

SFMTA

Municipal Transportation Agency

FY08 YEAR-END SERVICE STANDARDS REPORT

For the period from July 1, 2007 through June 30, 2008

September 30, 2008

A	OPERATIONAL EFFICIENCY	FY07 ACTUAL	FY08 ACTUAL	FY08 GOAL
A1	Schedule adherence	70.8%	70.6%	>85%
	Scheduled headway adherence	60.5%	62.2%	>85%
A2	Scheduled service hours delivered	94.3%	95.9%	>98.5%
	Equipment available	99.87%	99.96%	NA
	Operators available	94.4%	96.0%	NA
	Late pull-outs	0.5%	0.5%	<1.5%
A3	Pass-ups % of vehicles unable to pick up passengers due to crowding	1.30%	1.38%	<5%
A4	Load factors # of lines exceeding target load factor during peak periods	Average of 6 per quarter	Average of 7 per quarter	NA
A5	Vehicles available	AM 99.1% PM 99.1%	AM 99.62% PM 99.54%	>99.0%
A6	Unscheduled absences	DPT Admin, Citations, Engineering	Muni Admin, Maintenance, Operations; DPT Admin, Enforcement, Engineering, Shops	<i>Due to variety of goals, please refer to p. 20 for details</i>
	Muni Admin, Transit Operators	Muni Transit Operators; DPT Citations		
	Muni Maintenance, Operations; DPT Enforcement, Shops	None		
A7	Mean distance between failure	Breda LRV, Cable Car, F Line, Potrero Artic, Potrero Std, Presidio	Breda LRV, F Line, Flynn, Kirkland, Presidio, Woods	<i>Due to variety of goals, please refer to pp. 21-22 for details</i>
	Kirkland	Potrero Std		
	Flynn, Woods	Cable Car, Potrero Artic		

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	FY07 ACTUAL	FY08 ACTUAL	FY08 GOAL
A8	Vacancy rate for service critical positions	2.6%	2.3%	<5%
A9	Traffic and parking control requests % investigated and responded to within 90 days	85%	85%	>82%
A10	Color curb applications % reviewed and responded to within 30 days	72%	33%	>90%
<i>Staff have achieved significant progress in clearing the backlog of applications. The pending hire of a survey technician will facilitate a return to peak performance in this area.</i>				
A11	Parking meter malfunction reports % responded and repaired within 48 hours	83%	86%	>85%
A12	Hazardous traffic sign reports % responded to and repaired within 24 hours	98%	100%	>98%
A13	Hazardous traffic signal reports % responded to and repaired within two hours	91%	96%	>92%
A14	Traffic lane lines, bus zones, and crosswalks % maintained	13.2%	17.6%	>10%

B	FINANCIAL STABILITY (annually reported standards)	FY07 ACTUAL	FY08 ACTUAL	FY08 GOAL
B1	Passengers carried	206,456,000	219,956,000 <i>unaudited</i>	209,556,000
<i>Detailed information for FY08 will be provided in conjunction with National Transit Database related analysis and reporting to be completed in the fall.</i>				
B2	Fare revenue	\$142,909,000	\$151,008,000 <i>unaudited</i>	\$145,053,000
	Farebox performance Average fare per passenger	\$0.69	\$0.69 <i>unaudited</i>	NA
<i>Detailed information for FY08 will be provided in conjunction with National Transit Database related analysis and reporting to be completed in the fall.</i>				
B3	Cost efficiency Fully allocated service cost per hour	\$145.44	Data available fall 2008	NA
B4	Productivity Average # of boardings per revenue service hour	68	Data available fall 2008	NA
B5	Cost effectiveness Operating expense per passenger boarding	\$2.38	Data available fall 2008	NA

C	CUSTOMER SERVICE	FY07 ACTUAL	FY08 ACTUAL	FY08 GOAL
C1	Overall customer satisfaction Muni customer survey	Excellent/Good 53% Fair/Poor 47%	Excellent/Good 55% Fair/Poor 45%	<i>Year over year improvement</i>
	Operator helpfulness Muni customer survey	Excellent/Good 56% Fair/Poor 44%	Excellent/Good 58% Fair/Poor 42%	
	Communication with riders Muni customer survey	Excellent/Good 40% Fair/Poor 60%	Excellent/Good 41% Fair/Poor 59%	
	Vehicle cleanliness Muni customer survey	Excellent/Good 46% Fair/Poor: 54%	Excellent/Good: 47% Fair/Poor: 53%	
	Vehicle cleanliness Quarterly fleet assessment results	82%	79%	
C2	Operator complaint resolution rate % resolved within 30 days	68%	48%	>75%
<i>Cross-divisional efforts are underway to resolve residual technological challenges associated with the transition from the legacy AutoDispatch system to the Trapeze application. Significant improvement is expected in Q1 FY09.</i>				
C3	Operator training # of hours	100,582	63,698	>50,000 per year
C4	Passenger and vehicle accidents FTA reported collisions, passenger accidents, dewirements, and derailments	2,540	2,834	<2,172 per year
C5	Security incidents	1,123	947	<1,076 per year
C6	Abandoned automobile reports % responded to within 48 hours	99%	98%	100%
C7	Walk-in citation and residential parking permit customers % served within 20 minutes	93%	96%	>80%
C8	Administrative citation hearing customers % served within 10 minutes	68%	88%	>80%
C9	Residential parking permit customers % of applications returned to residents within 21 days	94%	95%	>95%

D	EMPLOYEE SATISFACTION	FY07 ACTUAL	FY08 ACTUAL	FY08 GOAL
D1	Grievances	Operators: 66 Maint/Misc Empl: 35	Operators: 63 Maint/Misc Empl: 23	NA
D2	Operator grievance resolution rate % of grievances resolved within 90 days (FY07: >75% in 45 days)	96%	99%	>90%
D3	Working relationship with supervisor Employee survey	Excellent/Good 71% Fair/Poor 29%	Excellent/Good 77% Fair/Poor 23%	Year over year improvement
	Communication within division Employee survey	Excellent/Good 55% Fair/Poor 45%	Excellent/Good 66% Fair/Poor 34%	
	Work effort appreciated by SFMTA management Employee survey	Very/Somewhat 57% Not Very/Not at All 35%	Very/Somewhat 68% Not Very/Not at All 32%	
	Work effort appreciated by public Employee survey	Very/Somewhat 69% Not Very/Not at All 29%	Very/Somewhat 60% Not Very/Not at All 29%	

