

**SFMTA**

Municipal Transportation Agency

**FY07-Q4 SERVICE STANDARDS REPORT**

**OVERVIEW | STANDARDS AND RESULTS**

**Q4 v.  
Q3**      **FY07 v.  
FY06**

**A System Reliability and Traffic Operations**

<b>A1</b> pp. 6-9	<b>% on-time performance</b> (mandated by the Charter) Goal ≥85%      FY07-Q4 71.3%      FY07 70.8%		
<b>A2</b> pp. 10-15	<b>% of scheduled service hours delivered</b> (mandated by the Charter) Goal ≥98.5%      FY07-Q4 92.5%      FY07 94.3%		
	<b>% of equipment available</b> FY07-Q4 99.92%      FY07 99.87%		
	<b>% of operators available</b> FY07-Q4 92.6%      FY07 94.4%		
	<b>% of scheduled/executed runs that were late pull-outs</b> FY07-Q4 0.5%      FY07 0.5%		
<b>A3</b> p. 16	<b>% of vehicles unable to pick up passengers due to crowding ("pass-ups")</b> Goal ≤5%      FY07-Q4 2.69% <i>GOAL MET</i> FY07 1.30% <i>GOAL MET</i>		
<b>A4</b> pp. 16-17	<b>% of lines exceeding maximum load factor during peak periods</b> Goal % of lines ≥85% load factor      FY07-Q4 N/A      FY07 14.9%	calculated annually	
<b>A5</b> pp. 17-19	<b>% of runs operating within scheduled headway</b> Goal ≥85% below lesser of 30%/10 min of scheduled headway      FY07-Q4 63.0%      FY07 60.5%		
<b>A6</b> p. 20	<b>% of vehicles available (AM)</b> Goal ≥98.5%      FY07-Q4 99.9% <i>GOAL MET</i> FY07 99.1% <i>GOAL MET</i>		
	<b>% of vehicles available (PM)</b> Goal ≥98.5%      FY07-Q4 99.9% <i>GOAL MET</i> FY07 99.1% <i>GOAL MET</i>		
<b>A7</b> p. 21	<b>% unscheduled absences</b> Due to variety of goals, please refer to page 21 for details	-	-
<b>A8</b> pp. 22-23	<b>Miles between road calls</b> Due to variety of goals, please refer to page 22 for details	-	-

**OVERVIEW | STANDARDS AND RESULTS**

**Q4 v.  
Q3**      **FY07 v.  
FY06**

**A System Reliability and Traffic Operations continued**

<b>A9</b> p. 23	<b>% of traffic or parking control requests investigated and responded to within 90 days</b> Goal ≥80%	FY07-Q4 87% <i>GOAL MET</i>	FY07 85% <i>GOAL MET</i>		
<b>A10</b> p. 24	<b>% of color curb applications reviewed and responded to within 30 days</b> Goal ≥90%	FY07-Q4 94% <i>GOAL MET</i>	FY07 72%		
<b>A11</b> p. 24	<b>% of parking meter malfunction reports responded to within 48 hours</b> Goal ≥85%	FY07-Q4 85% <i>GOAL MET</i>	FY07 83%		
<b>A12</b> p. 25	<b>% of hazardous traffic signs responded to and repaired within 24 hours</b> Goal ≥98%	FY07-Q4 98% <i>GOAL MET</i>	FY07 98% <i>GOAL MET</i>	even	
<b>A13</b> p. 25	<b>% of hazardous traffic signals responded to and repaired within 2 hours</b> Goal ≥92%	FY07-Q4 93% <i>GOAL MET</i>	FY07 91%		
<b>A14</b> p. 26	<b>% of traffic lane lines, bus zones, and crosswalks maintained</b> Goal ≥10%	FY07-Q4 12.0% <i>GOAL MET</i>	FY07 13.2% <i>GOAL MET</i>		

**B System Performance**

<b>B1</b> p. 28	<b>Passengers carried by mode</b> Goal 214,011,000	FY07 206,352,000*		calculated annually	
<b>B2</b> p. 29	<b>Fare revenue</b> Goal \$138,270,000	FY07 \$142,500,000* <i>GOAL MET</i>		calculated annually	
	<b>Average fare per passenger</b> Goal N/A	FY07 \$0.68*		calculated annually	
<b>B3</b> p. 29	<b>Fully allocated service cost by mode (per hour and passenger mile)</b> Goal N/A	FY07 Available Fall 2007		-	-

\*preliminary/un-audited

**OVERVIEW | STANDARDS AND RESULTS**

**Q4 v.  
Q3**      **FY07 v.  
FY06**

**C Staffing Performance**

<b>C1</b> p. 31	<b>Vacancy rate for operations</b> Goal ≤5%	FY07-Q4 1.9% <i>GOAL MET</i>	FY07 2.6% <i>GOAL MET</i>		
<b>C2</b> p. 31	<b>Attrition rate for new employees</b> Goal ≤10%	FY07-Q4 1.7% <i>GOAL MET</i>	FY07 N/A		calculated quarterly

**D Customer Service**

<b>D1</b> p. 33	<b>Promotion of increased patronage</b> Goal Develop marketing plan by 1/07	FY07 Plan developed but not presented to Board		-	-
<b>D2</b> p. 33	<b>Publication and distribution of transit schedules</b> Goal Publish complete timetable during FY07	FY07 Timetables available online and through 311		-	-
<b>D3</b> p. 33	<b>Customer and employee satisfaction</b> Goal Conduct rider and employee surveys during FY07	FY07 Rider and employee surveys conducted		-	-
<b>D4</b> p. 33	<b>Public information improvements</b> Goal Improve passenger information	FY07 Passenger information improvements implemented		-	-
<b>D5</b> pp. 34-35	<b># of operator conduct complaints and their resolution</b> Goal ≥75% resolved within 30 days	FY07-Q4 65%	FY07 68%		
<b>D6</b> p. 36	<b># of hours of operator training</b> Goal 50,000	FY07-Q4 24,885 <i>GOAL MET</i>	FY07 100,582 <i>GOAL MET</i>		
	<b># of passenger and vehicle accidents</b> Goal 5% annual reduction to 2,286	FY07-Q4 536 <i>GOAL MET</i>	FY07 2,256 <i>GOAL MET</i>		
<b>D7</b> p. 37	<b># crime incidents excluding fare evasion</b> Goal 5% annual reduction to 1,955	FY07-Q4 302 <i>GOAL MET</i>	FY07 1,133 <i>GOAL MET</i>		

OVERVIEW | STANDARDS AND RESULTS

Q4 v. Q3 **FY07 v. FY06**

**D Customer Service** continued

<b>D8</b> p. 38	<b>% of abandoned automobile reports responded to within 48 hours</b> Goal 100% FY07-Q4 99% FY07 99%	even	
<b>D9</b> p. 38	<b>% of walk-in citation or residential parking permit customers served within 20 minutes</b> Goal ≥80% FY07-Q4 94% <i>GOAL MET</i> FY07 93% <i>GOAL MET</i>		
<b>D10</b> p. 39	<b>% of administrative citation hearing customers served within 10 minutes</b> Goal ≥80% FY07-Q4 71% FY07 68%	even	
<b>D11</b> p. 39	<b>% of residential parking permit renewal applications returned to residents within 21 days</b> Goal ≥95% FY07-Q4 90% FY07 94%		

**E Employee Satisfaction**

<b>E1</b> p. 41	<b># of grievances</b> Due to variety of goals, please refer to page 41 for details	-	-
<b>E2</b> p. 42	<b>% of operator grievances resolved within 45 days</b> Goal ≥75% FY07-Q4 100% <i>GOAL MET</i> FY07 96% <i>GOAL MET</i>	even	
<b>E3</b> p. 42	<b># of hours of maintenance and administrative training</b> Goal N/A FY07-Q4 2,914 FY07 16,407 (approx 17 hrs/FTE)		
<b>E4</b> p. 43	<b>Employee recognition</b> Due to variety of goals, please refer to page 43 for details	-	-

**F Parking Enforcement**

<b>F1</b> p. 45	<b># of minutes to respond to parking enforcement requests</b> Goal ≤20 min FY07-Q4 Data unavailable FY07 Data unavailable	-	-
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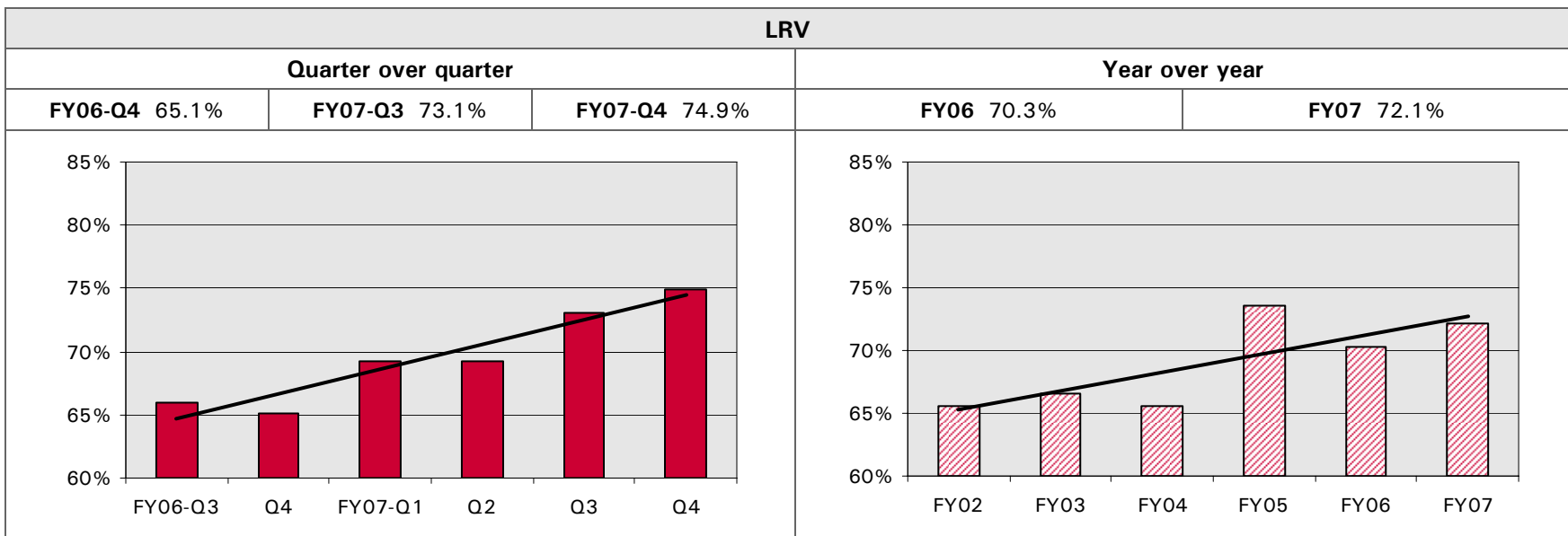
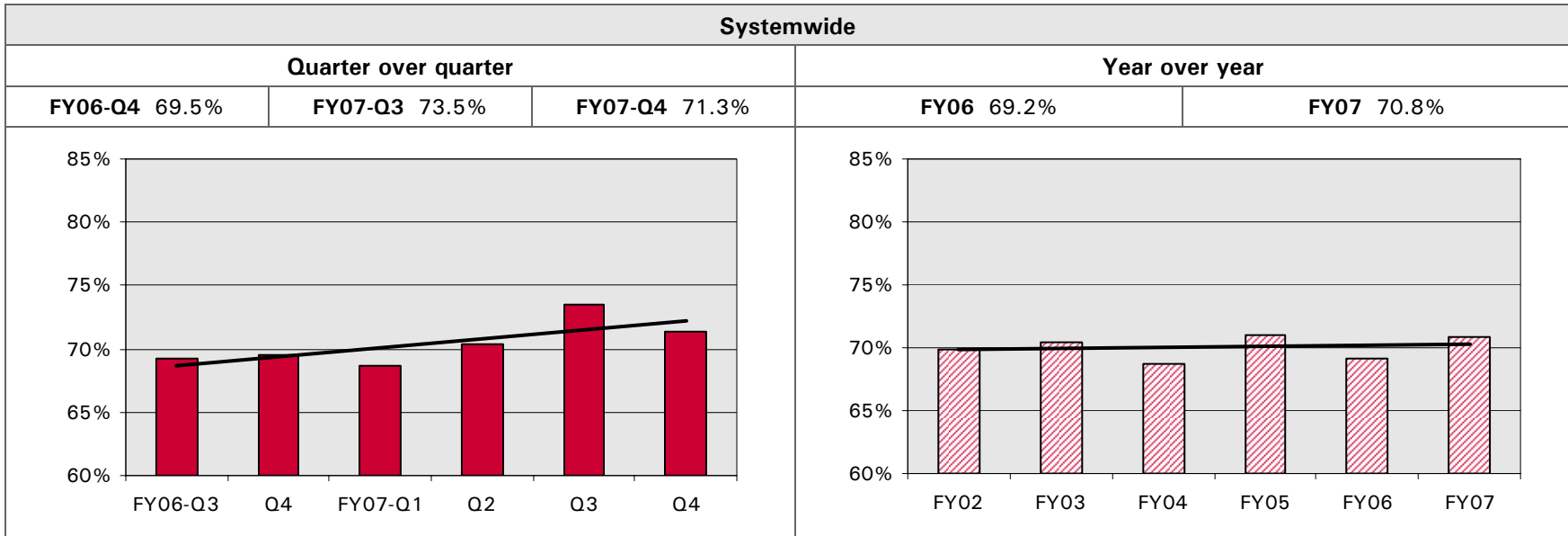
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**A System Reliability and Traffic Operations**

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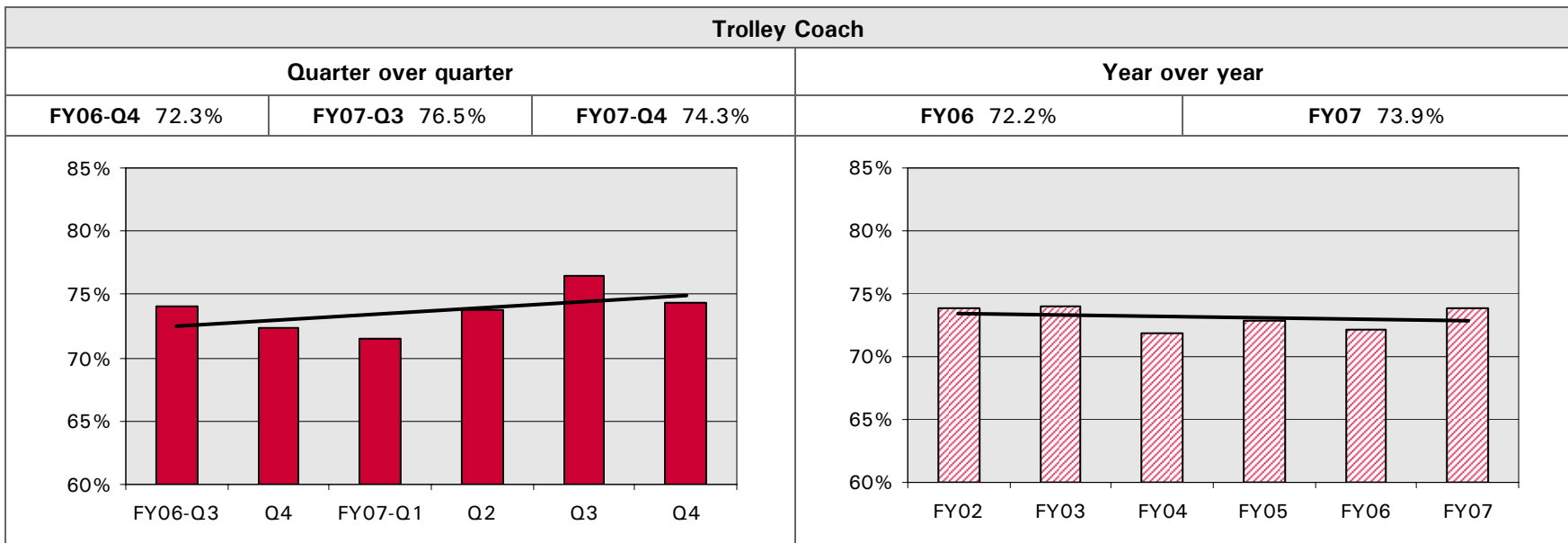
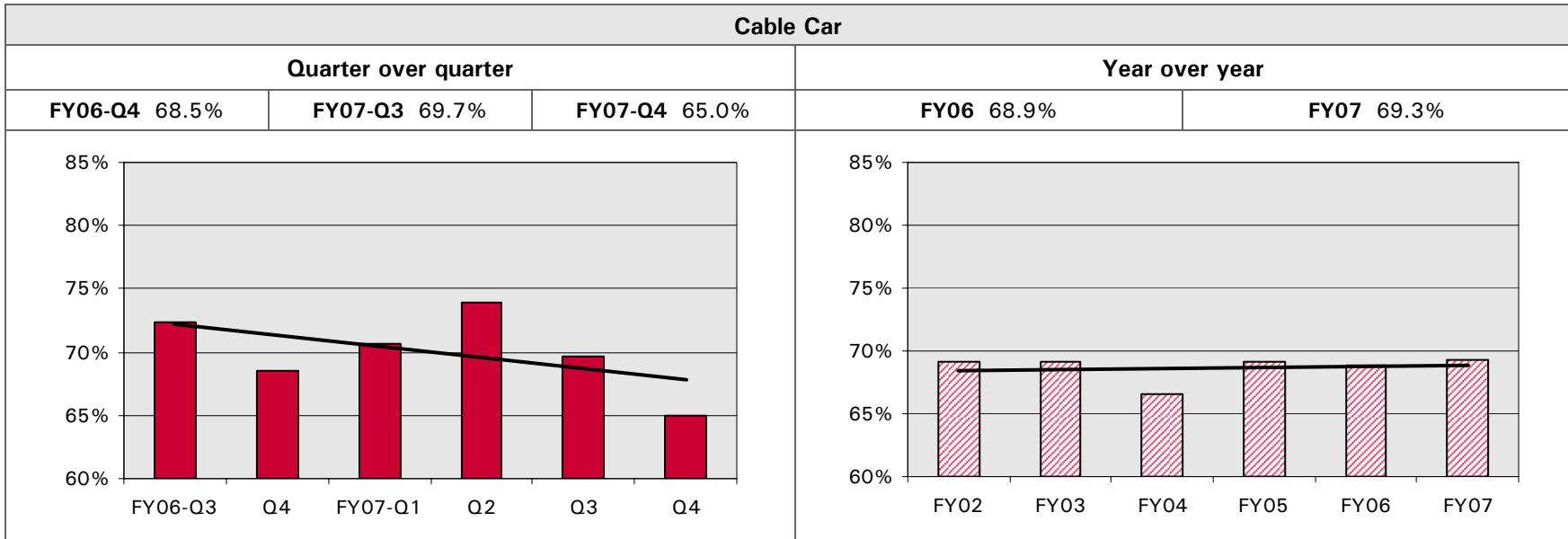
**A1 % ON-TIME PERFORMANCE**

