

SFMTA | Municipal Transportation Agency

SERVICE STANDARDS REPORT
Q3 FY08 (Jan-Mar 2008)

July 1, 2008

A	OPERATIONAL EFFICIENCY	Q2 FY08 ACTUAL	Q3 FY08 ACTUAL	FY08 GOAL
A1	Schedule adherence	69.2%	70.5%	>85%
	Scheduled headway adherence	63.2%	63.9%	>85%
A2	Scheduled service hours delivered	96.1%	96.0%	>98.5%
	Equipment available	99.98%	100%	NA
	Operators available	96.1%	96.0%	NA
	Late pull-outs	0.5%	0.4%	<1.5%
A3	Pass-ups % of vehicles unable to pick up passengers due to crowding	2.96%	0.92%	<5%
A4	Load factors # of lines exceeding target load factor during peak periods	8	3	NA
A5	Vehicles available	99.80% AM 99.76% PM	99.46% AM 99.37% PM	>99.0%
A6	Unscheduled absences	Muni Operations	Citations	<i>Due to variety of goals, please refer to p. 21 for details</i>
		Muni Maint, Transit Operators; Citations	Muni Transit Operators; Enforcement	
		MUNI Admin; DPT Admin, Engineering, Shops; Enforcement	MUNI Admin, Maint, Operations; DPT Admin, Engineering, Shops	
A7	Mean distance between failure	Cable Car, Potrero Artic	Potrero Artic & Std, Cable Car	<i>Due to variety of goals, please refer to pp. 22-23 for details</i>
		Flynn, Potrero Std		
		F Line, Green, Presidio, Kirkland, Woods	F Line, Flynn, Green, Kirkland, Presidio, Woods	

LEGEND	Met goal 100% of goal	Near goal within 90% of goal	Below goal <90% of goal	No goal No specific goal
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A	OPERATIONAL EFFICIENCY continued	Q2 FY08 ACTUAL	Q3 FY08 ACTUAL	FY08 GOAL
A8	Vacancy rate for service critical positions	2.1%	2.4%	<5%
A9	Traffic and parking control requests % investigated and responded to within 90 days	84%	82%	>82%
A10	Color curb applications % reviewed and responded to within 30 days	27%	41%	>90%
A11	Parking meter malfunction reports % responded and repaired within 48 hours	87%	84%	>85%
A12	Hazardous traffic sign reports % responded to and repaired within 24 hours	100%	100%	>98%
A13	Hazardous traffic signal reports % responded to and repaired within two hours	96%	96%	>92%
A14	Traffic lane lines, bus zones, and crosswalks % maintained	15.6%	12.5%	>10%

B	FINANCIAL STABILITY (annually reported standards)	FY07 ACTUAL	FY08 ACTUAL	FY08 GOAL
B1	Passengers carried	206,459,000		209,556,000
B2	Fare revenue	\$142,909,000		\$145,053,000
	Farebox performance Average fare per passenger	\$0.69	Results will be available in Autumn 2008.	NA
B3	Cost efficiency Fully allocated service cost per hour	\$161.97		NA
B4	Productivity Average # of boardings per revenue service hour	68		NA
B5	Cost effectiveness Operating expense per passenger board	\$2.38		NA

LEGEND	Met goal 100% of goal	Near goal within 90% of goal	Below goal <90% of goal	No goal No specific goal
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C	CUSTOMER SERVICE	Q2 FY08 ACTUAL	Q3 FY08 ACTUAL	FY08 GOAL
C1	Overall customer satisfaction Rider survey			
	Operator helpfulness Rider survey	Annual survey – results will be available in the first half of 2008.	N/A	<i>Year over year improvement</i>
	Communication with riders Rider survey			
	Vehicle cleanliness Rider survey			
	Vehicle cleanliness Quarterly fleet assessment results	63%	82%	>85%
C2	Operator complaint resolution rate % resolved within 30 days	73%	4%	>75%
C3	Operator training # of hours	19,561	28,632	>50,000 per year
C4	Passenger and vehicle accidents Collisions, passenger accidents, dewirements, and derailments	730	649	<2,172 per year
C5	Security incidents	217	245	<1,076 per year
C6	Abandoned automobile reports % responded to within 48 hours	98%	98%	100%
C7	Walk-in citation and residential parking permit customers % served within 20 minutes	97%	95%	>80%
C8	Administrative citation hearing customers % served within 10 minutes	86%	90%	>80%
C9	Residential parking permit customers % of applications returned to residents within 21 days	94%	97%	>95%

LEGEND	Met goal 100% of goal	Near goal within 90% of goal	Below goal <90% of goal	No goal No specific goal
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D	EMPLOYEE SATISFACTION	Q2 FY08 ACTUAL	Q3 FY08 ACTUAL	FY08 GOAL
D1	Grievances	Operators: 17 Maint/Misc Empl: 5	Operators: 15 Maint/Misc Empl: 5	NA
D2	Operator grievance resolution rate % of grievances resolved within 90 days (FY07: >75% in 45 days)	94%	100%	>90%
D3	Working relationship with supervisor Annual employee survey			
	Communication within division Annual employee survey	Annual survey – results will be available in the first half of 2009.	N/A	Year over year improvement
	Work effort appreciated by SFMTA management Annual employee survey			
	Work effort appreciated by public Annual employee survey			

LEGEND	Met goal 100% of goal	Near goal within 90% of goal	Below goal <90% of goal	No goal No specific goal
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KEY VARIANCES

A6	UNSCHEDULED ABSENCES	GOALS: <10.7% for transit operators, 5% year over year improvement for all others
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Notable Variance

Enforcement 14.8% >> 16.1%

Explanation

An unusually strong influenza season contributed to the increase in Parking Control Officer (PCO) absences during Q3. A number of PCOs with strong attendance records were among those who called in sick during the quarter, and as a result, performance in this area deteriorated. On a positive note, the number of PCOs on long term leave decreased by 15% on a quarter over quarter basis, and absenteeism among PCOs is expected to improve in Q4.

A7	MEAN DISTANCE BETWEEN FAILURE (MDBF)	Due to variety of goals, please see pp. 22-23 for details
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Notable Variances

Breda 5,204 >> 4,459

F Line 1,861 >> 2,377

Potrero Artic 753 >> 678

Potrero Std 1,439 >> 1,132

Explanation

Several factors contributed to the quarterly variances in Mean Distance Between Failure:

- Breda LRV reliability was reduced by issues with compressor equipment during the quarter.
- F Line performance soared as maintenance staff availability increased.
- Potrero fleet dependability decreased due to a lack of replacement batteries, which contributed to an increase low power and door defects. Replacement batteries have arrived and improvement is expected in the quarters to come.

A10	COLOR CURB APPLICATIONS	GOAL: >90% reviewed and responded to within 30 days
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Notable Variance

27% >> 41%

Explanation

Staffing issues continued to affect the performance of the Color Curb program in Q3. The prior manager of the program accepted another position in early March, one member of the clerical team retired, and two others were long term leave during the reporting period.

The backlog of prior applications is nearly clear and the staffing shortage is being actively addressed through the hiring of a new survey technician, cross training of existing members of the Parking and Traffic team, and the assistance of a Proposition F employee who previously worked in the program.

While performance is still short of the 90% goal, efficiency did increase, and is expected to gradually improve in the quarters to come.

A11	PARKING METER MALFUNCTION REPORTS	GOAL: >85% responded to within 48 hours
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Notable Variance

87% >> 84%

Explanation

During the reporting period, one staff person retired, and two others were on long term leave. Two new parking meter repairers joined the team in June, and improvement is expected in the quarters to come.

C2	OPERATOR CONDUCT COMPLAINTS AND RESOLUTION	GOAL: >75% resolved within 30 days
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Notable Variance

73% >> 4%

Explanation

In late 2007, the Agency committed to transitioning the handling of Passenger Service Reports from the legacy AutoDispatch system to the Trapeze application. While the AutoDispatch program served the Agency well for nearly 10 years, it was becoming increasingly challenging to maintain, and the retirement of the staff member assigned to support the application heightened the urgency to launch Trapeze.

The Trapeze implementation was a significant endeavor that required deployment of new hardware, extensive employee training, fine-tuning of existing procedures, and cultural change. Challenges with these issues during the transition period had a negative impact on the Agency's ability to process and resolve customer complaints in a timely manner. Operations, Customer Service, and Information Technology management and staff are working collaboratively to resolve these issues, and improvement is anticipated in Q4.