A Operational Efficiency

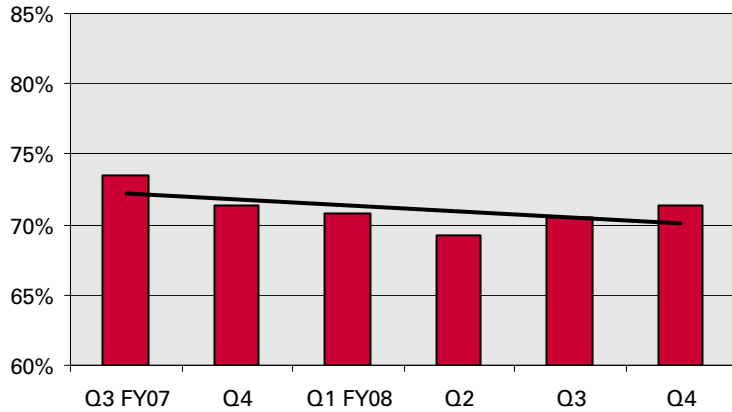
A1 SCHEDULE ADHERENCE

GOAL  **>85%**

Systemwide

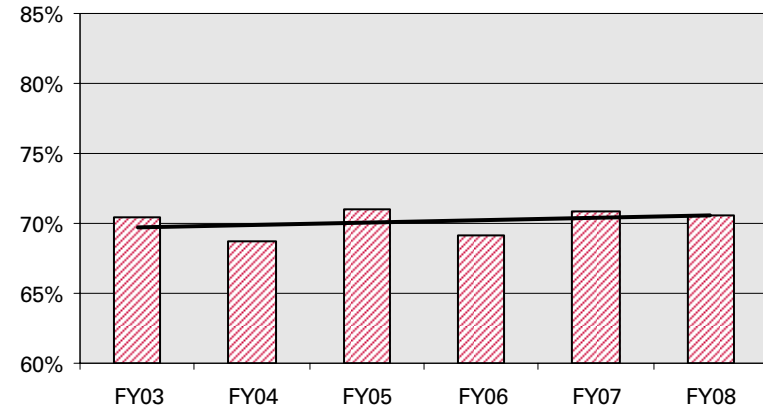
Quarter over quarter

Q2 FY08 69.2% **Q3 FY08** 70.5% **Q4 FY08** 71.4%



Year over year

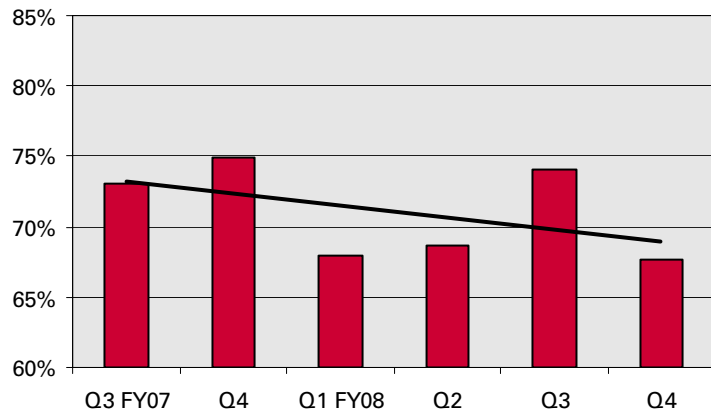
FY07 70.8% **FY08** 70.6%



LRV

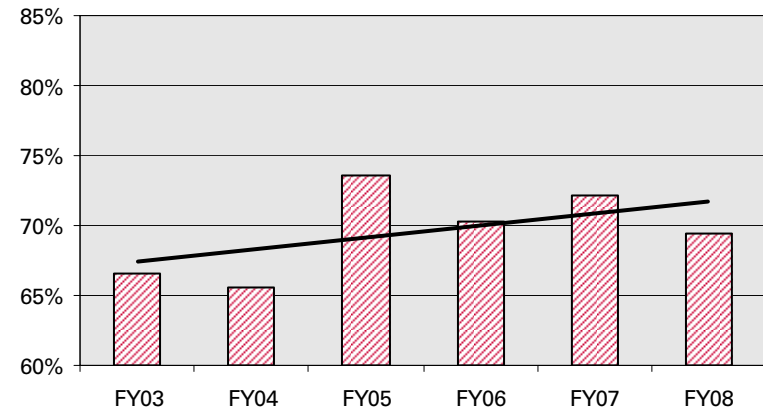
Quarter over quarter

Q2 FY08 68.6% **Q3 FY08** 74.0% **Q4 FY08** 67.6%



Year over year

FY07 72.1% **FY08** 69.4%



A1 ON-TIME PERFORMANCE continued

GOAL  **>85%**

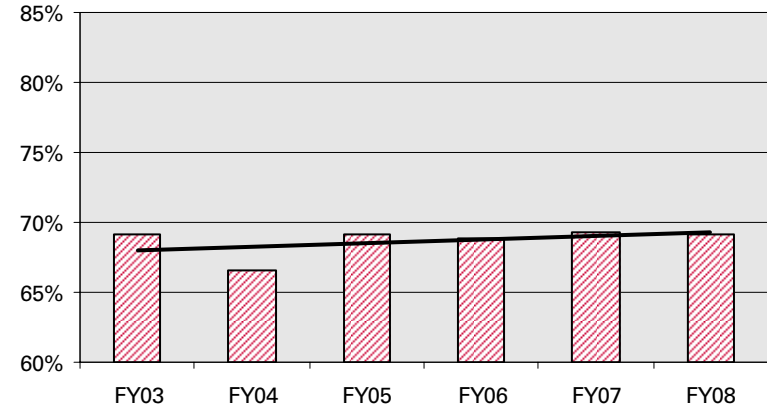
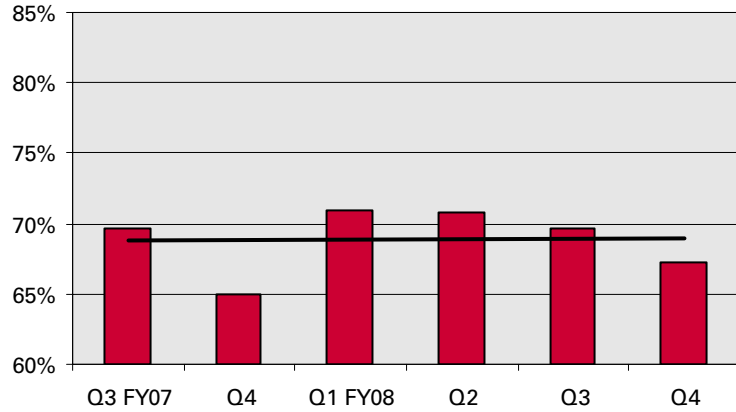
Cable Car

Quarter over quarter

Year over year

Q2 FY08 70.8% **Q3 FY08** 69.6% **Q4 FY08** 67.2%

FY07 69.3% **FY08** 69.2%



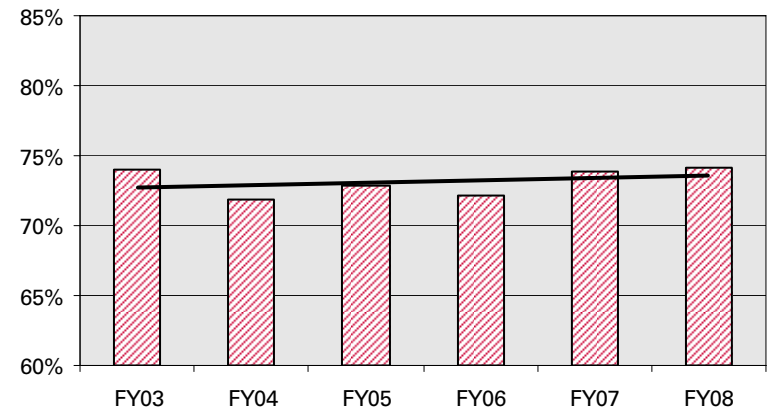
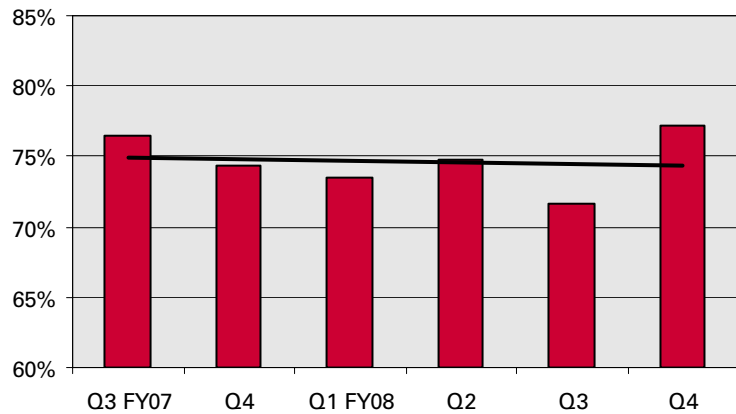
Trolley Coach

Quarter over quarter

Year over year

Q2 FY08 74.8% **Q3 FY08** 71.6% **Q4 FY08** 77.2%

FY07 73.9% **FY08** 74.2%



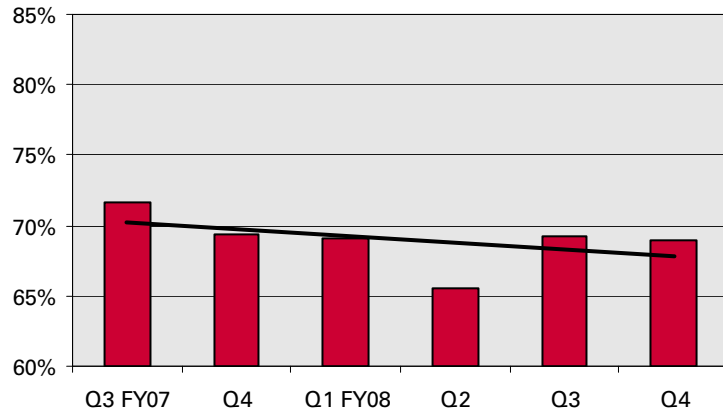
A1 ON-TIME PERFORMANCE continued

GOAL >85%

Motor Coach

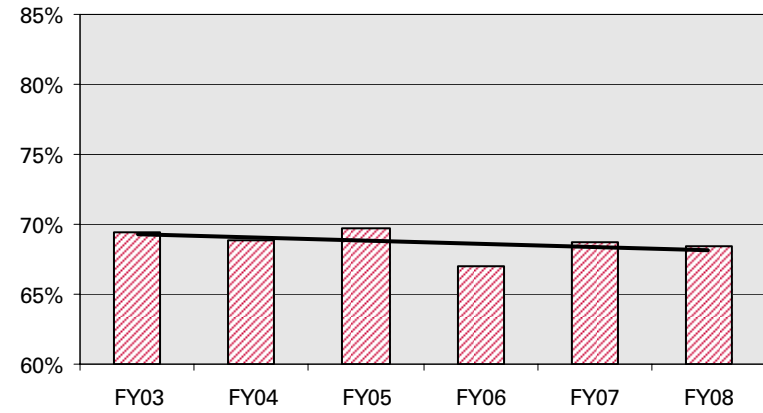
Quarter over quarter

Q2 FY08 65.6% **Q3 FY08** 69.3% **Q4 FY08** 68.9%



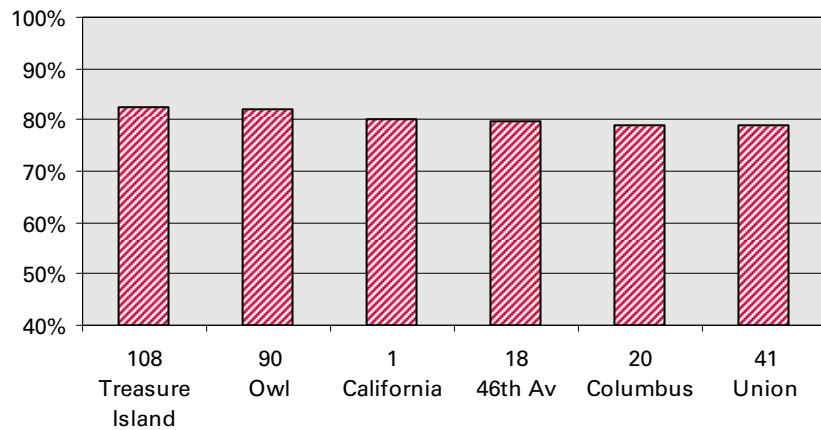
Year over year

FY07 68.7% **FY08** 68.4%

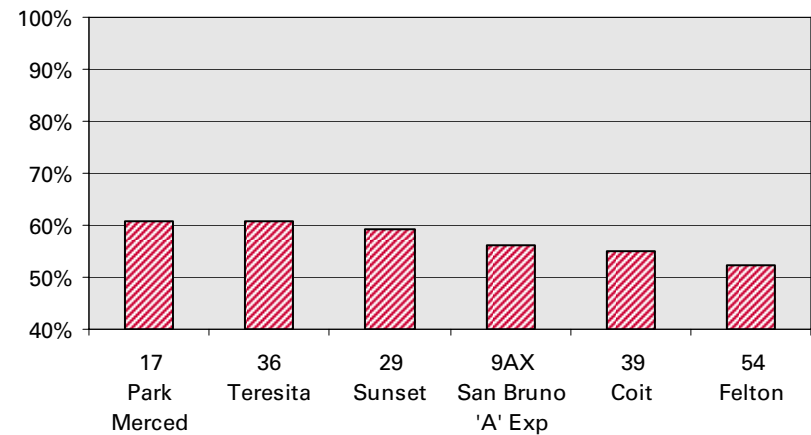


Annual Performance by Line (FY03-FY08)

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.