**GOAL**  $\geq 85\%$  (as mandated by Charter)



**A1** % ON-TIME PERFORMANCE continued

**GOAL**  $\geq 85\%$  (as mandated by Charter)



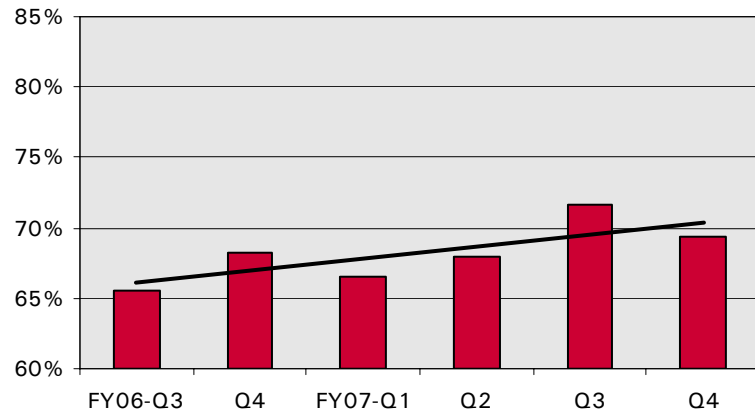
**A1** % ON-TIME PERFORMANCE continued

**GOAL**  $\geq 85\%$  (as mandated by Charter)

**Motor Coach**

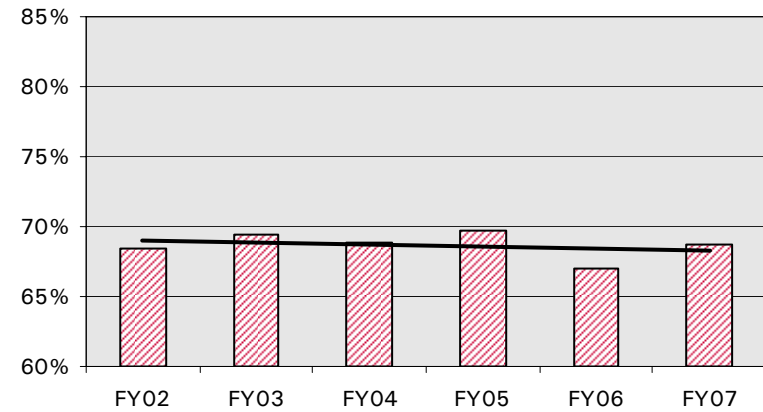
**Quarter over quarter**

**FY06-Q4** 68.2%      **FY07-Q3** 71.6%      **FY07-Q4** 69.4%



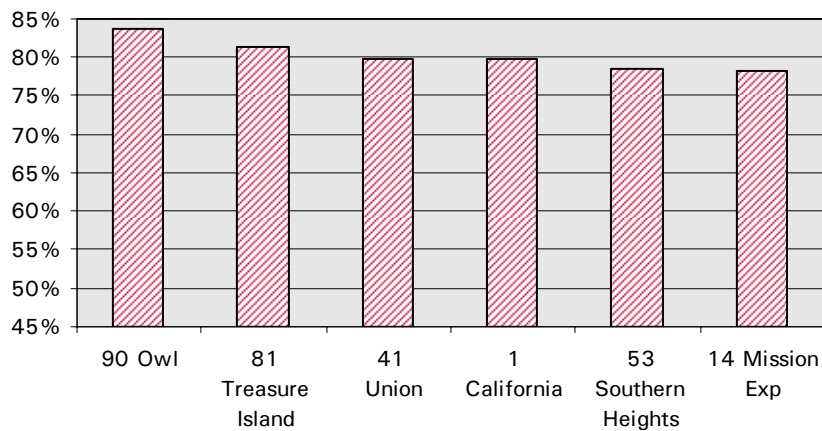
**Year over year**

**FY06** 67.0%      **FY07** 68.7%

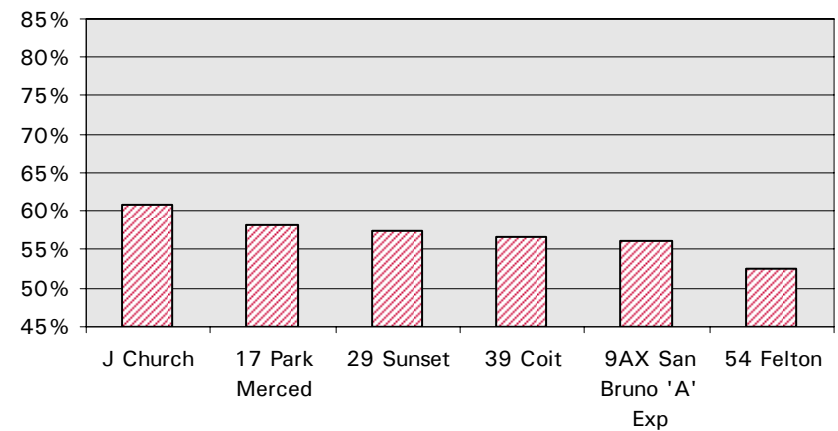


**By Line (FY02-FY07)**

**Leading (FY02-FY07)**



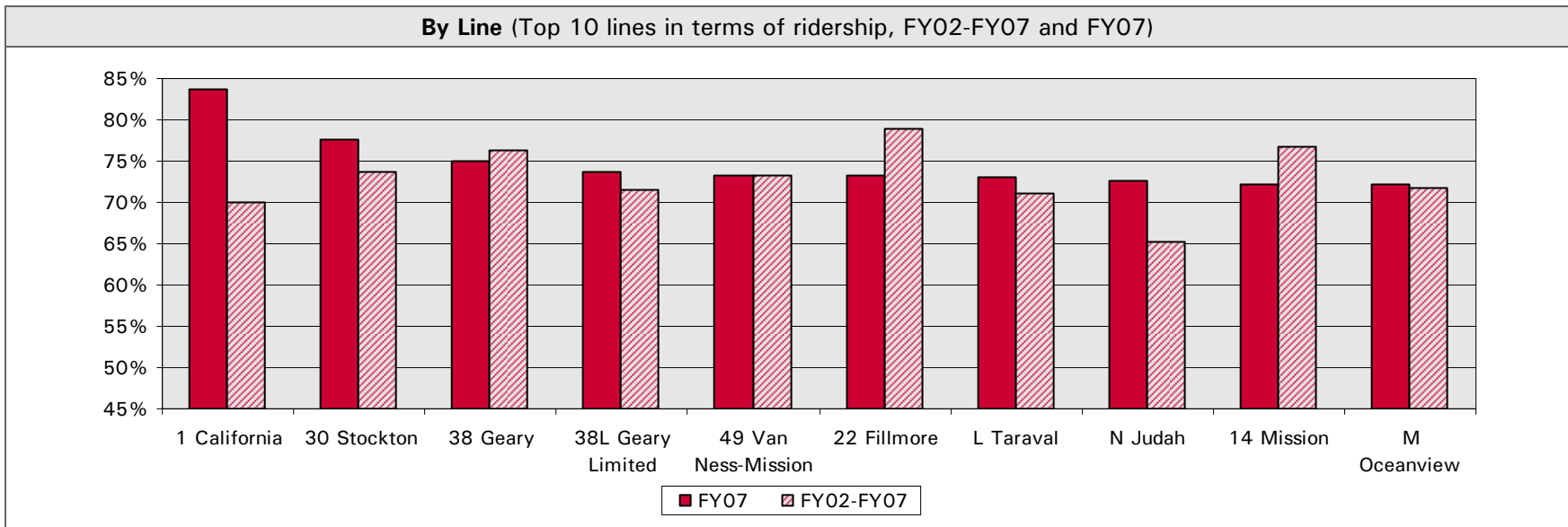
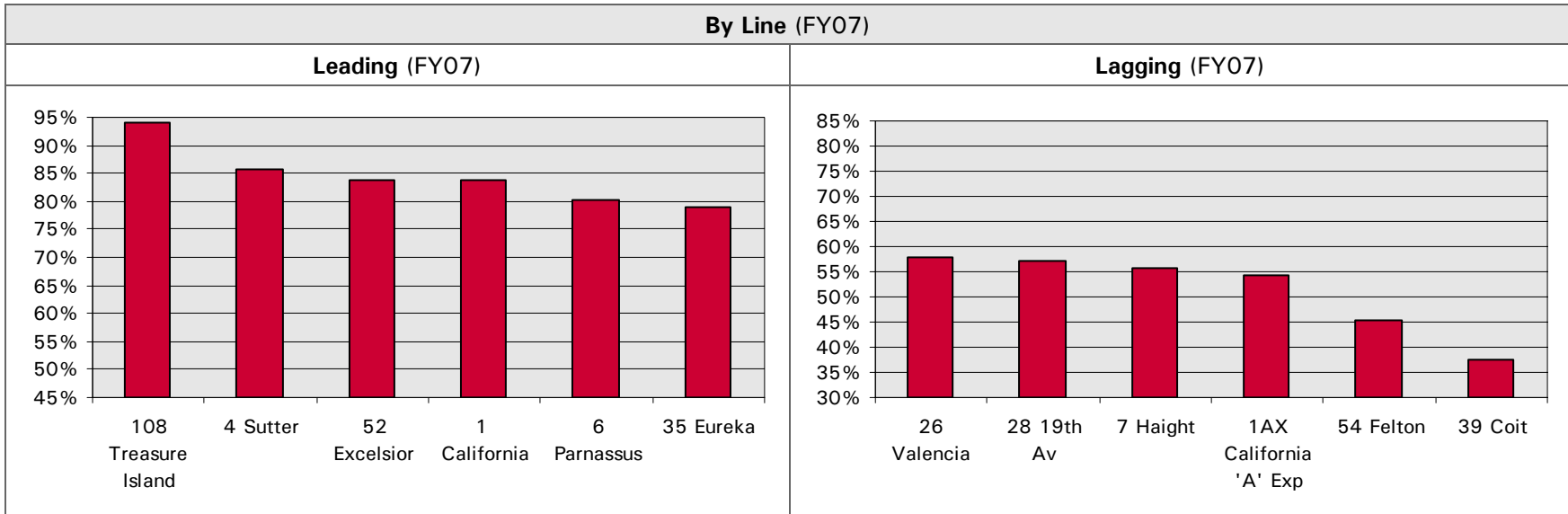
**Lagging (FY02-FY07)**



\*The 80X Gateway Exp, 81X Caltrain Exp, 82X Presidio and Wharves Exp, and 89 Laguna Honda are not included in the rankings by line. Ridership is based on preliminary/un-audited figures.

**A1** % ON-TIME PERFORMANCE continued

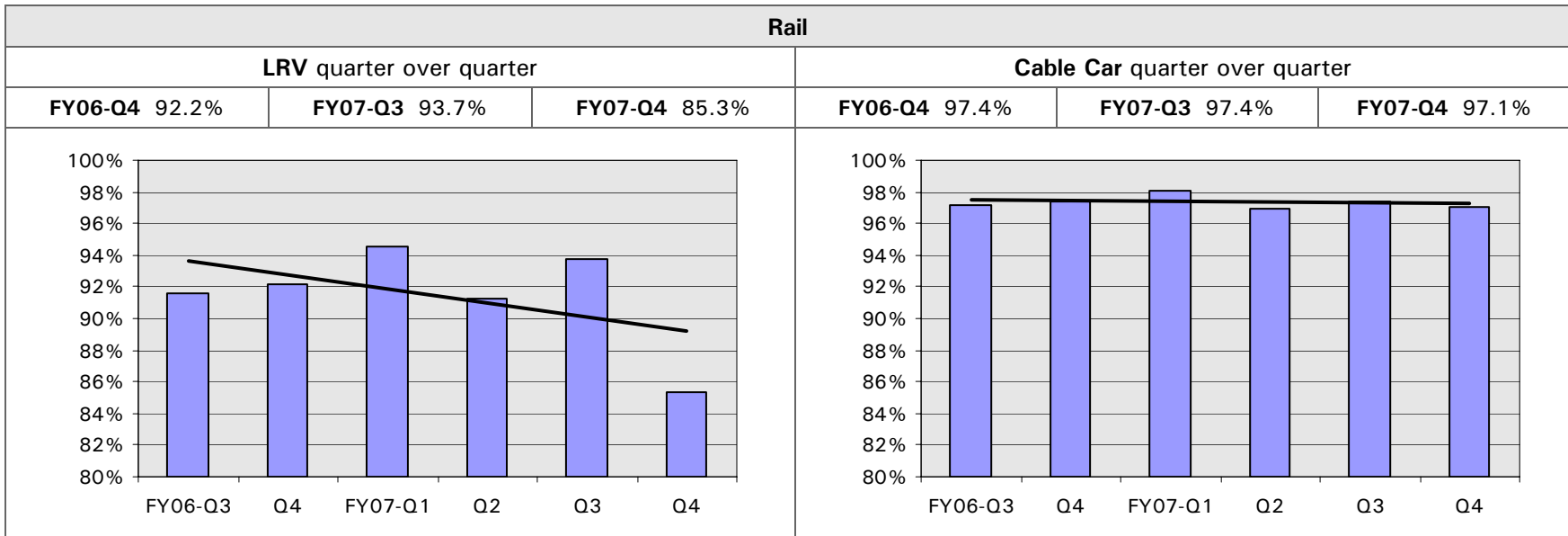
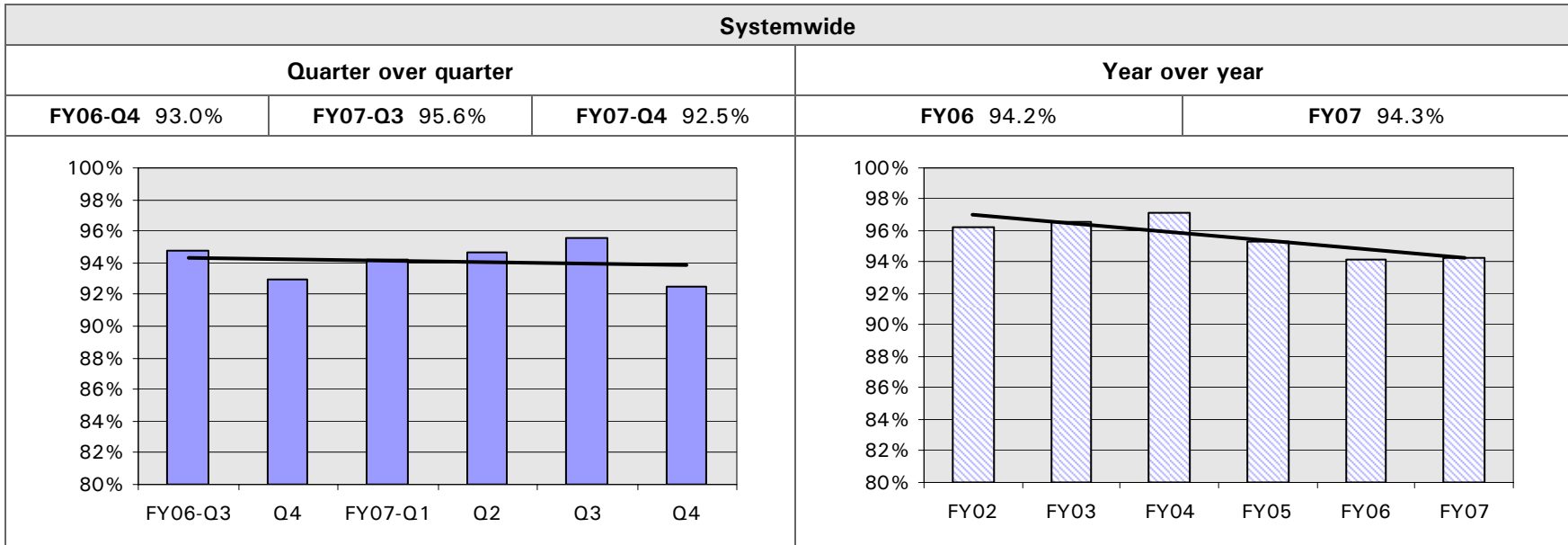
**GOAL**  $\geq 85\%$  (as mandated by Charter)



\* The 80X Gateway Exp, 81X Caltrain Exp, 82X Presidio and Wharves Exp, and 89 Laguna Honda are not included in the rankings by line. Ridership is based on preliminary/un-audited figures.

**A2 % OF SCHEDULED SERVICE HOURS DELIVERED**

**GOAL**  $\geq 98.5\%$  (as mandated by Charter)



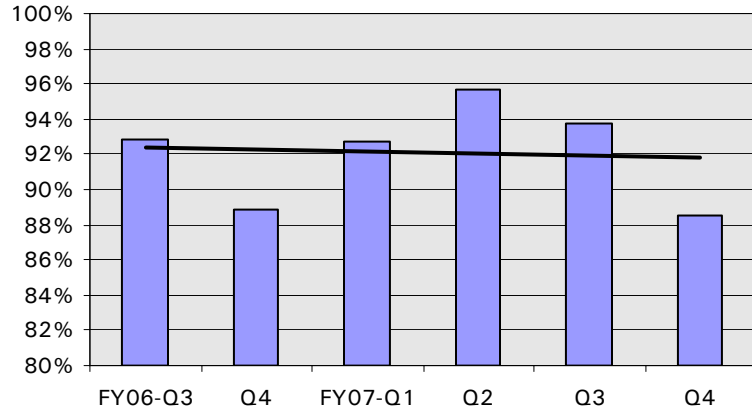
**A2** % OF SCHEDULED SERVICE HOURS DELIVERED continued

**GOAL**  $\geq 98.5\%$  (as mandated by Charter)

**Trolley Coach**

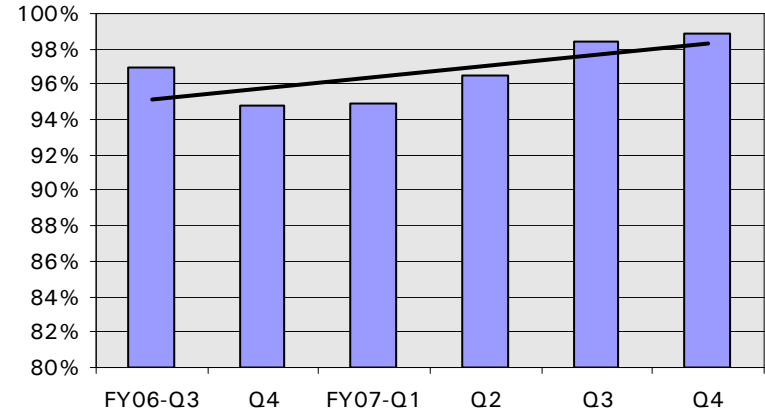
**Potrero quarter over quarter**

**FY06-Q4** 88.9%      **FY07-Q3** 93.8%      **FY07-Q4** 88.5%



**Presidio quarter over quarter**

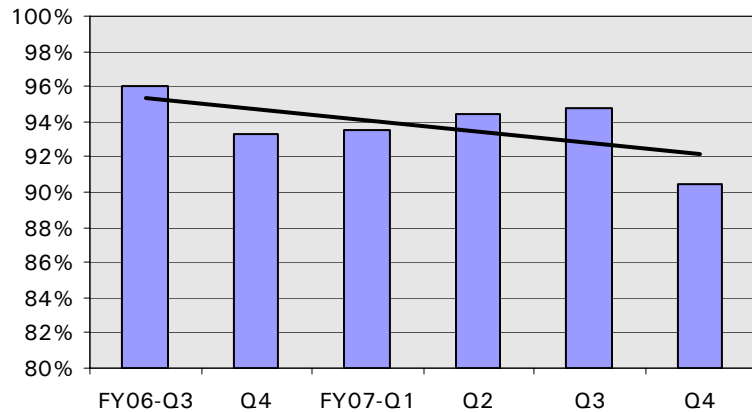
**FY06-Q4** 94.8%      **FY07-Q3** 98.4%      **FY07-Q4** 98.9%



