

**A OPERATIONAL EFFICIENCY**

**A1 On-Time Performance** NO CHANGE

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	FY09 Goal
Schedule adherence	70.8%	69.2%	70.5%	>85%	<b>&gt;85%</b>
Headway adherence	63.7%	63.2%	63.9%	>85%	<b>&gt;85%</b>

**A2 Service Delivery** NO CHANGE

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	FY09 Goal
Scheduled service hours delivered	95.2%	96.1%	96.0%	>98.5%	<b>&gt;98.5%</b>
Equipment availability	99.87%	99.98%	100%	NA	<b>NA</b>
AM/PM peak equipment availability	AM 100% PM 100%	AM 99.80% PM 99.8%	AM 99.5% PM 99.4%	AM >99.0% PM >99.0%	<b>AM &gt;99.0%</b> <b>PM &gt;99.0%</b>
Operator availability	95.4%	96.1%	96.0%	NA	<b>NA</b>
Late pull-outs	0.5%	0.5%	0.4%	<1.5%	<b>&lt;1.5%</b>

Notes  
*A5 AM/PM Vehicle Availability is now included under A2 Service Delivery.*

**A3 Load Factors** METHODOLOGY CHANGE

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	FY09 Goal
Percentage of runs exceeding 85% load factor	NA	NA	NA	NA	<b>Baseline to be established</b>

Notes  
**[A4 in FY08]** *Historically, we have reported the total number of lines/routes exceeding the 85% load factor at maximum load points. Beginning in FY09, we will measure the percentage of trips exceeding the 85% load factor at maximum load points during peak periods. This change was requested by the CAC OCSC.*

**A4 Unscheduled Absence Rates**

SOME GOALS INCREASED

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	FY09 Goal
Muni Admin (1)	5.6%	5.4%	5.1%	5.5%	<b>5.2%</b> 5% decrease below FY08 goal
Muni Maintenance (1)	6.9%	7.1%	6.5%	7.0%	<b>6.7%</b> 5% decrease below FY08 goal
Muni Operations (1)	8.3%	7.8%	5.6%	6.9%	<b>6.9%</b>
Transit Operators (3)	10.4%	11.4%	11.3%	10.7%	<b>10.2%</b> 5% decrease below FY08 goal
Parking and Traffic Admin (2)	1.2%	3.2%	3.4%	4.0%	<b>4.0%</b>
Citations/Customer Service Center (2)	9.2%	7.6%	8.5%	7.4%	<b>7.4%</b>
Crossing Guards (2)	4.1%	6.5%	6.4%	NA	5% decrease based on FY08 baseline
Parking Enforcement (2)	15.8%	14.8%	16.1%	15.7%	<b>14.9%</b> 5% decrease below FY08 goal
Traffic Engineering (2)	4.7%	3.5%	3.7%	5.5%	<b>5.2%</b> 5% decrease below FY08 goal
Parking and Traffic Shops (2)	7.5%	10.0%	10.0%	11.1%	<b>10.5%</b> 5% decrease below FY08 goal
Notes					
<b>[A6 in FY08]</b>					

**A5 Mean Distance Between Failure (MDBF)** SOME GOALS INCREASED

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	FY09 Goal
RAIL					
Green Breda LRV (1)	4,609	5,204	4,459	4,000	<b>5,000</b>
F Line (1)	2,199	1,861	2,377	1,300	<b>2,100</b>
Cable Car (2)	4,950	5,284	5,367	6,000	<b>6,000</b>
TROLLEY COACH					
Potrero Articulated (3)	807	753	678	1,000	<b>1,000</b>
Potrero Standard (13)	1,587	1,439	1,132	1,500	<b>1,700</b> ~5% increase over four quarter average for Potrero and Presidio
Presidio Standard (3)	1,862	1,882	1,863	1,500	
MOTOR COACH					
Flynn Articulated (3)	3,540	2,912	3,111	3,100	<b>3,400</b> ~5% increase over four quarter average for Flynn, Kirkland, and Woods
Kirkland Standard (3)	3,662	3,553	3,706	3,100	
Woods Standard (3)	2,980	3,649	3,099	3,100	
Notes					
<b>[A7 in FY08]</b>					

**A6 Vacancy Rate for Service Critical Positions** ADDITIONAL COMPONENT

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	FY09 Goal
Transit Operators (1)	0.0%	0.0%	0.0%	<5%	<b>&lt;5%</b>
Crafts (1)	6.6%	5.7%	6.2%	<5%	<b>&lt;5%</b>
Maintenance (1)	6.0%	6.0%	7.5%	<5%	<b>&lt;5%</b>
Notes					
<b>[A8 in FY08]</b> To provide a more detailed assessment of operational readiness, we will initiate reporting on <i>Extra Board Availability</i> in FY09					