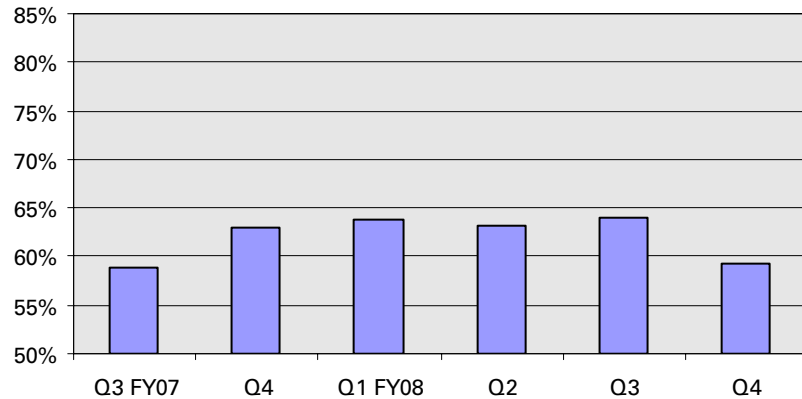
A1 SCHEDULED HEADWAY ADHERENCE

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

Systemwide

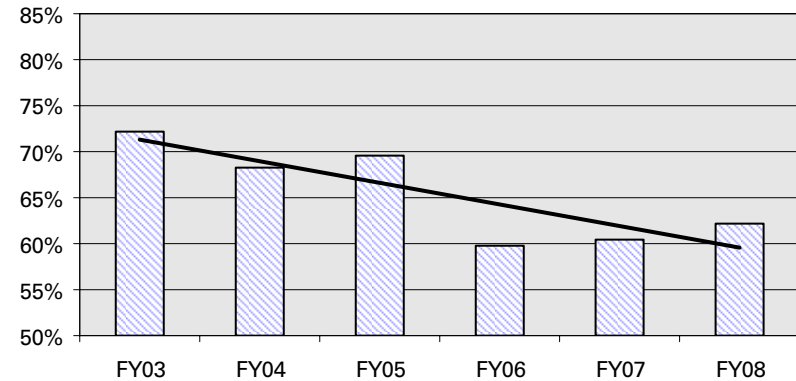
Quarter over quarter

Q2 FY08 63.2% **Q3 FY08** 63.9% **Q4 FY08** 59.3%



Year over year

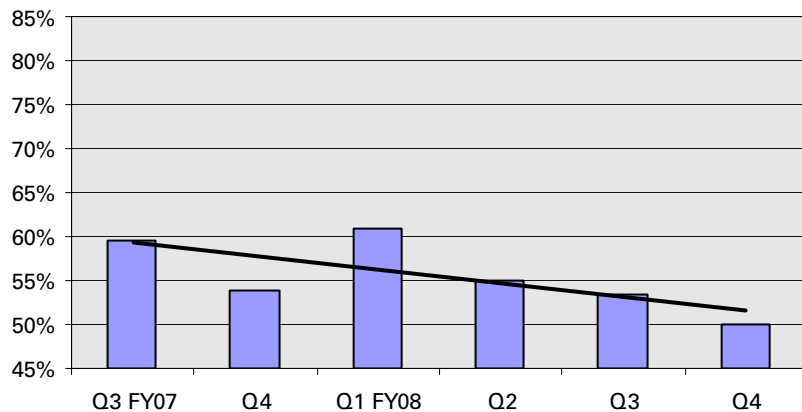
FY07 60.5% **FY08** 62.2%



LRV

Quarter over quarter

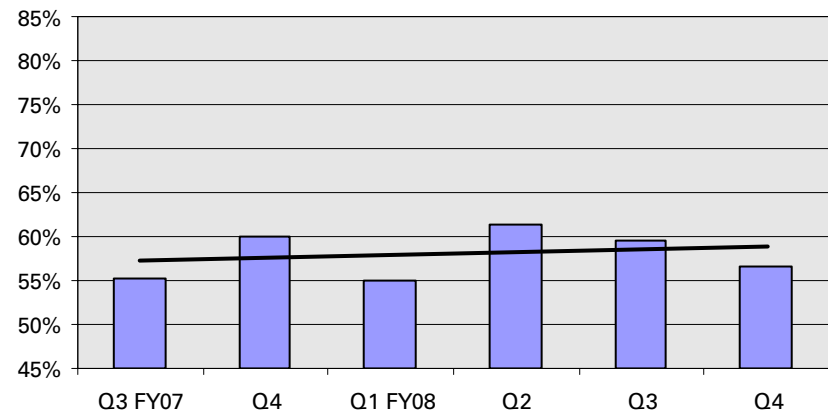
Q2 FY08 55.1% **Q3 FY08** 53.4% **Q4 FY08** 50.0%