A Operational Efficiency

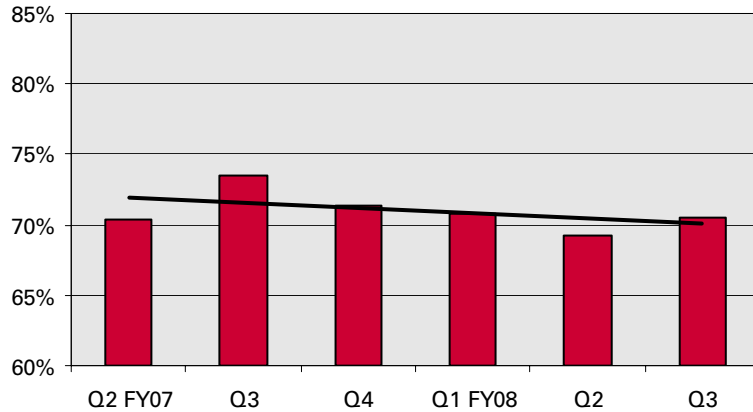
A1 SCHEDULE ADHERENCE

GOAL  **>85%**

Systemwide

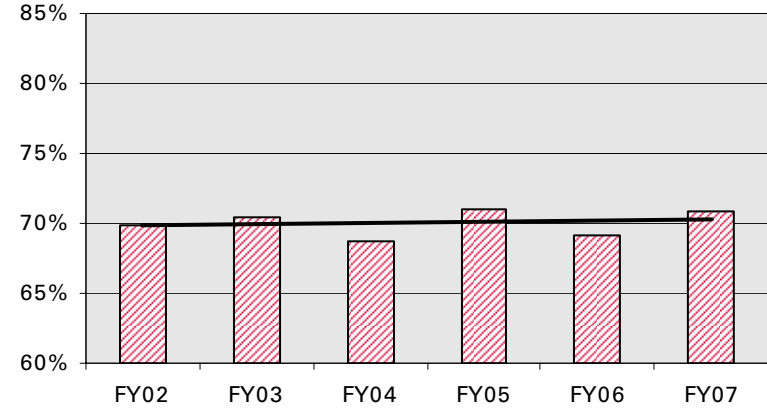
Quarter over quarter

Q1 FY08 70.8% **Q2 FY08** 69.2% **Q3 FY08** 70.5%



Year over year

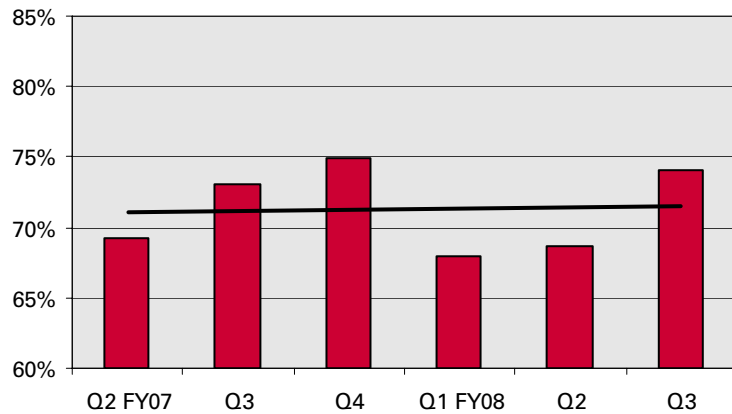
FY06 69.2% **FY07** 70.8%



LRV

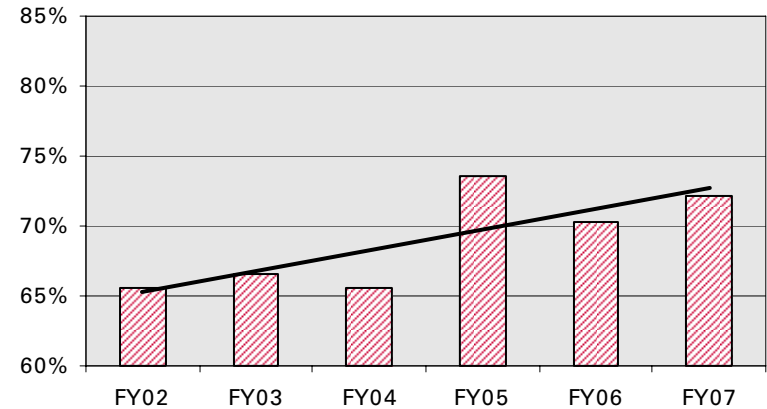
Quarter over quarter

Q1 FY08 68.0% **Q2 FY08** 68.6% **Q3 FY08** 74.0%



Year over year

FY06 70.3% **FY07** 72.1%



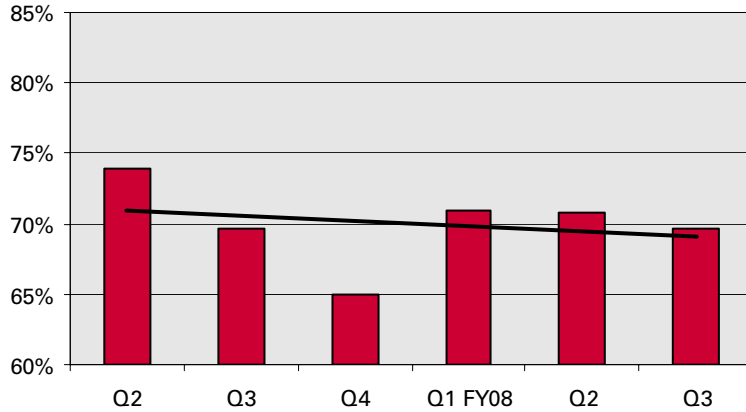
A1 ON-TIME PERFORMANCE continued

GOAL  **>85%**

Cable Car

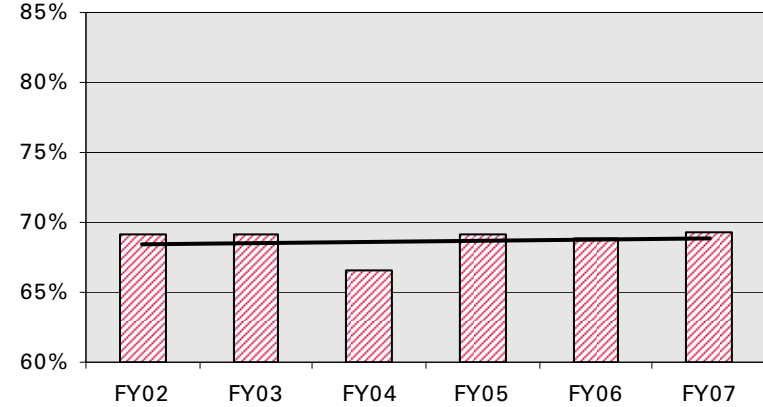
Quarter over quarter

Q1 FY08 71.0% **Q2 FY08** 70.8% **Q3 FY08** 69.6%



Year over year

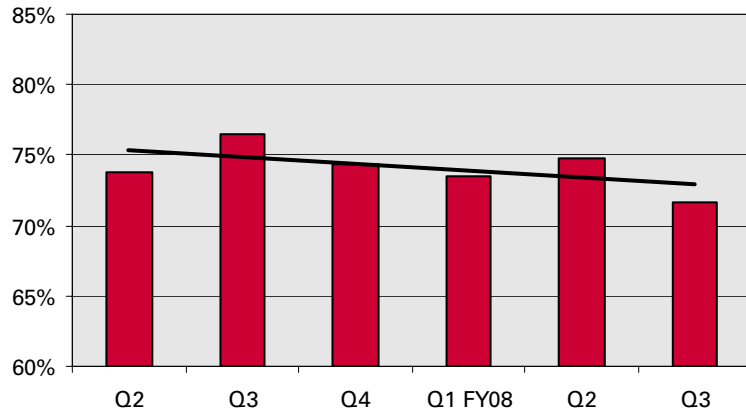
FY06 68.9% **FY07** 69.3%



Trolley Coach

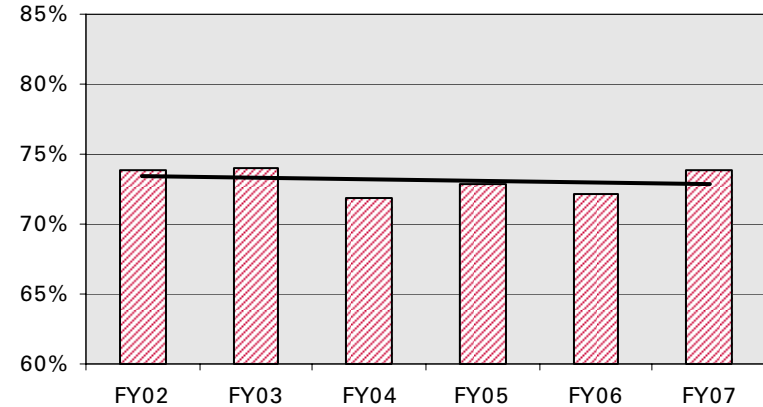
Quarter over quarter

Q1 FY08 73.5% **Q2 FY08** 74.8% **Q3 FY08** 71.6%



Year over year

FY06 72.2% **FY07** 73.9%



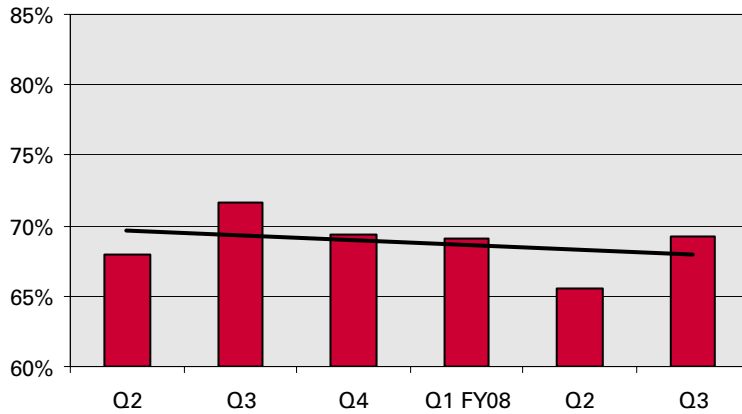
A1 ON-TIME PERFORMANCE continued

GOAL  >85%

Motor Coach

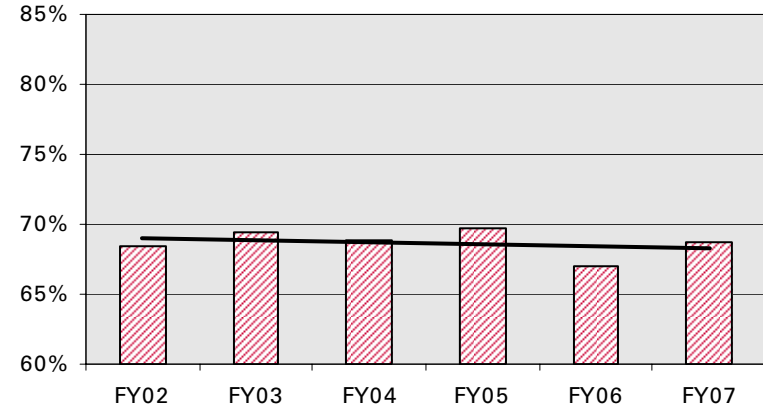
Quarter over quarter

Q1 FY08 69.1% **Q2 FY08** 65.6% **Q3 FY08** 69.3%



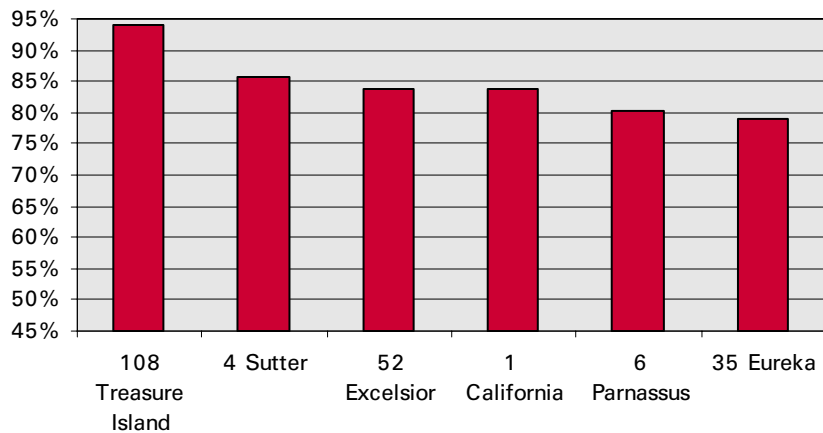
Year over year

FY06 67.0% **FY07** 68.7%

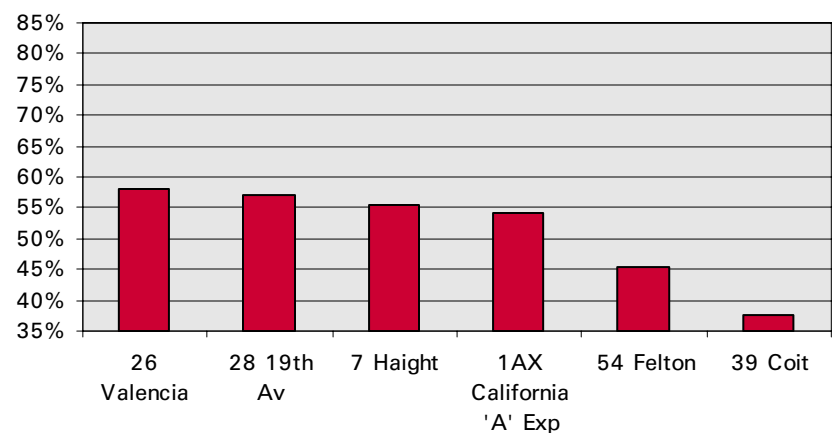


Annual Performance by Line (FY07)

Leading



Lagging



*The 80X Gateway Exp, 81X Caltrain Exp, 82X Presidio and Wharves Exp, and 89 Laguna Honda are not included in the rankings by line.

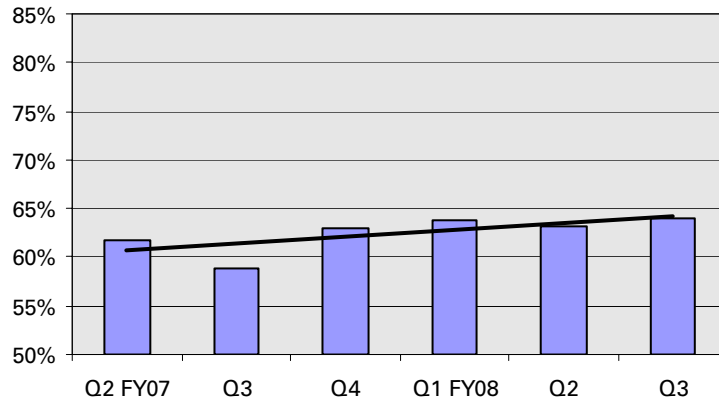
A1 SCHEDULED HEADWAY ADHERENCE

GOAL \curvearrowright >85% within lesser of 30%/10 min

Systemwide

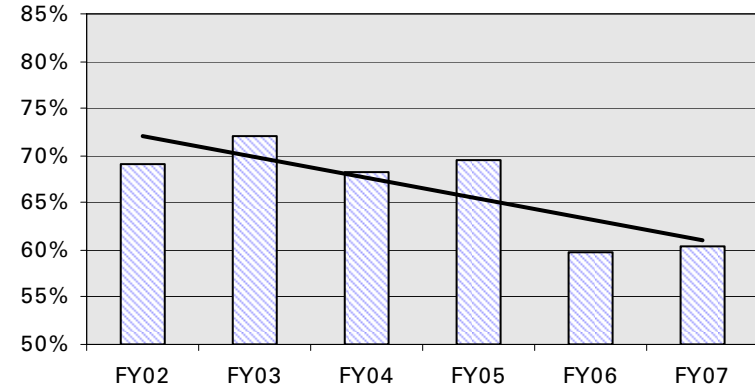
Quarter over quarter

Q1 FY08 63.7% **Q2 FY08** 63.2% **Q3 FY08** 63.9%



Year over year

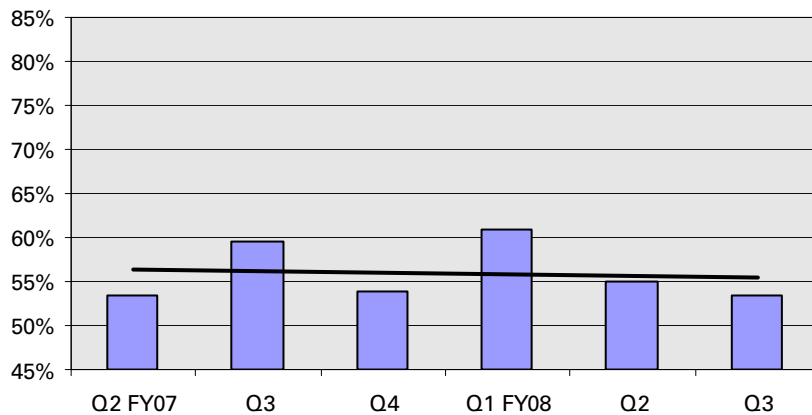
FY06 59.8% **FY07** 60.5%



LRV

Quarter over quarter

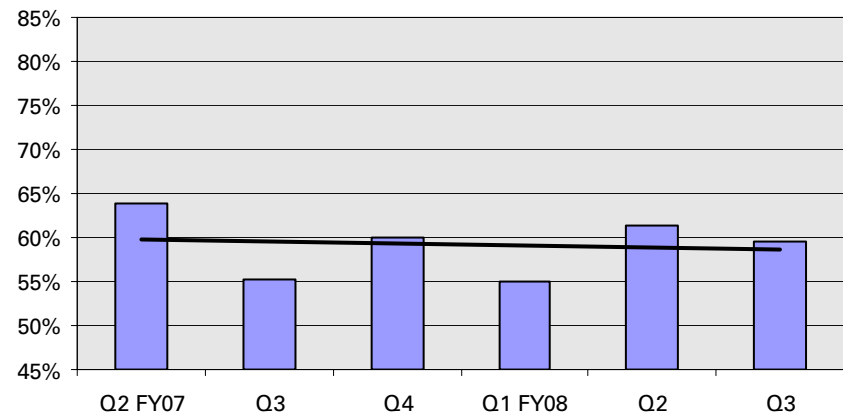
Q1 FY08 60.8% **Q2 FY08** 55.1% **Q3 FY08** 53.4%



Cable Car

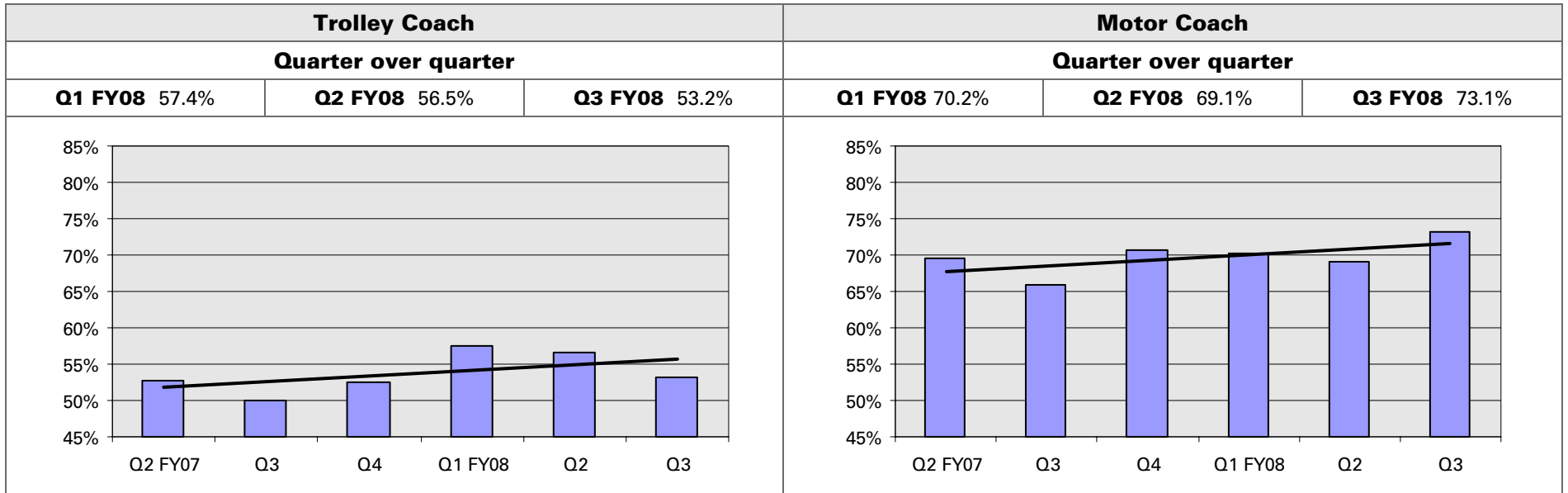
Quarter over quarter

Q1 FY08 55.0% **Q2 FY08** 61.4% **Q3 FY08** 59.6%



A1 SCHEDULED HEADWAY ADHERENCE continued

GOAL ↻ >85% within lesser of 30%/10 min



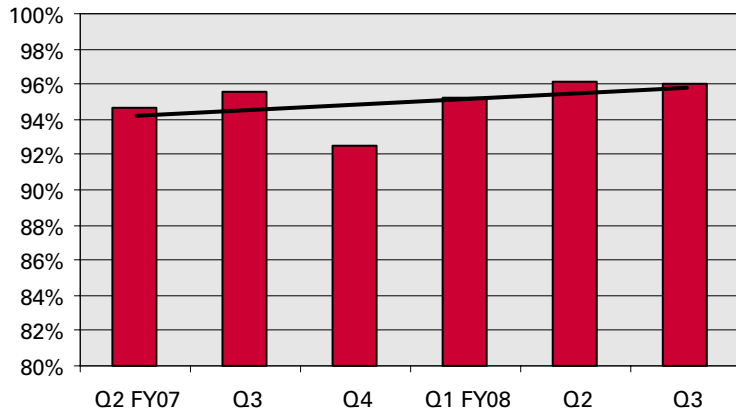
A2 SCHEDULED SERVICE HOURS DELIVERED

GOAL \uparrow >98.5% (as mandated by Charter)

Systemwide

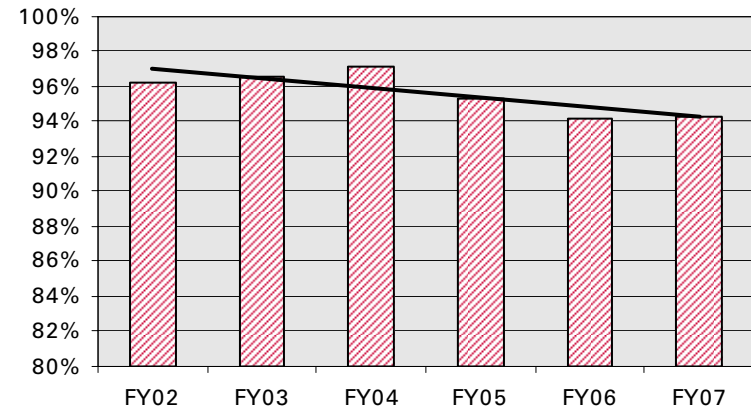
Quarter over quarter

Q1 FY08 95.2% **Q2 FY08** 96.1% **Q3 FY08** 96.0%



Year over year

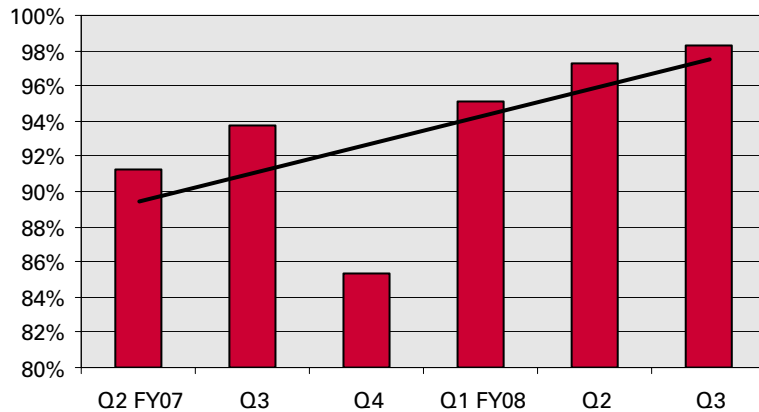
FY06 94.2% **FY07** 94.3%



Rail

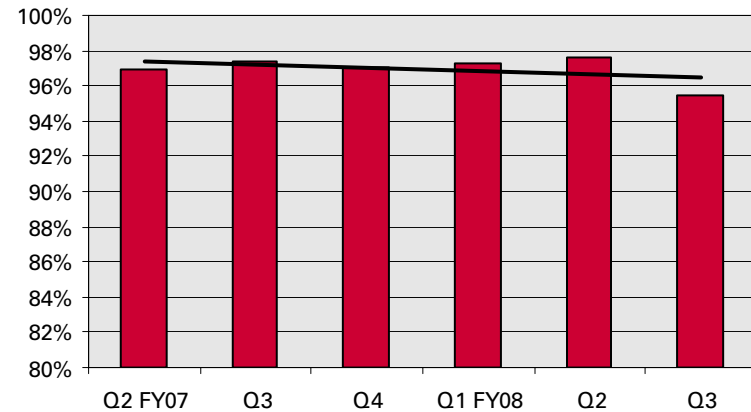
LRV quarter over quarter

Q1 FY08 95.1% **Q2 FY08** 97.3% **Q3 FY08** 98.3%



Cable Car quarter over quarter

Q1 FY08 97.3% **Q2 FY08** 97.6% **Q3 FY08** 95.4%



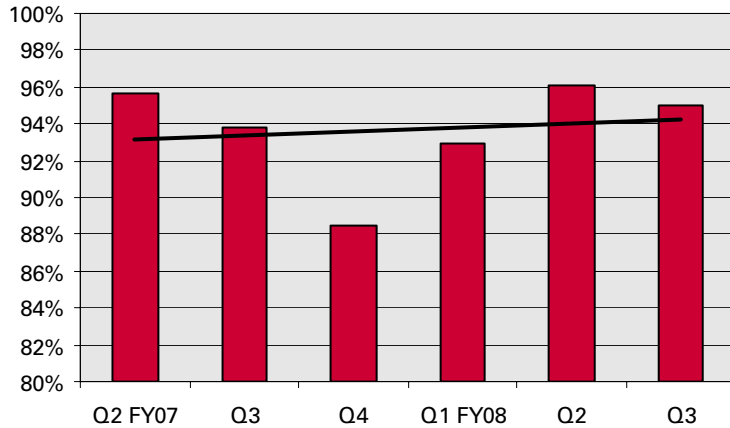
A2 SCHEDULED SERVICE HOURS DELIVERED continued

