

A OPERATIONAL EFFICIENCY

A1 On-Time Performance

METHODOLOGY MODIFIED

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
Schedule adherence	71.3%	72.7%	74.5%	>85%	>85%
Headway adherence	58.3%	58.6%	58.5%	>85%	>85%

The current methodology produces a systemwide statistic that is weighted by vehicles observed by line or route rather than ridership by line or route. Transitioning to weighting by ridership will improve reporting integrity with limited impact on the consistency of results. (Ridership weighted on-time performance has been within one percent of the results produced by the current methodology during the past four quarters.) Details of on-time performance by individual line and route will continue to be reported to ensure all Muni services are covered by the Service Standards Scorecard.

A2 Service Delivery

NO CHANGE AT THIS TIME

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
Scheduled service hours delivered	96.3%	96.8%	96.0%	>98.5%	>98.5%
AM/PM peak equipment availability	AM 99.36% PM 99.54%	AM 98.82% PM 99.12%	AM 98.42% PM 98.57%	AM >99.0% PM >99.0%	AM >99.0% PM >99.0%
Operator availability	96.3%	96.8%	96.5%	NA	NA
Late pull-outs	0.5%	0.4%	0.4%	<1.5%	<1.5%

Notes

A3 Load Factors

GOALS INTRODUCED

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
Percentage of peak period runs exceeding 125% of sitting and standing capacity	AM 7.9% PM 5.9%	AM 4.3% PM 3.6%	AM 2.6% PM 2.4%	Baseline to be established	AM <4.0% PM <4.0%
Notes					
Sitting and standing capacities defined in the Short Range Transit Plan are used to calculate this standard.					

A4 Unscheduled Absence Rates

NO CHANGE AT THIS TIME

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
Muni Admin	3.6%	4.2%	4.6%	5.2%	5.2%
Muni Maintenance	5.7%	5.3%	6.0%	6.7%	6.7%
Muni Operations	4.2%	4.9%	5.9%	6.9%	6.9%
Transit Operators	12.8%	13.6%	14.0%	10.2%	10.2%
Citations/Customer Service Center	4.9%	5.6%	5.1%	7.4%	7.4%
Parking and Traffic Admin	3.3%	2.4%	2.6%	4.0%	4.0%
Parking and Traffic Shops	9.1%	10.5%	11.6%	10.5%	10.5%
Parking Enforcement	13.5%	12.6%	14.6%	14.9%	14.9%
Traffic Engineering	1.9%	4.2%	3.6%	5.2%	5.2%
Notes					

A5 Mean Distance Between Failure (MDBF)

NO CHANGE AT THIS TIME

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
RAIL					
Green Breda LRV	4,085	2,4078	2,410	5,000	5,000
F Line	2,677	1,170	1,326	2,100	2,100
Cable Car	5,320	2,462	1,959	6,000	6,000
TROLLEY COACH					
Potrero Articulated	703	932	748	1,000	1,000
Potrero Standard	1,649	1,405	1,285	1,700	1,700
Presidio Standard	2,210	1,920	2,337		
MOTOR COACH					
Flynn Articulated	3,326	3,542	4,120	3,400	3,400
Kirkland Standard	3,400	3,867	4,190		
Woods Standard	3,058	2,546	2,519		
Notes					

A6 Vacancy Rate for Service Critical Positions

NO CHANGE AT THIS TIME

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
Transit Operators	0.0%	0.0%	0.0%	<5%	<5%
Crafts	10.1%	9.1%	11.2%	<5%	<5%
Maintenance	16.2%	16.5%	15.5%	<5%	<5%
Notes					

A7 Traffic and Parking Control Requests

NO CHANGE AT THIS TIME

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
Percent addressed within 90 days	80%	89%	77%	82%	82%
Notes					

A8 Color Curb Applications

NO CHANGE AT THIS TIME

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
Percent addressed within 30 days	43%	87%	96%	90%	90%
Notes					

A9 Parking Meter Malfunction Reports

NO CHANGE AT THIS TIME

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
Percent addressed within 48 hours	86%	85%	85%	85%	85%
Notes					

A10 Hazardous Traffic Sign Reports

NO CHANGE AT THIS TIME

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
Percent addressed within 24 hours	100%	100%	100%	98%	98%
Notes					

A11 Hazardous Traffic Signal Reports NO CHANGE AT THIS TIME

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
Percent addressed within 2 hours	98%	99%	98%	92%	92%
Notes					

