08	5.1%	6.6%	6.7%	11.0%
FY08 Goal	5.5%	7.0%	6.9%	10.7%

Notes
 A6 in FY08.

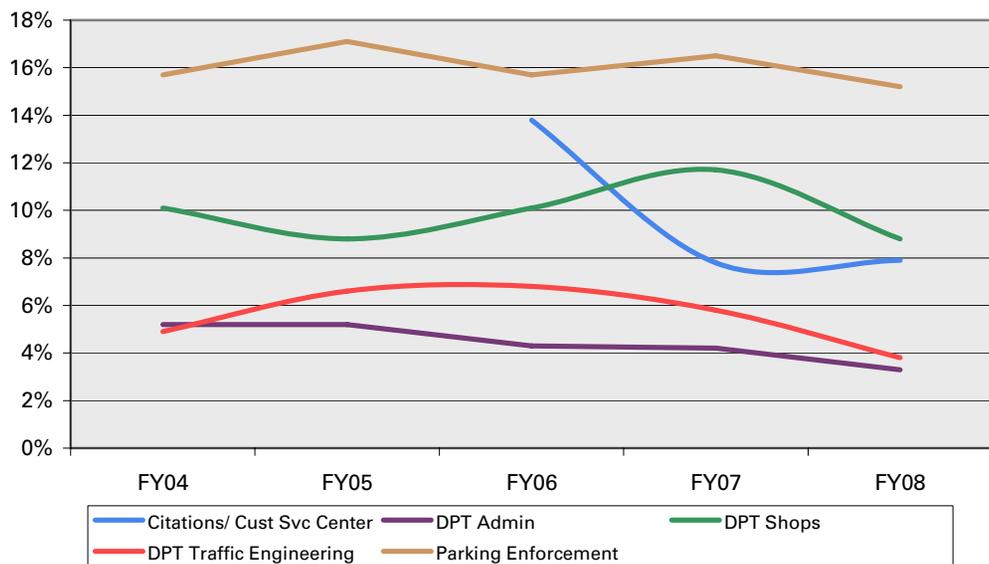
Quarterly - FY09 Q3 | **Goals: Vary by unit; see FY09 goals below** | **Unscheduled Absences**



Reporting Period	Citations/ Cust Svc Center	DPT Admin	DPT Shops	DPT Traffic Engineering	Parking Enforcement
FY08 Q3	8.5%	3.4%	10.0%	3.7%	16.1%
FY08 Q4	6.2%	5.3%	7.7%	3.3%	14.0%
FY09 Q1	4.9%	3.3%	9.1%	1.9%	13.5%
FY09 Q2	5.6%	2.4%	10.5%	4.2%	12.6%
FY09 Q3	5.1%	2.6%	11.6%	3.6%	14.6%
FY09 Goal	7.4%	4.0%	10.5%	5.2%	14.9%

Notes
 DPT: Parking and Traffic, SES: Security, Enforcement, and Safety
 Goals intensified by 5% in all areas except DPT Admin and Citations/Customer Service Center for FY09.

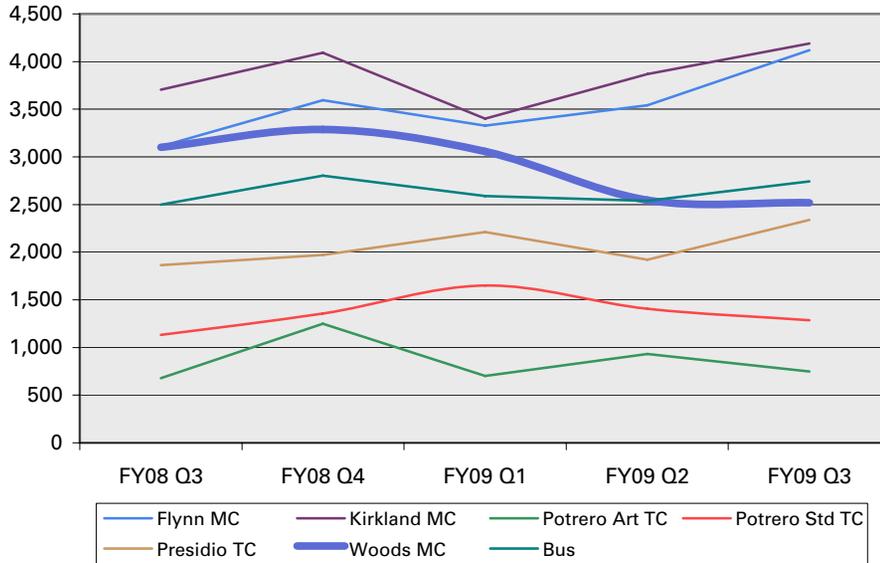
Annual - FY08 | **Goals: Vary by unit; see FY08 goals below** | **Unscheduled Absences**



Reporting Period	Citations/ Cust Svc Center	DPT Admin	DPT Shops	DPT Traffic Engineering	Parking Enforcement
FY04		5.2%	10.1%	4.9%	15.7%
FY05		5.2%	8.8%	6.6%	17.1%
FY06	13.8%	4.3%	10.1%	6.8%	15.7%
FY07	7.8%	4.2%	11.7%	5.8%	16.5%
FY08	7.9%	3.3%	8.8%	3.8%	15.2%
FY08 Goal	7.4%	4.0%	9.1%	5.5%	15.7%

Notes
 DPT: Parking and Traffic, SES: Security, Enforcement, and Safety
 A6 in FY08.

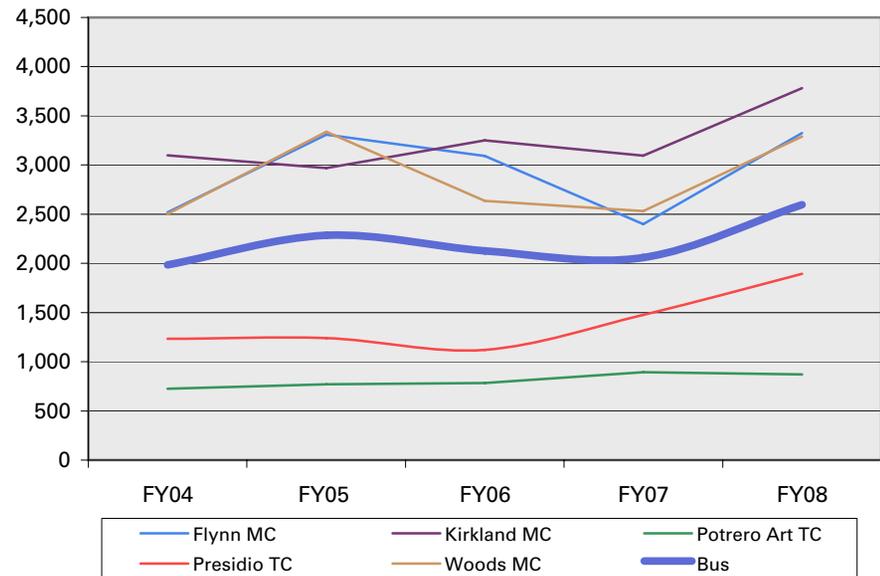
Quarterly - FY09 Q3 Goals: Vary by division see FY09 Goals below MDBF



Reporting Period	Flynn MC	Kirkland MC	Potrero Art TC	Potrero Std TC	Presidio TC	Woods MC	Bus
FY08 Q3	3,111	3,706	678	1,132	1,863	3,099	2,499
FY08 Q4	3,595	4,092	1,250	1,358	1,972	3,286	2,804
FY09 Q1	3,326	3,400	703	1,649	2,210	3,058	2,588
FY09 Q2	3,542	3,867	932	1,405	1,920	2,546	2,539
FY09 Q3	4,120	4,190	748	1,285	2,337	2,519	2,741
FY09 Goal	3,400	3,400	1,000	1,700	1,700	3,400	2,611

Notes

Annual - FY08 Goals: Vary by division see FY08 goals below MDBF



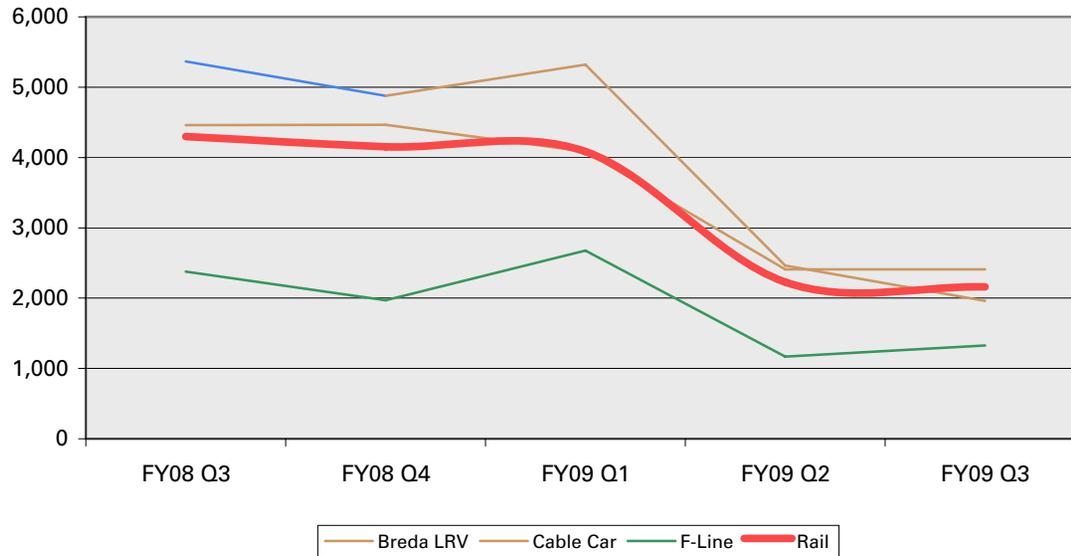
Reporting Period	Flynn MC	Kirkland MC	Potrero Art TC	Potrero Std TC	Presidio TC	Woods MC	Bus
FY04	2,519	3,098	724	926	1,235	2,502	1,986
FY05	3,309	2,970	770	902	1,239	3,337	2,286
FY06	3,093	3,251	785	1,004	1,121	2,636	2,126
FY07	2,398	3,094	893	1,377	1,477	2,533	2,059
FY08	3,325	3,780	872	1,400	1,895	3,289	2,595
FY08 Goal	3,100	3,100	1,000	1,500	1,500	3,100	2,328

Notes

MC: Motor Coach, TC: Trolley Coach, Art: Articulated, Std: Standard
Overall goal for Bus is based on weighted average using # of vehicles by type/yard.

A7 in FY08.

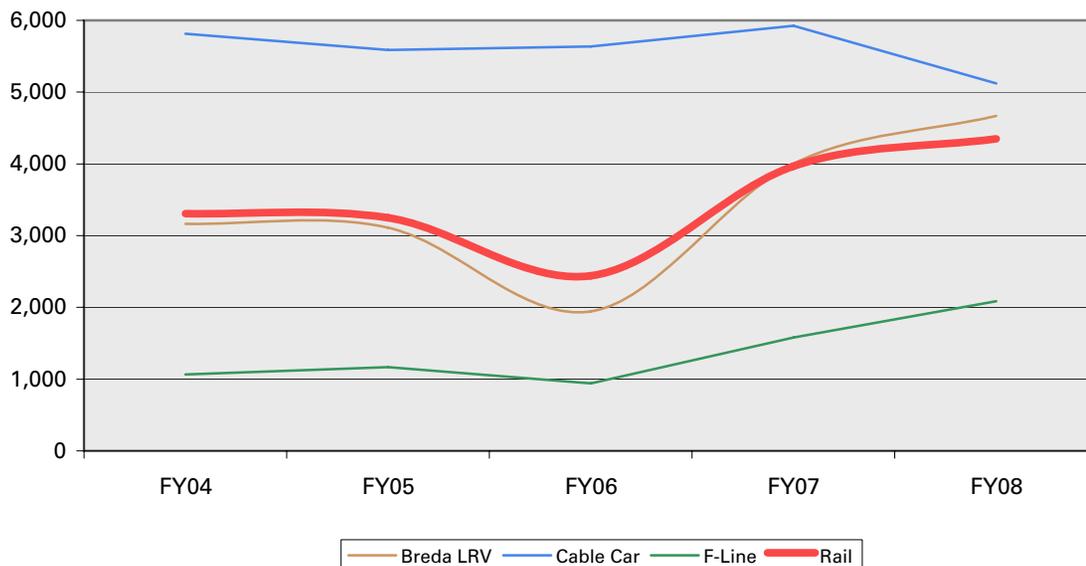
Quarterly - FY09 Q3 **Goals: Vary by division see FY09 Goals below** MDBF



Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY08 Q3	4,459	5,367	2,377	4,297
FY08 Q4	4,465	4,878	1,970	4,151
FY09 Q1	4,085	5,320	2,677	4,085
FY09 Q2	2,408	2,462	1,170	2,226
FY09 Q3	2,410	1,959	1,326	2,162
FY09 Goal	5,000	6,000	2,000	4,712

Notes
 Overall goal for Rail is based on weighted average using # of vehicles by type/yard.
 Goals increased by 5% over four quarter average for LRV and F-Line.

Annual - FY08 **Goals: Vary by division see FY08 goals below** MDBF

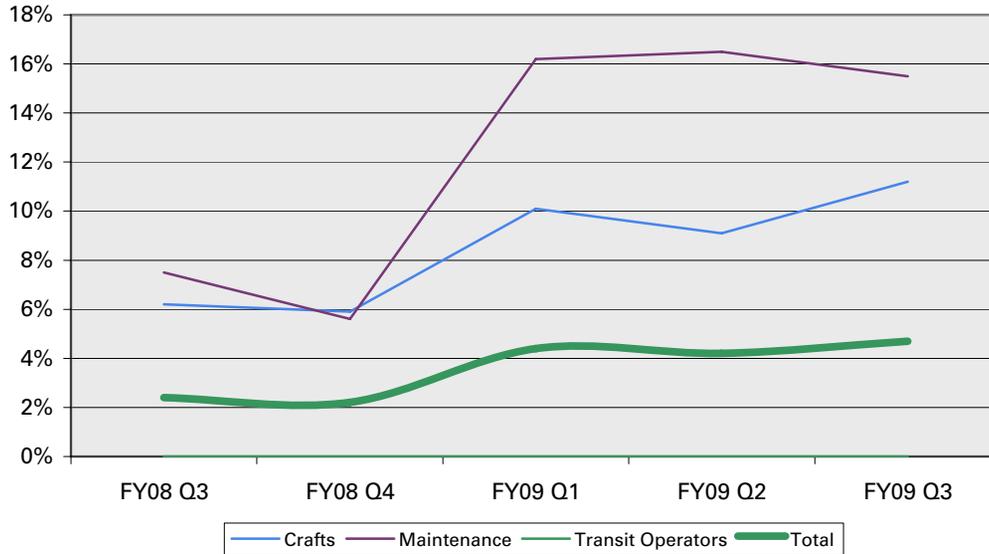


Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY04	3,162	5,814	1,065	3,306
FY05	3,112	5,586	1,167	3,248
FY06	1,943	5,638	940	2,442
FY07	4,001	5,924	1,582	3,966
FY08	4,669	5,120	2,084	4,348
FY08 Goal	4,000	6,000	1,300	3,936

Notes
 A7 in FY08.

