

SERVICE STANDARDS

A. SYSTEM RELIABILITY and TRAFFIC OPERATIONS

1a. % of Vehicles that run on time according to published schedules (no more than 4 minutes late or 1 minute early) measured at terminals and established intermediate points.

GOAL: No less than 85% on July 1, 2007 (*Goal is Mandated by the Charter*)

Purpose: To measure schedule adherence.

Definition of Measurement: Each line will be checked at least once in each six-month period. Such checks shall be conducted no less often than 10 weekdays and weekends per check. An annual checking schedule shall be established for the routes. The order in which the routes are checked will be 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 must be used.

Method of Measurement: Check the designated lines using criteria of -1 minute to + 4 minutes. "Periods of time includes morning rush (6 a.m. to 9 a.m.) midday (9 a.m.- 4 p.m.) evening rush (4 p.m. to 7 p.m.) and night (7 p.m. to 1 a.m.)." Supervisory personnel shall conduct a one-hour, on time, and load standard check at a point at mid-route during all four time periods stated above."

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07	
65%	70%	75%	85%	85%	85%	85%	
Actual 4 th Q 65.5%	Actual 4 th Q 71.9%	Actual 4 th Q 70.9%	Actual 4 th Q 68.3%	Actual 4 th Q 70.7%	Actual 4 th Q 69.5% FY06 Actual 69.2%	FY06 Actual Q1 71.3%	FY07 Actual Q1 68.7%

<i>FY07 On Time Performance by Mode</i>		
MODES	FY06 Q1	FY07 Q1
System-Wide	71.3%	68.7%
Motor Coach	69.0%	66.6%
Trolley Coach	73.0%	71.5%
LRV	83.0%	69.2%
Cable Car	67.3%	70.6%

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On-Time Performance Measurement July 2006 – 69.6% Overall						
RAIL		TROLLEY		MOTOR COACH		
Lines	On-Time %	Lines	On-Time %	Lines	On-Time %	
L Taraval	71.9%	7 Haight	62.0%	12 Folsom	65.8%	
		21 Hayes	72.2%	14X Mission Express	71.4%	
		30 Stockton	73.4%	16 AX Noriega "A" Ex	86.4%	
				23 Monterey	53.4%	
				31 AX Balboa "A" Exp	85.7%	
				38 Geary	72.9%	
				38 AX Geary "A" Exp	55.9%	
				48 Quintara/24 th	69.1%	
				90 Owl	72.2%	
TOTAL	71.9%		71.0%		68.7%	
August 2006 – 69.9% Overall						
RAIL		TROLLEY		MOTOR COACH		
Lines	On-Time %	Lines	On-Time %	Lines	On-Time %	
60 Powell/Hyde	70.6%	31 Balboa	56.8%	14 Mission Limited	70.0%	
		41 Union	72.1%	18 46 th Avenue	72.0%	
		45 Union/Stockton	72.5%	30X Marina Express	82.9%	
M Oceanview	73.0%			31BX Balboa "B" Exp	70.0%	
				38L Geary Limited	73.0%	
				38 BX Geary "B" Exp	60.9%	
				66 Quintara	58.6%	
				71 Haight/Noriega	62.2%	
TOTAL	71.1%		68.5%		70.0%	
September 2005 – 66.2 % Overall						
RAIL		TROLLEY		MOTOR COACH		
Lines	On-Time %	Lines	On-Time %	Lines	On-Time %	
J Church	60.7%	3-Jackson	77.8%	10-Townsend	73.5%	
		5-Fulton	73.9%	27-Bryant	65.6%	
		49-Mission/Van Ness	72.6%	28-19th Avenue	61.8%	
				29-Sunset	57.5%	
				35-Eureka	62.5%	
				39-Coit	36.1%	
				52-Excelsior	67.7%	
				54-Felton	42.9%	
				81X-CalTrain	50.0%	
TOTAL	60.7%		74.2%		60.5%	

2a. % of Scheduled service hours that are delivered and percentage of scheduled vehicles that begin service at the scheduled time.

- GOAL:** No less than 98.5% on July 1, 2007 (*Goal is Mandated by the Charter*)
- Purpose:** To measure service hours through available operators and available equipment, actually deployed in revenue service, along with the percentage of equipment available for service.
- Definition of Measurement:** Monthly measurement of the percent of total available hours for service measuring operators and equipment and percentage of equipment available daily.
- Method of Measurement:** 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 8 a.m. and 6 p.m. "Not-Out Report" generated by Central Control and will show

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the percent of vehicles that went out at the scheduled time for both the a.m. and p.m. pullout.

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07	
GOAL 96.5%	GOAL 97%	GOAL 97.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%
Actual 4 th Q 94.53%	Actual 4 th Q 97.8%	Actual 4 th Q 94.52%	Actual 4 th Q 97.23%	Actual 4 th Q 94.33%	Actual 4 th Q 92.96%	FY06 Actual Q1 93.67%	FY07 Actual Q1 94.15%

Scheduled Hours of Service and Equipment Achieved GOAL is 98.5%			
Division	1 st Q % Op Available	1 st Q % Equipment Available	1 st Q Total % Available
SYSTEM	94.28%	99.87%	94.15%
Motor Coach	94.09%	99.83%	93.92%
Flynn	93.53%	99.93%	93.47%
Woods	93.30%	99.97%	93.28%
Kirkland	95.55%	99.57%	95.12%
Trolley Coach	93.79%	99.92%	93.71%
Potrero	92.70%	100%	92.70%
Presidio	95.03%	99.83%	94.86%
LRV	94.74%	99.86%	94.60%
Cable Car	98.10%	99.96%	98.06%

% of LATE PULL-OUTS (Of All Scheduled Runs That Went Into Service)				
Mode	Jul	Aug	Sep	FYTD Avg.
SYSTEM	.41	.41	.38	.40
MOTOR COACH				
Flynn	0.5	0.5	0.5	.43
Woods	0.3	0.3	0.3	.30
Kirkland	0.4	0.4	0.4	.53
TROLLEY				
Potrero	0.5	0.5	0.5	.47
Presidio	0.5	0.3	0.3	.33
LRV	0.4	0.3	0.3	.33
F Line	0.5	0.8	0.3	.57
Cable Car	0.2	0.2	0.3	.23

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4a. % 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.

GOAL: Less than 5%

Purpose: To measure crowding in vehicles

Definition of Measurement: Pass-ups shall be conducted no less often than 10 weekdays per month. At the beginning of each quarter, supervisory personnel will review all the lines checked in the previous quarter, and identify the five lines with the highest load factors, and the time period these load factors occurred. Supervisory personnel will then check those five lines, during the time period that the high load factor occurred, each month during the coming quarter for pass-ups. Supervisory personnel will check to see if any PSRs for pass-ups were made for any of those five lines, and if the location of the pass-up was recorded. If it was recorded, supervisory personnel will use that point as the point to check for pass-ups. If there are no locations recorded, supervisory personnel will use the stop just before the MLP.