Cable Car

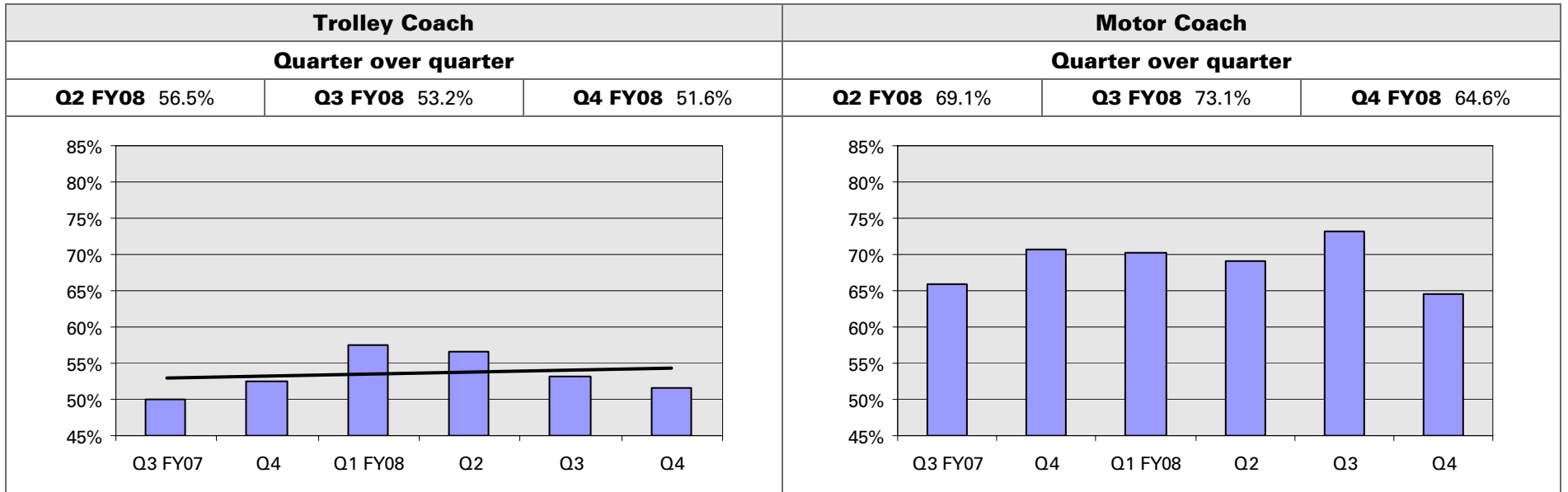
Quarter over quarter

Q2 FY08 61.4% **Q3 FY08** 59.6% **Q4 FY08** 56.7%



A1 SCHEDULED HEADWAY ADHERENCE continued

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



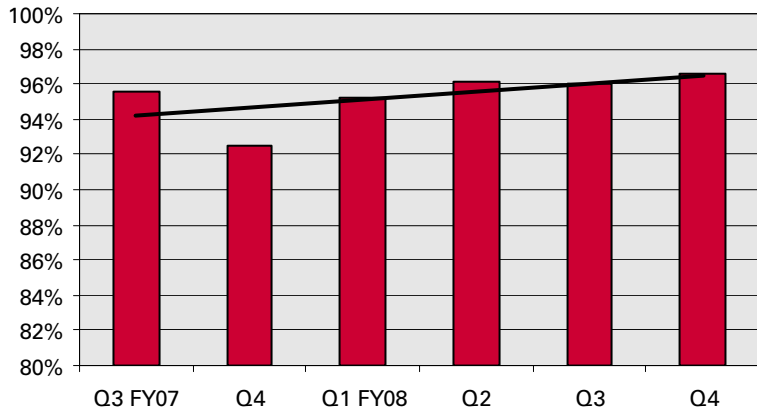
A2 SCHEDULED SERVICE HOURS DELIVERED

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

Systemwide

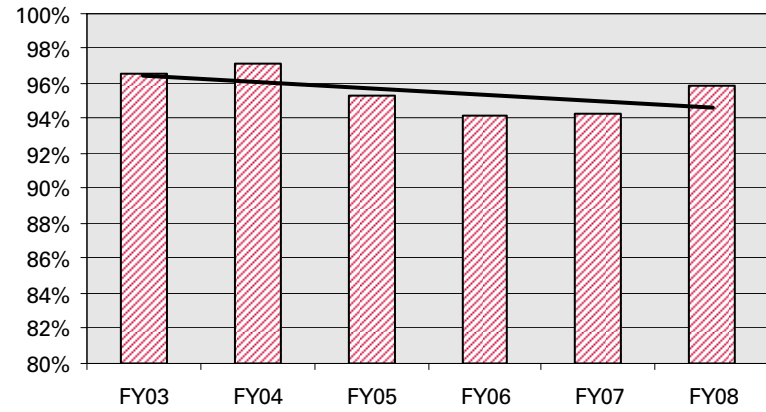
Quarter over quarter

Q2 FY08 96.1% **Q3 FY08** 96.0% **Q4 FY08** 96.6%



Year over year

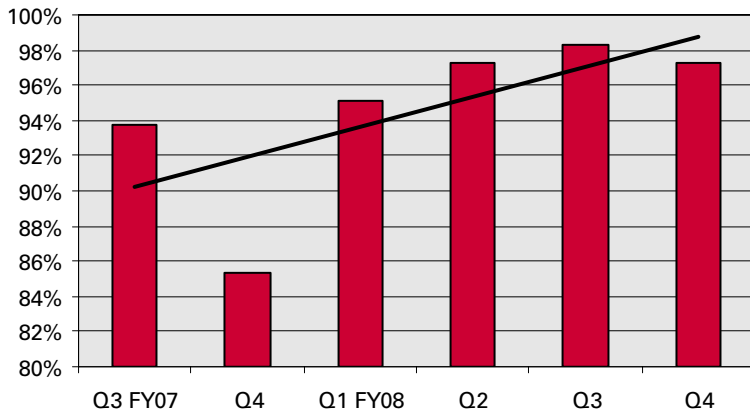
FY07 94.3% **FY08** 95.9%



Rail

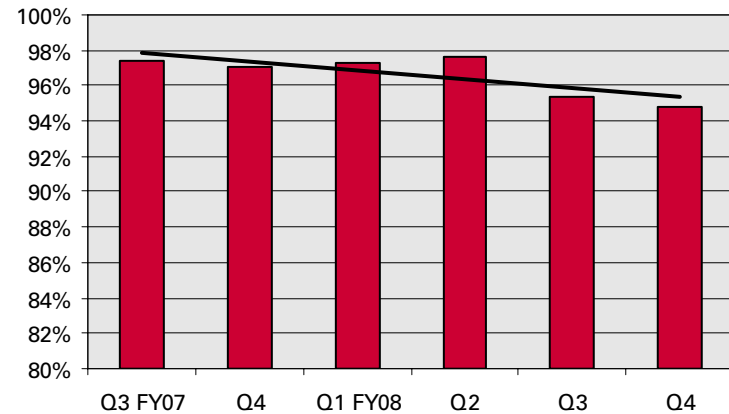
LRV quarter over quarter

Q2 FY08 97.3% **Q3 FY08** 98.3% **Q4 FY08** 97.3%



Cable Car quarter over quarter

Q2 FY08 97.6% **Q3 FY08** 95.4% **Q4 FY08** 94.8%



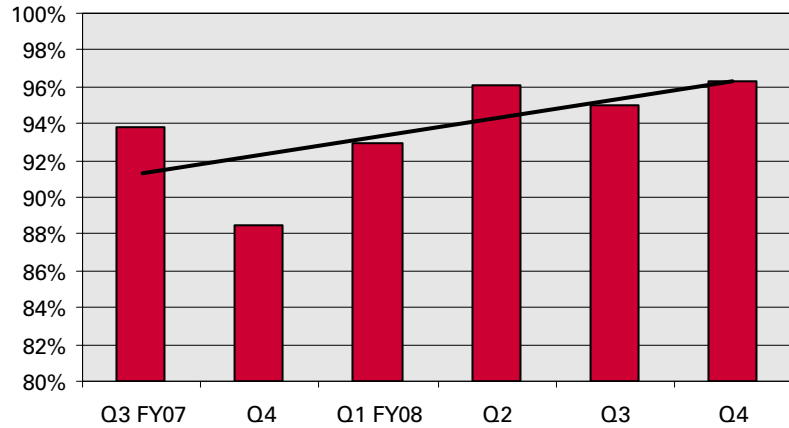
A2 SCHEDULED SERVICE HOURS DELIVERED continued

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

Trolley Coach

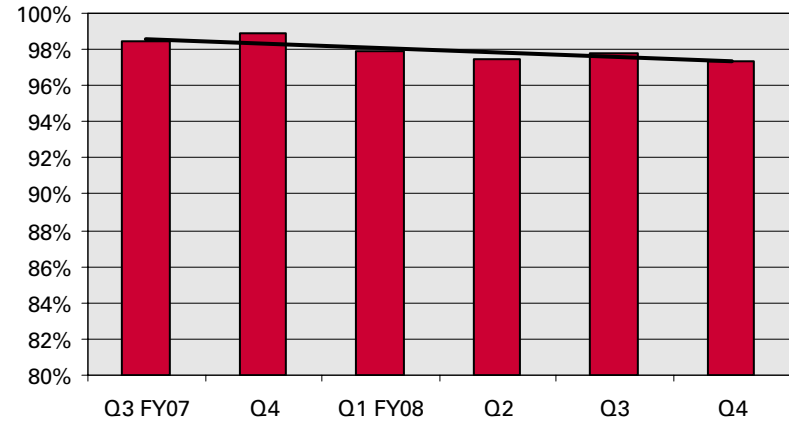
Potrero quarter over quarter

Q2 FY08 96.1% **Q3 FY08** 95.0% **Q4 FY08** 96.3%



Presidio quarter over quarter

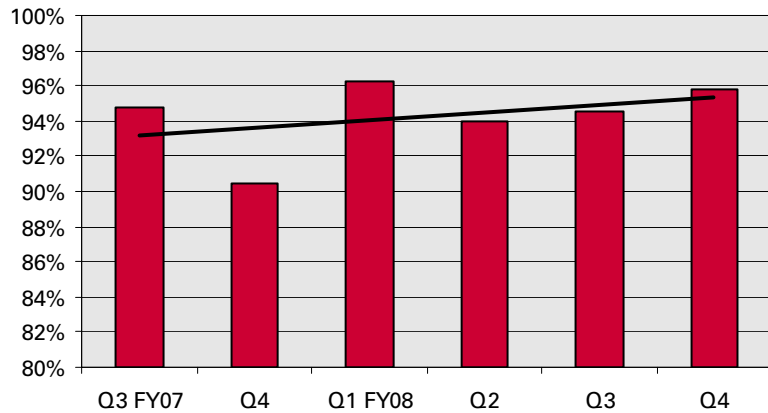
Q2 FY08 97.5% **Q3 FY08** 97.8% **Q4 FY08** 97.4%



Motor Coach

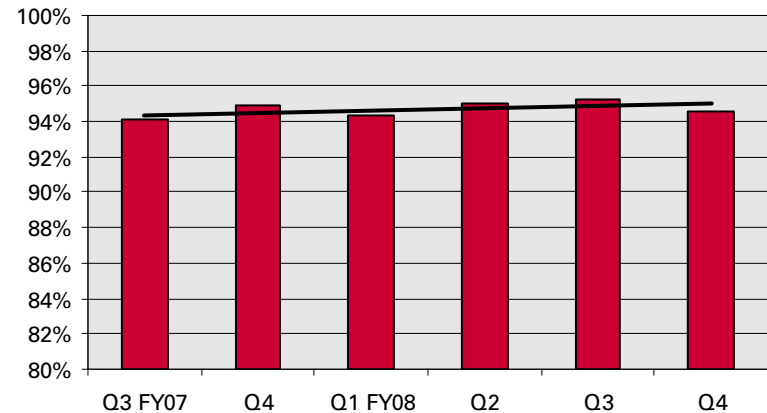
Flynn quarter over quarter

Q2 FY08 94.0% **Q3 FY08** 94.5% **Q4 FY08** 95.8%



Kirkland quarter over quarter

Q2 FY08 95.0% **Q3 FY08** 95.3% **Q4 FY08** 94.6%



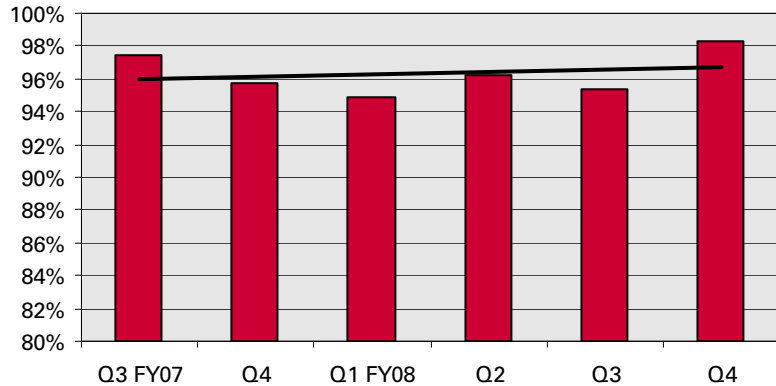
A2 SCHEDULED SERVICE HOURS DELIVERED continued

GOAL ↻ >98.5% (as mandated by Charter)