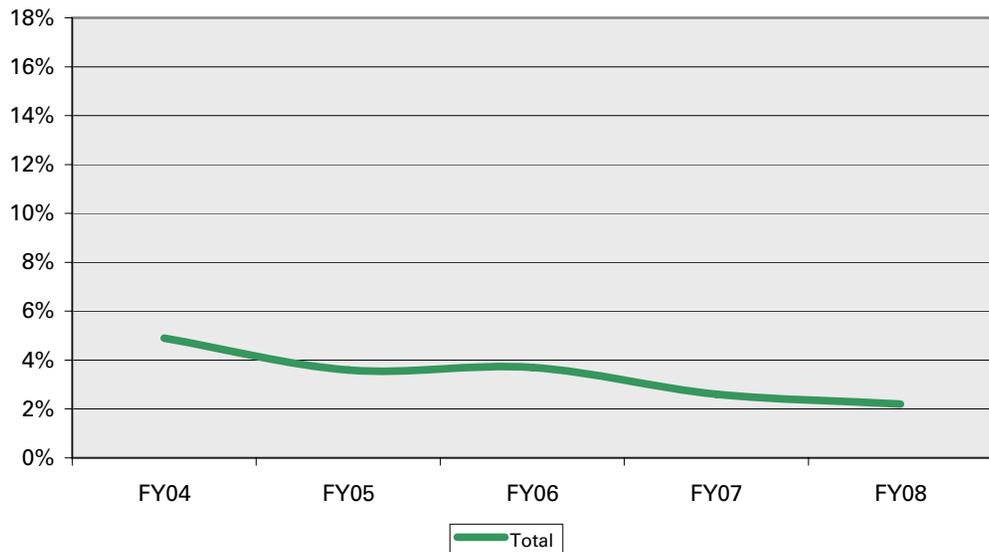
A6 Vacancy Rates for Service Critical Positions

Quarterly - FY09 Q3 **Goal: <5%** **Goal achieved?** ■ **Trend?** ■ Vacancy Rates



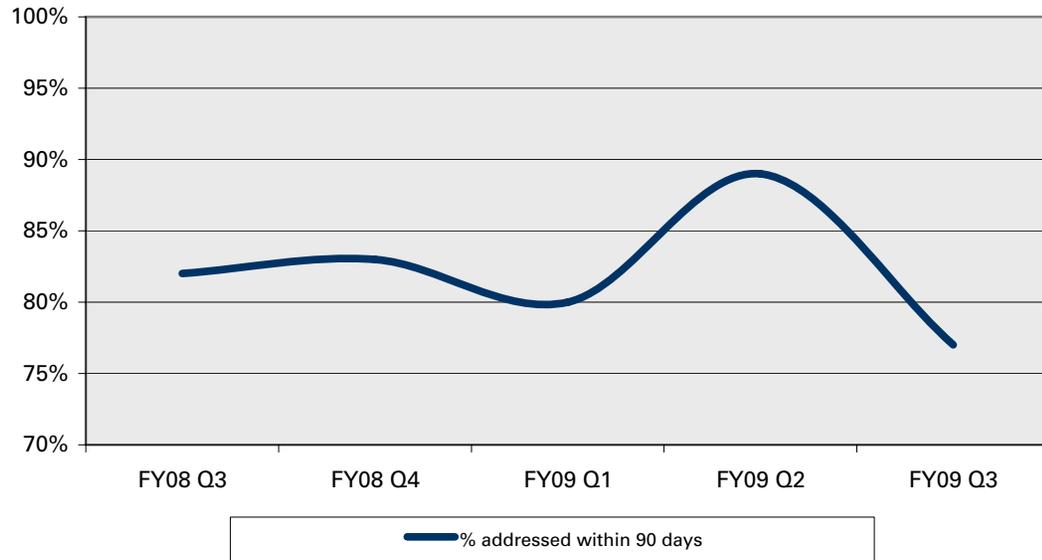
Reporting Period	Crafts	Maintenance	Transit Operators	Total
FY08 Q3	6.2%	7.5%	0.0%	2.4%
FY08 Q4	5.9%	5.6%	0.0%	2.2%
FY09 Q1	10.1%	16.2%	0.0%	4.4%
FY09 Q2	9.1%	16.5%	0.0%	4.2%
FY09 Q3	11.2%	15.5%	0.0%	4.7%
FY09 Goal	5.0%	5.0%	5.0%	5.0%
Notes				
FY09 Q3 results based on following position count: Transit Operators - 2034.75 FTE, Crafts 974 FTE, Maintenance 297 FTE.				
Effective Systemwide % of Extra Board Operators: 10%				

Annual - FY08 **Goal: <5%** **Goal achieved?** ■ **Trend?** ■ Vacancy Rates



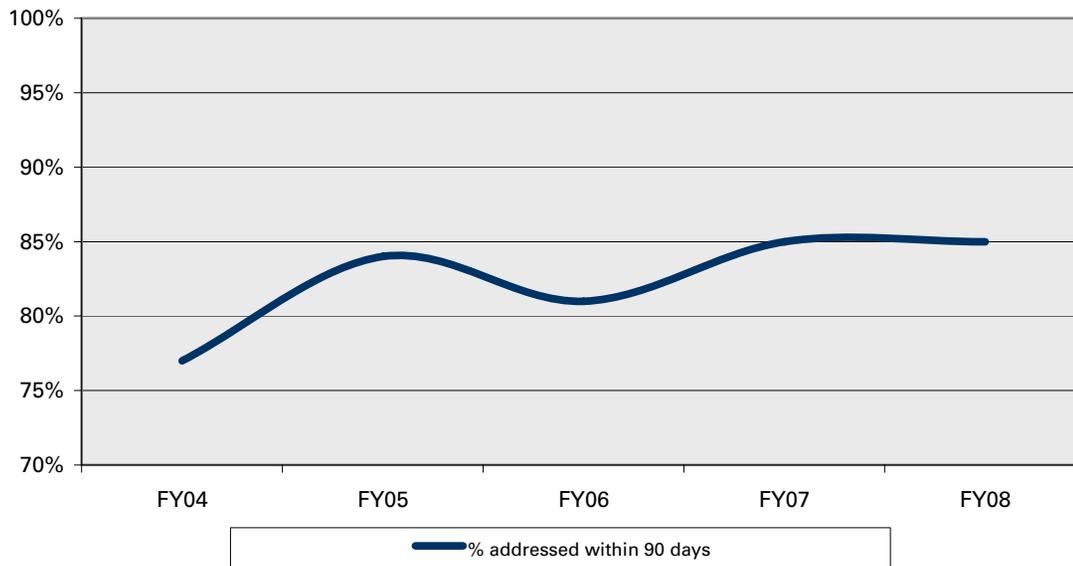
Reporting Period	Total			
FY04	4.9%			
FY05	3.6%			
FY06	3.7%			
FY07	2.6%			
FY08	2.2%			
FY08 Goal	5.0%			
Notes				
A8 in FY08.				

Quarterly - FY09 Q3 **Goal: >82%** **Goal achieved?** ■ **Trend?** ■ Traffic and Parking Control Requests



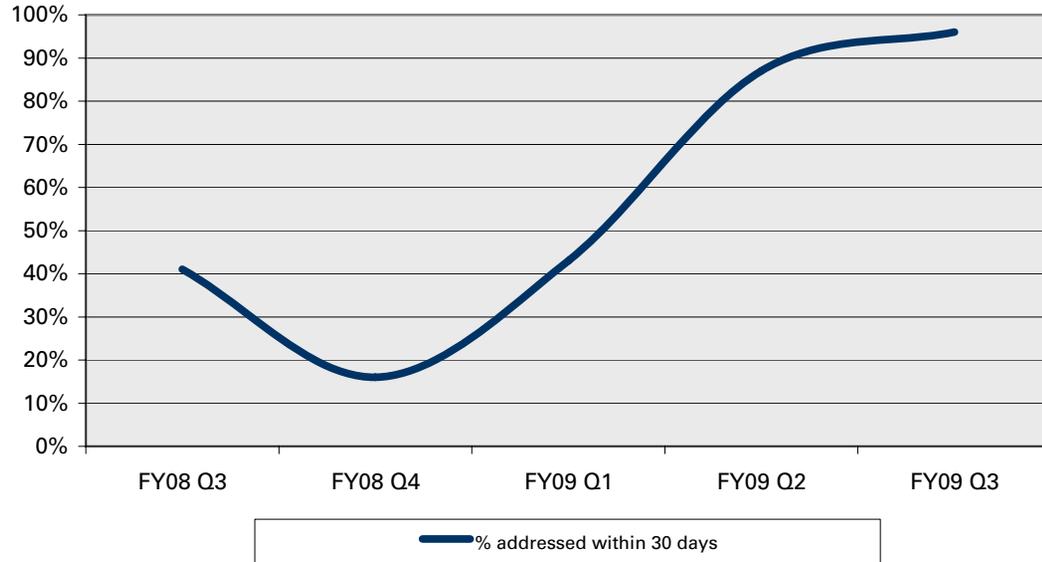
Reporting Period	% addressed within 90 days
FY08 Q3	82%
FY08 Q4	83%
FY09 Q1	80%
FY09 Q2	89%
FY09 Q3	77%
<i>FY09 Goal</i>	82%
Notes	

Annual - FY08 **Goal: >82%** **Goal achieved?** ■ **Trend?** ■ Traffic and Parking Control Requests



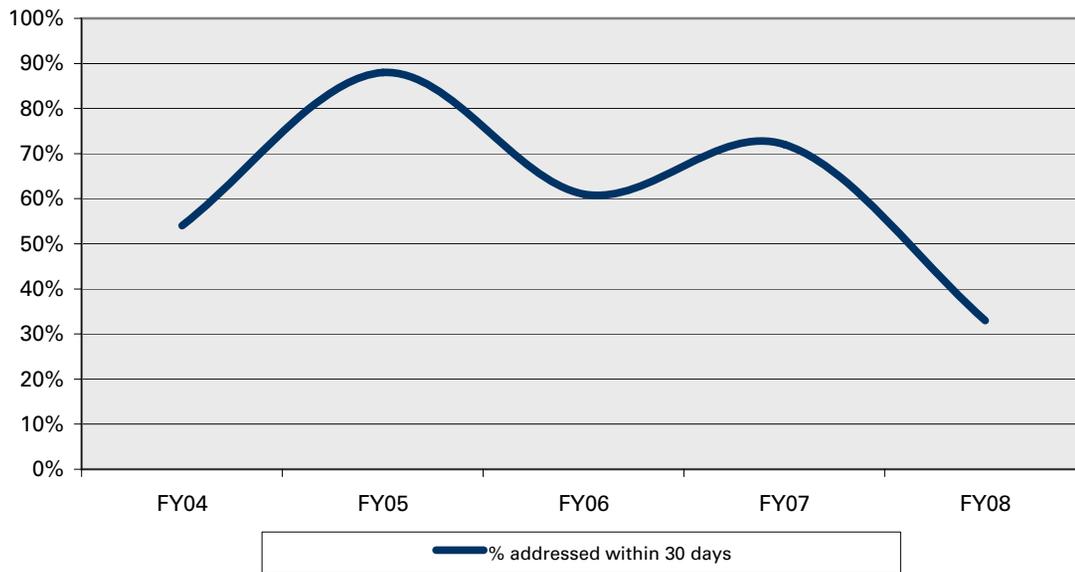
Reporting Period	% addressed within 90 days
FY04	77%
FY05	84%
FY06	81%
FY07	85%
FY08	85%
<i>FY08 Goal</i>	82%
Notes	
A9 in FY08.	

Quarterly - FY09 Q3 **Goal: >90%** **Goal achieved?** **Trend?** Color Curb Applications



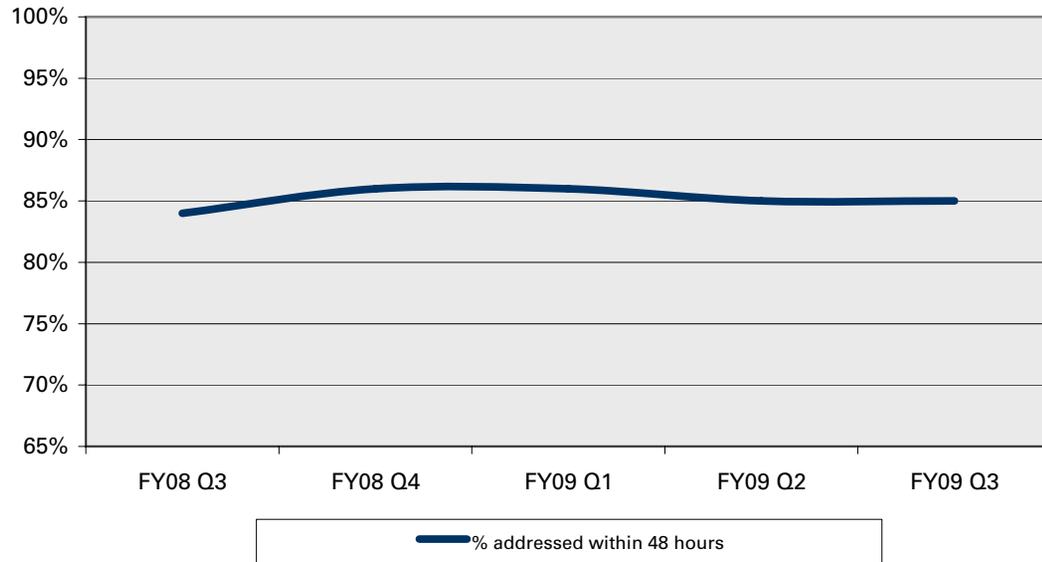
Reporting Period	% addressed within 30 days
FY08 Q3	41%
FY08 Q4	16%
FY09 Q1	43%
FY09 Q2	87%
FY09 Q3	96%
<i>FY09 Goal</i>	<i>90%</i>
Notes	

Annual - FY08 **Goal: >90%** **Goal achieved?** **Trend?** Color Curb Applications



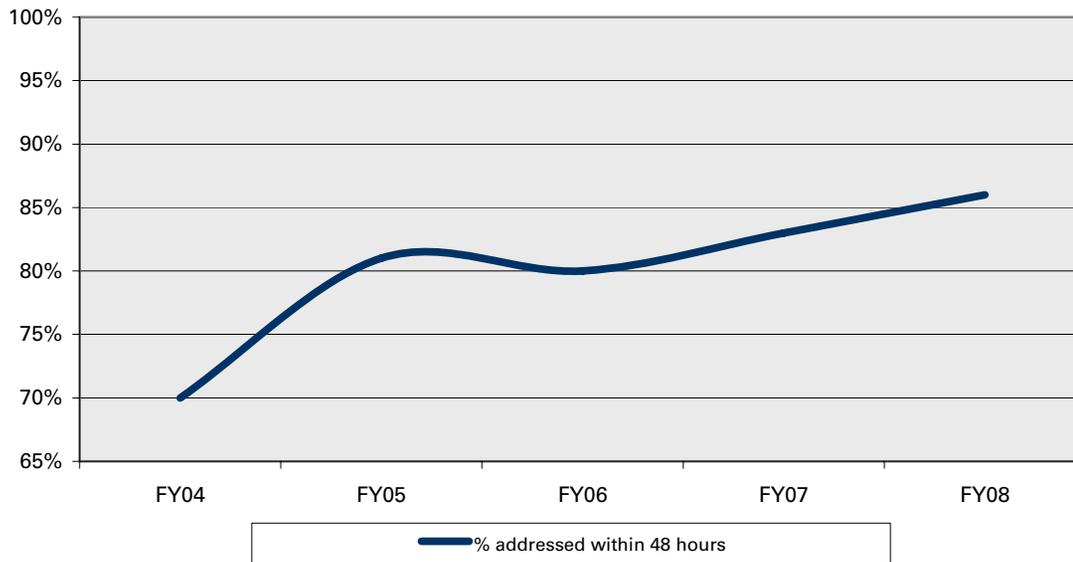
Reporting Period	% addressed within 30 days
FY04	54%
FY05	88%
FY06	61%
FY07	72%
FY08	33%
<i>FY08 Goal</i>	<i>90%</i>
Notes	
A10 in FY08.	

Quarterly - FY09 Q3 **Goal: >85%** **Goal achieved?** **Trend?** Parking Meter Malfunction Reports



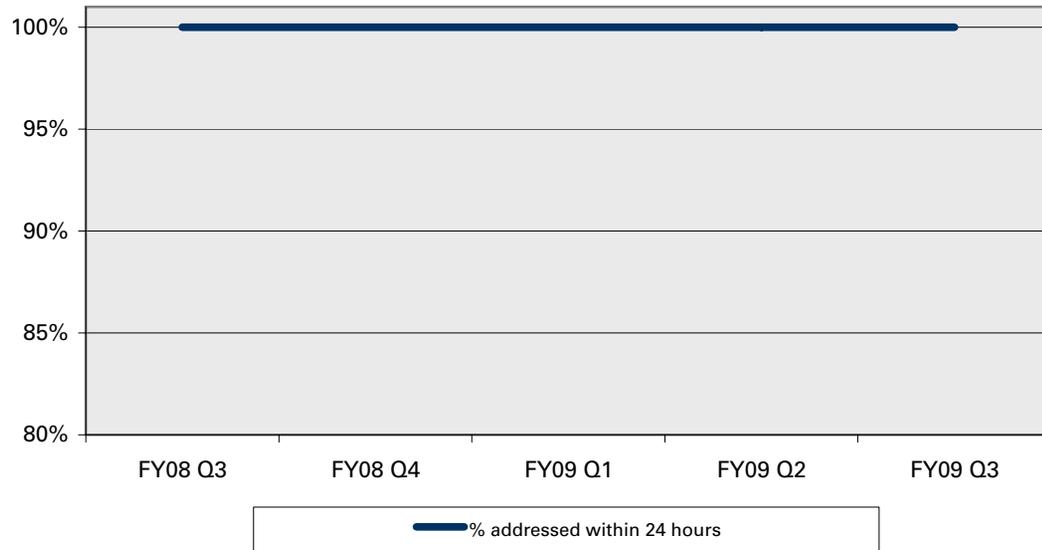
Reporting Period	% addressed within 48 hours
FY08 Q3	84%
FY08 Q4	86%
FY09 Q1	86%
FY09 Q2	85%
FY09 Q3	85%
<i>FY09 Goal</i>	<i>85%</i>
Notes	

Annual - FY08 **Goal: >85%** **Goal achieved?** **Trend?** Parking Meter Malfunction Reports



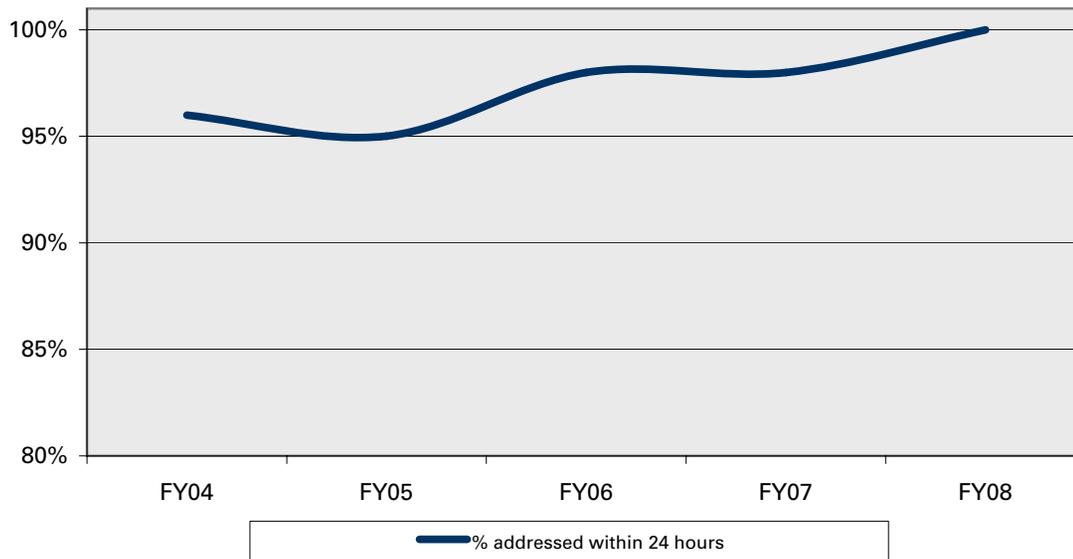
Reporting Period	% addressed within 48 hours
FY04	70%
FY05	81%
FY06	80%
FY07	83%
FY08	86%
<i>FY08 Goal</i>	<i>85%</i>
Notes	
A11 in FY08.	