**Motor Coach**

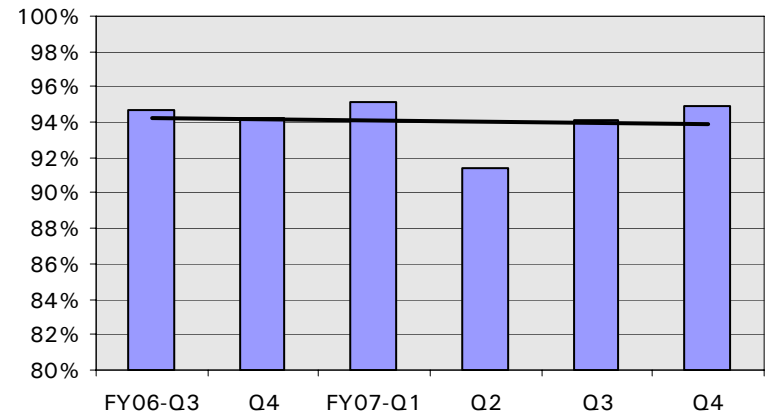
**Flynn quarter over quarter**

**FY06-Q4** 93.3%      **FY07-Q3** 94.8%      **FY07-Q4** 90.4%

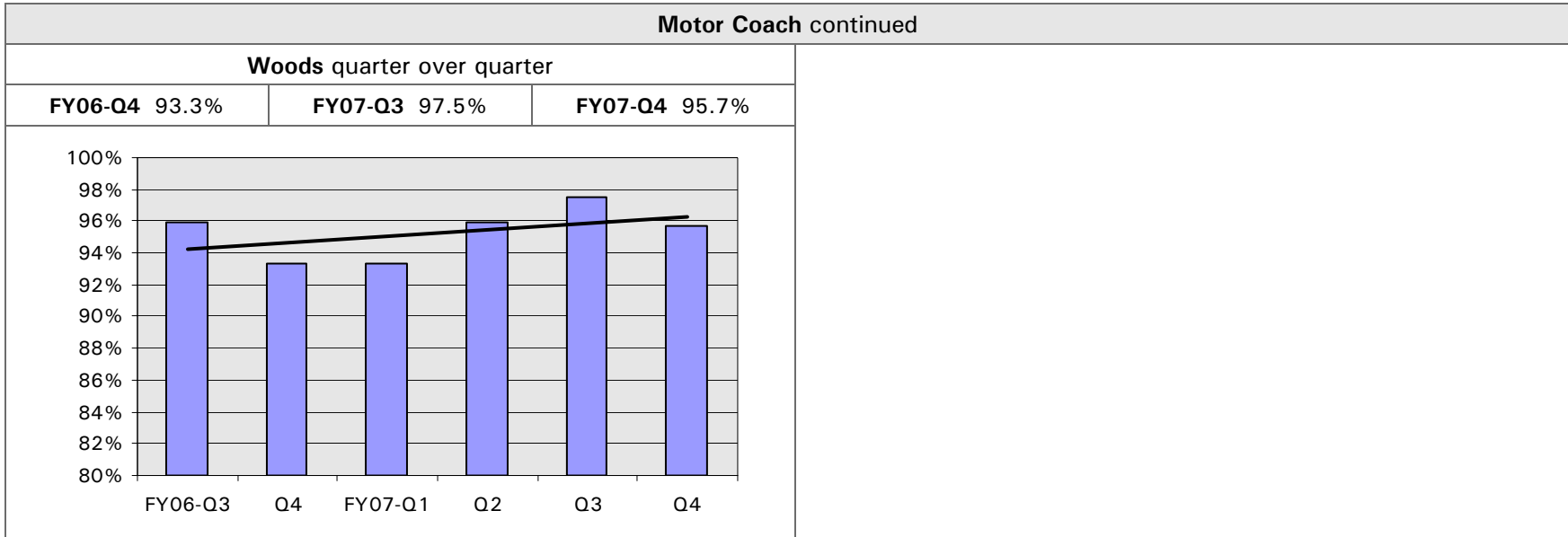


**Kirkland quarter over quarter**

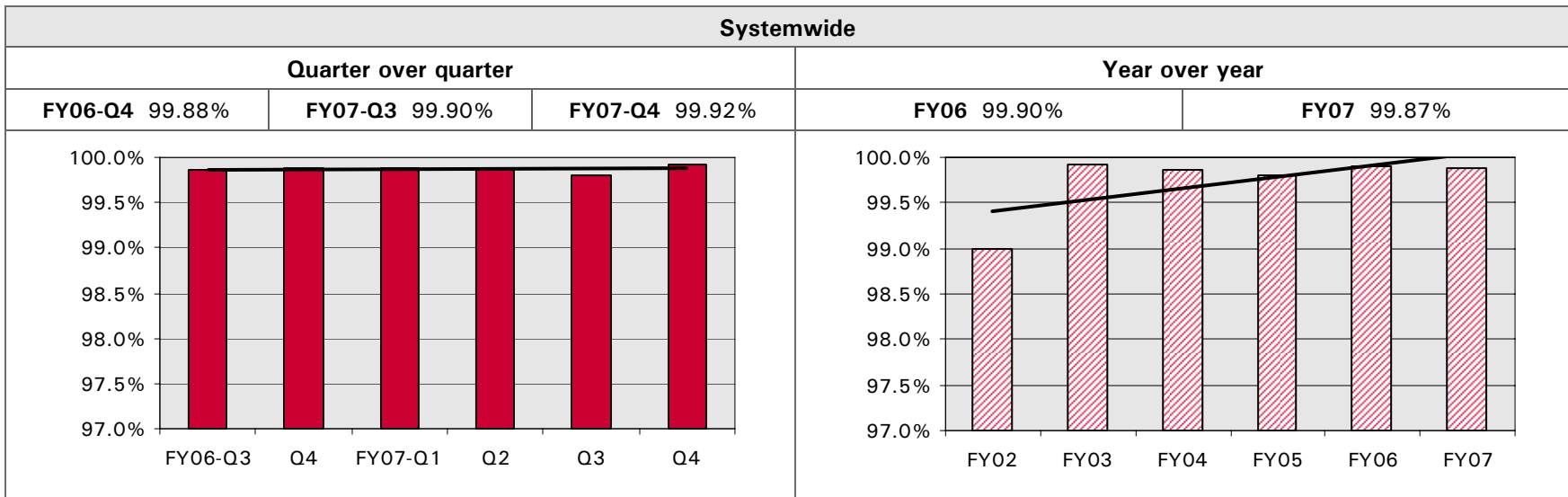
**FY06-Q4** 94.3%      **FY07-Q3** 94.1%      **FY07-Q4** 94.9%



**A2** % OF SCHEDULED SERVICE HOURS DELIVERED continued **GOAL**  $\geq 98.5\%$  (as mandated by Charter)

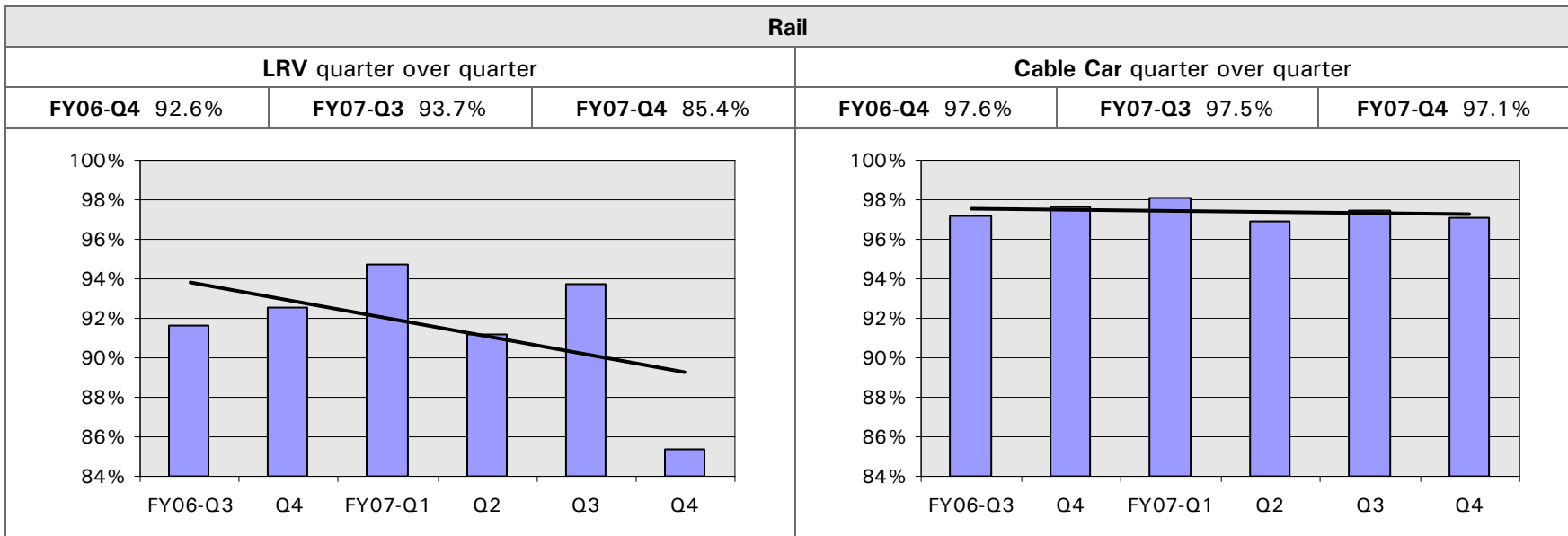
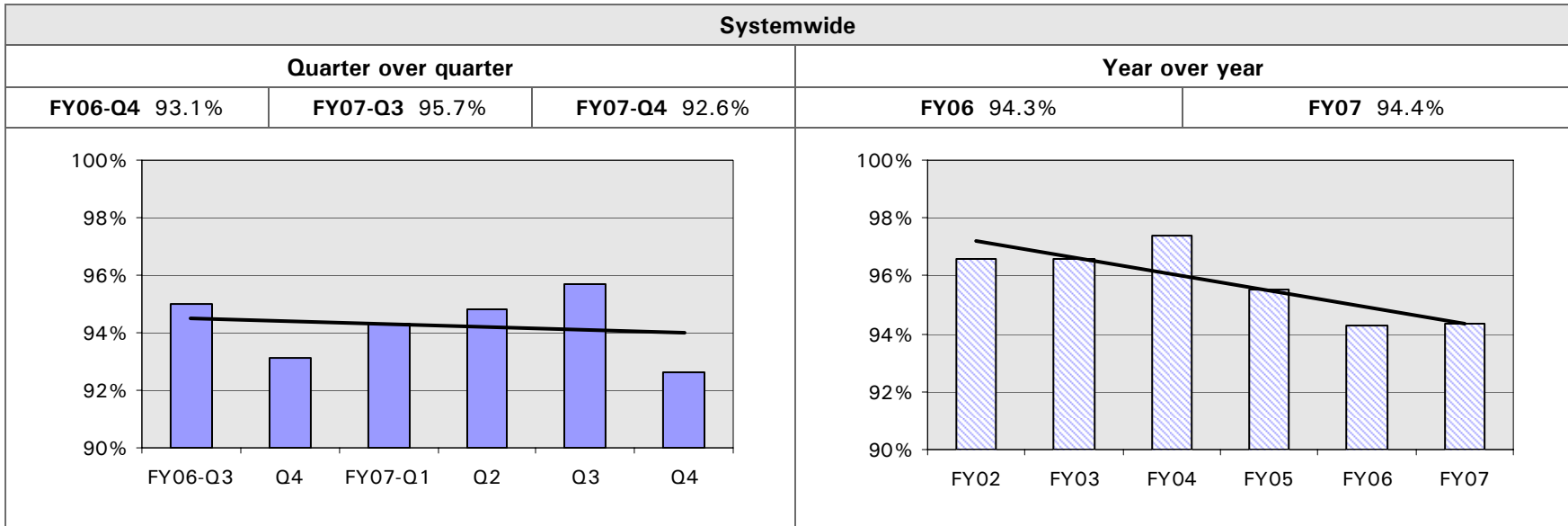


**A2** % OF EQUIPMENT AVAILABLE **GOAL**  $\geq 98.5\%$



**A2 % OF OPERATORS AVAILABLE**

**GOAL** ↻



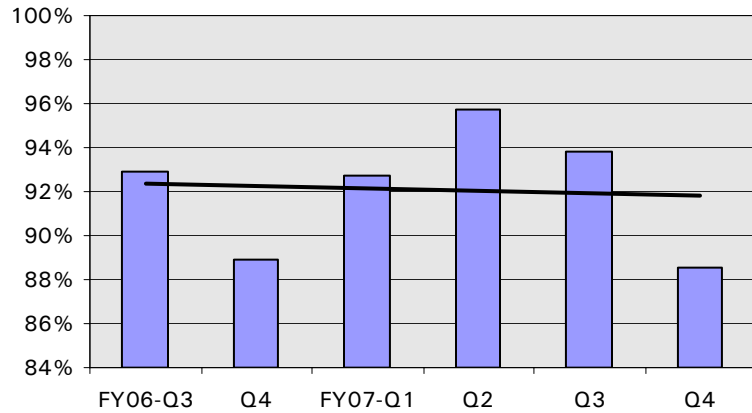
**A2** % OF OPERATORS AVAILABLE continued

**GOAL** ↻

**Trolley Coach**

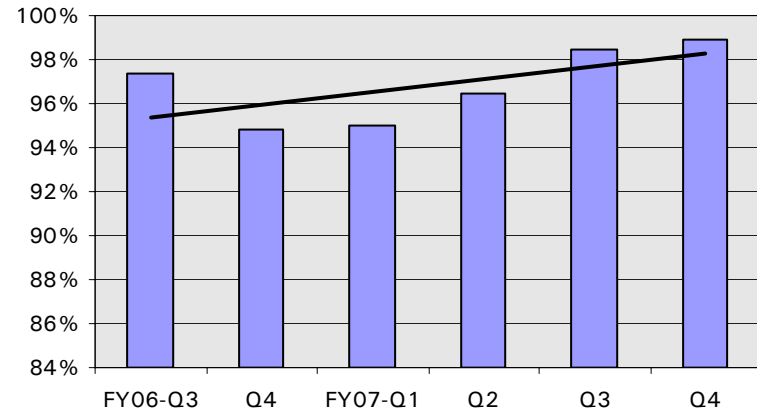
**Potrero quarter over quarter**

**FY06-Q4** 88.9%      **FY07-Q3** 93.8%      **FY07-Q4** 88.5%



**Presidio quarter over quarter**

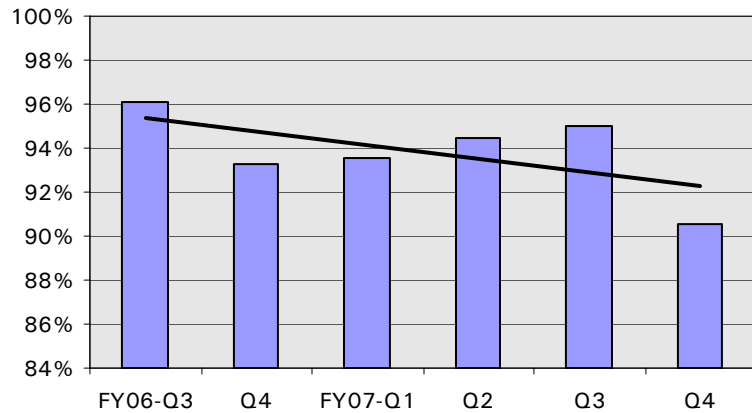
**FY06-Q4** 94.8%      **FY07-Q3** 98.5%      **FY07-Q4** 98.9%



**Motor Coach**

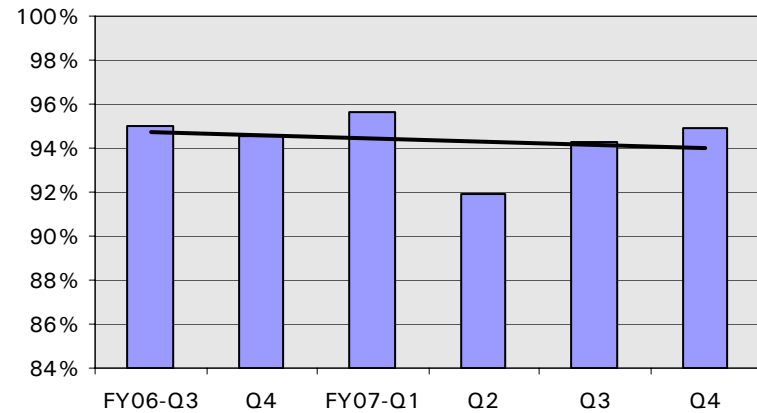
**Flynn quarter over quarter**

**FY06-Q4** 93.3%      **FY07-Q3** 95.0%      **FY07-Q4** 90.5%



**Kirkland quarter over quarter**

**FY06-Q4** 94.5%      **FY07-Q3** 94.3%      **FY07-Q4** 94.9%

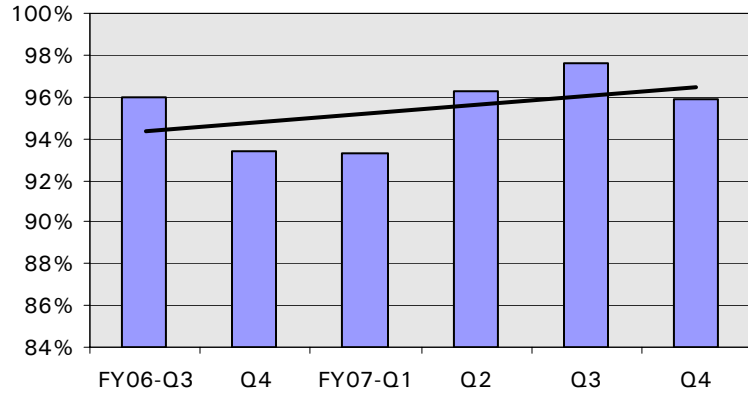


**A2** % OF OPERATORS AVAILABLE continued

**Motor Coach** continued

Woods quarter over quarter

**FY06-Q4** 93.4%      **FY07-Q3** 97.6%      **FY07-Q4** 95.9%



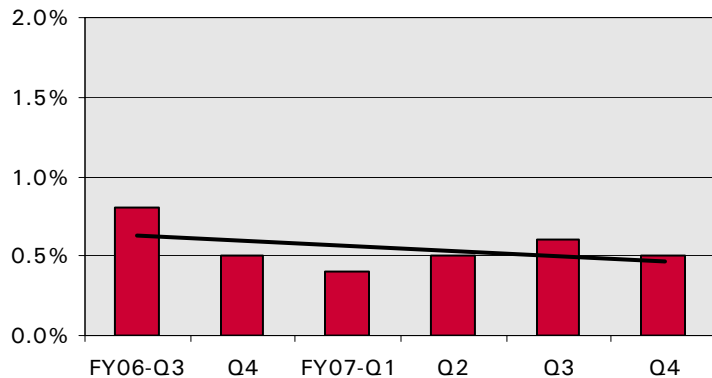
**A2** % OF SCHEDULED/EXECUTED RUNS THAT WERE LATE PULL-OUTS

**GOAL**

**Systemwide**

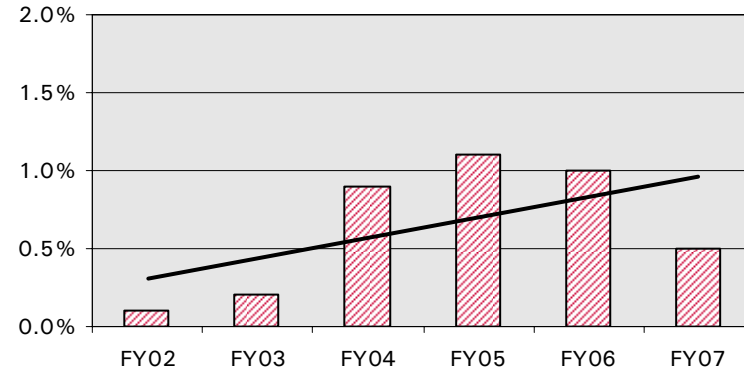
Quarter over quarter

**FY06-Q4** 0.5%      **FY07-Q3** 0.6%      **FY07-Q4** 0.5%



Year over year

**FY06** 1.0%      **FY07** 0.5%



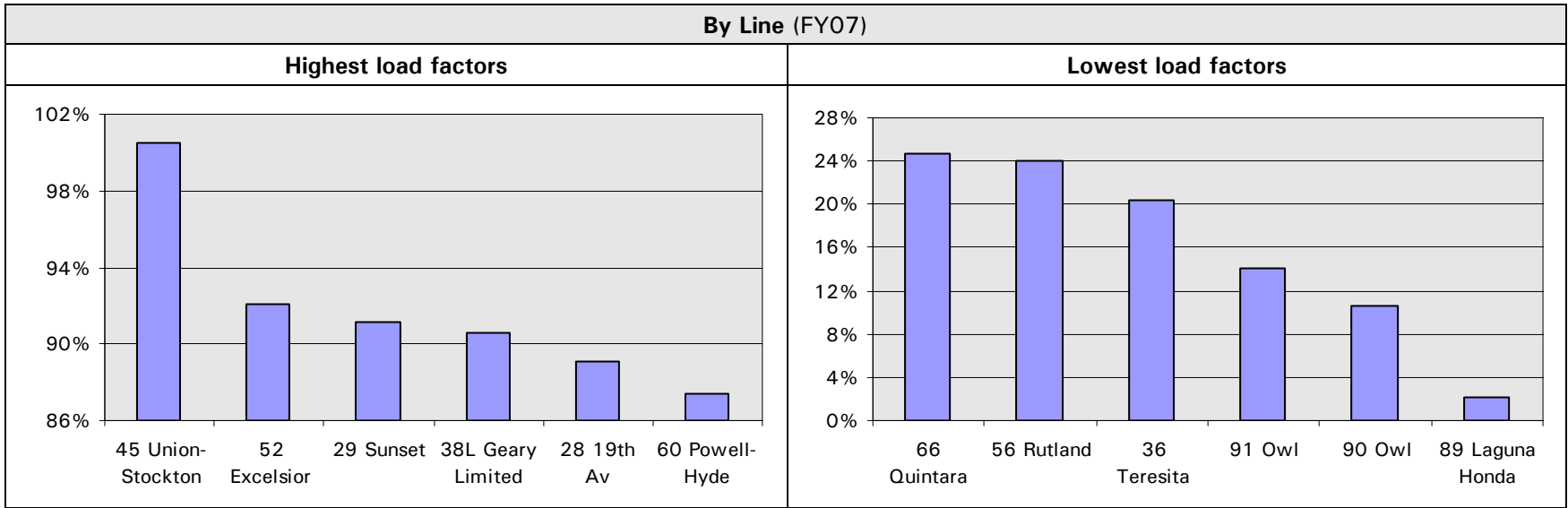
**A3 % OF VEHICLES UNABLE TO PICK UP PASSENGERS DUE TO CROWDING ("Pass-Ups")** **GOAL**  $\leq 5\%$