GOAL \uparrow >98.5% (as mandated by Charter)

Trolley Coach

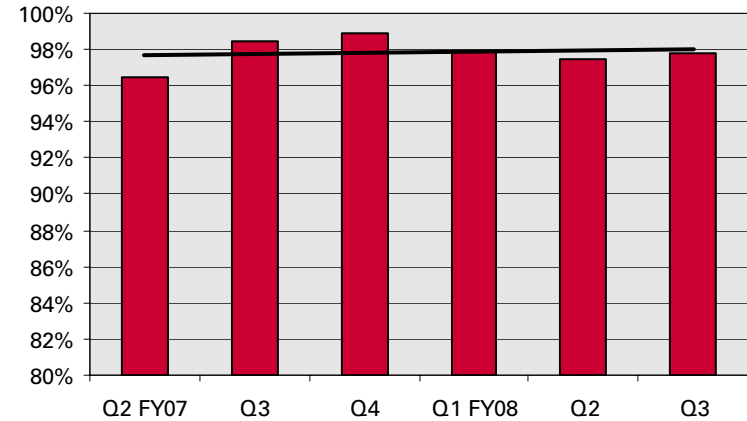
Potrero quarter over quarter

Q1 FY08 92.9% **Q2 FY08** 96.1% **Q3 FY08** 95.0%



Presidio quarter over quarter

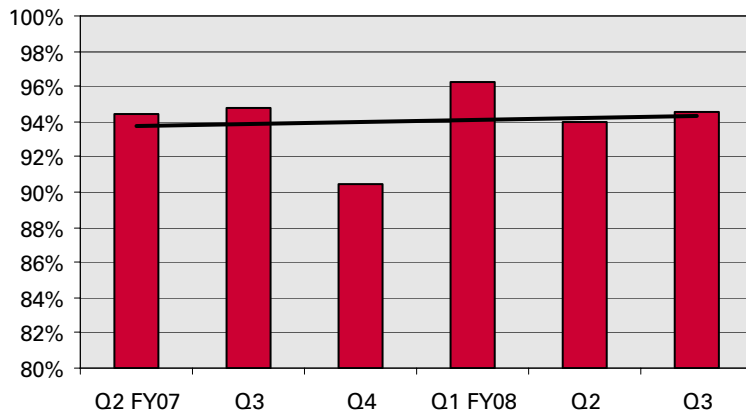
Q1 FY08 97.9% **Q2 FY08** 97.5% **Q3 FY08** 97.8%



Motor Coach

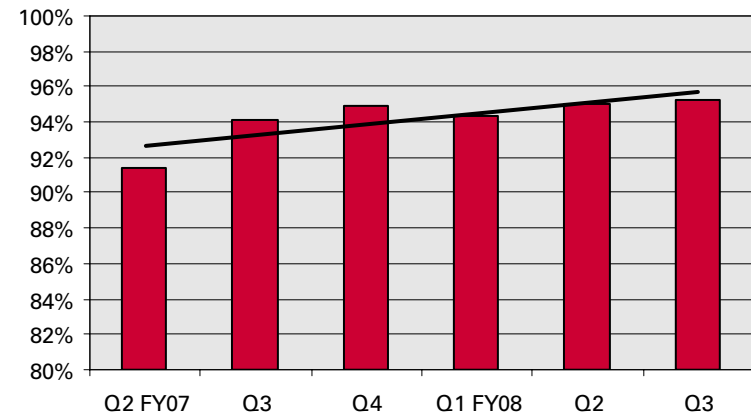
Flynn quarter over quarter

Q1 FY08 96.2% **Q2 FY08** 94.0% **Q3 FY08** 94.5%



Kirkland quarter over quarter

Q1 FY08 94.3% **Q2 FY08** 95.0% **Q3 FY08** 95.3%



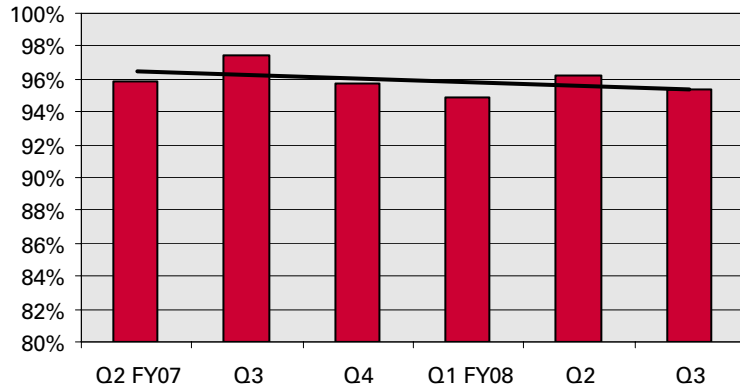
A2 SCHEDULED SERVICE HOURS DELIVERED continued

GOAL ↻ >98.5% (as mandated by Charter)

Motor Coach continued

Woods quarter over quarter

Q1 FY08 94.9% **Q2 FY08** 96.2% **Q3 FY08** 95.4%



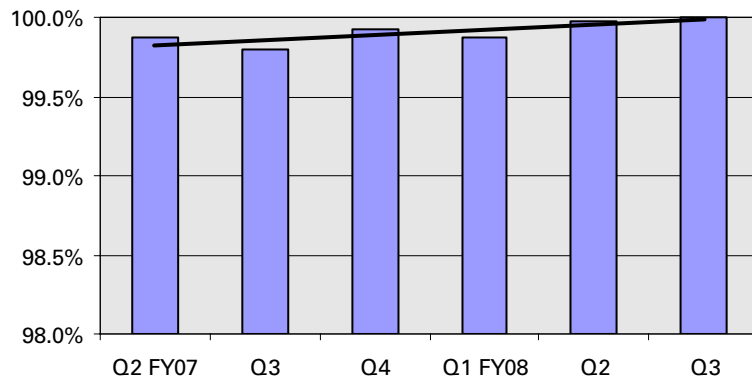
A2 EQUIPMENT AVAILABLE

GOAL ↻

Systemwide

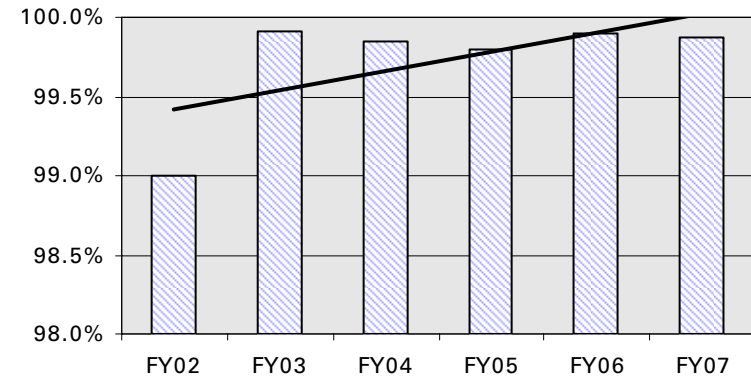
Quarter over quarter

Q1 FY08 99.87% **Q2 FY08** 99.98% **Q3 FY08** 100%



Year over year

FY06 99.90% **FY07** 99.87%



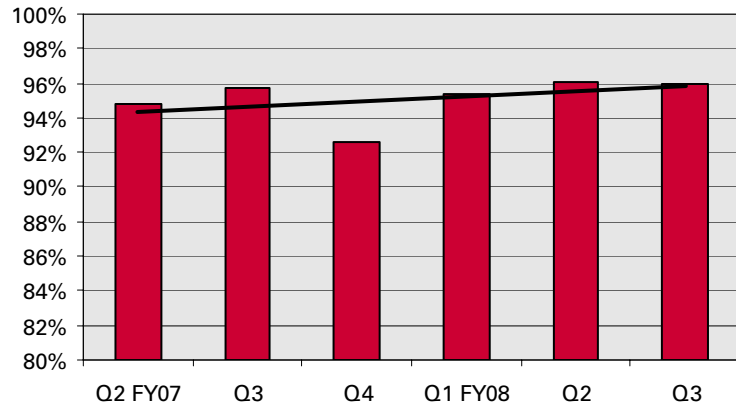
A2 OPERATORS AVAILABLE

GOAL ↻

Systemwide

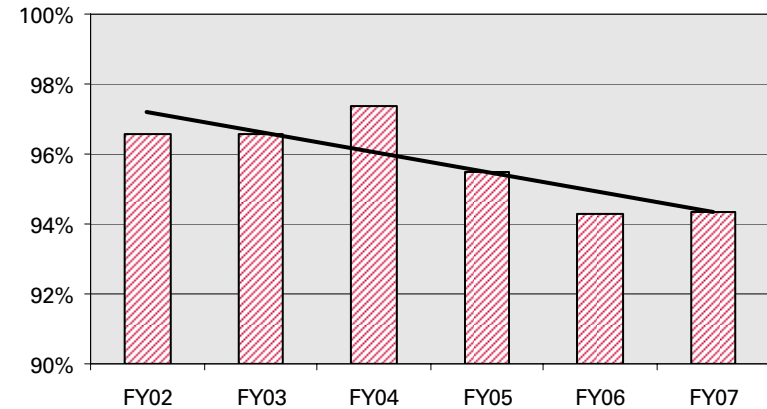
Quarter over quarter

Q1 FY08 95.4% **Q2 FY08** 96.1% **Q3 FY08** 96.0%



Year over year

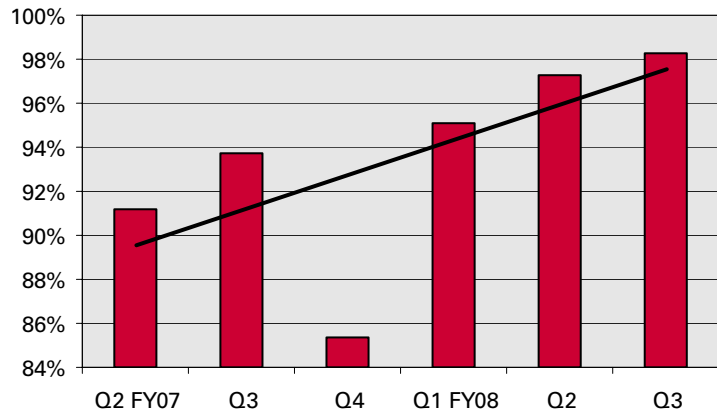
FY06 94.3% **FY07** 94.4%



Rail

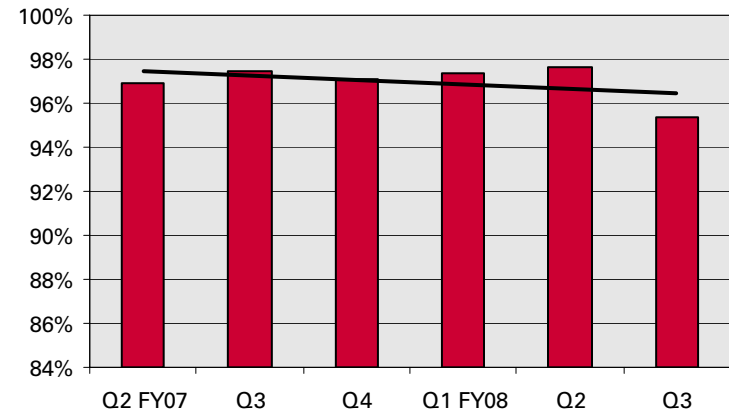
LRV [Green & F-Line] quarter over quarter

Q1 FY08 95.1% **Q2 FY08** 97.3% **Q3 FY08** 98.3%



Cable Car quarter over quarter

Q1 FY08 97.4% **Q2 FY08** 97.6% **Q3 FY08** 95.4%



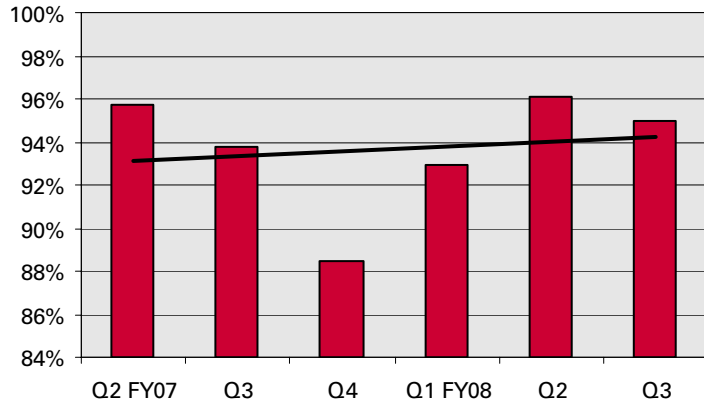
A2 OPERATORS AVAILABLE continued

GOAL ↻

Trolley Coach

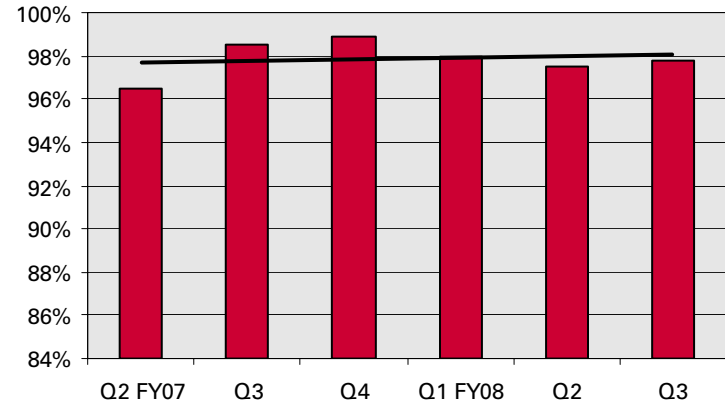
Potrero quarter over quarter

Q1 FY08 92.9% **Q2 FY08** 96.1% **Q3 FY08** 95.0%



Presidio quarter over quarter

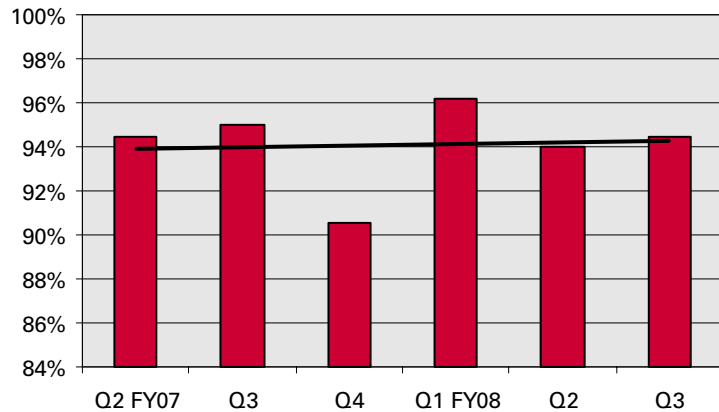
Q1 FY08 98.0% **Q2 FY08** 97.5% **Q3 FY08** 97.8%