Method of Measurement: " Periods of time includes morning rush (6 a.m. to 9 a.m.) midday (9 a.m.- 4 p.m.) evening rush (4 p.m. to 7 p.m.) and night (7 p.m. to 1 a.m.).

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07	
GOAL Less than 5%	GOAL Less than 5%	GOAL Less than 5%	GOAL Less than 5%	GOAL Less than 5%	GOAL Less than 5%	GOAL Less than 5%	
Actual 4 th Q 0.0%	Actual 4 th Q .33%	Actual 4 th Q 1.62%	Actual 4 th Q 2.11%	Actual 4 th Q .43%	Actual 4 th Q 2.82%	FY06 Q1 .68%	FY07 Q1 .58%

Pass ups – FY07- Q1						
LINES	LOCATION	Time/ Direct.	July	August	September	Q1 Total
30 Stockton	Stockton/Sutter	6am -9am Inbound	0	0	0	0.00%
38 Geary Limited	Geary/Van Ness	4pm – 7pm Outbound	0	0	0	0.00%
44 O'Shaughnessy	Silver/Mission	6am -9am Inbound	0	0	0	0.00%
45 Union	Stockton/Sutter	4pm – 7pm Outbound	No Checks	2	0	2.78%
K Ingleside	West Portal Station	6am -9am Inbound	No Checks	1	0	1.52%
515 Checks						0.58%

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5a. Peak period passenger load factors

GOAL: No greater than 85 % of combined seating & standing capacity. The goal will be a percentage of lines complying with the 85% target. Lines not in compliance will have their schedule and level of service examined

Purpose: To measure load factors at peak periods

Definition of Measurement: Each line will be checked twice a year. Such checks shall be conducted no less often than 10 weekdays and weekends per check. An annual checking schedule shall be established for the routes. The order in which the routes are checked will be 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 must be used.

Method of Measurement: " Periods of time includes morning rush (6 a.m. to 9 a.m.) midday (9 a.m.- 4 p.m.) evening rush (4 p.m. to 7 p.m.) and night (7 p.m. to 1 a.m.). Supervisory personnel shall 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."

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07	
GOAL No Greater than 85%	GOAL No Greater than 85%	GOAL No Greater than 85%	GOAL No Greater than 85%	GOAL No Greater than 85%	GOAL No Greater than 85%	GOAL No Greater than 85%	
Actual 4th Q 13 Lines Exceeded LF	Actual 4th Q 8 Lines Exceeded LF	Actual 4th Q 2 Lines Exceeded LF	Actual 4th Q 3 Lines Exceeded LF	Actual 4th Q 9 Lines Exceeded LF	Actual 4th Q 5 Lines Exceeded LF	FY06 Actual Q1 6 lines of the lines measured exceeded the 85% load factor	FY07 Actual Q1 6 lines or 15% of the lines measured exceeded the 85% load factor

Load Factor July 2006						
RAIL		TROLLEY		MOTOR COACH		
Lines	Load Factor	Lines	Load Factor	Lines	Load Factor	
L Taraval	61.5%	7 Haight	52.6%	12 Folsom	71.2%	
		21 Hayes	81.5%	14X Mission Express	66.8%	
		30 Stockton	84.8%	16 AX Noriega "A" Ex	60.5%	
				23 Monterey	44.9%	
				31 AX Balboa "A" Exp	72.7%	
				38 Geary	73.5%	
				38 AX Geary "A" Exp	73.9%	
				48 Quintara/24 th	82.9%	
				90 Owl	10.6%	

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August 2006					
RAIL		TROLLEY		MOTOR COACH	
Lines	Load Factor	Lines	Load Factor	Lines	Load Factor
60 Powell/Hyde	82.6%	31 Balboa	84.5%	14 Mission Limited	46.8%
		41 Union	84.0%	18 46 th Avenue	37.8%
		45 Union/Stockton	94.7%	30X Marina Express	95.9%
M Oceanview	73.9%			31BX Balboa "B" Exp	71.6%
				38L Geary Limited	83.9%
				38 BX Geary "B" Exp	54.4%
				66 Quintara	22.9%
				71 Haight/Noriega	81.4%

September 2006					
RAIL		TROLLEY		MOTOR COACH	
Lines	Load Factor	Lines	Load Factor	Lines	Load Factor
J Church	42.3%	3-Jackson	67.0%	10-Townsend	66.7%
		5-Fulton	82.3%	27-Bryant	71.5%
		49-Mission/Van Ness	64.9%	28-19th Avenue	113.8%
				29-Sunset	87.4%
				35-Eureka	34.5%
				39-Coit	43.4%
				52-Excelsior	92.1%
				54-Felton	86.3%
				81X-CalTrain	63.9%

6a. Actual headways against scheduled headways on all radial express, cross-town, secondary, and feeder lines for peak, base, evening, and late night services.

GOAL: Operate no less than 85% of the time within 30% or 10 minutes of scheduled headway. (whichever is less)

Purpose: Measurement of scheduled headways against actual headways.

Definition of Measurement: Each line will be checked twice a year. Such checks shall be conducted no less often than 10 weekdays and weekends per check. An annual checking schedule shall be established for the routes. The order in which the routes are checked will be 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 must be used. Actual headways against scheduled headways on all radial express, cross-town, secondary, and feeder lines for peak, base, evening, and late night services. Will also check lines during periods when their headway is greater than 10 minutes.

Method of Measurement: Check the headways of designated lines. "Periods of time includes morning rush (6 a.m. to 9 a.m.) midday (9 a.m.- 4 p.m.) evening rush (4 p.m. to 7 p.m.) and night (7 p.m. to 1 a.m.). Supervisory personnel shall 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."

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07	
GOAL 80%	GOAL 85%	GOAL 85%	GOAL 85%	GOAL 85%	GOAL 85%	GOAL 85%	
4 th Q Actual 56.8%	4 th Q Actual 72.1%	4 th Q Actual 74.8%	4 th Q Actual 69.2%	4 th Q Actual 66.4%	4 th Q Actual 62.7% FY06 Actual 59.8%	FY06 Q1 Actual 64.4%	FY07 Q1 Actual 58.9%

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<i>FY07 Headway by Mode</i>		
MODES	FY06 Q1	FY07 Q1
System-Wide	64.4%	58.9%
Motor Coach	72.5%	62.4%
Trolley Coach	55.9%	52.8%
LRV	66.5%	50.6%
Cable Car	60.3%	65.1%

