

A Operational Efficiency

**A1 On-time performance**

**GOAL: ●85%**

**Purpose:** To measure schedule adherence.

**Definition:** Each line is checked at least once in each six month period. Such checks are conducted no less often than 10 weekdays and weekends per period. An annual checking schedule is established for the routes. The order in which the routes are checked is determined monthly through a random selection process. To the extent automated systems can be substituted at less cost for such checks, or the measurement of any performance standard, such systems will be used.

**Method:** Check the designated lines using criteria of -1/+4 minutes. Periods of time includes morning rush (6am-9am), midday (9am-4pm), evening rush (4pm-7pm), and night (7pm-1am). Supervisors conduct a one-hour check at a point at mid-route during all four time periods stated above.

**SYSTEMWIDE**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
<i>Goal</i>	●70%	●75%	●85%	●85%	●85%	●85%	●85%
Q1 (Jul-Sep)	66.9%	70.1%	67.3%	70.9%	71.3%	68.7%	70.8%
Q2 (Oct-Dec)	70.9%	70.7%	68.0%	72.8%	66.2%	70.4%	
Q3 (Jan-Mar)	69.5%	70.0%	71.5%	69.6%	69.2%	73.5%	
Q4 (Apr-Jun)	71.9%	70.9%	68.3%	70.7%	69.5%	71.3%	
Annual average	69.9%	70.4%	68.8%	71.0%	69.2%	70.8%	

**LRV**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
<i>Goal</i>	●70%	●75%	●85%	●85%	●85%	●85%	●85%
Q1 (Jul-Sep)	59.8%	64.3%	62.5%	75.5%	83.0%	69.2%	68.0%
Q2 (Oct-Dec)	65.1%	66.6%	67.8%	74.1%	63.7%	69.2%	
Q3 (Jan-Mar)	67.7%	66.9%	68.3%	72.6%	66.0%	73.1%	
Q4 (Apr-Jun)	67.8%	69.1%	64.2%	71.7%	65.1%	74.9%	
Annual	65.6%	66.5%	65.6%	73.6%	70.3%	72.1%	

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**A1 On-time performance**

**GOAL: ●85%**

**CABLE CAR**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
<i>Goal</i>	●70%	●75%	●85%	●85%	●85%	●85%	●85%
Q1 (Jul-Sep)	68.7%	69.9%	66.0%	66.4%	67.3%	70.6%	71.0%
Q2 (Oct-Dec)	67.0%	72.6%	68.7%	69.3%	72.5%	73.9%	
Q3 (Jan-Mar)	N/A	68.2%	68.5%	74.8%	72.4%	69.7%	
Q4 (Apr-Jun)	70.9%	67.0%	65.3%	70.0%	68.5%	65.0%	
Annual average	69.1%	69.1%	66.5%	69.1%	68.9%	69.3%	

**TROLLEY COACH**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
<i>Goal</i>	●70%	●75%	●85%	●85%	●85%	●85%	●85%
Q1 (Jul-Sep)	71.6%	73.1%	68.8%	72.9%	73.0%	71.5%	73.5%
Q2 (Oct-Dec)	76.1%	74.6%	71.4%	74.2%	67.9%	73.8%	
Q3 (Jan-Mar)	71.3%	74.6%	75.8%	68.4%	74.0%	76.5%	
Q4 (Apr-Jun)	76.1%	73.5%	71.0%	74.7%	72.3%	74.3%	
Annual average	73.9%	74.0%	71.9%	72.8%	72.2%	73.9%	

**MOTOR COACH**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
<i>Goal</i>	●70%	●75%	●85%	●85%	●85%	●85%	●85%
Q1 (Jul-Sep)	65.1%	70.4%	69.4%	69.8%	69.0%	66.6%	69.1%
Q2 (Oct-Dec)	69.4%	68.8%	65.9%	72.0%	64.7%	67.9%	
Q3 (Jan-Mar)	68.6%	67.2%	70.3%	69.7%	65.6%	71.6%	
Q4 (Apr-Jun)	69.9%	71.3%	69.6%	67.6%	68.2%	69.4%	
Annual average	68.4%	69.5%	68.8%	69.7%	67.0%	68.7%	

**A1 Scheduled headway adherence** **GOAL: 85% of runs within lesser of 30%/10 min of scheduled headway**

**Purpose:** To measure scheduled headways against actual headways.

**Definition:** Actual headways are compared with scheduled headways on all radial, express, cross-town, secondary, and feeder lines during all time periods. Each line is checked twice a year. Checks are conducted no less often than 10 weekdays and weekends per period. An annual checking schedule is established for the routes. The order in which the routes are checked is determined monthly through a random selection process. To the extent automated systems can be substituted at less cost for such checks, or the measurement of any performance standard, such systems will be used.

**Method:** Check the headways of designated lines. Periods of time include morning rush (6am-9am), midday (9am-4pm), evening rush (4pm-7pm), and night (7pm-1am). Supervisors conduct a one-hour standard check at a maximum load point at mid-route during all four time periods stated above.

**SYSTEMWIDE (FY02-F08)**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
<i>Goal</i>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>
<b>Q1 (Jul-Sep)</b>	66.7%	68.8%	73.1%	69.8%	64.1%	58.9%	63.7%
<b>Q2 (Oct-Dec)</b>	67.8%	69.2%	64.1%	69.3%	55.7%	61.8%	
<b>Q3 (Jan-Mar)</b>	69.5%	67.1%	68.1%	71.9%	59.9%	58.8%	
<b>Q4 (Apr-Jun)</b>	72.1%	74.8%	69.2%	66.4%	62.7%	63.0%	
<b>Annual average</b>	<b>69.0%</b>	<b>72.1%</b>	<b>68.2%</b>	<b>69.5%</b>	<b>59.8%</b>	<b>60.5%</b>	

**BY MODE (previous four quarters)**

	LRV	Cable Car	Trolley Coach	Motor Coach
<i>Goal</i>	<b>85%</b>	<b>85%</b>	<b>85%</b>	<b>85%</b>
<b>Q2 FY07 (Oct-Dec 06)</b>	53.4%	63.8%	52.8%	69.5%
<b>Q3 (Jan-Mar 07)</b>	59.5%	55.3%	49.9%	66.0%
<b>Q4 (Apr-Jun 07)</b>	53.9%	60.1%	52.6%	70.6%
<b>Q1 FY08 (Jul-Sep 07)</b>	60.8%	55.0%	57.4%	70.2%

**A1 On-time performance and headway adherence by line** **GOAL: 85% (as mandated by Charter)**

Line	Q2 FY07 OTP (Oct-Dec 06)	Q3 OTP (Jan-Mar 07)	Q4 OTP (Apr-Jun 07)	Q1 FY08 OTP (Jul-Sep 07)	6 Year Avg OTP (FY02-07)	Q2 FY07 Headway (Oct-Dec 06)	Q3 Headway (Jan-Mar 07)	Q4 Headway (Apr-Jun 07)	Q1 FY08 Headway (Jul-Sep 07)	6 Year Avg Headway (FY02-07)
<b>Light Rail</b>										To be calculated for Q2 report
F Market & Wharves	65.5%		77.0%		66.5%	48.9%		52.7%		
J Church		71.4%			60.8%		42.4%			
K Ingleside / T Third*	68.5%	80.6%		75.3%*	72.1%	53.6%	75.9%		75.4%*	
L Taraval			74.3%		73.3%			60.0%		
M Oceanview		71.3%		59.3%	65.3%		61.1%		61.7%	
N Judah	73.4%		71.8%	68.7%	70.1%	61.8%		88.1%	50.0%	
<b>Cable Car</b>										
59 Powell-Mason	69.9%	69.7%			69.3%	69.9%	55.3%			
60 Powell-Hyde			59.8%		68.4%			92.2%		
61 California St	77.9%		68.2%	71.0%	69.4%	64.8%		49.8%	55.0%	
<b>Trolley Coach</b>										
1 California	82.6%		83.8%	83.3%	78.9%	37.4%		33.3%	58.6%	
3 Jackson		74.3%		73.8%	71.6%		75.0%		86.1%	
4 Sutter	76.2%	85.7%			74.0%	92.1%	94.4%			
5 Fulton		78.3%			75.2%		56.6%			
6 Parnassus	78.3%		80.2%		73.0%	80.2%		74.8%		
7 Haight		55.6%			73.0%		62.5%			
<b>Trolley Coach</b>										
14 Mission	70.2%		72.2%	77.4%	71.6%	36.3%		42.4%	51.9%	
21 Hayes			70.2%		69.3%			82.9%		
22 Fillmore	66.2%		73.3%	72.9%	71.7%	47.9%		45.2%	46.6%	
24 Divisadero	68.6%		69.6%		69.7%	70.2%		76.8%	59.8%	

\* FY08 data is for the K Ingleside/T Third. Previous data is exclusively for the K Ingleside.

**A1 On-time performance and headway adherence by line continued**

**GOAL: 85%**

Line	Q2 FY07 OTP (Oct-Dec 06)	Q3 OTP (Jan-Mar 07)	Q4 OTP (Apr-Jun 07)	Q1 FY08 OTP (Jul-Sep 07)	6 Year Avg OTP (FY02-07)	Q2 FY07 Headway (Oct-Dec 06)	Q3 Headway (Jan-Mar 07)	Q4 Headway (Apr-Jun 07)	Q1 FY08 Headway (Jul-Sep 07)	6 Year Avg Headway (FY02-07)
<b>Trolley Coach</b>										
30 Stockton		77.7%			76.2%		38.7%			To be calculated for Q2 report
31 Balboa			75.3%	70.5%	66.6%			78.3%	66.1%	
33 Stanyan	68.8%		64.8%	66.1%	65.0%	68.1%		67.2%	67.9%	
41 Union		77.6%			78.9%		45.2%			
45 Union-Stockton		70.5%			72.9%		65.7%			
49 Van Ness-Mission		73.3%		68.5%	71.0%		65.9%		44.5%	
<b>Motor Coach</b>										
1AX California 'A' Exp	70.3%		38.1%	86.7%	61.9%	90.9%		68.4%	85.2%	
1BX California 'B' Exp	73.8%	82.1%		79.3%	77.8%	59.6%	56.3%		46.5%	
2 Clement	73.8%	68.2%			69.5%	66.1%	78.3%			
9 San Bruno	63.5%	73.0%		67.9%	71.2%	50.5%	62.1%		60.2%	
9AX San Bruno 'A' Exp	50.0%		76.9%	50.0%	56.2%	50.0%		81.8%	46.2%	
9BX San Bruno 'B' Exp	70.4%	79.2%		57.9%	66.5%	72.0%	72.7%		54.3%	
9X San Bruno Exp	69.7%		60.3%	57.3%	63.1%	71.4%		61.8%	60.9%	
10 Townsend				73.3%	65.5%				81.2%	
12 Folsom			66.8%	56.8%	67.0%			65.9%	72.3%	
14L Mission Limited			77.4%	73.7%	72.8%			76.6%	76.5%	