Motor Coach

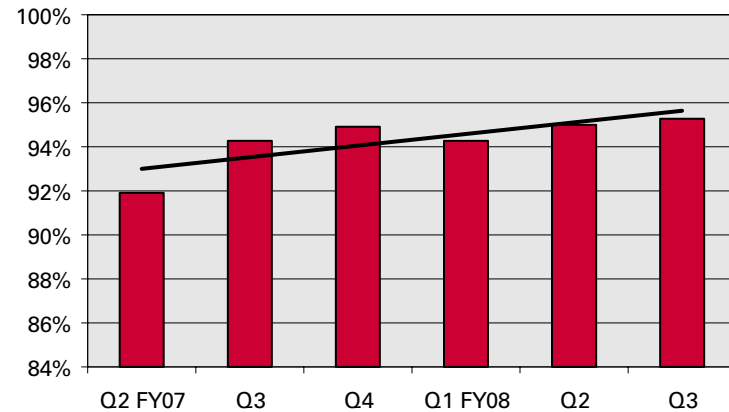
Flynn quarter over quarter

Q1 FY08 96.2% **Q2 FY08** 94.0% **Q3 FY08** 94.5%



Kirkland quarter over quarter

Q1 FY08 94.3% **Q2 FY08** 95.0% **Q3 FY08** 95.3%

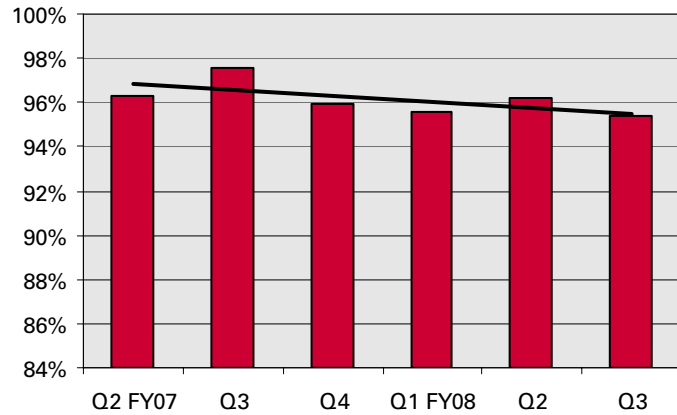


A2 OPERATORS AVAILABLE continued

Motor Coach continued

Woods quarter over quarter

Q1 FY08 95.6%	Q2 FY08 96.2%	Q3 FY08 95.4%
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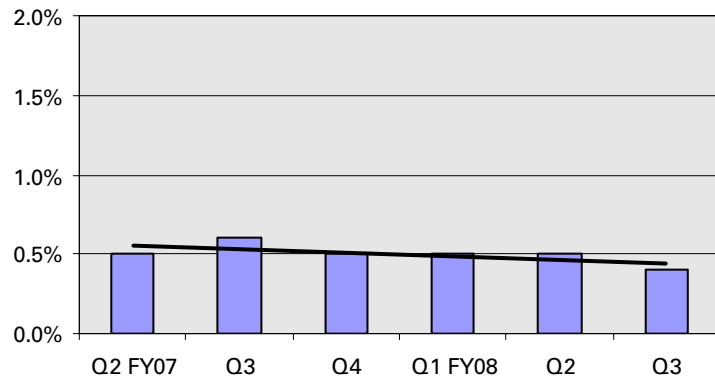
A2 LATE PULL-OUTS % of scheduled/executed runs that were late

GOAL $\cup < 1.5\%$

Systemwide

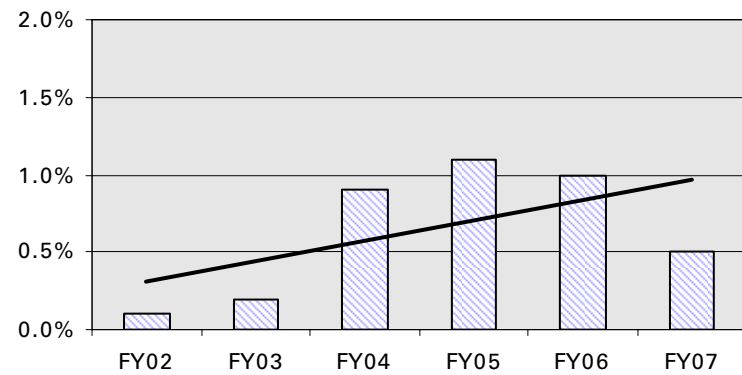
Quarter over quarter

Q1 FY08 0.5%	Q2 FY08 0.5%	Q3 FY08 0.4%
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Year over year

FY06 1.0%	FY07 0.5%
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A3 PASS-UPS: % of vehicles unable to pick up passengers due to crowding **GOAL** \cup <5%

Systemwide		
Lines monitored in Q3 FY08		Year over year
Line / Location	% Pass-Ups (Time/Direction)	FY06 1.63% FY07 1.30%
21 Hayes Grove/Van Ness	0.00% AM inbound	
30 Stockton Stockton/Sutter	4.63% AM inbound	
43 Masonic Geneva/Mission	0.00% AM inbound	
44 O'Shaughnessy Silver/Mission	0.00% PM outbound	
45 Union-Stockton Stockton/Sutter	0.00% AM inbound	
TOTAL PASS-UP RATE	0.92%	

A4 LOAD FACTORS: # of lines exceeding target load factor during peak periods **GOAL** \cup

Systemwide				
Lines exceeding load factor in Q3 FY08		Lines exceeding load factor quarter over quarter		
Line	Load Factor	Q1 FY08 9	Q2 FY08 8	Q3 FY08 3
30 Stockton	91.9%			
38L Geary Limited	93.5%			
48 Quintara-24th St	91.0%			

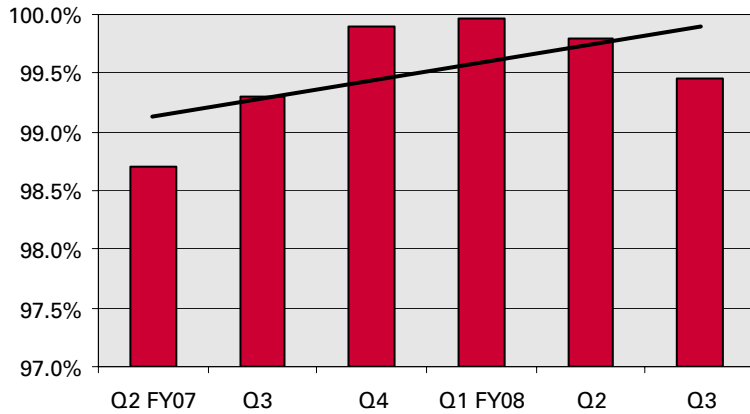
A5 VEHICLES AVAILABLE

GOAL $\uparrow >99.0\%$

Systemwide – AM Availability

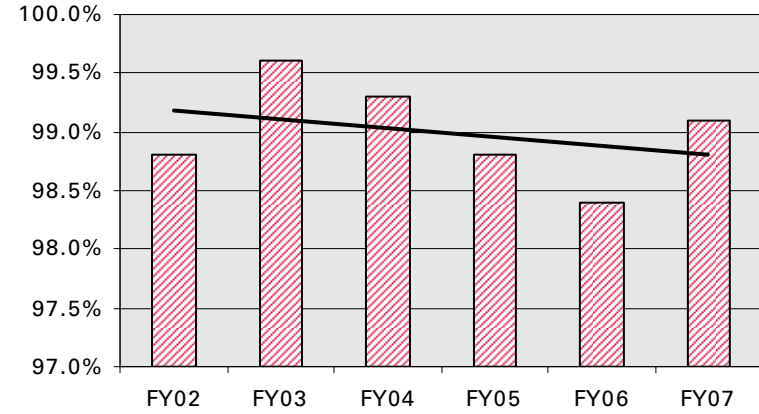
Quarter over quarter

Q1 FY08 99.96% **Q2 FY08** 99.80% **Q3 FY08** 99.46%



Year over year

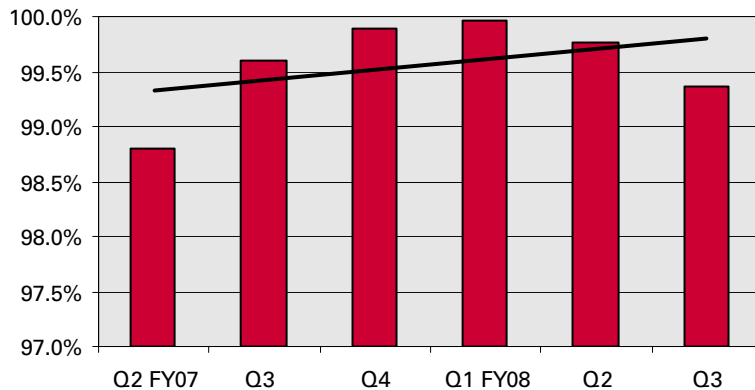
FY06 98.4% **FY07** 99.1%



Systemwide – PM Availability

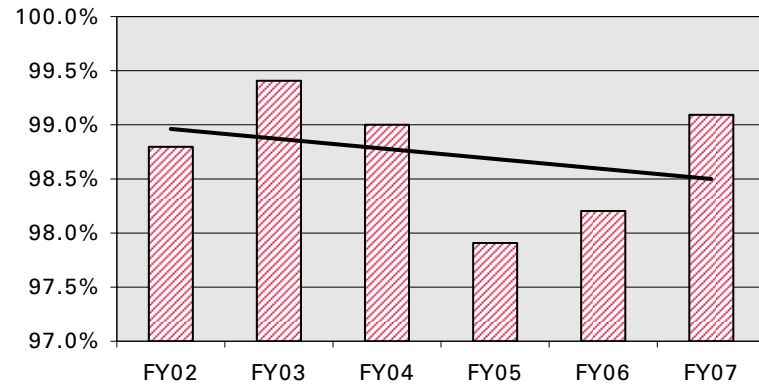
Quarter over quarter

Q1 FY08 99.96% **Q2 FY08** 99.76% **Q3 FY08** 99.37%



Year over year

FY06 98.2% **FY07** 99.1%



A6 % UNSCHEDULED ABSENCES

GOALS *U see below*

Municipal Railway [FY08 Goals: Admin 5.5%; Maint 7.0%; Ops 6.9%; Operators 10.7%]

Quarter over quarter

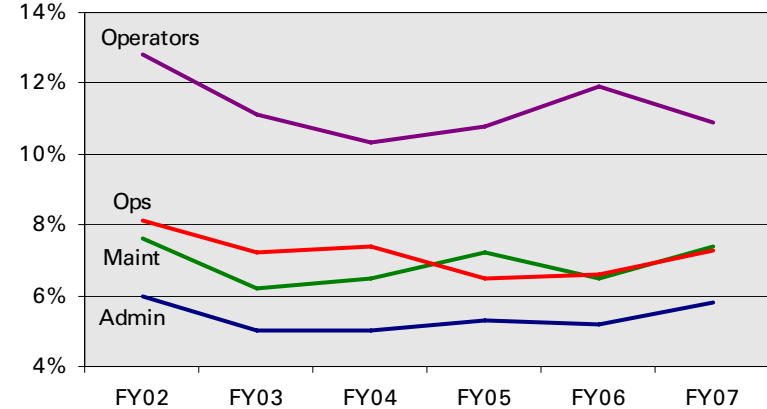
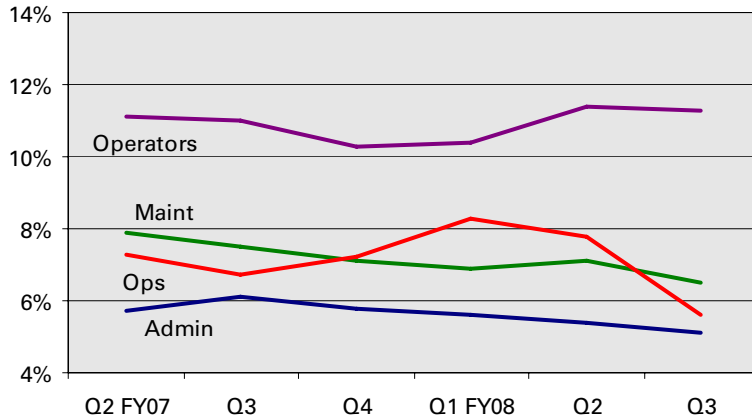
Q2 FY08 Admin 5.4%, Maint 7.1%, Ops 7.8%, Operators 11.4%

Q3 FY08 Admin 5.1%, Maint 6.5%, Ops 5.6%, Operators 11.3%

Year over year

FY06 Admin 5.2%, Maint 6.5%, Ops 6.6%, Operators 11.9%

FY07 Admin 5.8%, Maint 7.4%, Ops 7.3%, Operators 10.9%



Parking, Traffic, and Enforcement [FY08 Goals: Admin 4.0%, Citations 7.4%, Enforcement 15.7%, Engineering 5.5%, Shops 11.1%]

Quarter over quarter

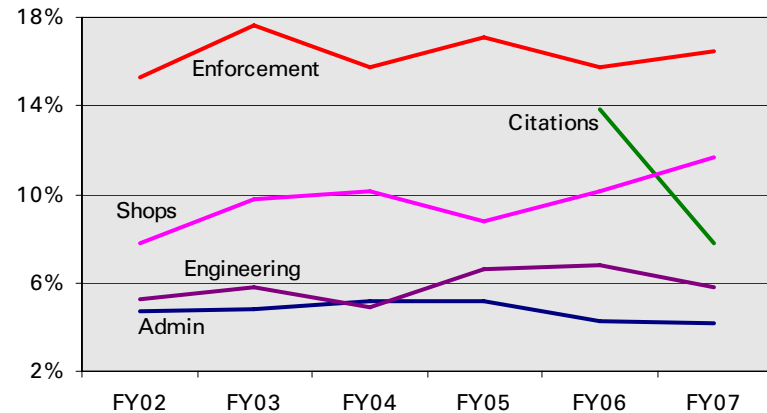
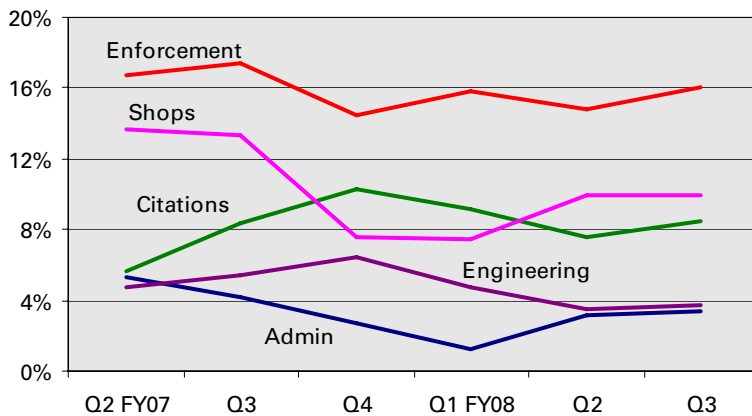
Q2 FY08 Admin 3.2%, Citations 7.6%, Enforce 14.8%, Eng 3.5%, Shops 10.0%

Q3 FY08 Admin 3.4%, Citations 8.5%, Enforce 16.1%, Eng 3.7%, Shops 10.0%

Year over year

FY06 Shops 10.1%

FY07 Shops 11.7%



A7 MEAN DISTANCE BETWEEN FAILURE

GOALS *U see below*

Rail [FY08 Goals: Cable Car (CC) 6,000; Breda LRV 4,000; F-Line 1,300]