Quarterly - FY09 Q3 **Goal: >98%** **Goal achieved?** **Trend?** Hazardous Traffic Sign Reports



Reporting Period	% addressed within 24 hours
FY08 Q3	100%
FY08 Q4	100%
FY09 Q1	100%
FY09 Q2	100%
FY09 Q3	100%
<i>FY09 Goal</i>	<i>98%</i>
Notes	

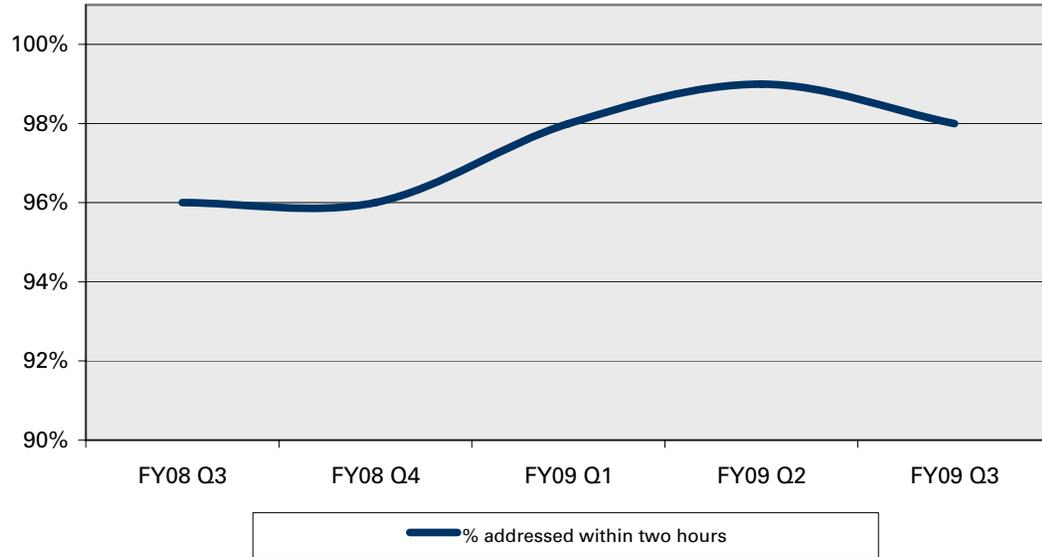
Annual - FY08 **Goal: >98%** **Goal achieved?** **Trend?** Hazardous Traffic Sign Reports



Reporting Period	% addressed within 24 hours
FY04	96%
FY05	95%
FY06	98%
FY07	98%
FY08	100%
<i>FY08 Goal</i>	<i>98%</i>
Notes	
<i>A12 in FY08.</i>	

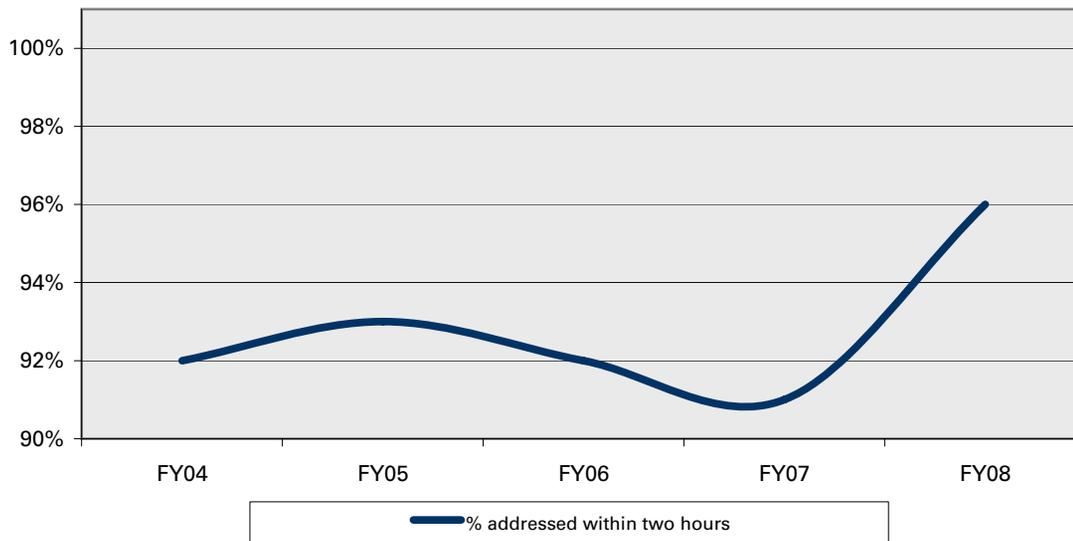
A11 Hazardous Traffic Signal Reports | % Addressed Within Two Hours

Quarterly - FY09 Q3 **Goal: >92%** **Goal achieved?** ■ **Trend?** ■ Hazardous Traffic Signal Reports



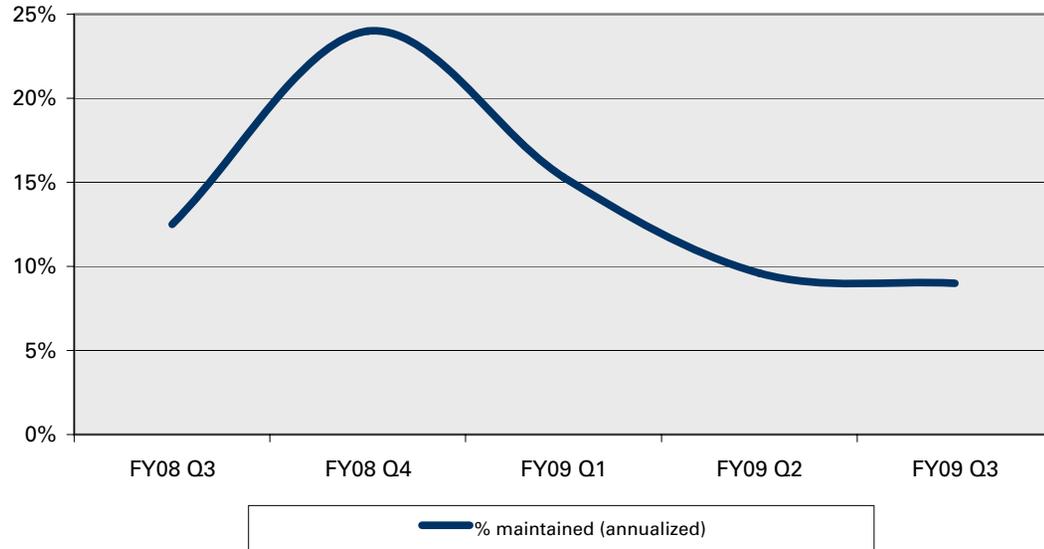
Reporting Period	% addressed within two hours
FY08 Q3	96%
FY08 Q4	96%
FY09 Q1	98%
FY09 Q2	99%
FY09 Q3	98%
<i>FY09 Goal</i>	92%
Notes	
<i>650 of 657 complaints received during FY09 Q2 were responded to within two hours.</i>	

Annual - FY08 **Goal: >92%** **Goal achieved?** ■ **Trend?** ■ Hazardous Traffic Signal Reports



Reporting Period	% addressed within two hours
FY04	92%
FY05	93%
FY06	92%
FY07	91%
FY08	96%
<i>FY08 Goal</i>	92%
Notes	
<i>A13 in FY08.</i>	

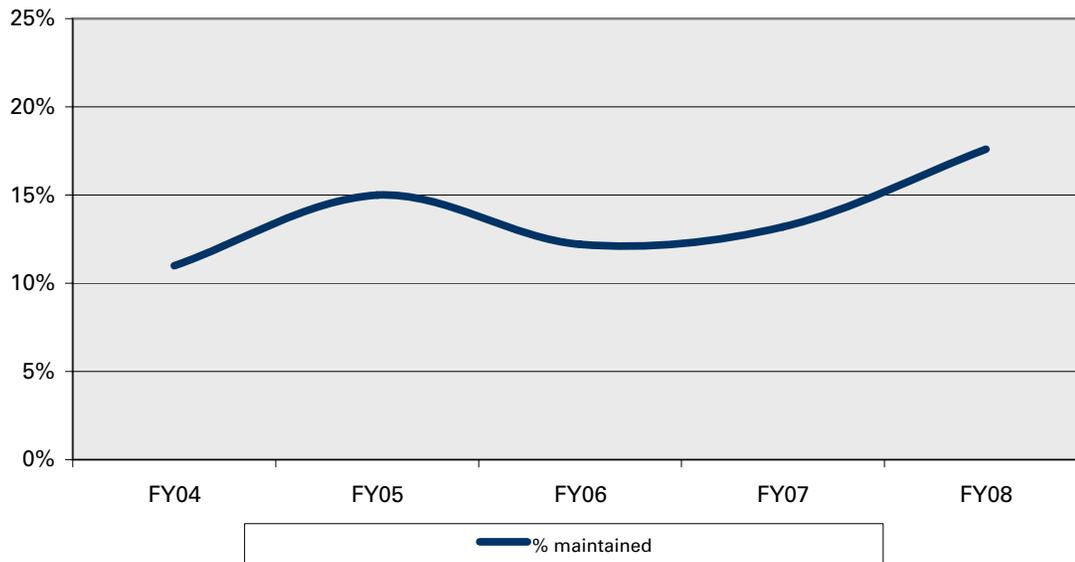
Quarterly - FY09 Q3 **Goal: >12%** **Goal achieved?** ■ **Trend?** ■ Traffic Lane Lines, Bus Zones and Crosswalks



Reporting Period	% maintained (annualized)
FY08 Q3	13%
FY08 Q4	24%
FY09 Q1	15%
FY09 Q2	10%
FY09 Q3	9%
<i>FY09 Goal</i>	12%

Notes
Goal increased to 12% for FY09.

Annual - FY08 **Goal: >10%** **Goal achieved?** ■ **Trend?** ■ Traffic Lane Lines, Bus Zones and Crosswalks



Reporting Period	% maintained
FY04	11%
FY05	15%
FY06	12%
FY07	13%
FY08	18%
<i>FY08 Goal</i>	10%

Notes
A14 in FY08.

A13 Productivity | Average # of Boardings per Service Hour

Annual - FY08	Average # of Boardings per Service Hour
----------------------	--

Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	System
FY07	50	73	66	72	68
FY08	51	108	64	75	74

Notes
FY08 results are unaudited. Chart will be added when FY09 results become available. Results will be benchmarked relative to peers in FY09 Year-End Report. B4 in FY08.

A14 Pedestrian Safety | # of Intersections Equipped with Countdown Signals

Annual - FY08	FY09 Goal: >776	# of Intersections Equipped with Countdown Signals
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Reporting Period	# of Pedestrian Countdown Signals
FY08	738

Notes
Chart will be added when FY09 results become available.

Quarterly - FY09 Q3

Bicycle Counts at Key Locations

Goals will be established once key locations have been identified and baseline counts have been received. Results will be reporting beginning as soon as data become available.

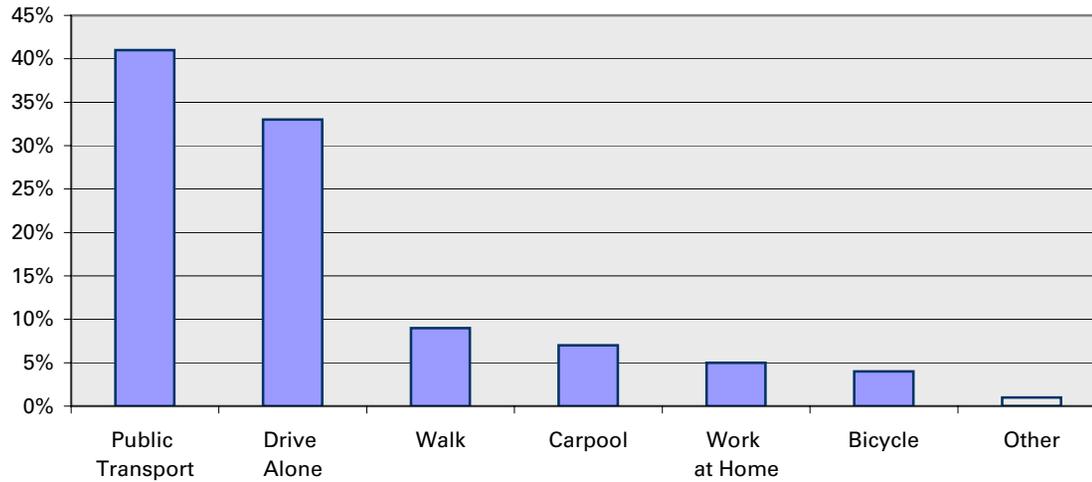
Annual - FY08

Level of Service of on Principal Arterials

Results and chart will be added when FY08 report is completed.

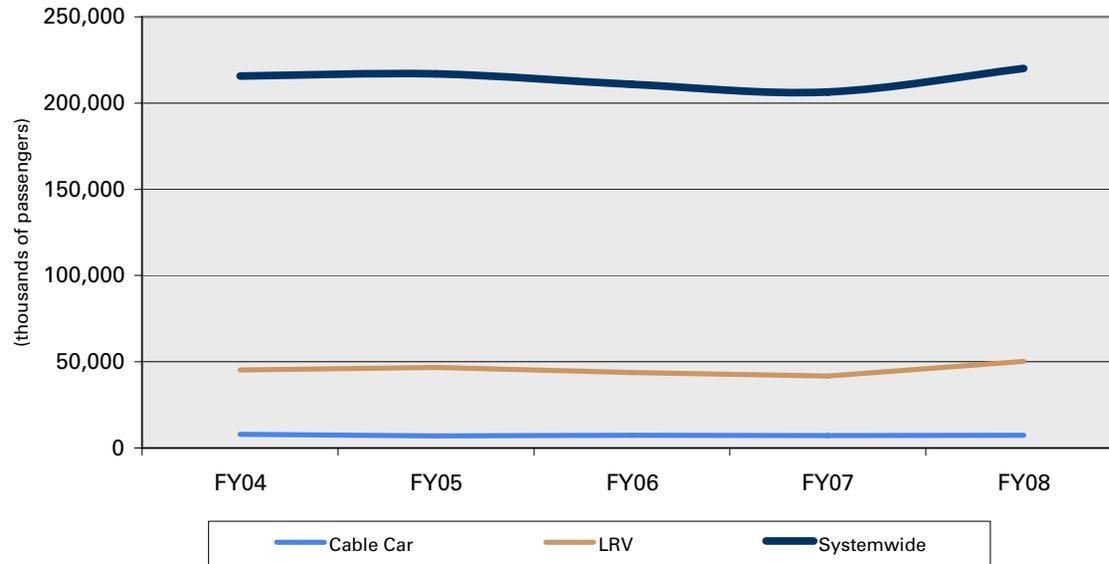
Annual - 2009

What is your primary mode of transportation to work?



City Survey Results			
Mode	%	Mode	%
Public Transport	41%	Work at Home	5%
Drive Alone	33%	Bicycle	4%
Walk	9%	Other	1%
Carpool	7%		
Notes			
<p><i>Results are from the January 1, 2009 City Survey conducted by the Office of the Controller. Citizens were asked "What is your primary mode of transportation to work? Nine out of ten residents ride Muni at least once a month.</i></p>			

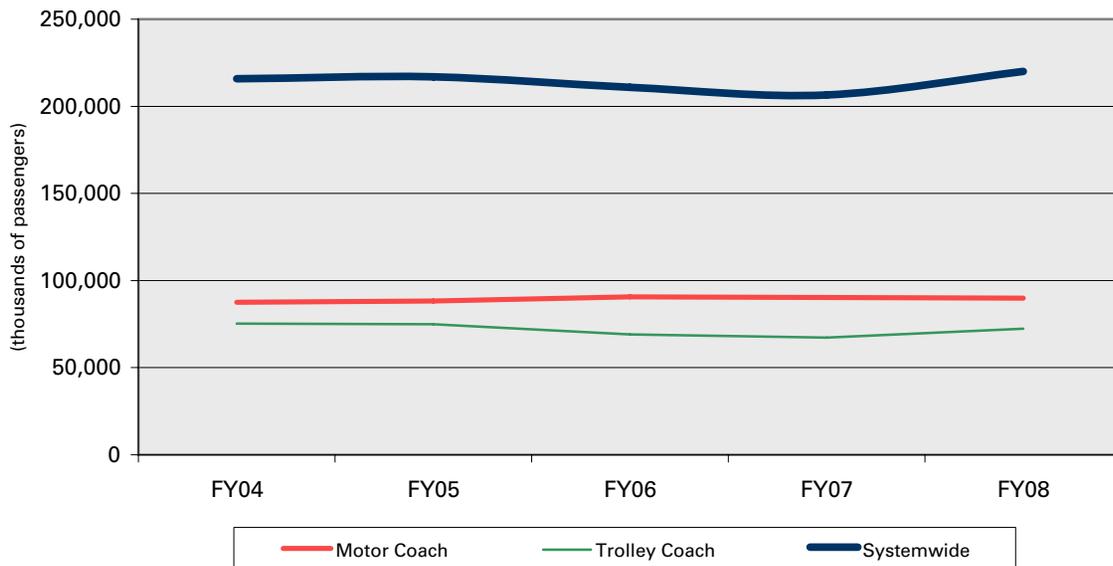
Annual - FY08 **FY08 Goal: 209,556** **Goal achieved?** **Trend?** **Rail** (in thousands of passengers)



Reporting Period	Cable Car	LRV	Systemwide
FY04	7,869	45,187	215,744
FY05	6,966	46,803	216,919
FY06	7,475	43,679	210,849
FY07	7,122	41,737	206,459
FY08	7,425	50,312	220,044
FY08 Goal			209,556

Notes
 FY08 results are unaudited. Systemwide included on chart for reference purposes. FY09 Goal for Systemwide ridership will be 223,254,000 (expressed as 223,254 on this chart)