**A1** On-time performance and headway adherence by line continued

**GOAL: 85%**

Line	Q2 FY07 OTP (Oct-Dec 06)	Q3 OTP (Jan-Mar 07)	Q4 OTP (Apr-Jun 07)	Q1 FY08 OTP (Jul-Sep 07)	6 Year Avg OTP (FY02-07)	Q2 FY07 Headway (Oct-Dec 06)	Q3 Headway (Jan-Mar 07)	Q4 Headway (Apr-Jun 07)	Q1 FY08 Headway (Jul-Sep 07)	6 Year Avg Headway (FY02-07)
<b>Motor Coach</b>										
14X Mission Exp			78.1%		78.1%			62.1%		
16AX Noriega 'A' Exp			66.7%		69.3%			70.9%		
16BX Noriega 'B' Exp	71.4%		77.3%	44.4%	66.0%	63.2%		62.5%	50.0%	
17 Park Merced	75.5%		60.8%	65.4%	58.2%	93.3%		91.1%	88.6%	
18 46th Av			83.9%	87.0%	77.9%			91.1%	88.4%	
19 Polk	55.3%		71.0%		64.4%	66.3%		65.1%		
23 Monterey			68.6%		68.0%			83.9%		
26 Valencia	57.8%		58.1%		63.7%	87.5%		84.5%		
27 Bryant			74.6%	71.4%	68.6%			80.3%	65.7%	
28 19th Av		52.4%		61.0%	66.1%		47.4%		60.3%	
28L 19th Av Limited	69.4%			92.3%	72.4%	60.0%			77.3%	
29 Sunset			59.8%	60.0%	57.4%			59.5%	51.5%	
30X Marina Exp		66.7%			74.2%		64.7%			
31AX Balboa 'A' Exp		54.9%		73.7%	68.6%		71.7%		73.5%	
31BX Balboa 'B' Exp				48.3%	69.7%				57.7%	
35 Eureka		95.2%			77.9%		100.0%			
36 Teresita	56.8%	64.3%			60.9%	86.7%	75.0%			
37 Corbett	74.6%	76.5%		78.6%	77.6%	92.1%	86.7%		89.9%	
38 Geary			77.2%		73.8%			55.0%		

**A1 On-time performance and headway adherence by line continued**

**GOAL: 85%**

Line	Q2 FY07 OTP (Oct-Dec 06)	Q3 OTP (Jan-Mar 07)	Q4 OTP (Apr-Jun 07)	Q1 FY08 OTP (Jul-Sep 07)	6 Year Avg OTP (FY02-07)	Q2 FY07 Headway (Oct-Dec 06)	Q3 Headway (Jan-Mar 07)	Q4 Headway (Apr-Jun 07)	Q1 FY08 Headway (Jul-Sep 07)	6 Year Avg Headway (FY02-07)
<b>Motor Coach</b>										
38AX Geary 'A' Exp		78.8%			65.5%		80.0%			
38BX Geary 'B' Exp		75.0%			68.3%		45.5%			
38L Geary Limited			74.6%	69.9%	76.7%			54.5%	55.6%	
39 Coit		39.1%			56.8%		100.0%			
43 Masonic	61.6%	65.4%			69.0%	69.6%	61.8%			
44 O'Shaughnessy	73.9%	66.8%			66.7%	75.0%	70.2%			
47 Van Ness	77.2%	69.5%			71.4%	67.0%	54.3%			
48 Quintara-24th St		76.5%			68.2%		73.0%			
52 Excelsior		100.0%			72.0%		100.0%			
53 Southern Heights	90.9%		65.2%	85.3%	78.4%	100.0%		96.5%	96.4%	
54 Felton			47.6%		52.4%			77.9%		
56 Rutland	38.2%		85.7%		68.0%	84.6%		96.4%		
66 Quintara			69.8%	82.7%	72.0%			82.1%	100.0%	
67 Bernal Heights	79.1%		74.7%	71.7%	71.1%	91.9%		80.8%	86.5%	
71 Haight-Noriega / 71L Limited			65.9%	61.2%	65.5%			92.4%	61.5%	
80X Gateway Exp	75.0%	100.0%			54.5%		100.0%			
81X Caltrain Exp		100.0%			51.0%	100.0%	100.0%			
82X Presidio &	72.7%		60.0%	100.0%	60.9%	62.5%		85.7%	100.0%	

Wharves Exp										
<b>A1</b>	<b>On-time performance and headway adherence by line continued</b>									<b>GOAL: •85%</b>

Line	Q2 FY07 OTP (Oct-Dec 06)	Q3 OTP (Jan-Mar 07)	Q4 OTP (Apr-Jun 07)	Q1 FY08 OTP (Jul-Sep 07)	6 Year Avg OTP (FY02-07)	Q2 FY07 Headway (Oct-Dec 06)	Q3 Headway (Jan-Mar 07)	Q4 Headway (Apr-Jun 07)	Q1 FY08 Headway (Jul-Sep 07)	6 Year Avg Headway (FY02-07)
88 BART Shuttle	59.1%		67.4%		64.4%	55.0%		59.0%		
89 Laguna Honda	50.0%	63.2%			55.1%	100.0%	100.0%			
90 Owl				69.2%	84.5%				100.0%	
91 Owl	72.2%				66.5%	93.8%				
108 Treasure Island	92.9%	95.2%		74.3%	83.2%	97.4%	98.2%		84.2%	

**A2** **Scheduled service hours delivered** **GOAL: •98.5%**

**Purpose:** To measure service hours through available operators and equipment deployed in revenue service, along with the percentage of equipment available for service.

**Definition:** Monthly measurement of the percent of total available hours for service measuring operators and equipment and percentage of equipment available daily.

**Method:** Both operators and equipment are measured as to the total number of hours in service as a percentage of the total scheduled hours. Data come from the online dispatching system. Measurement of the vehicles that begin service at the scheduled time will be provided from the 8am and 6pm "Not-Out Report" generated by Central Control and will show the percent of vehicles that went out at the scheduled time for both the AM and PM pullout.

**SYSTEMWIDE (FY02-FY08)**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
<i>Goal</i>	<b>•97.0%</b>	<b>•97.5%</b>	<b>•98.5%</b>	<b>•98.5%</b>	<b>•98.5%</b>	<b>•98.5%</b>	<b>•98.5%</b>
<b>Q1 (Jul-Sep)</b>	95.4%	97.4%	96.3%	97.1%	93.7%	94.2%	95.2%
<b>Q2 (Oct-Dec)</b>	95.7%	97.5%	97.1%	95.7%	95.4%	94.7%	
<b>Q3 (Jan-Mar)</b>	96.2%	96.7%	98.1%	94.0%	94.8%	95.6%	
<b>Q4 (Apr-Jun)</b>	97.8%	94.5%	97.3%	94.3%	93.0%	92.5%	
<b>Annual</b>	<b>96.3%</b>	<b>96.5%</b>	<b>97.2%</b>	<b>95.3%</b>	<b>94.2%</b>	<b>94.3%</b>	

average							
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**A2 Scheduled service hours delivered** continued

**GOAL: ●98.5%**

**BY DIVISION (previous four quarters)**

	<i>Rail LRV Green</i>	<i>Rail Cable Car</i>	<i>Trolley Coach Potrero</i>	<i>Trolley Coach Presidio</i>	<i>Motor Coach Flynn</i>	<i>Motor Coach Kirkland</i>	<i>Motor Coach Woods</i>
<b>Q2 FY07</b> (Oct-Dec 06)	91.2%	96.9%	95.7%	96.5%	94.4%	91.4%	95.9%
<b>Q3</b> (Jan-Mar 07)	93.7%	97.4%	93.8%	98.4%	94.8%	94.1%	97.5%
<b>Q4</b> (Apr-Jun 07)	85.3%	97.1%	88.5%	98.9%	90.4%	94.9%	95.7%
<b>Q1 FY08</b> (Jul-Sep 07)	95.1%	97.3%	92.9%	97.9%	96.2%	94.3%	94.9%

**A2 Equipment available**

**SYSTEMWIDE (FY02-FY08)**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	99.72%	99.92%	99.81%	99.87%	99.94%	99.87%	99.87%
<b>Q2</b> (Oct-Dec)	99.75%	99.87%	99.95%	99.72%	99.93%	99.80%	
<b>Q3</b> (Jan-Mar)	96.69%	99.97%	99.85%	99.79%	99.86%	99.90%	
<b>Q4</b> (Apr-Jun)	99.82%	99.90%	99.80%	99.82%	99.88%	99.92%	
<b>Annual average</b>	<b>99.00%</b>	<b>99.92%</b>	<b>99.85%</b>	<b>99.80%</b>	<b>99.90%</b>	<b>99.87%</b>	

**BY DIVISION (previous four quarters)**

	<i>Rail LRV Green</i>	<i>Rail Cable Car</i>	<i>Trolley Coach Potrero</i>	<i>Trolley Coach Presidio</i>	<i>Motor Coach Flynn</i>	<i>Motor Coach Kirkland</i>	<i>Motor Coach Woods</i>
<b>Q2 FY07</b> (Oct-Dec 06)	99.96%	99.97%	100%	99.95%	99.96%	99.52%	99.50%
<b>Q3</b> (Jan-Mar 07)	99.96%	99.96%	100%	99.96%	99.82%	99.76%	99.83%
<b>Q4</b> (Apr-Jun 07)	99.87%	99.96%	99.90%	99.97%	99.91%	99.90%	99.80%
<b>Q1 FY08</b> (Jul-	99.97%	99.96%	100%	99.97%	100%	100%	99.36%

Sep 07)							
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**A2 Operators available**