Headway Measurement July 2006 - 55.9% Overall					
RAIL		TROLLEY		MOTOR COACH	
Lines	Headway %	Lines	Headway %	Lines	Headway %
L Taraval	51.7%	7 Haight	66.1%	12 Folsom	69.6%
		21 Hayes	66.1%	14X Mission Express	64.0%
		30 Stockton	37.0%	16 AX Noriega "A" Exp	90.0%
				23 Monterey	69.2%
				31 AX Balboa "A" Exp	94.7%
				38 Geary	38.7%
				38 AX Geary "A" Exp	64.5%
				48 Quintara/24 th	61.9%
				90 Owl	93.8%
Average	51.7		51.5%		58.3%
August 2006 – 62.0% Overall					
RAIL		TROLLEY		MOTOR COACH	
Lines	Headway %	Lines	Headway %	Lines	Headway %
60 Powell/Hyde	65.1%	31 Balboa	59.8%	14 Mission Limited	93.8%
		41 Union	47.5%	18 46 th Avenue	79.5%
		45 Union/Stockton	60.0%	30X Marina Express	56.9%
M Oceanview	66.7%			31BX Balboa "B" Exp	77.8%
				38L Geary Limited	57.1%
				38 BX Geary "B" Exp	76.2%
				66 Quintara	86.0%
				71 Haight/Noriega	56.0%
Average	65.3%		55.7%		64.0%
September 2006 – % Overall					
RAIL		TROLLEY		MOTOR COACH	
Lines	Headway %	Lines	Headway %	Lines	Headway %
J Church	36.8%	3-Jackson	87.8%	10-Townsend	74.2%
		5-Fulton	40.5%	27-Bryant	63.4%
		49-Mission/Van Ness	50.4%	28-19th Avenue	56.4%
				29-Sunset	61.1%
				35-Eureka	71.4%
				39-Coit	74.2%
				52-Excelsior	79.6%
				54-Felton	81.3%
				81X-CalTrain	33.3%
Average	36.8%		51.5%		66.3%

SERVICE STANDARDS

7a. % vehicle availability and reliability (mean distance between failure) by mode.

GOAL: No less than 98.5% Vehicle Availability

Purpose: To measure the percentage of equipment available for service.

Definition of Measurement: Monthly measurement of availability as a percentage of vehicles at each facility available at 7 a.m. and 4 p.m. on non-holiday weekdays against peak demand requirements.

Method of Measurement: 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 7 a.m. and 4 p.m.

Milestones:

FY2001	FY2002	FY2003	FY2004	FY2005	FY2006	FY2007	
GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	GOAL 98.5%	
4 th Q Actual 99.5%	4 th Q Actual 99.2%	4 th Q Actual 99.6%	4 th Q Actual 99.2%	4 th Q Actual 97.6%	4 th Q Actual 98.2%	FY06 Q1 Actual 98.1%	FY07 Q1 Actual 98.4%

AM & PM Vehicle Availability	Q1 AM	Q1 PM
System Wide	98.6%	98.2%
Motor Coach	95.6%	95.6%
Flynn-Artic	99.0%	99.0%
Kirkland	95.9%	95.9%
Woods	92.7%	92.8%
Trolley Coach	99.9%	98.8%
Potrero-Artic	100%	100%
Potrero	100%	100%
Presidio	99.8%	97.3%
Light Rail	99.1%	99.1%
F-Line	99.8%	99.5%
Cable Car	100%	100%

8a. Unscheduled absences by operator, mechanical and administrative personnel.

GOAL: Annual 5% reduction of YTD average for Maintenance (Mechanical), 10% reduction for Transportation (Operators) and 5% reduction for Administration, as long as the goal does not drop below 5%. For DPT Shop employees, an annual reduction of 5%, as long as the goal does not drop below 5%.

Purpose: To measure unscheduled absences

Definition of Measurement: 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.

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Method of Measurement: The online TESS and the online Attendance Tracking System currently provides the data as a calculation of scheduled hours available against unscheduled hours for Muni Employees. For DPT employees, data is extracted from the DETS system.

Milestones:

DIVISION	FY07
Maintenance	5% Reduction of FYTD
Administration	5% Reduction of FYTD
Operations	5% Reduction of FYTD
Transit Operators	10 % Reduction of FYTD
DPT Shops	5% Reduction of FYTD

FY07 Quarterly Goals % OF UNSCHEDULED ABSENCES For the MTA Employee Incentive Program				
FY GOALS	Q1	Q2	Q3	Q4
Maintenance	6.45%	6.33%	6.22%	6.1%
Administration	5.24%	5.16%	5.1%	5.0%
Operations	6.64%	6.53%	6.41%	6.3%
DPT Shops	10.1%	9.93%	9.77%	9.6%

FY07 % Unscheduled Absences for DPT Employees									
	FY01 Actual	FY02 Actual	FY03 Actual	FY04 Actual	FY05 Actual	FY06 Actual	FY06 Q1	FY07 Q1	FY07 GOAL
Administration	4.5%	4.68%	4.78%	5.19%	5.22%	4.26%	2.43%	2.66%	5.0%
Enforcement	13.57%	15.28%	17.63%	15.66%	17.05%	15.66%	14.15%	14.5%	14.9%
Engineering	7.42%	5.27%	5.80%	4.93%	6.62%	6.79%	4.95%	6.39%	6.45%
Shops	7.12%	7.76%	9.80%	10.12%	8.84%	10.1%	7.38%	7.63%	9.6%
Citations						13.8%		10.32%	13.11%

FY07 % Unscheduled Absences for MUNI Employees									
	FY01 Actual	FY02 Actual	FY03 Actual	FY04 Actual	FY05 Actual	FY06 Actual	FY06 Q1	FY07 Q1	FY07 GOAL
Maintenance	8.1%	7.6%	6.2%	6.46%	7.16%	6.45%	5.38%	6.95%	6.1%
Administration	5.6%	6.0%	5.0%	4.99%	5.32%	5.24%	4.94%	5.37%	5.0%
Operations	13.7%	8.1%	7.2%	7.36%	6.50%	6.64%	6.19%	8.23%	6.3%
Transit Operators		12.8%	11.1%	10.3%	10.8%	11.9%	12.63%	11.35%	10.7%

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9a. Miles between roadcalls by mode

GOAL: Increase the miles between roadcalls

Purpose: Measure reliability through the miles a vehicle travels between failures.

Definition of Measurement: 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 of Measurement: 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 defects number. Areas that do not result in a chargeable roadcall to the maintenance shops include accidents, sick passengers, vandalism, body damage and broken windows.

Milestones:

FY07
Increase Miles

<i>Mean Distance Between Failure (MDBF)</i>											
Mode	FY01 4th Q Actual	FY02 4th Q Actual	FY03 4th Q Actual	FY04 4th Q Actual	FY04 Actual	FY05 4th Q Actual	FY05 Actual	FY06 Actual	FY06 Q1	FY07 Q1	FY06 Goals
Flynn - Artic	837	1929	3003	2996	2519	3396	3309	3093	3403	2187	3000
Woods-Stand.	1773	1760	2802	3245	2502	3054	3337	2636	2963	2644	3000
Kirkland-Stand.	3467	2381	3992	2706	3098	3495	2970	3251	4197	2878	3100
Potrero Division	563	665	687	942	827	843	837	899	940	897	
Potrero-Artic	443	508	493	873	724	754	770	785	612	756	700
Potrero-Stand.	691	795	818	1023	926	917	902	1004	898	1145	1250
Presidio Trolley	1375	1223	1221	1241	1235	1249	1239	1121	1385	1302	1250
Breda Light Rail	3271	3276	3128	3357	3162	2926	3112	1943	2939	3029	3500
PCC (F-Line)	808	1496	1148	1300	1065	1106	1167	940	1022	1206	1250
Cable Car	5620	5631	6387	5724	5814	6210	5586	5638	5826	5860	5500

SERVICE STANDARDS

10a. Requests for changes to traffic or parking controls from the public

GOAL: To investigate and respond to at least 80% of all requests for changes to traffic or parking controls from the public or other governmental agencies within 90 days.