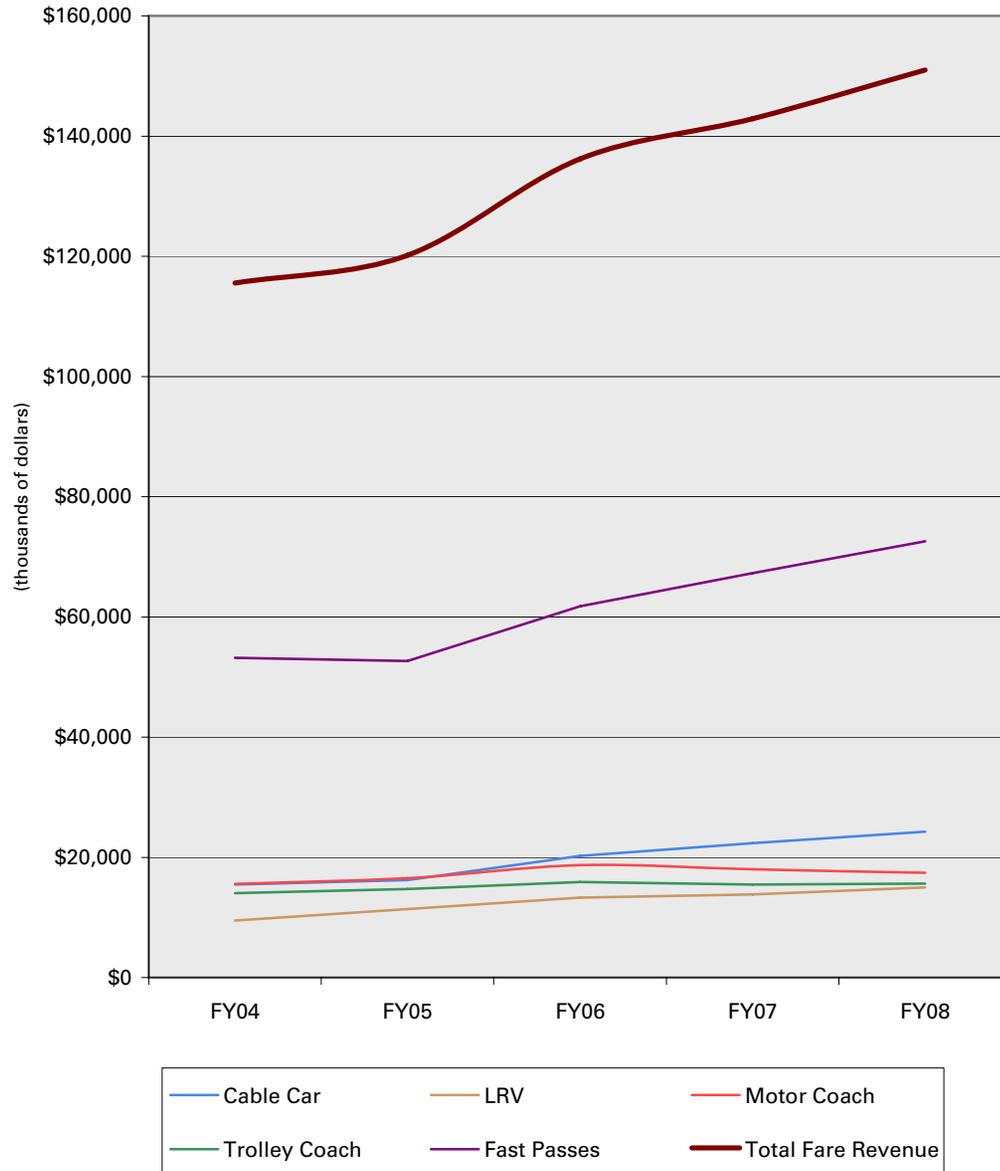
Annual - FY08 **FY08 Goal: 209,556** **Goal achieved?** **Trend?** **Bus** (in thousands of passengers)



Reporting Period	Motor Coach	Trolley Coach	Systemwide
FY04	87,472	75,216	215,744
FY05	88,209	74,941	216,919
FY06	90,630	69,065	210,849
FY07	90,303	67,297	206,459
FY08	89,913	72,394	220,044
FY08 Goal			209,556

Notes
 FY08 results are unaudited. Systemwide included on chart for reference purposes. FY09 Goal for Systemwide ridership will be 223,345,000 (to be expressed as 223,345 on this chart)

Annual - FY08 **Goal: > \$145,053** **Goal achieved?** **Trend?** Revenue (in thousands of dollars)



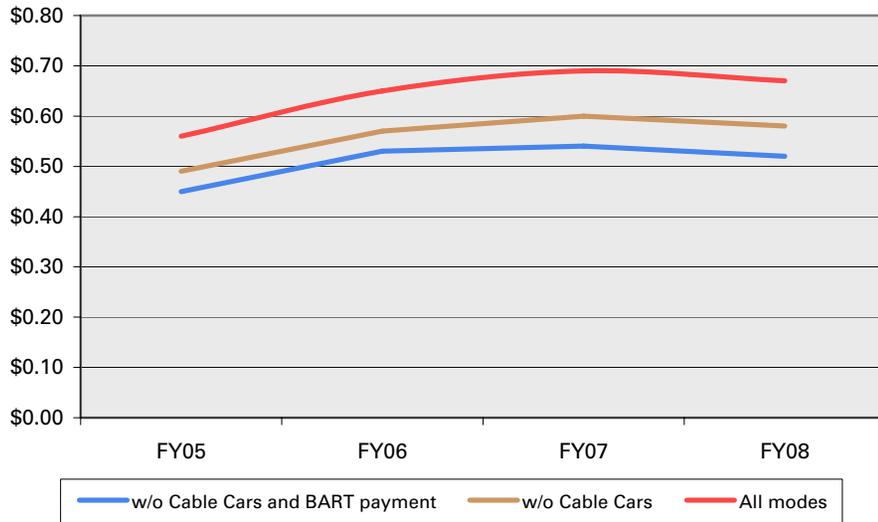
Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Fast Passes
FY04	\$15,446	\$9,488	\$15,578	\$14,061	\$53,171
FY05	\$16,207	\$11,405	\$16,504	\$14,743	\$52,645
FY06	\$20,244	\$13,306	\$18,705	\$15,903	\$61,798
FY07	\$22,347	\$13,831	\$18,017	\$15,452	\$67,259
FY08	\$24,248	\$14,983	\$17,436	\$15,644	\$72,581

Notes

Reporting Period	Other Fare Media	Para-transit	Charter	Total Fare Revenue
FY04	\$6,498	\$1,271	\$23	\$115,538
FY05	\$7,285	\$1,375	\$20	\$120,184
FY06	\$4,865	\$1,411	\$2	\$136,234
FY07	\$4,527	\$1,475	\$1	\$142,909
FY08	\$4,753	\$1,645	\$1	\$151,290

Notes
 FY09 Fare Revenue Goal: \$153,273

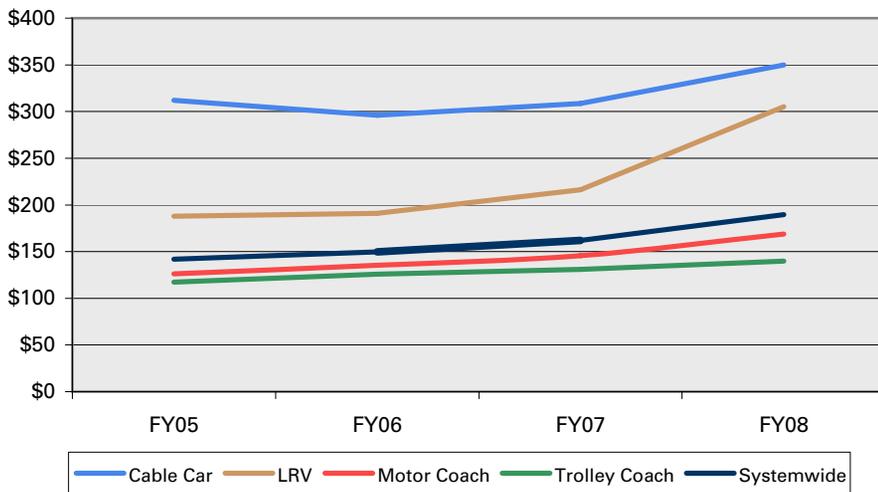
Annual - FY08 Average Fare (based on unlinked trips)



Reporting Period	w/o Cable Cars and BART payment	w/o Cable Cars	All modes		
FY05	\$0.45	\$0.49	\$0.56		
FY06	\$0.53	\$0.57	\$0.65		
FY07	\$0.54	\$0.60	\$0.69		
FY08	\$0.52	\$0.58	\$0.67		

Notes
 FY08 results are unaudited. Complete FY08 results forthcoming in FY09 Q2.
 B2 in FY08.

Annual - FY08 Fully Allocated Service Cost by Mode



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY05	\$312.13	\$187.94	\$126.20	\$117.30	\$141.91
FY06	\$295.88	\$190.92	\$135.45	\$125.94	\$149.85
FY07	\$308.55	\$216.08	\$145.44	\$130.88	\$161.97
FY08	\$349.80	\$305.35	\$168.90	\$139.78	\$189.62

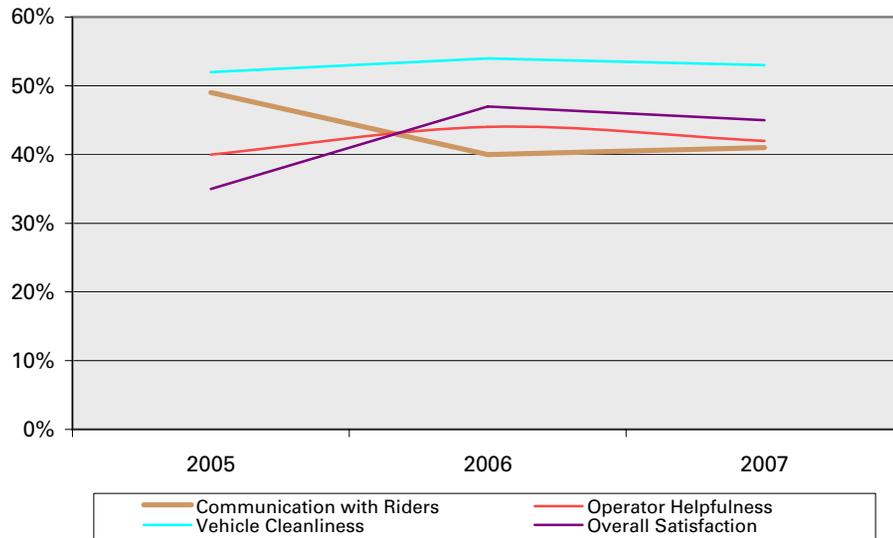
Notes
 FY08 results are unaudited. Results will be benchmarked relative to peer agencies in FY09 Year-End Report.
 B3 in FY08.

Annual - FY08 Operating Expense per Passenger Boarding

Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	System
FY07	\$6.18	\$2.96	\$2.22	\$1.82	\$2.38
FY08	\$6.89	\$2.82	\$2.62	\$1.87	\$2.56

Notes
FY08 results are unaudited. Chart will be added when FY09 data are received. Results will be benchmarked relative to peer agencies in FY09 Year-End Report.
B4 in FY08.

Annual - 2007 **Goal: year over year improvement** Muni Service - % of Customers Rating Service Excellent/Good



Reporting Period	Communication with Riders	Operator Helpfulness	Vehicle Cleanliness	Overall Satisfaction
2005	49%	40%	52%	35%
2006	40%	44%	54%	47%
2007	41%	42%	53%	45%

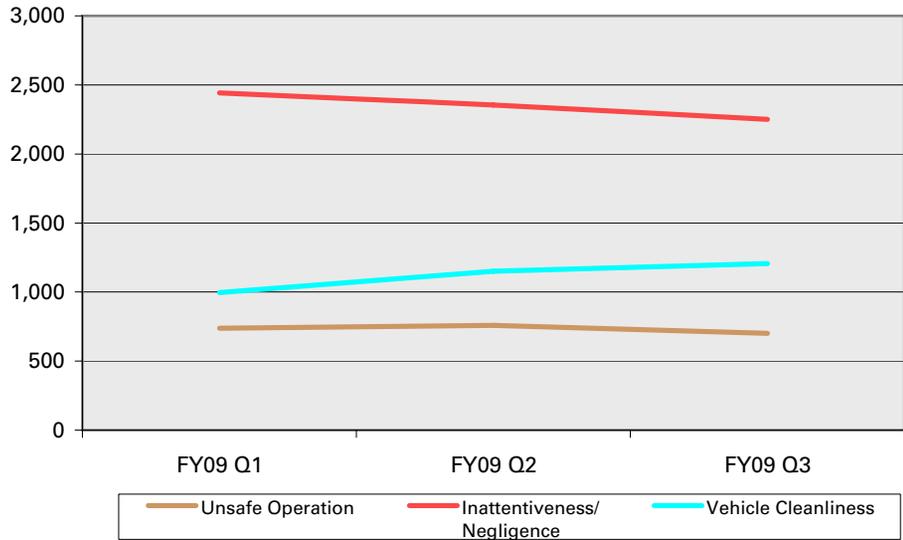
Notes

Annual - 2007 **Goal: year over year improvement** Pedestrian Safety and Bicycle Network Related Perceptions

Reporting Period	<i>Pedestrian Safety</i> "How Safe Do you Feel Crossing the Street?"	<i>Bicycle Network</i> "There is enough room on most streets to cycle."
2007	3.27	NA
2008	3.49	18% Agree/Strongly Agree

Notes
Pedestrian Safety scores come from the City Survey conducted by the Office of the Controller, and Bicycle Satisfaction scores come from the biennial State of Cycling Report.

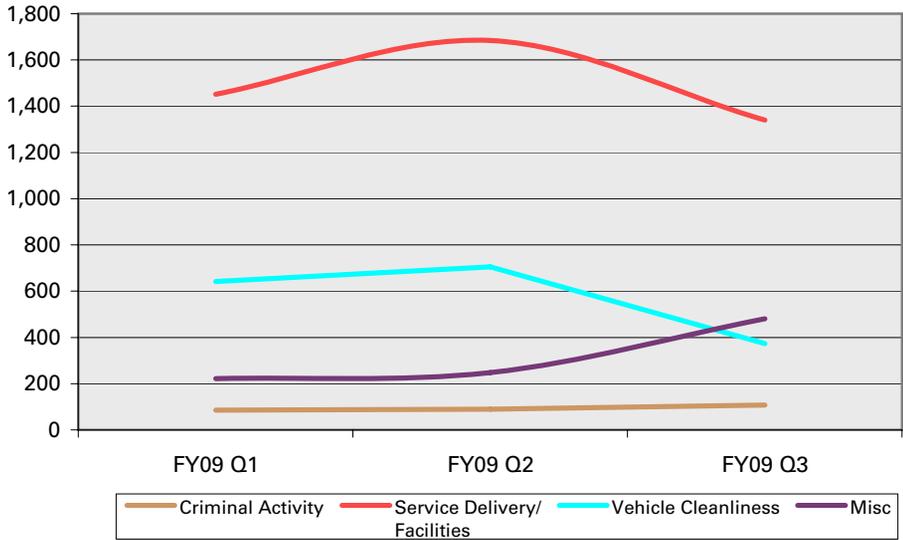
Quarterly - FY09 Q3 **Employee Conduct**



Reporting Period	Unsafe Operation	Inattentiveness/Negligence	Discourteous/ Insensitive/ Inappropriate Conduct	Total
FY09 Q1	737	2,443	997	4,177
FY09 Q2	758	2,355	1,151	4,264
FY09 Q3	701	2,250	1,205	4,156

Notes

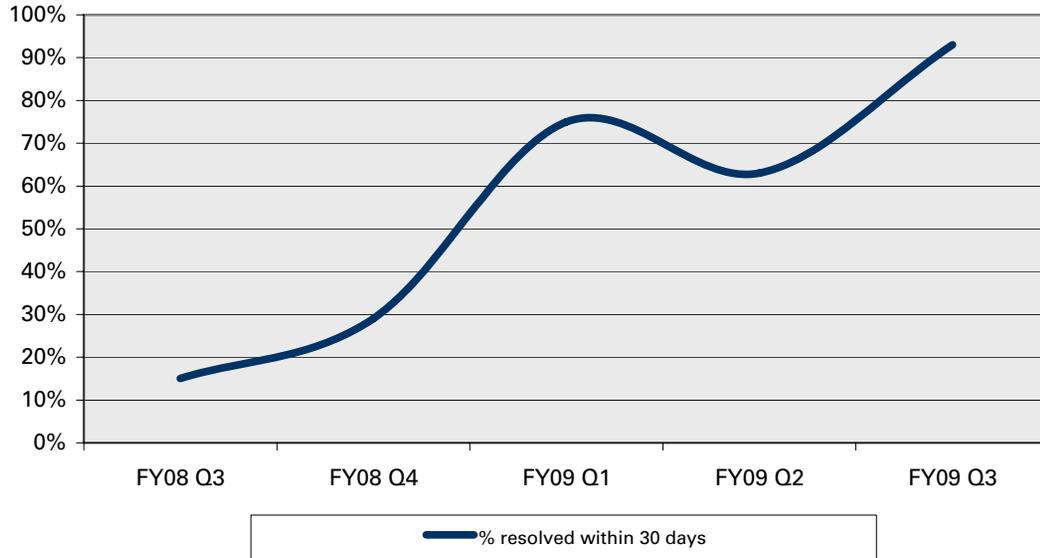
Quarterly - FY09 Q3 **Products and Services**



Reporting Period	Criminal Activity	Service Delivery/Facilities	Service Planning	Misc	Total
FY09 Q1	86	1,452	642	222	2,402
FY09 Q2	89	1,684	705	248	2,726
FY09 Q3	108	1,340	373	480	2,301

Notes

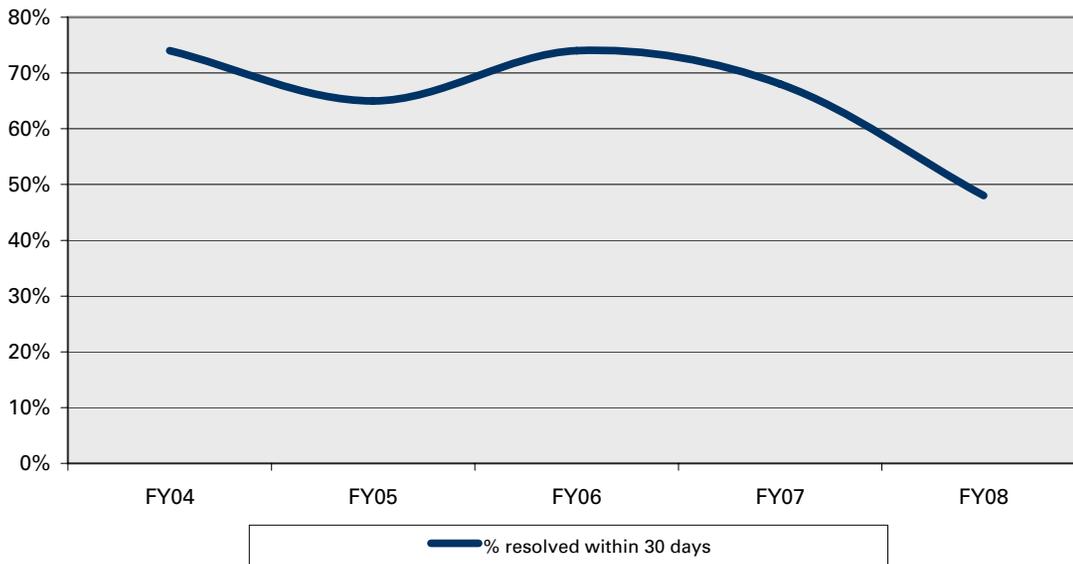
Quarterly - FY09 Q3 **Goal: >75%** **Goal achieved?** **Trend?** Operator Complaints



Reporting Period	% resolved within 30 days
FY08 Q3	15%
FY08 Q4	29%
FY09 Q1	75%
FY09 Q2	63%
FY09 Q3	93%
<i>FY09 Goal</i>	75%

Notes
Historically, the Agency has only calculated the resolution rate for complaints involving alleged ADA violations. Beginning in FY10, the resolution rate for all complaints will be tabulated.