**A7 Traffic and Parking Control Requests** NO CHANGE

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	<b>FY09 Goal</b>
Percent addressed within 90 days	92%	84%	82%	82%	<b>82%</b>
Notes					
<b>[A9 in FY08]</b>					

**A8 Color Curb Applications** NO CHANGE

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	<b>FY09 Goal</b>
Percent addressed within 30 days	47%	24%	41%	90%	<b>90%</b>
Notes					

**A9 Parking Meter Malfunction Reports** NO CHANGE

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	<b>FY09 Goal</b>
Percent addressed within 48 hours	86%	87%	84%	85%	<b>85%</b>
Notes					
<b>[A11 in FY08]</b>					

**A10 Hazardous Traffic Sign Reports** NO CHANGE

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	<b>FY09 Goal</b>
Percent addressed within 24 hours	100%	100%	100%	98%	<b>98%</b>
Notes					
<b>[A12 in FY08]</b>					

**A11 Hazardous Traffic Signal Reports** NO CHANGE

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	<b>FY09 Goal</b>
Percent addressed within 2 hours	95%	96%	96%	92%	<b>92%</b>
Notes					
<b>[A13 in FY08]</b>					

**A12 Traffic Lane Lines, Bus Zones, and Crosswalks** GOAL INCREASED

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	<b>FY09 Goal</b>
Percent of network maintained on an annual basis	18.6%	15.6%	12.5%	>10%	<b>&gt;12%</b>
Notes					
<b>[A14 in FY08]</b>					

**A13 Productivity: Average # of Boardings per Service Hour** ENHANCED REPORTING

Notes					
<b>[B4 in FY08]</b> <i>Benchmark data for peer agencies will be included as well. To be reported annually.</i>					

**A14 Pedestrian Safety: # of Intersections Equipped with Countdown Signals** NEW STANDARD

Standard	FY08	FY08 Goal	<b>FY09 Goal</b>
# of intersections equipped with countdown signals	738	NA	<b>776</b>
Notes			
<i>To be reported annually.</i>			

**A15 Bicycle Network Usage: Counts at Key Locations** NEW STANDARD

Standard	FY08	FY08 Goal	FY09 Goal
Counts at key locations	NA	NA	<b>Baseline to be established</b>
Notes			
<i>Goals will be established once key locations have been identified and baseline counts have been received. To be reported quarterly, beginning in Q2 FY09 or earlier if possible.</i>			

**A16 Congestion Management: Level of Service on Principal Arterials** NEW STANDARD

Notes
<i>For informational purposes, we will report level of service data on an annual basis.</i>

**A17 % of Trips by More Sustainable Modes** NEW STANDARD

Standard	FY08	FY08 Goal	FY09 Goal
% of trips by more sustainable modes	NA	NA	<b>TBD</b>
Notes			
<i>To be reported annually.</i>			

**N/A Pass-Ups** MERGED INTO A3

Notes
<i>The "A3 Load Factors" standard has been modified to more effectively measure crowding conditions.</i>

**B FINANCIAL STABILITY**

**B1 Ridership: Customers Carried** NO CHANGE

Standard	FY07	FY08 Goal	FY09 Goal
Customers carried	206,459,000	209,556,000	<b>1.5% increase over FY08</b>
Notes			
<i>To be reported annually.</i>			

**B2 Revenue** ADDITIONAL COMPONENT

Standard	FY07	FY08 Goal	FY09 Goal
Fare revenue	\$142,909	\$145,053	<b>1.5% increase over FY08</b>
Other revenue	TBD	NA	<b>5% increase over FY08</b>
Notes			
<i>We will initiate reporting of other revenue (non-fare revenue) in FY09. To be reported annually.</i>			

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

Notes
<b>[B2 in FY08]</b> <i>To be reported annually.</i>

**B4 Cost Efficiency: Fully Allocated Service Cost by Mode** ADDITIONAL COMPONENT

Notes
<b>[B3 in FY08]</b> <i>Benchmark data for peer agencies will be included as well. To be reported annually.</i>

**B5 Cost Effectiveness: Operating Expense per Passenger Boarding** ADDITIONAL COMPONENT

Notes
<b>[B4 in FY08]</b> <i>Benchmark data for peer agencies will be included as well. To be reported annually.</i>