Quarter over quarter

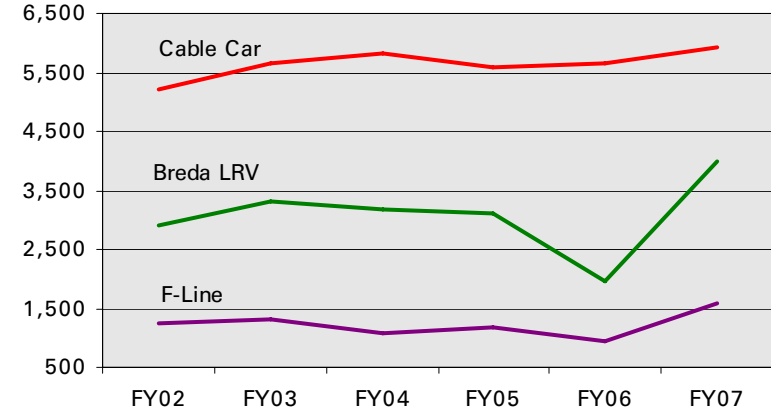
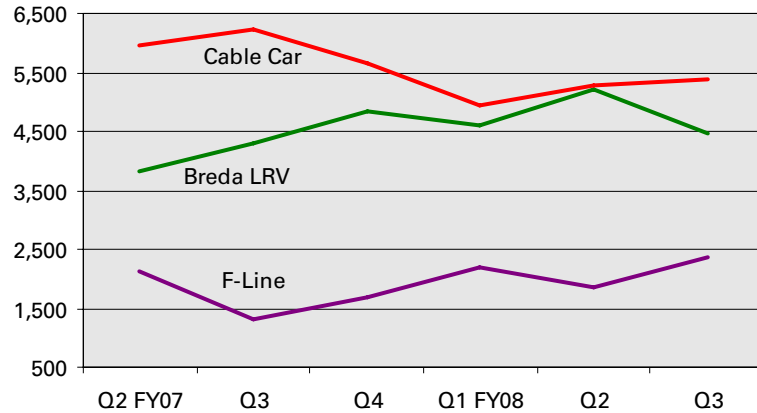
Year over year

Q2 FY08 CC 5,284; LRV 5,204; F 1,861

Q3 FY08 CC 5,367; LRV 4,459; F 2,377

FY06 CC 5,638; LRV 1,943; F 940

FY07 CC 5,924; LRV 4,001; F 1,582



Trolley Coach [FY08 Goals: Presidio/Potrero Std 1,500; Potrero Artic 1,000]

Quarter over quarter

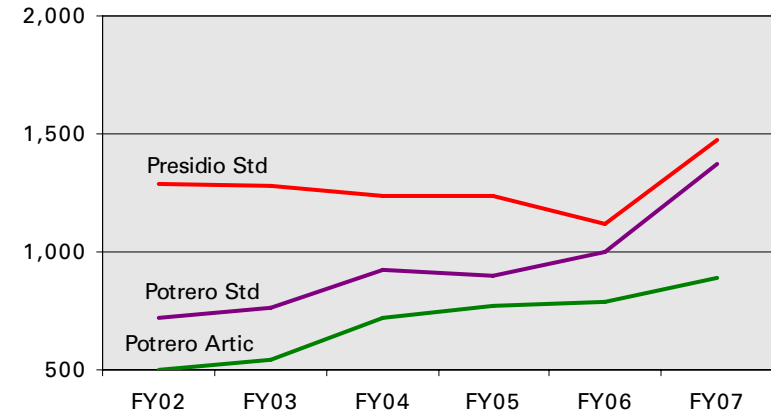
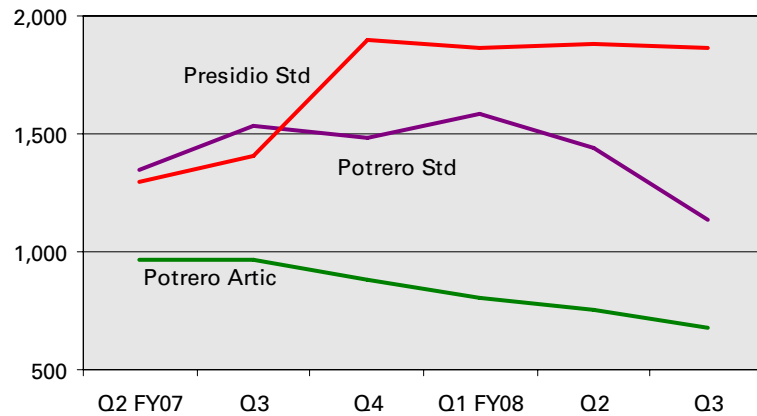
Year over year

Q2 FY08 Presidio Std 1,882
Potrero Std 1,439; Potrero Artic 753

Q3 FY08 Presidio Std 1,863
Potrero Std 1,132; Potrero Artic 678

FY06 Presidio Std 1,121;
Potrero Std 1,004; Potrero Artic 785

FY07 Presidio Std 1,477;
Potrero Std 1,377; Potrero Artic 893



A7 MEAN DISTANCE BETWEEN FAILURE continued

GOALS *U* see below

Motor Coach [FY08 Goal: 3,100]

Quarter over quarter

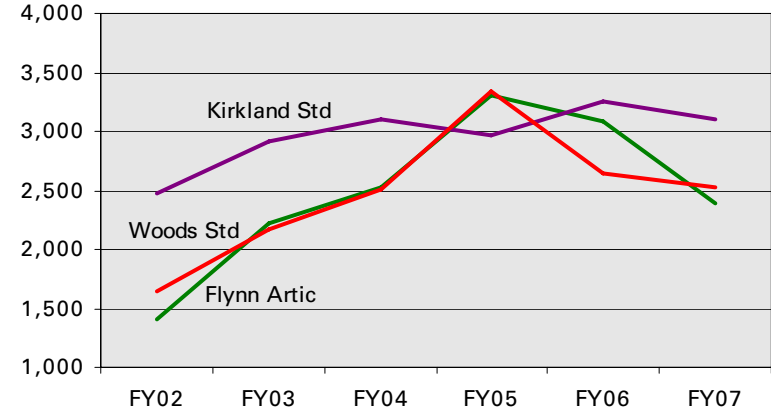
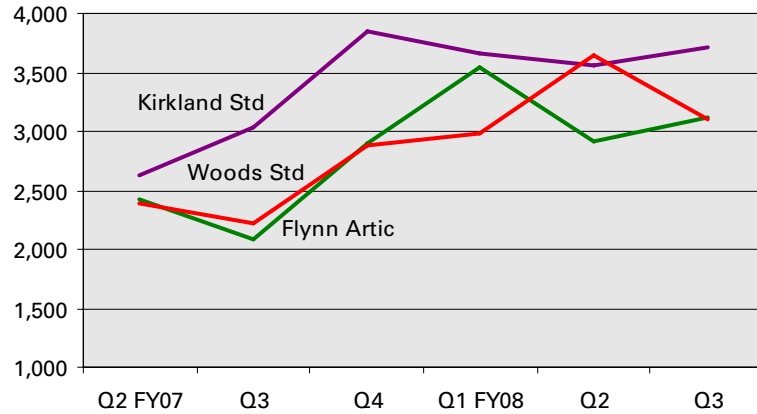
Year over year

Q2 FY08 Kirkland Std 3,553;
Woods Std 3,649; Flynn Artic 2,912

Q3 FY08 Kirkland Std 3,706;
Woods Std 3,099; Flynn Artic 3,111

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

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



A8 VACANCY RATE FOR SERVICE CRITICAL POSITIONS

GOAL *U* <5%

Quarter over quarter

Year over year

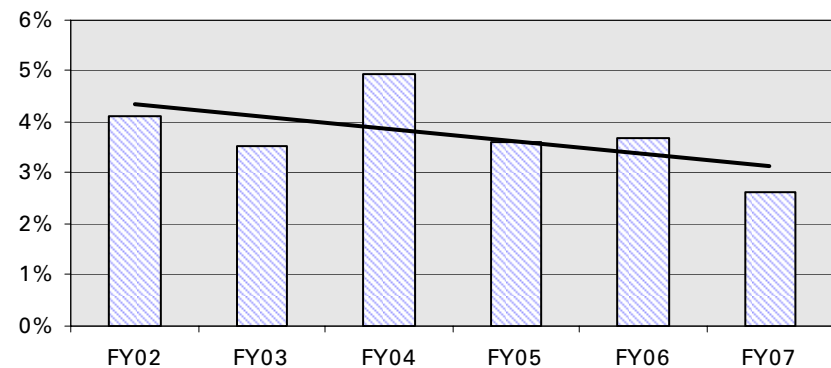
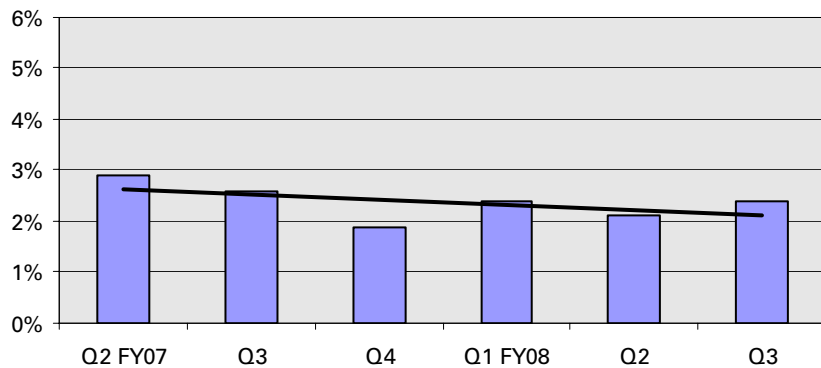
Q1 FY08 2.4%

Q2 FY08 2.1%

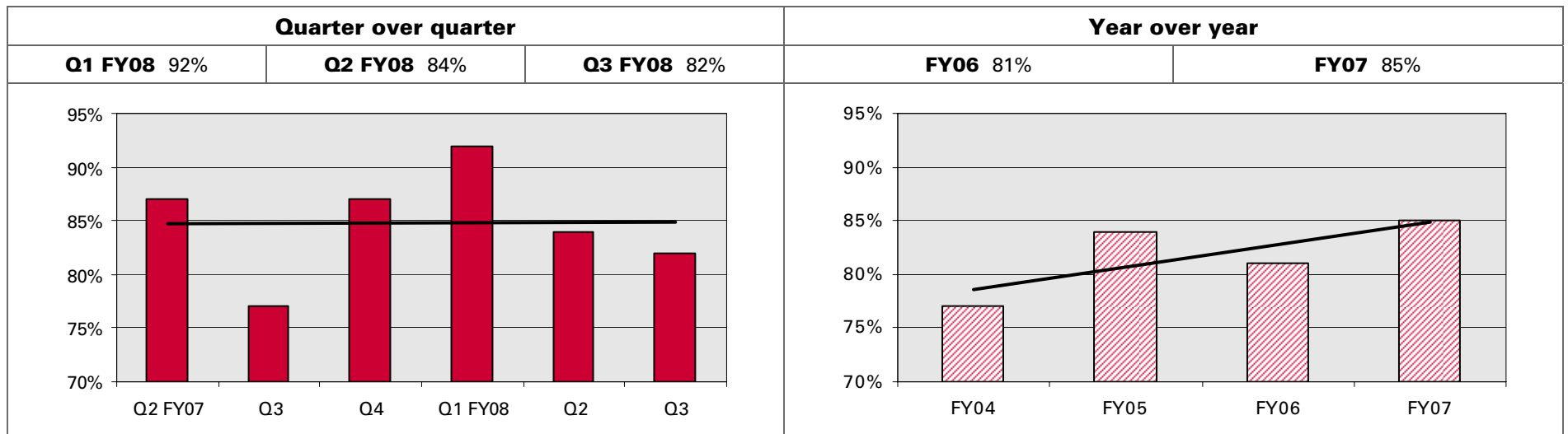
Q3 FY08 2.4%

FY06 3.7%

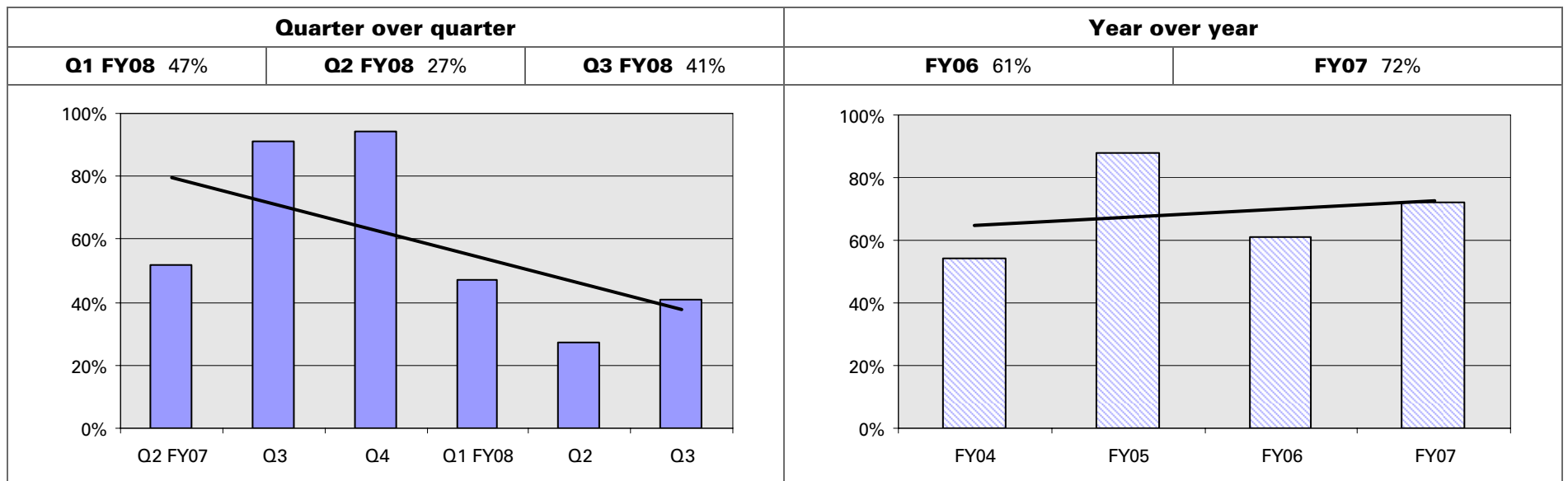
FY07 2.6%



A9 % OF TRAFFIC OR PARKING CONTROL REQUESTS investigated/responded to within 90 days **GOAL \uparrow >82%**

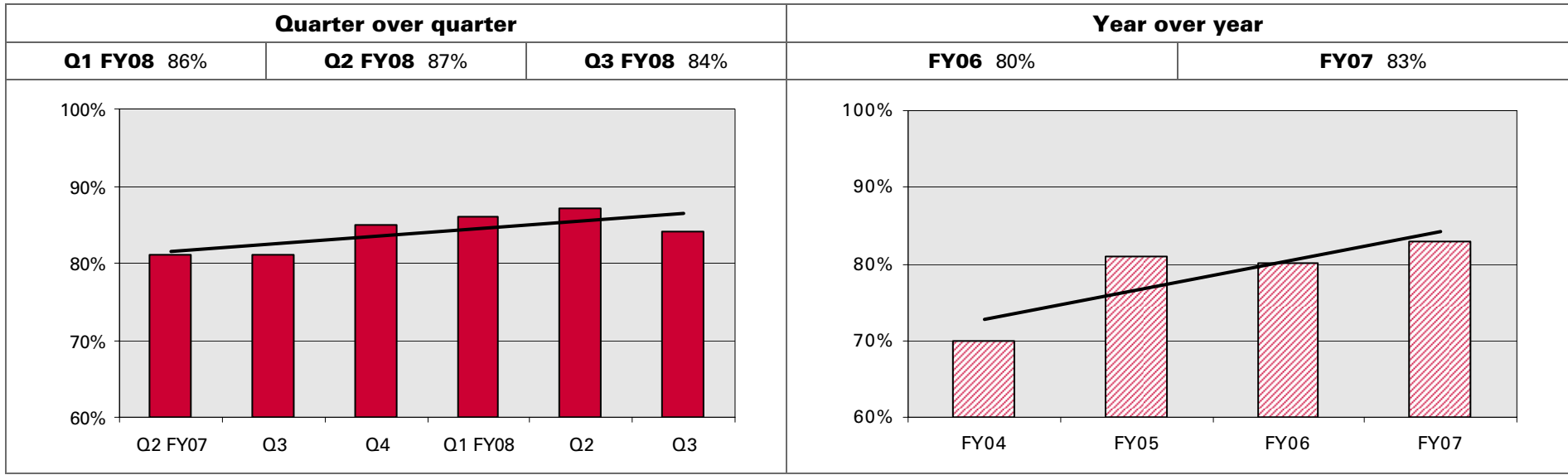


A10 % OF COLOR CURB APPLICATIONS reviewed and responded to within 30 days **GOAL \uparrow >90%**