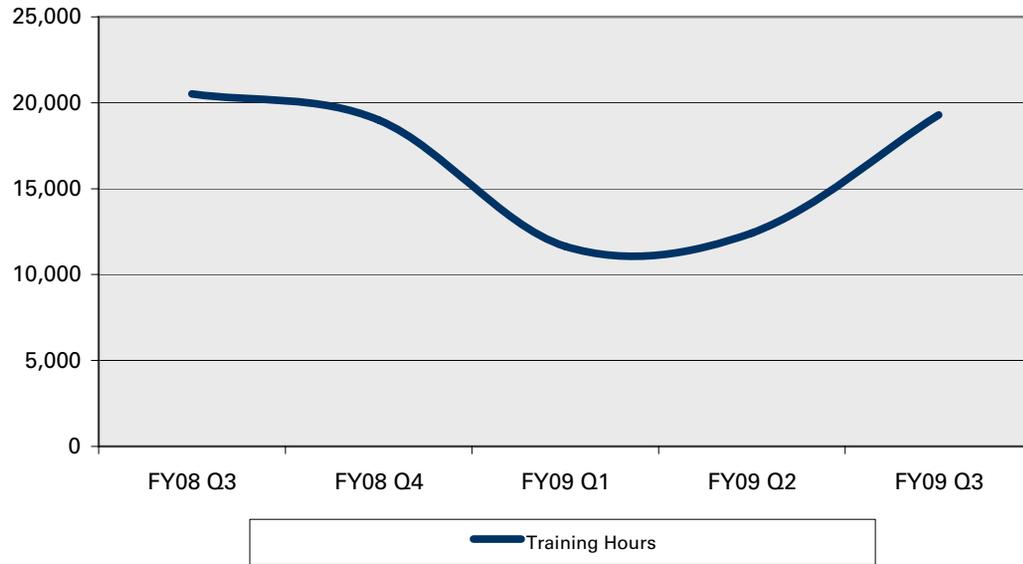
Annual - FY08 **Goal: >75%** **Goal achieved?** **Trend?** Operator Complaints



Reporting Period	% resolved within 30 days
FY04	74%
FY05	65%
FY06	74%
FY07	68%
FY08	48%
<i>FY08 Goal</i>	75%

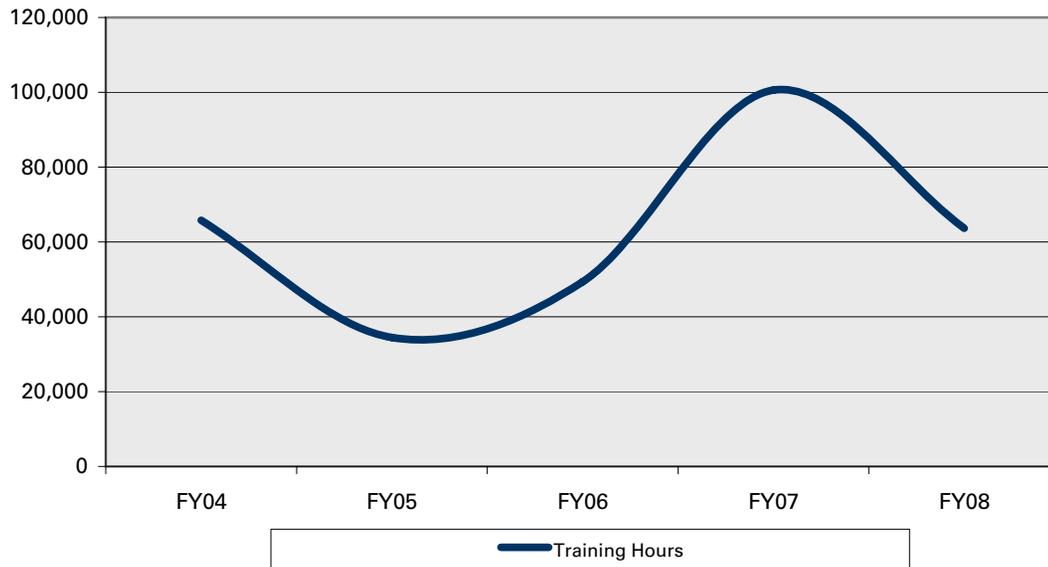
Notes
Historically, the Agency has only calculated the resolution rate for complaints involving alleged ADA violations. Beginning in FY10, the resolution rate for all complaints will be tabulated.

Quarterly - FY09 Q3 **Goal: >50,000 hrs** **Goal achieved?** **Trend?** Training Hours



Reporting Period	Training Hours
FY08 Q3	20,515
FY08 Q4	19,001
FY09 Q1	11,632
FY09 Q2	12,408
FY09 Q3	19,290
FY09 Goal	12,500 per quarter
Notes	
<i>New employee training for transit supervisors and operators removed from tally starting in FY08. Q2 number adjusted.</i>	
<i>Trend indicator not provided due to change in methodology.</i>	

Annual - FY08 **Goal: >50,000 hrs** **Goal achieved?** **Trend?** Training Hours



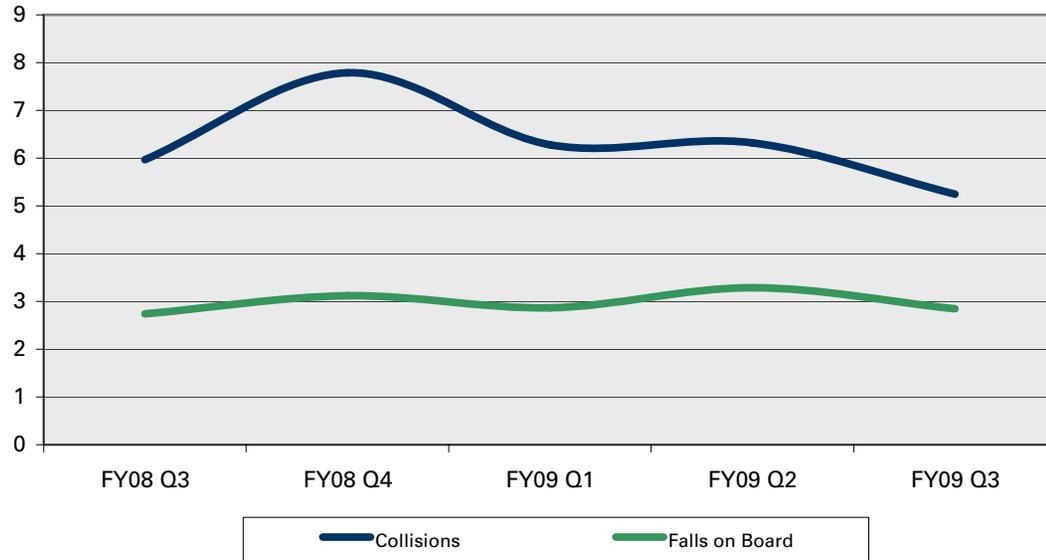
Reporting Period	Training Hours
FY04	65,771
FY05	34,464
FY06	49,390
FY07	100,582
FY08	63,698
FY08 Goal	50,000
Notes	
<i>New employee training for transit supervisors and operators removed from tally starting in FY08.</i>	
<i>Trend indicator not provided due to change in methodology.</i>	

Annual - FY09

New Customer Service Training

Reporting Period	% of Operators
FY09	
Notes	
<i>Annual results to be presented in FY09 Year-End Report.</i>	

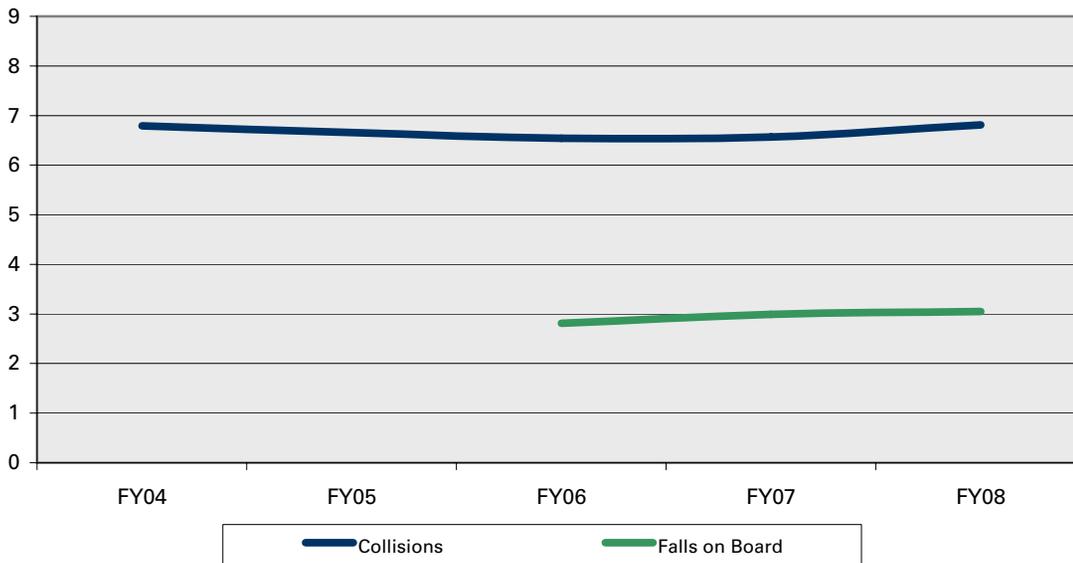
Quarterly - FY09 Q3 **Goals vary, see below** **Bus Accidents per 100,000 Miles**



Reporting Period	Collisions	Falls on Board
FY08 Q3	5.97	2.74
FY08 Q4	7.78	3.12
FY09 Q1	6.28	2.87
FY09 Q2	6.32	3.29
FY09 Q3	5.25	2.85
<i>FY09 Goal</i>	6.47	2.90

Notes
In FY09 Q3, there were 262 bus collisions and 142 falls on board. In FY09 Q2, there were 323 bus collisions and 168 falls on board.

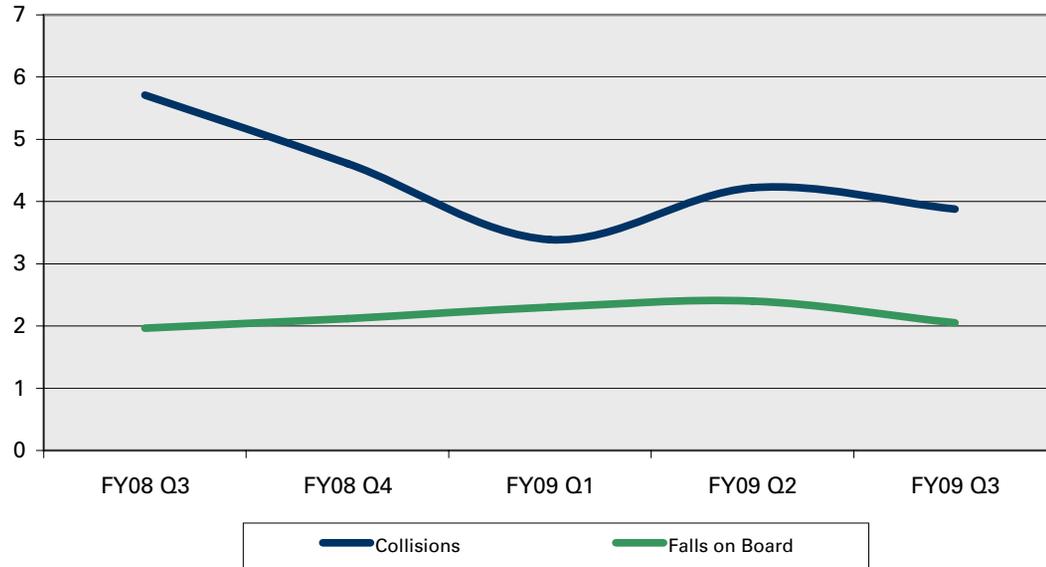
Annual - FY08 **Revised Measure - no prior goal** **Bus Accidents Per 100,000 Miles**



Reporting Period	Collisions	Falls on Board
FY04	6.79	
FY05	6.66	
FY06	6.54	2.81
FY07	6.57	2.99
FY08	6.81	3.05

Notes

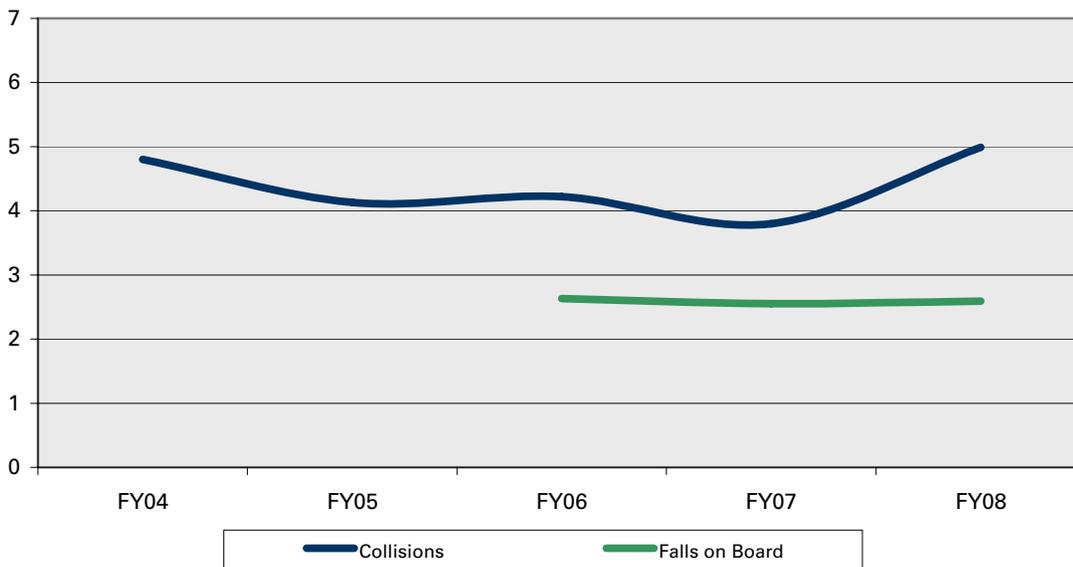
Quarterly - FY09 Q3 **Goals vary, see below** **Rail Accidents per 100,000 Miles**



Reporting Period	Collisions	Falls on Board
FY08 Q3	5.71	1.97
FY08 Q4	4.61	2.12
FY09 Q1	3.39	2.30
FY09 Q2	4.22	2.40
FY09 Q3	3.88	2.05
<i>FY09 Goal</i>	<i>4.74</i>	<i>2.46</i>

Notes
In FY09 Q3, there were 57 rail collisions and 30 falls on board. In FY09 Q2, there were 65 rail collisions and 37 falls on board. FY09 Q2 stats adjusted to reflect Cable Car mileage correction.