**SYSTEMWIDE (FY02-FY08)**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	95.7%	97.5%	96.5%	97.3%	93.7%	94.3%	95.4%
<b>Q2</b> (Oct-Dec)	96.0%	97.6%	97.2%	96.0%	95.4%	94.8%	
<b>Q3</b> (Jan-Mar)	96.7%	96.7%	98.3%	94.2%	95.0%	95.7%	
<b>Q4</b> (Apr-Jun)	98.0%	94.6%	97.5%	94.5%	93.1%	92.6%	
<b>Annual average</b>	<b>96.6%</b>	<b>96.6%</b>	<b>97.4%</b>	<b>95.5%</b>	<b>94.3%</b>	<b>94.4%</b>	

**BY DIVISION (previous four quarters)**

	<i>Rail LRV Green</i>	<i>Rail Cable Car</i>	<i>Trolley Coach Potrero</i>	<i>Trolley Coach Presidio</i>	<i>Motor Coach Flynn</i>	<i>Motor Coach Kirkland</i>	<i>Motor Coach Woods</i>
<b>Q2 FY07</b> (Oct-Dec 06)	91.2%	96.9%	95.7%	96.5%	94.5%	91.9%	96.3%
<b>Q3</b> (Jan-Mar 07)	93.7%	97.5%	93.8%	98.5%	95.0%	94.3%	97.6%
<b>Q4</b> (Apr-Jun 07)	85.4%	97.1%	88.5%	98.9%	90.5%	94.9%	95.9%
<b>Q1 FY08</b> (Jul-Sep 07)	95.1%	97.4%	92.9%	98.0%	96.2%	94.3%	95.6%

**A2 Late pull-outs: % of scheduled/executed runs that were late**

**SYSTEMWIDE (FY02-FY08)**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	0.2%	0.1%	1.1%	1.0%	1.4%	0.4%	0.5%
<b>Q2</b> (Oct-Dec)	0.1%	0.3%	0.8%	1.1%	1.1%	0.5%	
<b>Q3</b> (Jan-Mar)	0.1%	0.3%	0.9%	1.2%	0.8%	0.6%	
<b>Q4</b> (Apr-Jun)	0.1%	0.3%	0.9%	1.2%	0.5%	0.5%	
<b>Annual average</b>	<b>0.1%</b>	<b>0.2%</b>	<b>0.9%</b>	<b>1.1%</b>	<b>1.0%</b>	<b>0.5%</b>	

**A2 Late pull-outs: % of scheduled/executed runs that were late**

**BY DIVISION (previous four quarters)**

	<i>Rail LRV Green</i>	<i>Rail F Line</i>	<i>Rail Cable Car</i>	<i>Trolley Coach Potrero</i>	<i>Trolley Coach Presidio</i>	<i>Motor Coach Flynn</i>	<i>Motor Coach Kirkland</i>	<i>Motor Coach Woods</i>
Q2 FY07 (Oct-Dec 06)	0.6%	1.1%	0.3%	0.4%	0.2%	0.6%	0.7%	0.4%
Q3 (Jan-Mar 07)	0.6%	1.1%	0.4%	0.5%	0.3%	0.6%	0.7%	0.6%
Q4 (Apr-Jun 07)	0.5%	1.1%	0.3%	0.4%	0.3%	0.6%	0.7%	0.4%
Q1 FY08 (Jul-Sep 07)	0.3%	0.5%	0.3%	0.6%	0.5%	0.5%	0.4%	0.5%

**A3 Pass-ups: % of vehicles unable to pick up passengers due to crowding**

**GOAL: ●5%**

**Purpose:** To measure crowding in vehicles.

**Definition:** % of vehicles that pass published time points during measurement periods unable to pick up passengers due to crowding without being followed within 3 minutes or less by another vehicle on the same route with space for all waiting passengers. Pass-up measurements are conducted at least 10 weekdays per month. At the beginning of each quarter, supervisors review all lines checked in the previous quarter, and identify the five lines with the highest load factors, and the time period those load factors occurred. Supervisors check those five lines during the high load factor time period each month of the coming quarter. Supervisors also check to see if any Passenger Service Reports for pass-ups were made for the five lines, and if the location of the pass-up was recorded. If recorded, supervisors use that point as the point to check for pass-ups. If there are no locations recorded, supervisors use the stop before the maximum load point.

**Method:** Time periods include morning rush (6am-9am), midday (9am-4pm), evening rush (4pm-7pm), and night (7pm-1am).

**PASS-UP RATE (FY02-FY08)**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<i>Goal</i>	<b>●5%</b>	<b>●5%</b>	<b>●5%</b>	<b>●5%</b>	<b>●5%</b>	<b>●5%</b>	<b>●5%</b>
Q1 (Jul-Sep)	0.27%	2.07%	2.98%	0.22%	0.68%	0.58%	0.43%
Q2 (Oct-Dec)	0.07%	7.15%	6.10%	0.18%	2.46%	0.00%	
Q3 (Jan-Mar)	0.23%	0.18%	0.80%	0.55%	0.57%	0.00%	
Q4 (Apr-Jun)	0.41%	1.61%	2.11%	0.43%	2.82%	2.69%	
Annual	<b>0.33%</b>	<b>2.75%</b>	<b>3.17%</b>	<b>0.35%</b>	<b>1.63%</b>	<b>1.30%</b>	

average						
<b>A3</b>	<b>Pass-ups: % of vehicles unable to pick up passengers due to crowding</b>					<b>GOAL: •5%</b>

**PASS-UPS BY LINE (previous four quarters)**

	<b>Q2 FY07 (Oct-Dec 06)</b>	<b>Q3 (Jan-Mar 07)</b>	<b>Q4 (Apr-Jun 07)</b>	<b>Q1 FY08 (Jul-Sep 07)</b>
<i>Line / Goal</i>	<b>•5%</b>	<b>•5%</b>	<b>•5%</b>	<b>•5%</b>
<b>N Judah Duboce/Church</b>				0.00% AM in
<b>2 Clement Sutter/Powell</b>		0.00% PM out		
<b>5 Fulton McAllister/Van Ness</b>		0.00% PM out	3.01% AM inb	
<b>12 Folsom Pacific/Jones</b>				0.00% AM out
<b>28 19<sup>th</sup> Av 19<sup>th</sup> Av/Sloat</b>	0.00% PM in			
<b>29 Sunset Geneva/Balboa Park BART</b>	0.00% PM outbound			0.00% AM in
<b>30X Marina Exp Chestnut/Van Ness</b>	0.00% AM inbound			
<b>38L Geary Limited Geary/Leavenworth</b>				0.71% PM out
<b>43 Masonic Geneva/Mission</b>			0.00% AM in	
<b>44 O'Shaughnessy Silver/Mission</b>			0.00% AM in	
<b>45 Union-Stockton Stockton/Sutter</b>	0.00% PM in		7.81% PM out	
<b>48 Quintara-24<sup>th</sup> St 24<sup>th</sup> St/Castro</b>			0.00% AM in	
<b>54 Felton Geneva/Balboa Park BART</b>	0.00% PM out			
<b>71 Haight-Noriega / 71L Limited Haight/Gough</b>				2.27% PM out
<b>88 BART Shuttle Geneva/Balboa Park BART</b>		0.00% AM in		
<b>Total Pass-Ups</b>	0	0	15	2
<b>Total Checks</b>	243	27	557	462
<b>Total % Pass-Ups</b>	0.00%	0.00%	2.69%	0.43%

**A4 Load factors: # of lines exceeding target load factor during peak periods** **GOAL: # of lines •85% load factor**

**Purpose:** To measure load factors at peak periods.

**Definition:** Each line is checked twice a year. Checks are conducted at least 10 weekdays and weekends per period. An annual checking schedule is established for the routes. The order in which the routes are checked is determined monthly through a random selection process. To the extent automated systems can be substituted at less cost for such checks, or the measurement of any performance standard, such systems are used. The maximum target load factor is defined as 85% of seating and standing capacity.

**Method:** Periods of time includes morning rush (6am-9am), midday (9am-4pm) afternoon rush (4pm-7pm), and night (7pm-1am). Supervisors conduct a one-hour, on time, and load standard check at a maximum load point at mid-route during all four time periods stated above.

**LINES EXCEEDING 85% LOAD FACTOR – SYSTEMWIDE (FY02-FY08)**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Q1 (Jul-Sep)	10	4	2	1	6	6	9
Q2 (Oct-Dec)	4	1	4	8	10	5	
Q3 (Jan-Mar)	2	3	4	6	9	4	
Q4 (Apr-Jun)	8	2	3	9	5	7	

**LOAD FACTOR BY LINE**

	Q2 FY07 (Oct-Dec 06)	Q3 (Jan-Mar 07)	Q4 (Apr-Jun 07)	Q1 FY08 (Jul-Sep 07)	6 Yr Avg (FY02-FY07)
<b>Light Rail</b>					
F Market & Wharves	69.5%		60.1%		63.4%
J Church		26.7%			56.3%
K Ingleside / T Third	134.8%	32.7%		80.9%*	73.2%
L Taraval			84.7%		71.5%
M Oceanview		55.0%		62.6%	67.5%
N Judah	51.1%		88.1%	77.0%	75.0%

\* FY08 data is for the K Ingleside/T Third. Previous data is exclusively for the K Ingleside.