Motor Coach continued

Woods quarter over quarter

Q2 FY08 96.2% **Q3 FY08** 95.4% **Q4 FY08** 98.3%



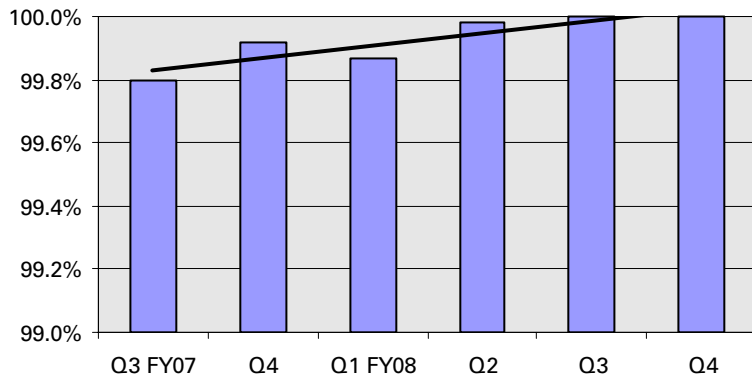
A2 EQUIPMENT AVAILABLE

GOAL ↻

Systemwide

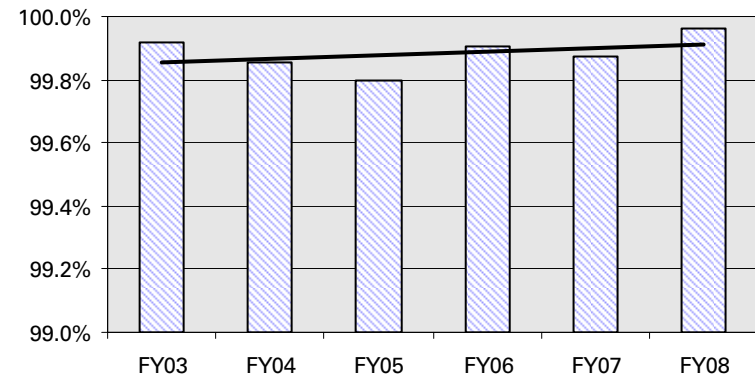
Quarter over quarter

Q2 FY08 99.98% **Q3 FY08** 100% **Q4 FY08** 100%



Year over year

FY07 99.87% **FY08** 99.96%



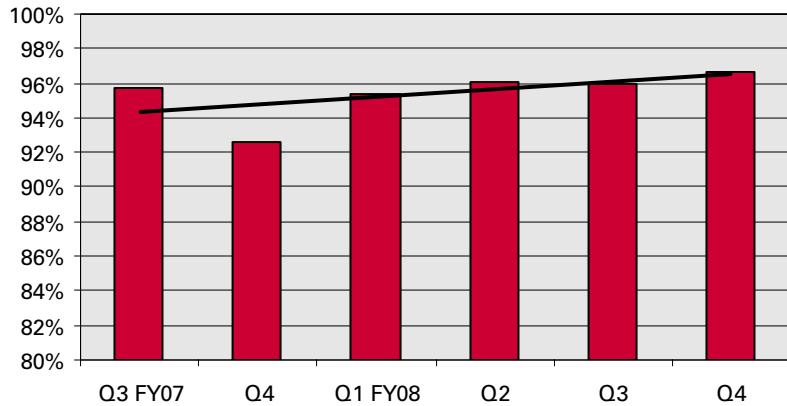
A2 OPERATORS AVAILABLE

GOAL ↻

Systemwide

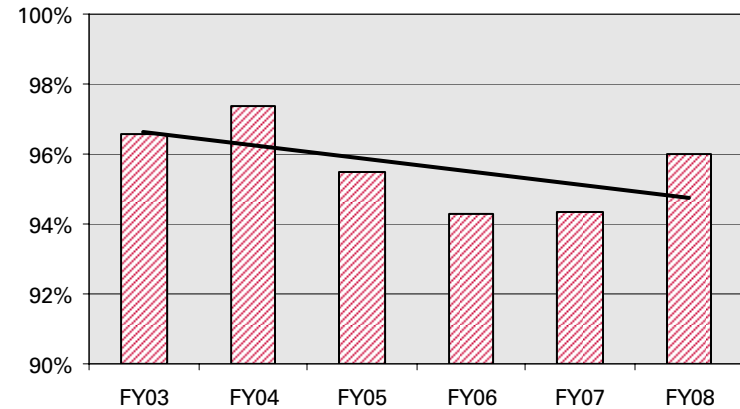
Quarter over quarter

Q2 FY08 96.1% **Q3 FY08** 96.0% **Q4 FY08** 96.6%



Year over year

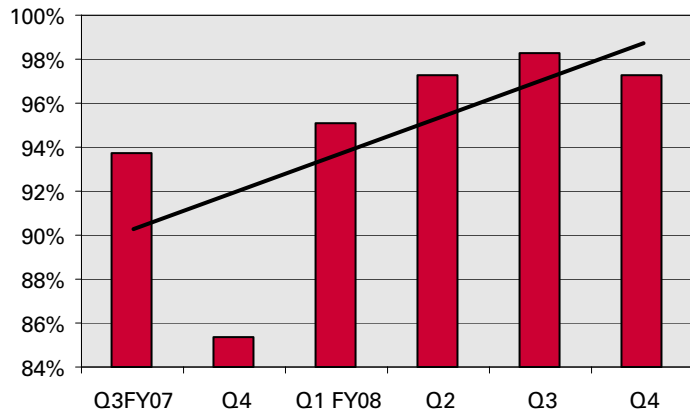
FY07 94.4% **FY08** 96.0%



Rail

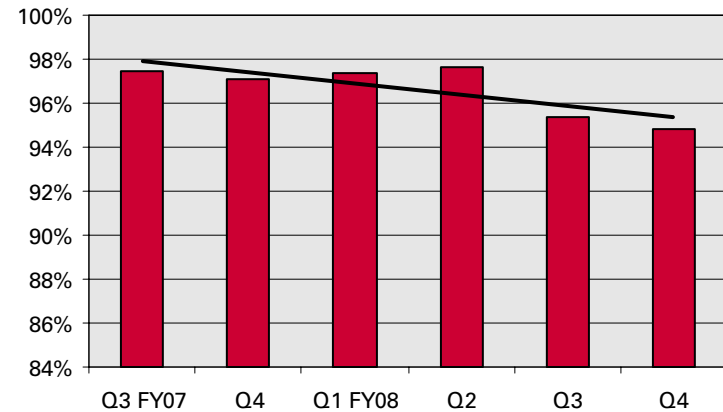
LRV [Green & F-Line] quarter over quarter

Q2 FY08 97.3% **Q3 FY08** 98.3% **Q4 FY08** 97.3%



Cable Car quarter over quarter

Q2 FY08 97.6% **Q3 FY08** 95.4% **Q4 FY08** 94.8%



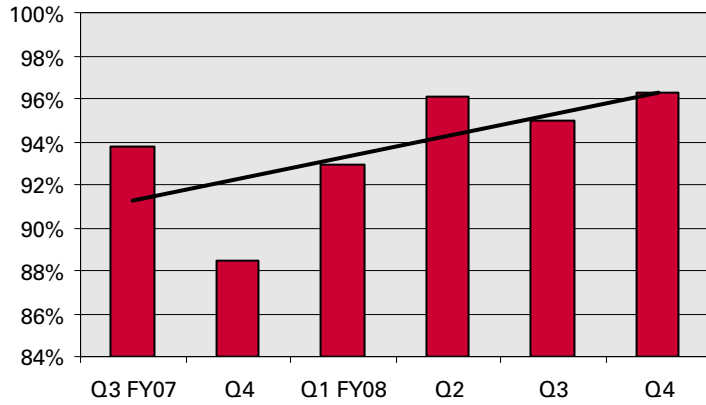
A2 OPERATORS AVAILABLE continued

GOAL ↻

Trolley Coach

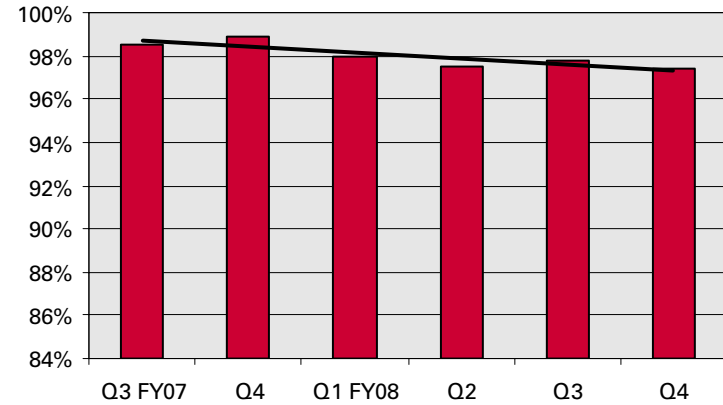
Potrero quarter over quarter

Q2 FY08 96.1% **Q3 FY08** 95.0% **Q4 FY08** 96.3%



Presidio quarter over quarter

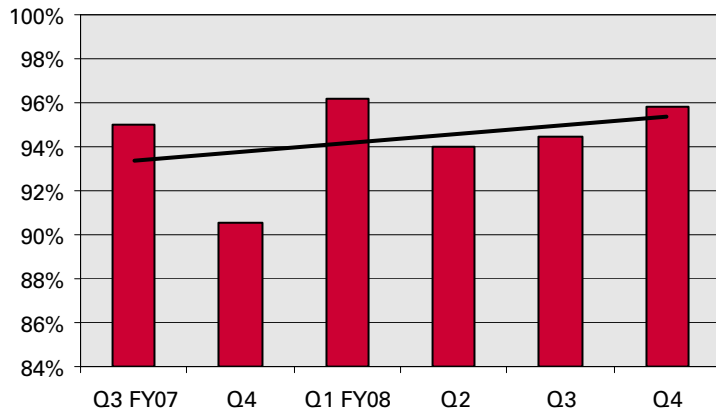
Q2 FY08 97.5% **Q3 FY08** 97.8% **Q4 FY08** 97.4%