Annual - FY08 **Revised Measure - no prior goal** **Rail Accidents per 100,000 Miles**

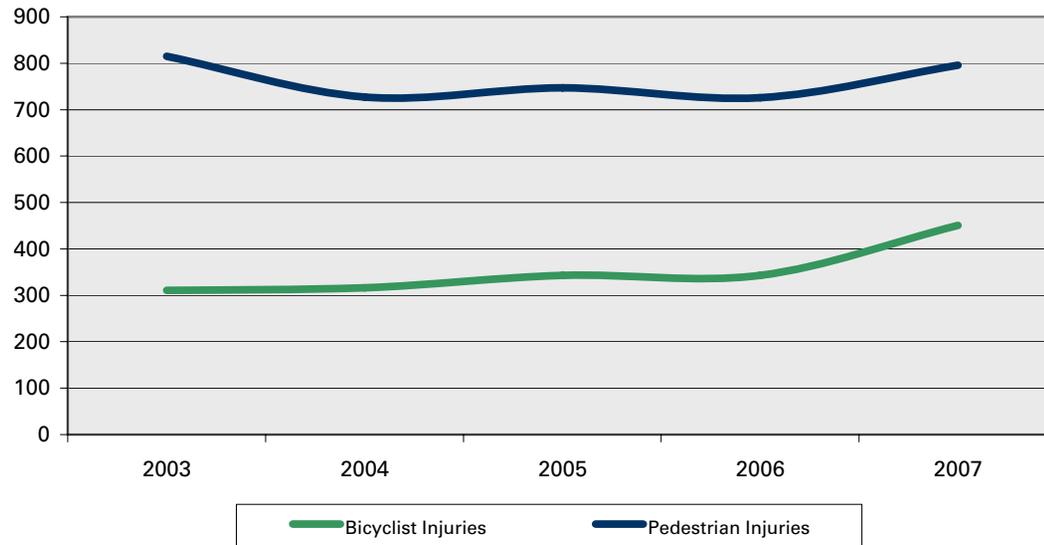


Reporting Period	Collisions	Falls on Board
FY04	4.80	
FY05	4.13	
FY06	4.22	2.63
FY07	3.80	2.55
FY08	4.99	2.59

Notes

Annual - 2007

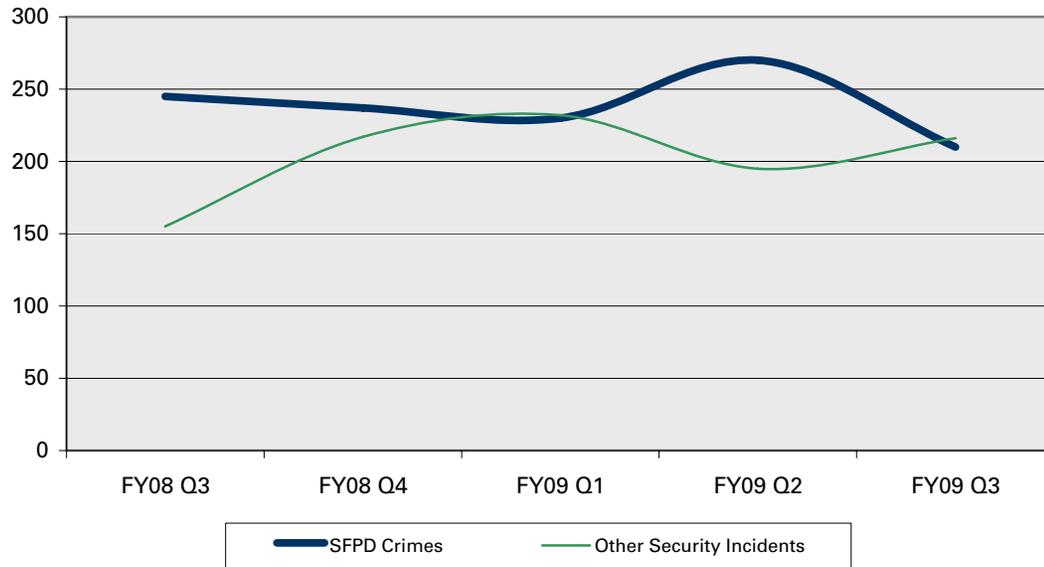
Vehicle Collisions Involving Bicyclists and Pedestrians



Reporting Period	Bicyclist Injuries	Bicyclist Fatalities	Pedestrian Injuries	Pedestrian Fatalities
2003	311	1	815	25
2004	316	1	727	20
2005	343	2	747	14
2006	343	2	726	15
2007	451	1	796	24

Notes
 To clarify, the above numbers are provided for informational purposes, and reflect all vehicle collisions within the City and County of San Francisco, not Muni-specific collisions.
 Source: 2007 Collision Report

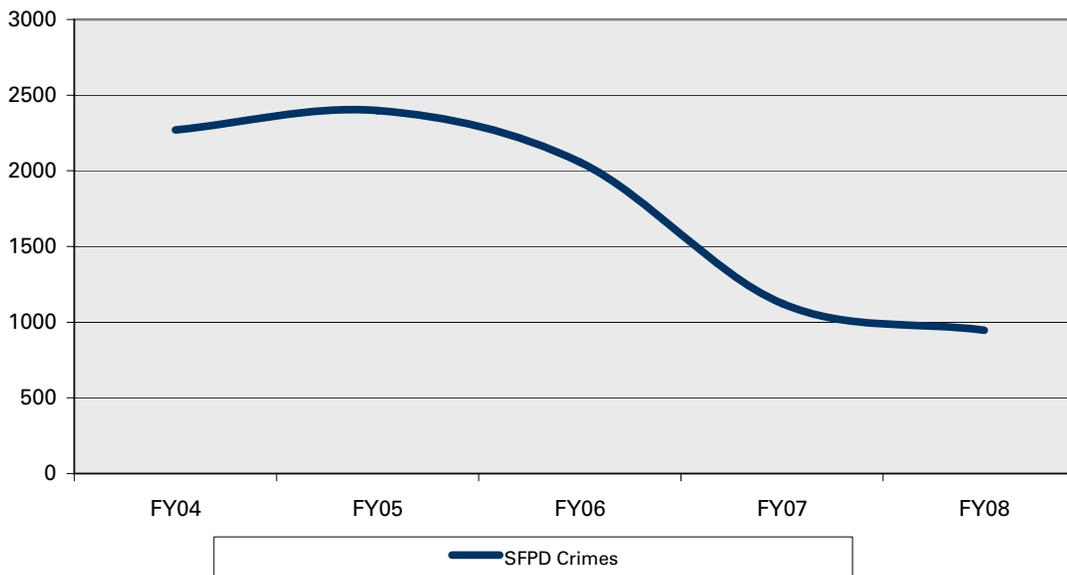
Quarterly - FY09 Q3 **Goal: < 225** **Goal achieved?** **Trend?** Security Incidents



Reporting Period	SFPD Crimes	Fare Evasions	Other Security Incidents
FY08 Q3	245	5,969	155
FY08 Q4	237	8,632	217
FY09 Q1	230	10,055	232
FY09 Q2	270	9,952	195
FY09 Q3	210	10,757	216
FY09 Goal	225 per quarter		

Notes
 FY09 Annual Goal is <900 crimes. Detailed results related to security incidents can be found in the appendix.

Annual - FY08 **Goal: <1,076** **Goal achieved?** **Trend?** Security Incidents

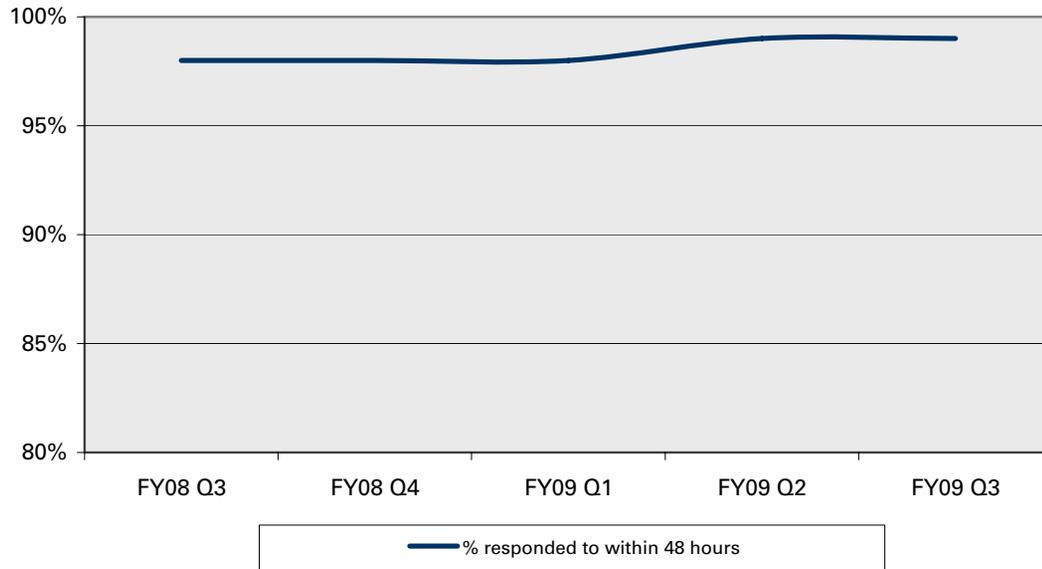


Reporting Period	SFPD Crimes	Fare Evasions	Other Security Incidents
FY04	2,271	18	NA
FY05	2,399	7,347	NA
FY06	2,058	9,017	NA
FY07	1,123	15,634	NA
FY08	947	26,737	670
FY08 Goal	1,076		

Notes
 Detailed results related to security incidents can be found in the appendix.

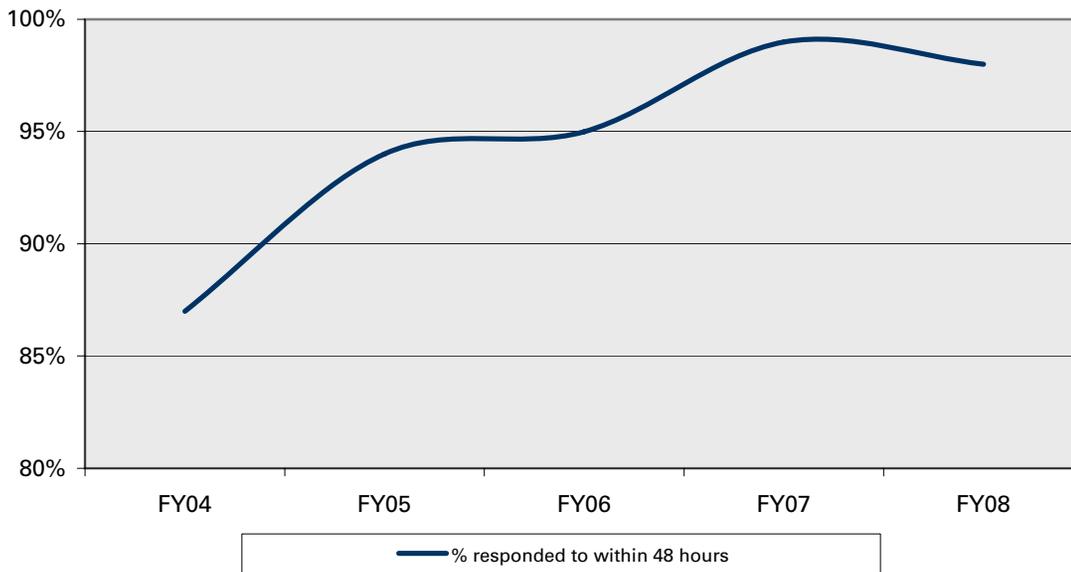
C5 in FY08.

Quarterly - FY09 Q3 **Goal: >100%** **Goal achieved?** ■ **Trend?** ■ Abandoned Automobile Reports



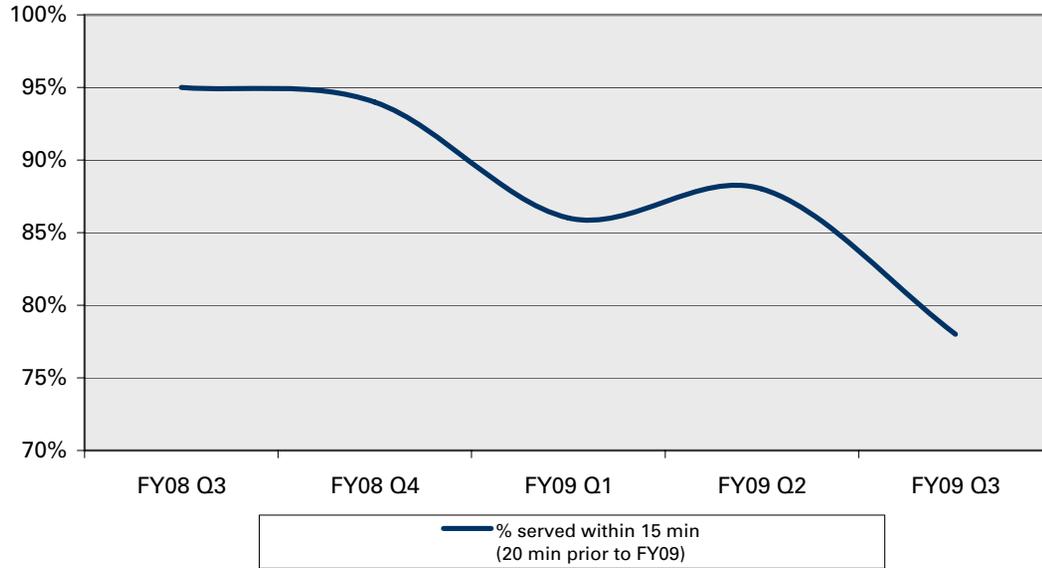
Reporting Period	% responded to within 48 hours
FY08 Q3	98%
FY08 Q4	98%
FY09 Q1	98%
FY09 Q2	99%
FY09 Q3	99%
<i>FY09 Goal</i>	<i>100%</i>
Notes	

Annual - FY08 **Goal: >100%** **Goal achieved?** ■ **Trend?** ■ Abandoned Automobile Reports



Reporting Period	% responded to within 48 hours
FY04	87%
FY05	94%
FY06	95%
FY07	99%
FY08	98%
<i>FY08 Goal</i>	<i>100%</i>
Notes	

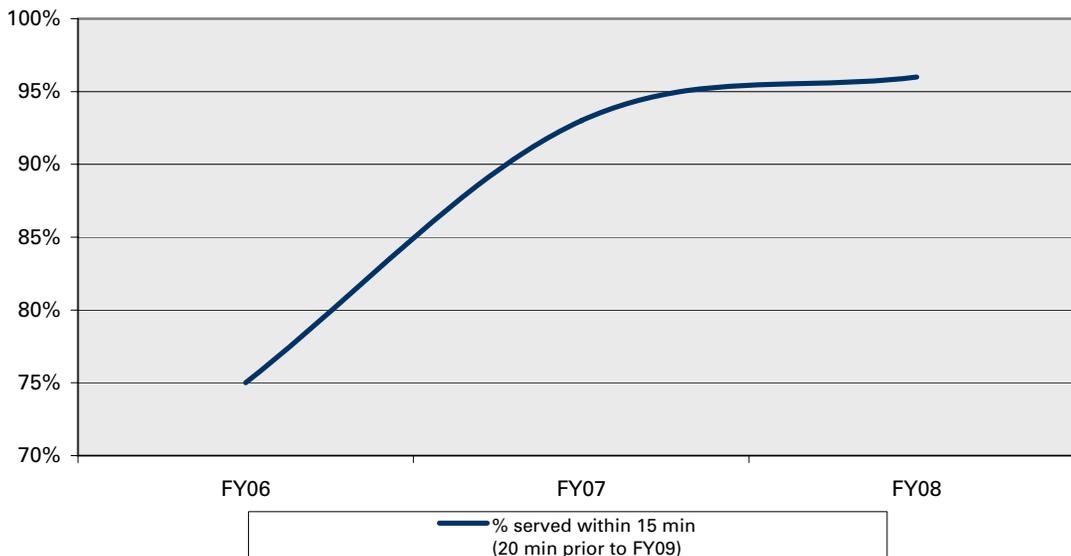
Quarterly - FY09 Q3 **Goal: >82%** **Goal achieved?** ■ **Trend?** ■ Walk-in Citation and Res. Parking Permit Customers



Reporting Period	% served within 15 min (20 min prior to FY09)
FY08 Q3	95%
FY08 Q4	94%
FY09 Q1	86%
FY09 Q2	88%
FY09 Q3	78%
<i>FY09 Goal</i>	82%

Notes
RPP: Residential Parking Permit
 In FY08 the goal was >80% of customers served within 20 minutes. In FY09, the goal changed to >82% served within 15 minutes. Trend indicator not provided due to change in standard.