**A4 Load factors: # of lines exceeding target load factor during peak periods**

**GOAL: # of lines •85% load factor**

**LOAD FACTOR BY LINE**

	<b>Q2 FY07 (Oct-Dec 06)</b>	<b>Q3 (Jan-Mar 07)</b>	<b>Q4 (Apr-Jun 07)</b>	<b>Q1 FY08 (Jul-Sep 07)</b>	<b>6 Yr Avg (FY02-FY07)</b>
<b>Cable Car</b>					
59 Powell-Mason	57.5%	73.0%			70.7%
60 Powell-Hyde			92.2%		89.4%
61 California St	43.2%		49.8%	86.3%	52.6%
<b>Trolley Coach</b>					
1 California	87.7%		85.0%	86.2%	80.4%
3 Jackson		26.1%		58.7%	54.1%
4 Sutter	63.3%	67.5%			51.3%
5 Fulton					77.6%
6 Parnassus	52.2%		74.8%		59.1%
7 Haight		45.0%			55.3%
14 Mission			67.0%	78.0%	63.3%
21 Hayes			82.9%		72.7%
22 Fillmore	94.2%		68.4%	75.9%	72.1%
24 Divisadero			76.8%	85.6%	75.2%
30 Stockton					89.3%
24 Divisadero			66.1%	64.1%	55.6%
30 Stockton	42.8%		62.3%	55.1%	51.7%
31 Balboa					68.3%
33 Stanyan		106.2%			87.0%
41 Union		82.2%		110.7%	72.6%
45 Union-Stockton	87.7%		85.0%	86.2%	80.4%
49 Van Ness-Mission		26.1%		58.7%	54.1%

**A4 Load factors: # of lines exceeding target load factor during peak periods**

**GOAL: # of lines •85% load factor**

**LOAD FACTOR BY LINE**

	Q2 FY07 (Oct-Dec 06)	Q3 (Jan-Mar 07)	Q4 (Apr-Jun 07)	Q1 FY08 (Jul-Sep 07)	6 Yr Avg (FY02-FY07)
<b>Motor Coach</b>					
1AX California 'A' Exp	73.8%		70.8%	76.4%	74.6%
1BX California 'B' Exp	81.7%			64.6%	71.7%
2 Clement	85.8%				66.7%
9 San Bruno	83.2%	73.2%		75.4%	63.6%
9AX San Bruno 'A' Exp	73.6%		75.5%	99.3%	88.0%
9BX San Bruno 'B' Exp	76.3%			109.9%	76.7%
9X San Bruno Exp	13.5%		45.7%	51.5%	69.1%
10 Townsend				68.2%	49.6%
12 Folsom			92.3%	75.6%	68.8%
14L Mission Limited			54.9%	61.4%	49.9%
14X Mission Exp			82.6%		74.2%
16AX Noriega 'A' Exp			67.3%		65.1%
16BX Noriega 'B' Exp	38.6%		72.3%	79.9%	63.2%
17 Park Merced	28.0%		25.3%	28.3%	34.5%
18 46th Av			46.6%	30.5%	41.3%
19 Polk	69.1%		75.9%		60.7%
23 Monterey			71.7%		48.9%
26 Valencia	33.1%		27.3%		41.5%
27 Bryant			53.6%	82.7%	66.8%
28 19th Av		64.4%		73.8%	77.7%
28L 19th Av Limited	61.9%			63.9%	50.7%
29 Sunset			94.7%	104.6%	80.7%
30X Marina Exp		62.9%			78.6%
31AX Balboa 'A' Exp				87.1%	76.8%

**A4 Load factors: # of lines exceeding target load factor during peak periods**

**GOAL: # of lines •85% load factor**

**LOAD FACTOR BY LINE**

	<b>Q2 FY07 (Oct-Dec 06)</b>	<b>Q3 (Jan-Mar 07)</b>	<b>Q4 (Apr-Jun 07)</b>	<b>Q1 FY08 (Jul-Sep 07)</b>	<b>6 Yr Avg (FY02-FY07)</b>
<b>Motor Coach</b>					
31BX Balboa 'B' Exp				75.6%	71.9%
35 Eureka		40.3%			41.8%
36 Teresita	23.9%	16.9%			36.0%
37 Corbett	72.0%	41.0%		79.0%	63.9%
38 Geary			87.3%		67.3%
38AX Geary 'A' Exp		82.4%			69.6%
38BX Geary 'B' Exp		79.0%			73.8%
38L Geary Limited			97.3%	84.0%	78.9%
39 Coit					23.6%
43 Masonic	54.3%	113.8%			81.7%
44 O'Shaughnessy	61.1%				80.9%
47 Van Ness	60.2%				69.6%
48 Quintara-24th St		83.4%			68.5%
52 Excelsior					59.5%
53 Southern Heights	62.6%		49.6%	45.2%	48.4%
54 Felton			72.4%		76.0%
56 Rutland	23.7%		24.5%		14.8%
66 Quintara			26.4%	21.4%	49.7%
67 Bernal Heights	50.5%		35.2%	35.7%	54.5%
71 Haight-Noriega / 71L Limited			92.4%	77.0%	73.2%
80X Gateway Exp	65.9%	64.6%			52.0%
81X Caltrain Exp		49.2%			55.6%

**A4** Load factors: # of lines exceeding target load factor during peak periods

**GOAL:** # of lines •85% load factor

**LOAD FACTOR BY LINE**

	<b>Q2 FY07</b> (Oct-Dec 06)	<b>Q3</b> (Jan-Mar 07)	<b>Q4</b> (Apr-Jun 07)	<b>Q1 FY08</b> (Jul-Sep 07)	<b>6 Yr Avg</b> (FY02-FY07)
82X Presidio & Wharves Exp	64.3%		63.9%	64.7%	57.3%
88 BART Shuttle	93.6%		66.5%		71.0%
89 Laguna Honda	2.2%				19.3%
90 Owl				10.8%	20.2%
91 Owl	14.1%				17.8%
108 Treasure Island	47.0%	60.2%		80.7%	60.2%

<b>A5 Vehicles available (AM/PM)</b>	<b>GOAL: ●99.0%</b>
<b>Purpose:</b> To measure the percentage of equipment available for service.	
<b>Definition:</b> Measurement of availability as a percentage of vehicles at each facility available at 7am/4pm on non-holiday weekdays against peak demand requirements.	
<b>Method:</b> The Shop History and Online Parts System (SHOPS) provides the data. A vehicle is considered available for service if it is available for assignment to an operator no later than 7am and 4pm.	

**SYSTEMWIDE (FY02-FY08)**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<i>Goal</i>	<b>●98.5%</b>	<b>●98.5%</b>	<b>●98.5%</b>	<b>●98.5%</b>	<b>●98.5%</b>	<b>●98.5%</b>	<b>●99.0%</b>
<b>Q1 (Jul-Sep) AM</b>	99.1%	99.2%	98.9%	99.5%	98.2%	98.6%	99.96%
<b>Q1 (Jul-Sep) PM</b>	99.0%	99.0%	98.7%	98.9%	98.0%	98.2%	99.96%
<b>Q2 (Oct-Dec) AM</b>	98.6%	99.6%	99.6%	99.2%	98.4%	98.7%	
<b>Q2 (Oct-Dec) PM</b>	97.9%	99.7%	99.3%	97.5%	98.1%	98.8%	
<b>Q3 (Jan-Mar) AM</b>	98.2%	99.9%	99.2%	98.5%	98.7%	99.3%	
<b>Q3 (Jan-Mar) PM</b>	99.0%	99.7%	99.0%	98.0%	98.5%	99.6%	
<b>Q4 (Apr-Jun) AM</b>	99.2%	99.6%	99.5%	98.0%	98.4%	99.9%	
<b>Q4 (Apr-Jun) PM</b>	99.2%	99.4%	99.3%	97.1%	98.0%	99.9%	
<b>Annual average AM</b>	<b>98.8%</b>	<b>99.6%</b>	<b>99.3%</b>	<b>98.8%</b>	<b>98.4%</b>	<b>99.1%</b>	
<b>Annual average PM</b>	<b>98.8%</b>	<b>99.4%</b>	<b>99.0%</b>	<b>97.9%</b>	<b>98.2%</b>	<b>99.1%</b>	

**A5 Vehicles available continued (AM/PM)**

**GOAL: ●99.0%**

**BY BARN/YARD (previous four quarters)**

	<i>Rail Green LRV</i>	<i>Rail F Line</i>	<i>Rail Cable Car</i>	<i>Trolley Coach Potrero-Artic</i>	<i>Trolley Coach Presidio</i>	<i>Motor Coach Flynn-Artic</i>	<i>Motor Coach Kirkland</i>	<i>Motor Coach Woods</i>
<b>Goal</b>	<b>●98.5%</b>	<b>●98.5%</b>	<b>●98.5%</b>	<b>●98.5%</b>	<b>●98.5%</b>	<b>●98.5%</b>	<b>●98.5%</b>	<b>●98.5%</b>
<b>Q2 FY07 (Oct-Dec 06) AM</b>	99.9%	98.8%	100%	100%	100%	100%	95.8%	95.9%
<b>Q2 FY07 (Oct-Dec 06) PM</b>	99.8%	98.3%	100%	100%	100%	99.9%	95.9%	97.0%
<b>Q3 (Jan-Mar 07) AM</b>	99.9%	98.9%	100%	100%	99.9%	100%	99.2%	98.5%
<b>Q3 (Jan-Mar 07) PM</b>	99.7%	99.4%	100%	100%	100%	100%	98.7%	98.9%
<b>Q4 (Apr-Jun 07) AM</b>	99.8%	100%	100%	100%	99.9%	100%	99.9%	99.5%
<b>Q4 (Apr-Jun 07) PM</b>	99.8%	100%	100%	100%	99.9%	100%	99.9%	99.5%
<b>Goal</b>	<b>●99.0%</b>	<b>●99.0%</b>	<b>●99.0%</b>	<b>●99.0%</b>	<b>●99.0%</b>	<b>●99.0%</b>	<b>●99.0%</b>	<b>●99.0%</b>
<b>Q1 FY08 (Jul-Sep 07) AM</b>	99.8%	99.5%	100%	100%	100%	100%	100%	100%
<b>Q1 FY08 (Jul-Sep 07) PM</b>	99.8%	99.4%	100%	100%	100%	100%	100%	100%
<b>Q1 FY08 (Jul-Sep 07) # days &lt;100% availability</b>	5	8	0	0	0	0	0	0

**A6** **Unscheduled absences** **GOAL: •10.7% for transit operators, •5% year over year improvement for all others**

**Purpose:** To measure unscheduled absences.

**Definition:** Monthly measurement of unscheduled absences is defined as time that is not scheduled in advance and includes the following payroll categories: Sick pay (with pay), Sick Leave (without pay), AWOL, Worker’s Comp, SDI, and Assault Pay.

**Method:** TESS and the Attendance Tracking System currently provide the data as a calculation of scheduled hours available against unscheduled hours for Municipal Railway employees. For DPT employees, data is extracted from the DETS system.