A12 Traffic Lane Lines, Bus Zones, and Crosswalks NO CHANGE AT THIS TIME

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
Percent of network maintained on an annual basis	15%	10%	9%	>12%	>12%
Notes					

A13 Productivity: Average # of Boardings per Service Hour NO GOAL

Notes					
<i>Benchmarking results will be provided on an annual basis.</i>					

A14 Pedestrian Safety: # of Intersections Equipped with Countdown Signals NO CHANGE AT THIS TIME

Standard	FY08	FY09 Goal	FY10 Goal
# of intersections equipped with countdown signals	738	776	776
Notes			

A15 Bicycle Network Usage: Counts at Key Locations

NO GOAL AT THIS TIME

Standard	FY09	FY09 Goal	FY10 Goal
Counts at key locations	NA	Baseline to be established	Pending receipt of initial data
Notes			

A16 Congestion Management: Level of Service on Principal Arterials

NO GOAL

Notes

A17 % of Trips by More Sustainable Modes

NO GOAL AT THIS TIME

Standard	FY09	FY09 Goal	FY10 Goal
% of trips by more sustainable modes	67%	NA	NA
Notes			
<i>Results from the Office of the Controller’s City Survey are used to identify the percentage of workers that work at home or travel to work by a mode other than “driving alone”.</i>			

B FINANCIAL STABILITY

B1 Ridership: Passengers Carried NO CHANGE AT THIS TIME

Standard	FY08	FY09 Goal	FY10 Goal
Passengers carried	206,459,000	223,254,000	1.5% increase over FY09
Notes			

B2 Revenue NO CHANGE AT THIS TIME

Standard	FY08	FY09 Goal	FY10 Goal
Fare revenue	\$142,909	\$153,273	1.5% increase over FY09
Notes			

B3 Farebox Performance: Average Fare per Passenger Based on Unlinked Passenger Trips NO GOAL

Notes
<i>Benchmarking results will be provided on an annual basis.</i>

B4 Cost Efficiency: Fully Allocated Service Cost by Mode NO GOAL

Notes
<i>Benchmarking results will be provided on an annual basis.</i>

B5 Cost Effectiveness: Operating Expense per Passenger Boarding

NO GOAL

Notes

Benchmarking results will be provided on an annual basis.

C CUSTOMER FOCUS

C1 Customer Perceptions

NO CHANGE AT THIS TIME

Standard	2009	2009 Goal	2010 Goal
MUNI			
Convenience of routes	3.63	NA	5% increase over 2009 results
Reliability	2.98		
Cleanliness	2.98		
Fares	3.58		
Safety	3.24		
Communication	3.00		
Courtesy of drivers	3.14		
PEDESTRIAN SAFETY			
Mean Score for Response to City Survey Question: How Safe Do You Feel Crossing the Street?	3.49	5% increase over 2008 results	5% increase over 2009 results
Standard	2008	2008 Goal	2010 Goal
BICYCLING			
Satisfaction with Bicycle Lanes "There is enough room on most streets to cycle"	18% Agree/Strongly Agree	NA	5% increase over 2009 results
Notes			

C2 Passenger Service Report (PSR) Resolution Rate

MODIFIED

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
<i>PREVIOUS STANDARD</i>					
Percent of PSRs resolved within 30 days	75%	63%	93%	>75%	NA
<i>PROPOSED STANDARD</i>					
Percent of operator conduct PSRs resolved within 14 days (excluding PSRs involving ADA violation hearings)	NA	NA	NA	NA	>85%
Percent of PSRs involving ADA violation hearings and products/services issues resolved within 45 days	NA	NA	NA	NA	>85%

Notes

While requirements vary slightly by type of Passenger Service Report (PSR), a customer concern is considered “resolved” if it was:

- reviewed by Muni Customer Services,
- fully investigated by the Division Superintendent or other responsible party,
- documented to indicate the completed, in-progress, or intended action (including a scheduled completion date if applicable), and
- responded to with an acknowledgment letter (if requested by the customer)
 - In the case of a complaint involving an ADA violation, Muni Customer Services must also schedule a hearing date (if a hearing was requested)

All the above actions must be completed within 14 (or 45) days of the day Muni Customer Services received the complaint.