Motor Coach

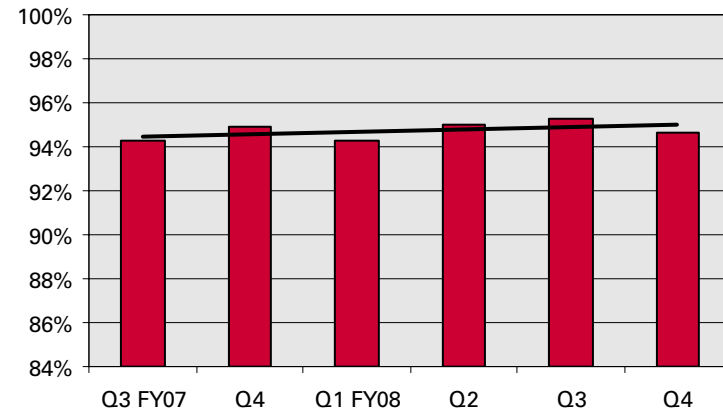
Flynn quarter over quarter

Q2 FY08 94.0% **Q3 FY08** 94.5% **Q4 FY08** 95.8%



Kirkland quarter over quarter

Q2 FY08 95.0% **Q3 FY08** 95.3% **Q4 FY08** 94.6%

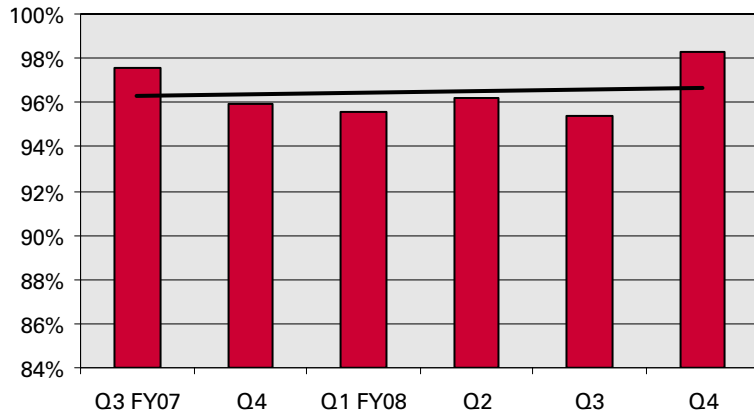


A2 OPERATORS AVAILABLE continued

Motor Coach continued

Woods quarter over quarter

Q2 FY08 96.2% **Q3 FY08** 95.4% **Q4 FY08** 98.3%



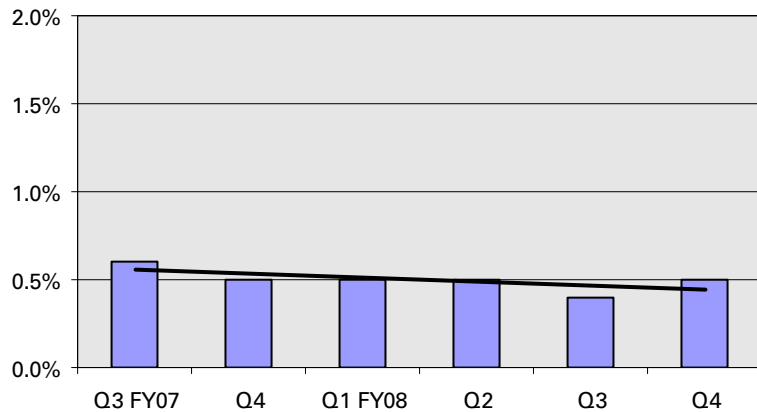
A2 LATE PULL-OUTS % of scheduled/executed runs that were late

GOAL $U < 1.5\%$

Systemwide

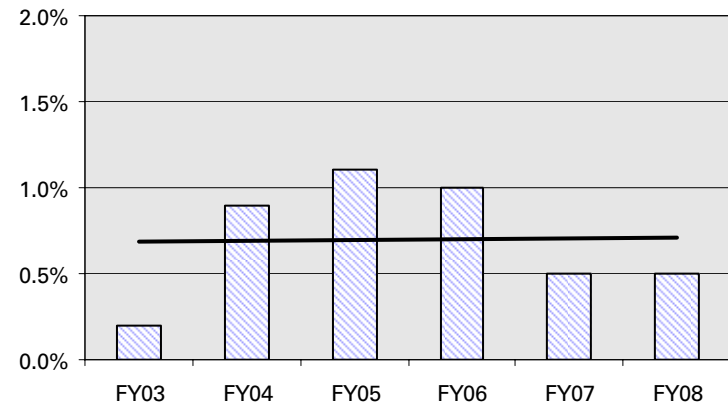
Quarter over quarter

Q2 FY08 0.5% **Q3 FY08** 0.4% **Q4 FY08** 0.5%



Year over year

FY07 0.5% **FY08** 0.5%



A3 PASS-UPS: % of vehicles unable to pick up passengers due to crowding **GOAL** \leq 5%

Systemwide																
Lines monitored in Q4 FY08		Year over year														
Line / Location	% Pass-Ups (Time/Direction)	FY07 1.30% FY08 1.38%														
21 Hayes Grove/Van Ness	0.00% AM inbound	<table border="1" style="display: none;"> <caption>Pass-Up Rates (FY03-FY08)</caption> <tr><th>Fiscal Year</th><th>Rate (%)</th></tr> <tr><td>FY03</td><td>2.7</td></tr> <tr><td>FY04</td><td>3.2</td></tr> <tr><td>FY05</td><td>0.4</td></tr> <tr><td>FY06</td><td>1.6</td></tr> <tr><td>FY07</td><td>1.3</td></tr> <tr><td>FY08</td><td>1.4</td></tr> </table>	Fiscal Year	Rate (%)	FY03	2.7	FY04	3.2	FY05	0.4	FY06	1.6	FY07	1.3	FY08	1.4
Fiscal Year	Rate (%)															
FY03	2.7															
FY04	3.2															
FY05	0.4															
FY06	1.6															
FY07	1.3															
FY08	1.4															
30 Stockton Stockton/Sutter	7.02% AM inbound															
38L Geary Limited Geary/Leavenworth	0.00% PM outbound															
44 O'Shaughnessy Silver/Mission	0.70% PM outbound															
48 Quintara-24th St 24 th Street/Castro	0.00% PM outbound															
TOTAL PASS-UP RATE	1.43%															

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

Systemwide																	
Lines exceeding load factor in Q4 FY08		Lines exceeding load factor quarter over quarter															
Line	Load Factor	Q2 FY08 8	Q3 FY08 3														
9AX San Bruno 'A' Exp	114.30%	<table border="1" style="display: none;"> <caption>Lines Exceeding Load Factor (Q3 FY07-Q4 FY08)</caption> <tr><th>Quarter</th><th>Count</th></tr> <tr><td>Q3 FY07</td><td>4</td></tr> <tr><td>Q4</td><td>7</td></tr> <tr><td>Q1 FY08</td><td>9</td></tr> <tr><td>Q2</td><td>8</td></tr> <tr><td>Q3</td><td>3</td></tr> <tr><td>Q4</td><td>9</td></tr> </table>	Quarter	Count	Q3 FY07	4	Q4	7	Q1 FY08	9	Q2	8	Q3	3	Q4	9	
Quarter	Count																
Q3 FY07	4																
Q4	7																
Q1 FY08	9																
Q2	8																
Q3	3																
Q4	9																
45 Union-Stockton	105.80%																
43 Masonic	102.10%																
81X Caltrain Exp	102.10%																
9BX San Bruno 'B' Exp	99.70%																
71 Haight-Noriega / 71L Limited	95.20%																
47 Van Ness	93.10%																
N Judah	92.50%																
9 San Bruno	90.70%																

A5 VEHICLES AVAILABLE

GOAL $\uparrow >99.0\%$

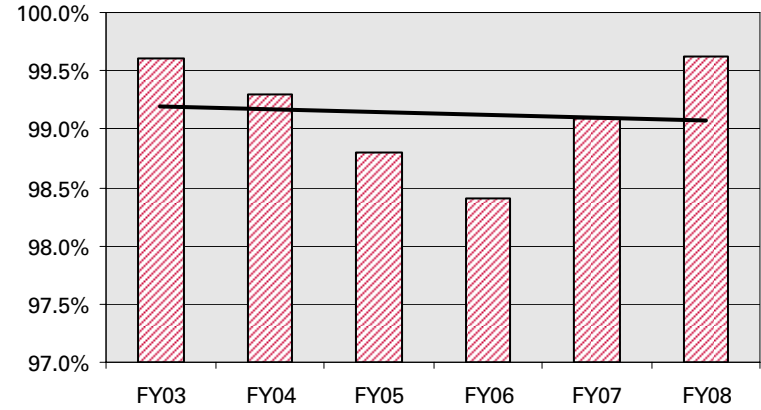
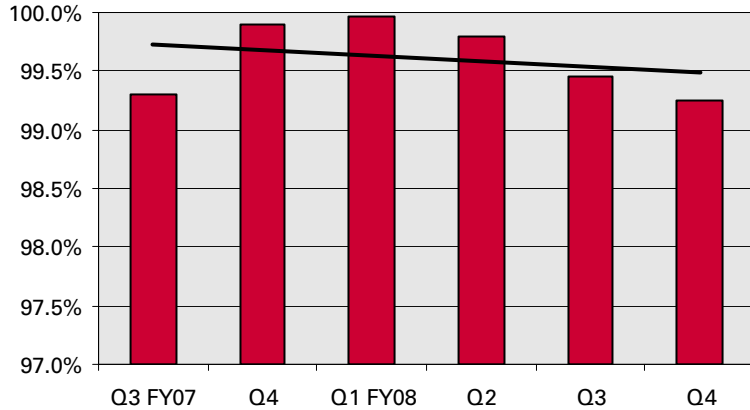
Systemwide – AM Availability

Quarter over quarter

Year over year

Q2 FY08 99.80% **Q3 FY08** 99.46% **Q4 FY08** 99.25%

FY07 99.1% **FY08** 99.62%



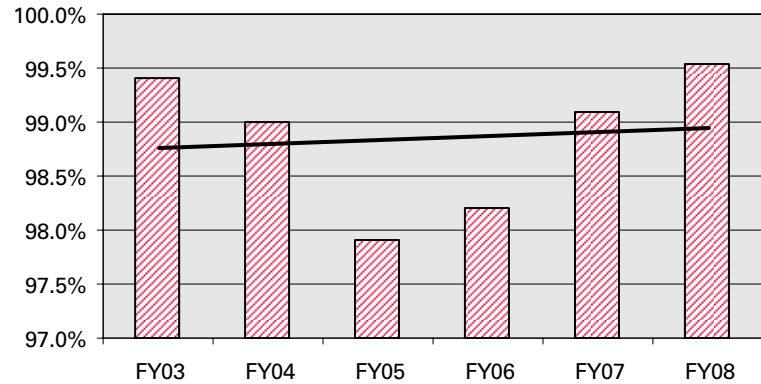
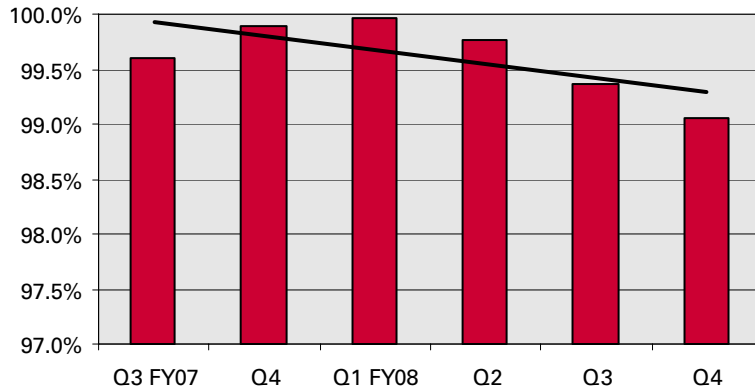
Systemwide – PM Availability