Systemwide				
Lines monitored in FY07-Q4			Year over year	
Line / Location	Time/Direction	% Pass-Ups	FY06 1.63%	FY07 1.30%
<b>5 Fulton</b> McAllister/Van Ness	AM inbound	3.01%		
<b>43 Masonic</b> Geneva/Mission	AM inbound	0.00%		
<b>44 O'Shaughnessy</b> Silver/Mission	AM inbound	0.00%		
<b>45 Union-Stockton</b> Stockton/Sutter	PM outbound	7.81%		
<b>48 Quintara-24<sup>th</sup> St</b> Castro/24th	AM inbound	0.00%		
TOTAL PASS-UPS		15 of 557 checks (2.69%)		

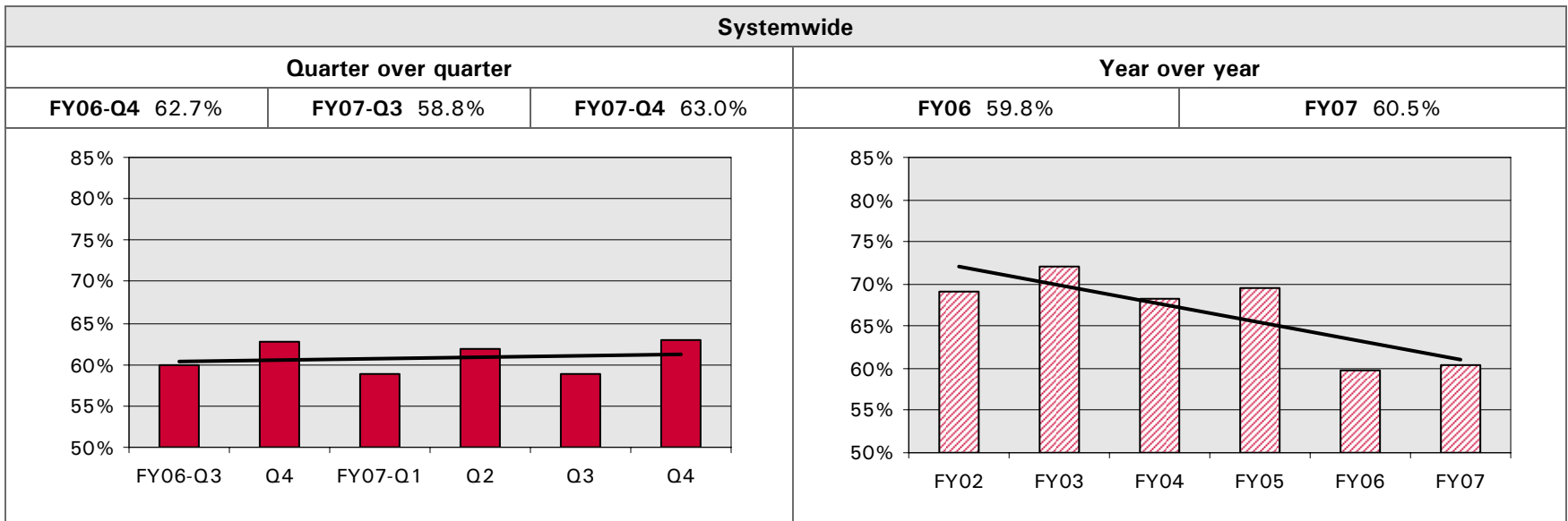
**A4 % OF LINES EXCEEDING MAXIMUM LOAD FACTOR DURING PEAK PERIODS** **GOAL**  $\leq 15\%$

Systemwide			
Lines exceeding load factor in FY07-Q4		Year over year	
Line	Load Factor	FY06 19.6%	FY07 14.9%
N Judah	88.1%		
60 Powell Hyde Cable Car	92.2%		
1 California	85.0%		
12 Folsom	92.3%		
29 Sunset	94.7%		
38 Geary	87.3%		
71 Haight-Noriega /71L Limited	92.4%		

**A4** % OF LINES EXCEEDING MAXIMUM LOAD FACTOR DURING PEAK PERIODS continued **GOAL** 

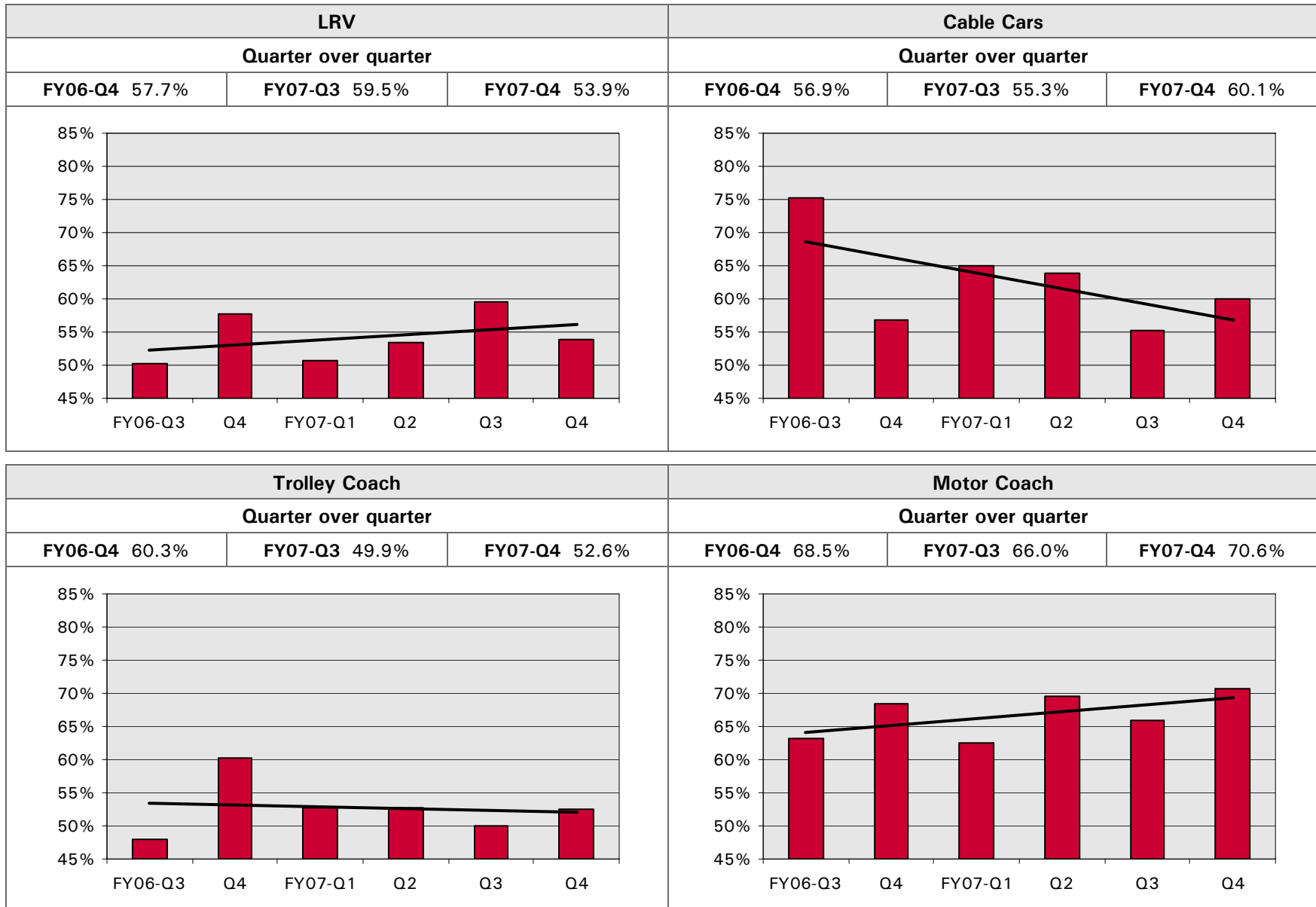


**A5** % OF RUNS OPERATING WITHIN SCHEDULED HEADWAY **GOAL**   $\geq 85\%$  within lesser of  $\leq 30\%/10$  min



**A5 % OF RUNS OPERATING WITHIN SCHEDULED HEADWAY** continued

**GOAL**  $\geq 85\%$

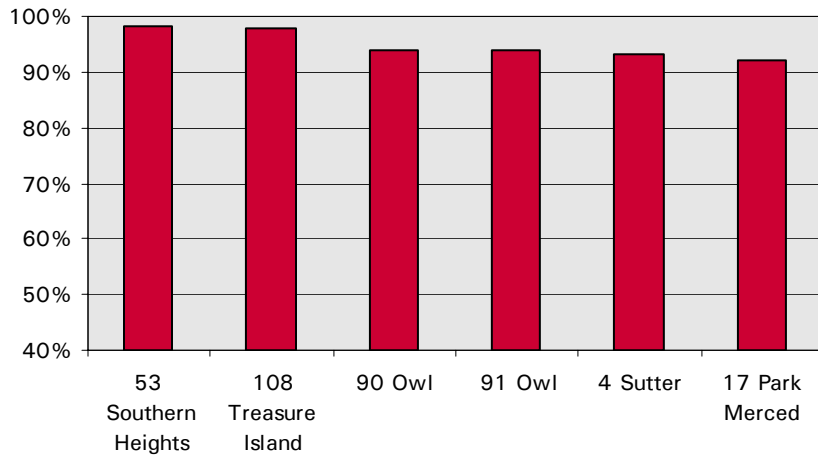


**A5** % OF RUNS OPERATING WITHIN SCHEDULED HEADWAY continued

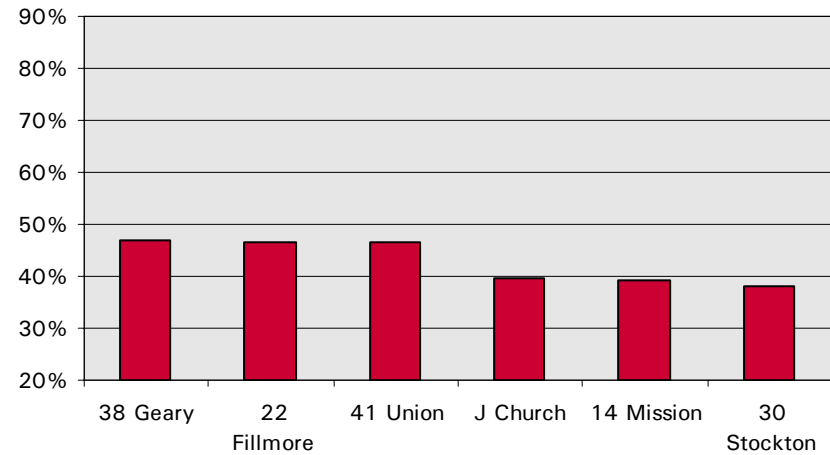
**GOAL**  $\geq 85\%$

**By Line (FY07)**

**Leading (FY07)**

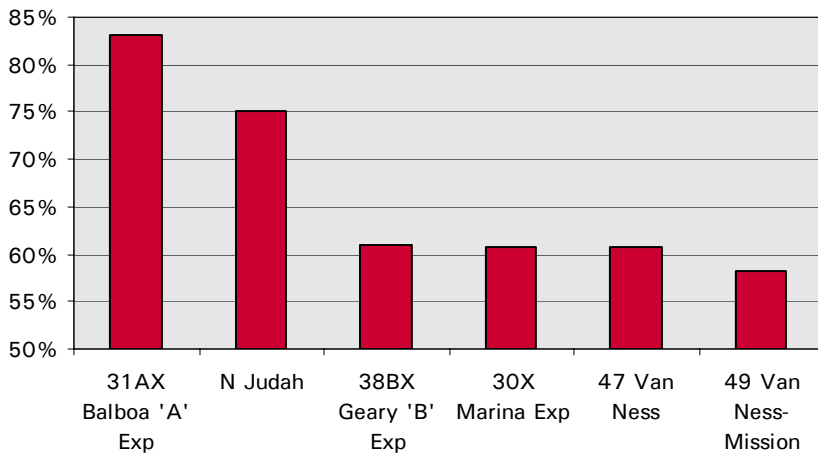


**Lagging (FY07, excluding top 10 performers in OTP)**



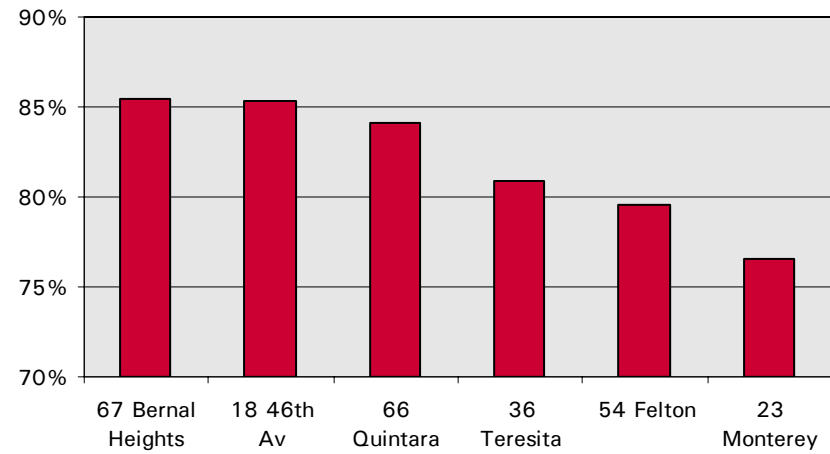
**Leading, High Frequency**

(FY07, headways  $\leq 8$  min at peaks,  $\leq 10$  min midday)



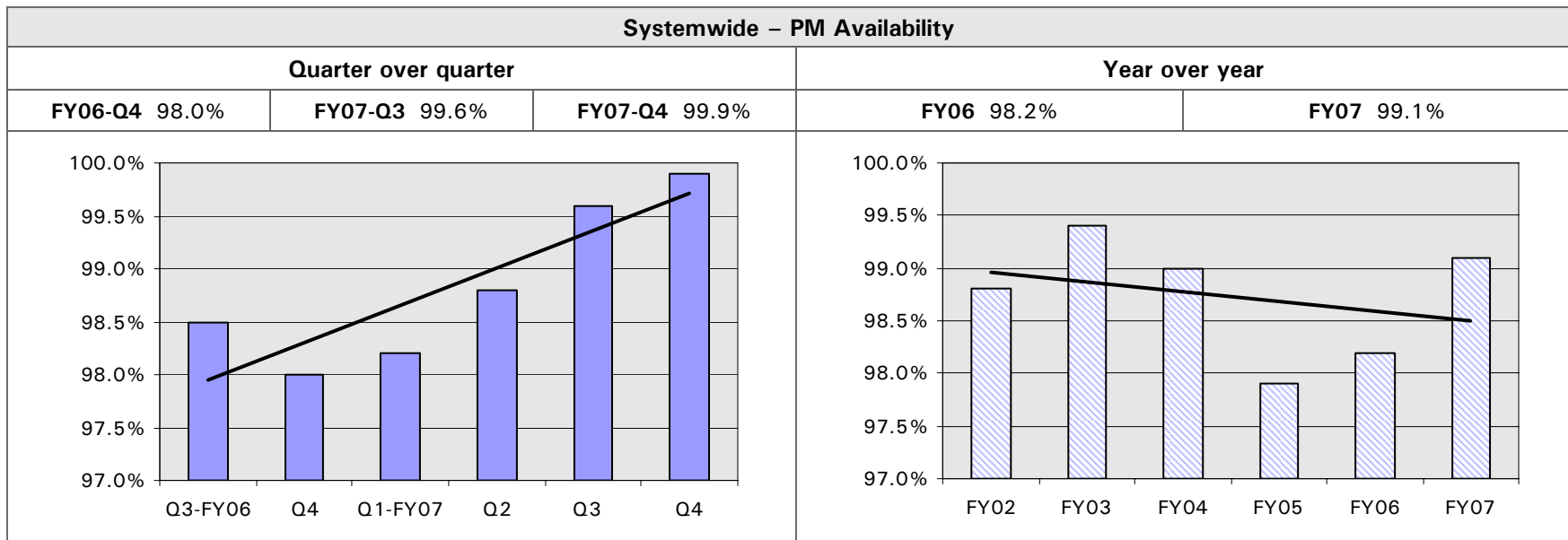
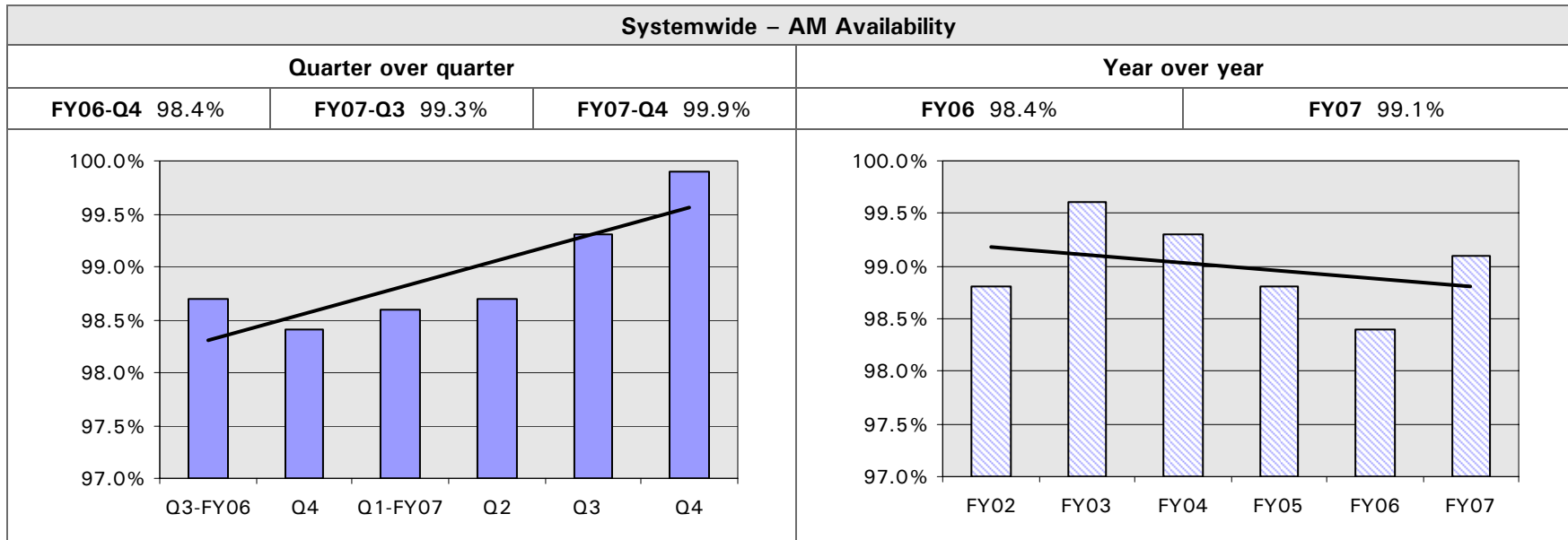
**Lagging, Low Frequency**

(FY07, headways  $\geq 15$  min @ peaks,  $\geq 20$  min midday)