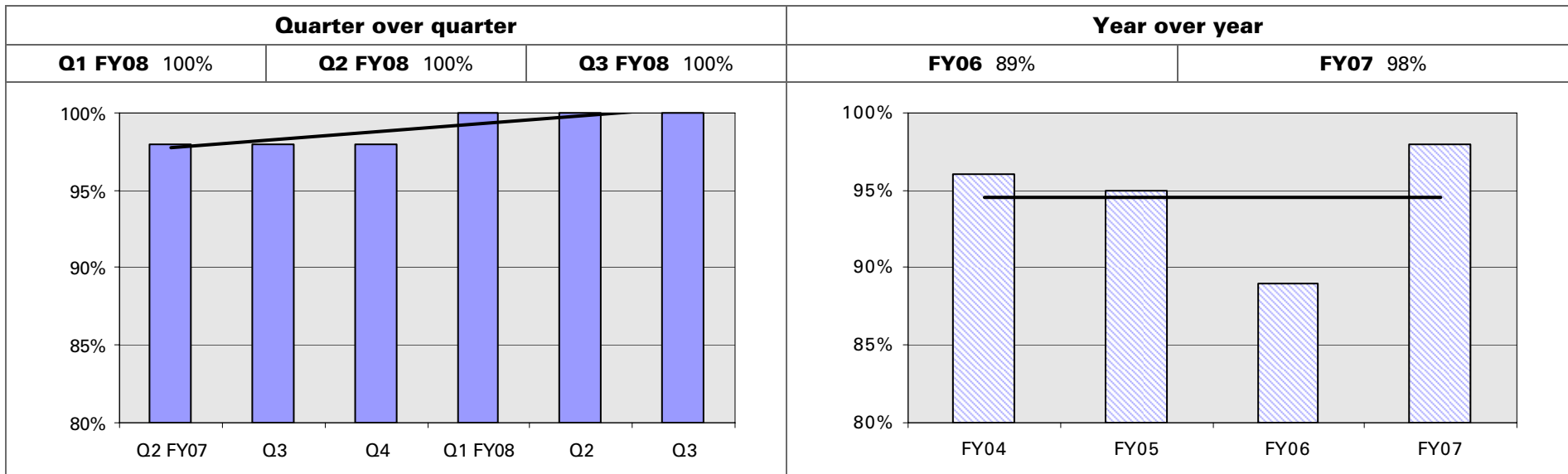
A11 % OF PARKING METER MALFUNCTION REPORTS responded to within 48 hours

GOAL \curvearrowright >85%



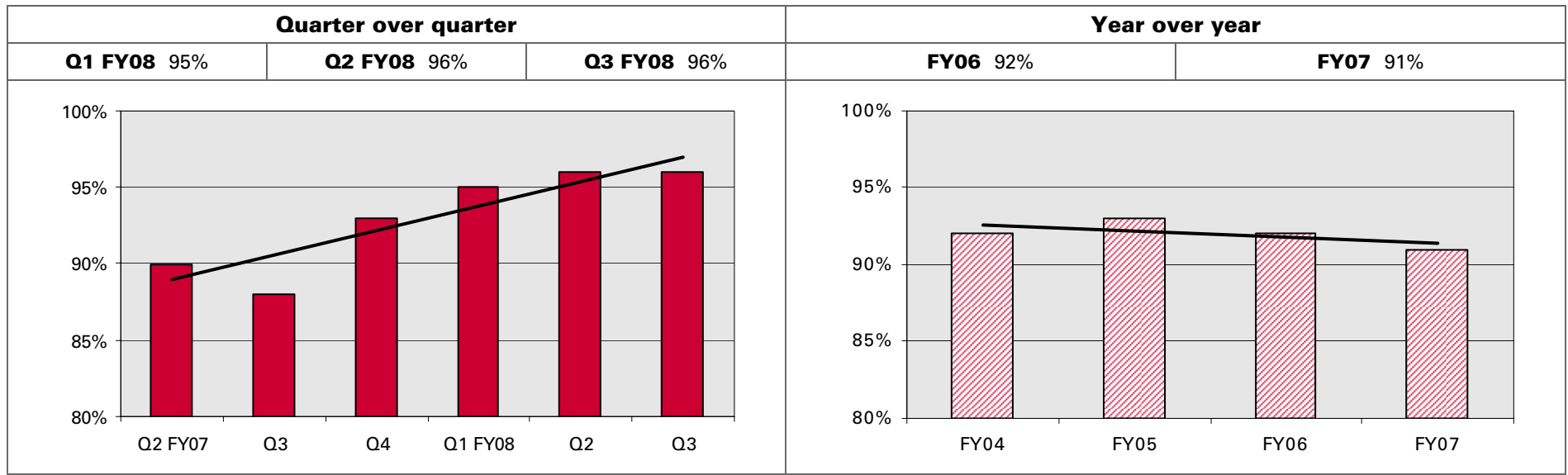
A12 % OF HAZARDOUS TRAFFIC SIGNS responded to and repaired within 24 hours

GOAL \curvearrowright >98%



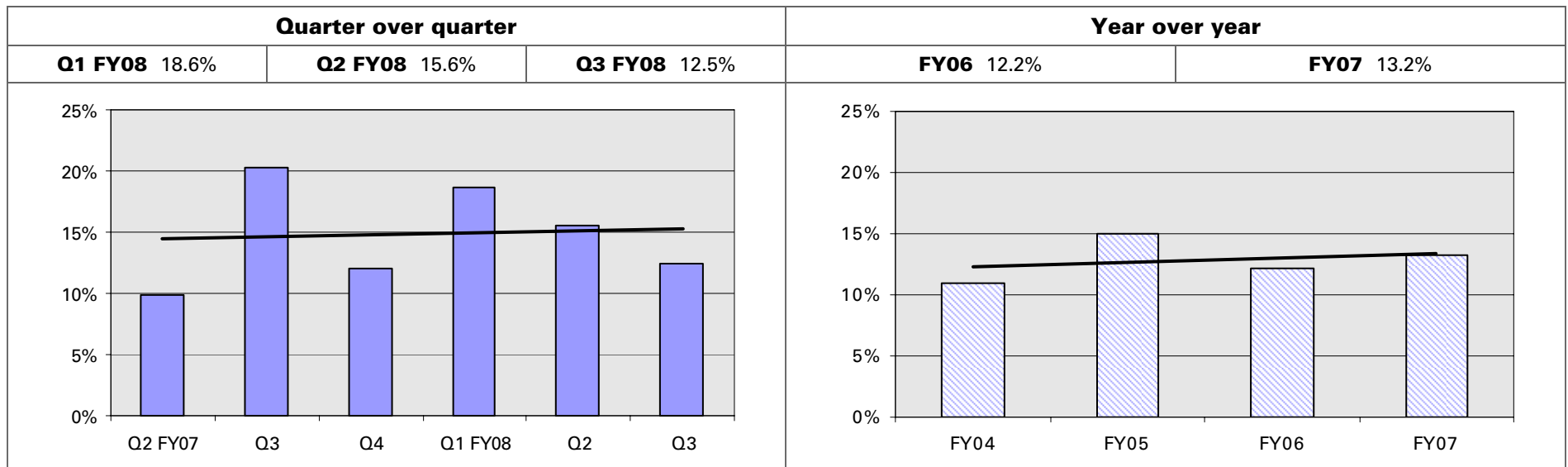
A13 % OF HAZARDOUS TRAFFIC SIGNALS responded to and repaired within two hours

GOAL \uparrow >92%




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

GOAL \uparrow >10%



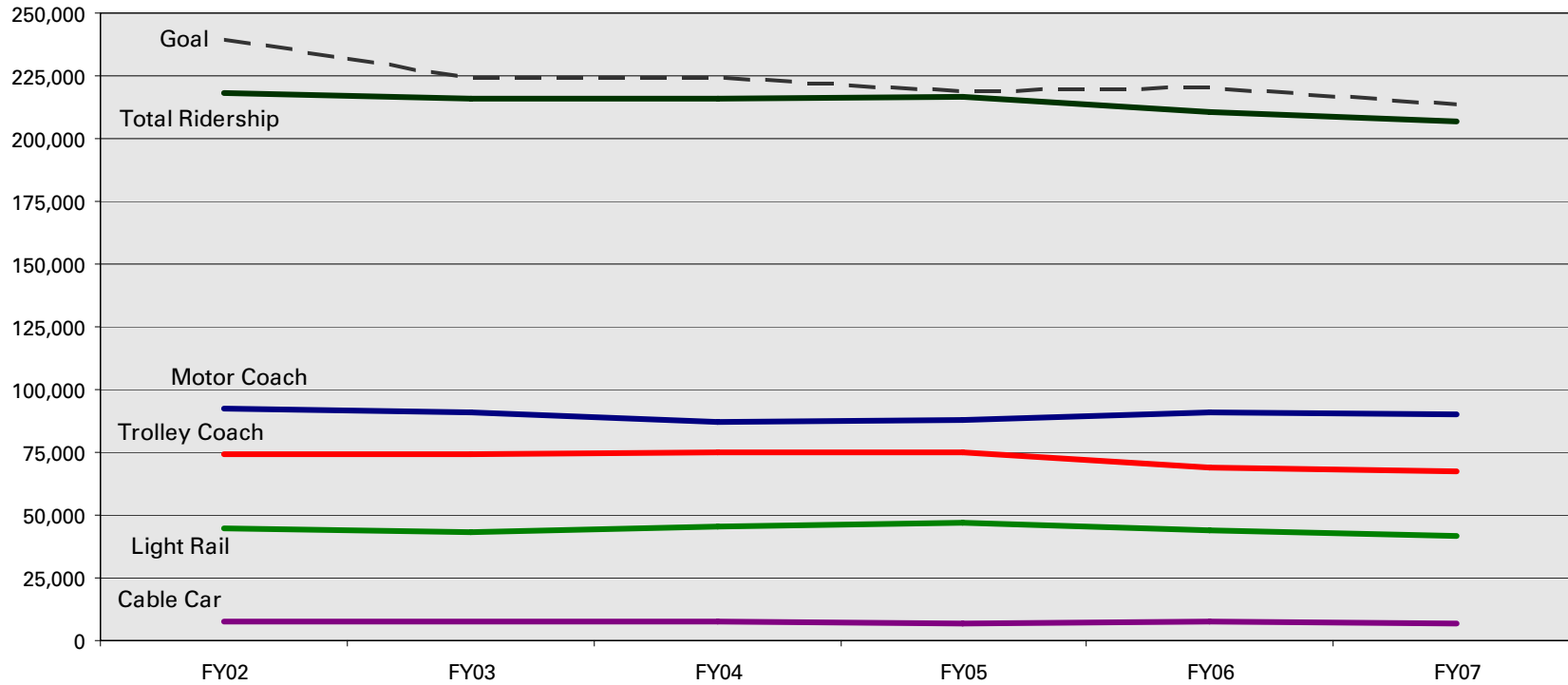
B Financial Stability

B1 PASSENGERS CARRIED BY MODE*

GOAL  214,011,000

Systemwide

Year over year (in thousands of passengers)



Mode	FY02	FY03	FY04	FY05	FY06	FY07*
Goal	230,185	239,611	224,000	224,000	218,979	214,011
Total Ridership	218,462	215,595	215,744	216,918	210,848	206,459
Motor Coach	92,259	90,881	87,472	88,209	90,630	90,303
Trolley Coach	73,968	74,399	75,216	74,941	69,065	67,297
LRV	44,976	42,896	45,187	46,803	43,679	41,737
Cable Car	7,258	7,419	7,869	6,966	7,475	7,122

*FY07 ridership statistics may be understated, as sampling was weighted toward the period of system instability following the T-Third service launch.

B2 FARE REVENUE*

Total cash fares in thousands of dollars				Farebox Performance: Average fare per passenger			
Year over year				Year over year			
FY05	FY06	FY07		FY05	FY06	FY07	
\$120,184	\$136,234	\$142,909					
				Including all modes	\$0.56	\$0.65	\$0.69
				Excluding Cable Cars	\$0.49	\$0.57	\$0.60
				Excluding Cable Cars and payment to BART for Fast Pass Holders	\$0.45	\$0.53	\$0.54

B3 COST EFFICIENCY: Fully allocated service cost by mode

Fully allocated cost per hour of service				Fully allocated cost per passenger mile		
Year over year				Year over year		
	FY05	FY06	FY07		FY06	FY07
Systemwide	\$141.91	\$149.84	\$161.97	Systemwide	\$1.10	\$1.19
LRV	\$187.94	\$190.92	\$216.08	LRV	\$0.99	\$1.16
Cable Car	\$312.13	\$295.88	\$308.55	Cable Car	\$4.73	\$5.39
Trolley Coach	\$117.30	\$125.94	\$130.88	Trolley Coach	\$1.17	\$1.24
Motor Coach	\$126.20	\$135.45	\$145.44	Motor Coach	\$0.97	\$1.01

*Please see note on page 31.

B4 PRODUCTIVITY: Average # of boardings per revenue service hour

	FY07		
	# of passenger boardings <i>(in 000s)</i>	Revenue service hours <i>(in 000s)</i>	Boardings per revenue service hour
Light Rail	41,737	572	73
Cable Car	7,122	143	50
Trolley Coach	67,297	937	72
Motor Coach	90,303	1,376	66
Systemwide	206,459	3,028	68

B5 COST EFFECTIVENESS: Operating cost per revenue service hour

	FY07		
	Operating expenses <i>(in \$000s)</i>	# of passenger boardings <i>(in 000s)</i>	Operating expense per passenger boarding
Light Rail	\$123,618	41,737	\$2.96
Cable Car	\$44,014	7,122	\$6.18
Trolley Coach	\$122,598	67,297	\$1.82
Motor Coach	\$200,186	90,303	\$2.22
Systemwide	\$490,416	206,459	\$2.38

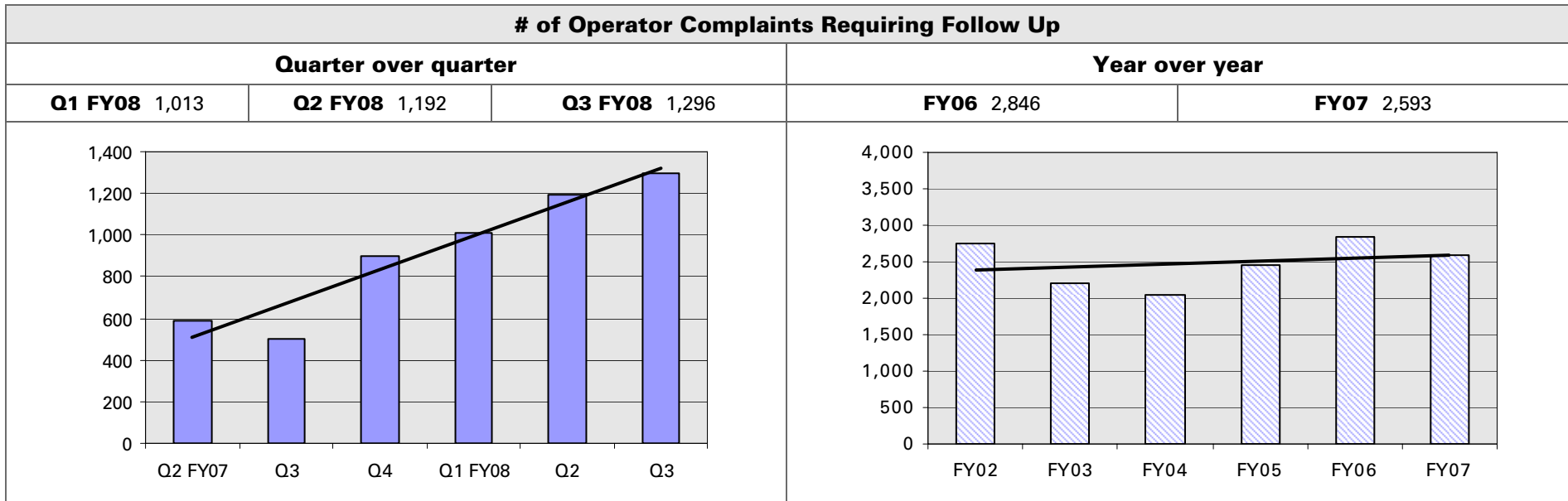
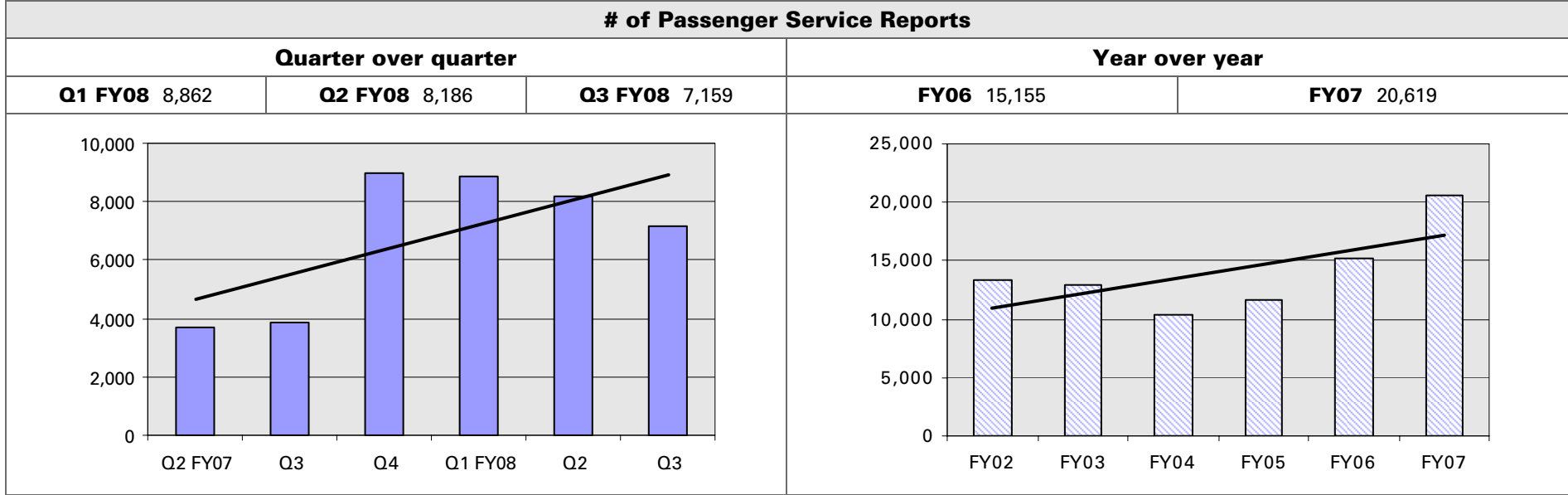
C Customer Service

C1	ANNUAL RIDER SURVEY RESULTS	<i>Goal Year over year improvement</i>
OVERALL CUSTOMER SATISFACTION OPERATOR HELPFULNESS COMMUNICATION WITH RIDERS VEHICLE CLEANLINESS		

Results of the 2007 Rider survey will be available in the first half of 2008. Historical data can be found in the Service Standards Appendix.