Quarter over quarter

Year over year

Q2 FY08 99.76% **Q3 FY08** 99.37% **Q4 FY08** 99.06%

FY07 99.1% **FY08** 99.5%



A6 % UNSCHEDULED ABSENCES

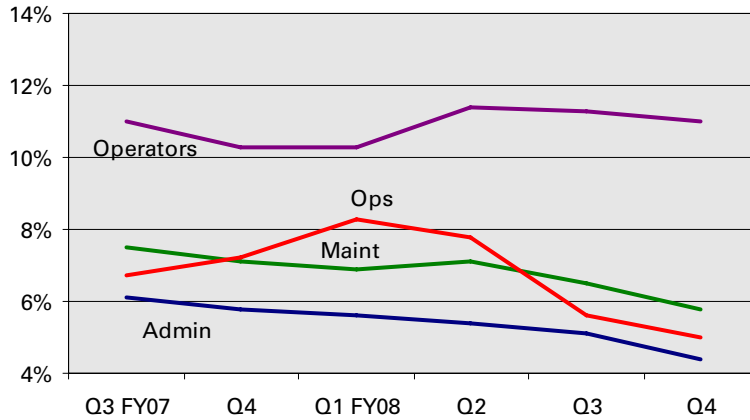
GOALS *U see below*

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

Quarter over quarter

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

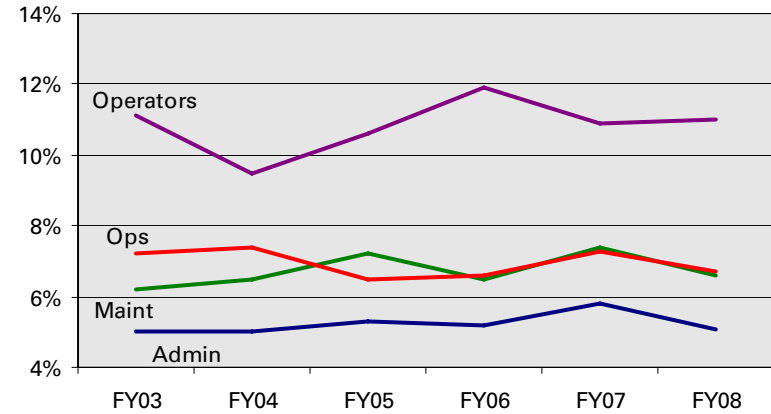
Q4 FY08 Admin 4.4%, Maint 5.8%,
Ops 5.0%, Operators 11.0%



Year over year

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

FY08 Admin 5.1%, Maint 6.6%,
Ops 6.7%, Operators 11.0%

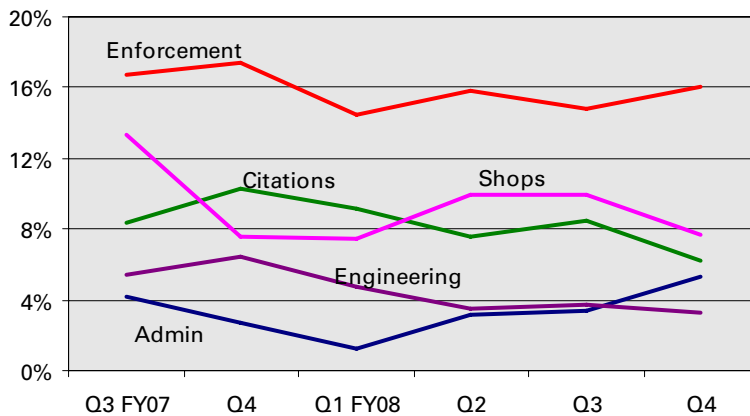


Parking, Traffic, and Enforcement [FY08 Goals: Admin 4.0%, Citations 7.4%, Enforcement 15.7%, Engineering 5.5%, Shops 11.1%]

Quarter over quarter

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

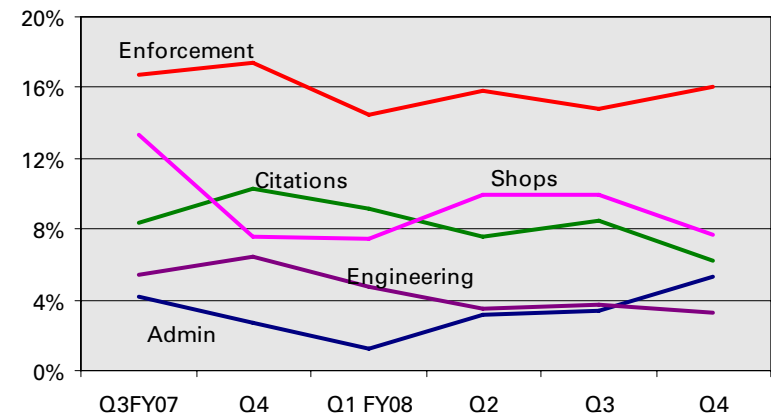
Q4 FY08 Admin 5.3%, Citations 6.2%,
Enforce 14.0%, Eng 3.3%, Shops 7.7%



Year over year

FY07 Admin 3.4%, Citations 8.5%, Enforce
16.1%, Eng 3.7%, Shops 10.0%

FY08 Admin 3.3%, Citations 7.9%, Enforce
15.2%, Eng 3.8%, Shops 8.8%



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

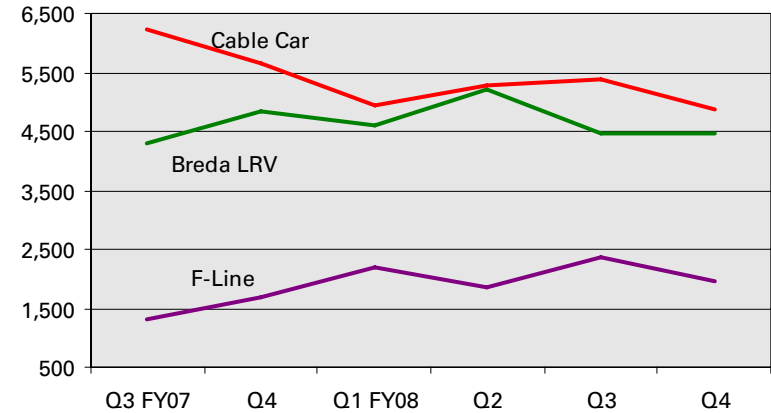
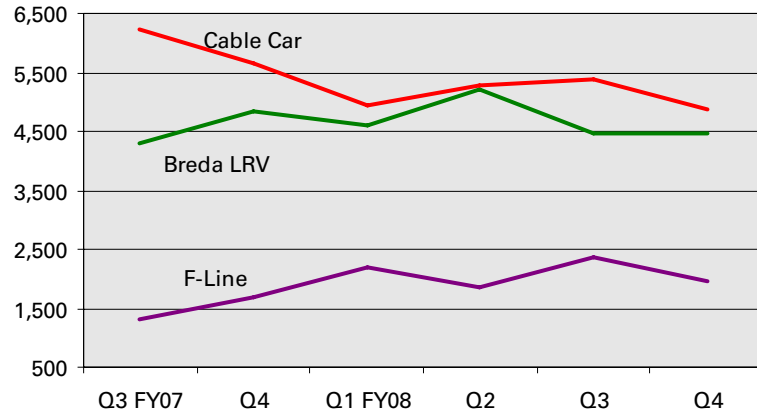
Year over year

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

Q4 FY08 CC 4,878; LRV 4,465; F 1,970

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

FY08 CC 5,120; LRV 4,669; F 2,084



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

Quarter over quarter

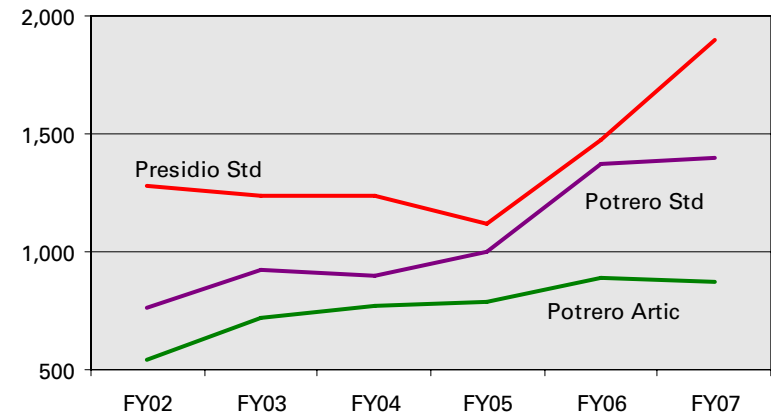
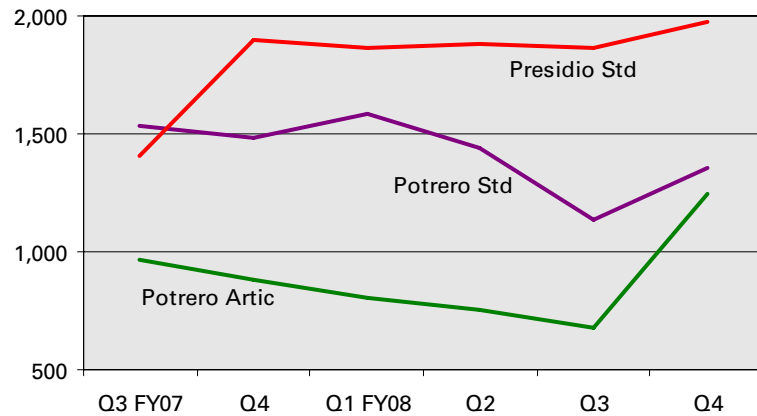
Year over year