**A6** % OF VEHICLES AVAILABLE (AM/PM)

**GOAL**  $\geq 98.5\%$



**A7 % UNSCHEDULED ABSENCES**

**GOALS** *U see below*

**Municipal Railway** [Goals: Admin 5%; Maint 6.1%; Ops 6.3%; Operators 10.7%]

**Quarter over quarter**

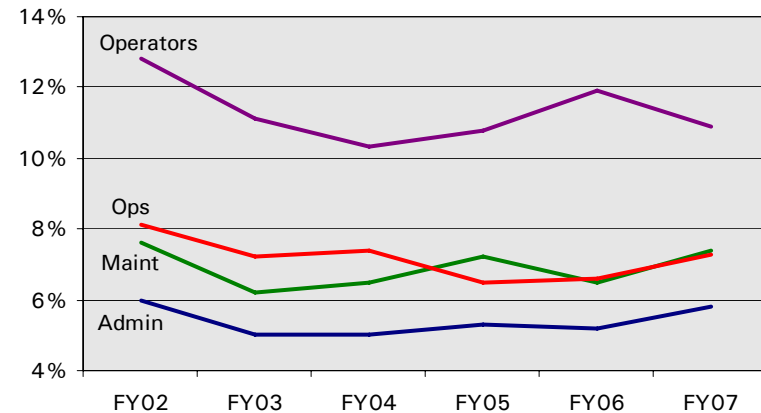
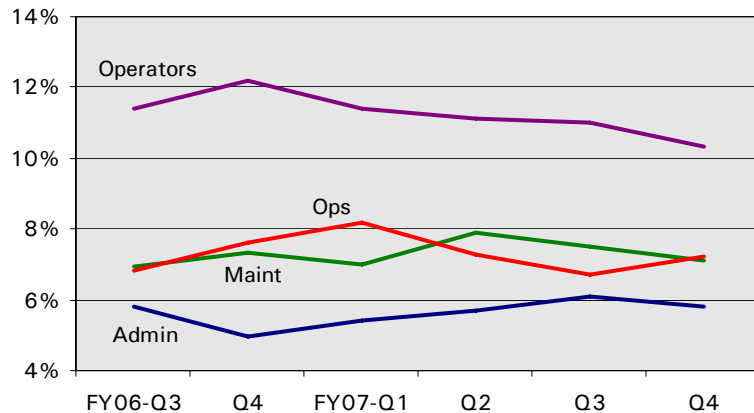
**Year over year**

**FY07-Q3** Admin 6.1%; Maint 7.5%;  
Ops 6.7%; Operators 11.0%

**FY07-Q4** Admin 5.8%; Maint 7.1%;  
Ops 7.2%; Operators 10.3%

**FY06** Admin 5.2%; Maint 6.5%;  
Ops 6.6%; Operators 11.9%

**FY07** Admin 5.8%; Maint 7.4%;  
Ops 7.3%; Operators 10.9%



**Department of Parking and Traffic** [Goal: Shops 9.6%]

**Quarter over quarter**

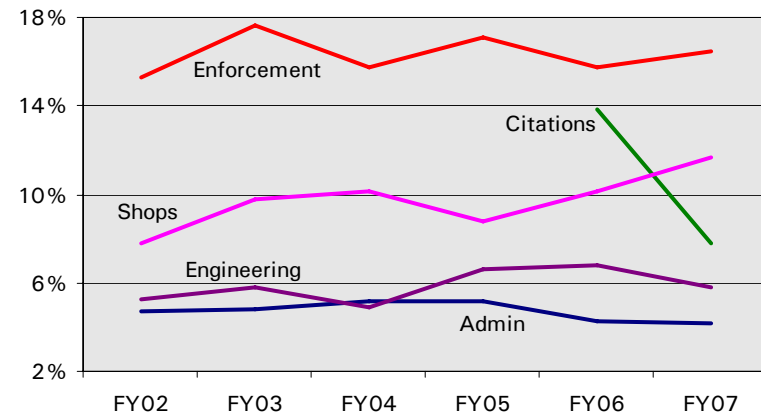
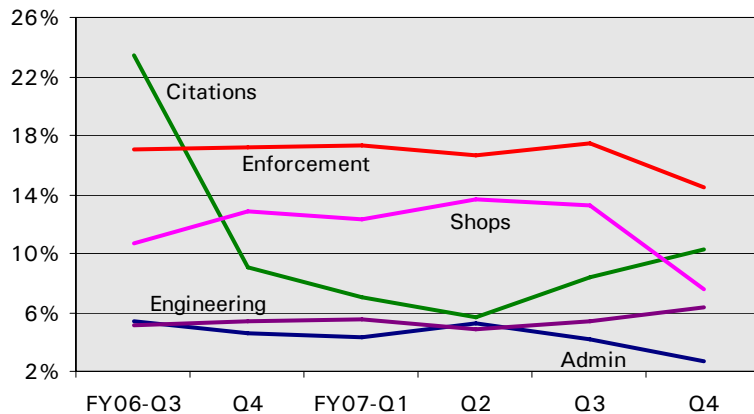
**Year over year**

**FY07-Q3** Shops 13.3%

**FY07-Q4** Shops 7.6%

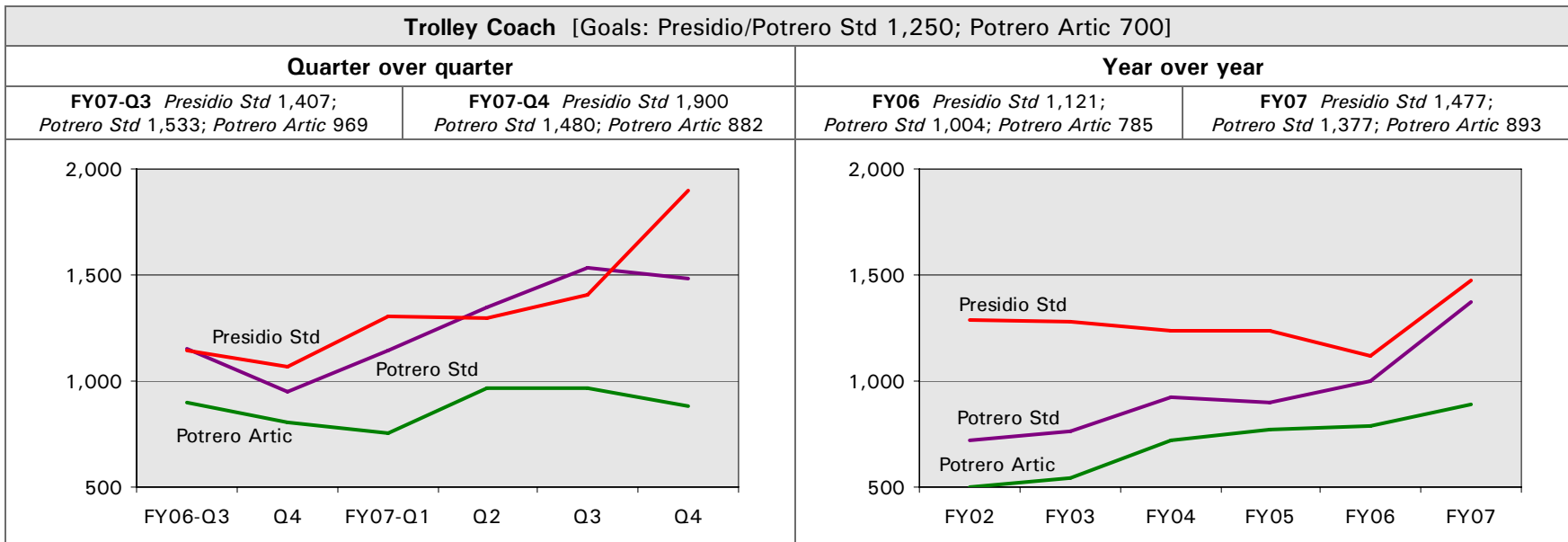
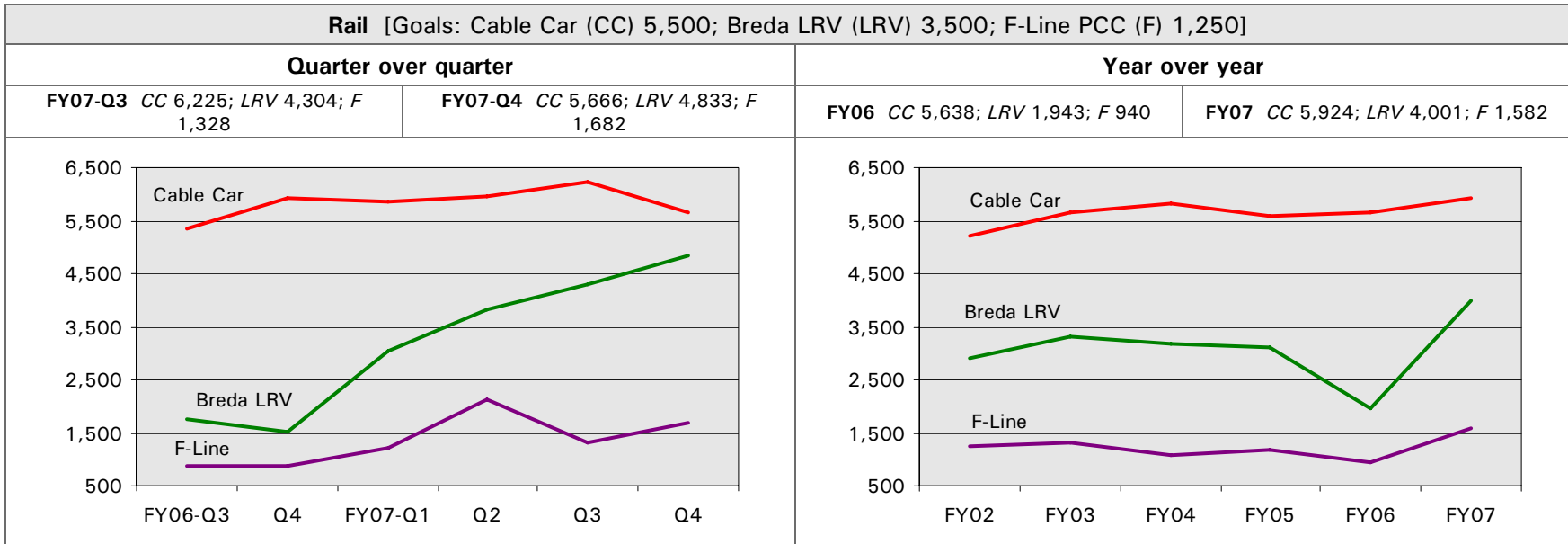
**FY06** Shops 10.1%

**FY07** Shops 11.7%



**A8 MILES BETWEEN ROAD CALLS**

**GOALS** *U see below*



**A8 MILES BETWEEN ROAD CALLS** continued

**GOALS** *U* see below

**Motor Coach** [Goals: Kirkland/Woods Std 3,100, Flynn Artic 3,000]

**Quarter over quarter**

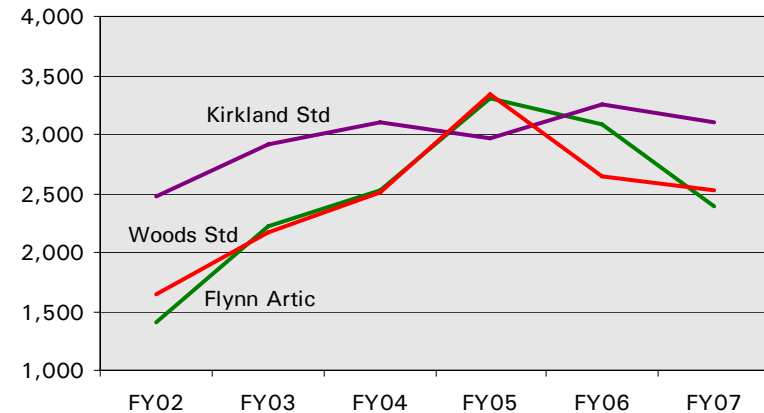
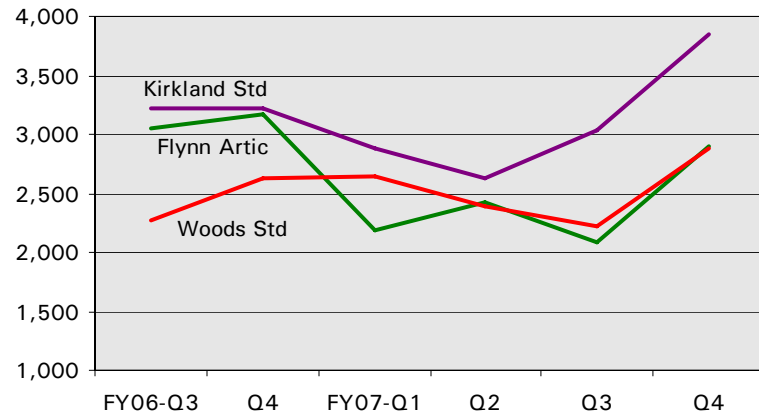
**Year over year**

**FY07-Q3** Kirkland Std 3,028  
Woods Std 2,225 Flynn Std 2,081

**FY07-Q4** Kirkland Std 3,840;  
Woods Std 2,879; Flynn Artic 2,893

**FY06** Kirkland Std 3,251;  
Woods Std 2,636; Flynn Artic 3,093

**FY07** Kirkland Std 3,094;  
Woods Std 2,533 Flynn Artic 2,398



**A9 % OF TRAFFIC OR PARKING CONTROL REQUESTS** investigated and responded to within 90 days

**GOAL** *P* ≥ 80%

**Quarter over quarter**

**Year over year**

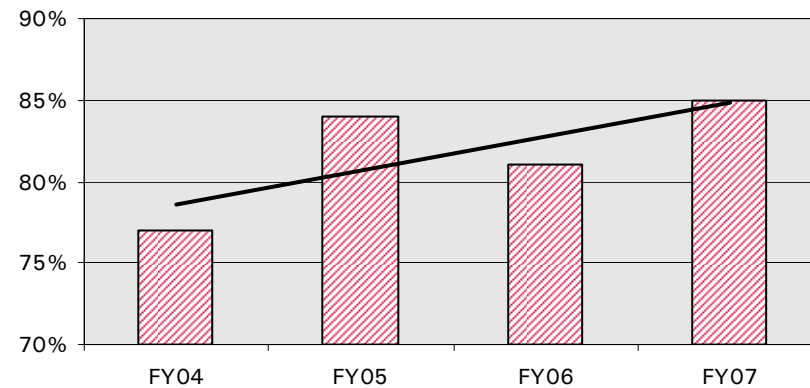
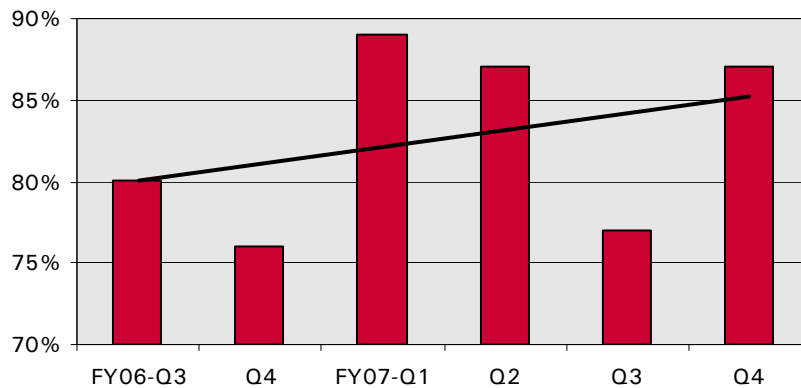
**FY06-Q4** 76%

**FY07-Q3** 77%

**FY07-Q4** 87%

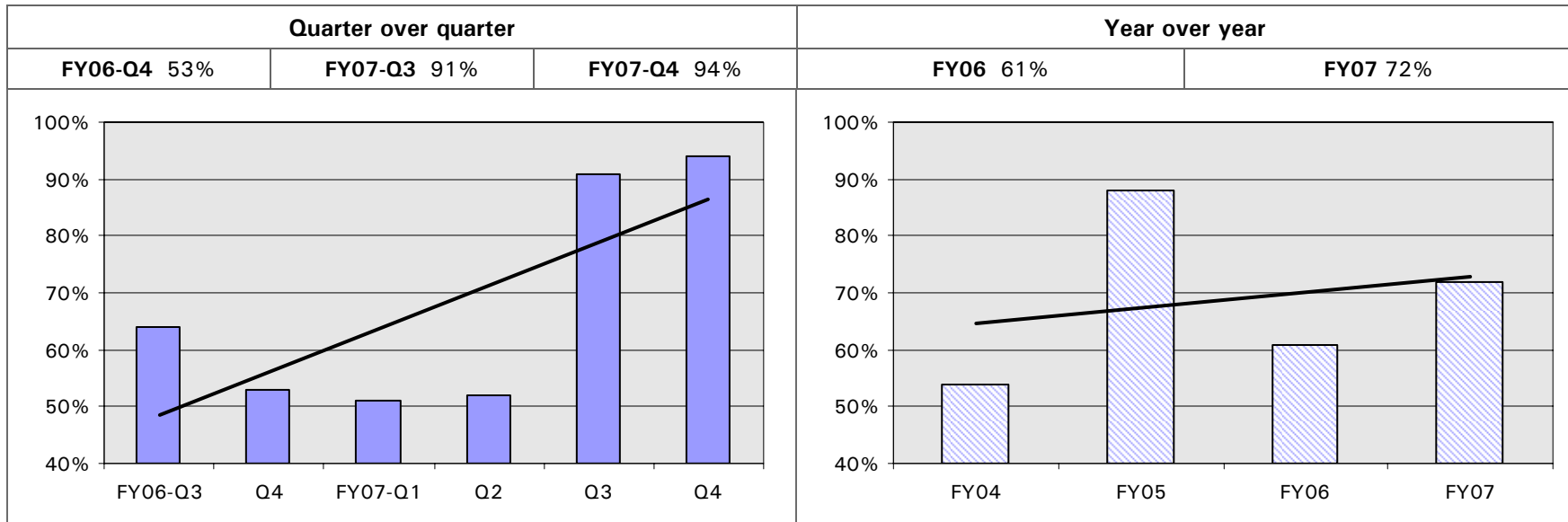
**FY06** 81%

**FY07** 85%



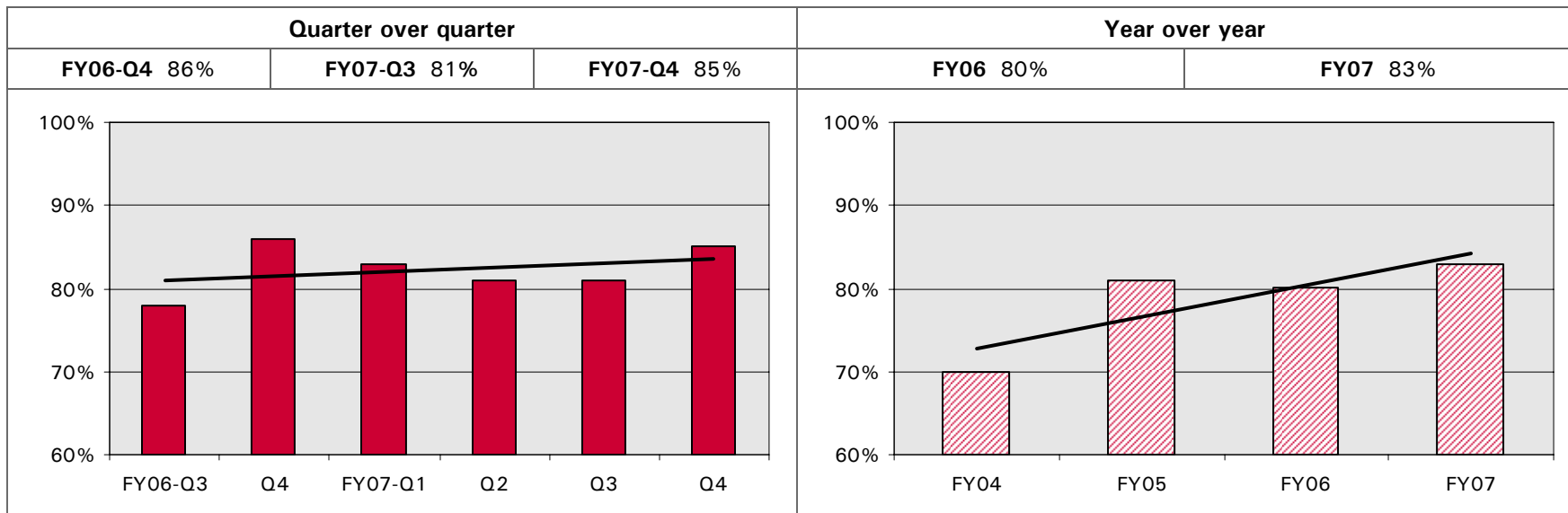
**A10 % OF COLOR CURB APPLICATIONS reviewed and responded to within 30 days**