Purpose: To measure responsiveness to the public.

Definition of Measurement: 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 results of investigation and recommendations. The request is then logged as completed.

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

Milestones:

FY04 Actual	FY05 Actual	FY06 1 st Q Actual	FY06 2 nd Q Actual	FY06 3 rd Q Actual	FY06 4 th Q Actual	FY07 Q1 Actual	FY2007 Goal
77%	84%	84%	84%	80%	76%	89%	80%

11a. Color curb applications

GOAL: To review and respond to at least 90% of all color curb applications within 30 days.

Purpose: To measure responsiveness to the public.

Definition of Measurement: 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 then 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 will be notified in writing of the results. If the application is approved an invoice will be sent for painting fees. The request is then logged as completed.

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

Milestones:

FY04 Actual	FY05 Actual	FY06 1 st Q Actual	FY06 2 nd Q Actual	FY06 3 rd Q Actual	FY06 4 th Q Actual	FY07 Q1 Actual	FY07 Goal
54%	88%	84%	43%	64%	53%	51%	90%

SERVICE STANDARDS

12a. Parking meter repair

GOAL: To respond within 48 hours to at least 85% of all reports of meter malfunctions.

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

Definition of Measurement: San Francisco’s new electronic parking meters are equipped with the capability 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 of Measurement: The San Francisco Parking Meter Management System (SFPM) is a work order system which automates requests for service and allow them to be tracked and compiled. The Meter continues to work with the software contractor to finalize the design and implementation of the system. A report is generated providing the average response rate for all complaints received within a quarter.

Milestones:

FY04 Actual	FY05 Actual	FY06 1 st Q Actual	FY06 2 nd Q Actual	FY06 3 rd Q Actual	FY06 4 th Q Actual	FY07 Q1 Actual	FY07 GOAL
77%	80%	72%	83%	78%	86%	83%	85%

13a. Hazardous traffic sign conditions

GOAL: To respond to and repair at least 98% of hazardous safety sign conditions within 24 hours.

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

Definition of Measurement: DPT’s 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 crews immediately to repair.

Method of Measurement: 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.

Milestones:

FY04 Actual	FY05 Actual	FY06 1 st Q Actual	FY06 2 nd Q Actual	FY06 3 rd Q Actual	FY06 4 th Q Actual	FY07 Q1 Actual	FY07 GOAL
96%	95%	87%	85%	86%	98.5%	98%	98%

SERVICE STANDARDS

14a. Hazardous traffic signal conditions

GOAL: To respond to and repair at least 92% of hazardous signal conditions within two hours.

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

Definition of Measurement: During business hours, the Signal Shop logs reports of malfunctions in a manual log and dispatches crews. During off 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 DPT Signal Shop emergency crew to the scene. Repair crews record their arrival time and the time the call is completed.

Method of Measurement: All complaints and service requests are maintained in a database system. Reports are generated to determine average response rate.

Milestones:

FY04 Actual	FY05 Actual	FY06 1 st Q Actual	FY06 2 nd Q Actual	FY06 3 rd Q Actual	FY06 4 th Q Actual	FY07 Q1 Actual	FY07 GOAL
92%	92%	92%	93%	91%	91%	93%	92%

15a. Traffic lane line maintenance

GOAL: To maintain at least 10% of all traffic lane lines, bus zones and crosswalks on an ongoing basis.

Purpose: To ensure the safety of all modes of transportation by maintaining visibility of existing lane line, bus zone and crosswalk designations.

Definition of Measurement: Measures productivity of DPT's Paint Shop in relationship to annual goal. This measurement has been adjusted from a percentage of goal to a percentage of total inventory maintained.

Method of Measurement: 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.

Milestones:

FY04 Actual	FY05 Actual	FY06 1 st Q Actual	FY06 2 nd Q Actual	FY06 3 rd Q Actual	FY06 4 th Q Actual	FY07 Q1 Actual	FY07 GOAL
11%	15.2%	13.9%	13.1%	8.4%	13.5%	10.9%	10%

SERVICE STANDARDS

B. SYSTEM PERFORMANCE

1b. Passengers carried by mode

GOAL: Passenger boarding by mode-should increase by 1.5% per year compared with prior year performance

Purpose: Measurement of the ridership.

Definition of Measurement: Annual measurement of the number of passengers who board the Muni’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.

Method of Measurement: Ride checkers are utilized to count the passenger boardings.

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07
GOAL 2% Increase	GOAL 2% Increase	GOAL 224 M Boardings	GOAL 224 M Boardings	GOAL Increase by 1.5% over prior year	GOAL Increase by 1.5% over prior year	GOAL Increase by 1.5% over prior year
FY Actual 4.1%	FY Actual -7.4%	FY Actual 216M	FY Actual 216M	FY Actual 217M	FY Actual 208M	FY Actual N/A

Mode	Annual Ridership - Passenger Boardings						
	FY00	FY01	FY02	FY03	FY04	FY05	FY06
Motor Coach	96,394,514	96,032,546	92,259,201	90,880,579	87,471,668	88,208,662	90,298,242
Trolley Coach	78,460,995	80,868,518	73,968,384	74,398,945	75,215,805	74,940,773	68,970,883
Light Rail Vehicle	41,610,040	49,698,816	44,976,474	42,896,269	45,187,031	46,803,108	41,708,086
Cable Car	9,206,298	8,312,945	7,257,683	7,418,790	7,869,197	6,965,728	7,474,763
TOTAL	225,671,847	234,912,825	218,461,742	215,594,583	215,743,701	216,918,271	208,451,974

2b. Average Fare Per Passenger

GOAL: Provide average fare per passenger. Fare revenue should increase by 1.5% per year compared with prior year performance, except in years when a fare increase takes place.

Purpose: Measure fare revenue by average fare by passenger, by mode, as well as by general Fast Pass sales.

Definition of Measurement: Fare revenue collection on board revenue vehicles, sales of Fast Pass, sales of individual tickets at POP stations and special 1, 3 and 7 day pass sales, Weekly Fast Pass, Cable Car Souvenir Tickets, Bart Plus, Tokens, Adult Passes, Youth Passes, Senior Passes, Ballpark and Special Event Passes, Regional Passes, etc.

Method of Measurement: Cash fares are collected electronically on board all revenue vehicles (with the exception of Cable Car), utilizing the Cubic Farebox system.

SERVICE STANDARDS

In Cable Car, a manual fare collection system along with sale of special passes is utilized. POP stations sell tickets at the platform.