**FY03-FY08**

	FY03	FY04	FY05	FY06	FY07	FY08	5 Yr Avg (FY03- FY07)	Q2 FY07 (Oct-Dec 06)	Q3 (Jan- Mar 07)	Q4 (Apr- Jun 07)	Q1 FY08 (Jul- Sep 07)	<i>FY08 Goal</i>
<b>MUNICIPAL RAILWAY</b>												
Admin	5.0%	5.0%	5.3%	5.2%	5.8%		5.1%	5.7%	6.1%	5.8%	5.6%	<b>5.5%</b>
Maintenance	6.2%	6.5%	7.2%	6.5%	7.4%		6.6%	7.9%	7.5%	7.1%	6.9%	<b>7.0%</b>
Operations	7.2%	7.4%	6.5%	6.6%	7.3%		6.9%	7.3%	6.7%	7.2%	8.3%	<b>6.9%</b>
Transit Operators	11.1 %	10.3%	10.8%	11.9%	10.9%		11.0%	11.1%	11.0%	10.3%	10.4%	<b>10.7%</b>
<b>PARKING AND TRAFFIC</b>												
Admin	4.8%	5.2%	5.2%	4.3%	4.2%		4.7%	5.3%	4.2%	2.7%	1.2%	<b>4.0%</b>
Citations	N/A	N/A	N/A	13.8%	7.8%		N/A	5.7%	8.4%	10.3%	9.2%	<b>7.4%</b>
Crossing Guards	N/A	N/A	N/A	N/A	N/A		N/A	N/A	N/A	N/A	4.1%	<b>N/A</b>
Enforcement	17.6 %	15.7%	17.1%	15.7%	16.5%		16.5%	16.7%	17.4%	14.5%	15.8%	<b>15.7%</b>
Engineering	5.8%	4.9%	6.6%	6.8%	5.8%		6.0%	4.8%	5.4%	6.4%	4.7%	<b>5.5%</b>
Shops	9.8%	10.1%	8.8%	10.1%	11.7%		10.1%	13.7%	13.3%	7.6%	7.5%	<b>11.1%</b>

**A6** **Unscheduled absences**  
continued **GOAL: •10.7% for transit operators, •5% year over year improvement for all others**

**TRANSIT OPERATORS – UNSCHEDULED ABSENCES BY DIVISION**

	<i>Rail Green LRV</i>	<i>Rail F Line</i>	<i>Trolley Coach Potrero</i>	<i>Trolley Coach Presidio</i>	<i>Motor Coach Flynn</i>	<i>Motor Coach Kirkland</i>	<i>Motor Coach Woods</i>
<b>Goal</b>	<b>•10.7%</b>	<b>•10.7%</b>	<b>•10.7%</b>	<b>•10.7%</b>	<b>•10.7%</b>	<b>•10.7%</b>	<b>•10.7%</b>
<b>Q1 FY08 (Jul-Sep 07)</b>	12.1%	9.7%	10.6%	8.7%	10.8%	8.8%	11.6%

\*Includes conductors and gripmen.

**A7 Mean distance between failure** GOAL: Increased mileage between road calls (see detailed goals below)

**Purpose:** To measure reliability through the miles a vehicle travels between failures.

**Definition:** Monthly measurement is currently dictated by the Federal Transit Administration as follows: Failures are classified as either a major or minor failure of an element of the vehicle’s mechanical system. For each incident of a major or minor failure, report whether the vehicle completes the trip or the vehicle does not complete the trip. If the failure occurs during deadhead or layover, include this in revenue vehicle system failures.

**Method:** Data is collected from the Central Control Log and the online SHOPS system. All verifiable major and minor mechanical defects are included as part of the mean distance between failure figure. Areas that do not result in a chargeable road call to the maintenance shops include accidents, sick passengers, vandalism, body damage and broken windows.

**MEAN DISTANCE BETWEEN FAILURE (FY03-FY08)**

Unit	FY03	FY04	FY05	FY06	FY07	FY08	Q2 FY07 (Oct- Dec 06)	Q3 (Jan- Mar 07)	Q4 (Apr- Jun 07)	Q1 FY08 (Jul- Sep 07)	<i>FY08 Goal</i>
<b>RAIL</b>											
Green Breda LRV	3,328	3,162	3,112	1,943	4,001		3,838	4,304	4,833	4,609	<b>4,000</b>
F Line	1,309	1,065	1,167	940	1,582		2,113	1,328	1,682	2,199	<b>1,300</b>
Cable Car	5,658	5,814	5,586	5,638	5,924		5,946	6,225	5,666	4,950	<b>6,000</b>
<b>TROLLEY COACH</b>											
Potrero Articulated	541	724	770	785	893		964	969	882	807	<b>1,000</b>
Potrero Standard	762	926	902	1,004	1,377		1,349	1,533	1,480	1,587	<b>1,500</b>
Presidio Standard	1,279	1,235	1,239	1,121	1,477		1,300	1,407	1,900	1,862	<b>1,500</b>
<b>MOTOR COACH</b>											
Flynn Articulated	2,219	2,519	3,309	3,093	2,398		2,429	2,081	2,893	3,540	<b>3,100</b>
Kirkland Standard	2,918	3,098	2,970	3,251	3,094		2,630	3,028	3,840	3,662	<b>3,100</b>
Woods Standard	2,176	2,502	3,337	2,636	2,533		2,383	2,225	2,879	2,980	<b>3,100</b>

<b>A8</b>	<b>Vacancy rate for service critical positions</b>	<b>GOAL: ●5%</b>
<b>Purpose:</b> To measure efficiency level of the department in hiring.		
<b>Definition:</b> Monthly measurement of net vacancies against budgeted positions for Operations personnel.		
<b>Method:</b> Monthly measurement of net vacancies against budgeted positions for Operations personnel. Calculated based on vacancies remaining once promotions and new hires have been deducted from retirees or resignations.		

**VACANCY RATE (FY02-FY08)**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
<i>Goal</i>	<5%	<5%	<5%	<5%	<5%	<5%	<5%
<b>Q1 (Jul-Sep)</b>	4.6%	2.9%	4.4%	3.2%	3.9%	3.1%	2.4%
<b>Q2 (Oct-Dec)</b>	4.0%	3.4%	4.7%	3.2%	3.6%	2.9%	
<b>Q3 (Jan-Mar)</b>	4.2%	3.6%	5.3%	4.2%	3.6%	2.6%	
<b>Q4 (Apr-Jun)</b>	3.7%	4.2%	5.3%	3.8%	3.6%	1.9%	

**VACANCY RATE BY DIVISION (previous four quarters)**

	Budgeted Positions	Q2 FY07 (Oct-Dec 06)	Q3 (Jan-Mar 07)	Q4 (Apr-Jun 07)	Q1 FY08 (Jul-Sep 07)	<i>FY08 Goal</i>
<b>Transit Operators</b>	2,036	0.0%	0.0%	0.0%	0.0%	●5%
<b>Crafts</b>	929	8.7%	7.0%	7.0%	6.6%	●5%
<b>Maintenance</b>	266	5.5%	8.6%	8.6%	6.0%	●5%

**A9 Traffic and parking control requests: % investigated and responded to within 90 days** **GOAL: ●82%**

**Purpose:** To measure responsiveness to the public.

**Definition:** Each request is logged into an electronic database system and given a tracking number. Requests are then assigned to staff for investigation, which can include evaluation of existing conditions, collision history, traffic and pedestrian volume, circulation, and transit impact. Residents are notified of investigation results and recommendations. The request is then logged as completed.

**Method:** Using the existing database system, a report is generated to provide a response rate for all requests completed within a specific quarter.

**RESPONSE RATE**

	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<i>Goal</i>	<b>●70%</b>	<b>●75%</b>	<b>●80%</b>	<b>●80%</b>	<b>●82%</b>
<b>Q1</b> (Jul-Sep)	75%	89%	84%	89%	92%
<b>Q2</b> (Oct-Dec)	81%	85%	84%	87%	
<b>Q3</b> (Jan-Mar)	70%	80%	80%	77%	
<b>Q4</b> (Apr-Jun)	82%	81%	76%	87%	
<b>Annual average</b>	<b>77%</b>	<b>84%</b>	<b>81%</b>	<b>85%</b>	

**A10 Color curb applications: % reviewed and responded to within 30 days** **GOAL: ●90%**

**Purpose:** To measure responsiveness to the public.

**Definition:** Residents, organizations, and business owners may apply for various color curb parking designations as authorized by the California Vehicle Code. These zones include loading zones (white), green zones (ten-minute parking), and red zones (driveway tip prohibited parking). This program administered by DPT is fully cost recovery. Upon receipt of application and fee, each request is logged into an electronic database system and given a tracking number. Requests are assigned to staff for investigation which includes an on-site survey to determine feasibility, necessity, and parking impact. Once the investigation is completed, the resident is notified in writing. If approved, an invoice is sent for painting fees. The request is then logged as completed.

**Method:** Using the existing database system, a report is generated to provide a response rate for all requests completed within a specific quarter.

**RESPONSE RATE**

	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<i>Goal</i>	<b>●90%</b>	<b>●90%</b>	<b>●90%</b>	<b>●90%</b>	<b>●90%</b>
<b>Q1 (Jul-Sep)</b>	25%	87%	84%	51%	47%
<b>Q2 (Oct-Dec)</b>	35%	89%	43%	52%	
<b>Q3 (Jan-Mar)</b>	84%	87%	64%	91%	
<b>Q4 (Apr-Jun)</b>	73%	89%	53%	94%	
<b>Annual average</b>	<b>54%</b>	<b>88%</b>	<b>61%</b>	<b>72%</b>	

**A11 Parking meter malfunction reports: % responded to within 48 hours** **GOAL: ●85%**

**Purpose:** To ensure consistent operation of parking meters and promptly repair inoperable meters.

**Definition:** Electronic parking meters are capable of self-reporting malfunctions. In addition, a hotline number is posted on each meter to enable members of the public to report instances of malfunction directly to the meter shop. These reporting mechanisms enable DPT to respond and repair meters in a timely and efficient manner to ensure the highest level of service to the public.

**Method:** The San Francisco Parking Meter Management System (SFPM) is a work order system which automates requests for service and allows them to be tracked and compiled. A report is generated providing the average response rate for all complaints received within a quarter.

**RESPONSE RATE**

	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<i>Goal</i>	<b>●80%</b>	<b>●80%</b>	<b>●85%</b>	<b>●85%</b>	<b>●85%</b>
<b>Q1 (Jul-Sep)</b>	58%	79%	72%	83%	86%
<b>Q2 (Oct-Dec)</b>	71%	82%	83%	81%	
<b>Q3 (Jan-Mar)</b>	76%	81%	78%	81%	
<b>Q4 (Apr-Jun)</b>	75%	80%	86%	85%	
<b>Annual average</b>	<b>70%</b>	<b>81%</b>	<b>80%</b>	<b>83%</b>	

**A12 Hazardous traffic sign reports: % responded to and repaired within 24 hours** **GOAL: ●98%**

**Purpose:** To ensure the safety of all modes of transportation by responding quickly to complaints of hazardous traffic sign conditions.