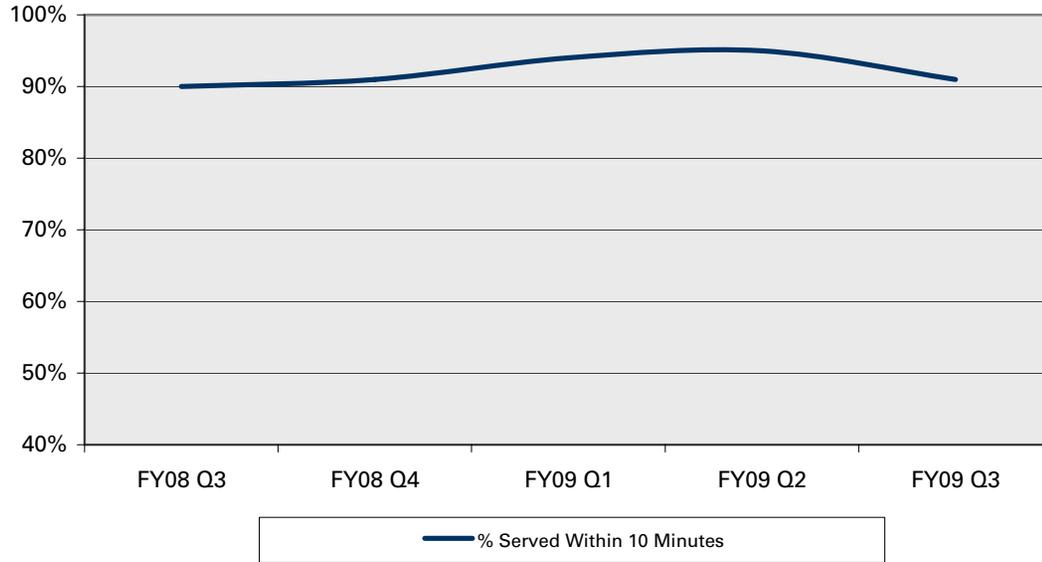
Annual FY08 **Goal: >80%** **Goal achieved?** ■ **Trend?** ■ Walk-in Citation and Res Parking Permit Customers



Reporting Period	% served within 15 min (20 min prior to FY09)
FY06	75%
FY07	93%
FY08	96%
<i>FY08 Goal</i>	80%

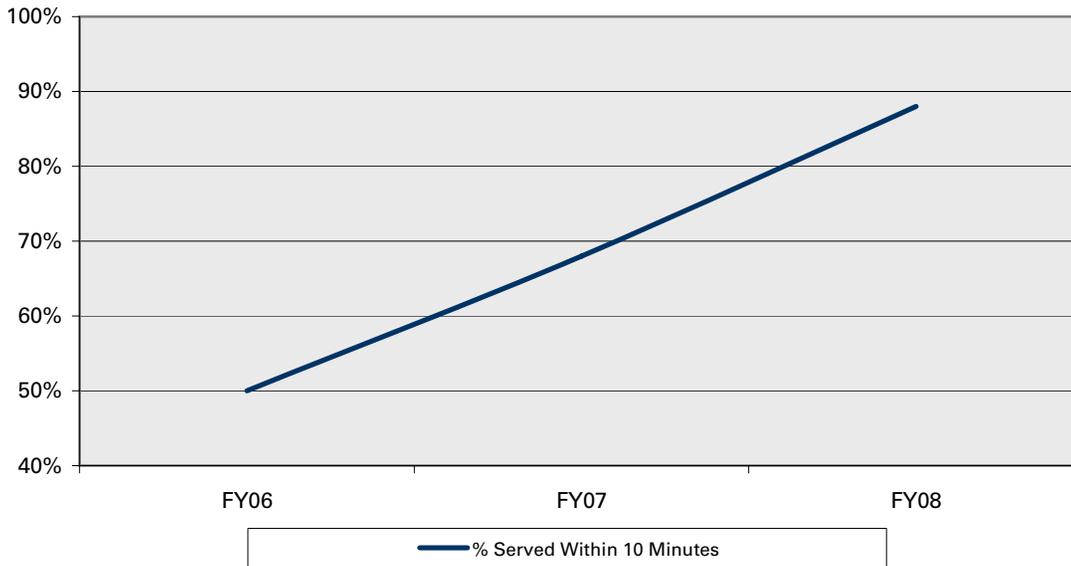
Notes
RPP: Residential Parking Permit
 C7 in FY08.

Quarterly - FY09 Q3 **Goal: >82%** **Goal achieved?** ■ **Trend?** ■ Administrative Citation Hearing Customers



Reporting Period	% Served Within 10 Minutes
FY08 Q3	90%
FY08 Q4	91%
FY09 Q1	94%
FY09 Q2	95%
FY09 Q3	91%
<i>FY09 Goal</i>	<i>82%</i>
Notes	

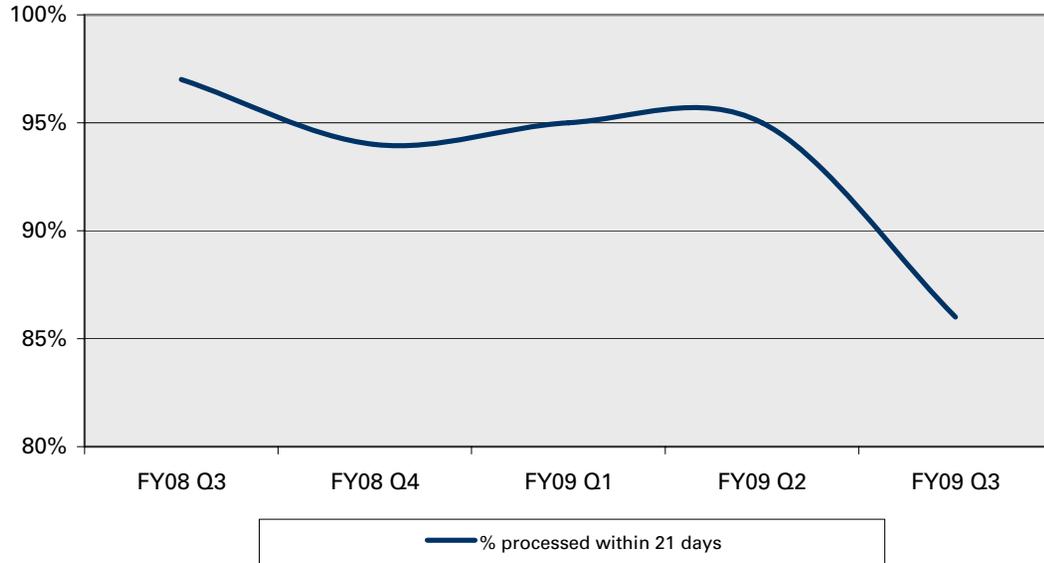
Annual - FY08 **Goal: >80%** **Goal achieved?** ■ **Trend?** ■ Administrative Citation Hearing Customers



Reporting Period	% Served Within 10 Minutes
FY06	50%
FY07	68%
FY08	88%
<i>FY08 Goal</i>	<i>80%</i>

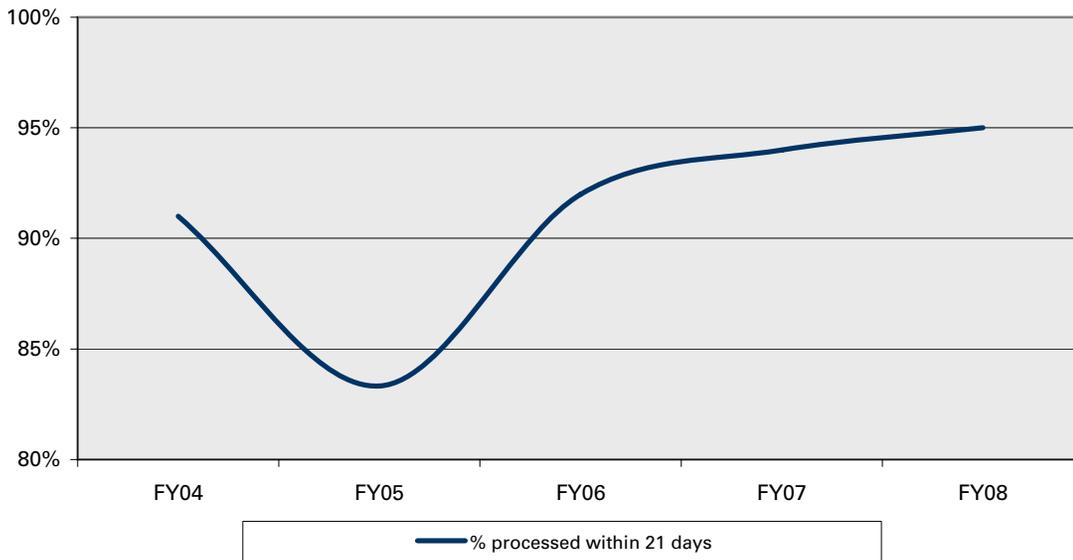
Notes
<i>C8 in FY08.</i>

Quarterly - FY09 Q3 **Goal: >95%** **Goal achieved?** ■ **Trend?** ■ Residential Parking Permit Renewals



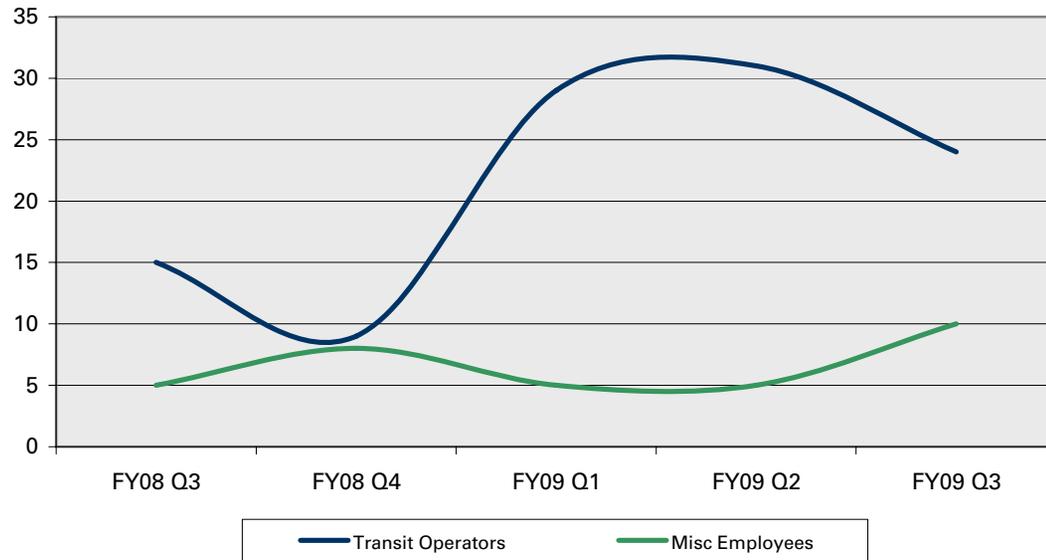
Reporting Period	% processed within 21 days
FY08 Q3	97%
FY08 Q4	94%
FY09 Q1	95%
FY09 Q2	95%
FY09 Q3	86%
<i>FY09 Goal</i>	<i>95%</i>
Notes	

Annual - FY08 **Goal: >95%** **Goal achieved?** ■ **Trend?** ■ Residential Parking Permit Renewals



Reporting Period	% processed within 21 days
FY04	91%
FY05	83%
FY06	92%
FY07	94%
FY08	95%
<i>FY08 Goal</i>	<i>95%</i>
Notes	
<i>C9 in FY08.</i>	

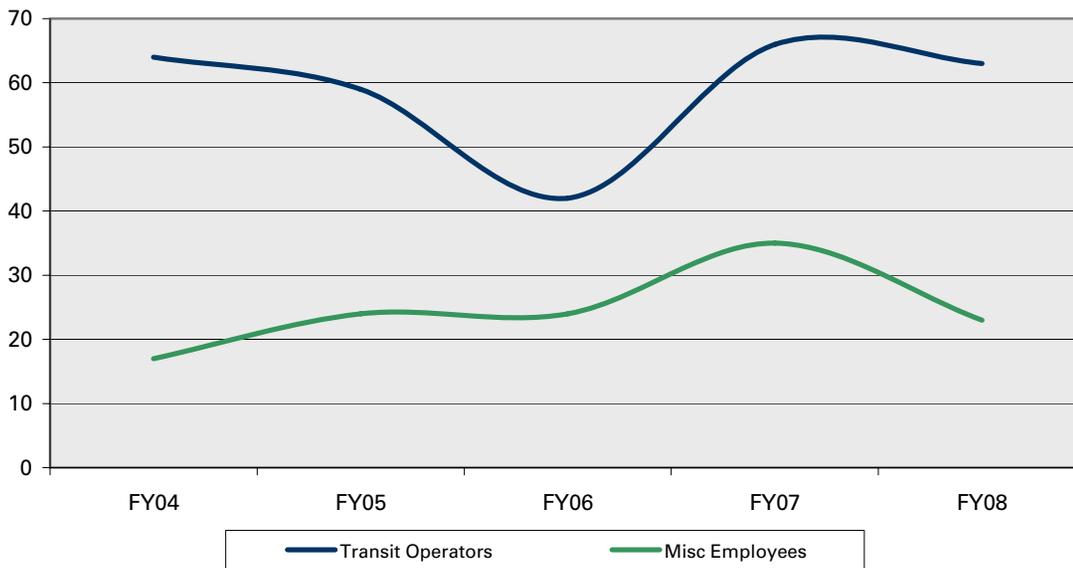
Quarterly - FY09 Q3 Grievances Filed



Reporting Period	Transit Operators	Misc Employees
FY08 Q3	15	5
FY08 Q4	9	8
FY09 Q1	29	5
FY09 Q2	31	5
FY09 Q3	24	10

Notes

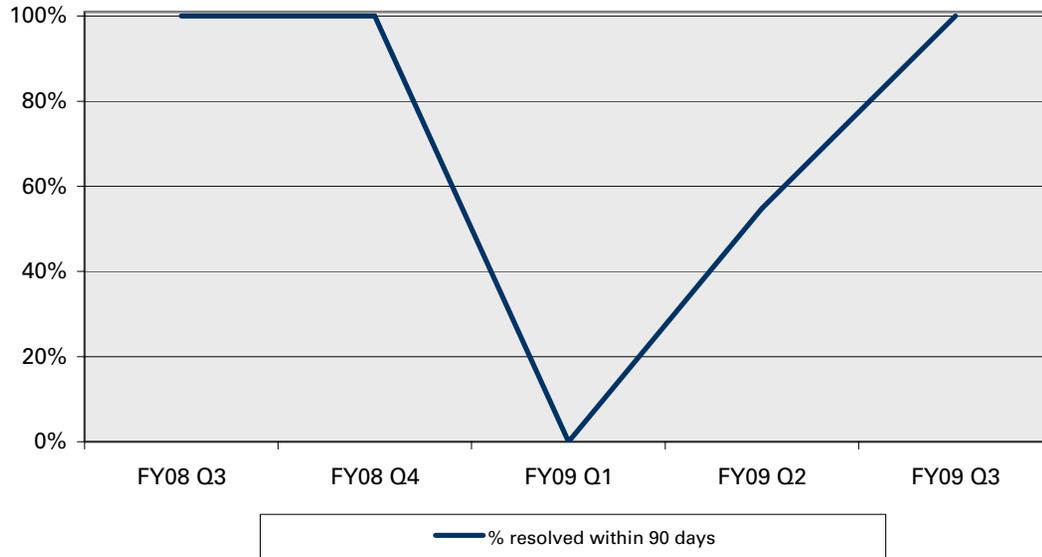
Annual - FY08 Grievances Filed



Reporting Period	Transit Operators	Misc Employees
FY04	64	17
FY05	59	24
FY06	42	24
FY07	66	35
FY08	63	23

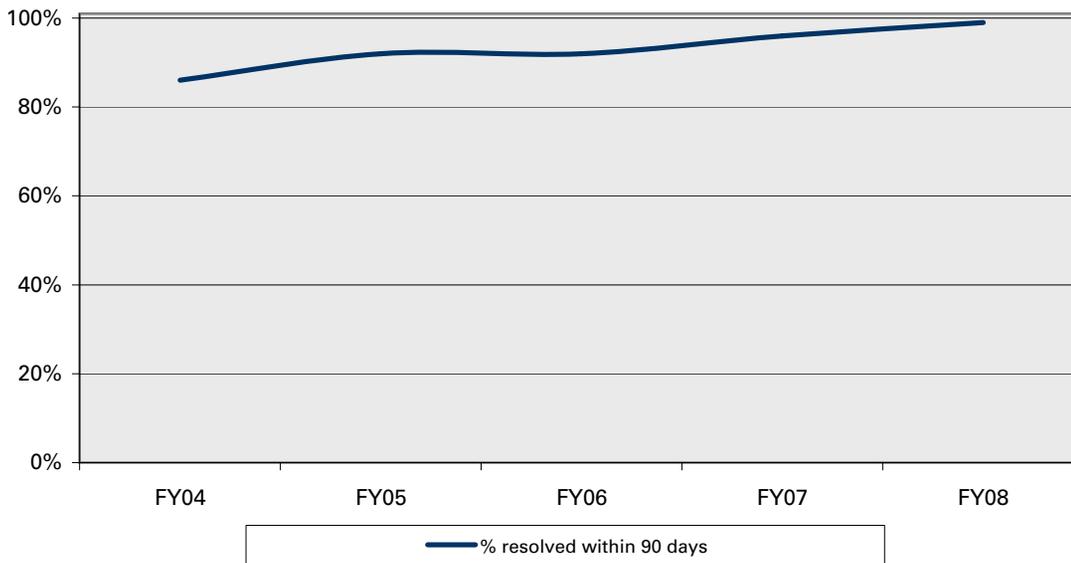
Notes
Grievances per 1,000 employees will be reported in the FY09 Year-End Report.

Quarterly - FY09 Q3 **Goal: >90%** **Goal achieved?** **Trend?** Transit Operator Grievance Resolution Rate



Reporting Period	% resolved within 90 days
FY08 Q3	100%
FY08 Q4	100%
FY09 Q1	0%
FY09 Q2	55%
FY09 Q3	100%
<i>FY09 Goal</i>	<i>90%</i>
Notes	

Annual - FY08 **Goal: >90%** **Goal achieved?** **Trend?** Transit Operator Grievance Resolution Rate



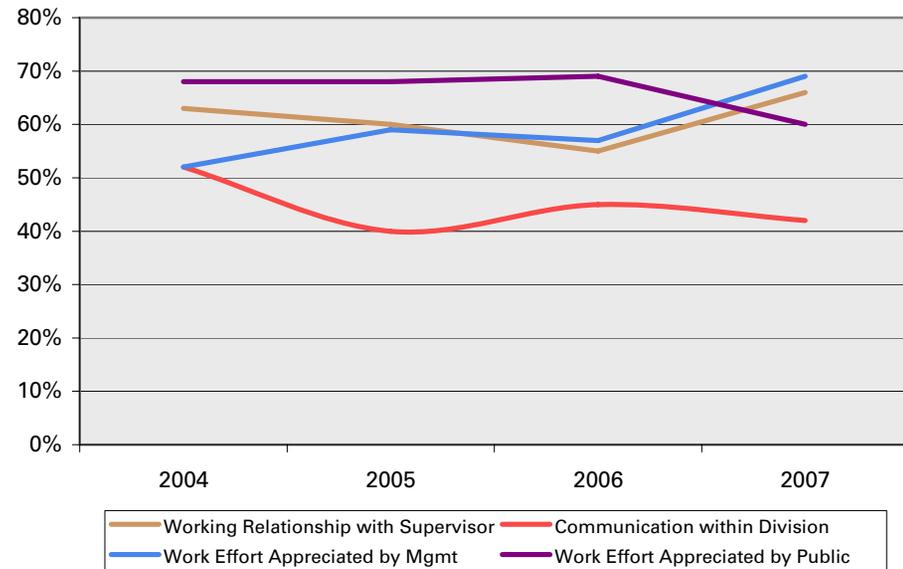
Reporting Period	% resolved within 90 days
FY04	86%
FY05	92%
FY06	92%
FY07	96%
FY08	99%
<i>FY08 Goal</i>	<i>90%</i>
Notes	
<i>FY04-FY06 Goal: 75% in 30 days</i>	
<i>FY07 Goal: 75% in 45 days</i>	
<i>FY08 Goal: 90% in 90 days</i>	

Annual - FY09

Newly introduced Service Standard

Results to be included in FY09 Year End Report

Annual - 2007 | **Goal: year over year improvement** | % of Employees Rating "Excellent" or "Good"



Reporting Period	Working Relationship with Supervisor	Communication within Division	Work Effort Appreciated by Mgmt	Work Effort Appreciated by Public
2004	63%	52%	52%	68%
2005	60%	40%	59%	68%
2006	55%	45%	57%	69%
2007	66%	42%	69%	60%

Notes
D3 in FY08.