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07
GOAL Increase by \$1.6M	GOAL Increase by \$1.6M	GOAL Achieve \$100 M	GOAL Achieve \$117 M	GOAL Increase by 1.5% over prior year or \$117,270,585	GOAL Achieve \$130M In Fare Revenue	GOAL Increase by 1.5% over prior year or
FY Actual +\$2.07M	FY Actual -\$5.99M	FY Actual \$97.4M	FY Actual \$115.5M	FY Actual \$121.6M	FY Actual \$136.3M	N/A

<i>Annual Fare per Passenger by Unlinked Passenger Trips *</i>		
	FY05	FY06
Average Fare-All Modes	\$.56	\$.65
Average Fare (Excluding Cable Cars)	\$.49	\$.57
Average Fare (Excluding Cable Cars, reduced by BART payment)	\$.45	\$.53

*Passengers are counted each time they board a vehicle

Mode	Annual Cash Fare Summary						
	FY00	FY01	FY02	FY03	FY04	FY05	FY06
Motor Coach	\$15,067,705	\$ 14,504,449	\$14,079,936	\$14,040,087	\$15,578,130	\$16,504,108	\$18,704,525
Trolley Coach	\$13,881,967	\$ 13,576,560	\$12,104,879	\$12,249,779	\$14,060,902	\$14,742,810	\$15,902,545
Light Rail Vehicle	\$ 8,542,470	\$ 9,554,673	\$ 8,300,364	\$ 7,910,161	\$9,487,989	\$11,404,840	\$13,306,489
Cable Car	\$12,835,482	\$ 12,384,768	\$11,045,770	\$11,008,050	\$15,446,312	\$16,207,388	\$20,243,760
Fast Pass Sales	\$45,446,026	\$ 47,537,279	\$45,659,002	\$44,817,894	\$53,171,122	\$52,645,064	\$61,797,681
Other Fare Media	\$ 5,554,630	\$ 5,731,066	\$ 5,957,878	\$ 6,255,035	\$6,498,416	\$7,285,031	\$4,975,356
Paratransit Revenue	\$ 764,616	\$ 865,741	\$1,010,027	\$ 1,071,099	\$1,271,203	\$1,374,728	\$1,411,424
Charter Service	\$ 10,570	\$ 21,058	\$ 23,797	\$ 15,609	\$23,450	\$20,282	\$2,063
TOTAL	\$102,103,466	\$104,175,594	\$98,181,653	\$97,367,714	\$115,537,524	\$120,184,250	\$136,343,843

4b. Fully Allocated Costs Per Hour of Service and by Passenger Mile (By Mode)

- GOAL:** Provide fully allocated costs per hour of Service and by Passenger Mile By Mode.
- Purpose:** Measure the cost of producing revenue service by fully allocated costs per hour of Service and by Passenger Mile By Mode.
- Definition of Measurement:** Provide-fully allocated costs per hour of Service By Mode.
- Method of Measurement:** Data will be reported to the board on an annual basis based on fully allocated costs per hour of Service By Mode.

SERVICE STANDARDS

Milestones:

FY07
Fully Allocated Costs Per Hour of Service/Passenger Mile by Mode

<i>Hourly Rate Per Mode Based on Operating Expenses over Revenue Hours</i>										
Cost Category	FY05	FY06	FY05	FY06	FY05	FY06	FY05	FY06	FY05	FY06
	<i>LRV</i>	<i>LRV</i>	<i>Cable Car</i>	<i>Cable Car</i>	<i>Trolley Coach</i>	<i>Trolley Coach</i>	<i>Motor Coach</i>	<i>Motor Coach</i>	<i>System</i>	<i>System</i>
Vehicle Operations	\$58.62	\$59.52	\$146.49	\$148.56	\$66.92	\$72.57	\$74.12	\$82.87	\$71.93	\$78.29
Vehicle Maintenance	\$68.45	\$72.07	\$40.78	\$35.36	\$15.19	\$18.26	\$20.13	\$22.24	\$28.06	\$30.76
Non-Vehicle Maintenance	\$20.35	\$21.61	\$72.37	\$66.00	\$8.09	\$9.07	\$2.04	\$1.81	\$10.10	\$10.57
General & Administrative	\$40.52	\$37.72	\$52.49	\$45.95	\$27.10	\$26.05	\$29.91	\$28.53	\$31.82	\$30.23
TOTAL Hourly Rate Per Mode	\$187.94	\$190.92	\$312.13	\$295.88	\$117.30	\$125.94	\$126.20	\$135.45	\$141.91	\$149.85

<i>Fully Allocated Costs Per Passenger Mile</i>			
<i>Mode</i>	<i>FY06 Passenger Miles</i>	<i>FY06 Operating Expenses</i>	<i>Cost Per Passenger Mile</i>
LRV	107,311,251	\$106,564,962	\$.99
Cable Car	8,442,953	\$39,916,471	\$4.73
Trolley	101,949,463	\$118,903,397	\$1.16
Motor Coach	192,699,982	\$188,786,874	\$.97
System Wide	410,403,649	\$454,171,704	\$1.11

FTA defines a passenger mile as the cumulative sum of the distance ridden by each passenger.

SERVICE STANDARDS

C. STAFFING PERFORMANCE

1c. Net vacancies by position (vacancies remaining once promotions and new hires have been deducted from retirees or resignations) for each division.

GOAL: No greater than 5% vacancy rate

Purpose: Efficiency level of the department in hiring.

Definition of Measurement: Monthly measurement of net vacancies against budgeted positions for Transit Operators and Maintenance personnel.

Method of Measurement: The Vacancy Report will be the basis of the data reported to the board on a quarterly basis.

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07	
GOAL No Greater Than 5%	GOAL No Greater Than 5%	GOAL No Greater Than 5%	GOAL No Greater Than 5%	GOAL No Greater Than 5%	GOAL No Greater Than 5%	GOAL No Greater Than 5%	
Actual 4 th Q 4.5%	Actual 4 th Q 3.7%	Actual 4 th Q 4.2%	Actual 4 th Q 5.3%	Actual 4 th Q 3.8%	Actual 4 th Q 3.6%	FY06 Actual Q1 3.9%	FY07 Actual Q1 3.1%

Division	Budgeted Positions	Vacancies Beginning of Q1	%	Vacancies End of Q1	%
Transit Operators	2035	0	0%	0	0%
Crafts	884	89	10.1%	72	8.1%
Maintenance	255	24	9.4%	26	10.2%
Operations Total	3174	113	3.6%	98	3.1%

2c. Attrition rates for new employees, by division and level.

GOAL: No greater that 10%

Purpose: Measurement of effectiveness of recruitment and employee satisfaction by the rate of voluntary separations for new employees.

Definition of Measurement: Number of employees by division and class who are released during probationary period or who are voluntarily separated during probation. To calculate attrition only those employees who separate after six months or within one year will be counted. Data will be reported to the board on a quarterly basis. An Exit Interview Form will be available on-line for employees to complete.