**Definition:** The Sign Shop receives reports of hazardous sign conditions from city agencies and members of the public. Hazardous conditions include missing safety related signs or those that create physical public danger due to damage or disrepair. Staff maintains a manual log to record receipt of complaints and dispatches repair crews immediately.

**Method:** Sign Shop staff manually logs in each complaint and the date and time that the work is completed. DPT plans on upgrading this manual record keeping process to an electronic database system in the future.

**RESPONSE RATE**

	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<i>Goal</i>	<b>●88%</b>	<b>●95%</b>	<b>●98%</b>	<b>●98%</b>	<b>●98%</b>
<b>Q1</b> (Jul-Sep)	N/A	98%	87%	98%	100%
<b>Q2</b> (Oct-Dec)	98%	96%	85%	98%	
<b>Q3</b> (Jan-Mar)	93%	95%	86%	98%	
<b>Q4</b> (Apr-Jun)	95%	92%	99%	98%	
<b>Annual average</b>	<b>96%</b>	<b>95%</b>	<b>89%</b>	<b>98%</b>	

<b>A13</b>	<b>Hazardous traffic signal reports: % responded to and repaired within 2 hours</b>	<b>GOAL: ●92%</b>
<b>Purpose:</b> To ensure the safety of all modes of transportation by responding quickly to complaints of hazardous traffic signal conditions.		
<b>Definition:</b> During business hours, the Signal Shop enters malfunctions in a manual log and dispatches crews. During other hours, calls are routed to the 24-hour hotline which logs the call and dispatches staff from the Department of Telecommunications and Information Systems (DTIS). If the problem is major and urgent, DTIS pages a Signal Shop emergency crew to the scene. Repair crews record their arrival time and the time the call is completed.		
<b>Method:</b> All complaints and service requests are maintained in a database system. Reports are generated to determine average response rate.		

**RESPONSE RATE**

	FY04	FY05	FY06	FY07	FY08
<i>Goal</i>	●90%	●92%	●92%	●92%	●92%
<b>Q1</b> (Jul-Sep)	92%	91%	92%	93%	95%
<b>Q2</b> (Oct-Dec)	94%	92%	93%	90%	
<b>Q3</b> (Jan-Mar)	93%	94%	91%	88%	
<b>Q4</b> (Apr-Jun)	90%	93%	91%	93%	
<b>Annual average</b>	<b>92%</b>	<b>93%</b>	<b>92%</b>	<b>91%</b>	

<b>A14</b>	<b>Traffic lane lines, bus zones, and crosswalks: % maintained</b>	<b>GOAL: ●10%</b>
<b>Purpose:</b> To ensure the safety of all modes of transportation by maintaining visibility of existing lane line, bus zone, and crosswalk designations.		
<b>Definition:</b> The Paint Shop’s productivity is measured in relationship to annual goal. This measurement has been adjusted from a percentage of goal to a percentage of total inventory maintained.		
<b>Method:</b> Work crews report actual daily production numbers to staff at the end of each day. This information is entered into a spreadsheet and tabulated to generate a report.		

**% MAINTAINED**

	FY04	FY05	FY06	FY07	FY08
<i>Goal</i>	●9%	●10%	●10%	●10%	●10%
<b>Q1 (Jul-Sep)</b>	<b>11%</b>	<b>18%</b>	<b>13.9%</b>	<b>10.9%</b>	<b>18.6%</b>
<b>Q2 (Oct-Dec)</b>	<b>13%</b>	<b>10%</b>	<b>13.1%</b>	<b>9.9%</b>	
<b>Q3 (Jan-Mar)</b>	<b>10%</b>	<b>13%</b>	<b>8.4%</b>	<b>20.3%</b>	
<b>Q4 (Apr-Jun)</b>	<b>10%</b>	<b>21%</b>	<b>13.5%</b>	<b>12.0%</b>	
<b>Annual average</b>	<b>11%</b>	<b>15%</b>	<b>12.2%</b>	<b>13.2%</b>	

**B Financial Stability (annually reported standards)**

<b>B1 Passengers carried*</b>	<b>GOAL: 1.5% increase</b>
<b>Purpose:</b> To measure ridership.	
<b>Definition:</b> Annual measurement of the number of passengers who board the Municipal Railway's revenue vehicles. A passenger is counted each time they board a vehicle, even though they may be on the same journey from origin to destination.	
<b>Method:</b> Ride checkers are utilized to count passenger boardings.	

**RIDERSHIP BY MODE IN THOUSANDS OF PASSENGERS**

	FY02	FY03	FY04	FY05	FY06	FY07 UNAUDITED	FY08
<i>Goal</i>	<i>2% increase to 239,611</i>	<i>224,000</i>	<i>224,000</i>	<i>1.5% increase to 218,979</i>	<i>1.5% increase to 220,172</i>	<i>1.5% increase to 214,011</i>	<i>1.5% increase*</i>
<b>Motor Coach</b>	92,259	90,881	87,472	88,209	90,630	90,300	Results will be available in Autumn 2008.
<b>Trolley Coach</b>	73,968	74,399	75,216	74,941	69,065	67,297	
<b>Light Rail</b>	44,976	42,896	45,187	46,803	43,679	41,737	
<b>Cable Car</b>	7,258	7,419	7,869	6,966	7,475	7,017	
<b>Annual Total</b>	<b>218,462</b>	<b>215,595</b>	<b>215,744</b>	<b>216,918</b>	<b>210,848</b>	<b>206,352</b>	

\*FY07 ridership statistics may be understated, as sampling was weighted toward the period of system instability following the T-Third service launch. Recent ridership counts indicate an increase in ridership during the current fiscal year, in part due to service changes put into effect on June 30, 2007.

<b>B2</b>	<b>Fare revenue</b>	<b>GOAL: 1.5% increase</b>
<b>Purpose:</b> To measure fare revenue by average fare by passenger, mode, and general Fast Pass sales.		
<b>Definition:</b> Fare revenue collection on board revenue vehicles; Monthly/Weekly Fast Pass sales; individual ticket sales at POP stations; 1, 3 and 7 day pass sales; Cable Car Souvenir Tickets, Bart Plus, Tokens' Adult/Youth/Senior Passes; Ballpark and Special Event Passes; Regional Passes, etc. The goal is not applicable in years when a fare increase occurs.		
<b>Method:</b> Cash fares are collected electronically on board all revenue vehicles (with the exception of Cable Car), utilizing the Cubic Farebox system. In Cable Cars, a manual fare collection system along with sale of special passes is utilized. POP stations sell tickets on the platform.		

**CASH FARE SUMMARY IN THOUSANDS OF DOLLARS (FY02-FY08)**

	FY02	FY03	FY04	FY05	FY06	FY07 UNAUDITED	FY08
<i>Goal</i>	<i>\$1,600 increase</i>	<i>\$100,000</i>	<i>\$117,000</i>	<i>1.5% increase to \$117,271</i>	<i>1.5% increase to \$117,271</i>	<i>\$130,000</i>	<i>1.5% increase (amount TBD)</i>
Motor Coach	\$14,080	\$14,040	\$15,578	\$16,504	\$18,705	\$17,846	Results will be available in Autumn 2008.
Trolley Coach	\$12,105	\$12,250	\$14,061	\$14,743	\$15,903	\$15,306	
Light Rail	\$8,300	\$7,910	\$9,488	\$11,405	\$13,306	\$13,700	
Cable Car	\$11,046	\$11,008	\$15,446	\$16,207	\$20,244	\$22,347	
Fast Passes	\$45,659	\$44,818	\$53,171	\$52,645	\$61,798	\$67,290	
Other Fare Media	\$5,958	\$6,255	\$6,498	\$7,285	\$4,865	\$4,527	
Paratransit	\$1,010	\$1,071	\$1,271	\$1,375	\$1,411	\$1,483	
Charter	\$24	\$16	\$23	\$20	\$2	\$1	
Annual Total	\$98,182	\$97,368	\$115,538	\$120,184	\$136,234	\$142,500	

**AVERAGE FARE**

	FY05	FY06	FY07 UNAUDITED	FY08
Including all modes	\$0.56	\$0.65	\$0.68	Results will be available in Autumn 2008.
Excluding Cable Cars	\$0.49	\$0.57	\$0.60	
Excluding Cable Cars and reduced by BART payment	\$0.45	\$0.53	\$0.54	

\*Please see note on page 20.

<b>B3 Fully allocated service cost by mode</b>	<b>GOAL: N/A</b>
<b>Purpose:</b> To measure the cost of producing revenue service by fully allocated costs per hour of service by passenger mile and mode.	
<b>Definition:</b> Fully allocated cost of service per hour and per mile.	
<b>Method:</b> Data is reported to the Board on an annual basis based on fully allocated costs per hour of service by mode.	

**SYSTEMWIDE COST PER HOUR**

	FY05	FY06	FY07
Vehicle Operations	\$71.93	\$78.06	Results will be available in December 2007.
Vehicle Maintenance	\$28.06	\$30.95	
Non-Vehicle Maintenance	\$10.10	\$10.60	
General and Administrative	\$31.82	\$30.23	
<b>Total Hourly Rate</b>	<b>\$141.91</b>	<b>\$149.84</b>	

**LRV COST PER HOUR**

	FY05	FY06	FY07
Vehicle Operations	\$58.62	\$59.52	Results will be available in December 2007.
Vehicle Maintenance	\$68.45	\$72.07	
Non-Vehicle Maintenance	\$20.35	\$21.61	
General and Administrative	\$40.52	\$37.72	
<b>Total Hourly Rate</b>	<b>\$187.94</b>	<b>\$190.92</b>	

**CABLE CAR COST PER HOUR**

	FY05	FY06	FY07
Vehicle Operations	\$146.49	\$148.56	Results will be available in December 2007.
Vehicle Maintenance	\$40.78	\$35.36	
Non-Vehicle Maintenance	\$72.37	\$66.00	
General and Administrative	\$52.49	\$45.95	
<b>Total Hourly Rate</b>	<b>\$312.13</b>	<b>\$295.88</b>	

**B3 Fully allocated service cost by mode continued**

**GOAL: N/A**

**TROLLEY COACH COST PER HOUR**

	FY05	FY06	FY07
Vehicle Operations	\$66.92	\$72.57	Results will be available in December 2007.
Vehicle Maintenance	\$15.19	\$18.26	
Non-Vehicle Maintenance	\$8.09	\$9.07	
General and Administrative	\$27.10	\$26.05	
<b>Total Hourly Rate</b>	<b>\$117.30</b>	<b>\$125.94</b>	

**MOTOR COACH COST PER HOUR**

	FY05	FY06	FY07
Vehicle Operations	\$74.12	\$82.87	Results will be available in December 2007.
Vehicle Maintenance	\$20.13	\$22.24	
Non-Vehicle Maintenance	\$2.04	\$1.81	
General and Administrative	\$29.91	\$28.53	
<b>Total Hourly Rate</b>	<b>\$126.20</b>	<b>\$135.45</b>	

**COST PER PASSENGER MILE**

	FY06 Passenger miles <i>(in 000s)</i>	FY06 Operating expenses <i>(in \$000s)</i>	FY06 Cost per passenger mile	FY07 Passenger miles <i>(in 000s)</i>	FY07 Operating expenses <i>(in \$000s)</i>	FY07 Cost per passenger mile
LRV	107,311	\$106,708	\$0.99	Results will be available in December 2007.		
Cable Car	8,443	\$39,934	\$4.73			
Trolley Coach	101,949	\$119,068	\$1.17			
Motor Coach	195,139	\$188,461	\$0.97			
<b>Systemwide</b>	<b>412,843</b>	<b>\$454,172</b>	<b>\$1.10</b>			

**B4 Productivity: Average # of boardings per revenue service hour**

New service standard to be reported on an annual basis. Historical results will be tabulated in Q2, and FY08 results will be available in Autumn 2008.