**C CUSTOMER FOCUS**

**C1 Customer Perceptions** GOALS INTRODUCED, ADDITIONAL COMPONENTS

Standard	2007	2008 Goal	2009 Goal
MUNI			
Overall Customer Satisfaction	Results will be received shortly	NA	<b>5% increase over 2008</b>
Operator Helpfulness	Results will be received shortly	NA	<b>5% increase over 2008</b>
Communication with Riders	Results will be received shortly	NA	<b>5% increase over 2008</b>
Vehicle Cleanliness	Results will be received shortly	NA	<b>5% increase over 2008</b>
PEDESTRIAN SAFETY			
Mean Score for Response to City Survey Question: How Safe Do You Feel Crossing the Street?	3.29	NA	<b>5% increase over 2008 results</b>
BICYCLING			
Satisfaction with Bicycle Lanes	NA	NA	<b>Baseline to be established</b>
Notes	<i>We have introduced new goals for customer satisfaction – 5% increases for all currently measured areas. We will also use Pedestrian Safety scores regarding street crossing from the annual City Survey, and incorporate data regarding satisfaction with the city’s bicycle network from the biennial State of Cycling report.</i>		

**C2 Operator Complaint Resolution Rate** NO CHANGE

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	FY09 Goal
Percent of complaints resolved within 30 days	74%	73%	4%	>75%	<b>&gt;75%</b>

**C3 Operator Training** ADDITIONAL COMPONENT, REDUCED REPORTING ON TYPE OF TRAINING

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	FY09 Goal
Number of Training Hours	23,970	19,561	28,632	>50,000	<b>&gt;50,000</b>
Percent of Operators Receiving New Customer Service Training	NA	NA	NA	NA	<b>50%</b>

Notes  
*Detailed reporting on training hours by type will be eliminated. Reporting on the % of operators receiving the enhanced customer service training will be introduced.*

**C4 Safety: Muni Vehicle and Passenger Accidents** ADDITIONAL COMPONENT

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	FY09 Goal
Number of vehicle and passenger accidents	710	730	649	<2,172	<b>NA</b>
Accidents / 100,000 miles	NA	NA	NA	NA	<b>5% decrease below FY08</b>

Notes  
*The current measure is not an effective indicator of safety, as it does not account for the level of service delivered. Raw numbers of accidents have increased in recent quarters, but scheduled service delivered has increased at a faster pace. We will change the primary measure to # of accidents/100,000 miles.*

**C5 Safety: Pedestrian Involved Injury Collisions** NEW STANDARD

Notes  
*For informational purposes, we propose to report pedestrian injury and fatality data on an annual basis.*

**C6 Security Incidents** GOAL INCREASED

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	FY09 Goal
Number of SFPD reportable crimes	248	217	245	1,076	<b>5% decrease below FY08</b>
Notes					
<b>[C5 in FY08]</b>					

**C7 Abandoned Automobile Reports** NO CHANGE

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	FY09 Goal
% responded to within 48 hours	98%	98%	98%	100%	<b>100%</b>
Notes					

**C8 Walk-in Citation and Residential Parking Permit Customers** GOAL INCREASED

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	FY09 Goal
% served within 20 minutes	97%	97%	95%	80%	<b>NA</b>
% served within 15 minutes	NA	NA	NA	NA	<b>82%</b>
Notes					
<b>[C7 in FY08]</b> Modified to reflect improvements achieved in Customer Service Center.					

**C9 Administrative Citation Hearing Customers** GOAL INCREASED

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	FY09 Goal
% served within 10 minutes	83%	86%	90%	80%	<b>82%</b>
Notes					
<b>[C8 in FY08]</b> Modified to reflect improvements achieved in Customer Service Center.					

**C10 Residential Parking Permit Renewals**

NO CHANGE

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	FY09 Goal
% of applications returned to residents within 21 days	94%	94%	97%	>95%	<b>&gt;95%</b>
Notes					
<i>[C9 in FY08]</i>					

**D EMPLOYEE SATISFACTION**

**D1 Grievances**

ADDITIONAL COMPONENT

Notes
<i>In accordance with the Audit recommendation, we will also report grievances/1,000 employees on an annual basis.</i>

**D2 Grievance Resolution Rate**

Standard	Q1 FY08	Q2 FY08	Q3 FY08	FY08 Goal	FY09 Goal
% of operator grievances resolved within 90 days	100%	94%	100%	>90%	<b>&gt;90%</b>

**D3 EEO Complaints**

ADDITIONAL STANDARD

Notes
<i>We will report # of EEO complaints on an annual basis.</i>

**D4 Employee Satisfaction**

NEW GOALS

Standard	2007	2008 Goal	2009 Goal
Working relationship with supervisor	Results will be received shortly	NA	<b>5% increase over 2008</b>
Communication within division	Results will be received shortly	NA	<b>5% increase over 2008</b>
Work effort appreciated by SFMTA management	Results will be received shortly	NA	<b>5% increase over 2008</b>
Work effort appreciated by public	Results will be received shortly	NA	<b>5% increase over 2008</b>
Notes			
<b>[D3 in FY08]</b> To be reported on an annual basis.			