Method of Measurement: Vacancy Report will provide data for quarterly reporting.

SERVICE STANDARDS

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07	
GOAL No Greater Than 10%	GOAL No Greater Than 10%	GOAL No Greater Than 10%	GOAL No Greater Than 10%	GOAL No Greater Than 10%	GOAL No Greater Than 10%	GOAL No Greater Than 10%	
Actual 4th Q 25.9%	Actual 4th Q 76.6%	Actual 4th Q 59.4%	Actual 4th Q 23.5%	Actual 4th Q .008%	Actual 4th Q .004%	FY06 Q1 Actual .12%	FY07 Q1 Actual .018%

Attrition Rate FY07 Q1							
	Hired Last 3 Quarters	3 rd Q # of hires	Total Last 12 Months	Released Q1	Voluntary Q1	Class	Total
Transit Operators FT	20	21	41	0	0		0
Crafts	34	8	42	0	0		1
Maintenance	21	7	28	2	0	7514	0
Operations Admin.	20	27	47	0	0	(2)	0
Finance & Administration	30	20	60	0	1	1454	0
GM Programs	30	5	35	0	0		0
TOTALS	165	88	253	2	1		3

D. CUSTOMER SERVICE

1d. Development of an annual marketing plan identifying specific programs and projects that will promote increased patronage.

GOAL: To develop an annual Marketing Plan by January 1, 2006.

Purpose: To produce a variety of marketing tools that will provide the Public with an incentive to utilize the services of Muni.

Definition of Measurement: Marketing Plan developed.

Method of Measurement: Marketing Plan completed and approved for implementation.

Milestones:

FY07
Jan. 1, 2007

2d. Publication and distribution to the public of schedules for all trips taken by all vehicles which shall consist of specific arrival times at terminals and established intermediate points.

GOAL: Publish a complete timetable during FY2007.

Purpose: Provide riders with an updated schedule.

Definition of Measurement: Publication and distribution schedules for all trips taken by all vehicles which shall consist of specific arrival times at terminals and established intermediate points.

SERVICE STANDARDS

Method of Measurement: Distribution of the timetable to the public. Muni is in the process of reviewing the schedules of all the lines. Once the review is complete, we will publish schedules for individual lines, as well as an updated system-wide schedule.

Milestones:

FY07
Publish Timetable

3d. Operator conduct complaints and their resolution, by complaint, consistent with due process and required confidentiality.

GOAL: 75% of all Passenger Service Reports will be resolved in 30 days.

Purpose: Monthly measurement of customer satisfaction with the agency as well as measuring the effectiveness of internal process to address the complaints

Definition of Measurement: Muni will make available a summary of complaints received, resolved and outstanding on a quarterly basis. We have replaced Minor and Major categories with:

Three Categories of Operator Complaints

- a. Dismissed/No Merit
- b. No Action/Possible Merit
- c. Action Taken/Repeated Reports

Have added a breakdown of Miscellaneous Employees and have added Commendations.

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

Milestones:

FY07
75% PSR's resolved within 30 days

<i>FY07 Passenger Service Reports</i>				
Type of Complaint	Complaints Q1	OPEN Q1	CLOSED Q1	FYTD Closed
Operator Complaints Requiring Follow-Up	595	24	571	571
Of the 777 Operator complaints requiring follow-up, 69 were recommended for neutral hearings of which 74% were closed within the timeframe.				
	FY06 Q1		FY07 Q1	
Operator Complaints Requiring Follow-up	777		595	
Other Operator	1117		1663	
Service	1064		1263	
Vehicle	61		73	
ADA	157		179	
Criminal Activity	92		55	
Miscellaneous Complaints	380		258	
TOTAL	3648		4086	

SERVICE STANDARDS

FY07 Status of Passenger Service Reports		
	FY06 Q1	FY07 Q1
Dismissed/No Merit	82	29
No Action/Possible Merit	318	203
Action	561	595
Commendations	238	222
Miscellaneous Station Ops	53	62
TOTAL	1252	1111

FY 01 Actual	FY 02 Actual	FY03 Actual	FY04 Actual	FY05 Actual	FY06 Actual	FY07 YTD
12,931	13,373	12,740	10,371	11,665	15,155	4,086

4d. Annual passenger surveys and follow-up by management.

GOAL: Conduct a Rider Survey and an Employee Survey.

Purpose: Measure the level of satisfaction of both transit riders and employees. Use the results of the survey to implement improvements.

Definition of Measurement: Muni will conduct an annual survey of riders to determine riders' sentiments and concerns. Surveys will include an Employee Survey along with a Rider Survey.

Method of Measurement: Successful completion of the surveys prior to the end of FY2006 and present findings of surveys to Board and Citizens Advisory Committee.

Milestones:

FY07
Conduct Rider & Employee Survey

5d. Improvements in public information regarding vehicle delays during operations as well as general user information regarding system modifications, route changes, and schedules.

GOAL: Improve Passenger Information

Purpose: Improve passenger information by communication of service problems and other information to each vehicle, the station platforms, the Telephone Information Center, media and the Service Hotline, and assess.

Definition of Measurement: Assess current practices, develop and implement improvement plan.

Method of Measurement: Plan completed and implemented.

SERVICE STANDARDS

Milestones:

FY07
Plan completed and implemented

6d. Efforts to improve driver training, technical as well as accident follow-up.

GOAL: 50,000 hours of Driver Training per year and 5% reduction in accidents

Purpose: Reduce accidents through effective operator training programs as well as effective accident follow-up training.

Definition of Measurement: Monthly measurement of the number of training hours by type of class. Track reduction in accidents as a result of more effective operator training and accident retraining.

Training hours will be tracked for the following areas:

- ◆ New Operator Training
- ◆ Immediate Follow-up Rides
- ◆ One Day Accident Retraining
- ◆ Two Day Accident Retraining
- ◆ Verification of Transit Training
- ◆ Operator Refresher
- ◆ Passenger Relations/Conflict Training

Method of Measurement: Number of reportable accidents and training hours. Data will be reported to the board on a quarterly basis.