**GOAL**  $\geq 90\%$



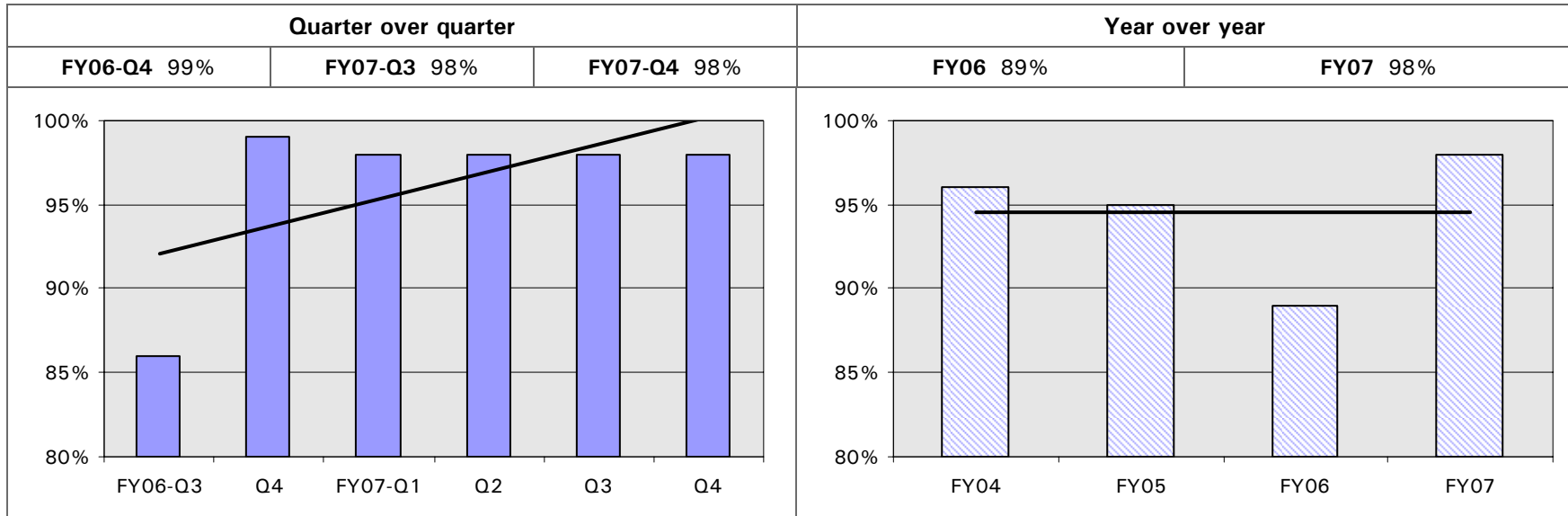
**A11 % OF PARKING METER MALFUNCTION REPORTS responded to within 48 hours**

**GOAL**  $\geq 85\%$



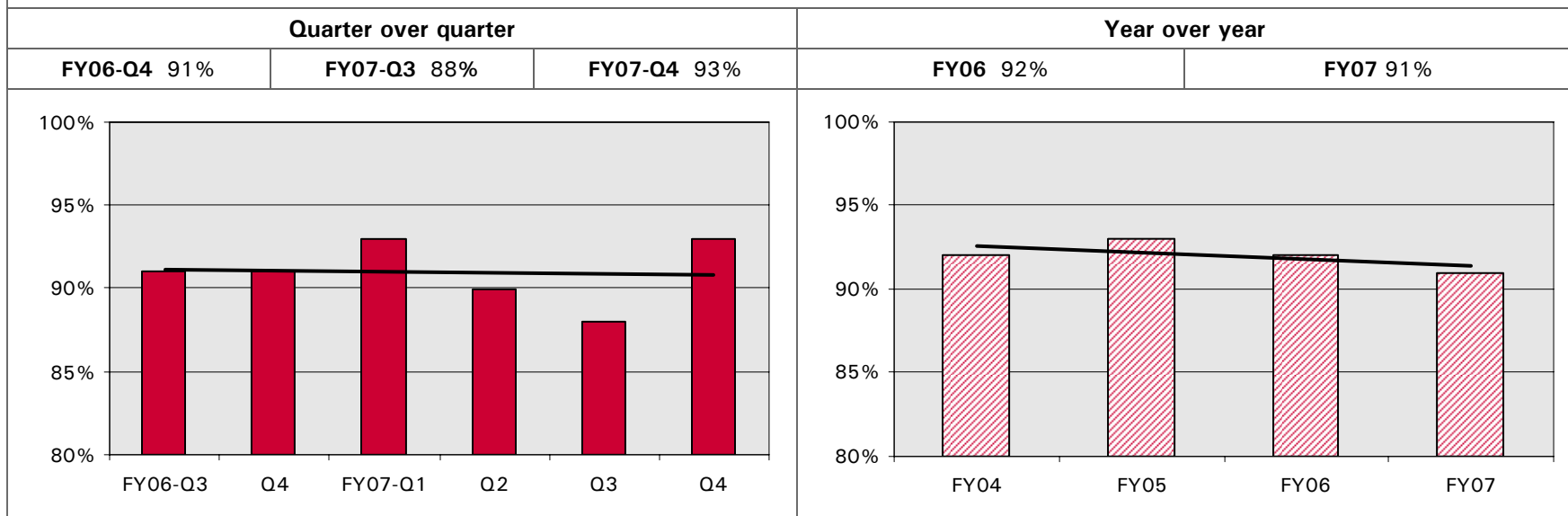
**A12 % OF HAZARDOUS TRAFFIC SIGNS responded to and repaired within 24 hours**

**GOAL**  $\geq 98\%$



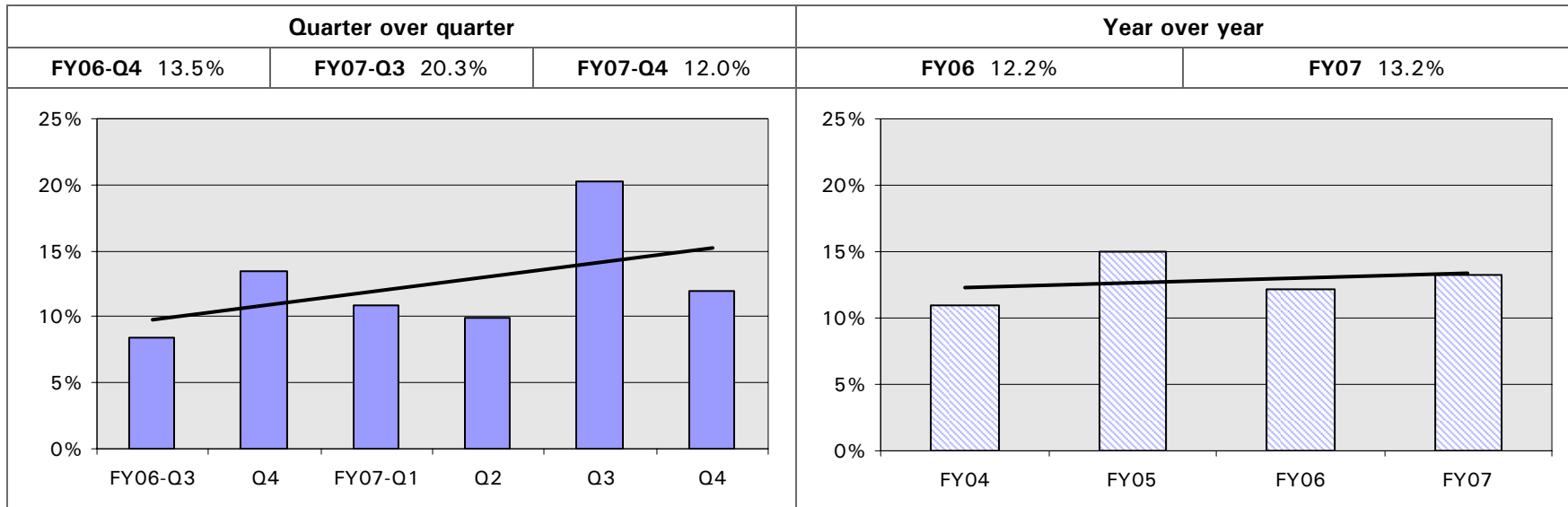
**A13 % OF HAZARDOUS TRAFFIC SIGNALS responded to and repaired within 2 hours**

**GOAL**  $\geq 92\%$



**A14 % OF TRAFFIC LANE LINES, BUS ZONES, AND CROSSWALKS MAINTAINED**

**GOAL**   $\geq 10\%$



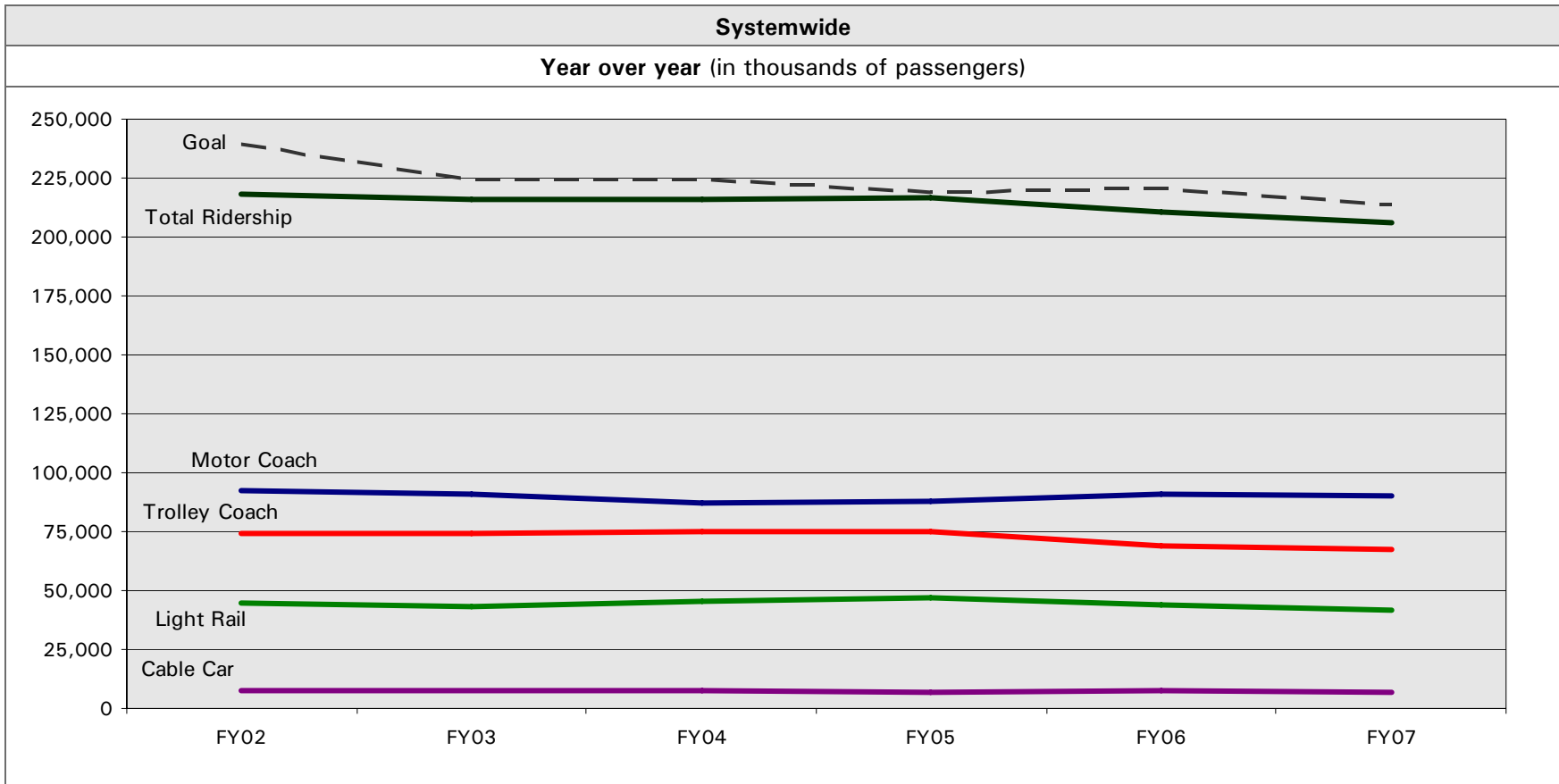
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**B System Performance**

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**B1 PASSENGERS CARRIED BY MODE**

**GOAL** ↻ 214,011,000



Mode	FY02	FY03	FY04	FY05	FY06	FY07*
Goal	230,185	239,611	224,000	224,000	218,979	214,011
Total Ridership	218,462	215,595	215,744	216,918	210,848	206,352
Motor Coach	92,259	90,881	87,472	88,209	90,630	90,300
Trolley Coach	73,968	74,399	75,216	74,941	69,065	67,297
LRV	44,976	42,896	45,187	46,803	43,679	41,737
Cable Car	7,258	7,419	7,869	6,966	7,475	7,017

\* Preliminary/un-audited results

**B2 AVERAGE FARE PER PASSENGER**

Total cash fares in thousands of dollars			Average Fare per Passenger*		
Year over year			Year over year		
FY05	FY06	FY07*	FY05	FY06	FY07*
\$120,184	\$136,234	\$142,500			
			<b>Including all modes</b> \$0.56 \$0.65 \$0.68	<b>Excluding Cable Cars</b> \$0.49 \$0.57 \$0.60	<b>Excluding Cable Cars and reduced by BART payment</b> \$0.45 \$0.53 \$0.54

\* Preliminary/un-audited results

**B3 FULLY ALLOCATED SERVICE COST BY MODE**

Fully Allocated Cost per Hour of Service			Fully Allocated Cost per Passenger Mile		
Year over year			Year over year		
	FY05	FY06	FY07	FY06	FY07
<b>Systemwide</b>	\$141.91	\$149.84	Forthcoming in Fall 2007	<b>Systemwide</b>	\$1.10**
<b>LRV</b>	\$187.94	\$190.92		<b>LRV</b>	\$0.99
<b>Cable Car</b>	\$312.13	\$295.88		<b>Cable Car</b>	\$4.73
<b>Trolley Coach</b>	\$117.30	\$125.94		<b>Trolley Coach</b>	\$1.17**
<b>Motor Coach</b>	\$126.20	\$135.45		<b>Motor Coach</b>	\$0.97
					Forthcoming in Fall 2007

\*Based on unlinked passenger trips. Passengers are counted each time they board a vehicle.

\*\*Revised by Finance with NTD Report submittal. FTA defines a passenger mile as the cumulative sum of the distance ridden by each passenger.

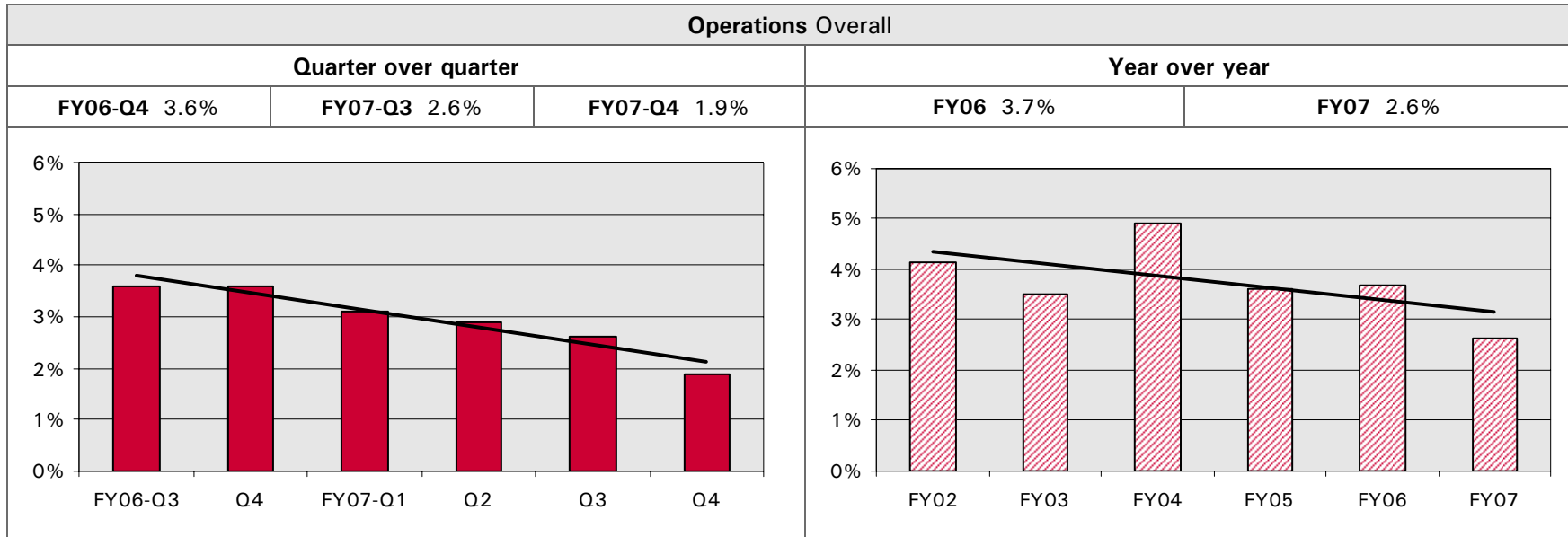
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**C Staffing Performance**

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**C1 VACANCY RATE (OPERATIONS)**

**GOAL**  $U \leq 5\%$



**C2 ATTRITION RATE**

**GOAL**  $U \leq 10\%$

New Employees									
	FY07							Quarter over quarter	
	Hires			Departures				Reporting Year (Q4)	Attrition rate
	Q1-Q4	Q2-Q4	Q4	Q4 Released	Q4 Voluntary	Class	Q4 Total		
<b>Transit Operators (FT)</b>	124	86	38	4	1		5	FY01	N/A
<b>Crafts</b>	103	73	30	1	0	7473	1	FY02	N/A
<b>Maintenance</b>	30	24	6	0	0		0	FY03	N/A
<b>Operations Administration</b>	40	38	2	0	0		0	FY04	23.5%
<b>Finance and Administration</b>	58	47	11	1	0	1244	1	FY05	0.8%
<b>GM Programs</b>	52	45	7	0	0		0	FY06	0.4%
<b>Total</b>	407	313	94	6	1		7	FY07	1.7%

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**D Customer Service**

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**D1 PROMOTION OF INCREASED PATRONAGE**

*Goal Develop marketing plan by Jan 07*

A campaign marketed the new T-Third rail line, which included several print campaigns (soft and hard launch) as well as television and radio commercials.

**D2 Publication and distribution of TRANSIT SCHEDULES**

*Goal Publish complete timetable during FY07*

Current schedules for each transit line are available through 311, 511.com, and SFMTA.com. In addition, the SFMTA makes large print versions of schedules available to low visioned customers upon request.