**B**

**5**

Cost effectiveness: Operating cost per revenue service hour

**New service standard to be reported on an annual basis. Historical results will be tabulated in Q2, and FY08 results will be available in Autumn 2008.**

C Customer Focus

**C1 Overall customer satisfaction**

**GOAL: Year over year improvement**

**ANNUAL RIDER SURVEY**

	2005	2006	2007
<b>Overall Customer Satisfaction</b>			
Excellent/Good	65%	53%	Results will be available in early 2008.
Fair/Poor	35%	47%	
<b>Operator Helpfulness</b>			
Excellent/Good	60%	56%	Results will be available in early 2008.
Fair/Poor	40%	44%	
<b>Communication with Riders</b>			
Excellent/Good	49%	40%	Results will be available in early 2008.
Fair/Poor	51%	60%	
<b>Vehicle Cleanliness</b>			
Excellent/Good	48%	46%	Results will be available in early 2008.
Fair/Poor	52%	54%	

**VEHICLE CLEANLINESS: QUARTERLY FLEET ASSESSMENT RESULTS**

	Q3 (Jan-Mar 07)	Q4 (Apr-Jun 07)	Q1 FY08 (Jul-Sep 07)	Goal
Overall	76%	80%	77%	●85%
Exterior	77%	83%	78%	●90%
Interior	76%	77%	78%	●85%
Graffiti	77%	84%	76%	●95%
Window	71%	74%	78%	●80%

**C2 Operator conduct complaints and resolution**

**GOAL:** •75% resolved within 30 days

**Purpose:** To measure customer satisfaction with the Municipal Railway and the effectiveness of internal processes to address the complaints.

**Definition:** SFMTA summarizes complaints received, resolved, and outstanding on a quarterly basis.

**Method:** Data provided from the Passenger Service Report Unit and will be reported to the Board on a quarterly basis.

**PASSENGER SERVICE REPORTS**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Q1 (Jul-Sep)	3,009	3,650	2,848	2,620	3,648	4,086	8,862
Q2 (Oct-Dec)	3,881	3,167	2,568	2,824	3,745	3,705	
Q3 (Jan-Mar)	3,440	3,056	2,577	3,230	3,783	3,875	
Q4 (Apr-Jun)	3,043	3,116	2,378	2,991	3,979	8,953	
Annual total	13,373	12,989	10,371	11,665	15,155	20,619	

**PASSENGER SERVICE REPORTS BY TYPE**

	FY02	FY03	FY04	FY05	FY06	FY07	Q1 FY08 (Jul-Sep 07)	Q2	Q3	Q4
Operator complaints requiring follow-up	2,749	2,211	2,052	2,461	2,846	2,593	1,013			
Other operator complaints	4,778	5,087	4,135	4,290	5,242	7,043	3,097			
Service	3,861	3,107	2,716	2,782	4,637	7,457	2,571			
Vehicle	305	283	276	164	265	231	185			
ADA	571	572	341	649	688	748	540			
Criminal activity	457	433	361	355	340	327	156			
Miscellaneous	652	1,296	490	964	1,137	2,220	1,300			
Annual total	13,373	12,989	10,371	11,665	15,155	20,619	8,862			

**C2** Operator conduct complaints and resolution

**GOAL:** •75% resolved within 30 days

**OPERATOR COMPLAINTS REQUIRING FOLLOW UP – RESOLUTION RATE\***

	FY04	FY05	FY06	FY07	FY08
<i>Goal</i>	•75%	•75%	•75%	•75%	•75%
Q1 (Jul-Sep)	57%	57%	74%	74%	74%
Q2 (Oct-Dec)	60%	35%	71%	59%	
Q3 (Jan-Mar)	80%	73%	83%	75%	
Q4 (Apr-Jun)	88%	77%	64%	65%	
Annual average	74%	65%	74%	68%	

\*ADA related passenger service reports are used to calculate this resolution rate. All others are forwarded to Divisions for resolution.

**C3** Operator training

**GOAL:** 50,000 hours

**Purpose:** To reduce accidents through effective operator training programs as well as effective accident follow-up training.

**Definition:** Monthly measurement of the number of training hours by type of class. Training hours are tracked for the following areas: New Operator Training, Immediate Follow-up Rides, One Day and Two Day Accident Retraining, Verification of Transit Training, Operator Refresher, and Passenger Relations/Conflict Training.

**Method:** Number of reportable accidents and training hours. Data are reported to the Board on a quarterly basis.

**# OF TRAINING HOURS (FY02-FY08)**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
<i>Goal</i>	100,000	100,000	100,000	50,000	50,000	50,000	50,000
Q1 (Jul-Sep)	37,793	26,479	24,252	4,331	11,289	17,148	23,970
Q2 (Oct-Dec)	29,720	18,631	15,453	11,820	17,603	32,000	
Q3 (Jan-Mar)	38,454	14,938	17,467	10,154	10,579	26,549	
Q4 (Apr-Jun)	23,802	22,051	8,599	8,159	9,919	24,885	
Annual total	129,769	82,099	65,771	34,464	49,390	100,582	

**C3 Operator training**

**GOAL: 50,000 hours**

**# OF TRAINING HOURS BY TYPE (previous four quarters)**

Training Type	Q2 FY07 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)	Q1 FY08 (Jul-Sep)
9139 Training	144	1,184	1,168	608
Accident Retraining	376	72	592	608
Class B Training + Operator Returning to Platform Training	0	0	112	80
Follow-ups	412	335	234	45
General Sign-up Training	0	2,506	192	0
Line Trainer Training	112	192	0	80
New Operator Training	8,952	10,944	9,272	11,520
Non-Revenue Driver's Training	400	58	816	0
Operator Refresher Training (ORP)	0	0	0	0
Rail Accident Re-Training	48	24	72	220
Rail Compliance Checks	115	259	141	252
Rail Follow-ups	164	109	166	42
Rail General Sign-up Training	15,880	4,528	8,096	7112
Rail Line Trainer Training	0	0	0	40
Rail Operator Refresher Course	2	92	120	200
Rail Special Training ( <i>Training Instructor &amp; Brookville</i> )	2,192	2,240	1,002	24
Re-Qualifications	32	72	120	528
Rubber Tire Re-qualifications	339	335	206	227
Verification of Transit Training (VTT)	2832	3,600	2,576	2,384

<b>C4</b>	<b>Passenger and vehicle accidents</b>	<b>GOAL: 5% annual reduction to 2,172</b>
<b>Purpose:</b> To reduce accidents through effective operator training programs as well as effective accident follow-up training.		
<b>Definition:</b> Track reduction in accidents as a result of more effective operator training and accident retraining.		
<b>Method:</b> Number of reportable accidents. Data will be reported to the Board on a quarterly basis.		

**# OF PASSENGER AND VEHICLE ACCIDENTS (FY02-FY08)**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
<i>Goal</i>	<b>2,891</b>	<b>2,767</b>	<b>2,818</b>	<b>2,826</b>	<b>2,315</b>	<b>2,286</b>	<b>2,172</b>
<b>Q1</b> (Jul-Sep)	749	883	805	687	596	603	658
<b>Q2</b> (Oct-Dec)	697	797	801	596	603	582	
<b>Q3</b> (Jan-Mar)	736	682	771	579	606	535	
<b>Q4</b> (Apr-Jun)	731	604	598	575	601	536	
<b>Annual total</b>	<b>2,913</b>	<b>2,966</b>	<b>2,975</b>	<b>2,437</b>	<b>2,406</b>	<b>2,256</b>	

**# OF PASSENGER AND VEHICLE ACCIDENTS BY TYPE**

	<i>Collisions [fatalities]</i>	<i>Passenger accidents On Board</i>	<i>Passenger accidents Stations</i>	<i>Dewirements/derailments</i>
<b>Q1</b> (Jul-Sep 07)	427 [2]	203	28	26

**# OF PASSENGER AND VEHICLE ACCIDENTS PER 100,000 VEHICLE MILES**

	<i>Collisions [fatalities]</i>	<i>Passenger accidents On Board</i>	<i>Passenger accidents Stations</i>	<i>Dewirements/derailments</i>
<b>Q1</b> (Jul-Sep 07)	All operators	Mileage statistics required for this standard are currently being calculated. Results will be included in the Q2 report.		
	Top 10% of operators in terms of accidents	A baseline is being established for this new standard. Results will be reported on an annual basis.		

<b>C5 Security incidents</b>	<b>GOAL: 5% annual reduction to 1,076 (excluding fare evasions)</b>
<b>Purpose:</b> To measure security incidents on transit vehicles and in facilities.	
<b>Definition:</b> All categories of crime incidents are reported by category on a quarterly basis.	
<b>Method:</b> Data is collected daily by Security and Enforcement. Data will be reported to the Board on a quarterly basis.	