Milestone:

FY01	FY02	FY03	FY04	FY05	FY06	FY07	
GOAL 100,000 hrs 5% Accident Reduction	GOAL 100,000 hrs 5% Accident Reduction	GOAL 100,000 hrs 5% Accident Reduction	GOAL 100,000 hrs 5% Accident Reduction	GOAL 100,000 hrs 5% Accident Reduction	GOAL 100,000 hrs 5% Accident Reduction	GOAL 100,000 hrs 5% Accident Reduction	
FY Actual 140,692 hrs	FY Actual 129,769 hrs	FY Actual 82,099 hrs	FY Actual 65,771 hrs	FY Actual 34,464 hrs	FY Actual 49,390 hrs	FY06 Q1 12,457 hrs	FY07 Q1 16,988 hrs

5 % Accident Reduction in Accidents (Passenger & Vehicle)									
	FY01	FY02	FY03	FY04	FY05	FY06	FY06	FY07	FY07
Reduce Accidents by 5%%	Actual	Actual	Actual	Actual	Actual	Actual	Q1	Q1	GOAL
	3,043	2,913	2,966	2,975	2,437	2,406	596	606	No > then 2286 accidents

SERVICE STANDARDS

FY07 - Operator Training Achieve 50,000 Hours		
Class Description	Q1 Hours	FYTD Hours
New Operator Training	9,232	9,232
Verification of Transit Training (VTT)	4,208	4,208
Non-Revenue Driver's Training	0	0
Operator Refresher Training (ORP)	0	0
Accident Retraining	0	0
Line Trainer Training	0	0
Follow-up Ride Checks	97	97
Rubber Tire Re-Qualifications	995	995
General Sign-up Training	0	0
Class B Training	0	0
9139 Training	1,360	1,360
Rail Accident Retraining	136	136
Rail Operator Refresher Course	200	200
Rail Follow Up Training	430	430
Rail Compliance Checks	90	90
Re-Qualifications	200	200
Rail Special Training	40	40
Rail Line Training	0	0
Rail General Sign-up Training	0	0
Total	16,988	16,988

7d. Number of crime incidents on Municipal Railway vehicles or in Municipal Railway facilities.

- GOAL:** Reduction of 5% from previous year.
- Purpose:** To measure the crime rate on transit vehicles and in facilities.
- Definition of Measurement:** Quarterly, we report on all categories of crime incidents.
- Method of Measurement:** Data is collected daily by the Muni Transit Police. Data will be reported to the board on a quarterly basis.
- Milestones:**

FY07
GOAL Reduce by 5%

SERVICE STANDARDS

Muni Related Incident Report FY07 Goal - No Greater than 1955 Incidents									
	FY00 Actual	FY01 Actual	FY02 Actual	FY03 Actual	FY04 Actual	FY05 Actual	FY06 Actual	FY06 Q1	FY07 Q1
Fare Evasions	77	66	16	23	18	7347	9017	1414	3163
Alarm	6	5	210	182	156	99	71	21	*
Alarm - No Merit	62	44	20	1	0	0	0	0	*
Arson	1	1	1	0	0	0	0	0	*
Auto Theft	1	0	0	0	0	0	0	0	*
Battery Operator	0	0	151	35	29	31	49	9	*
Battery	N/A	N/A	N/A	62	43	40	29	11	*
Bomb	0	0	0	0	0	0	0	0	*
Bomb Threats	1	0	2	1	0	0	0	0	*
Burglary	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1
Disturbance/Disorderly	961	1004	779	859	850	917	917	255	*
Drunk Person	360	344	275	216	165	188	148	39	*
Graffiti	78	84	37	17	39	65	26	7	4
Grand theft	28	4	3	1	0	1	2	1	*
Homicide	0	0	0	0	1	0	1	0	*
Insane Person	39	28	8	0	0	0	0	0	*
Malicious Mischief	66	73	63	49	37	7	12	3	*
Malicious Mischief Window	436	446	219	169	129	113	137	30	*
Operator Assault	64	47	23	16	13	11	1	1	16
Operator Threats	22	14	4	10	9	8	2	2	*
Op Passenger Altercation	0	0	2	0	0	0	0	0	*
Passenger Assault	99	71	42	29	12	4	0	0	45
Person on Drugs	13	4	2	1	0	0	0	0	*
Pickpocket	80	611	687	691	755	875	568	158	*
Prejudice Based	2	1	0	0	0	0	0	0	*
Robbery	44	49	48	30	15	25	72	6	36
Sex Crimes	2	5	23	2	1	0	3	0	2
Shots Fired	1	2	1	0	4	3	2	1	*
Shot Fired BB Gun	3	1	0	0	0	0	0	0	*
Larceny/Theft	11	13	8	2	3	6	11	1	169
Trespassing	5	10	12	1	2	5	1	0	*
Weapons Confiscated	1	0	3	1	2	1	6	0	2
Misc.	0	0	0	3	6	0	0	0	18
TOTAL	2,463	2,927	2,655	2,401	2,289	2,399	2,058	545	293

* Data not supplied by SFPD

SERVICE STANDARDS

8d. Abandoned automobile reports

GOAL: To respond 100% of the time, within 48 hours to reports of abandoned automobiles.

Purpose: To abate quality of life nuisances and hazards associated with abandoned automobiles.

Definition of Measurement: Measures response time from receipt of complaint by the Enforcement Division's "Abandoned Auto Detail" to vehicle being marked for removal.

Method of Measurement: The Enforcement Division's "Abandoned Auto" detail maintains a manual log of complaints received and resolution. Staff compiles this information and generates a monthly report to track response rate.

Milestones:

FY04 Actual	FY05 Actual	FY06 1 st Q Actual	FY06 2 nd Q Actual	FY06 3 rd Q Actual	FY06 4 th Q Actual	FY07 Q1 Actual	FY07 GOAL
87%	95%	92%	98%	95%	95%	99%	100%

9d. Citations and Residential Parking Permits

GOAL: To serve all walk-in citation or residential parking permit customers within 20 minutes of arrival at least 80% of the time.

Purpose: To provide a high level of customer service at our walk-in center.

Definition of Measurement: Percent of customers receiving service from the window clerk within 20 minutes of arrival.

Method of Measurement: Staff utilizes a card system to track and record customer waiting times.

Milestones:

FY06 1 st Q Actual	FY06 2 nd Q Actual	FY06 3 rd Q Actual	FY06 4 th Q Actual	FY07 Q1 Actual	FY07 GOAL	1 st Q Average Wait Time	2 nd Q Average Wait Time	3 rd Q Average Wait Time	4 th Q Average Wait Time	FY07 Q1 Actual	FY07 GOAL
41%	84%	74%	90%	94%	80%	46 min	11 min	12 min	9 min	7 min	20 minutes or less

10d. Administrative and tow hearings

GOAL: To reduce customer waiting time for in-person administrative hearings and serve walk-in customers within 10 minutes of arrival, at least 80% of the time.

Purpose: To provide a high level of customer service at our walk-in center.

Definition of Measurement: Average waiting time in minutes between hearing request being recorded by a window staff and fulfillment of request by a Hearing Officer.

Method of Measurement: Monthly reports generated by Hearing Division computer system.

SERVICE STANDARDS

Milestones:

FY06 1 st Q Actual	FY06 2 nd Q Actual	FY06 3 rd Q Actual	FY06 4 th Q Actual	FY07 Q1 Actual	FY07 GOAL	1 st Q Averag e Wait Time	2 nd Q Averag e Wait Time	3 rd Q Averag e Wait Time	4 th Q Averag e Wait Time	FY07 Q1 Actual	FY07 GOAL
55%	43%	48%	59%	62%	80%	13 min	10 min	15 min	12 min	10 Min	10 Min or less

Comments: Staff began tracking this performance indicator in March of 2004.

11d. Residential Parking Permit renewals

GOAL: To decrease the turn-around time for mailing renewals for residential parking permits by responding at least 95% of the time within 21 days.