C1	QUARTERLY VEHICLE CLEANLINESS ASSESSMENTS	<i>Goal Year over year improvement</i>			
	Q4 FY07 Apr-Jun 07	Q1 FY08 Jul-Sep 07	Q2 FY08 Oct-Dec 07	Q3 FY08 Jan-Mar 08	
Overall	80%	77%	63%	82%	
Exterior	83%	78%	63%	84%	
Interior	77%	78%	72%	81%	
Graffiti	84%	76%	88%	86%	
Window	74%	78%	27%	77%	

C2 OPERATOR COMPLAINT RESOLUTION RATE



C2 OPERATOR COMPLAINT RESOLUTION RATE continued

GOAL *>75% resolved within 30 days*

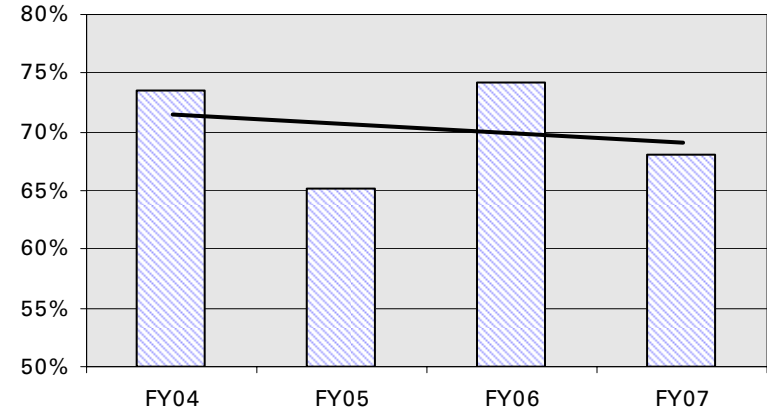
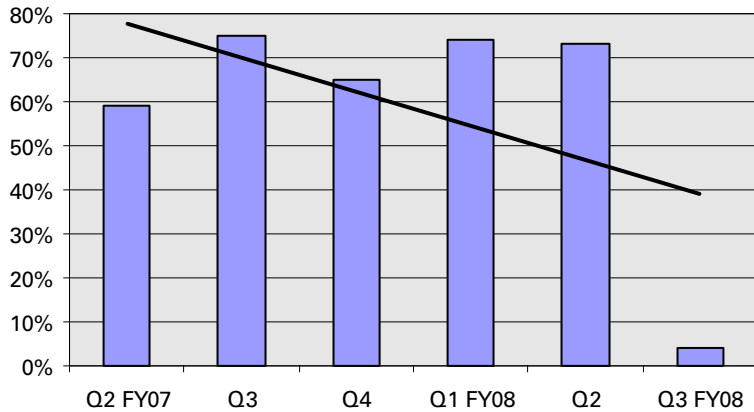
Operator Complaints Requiring Follow Up/Recommended for Neutral Hearings – Resolution Rate

Quarter over quarter

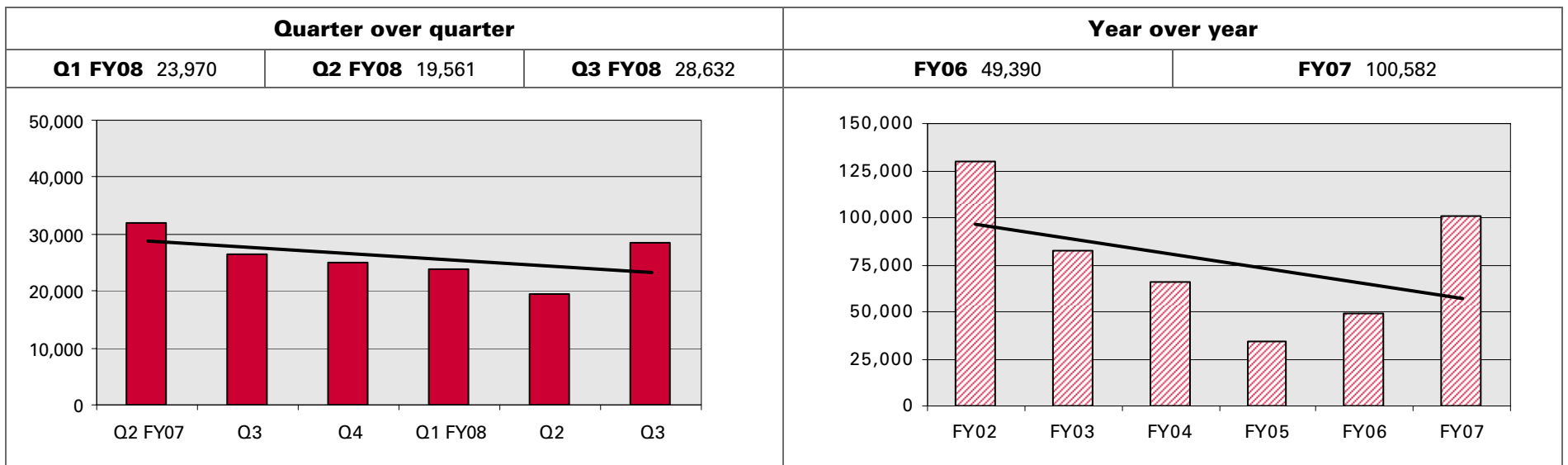
Year over year

Q1 FY08 74% **Q2 FY08** 73% **Q3 FY08** 4%

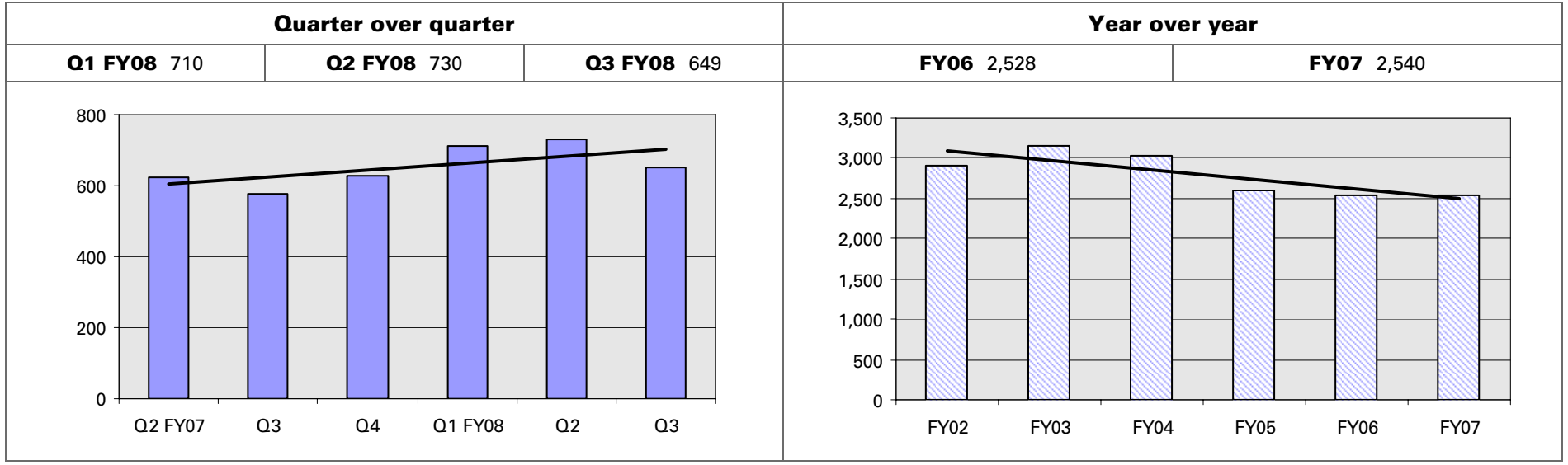
FY06 74% **FY07** 68%



C3 OPERATOR TRAINING: # of hours **GOAL** ↻ 50,000 hours of training in FY07



C4 PASSENGER AND VEHICLE ACCIDENTS **GOAL** ↻ 5% annual reduction in accidents to 2,172