Line/Route	Mode	FY04	FY05	FY06	FY07	FY08	FY09	Cust Observed Schedule Adherence FY09 Q3	Headway Adherence FY09 Q3	FY08 Load Factor	% of AM Peak Trips >125% LF FY09 Q3	% of PM Peak Trips >125% LF FY09 Q3
1 California	TC	77.4%	76.3%	81.6%	83.2%	84.9%	80.6%	86.6%	33.8%	80.2%	0.0%	0.8%
1AX California 'A' Exp	MC	61.5%	57.8%	60.8%	54.2%	75.3%	61.9%	55.3%	70.6%	80.4%	0.0%	0.0%
1BX California 'B' Exp	MC	74.5%	86.3%	69.7%	78.0%	74.9%	76.7%	85.0%	44.6%	65.9%	10.3%	6.7%
2 Clement	MC	65.8%	69.1%	65.5%	71.0%	64.4%	67.1%			68.8%		
3 Jackson	TC	69.2%	67.6%	71.6%	76.1%	71.8%	71.2%			55.7%		
4 Sutter	TC	73.7%	69.2%	80.0%	81.0%	80.9%	76.9%			54.0%		
5 Fulton	TC	77.8%	73.1%	70.5%	76.1%	77.2%	74.9%	78.4%	72.4%	85.5%	0.0%	6.4%
6 Parnassus	TC	68.7%	69.7%	75.4%	79.3%	75.8%	73.8%	79.1%	77.8%	65.1%	0.0%	2.2%
7 Haight	TC	71.4%	77.7%	72.4%	58.8%	58.8%	67.8%	66.2%	78.5%	59.0%	0.0%	0.0%
9 San Bruno	MC	72.0%	74.3%	70.8%	68.3%	67.7%	70.6%	72.3%	59.4%	83.1%	6.7%	2.6%
9AX San Bruno 'A' Exp	MC	58.3%	53.1%	48.3%	63.5%	60.9%	56.8%	57.1%	48.9%	106.8%	10.0%	4.8%
9BX San Bruno 'B' Exp	MC	64.0%	67.6%	66.3%	74.8%	59.7%	66.5%	75.5%	69.4%	104.8%	0.0%	0.0%
9X San Bruno Exp	MC	64.1%	64.1%	59.1%	65.0%	56.1%	61.7%	63.2%	55.3%	61.6%	0.0%	0.0%
10 Townsend	MC	63.4%	61.9%	65.9%	73.5%	65.6%	66.0%			68.0%		
12 Folsom	MC	66.7%	67.6%	67.3%	66.3%	59.8%	65.5%			70.1%		
14 Mission	TC	71.1%	71.5%	75.1%	71.2%	77.5%	73.3%	77.1%	41.3%	77.3%	0.0%	0.0%
14L Mission Limited	MC	75.7%	83.0%	65.9%	73.7%	73.5%	74.3%	73.1%	69.6%	56.6%	0.0%	0.0%
14X Mission Exp	MC	77.7%	88.3%	78.3%	74.8%	75.3%	78.9%	70.7%	60.5%	72.4%	4.0%	9.1%
16AX Noriega 'A' Exp	MC	63.7%	69.6%	63.1%	76.6%	68.5%	68.3%			72.3%		
16BX Noriega 'B' Exp	MC	60.4%	62.6%	74.5%	74.4%	55.2%	65.4%			66.8%		
17 Parkmerced	MC	57.2%	54.6%	64.9%	68.2%	65.9%	62.1%	68.0%	87.7%	25.1%	0.0%	0.0%
18 46th Av	MC	79.9%	78.3%	75.8%	78.0%	83.8%	79.1%	88.0%	92.7%	36.4%	0.0%	0.0%
19 Polk	MC	62.6%	61.2%	64.3%	63.2%	67.5%	63.7%	72.3%	59.1%	68.1%	0.0%	0.0%
20 Columbus	TC					79.0%	NA	96.9%	93.1%	25.7%	0.0%	NA
21 Hayes	TC	67.6%	65.2%	62.0%	71.2%	71.9%	67.6%			86.9%		
22 Fillmore	TC	72.6%	72.7%	68.0%	69.8%	72.9%	71.2%	81.4%	52.8%	73.4%	0.0%	0.0%
23 Monterey	MC	67.2%	77.6%	73.4%	61.0%	74.6%	70.8%	72.9%	73.3%	48.2%	0.0%	0.0%

Line/Route	Mode	FY04	FY05	FY06	FY07	FY08	FY09	Cust Observed Schedule Adherence FY09 Q3	Headway Adherence FY09 Q3	FY08 Load Factor	% of AM Peak Trips >125% LF FY09 Q3	% of PM Peak Trips >125% LF FY09 Q3
24 Divisadero	TC	64.7%	73.1%	71.9%	69.1%	72.5%	70.2%	78.3%	66.2%	85.3%	0.0%	20.0%
26 Valencia	MC	65.3%	77.1%	66.8%	58.0%	59.5%	65.3%	65.9%	86.1%	35.8%	0.0%	0.0%
27 Bryant	MC	68.4%	68.4%	73.3%	70.1%	72.0%	70.4%	83.0%	77.3%	68.4%	0.0%	0.0%
28 19th Av	MC	65.3%	65.1%	68.4%	57.1%	61.4%	63.4%	69.9%	63.8%	73.1%	0.0%	25.0%
28L 19th Av Limited	MC	74.5%	80.7%	65.1%	69.4%	88.4%	75.6%	84.1%	86.8%	51.8%	5.9%	0.0%
29 Sunset	MC	57.2%	59.8%	59.0%	58.7%	68.4%	60.6%	67.4%	59.5%	89.6%	8.0%	3.8%
30 Stockton	TC	72.8%	74.0%	75.7%	75.6%	73.6%	74.3%			79.0%		
30X Marina Exp	MC	80.3%	78.7%	71.3%	74.8%	78.7%	76.7%			71.0%		
31 Balboa	TC	65.2%	69.7%	70.6%	66.1%	71.2%	68.5%			64.9%		
31AX Balboa 'A' Exp	MC	64.9%	68.4%	68.2%	70.3%	71.9%	68.7%			79.7%		
31BX Balboa 'B' Exp	MC	67.9%	63.3%	78.0%	70.0%	69.2%	69.7%			66.2%		
33 Stanyan	TC	63.3%	63.9%	66.2%	66.8%	64.8%	65.0%	68.0%	67.7%	58.0%	0.0%	0.0%
35 Eureka	MC	74.6%	71.2%	70.4%	78.9%	60.9%	71.2%			42.2%		
36 Teresita	MC	62.3%	62.2%	60.5%	60.6%	60.2%	61.1%			22.3%		
37 Corbett	MC	73.2%	84.1%	71.7%	75.6%	67.2%	74.3%			72.9%		
38 Geary	MC	74.8%	72.5%	71.4%	75.1%	72.7%	73.3%			65.0%		
38AX Geary 'A' Exp	MC	56.8%	65.5%	85.0%	67.4%	78.2%	70.6%			65.3%		
38BX Geary 'B' Exp	MC	71.0%	78.3%	70.9%	68.0%	65.5%	70.7%			63.4%		
38L Geary Limited	MC	79.6%	77.1%	59.6%	73.8%	74.4%	72.9%	77.0%	52.8%	88.8%	11.1%	0.0%
39 Coit	MC	57.6%	62.8%	57.4%	37.6%	57.3%	54.5%			30.4%		
41 Union	TC	76.9%	86.5%	78.6%	74.9%	76.8%	78.7%			89.8%		
43 Masonic	MC	67.9%	75.6%	67.5%	63.5%	69.4%	68.8%			98.1%		
44 O'Shaughnessy	MC	62.9%	69.0%	69.1%	70.4%	66.0%	67.4%			88.8%		
45 Union-Stockton	TC	71.6%	68.3%	65.5%	71.5%	67.6%	68.9%			95.2%		
47 Van Ness	MC	74.2%	58.4%	74.9%	73.4%	76.9%	71.5%			77.1%		
48 Quintara-24th St	MC	66.8%	68.1%	61.7%	72.8%	62.2%	66.3%			87.9%		
49 Van Ness-Mission	TC	72.4%	74.3%	62.9%	73.0%	68.6%	70.2%			64.7%		

Line/Route	Mode	FY04	FY05	FY06	FY07	FY08	FY09	Cust Observed Schedule Adherence FY09 Q3	Headway Adherence FY09 Q3	FY08 Load Factor	% of AM Peak Trips >125% LF FY09 Q3	% of PM Peak Trips >125% LF FY09 Q3
52 Excelsior	MC	76.3%	68.5%	60.0%	83.9%	48.8%	67.5%			61.7%		
53 Southern Heights	MC	79.6%	84.7%	78.6%	78.1%	81.0%	80.4%			42.5%		
54 Felton	MC	60.3%	59.7%	52.3%	45.3%	45.4%	52.6%	50.0%	80.7%	66.3%	0.0%	0.0%
56 Rutland	MC	77.2%	62.6%	68.2%	62.0%	52.3%	64.4%	83.3%	100.0%	26.7%	0.0%	0.0%
59 Powell-Mason	CC	66.2%	70.6%	69.9%	69.8%	68.9%	69.1%	68.6%	61.0%	54.8%	0.0%	0.0%
60 Powell-Hyde	CC	68.3%	71.1%	68.1%	65.2%	70.1%	68.6%			75.0%		
61 California St	CC	65.9%	68.1%	72.1%	73.1%	70.3%	69.9%			64.6%		
66 Quintara	MC	78.0%	70.8%	70.2%	64.2%	79.3%	72.5%	68.2%	91.8%	22.6%	0.0%	0.0%
67 Bernal Heights	MC	75.3%	59.4%	76.6%	76.9%	69.6%	71.6%	83.5%	97.3%	47.2%	0.0%	0.0%
71 Haight-Noriega / 71L Lim	MC		68.7%	61.9%	64.1%	66.7%	65.3%	60.3%	63.4%	86.1%	4.3%	2.2%
76 Marin Headlands	MC									NA		
80X Gateway Exp	MC	56.3%	45.9%	33.3%	87.5%	90.0%	62.6%	100.0%	NA	52.1%	0.0%	0.0%
81X Caltrain Exp	MC	25.9%	56.3%	62.5%	75.0%	25.0%	48.9%	90.0%	100.0%	83.1%	0.0%	NA
82X Presidio & Wharves Exp	MC	50.2%	61.6%	71.5%	66.4%	62.5%	62.4%	50.0%	80.0%	66.4%	0.0%	NA
88 BART Shuttle	MC	61.1%	67.5%	60.3%	63.3%	68.6%	64.1%			72.9%		
89 Laguna Honda	MC	44.8%	55.2%	51.8%	56.6%	60.9%	53.8%			7.4%		
90 Owl	MC	89.8%	87.3%	85.8%	72.2%	73.5%	81.7%			12.2%		
91 Owl	MC	70.9%	56.3%	65.3%	72.2%	53.8%	63.7%			11.3%		
108 Treasure Island	MC	75.5%	74.1%	94.7%	94.1%	79.2%	83.5%			71.1%		
F Market & Wharves	LRV	62.8%	69.6%	65.4%	71.3%	68.9%	67.6%			67.2%		
J Church	LRV	60.7%	68.6%	61.9%	66.1%	67.1%	64.9%	71.6%	53.0%	61.6%	2.4%	NA
K Ingleside / T Third	LRV	69.1%	76.5%	72.1%	74.6%	74.5%	73.3%			75.8%		
L Taraval	LRV	73.4%	77.7%	75.7%	73.1%	74.6%	74.9%	73.0%	53.6%	85.0%	3.6%	NA
M Ocean View	LRV	60.9%	70.4%	63.4%	72.2%	65.8%	66.5%			57.1%		
N Judah	LRV	64.3%	73.7%	75.8%	72.6%	66.9%	70.6%	68.3%	34.9%	84.8%	3.6%	NA

Element	FY09 Q3	FY09 Q4	FY10 Q1	FY10 Q2
100 EMPLOYEE CONDUCT - UNSAFE OPERATION				
101 Running Red Light/Stop Sign	110			
102 Speeding	79			
103 Allegedly Under Influence of Drugs/Alcohol	19			
104 Using Mobile Phone or Radio	54			
105 Eating/Drinking/Smoking	18			
106 Collision	51			
107 Fall Boarding/On Board/Alighting - Injury	78			
108 General Careless Operation	292			
Subtotal	701			
200 EMPLOYEE CONDUCT - INATTENTIVENESS / NEGLIGENCE				
201 Pass Up/Did Not Wait for Transferee	1,289			
201A Pass Up Wheelchair/Lift/Ramp User	77			
202 Ignored Stop Request	125			
203 No En Route Announcements	27			
203A No En Route Announcements (ADA)	17			
204 Inadequate Delay Announcements	28			
205 Offroute/Did Not Complete Route	109			
206 Not Adhering to Schedule	226			
207A Refused to Kneel Bus/Lower Steps	32			
208A Did Not Ask Priority Seats to be Vacated	21			
209A Did Not Pull to Curb for Disabled	23			
210A Refused to Accommodate Service Animal	6			
211 Unauthorized Stop/Delay	58			
212 Did Not Enforce Rules	80			
213 General Distraction from Duty	132			
Subtotal	2,250			

Element	FY09 Q3	FY09 Q4	FY10 Q1	FY10 Q2
300 EMPLOYEE CONDUCT - DISCOURTEOUS/INSENSITIVE/INAPPROPRIATE CONDUCT				
301 Discourtesy to Customer	681			
301A Discourtesy Due to Customer Disability	124			
302 Altercation: Employee/Customer	40			
303 Fare/Transfer/POP Dispute	158			
304 Mishandling Funds/Transfers	4			
305 Refused Vehicle As Terminal Shelter	6			
306 General Unprofessional Conduct/Appearance	192			
Subtotal	1,205			
400 EMPLOYEE CONDUCT - COMMENDATION				
401 Employee Commendation	457			
Subtotal	457			
500 PRODUCTS/SERVICES - CRIMINAL ACTIVITY				
501 Altercation: Miscellaneous	18			
502 Larceny/Theft	27			
503 Fare Evasion/Transfer Abuse	21			
504 Disorderly Conduct/Disturbance	42			
Subtotal	108			

Element	FY09 Q3	FY09 Q4	FY10 Q1	FY10 Q2
600 PRODUCTS/SERVICES - SERVICE DELIVERY/FACILITIES				
601 Delay/No-Show	759			
602 Bunching	35			
603 Switchback	13			
604 Vehicle Appearance	45			
605 Vehicle Maintenance/Noise	201			
606A Wheelchair Lift/Securements Defective	14			
607 Track/ATCS Maintenance	25			
608 Station/Stop Appearance/Maintenance	94			
609 Elevator/Escalator Maintenance	10			
610 Fare Collection Equipment	47			
611 Signs, Maps, and Auto-Announcements	97			
Subtotal	1,340			
700 PRODUCTS/SERVICES - SERVICE PLANNING				
701 Insufficient Frequency	265			
702 Lines/Routes: Current and Proposed	58			
703 Stop Changes	33			
704 Shelter Requests	17			
Subtotal	373			
800 PRODUCTS/SERVICES - MISCELLANEOUS				
801 NextMuni/Technology	319			
802 Advertising/Marketing	53			
803 Personal Property Damage	20			
804 Fare Media Issues	76			
805 System Commendation	12			
Subtotal	480			
UNCLASSIFIABLE	0			
GRAND TOTAL	6,914			

Element	FY08 Q3	FY08 Q4	FY09 Q1	FY09 Q2	FY09 Q3
SFPD REPORTED CRIMES					
Part I Crimes (Violent)					
Homicide	0	0	0	0	0
Rape	2	0	0	0	0
Robbery	30	35	37	57	31
Aggravated Assault	14	8	9	12	13
<i>Subtotal</i>	<i>46</i>	<i>43</i>	<i>46</i>	<i>69</i>	<i>44</i>
Part I Crimes (Property)					
Burglary	2	0	0	0	1
Larceny/Theft	114	143	136	150	101
Motor Vehicle Theft	0	0	0	0	0
Arson	1	0	0	0	0
<i>Subtotal</i>	<i>117</i>	<i>143</i>	<i>136</i>	<i>150</i>	<i>102</i>
Part II Crimes					
Other Assault	51	37	34	43	44
Malicious Mischief	19	14	3	0	9
Weapons	2	0	1	0	2
Sex Offenses	5	0	1	3	1
Disorderly Conduct	3	0	4	1	1
Drunkenness	2	0	5	4	7
<i>Subtotal</i>	<i>82</i>	<i>51</i>	<i>48</i>	<i>51</i>	<i>64</i>
Total	245	237	230	270	210
OTHER SECURITY INCIDENTS					
Threats	15	42	50	47	59
Disturbances	18	48	53	50	61
Graffiti/Vandalism	68	108	122	90	83
Miscellaneous	54	19	7	8	13
Total	155	217	232	195	216