**D3 CUSTOMER AND EMPLOYEE SATISFACTION**

*Goal Conduct rider and employee surveys during FY07*

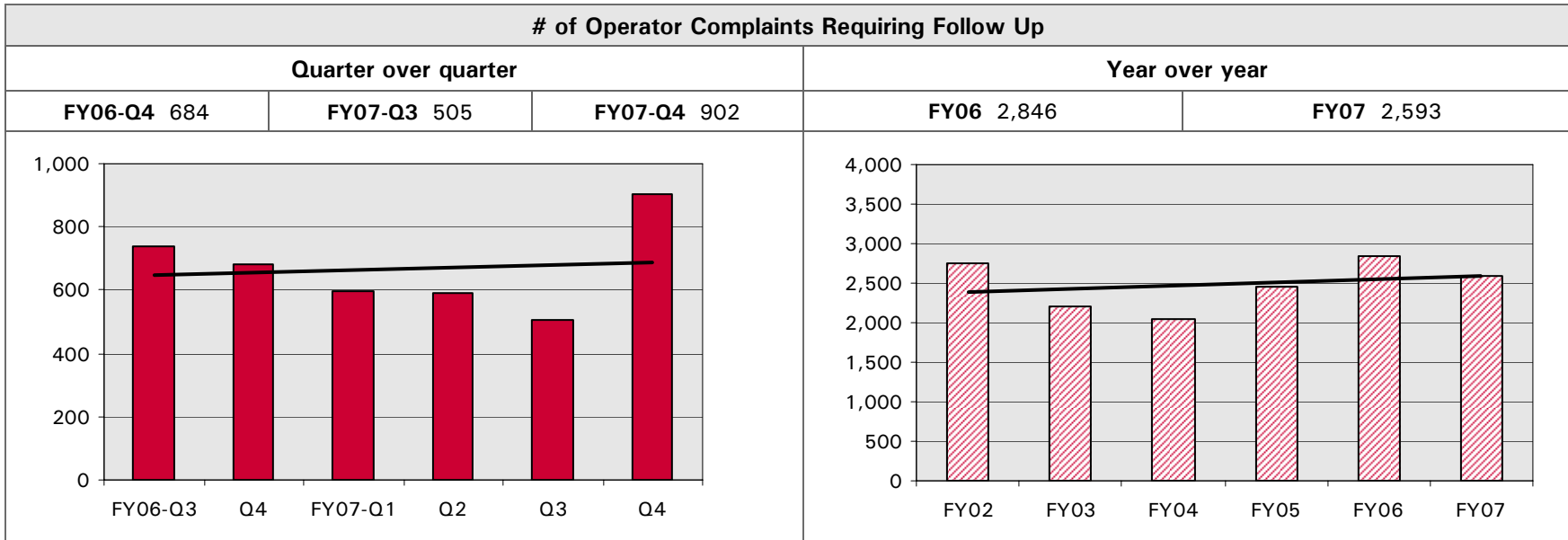
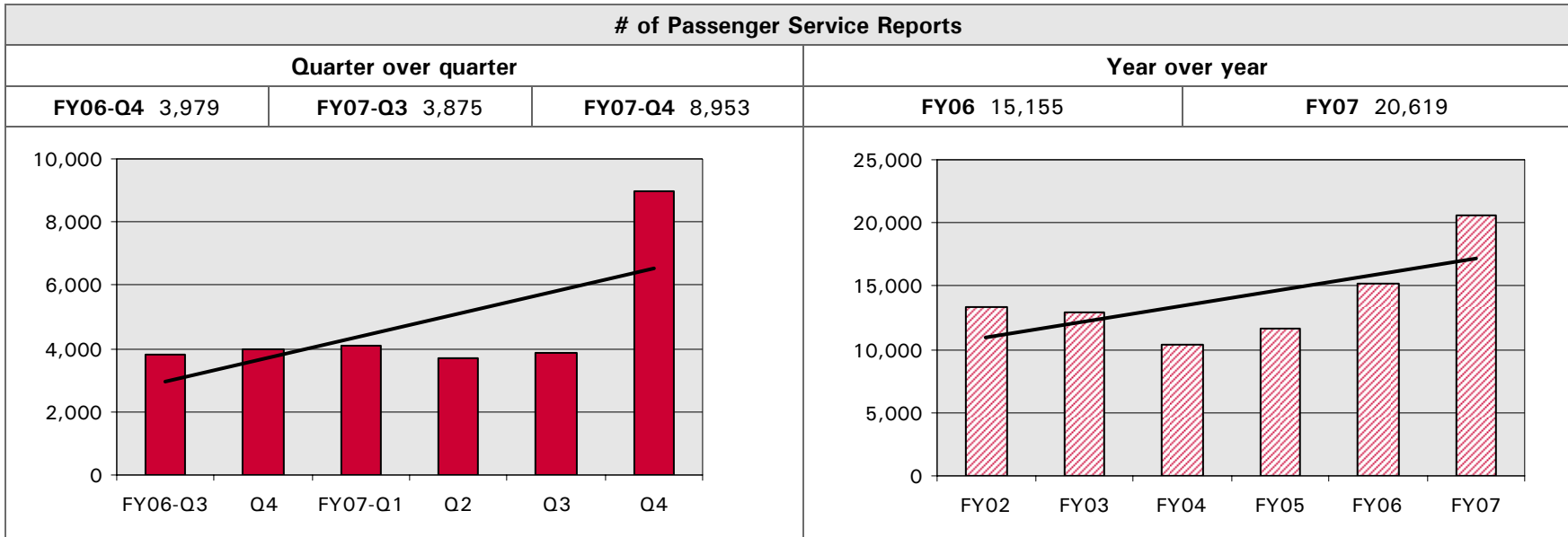
The SFMTA conducted its most recent customer and employee satisfaction surveys in September 2006. Surveys are administered on an annual basis.

**D4 PUBLIC INFORMATION IMPROVEMENTS regarding delays as well as general user information regarding system modifications, route changes, and schedules**

*Goal Improve passenger information*

In FY07, the SFMTA implemented a wide range of public information improvements, including: enhanced station and vehicle announcements regarding delays; improved communication in advance of service changes and disruptions; clearer trackside wall, station navigation, and wayfinding signage; enhanced 7x24 support at 311 for passenger information, and additional NextMuni vehicle arrival prediction signs.

**D5 # OF OPERATOR CONDUCT COMPLAINTS and their resolution**

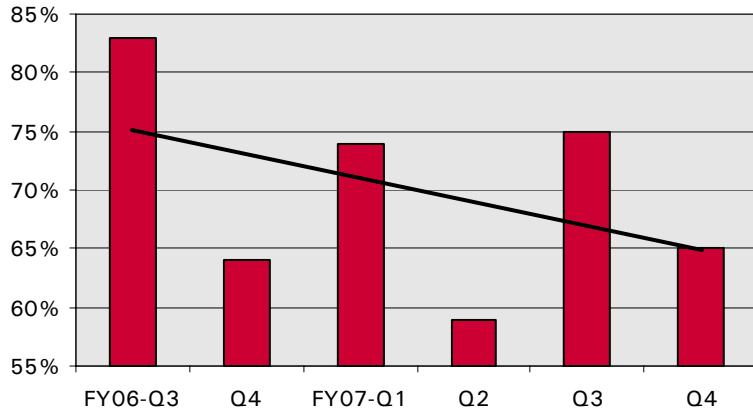


**D5 # OF OPERATOR CONDUCT COMPLAINTS and their resolution** continued **GOAL**  $\geq 75\%$  resolved within 30 days

**Operator Complaints Requiring Follow Up/Recommended for Neutral Hearings – Resolution Rate**

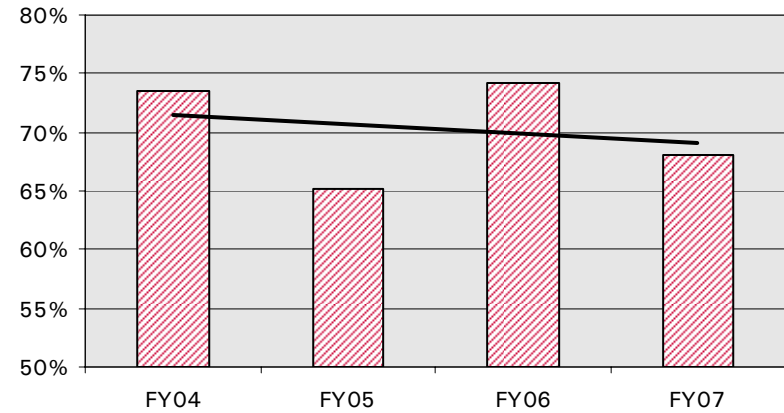
**Quarter over quarter**

**FY06-Q4 64%**      **FY07-Q3 75%**      **FY07-Q4 65%**



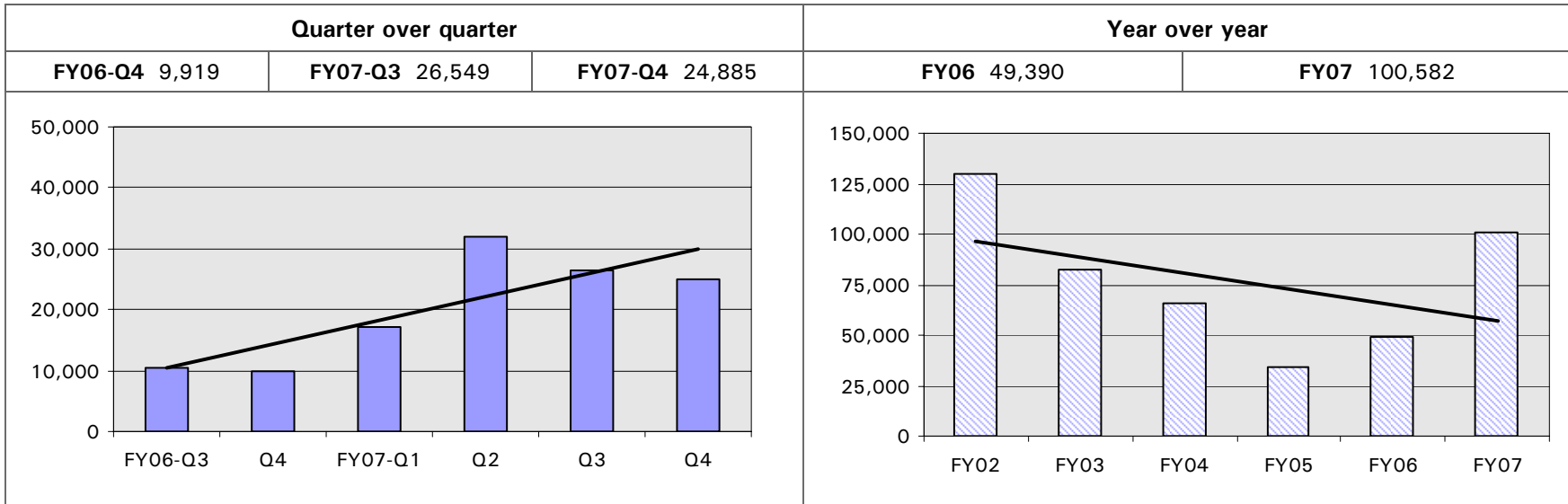
**Year over year**

**FY06 74%**      **FY07 68%**



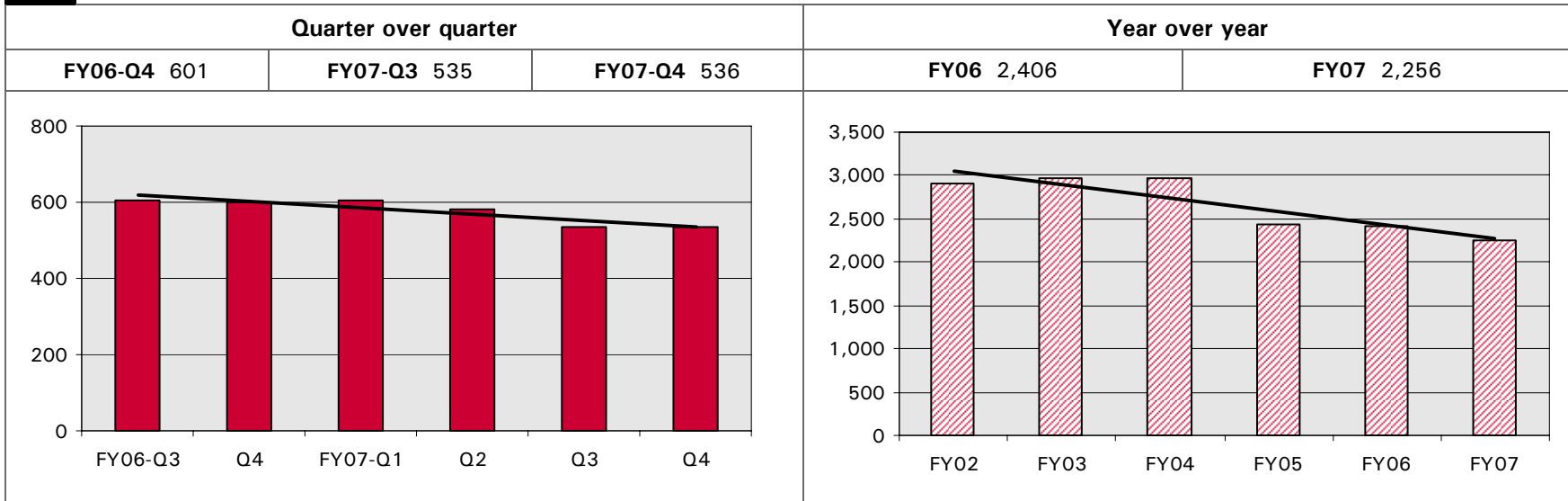
**D6 # OF HOURS OF OPERATOR TRAINING**

**GOAL** ↻ 50,000 hours of training in FY07




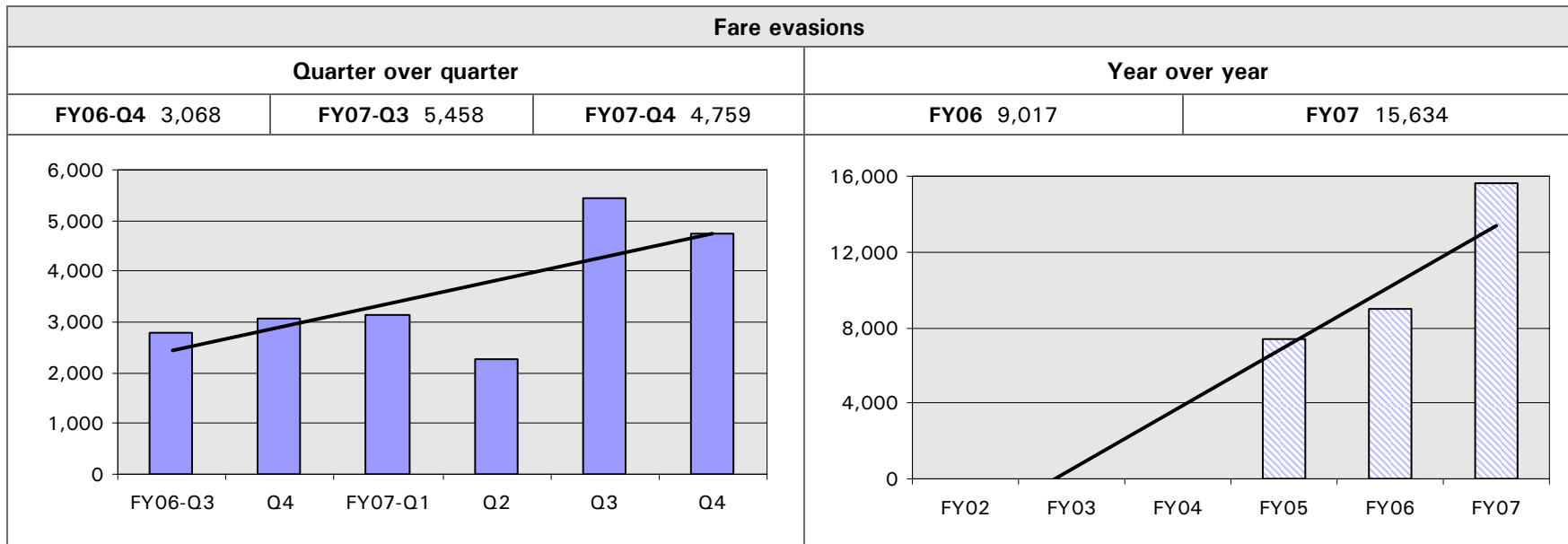
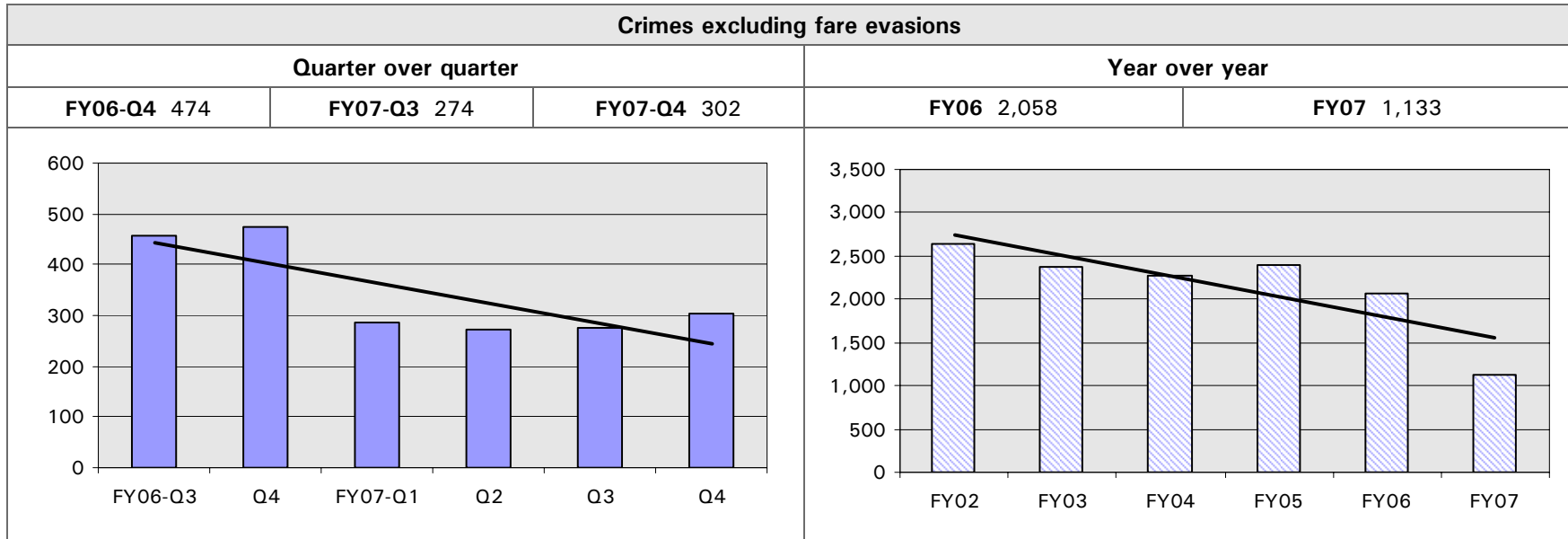
**D6 # OF PASSENGER AND VEHICLE ACCIDENTS**