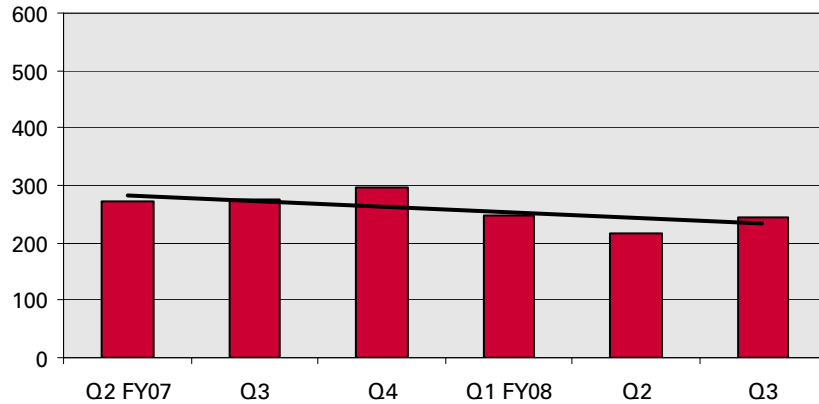
C5 SECURITY INCIDENTS

GOAL *U* 5% annual reduction in crimes to 1,076

Security incidents excluding fare evasions

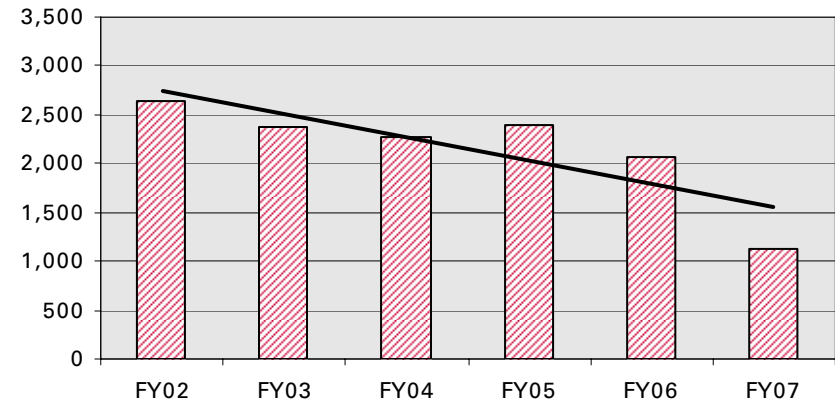
Quarter over quarter

Q1 FY08 248 **Q2 FY08** 217 **Q3 FY08** 245



Year over year

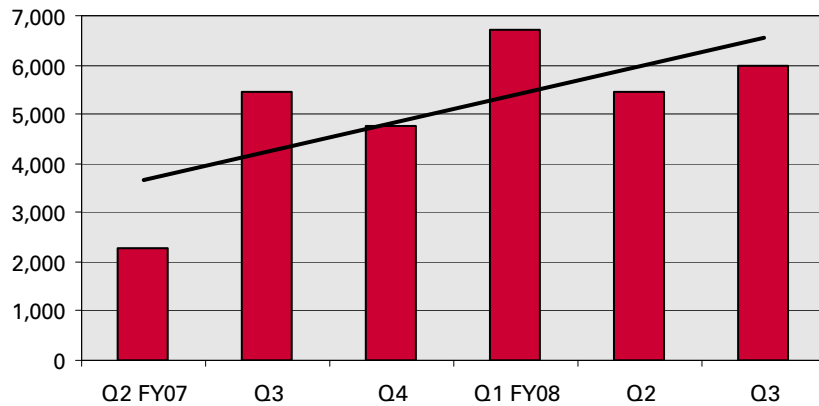
FY06 2,058 **FY07** 1,123



Fare evasions

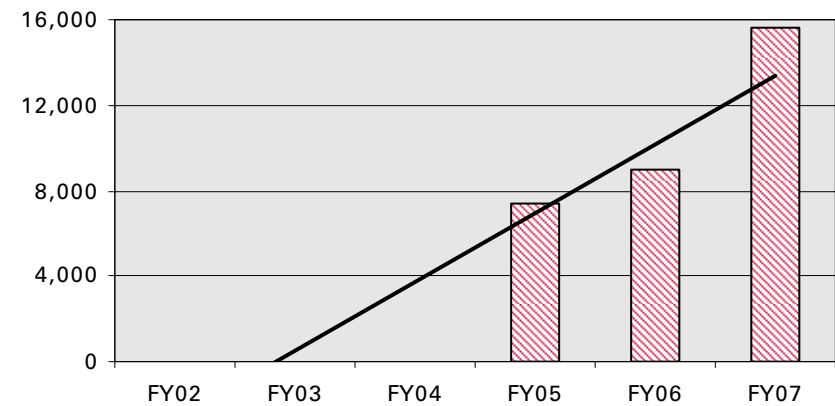
Quarter over quarter

Q1 FY08 6,701 **Q2 FY08** 5,435 **Q3 FY08** 5,969

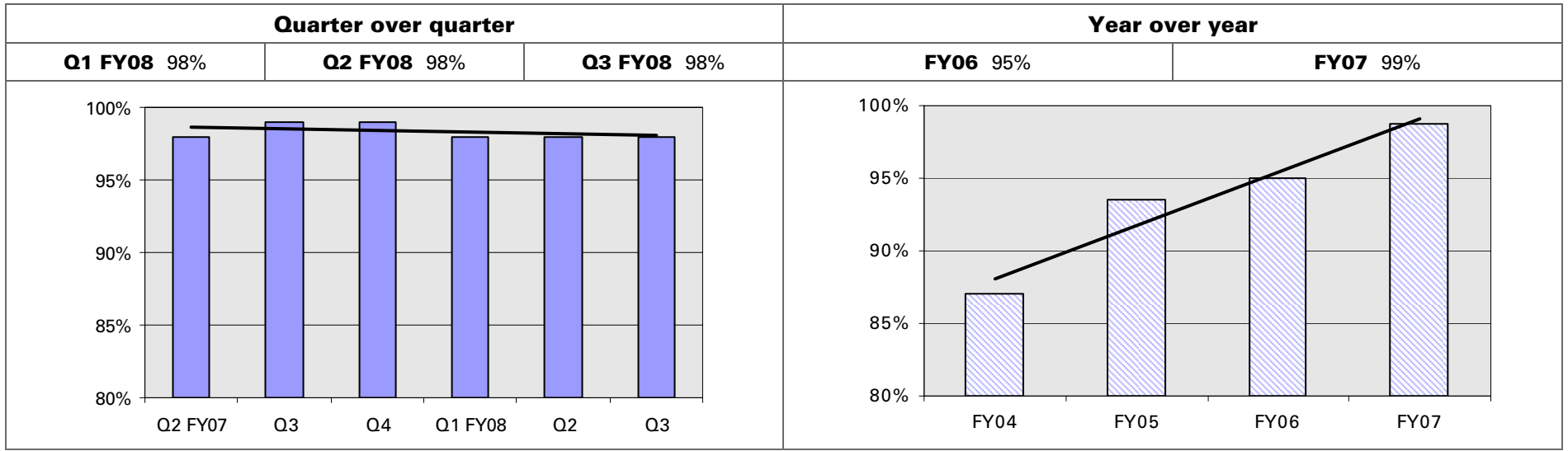


Year over year

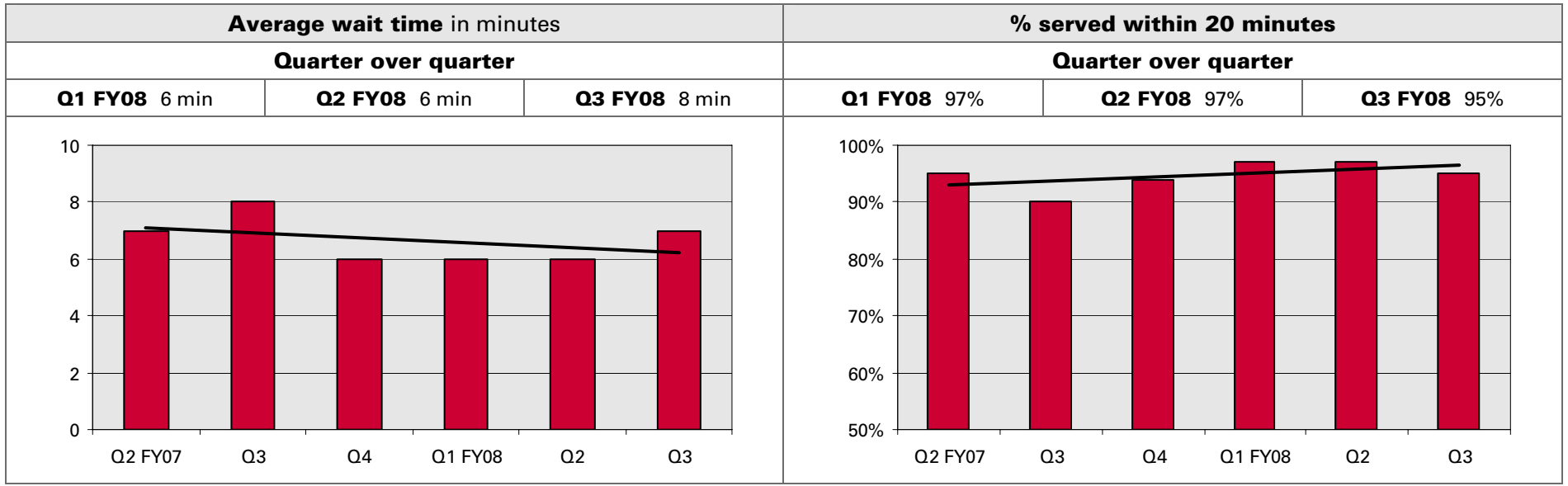
FY06 9,017 **FY07** 15,634



C6 ABANDONED AUTOMOBILE REPORTS: % responded to within 48 hours **GOAL** ↻ 100%

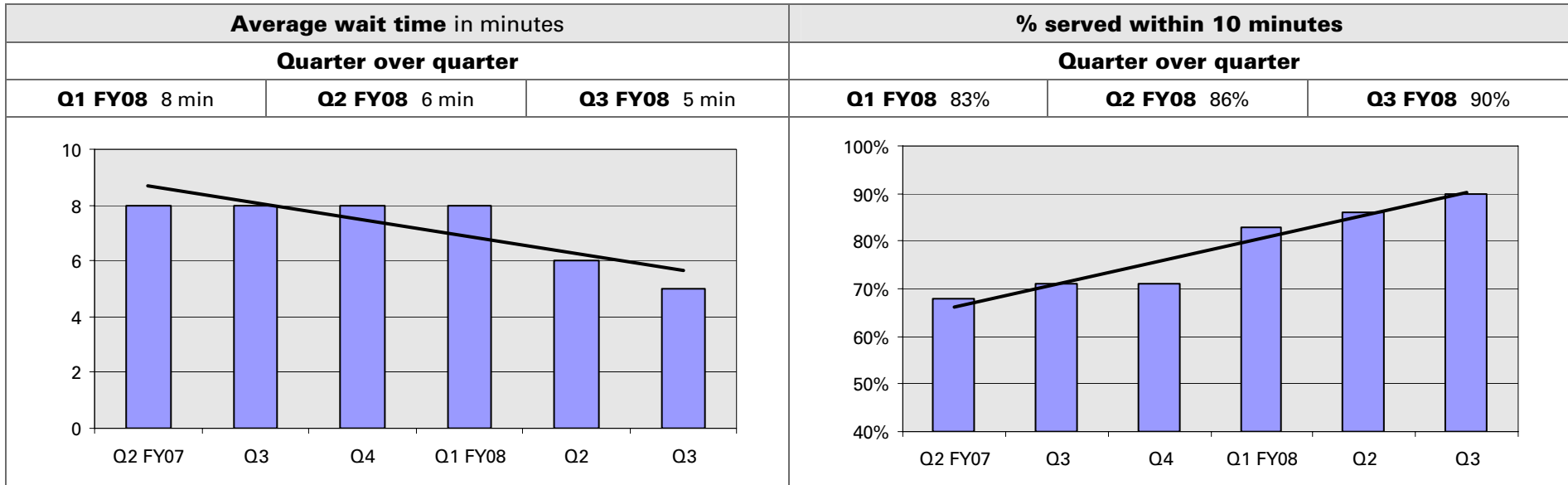


C7 WALK-IN CITATION/RESIDENTIAL PARKING PERMIT CUSTOMERS % served within 20 minutes **GOAL** ↻ >80%



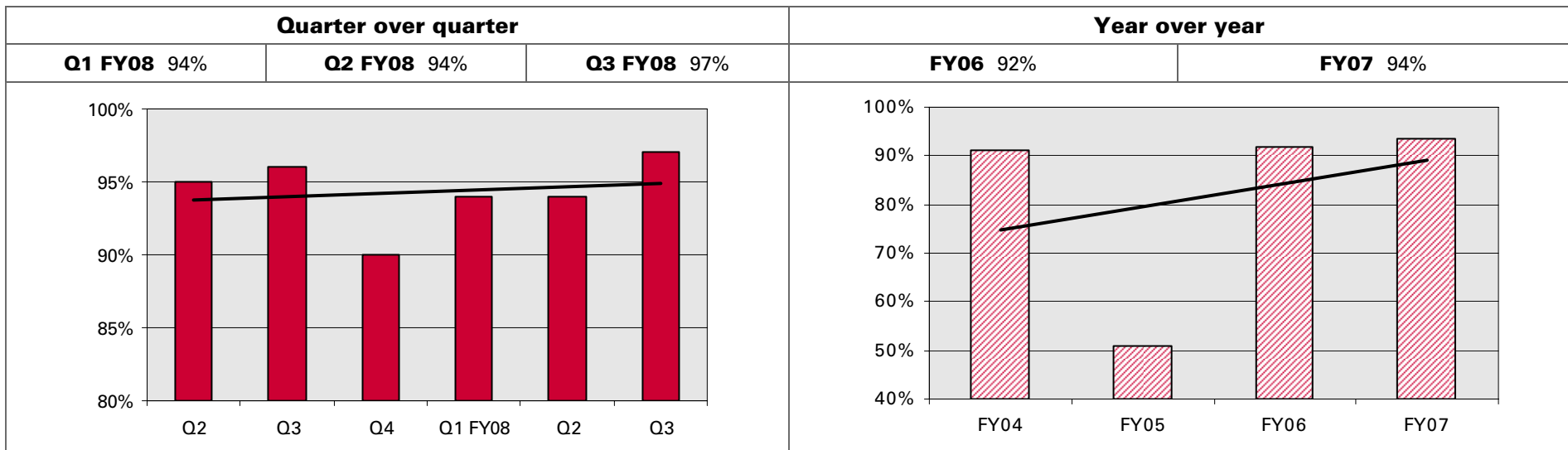
C8 ADMINISTRATIVE CITATION HEARING CUSTOMERS: % served within 10 minutes

GOAL \uparrow >80%



C9 RESIDENTIAL PARKING PERMIT RENEWAL APPLICATIONS: % returned to residents in 21 days

GOAL \uparrow >95%



D Employee Satisfaction

D1 # OF GRIEVANCES

GOAL 

Transit Operators

Quarter over quarter

Year over year

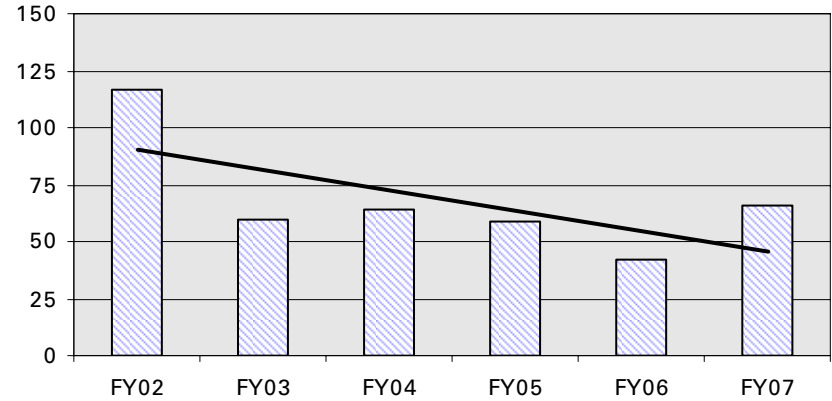
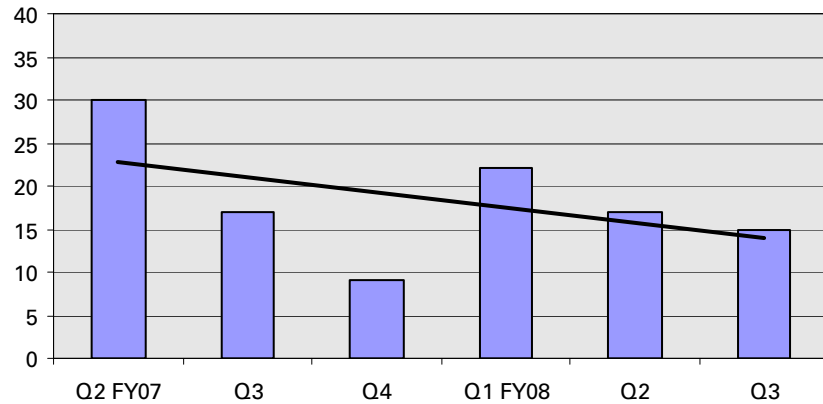
Q1 FY08 22

Q2 FY08 17

Q3 FY08 15

FY06 42

FY07 66



Maintenance and Miscellaneous Employees

Quarter over quarter

Year over year

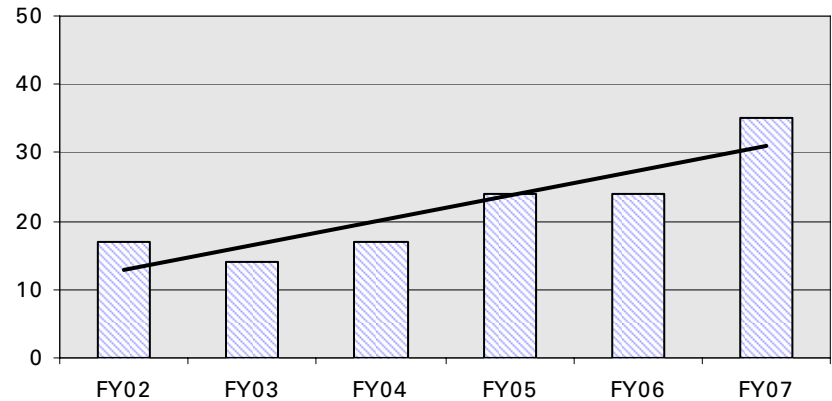
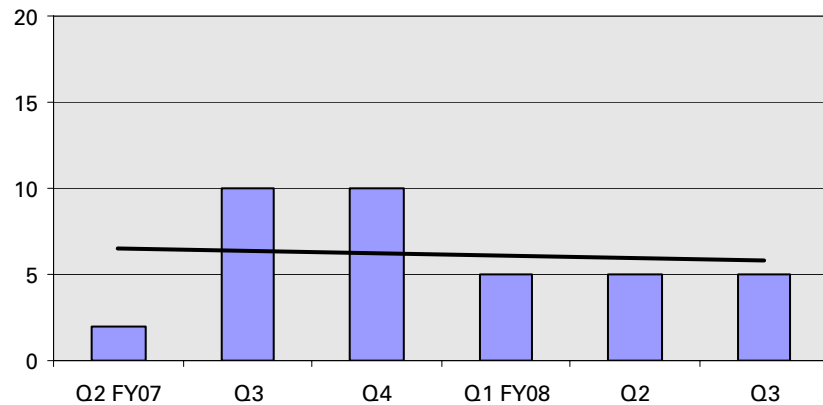
Q1 FY08 5

Q2 FY08 5

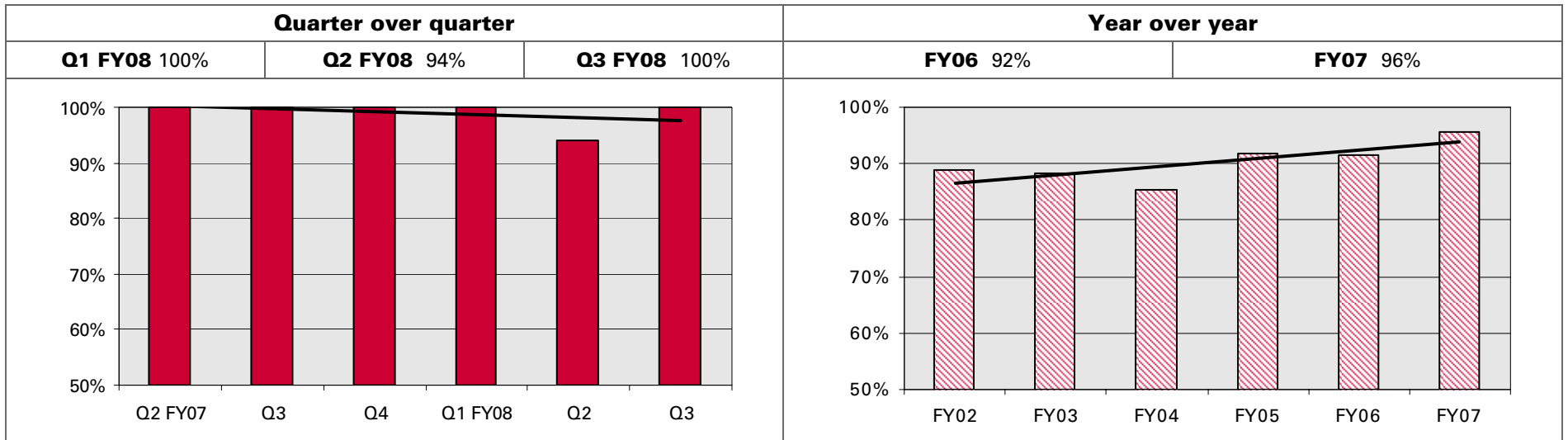
Q3 FY08 5

FY06 24

FY07 35



D2 OPERATOR GRIEVANCE RESOLUTION RATE: % resolved within 90 days* **GOAL** >90%



* FY06 Goal: >75% in 30 days; FY07 Goal: >75% in 45 days

D3 ANNUAL EMPLOYEE SURVEY **Goal** Year over year improvement

- WORKING RELATIONSHIP WITH SUPERVISOR
- COMMUNICATION WITHIN DIVISION
- WORK EFFORT APPRECIATED BY SFMTA MANAGEMENT
- WORK EFFORT APPRECIATED BY PUBLIC

Results of the Employee survey will be available in the first half of 2008. Historical data can be found in the Service Standards Appendix.