**# OF SECURITY INCIDENTS EXCLUDING FARE EVASION**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
<i>Goal</i>	<b>•2,718</b>	<b>•2,507</b>	<b>•2,259</b>	<b>•2,157</b>	<b>•2,279</b>	<b>•1,955</b>	<b>•1,076</b>
<b>Q1 (Jul-Sep)</b>	645	555	550	604	545	286	301
<b>Q2 (Oct-Dec)</b>	673	535	590	554	582	271	
<b>Q3 (Jan-Mar)</b>	624	640	576	618	457	274	
<b>Q4 (Apr-Jun)</b>	697	648	555	623	474	302	
<b>Annual total</b>	<b>2,639</b>	<b>2,378</b>	<b>2,271</b>	<b>2,399</b>	<b>2,058</b>	<b>1,133</b>	

**# OF SECURITY INCIDENTS PER 100,000 PASSENGER BOARDINGS**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
<b>Annual total</b>	1.21	1.10	1.05	1.11	0.98	0.55	

**# OF FARE EVASIONS**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
<b>Q1 (Jul-Sep)</b>	5	6	4	2,476	1,414	3,143	6,701
<b>Q2 (Oct-Dec)</b>	3	4	4	2,058	1,740	2,274	
<b>Q3 (Jan-Mar)</b>	1	8	2	1,285	2,795	5,458	
<b>Q4 (Apr-Jun)</b>	7	5	8	1,528	3,068	4,759	
<b>Annual total</b>	<b>16</b>	<b>23</b>	<b>18</b>	<b>7,347</b>	<b>9,017</b>	<b>15,634</b>	

**C5 Security incidents continued**

**GOAL: 5% annual reduction to 1,076 (excluding fare evasions)**

**# OF CRIME INCIDENTS BY CATEGORY**

Category	Q2 FY07 (Oct-Dec 06)	Q3 (Jan-Mar 07)	Q4 (Apr-Jun 07)	Q1 FY08 (Jul-Sep 07)
Homicide	0	0	0	0
Forcible Rape	0	0	0	0
Robbery	36	33	35	46
Aggravated Assault	0	0	0	0
Burglary	0	0	0	0
Larceny-Theft	159	139	148	141
Motor Vehicle Theft	0	1	1	0
Arson	0	0	0	0
Other Assault	37	51	73	46
Malicious Mischief	11	9	11	18
Weapons	1	3	5	1
Sex Offenses	1	1	2	2
Disorderly Conduct	7	12	5	5
Other	19	25	22	40
<b>Totals</b>	<b>271</b>	<b>274</b>	<b>302</b>	<b>301</b>

<b>C6</b>	<b>Abandoned automobile reports: % responded to within 48 hours</b>	<b>GOAL: 100%</b>
<b>Purpose:</b> To abate quality of life nuisances and hazards associated with abandoned automobiles.		
<b>Definition:</b> Measures response time from receipt of complaint by Security and Enforcement’s Abandoned Auto Detail to vehicle being marked for removal.		
<b>Method:</b> The Detail maintains a manual log of complaints received and resolution. Staff compiles the information and generates a report.		

**RESPONSE RATE**

	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<i>Goal</i>	<b>•87%</b>	<b>•95%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Q1</b> (Jul-Sep)	86%	89%	92%	99%	98%
<b>Q2</b> (Oct-Dec)	95%	100%	98%	98%	
<b>Q3</b> (Jan-Mar)	92%	92%	95%	99%	
<b>Q4</b> (Apr-Jun)	76%	93%	95%	99%	
<b>Annual average</b>	<b>87%</b>	<b>94%</b>	<b>95%</b>	<b>99%</b>	

<b>C7</b>	<b>Walk-in citation and residential parking permit customers: % served within 20 minutes</b>	<b>GOAL: •80%</b>
<b>Purpose:</b> To provide a high level of customer service at our customer service center.		
<b>Definition:</b> Percent of customers receiving service from the window clerk within 20 minutes of arrival.		
<b>Method:</b> Staff utilizes a card system to track and record customer waiting times.		

**AVERAGE WAIT TIME**

	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	46 min	7 min	6 min
<b>Q2</b> (Oct-Dec)	11 min	7 min	
<b>Q3</b> (Jan-Mar)	12 min	8 min	
<b>Q4</b> (Apr-Jun)	9 min	6 min	
<b>Annual average</b>	<b>20 min</b>	<b>7 min</b>	

**C7** Walk-in citation and residential parking permit customers: % served within 20 minutes **GOAL: 80%**  
continued

<b>% OF CUSTOMERS SERVED WITHIN 20 MINUTES</b>			
	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<i>Goal</i>	<b>80%</b>	<b>80%</b>	<b>80%</b>
<b>Q1</b> (Jul-Sep)	41%	94%	97%
<b>Q2</b> (Oct-Dec)	94%	95%	
<b>Q3</b> (Jan-Mar)	74%	90%	
<b>Q4</b> (Apr-Jun)	90%	94%	
<b>Annual average</b>	<b>75%</b>	<b>93%</b>	

**C3** Administrative citation hearing customers: % served within 10 minutes **GOAL: 80%**  
**Purpose:** To provide a high level of customer service at our customer service center.  
**Definition:** Administrative citation hearings are second level protests of vehicle tows, parking citations, and other infractions. The average waiting time is the time between the hearing request being recorded by a window staff and fulfillment of request by a Hearing Officer.  
**Method:** Monthly reports generated by Hearing Division computer system.

<b>AVERAGE WAIT TIME</b>			
	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Q1</b> (Jul-Sep)	13 min	10 min	8 min
<b>Q2</b> (Oct-Dec)	10 min	8 min	
<b>Q3</b> (Jan-Mar)	15 min	8 min	
<b>Q4</b> (Apr-Jun)	12 min	8 min	
<b>Annual average</b>	<b>20 min</b>	<b>9 min</b>	

**C8** Administrative citation hearing customers: % served within 10 minutes **GOAL: 80%**  
continued

**% OF CUSTOMERS SERVED WITHIN 10 MINUTES**

	FY06	FY07	FY08
<i>Goal</i>	<b>80%</b>	<b>80%</b>	<b>80%</b>
Q1 (Jul-Sep)	55%	62%	83%
Q2 (Oct-Dec)	43%	68%	
Q3 (Jan-Mar)	48%	71%	
Q4 (Apr-Jun)	59%	71%	
Annual average	50%	68%	

**C9** Residential parking permit renewals: % of applications returned to residents within 21 days **GOAL: 95%**

**Purpose:** To improve the level of customer service by ensuring prompt response to by-mail renewal residential parking permit applications.

**Definition:** Percent of renewal permit applications returned to residents within 21 days of receipt.

**Method:** Electronic report generated by DPT contractor overseeing the program.

**RESPONSE RATE**

	FY04	FY05	FY06	FY07	FY08
<i>Goal</i>	N/A	90%	95%	95%	95%
Q1 (Jul-Sep)	98%	94%	87%	93%	94%
Q2 (Oct-Dec)	98%	95%	92%	95%	
Q3 (Jan-Mar)	86%	61%	95%	96%	
Q4 (Apr-Jun)	83%	N/A	93%	90%	
Annual average	91%	51%	92%	94%	

D Employee Satisfaction

**D1** Grievances

GOAL: N/A

**Purpose:** To record and monitor the status of all grievances.

**Definition:** Quarterly reports include the number of new grievances (filed, resolved, and active).

**Method:** An internal tracking system is used to provide data for the Board on a quarterly basis.

**# OF TRANSIT OPERATOR GRIEVANCES**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Q1 (Jul-Sep)	7	23	7	15	9	10	22
Q2 (Oct-Dec)	14	13	24	13	12	30	
Q3 (Jan-Mar)	32	14	14	20	9	17	
Q4 (Apr-Jun)	64	10	19	11	12	9	
<b>Annual total</b>	<b>117</b>	<b>60</b>	<b>64</b>	<b>59</b>	<b>42</b>	<b>66</b>	

**# OF MAINTENANCE/MISCELLANEOUS EMPLOYEE GRIEVANCES**

	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Q1 (Jul-Sep)	1	5	1	11	10	13	5
Q2 (Oct-Dec)	2	2	3	4	1	2	
Q3 (Jan-Mar)	2	3	8	3	9	10	
Q4 (Apr-Jun)	10	4	5	6	4	10	
<b>Annual total</b>	<b>17</b>	<b>14</b>	<b>17</b>	<b>24</b>	<b>24</b>	<b>35</b>	

<b>D2</b>	<b>Grievance resolution rate: % of operator grievances resolved within 90 days</b>	<b>GOAL: 90%</b>
<b>Purpose:</b> To measure the effectiveness of the Labor Relations in the resolution of grievances.		
<b>Definition:</b> Monthly measurement of the resolution of grievances.		
<b>Method:</b> An internal tracking system is used to provide data for the Board on a quarterly basis.		

**RESOLUTION RATE**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<i>Goal</i>	<i>75% in 30 days</i>	<i>75% in 30 days</i>	<i>75% in 30 days</i>	<i>75% in 30 days</i>	<i>75% in 30 days</i>	<i>75% in 45 days</i>	<i>90% in 90 days</i>
<b>Q1 (Jul-Sep)</b>	80%	86%	86%	100%	100%	82%	100%
<b>Q2 (Oct-Dec)</b>	82%	86%	90%	91%	86%	100%	
<b>Q3 (Jan-Mar)</b>	100%	93%	91%	93%	80%	100%	
<b>Q4 (Apr-Jun)</b>	93%	88%	75%	83%	100%	100%	
<b>Annual average</b>	<b>89%</b>	<b>88%</b>	<b>86%</b>	<b>92%</b>	<b>92%</b>	<b>96%</b>	

**D3** Employee satisfaction **GOAL:** Year over year improvement

**ANNUAL EMPLOYEE SURVEY**

	2004	2005	2006	2007
<b>Working relationship with supervisor</b>				
Excellent/Good	63%	72%	71%	Results will be available in early 2008.
Fair/Poor	37%	28%	29%	
<b>Communication within division</b>				
Excellent/Good	52%	60%	55%	Results will be available in early 2008.
Fair/Poor	48%	40%	45%	
<b>Work effort appreciated by SFMTA management</b>				
Very/Somewhat Appreciated	52%	59%	57%	Results will be available in early 2008.
Not Very/Not at All Appreciated	43%	34%	35%	
No Answer	5%	7%	8%	
<b>Work effort appreciated by public</b>				
Very/Somewhat Appreciated	68%	68%	69%	Results will be available in early 2008.
Not Very/Not at All Appreciated	25%	22%	29%	
No Answer	7%	10%	2%	