Other considerations

- Depending on the nature of the PSR, the resolution may be “no action taken”. (For example, a PSR regarding Muni products or services may not be financially viable or aligned with the Agency’s strategic goals.)
- *Active* PSRs are used as the denominator in the resolution rate calculation. In accordance with the Transit Operator collective bargaining agreement, operator conduct issues are deemed *Inactive* if the PSR was:
 - Initiated by a third party or non-passenger*
 - Anonymous or missing customer contact information
 - Lacking sufficient detail to identify the transit operator
 - Missing information required to identify the transit operator

- Without merit (e.g., the operator was in compliance with Muni rules and procedures)
- Dropped by the customer

*These complaints may be handled through alternative avenues outside the PSR process.

C3 Operator Training

NO CHANGE AT THIS TIME

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
Number of Training Hours	11,632	12,408	19,290	>50,000	>50,000
Percent of Operators Receiving New Customer Service Training	NA	NA	NA	50%	50%
Notes					
<i>Funding constraints will delay implementation of the enhanced customer service training module.</i>					

C4 Safety: Muni Vehicle and Passenger Accidents

NO CHANGE AT THIS TIME

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
Collisions / 100,000 miles	Bus: 6.28	Bus: 6.32	Bus: 5.25	Bus: 6.47	5% decrease below FY09
	Rail: 3.39	Rail: 4.22	Rail: 3.88	Rail: 4.74	
Falls on Board / 100,000 miles	Bus: 2.87	Bus: 3.29	Bus: 2.85	Bus: 2.90	5% decrease below FY09
	Rail: 2.30	Rail: 2.40	Rail: 2.05	Rail: 2.46	
Notes					

C5 Safety: Pedestrian Involved Injury Collisions

NO GOAL

Notes

C6 Security Incidents

NO CHANGE AT THIS TIME

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
Number of SFPD reportable crimes	230	270	210	5% decrease below FY08	5% decrease below FY09
Notes					

C7 Proof-of-Payment Program

SEPARATED FROM C6; NEW METRICS INTRODUCED

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
Number of Fare Evasion Citations	10,055	9,952	10,757	NA	NA
Fare Evasion Rate	NA	NA	NA	NA	Baseline to be established
Inspection Rate	NA	NA	NA	NA	Baseline to be established
Citation Rate	NA	NA	NA	NA	Baseline to be established
Warning Rate	NA	NA	NA	NA	Baseline to be established
Notes					
<p><u>Fare Evasion Rate:</u> Sum of citations and warnings as percent of customer contacts reported by mode monitoring. To be reported quarterly.</p> <p><u>Inspection Rate:</u> Customer contacts as percent of total ridership. To be reported annually.</p> <p><u>Citation Rate:</u> Citations as percent of customer contacts. To be reported annually.</p> <p><u>Warning Rate:</u> Warnings as percent of customer contacts. To be reported annually.</p>					

C8 Abandoned Automobile Reports	NO CHANGE AT THIS TIME
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Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
% responded to within 48 hours	98%	99%	99%	100%	100%
Notes					

C9 Walk-in Citation and Residential Parking Permit Customers	NO CHANGE AT THIS TIME
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Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
% served within 15 minutes	86%	88%	78%	82%	82%
Notes					

C10 Administrative Citation Hearing Customers	NO CHANGE AT THIS TIME
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Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
% served within 10 minutes	94%	95%	91%	82%	82%
Notes					

C11 Residential Parking Permit Renewals	NO CHANGE AT THIS TIME
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Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
% of applications returned to residents within 21 days	95%	95%	96%	>95%	>95%
Notes					

D EMPLOYEE SATISFACTION

D1 Grievances (including grievances/1,000 employees) **NO GOAL**

Notes

D2 Grievance Resolution Rate **NO CHANGE AT THIS TIME**

Standard	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Goal	FY10 Goal
% of operator grievances resolved within 90 days	0%	55%	100%	>90%	>90%

D3 EEO Complaints **NO GOAL**

Notes

D4 Employee Satisfaction **NO CHANGE AT THIS TIME**

Standard	2009	2009 Goal	2010 Goal
Working relationship with supervisor	Awaiting results	5% increase over 2008	5% increase over 2009
Communication within division	Awaiting results	5% increase over 2008	5% increase over 2009
Work effort appreciated by SFMTA management	Awaiting results	5% increase over 2008	5% increase over 2009
Work effort appreciated by public	Awaiting results	5% increase over 2008	5% increase over 2009
Notes			