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

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

Method of Measurement: Electronic report generated by DPT contractor overseeing this program.

Milestones:

FY04 Actual	FY05 Actual	FY06 1 st Q Actual	FY06 2 nd Q Actual	FY06 3 rd Q Actual	FY06 4 th Q Actual	FY07 Q1 Actual	FY07 GOAL
91%	51%	87%	92%	95%	93%	93%	95%

E. EMPLOYEE SATISFACTION

1e. Number of grievances

GOAL: Report quarterly on the number of grievances.

Purpose: Record and monitor the status of all grievances.

Definition of Measurement: Quarterly reports will include number of new grievances filed, resolved and active.

Method of Measurement: Internal tracking system will be used to provide data for the board on a quarterly basis.

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07
GOAL - Report Quarterly and Resolve 75% in 30 days						Resolve 75% in 45 days*
4 th Q Actual 75% Resolved	4 th Q Actual 92% Resolved	4 th Q Actual 87.5% Resolved	4 th Q Actual 75% Resolved	4 th Q Actual 83% Resolved	4 th Q Actual 100% Resolved	1 st Q Actual 82% Resolved

* We now use 45 days for a resolution rate, due to the availability of the Hearing Officer

SERVICE STANDARDS

	New Grievances Filed				Grievances Resolved				FYTD Grievance Activity		
	1 st Q	2 nd Q	3 rd Q	4 th Q	1 st Q	2 nd Q	3 rd Q	4 th Q	Received	Resolved	Active
Transit Operators	10				18				10	18	4**

** 12 Unresolved grievances brought over from FY06

	New Grievances Filed				Grievances Resolved				FYTD Grievance Activity		
	1 st Q	2 nd Q	3 rd Q	4 th Q	1 st Q	2 nd Q	3 rd Q	4 th Q	Received	Resolved	Active
Misc. Employees	13				10				13	10	3

2e. Speed of resolution of grievances

GOAL: Resolve 75% of internal grievances within 45 days.

Purpose: Measure the effectiveness of the Labor Relations in the resolution of grievances.

Definition of Measurement: Monthly measurement of the resolution of grievances.

Method of Measurement: Internal tracking system will be used to provide data for the board on a quarterly basis.

Milestones:

FY07
75% within 45 days

1st Quarter Report: For Operations grievances reported 82% were resolved within 45 days. Due to the availability of the Hearing Officer, we expanded the time frame by 15 days.

4e. Employee Recognition

GOAL: Annual achievement of honorees in the following programs:

- ◆ (12) Systemwide Operators of the Month Award
- ◆ (4) Transit Supervisor's of the Quarter Award
- ◆ (4) Finance & Admin Employee's of the Quarter
- ◆ (12) Maintenance Employees of the Month
- ◆ (4) Safety & Training Employee of the Quarter
- ◆ (4) Accessibility Employee of the Quarter

Purpose: To recognize the achievements of employees and encourage excellence in job performance

SERVICE STANDARDS

Definition of Measurement: Monthly tracking of all award programs. Award program criteria vary for the above. A detailed nomination evaluation process exists on file for each program. Criteria for non-operator awards includes, but is not limited to employee's Performance evaluation, attendance, work performance, absence of disciplinary and or EEO measures. For Operator awards, attendance records, accident records, PSR's and safety records are used to evaluate the candidate.

Method of Measurement: A detailed nomination evaluation process exists on file for each program and the time frame measured is generally on a rolling 12 month basis. Some of the criteria includes employee's performance evaluation, attendance, work performance, absence of disciplinary and or EEO measures. Data will be reported to the board on a quarterly basis.

Milestones:

FY07
Annual Achievement

5e. Employee education and training opportunities

GOAL: Provide approximately 20 hours per FTE.

Purpose: Provide continuous opportunities for employee development

Definition of Measurement: Training hours will be tracked monthly for the following areas:

- ◆ Maintenance Training (including new revenue vehicle training)
- ◆ Ambassador Training
- ◆ Supervisory Skills Training
- ◆ Management Skills Training
- ◆ Violence in the Workplace
- ◆ Desktop Computer Training
- ◆ Additional training as developed

Method of Measurement: Track number of hours by type of training. Data will be reported to the board on a quarterly basis.

Milestones:

FY01	FY02	FY03	FY04	FY05	FY06	FY07	
GOAL 50,000 hrs	GOAL 50,000 hrs	GOAL 50,000 hrs	GOAL 40,820 hrs	GOAL 42,600 hrs	GOAL 39,940 hrs	GOAL 50,000 hrs	
FY Actual 53,296 hrs	FY Actual 50,880 hrs	FY Actual 31,241 hrs	FY Actual 36,860 hrs	FY Actual 22,148 hrs	FY Actual 14,369 hrs	FY06 Q1 3,506 hrs	FY07 Q1 4,778 hrs

SERVICE STANDARDS

Summary of MTA Employee Training Achieve 20 Hours per Employee (Not incl. Drivers)		
Class Description	Q1	FYTD Hours
MAINTENANCE TRAINING		
Underground Storage Training	96	96
Transit Power Sub Station Training – T Line	400	400
New Employee Orientation Training	80	80
On Track Safety Training	0	0
LRV Training	96	96
4 th Street Bridge Training-T Line	342	342
T-Line Signal Phase 1 Training	752	752
PCC/Milan Car Training	108	108
SFFD LRV Jacking Drills	104	104
Veerder Root Alarm Training	84	84
Diesel Bus Luminator Training	82	82
Canac Signal Training	96	96
Sub-Total Maintenance Training	2240	2240
ADMINISTRATIVE TRAINING		
Preventing & Responding to Sexual Harassment	88	88
Anti-Harassment Training	336	336
Drug & Alcohol Training – Supervisors	46	46
Drug & Alcohol Training – Employees	58	58
Violence in the Workplace-Prevention, Response & Recovery	0	0
2 in 1 Training-Introduction to EEO & ADA	0	0
Valuing Diversity	0	0
Brown Eyes, Blue Eyes, Linking Perception & Performance	0	0
Software Application Training/Technical Training	600	600
Safety & Security Training	1410	1410
Sub-Total Administrative Training	2538	2538
Sub-Total Maintenance Training	2240	2240
Total	4778	4778

F. PARKING ENFORCEMENT

1f. Response to phone requests for parking enforcement

GOAL: To respond to parking enforcement requests within 20 minutes

Purpose: To measure the response rate for parking enforcement requests

Definition of Measurement: To measure the response rate for parking enforcement requests that resulted in parking citations.

Method of Measurement: We will utilize data from the Police Department dispatch system to measure the average response time for parking enforcement requests that resulted in parking citations.

SERVICE STANDARDS

Milestones:

FY07 GOAL
Respond Within 20 Min

<i>FY07 Q1</i> Average Minutes from when a Call was received to Arrival by an Enforcement Officer	
Type of Violation	Average Minutes
Parking Violation (587)	37.05 min
Driveway Violation (588)	61.00 min
Tow Truck Requested (409)	37.53 min