**GOAL** ↻ 5% annual reduction in accidents to 2,286



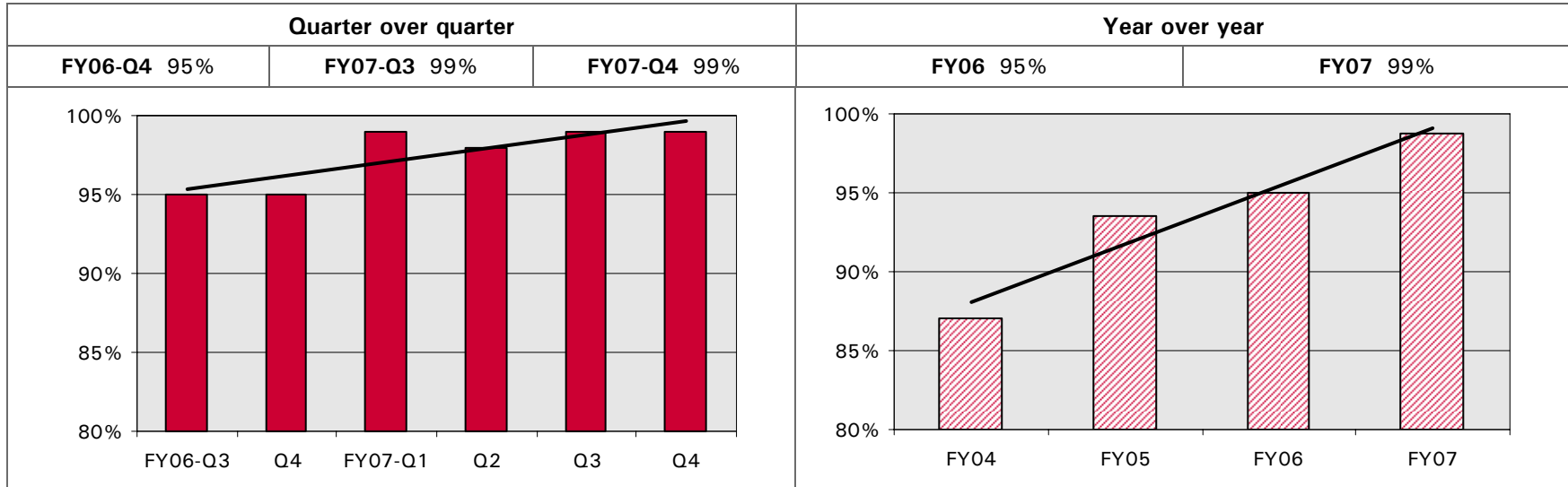
**D7 # OF CRIME INCIDENTS**

**GOAL**  5% annual reduction in crimes to 1,955

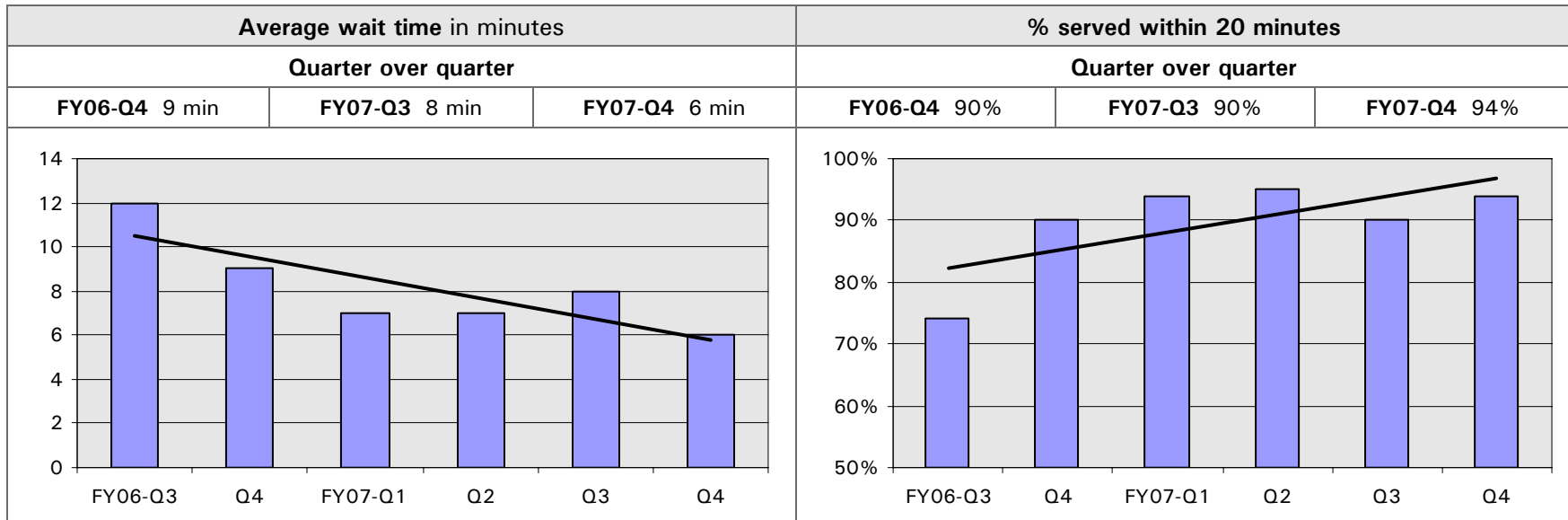


**D8** % OF ABANDONED AUTOMOBILE REPORTS responded to within 48 hours

**GOAL** 🎯 100%

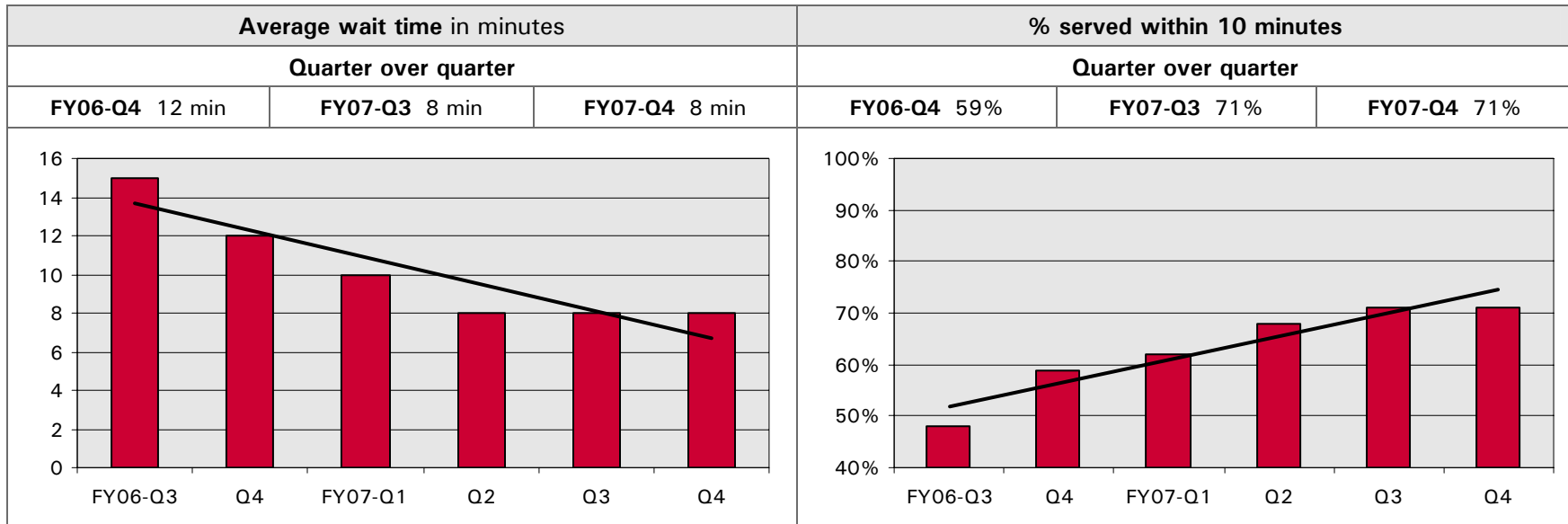


**D9** % OF WALK-IN CITATION/RESIDENTIAL PARKING PERMIT CUSTOMERS served within 20 minutes **GOAL** 🎯 ≥80%



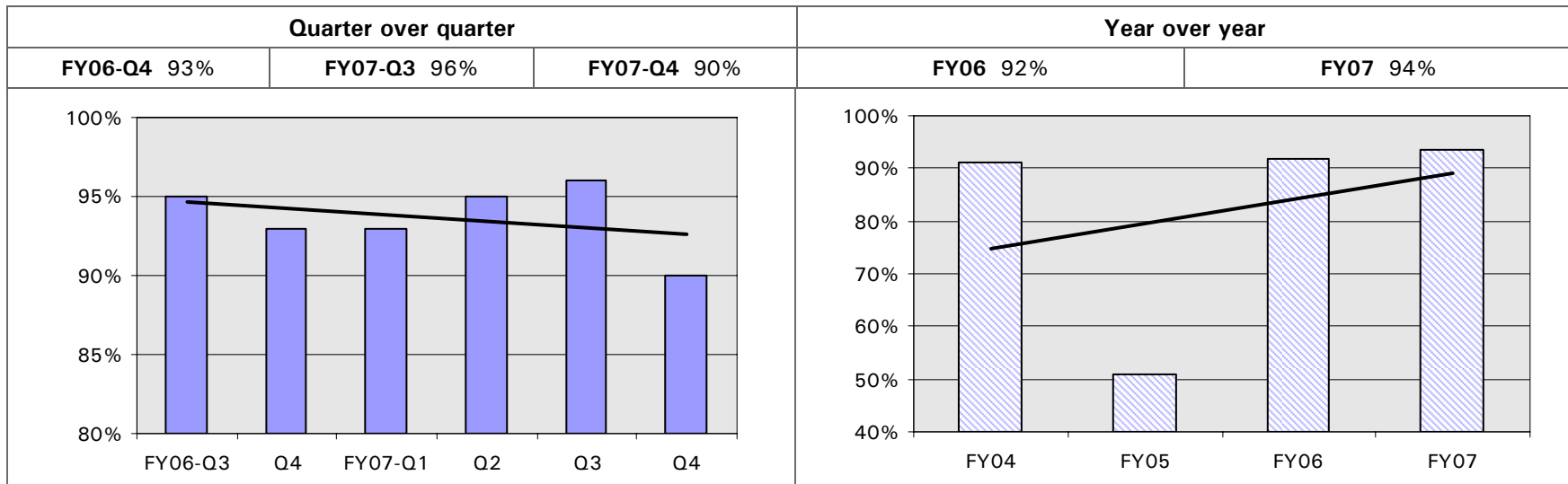
**D10 % OF ADMINISTRATIVE CITATION HEARING CUSTOMERS served within 10 minutes**

**GOAL**  $\geq 80\%$



**D11 % OF RESIDENTIAL PARKING PERMIT RENEWAL APPLICATIONS returned within 21 days**

**GOAL**  $\geq 95\%$



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**E Employee Satisfaction**

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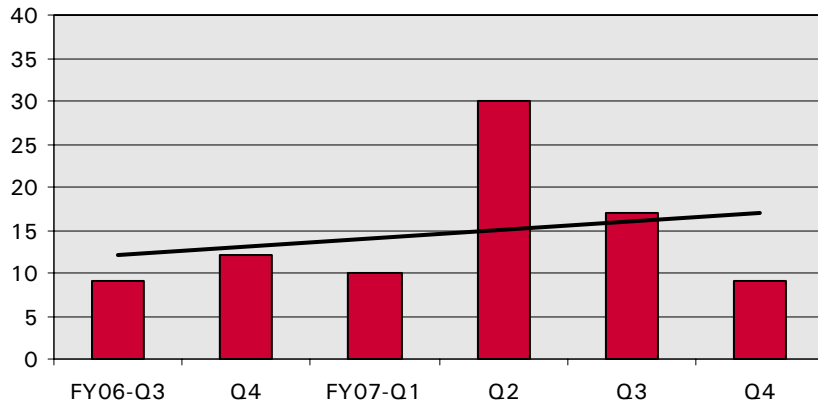
**E1 # OF GRIEVANCES**

**GOAL** 

**Transit Operators**

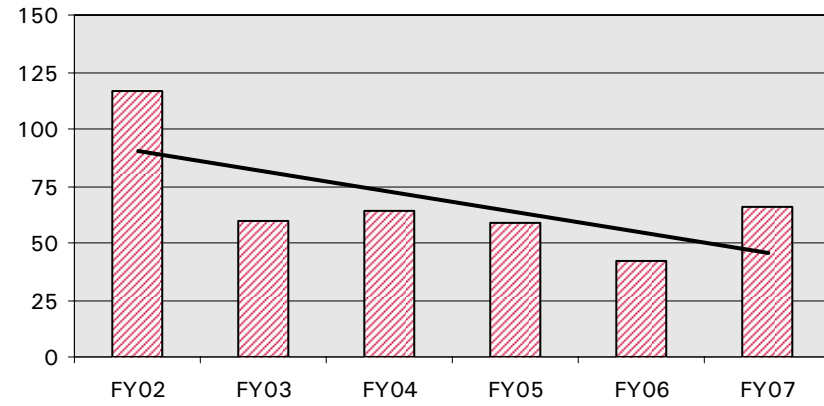
**Quarter over quarter**

FY06-Q4 12      FY07-Q3 17      FY07-Q4 9



**Year over year**

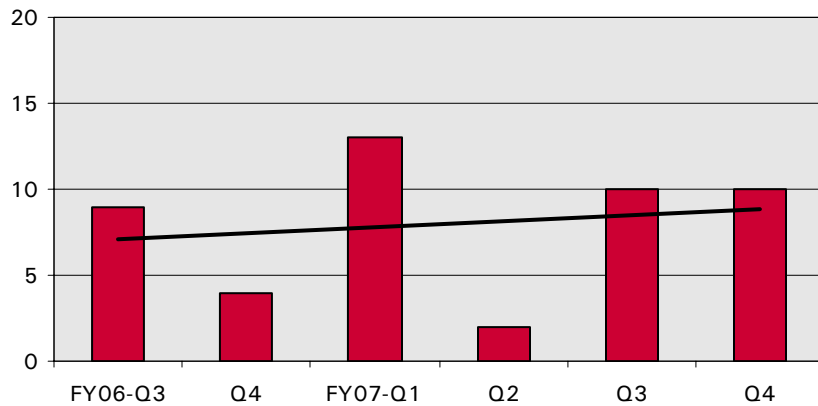
FY06 42      FY07 66



**Maintenance and Miscellaneous Employees**

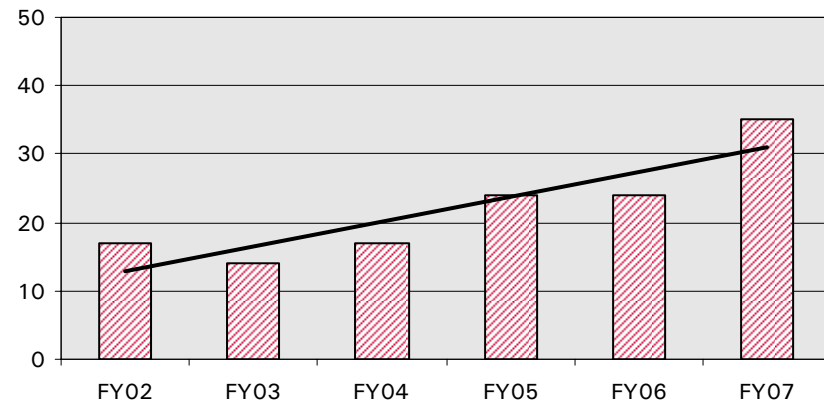
**Quarter over quarter**

FY06-Q4 4      FY07-Q3 10      FY07-Q4 10



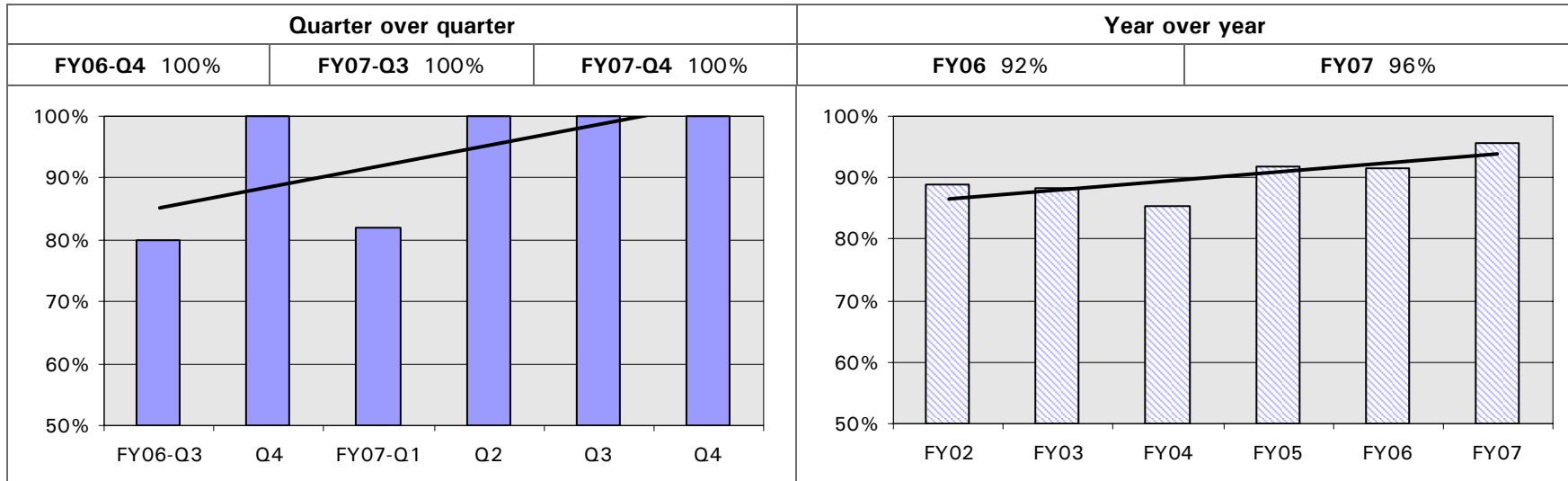
**Year over year**

FY06 24      FY07 35




**E2 % OF OPERATOR GRIEVANCES RESOLVED WITHIN 45 DAYS\***

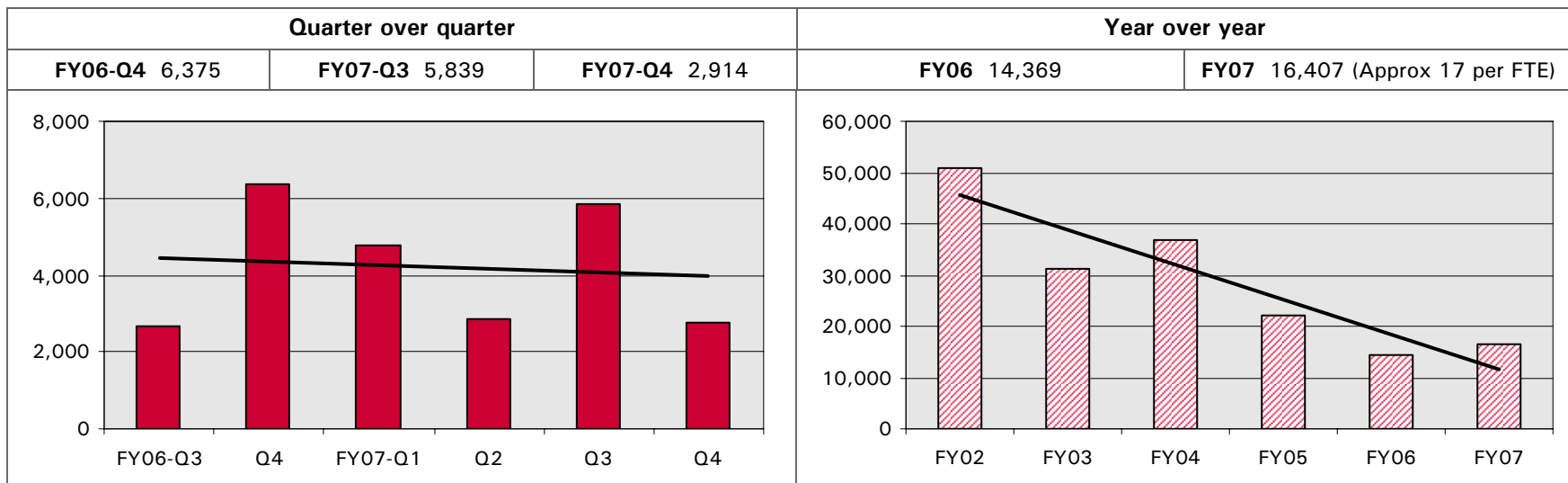
**GOAL**   $\geq 75\%$



\*Due to limited hearing officer availability, the resolution timeframe was expanded by 15 days in FY07.

**E3 # OF HOURS OF MAINTENANCE AND ADMINISTRATIVE TRAINING**

**GOAL**  20 hours per FTE



**E4 EMPLOYEE RECOGNITION****GOAL** *Annual achievement of honorees*

Recipients include 12) Systemwide Operators of the Month Award, (4) Transit Supervisors of the Quarter Award, (4) Finance & Admin Employees of the Quarter, (12) Maintenance Employees of the Month, (4) Safety & Training Employee of the Quarter, and (4) Accessibility Employee of the Quarter.

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**F      Parking Enforcement**

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**F1 # OF MINUTES TO RESPOND TO PARKING ENFORCEMENT REQUESTS**

**GOAL**  $\leq 20$  min

Quarter over quarter			
	Parking violations (587)	Driveway violations (588)	Tow truck requested (409)
Q1 (Jul-Sep)	37 min	61 min	38 min
Q2 (Oct-Dec)	11 min	13 min	12 min
Q3 (Jan-Mar)	*	*	*
Q4 (Apr-Jun)	*	*	*

\* Data is not available for Q3 and Q4.

**Notes**