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

Q4 FY08 Presidio Std 1,972
Potrero Std 1,358; Potrero Artic 1,250

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

FY08 Presidio Std 1,895;
Potrero Std 1,400; Potrero Artic 872



A7 MEAN DISTANCE BETWEEN FAILURE continued

GOALS *U* see below

Motor Coach [FY08 Goal: 3,100]

Quarter over quarter

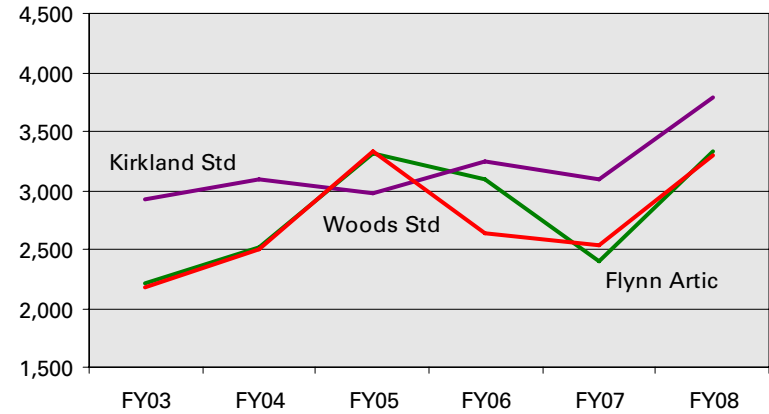
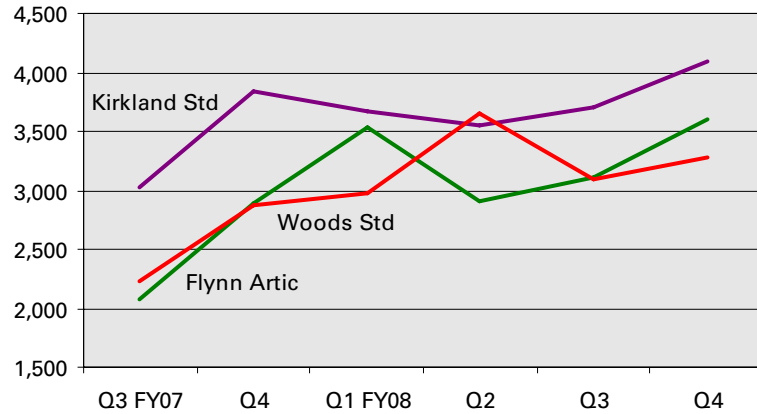
Year over year

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

Q4 FY08 Kirkland Std 4,092;
Woods Std 3,286; Flynn Artic 3,595

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

FY08 Kirkland Std 3,780; Woods Std 3,289;
Flynn Artic 3,325



A8 VACANCY RATE FOR SERVICE CRITICAL POSITIONS

GOAL *U* <5%

Quarter over quarter

Year over year

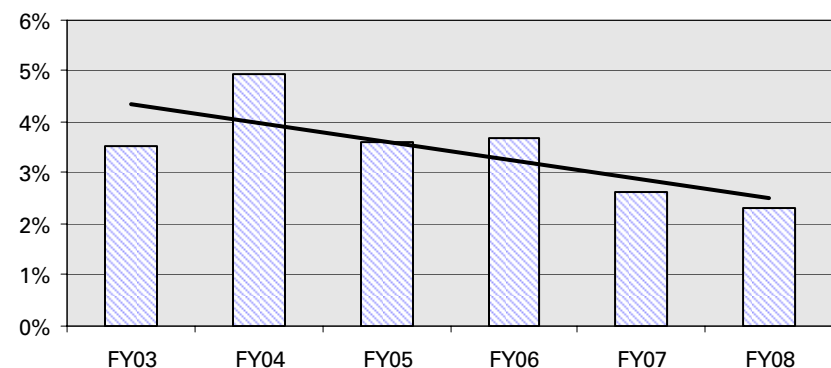
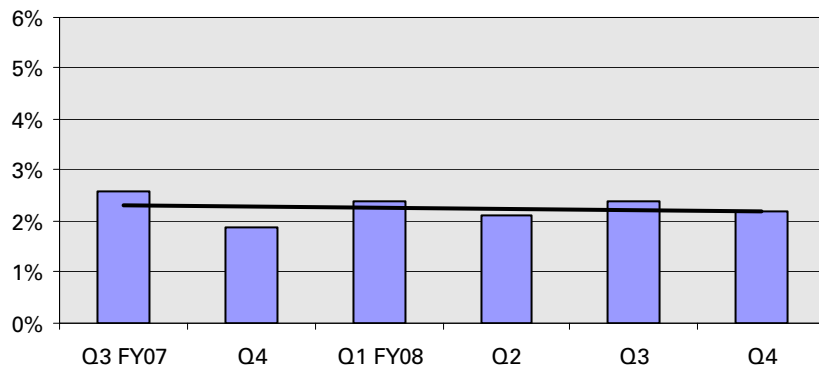
Q2 FY08 2.1%

Q3 FY08 2.4%

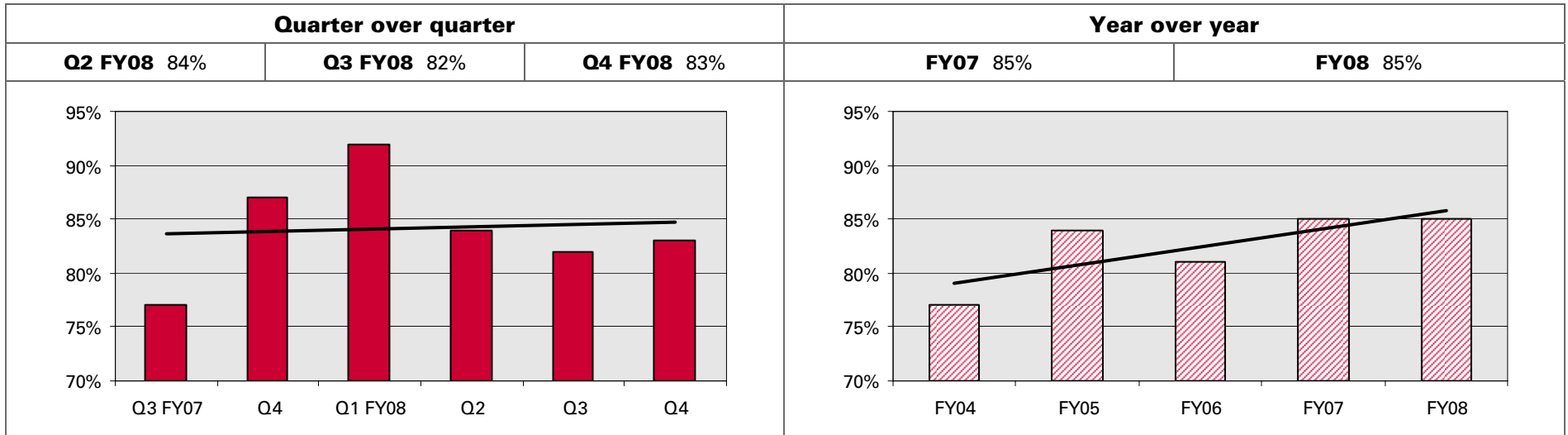
Q4 FY08 2.2%

FY07 2.6%

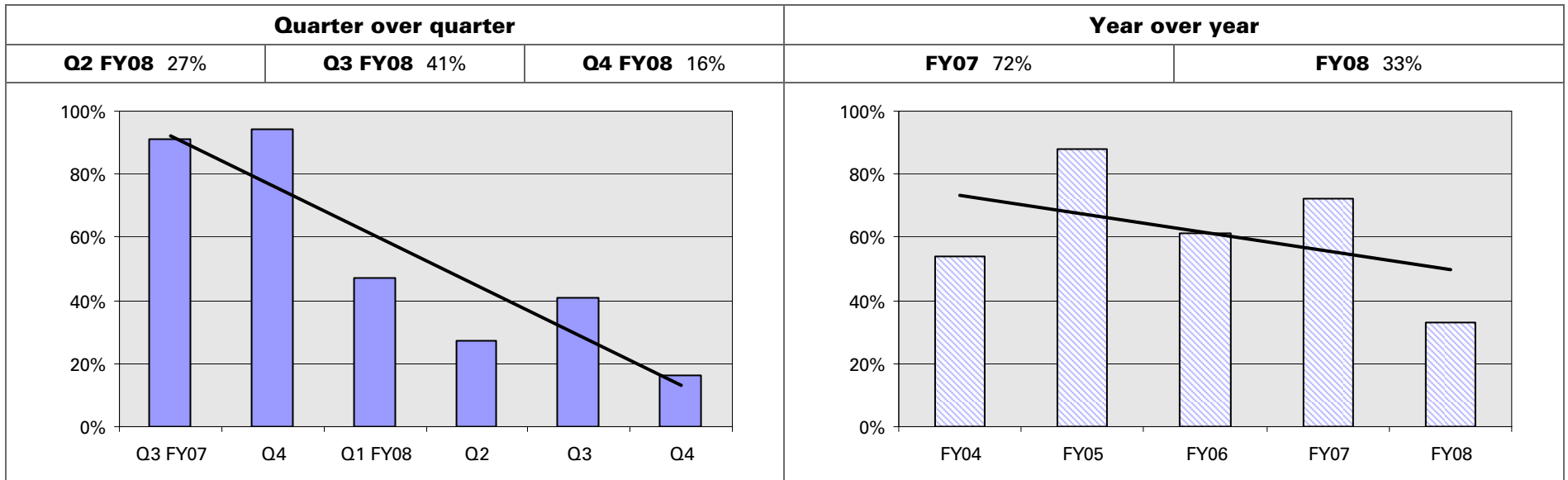
FY08 2.3%



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

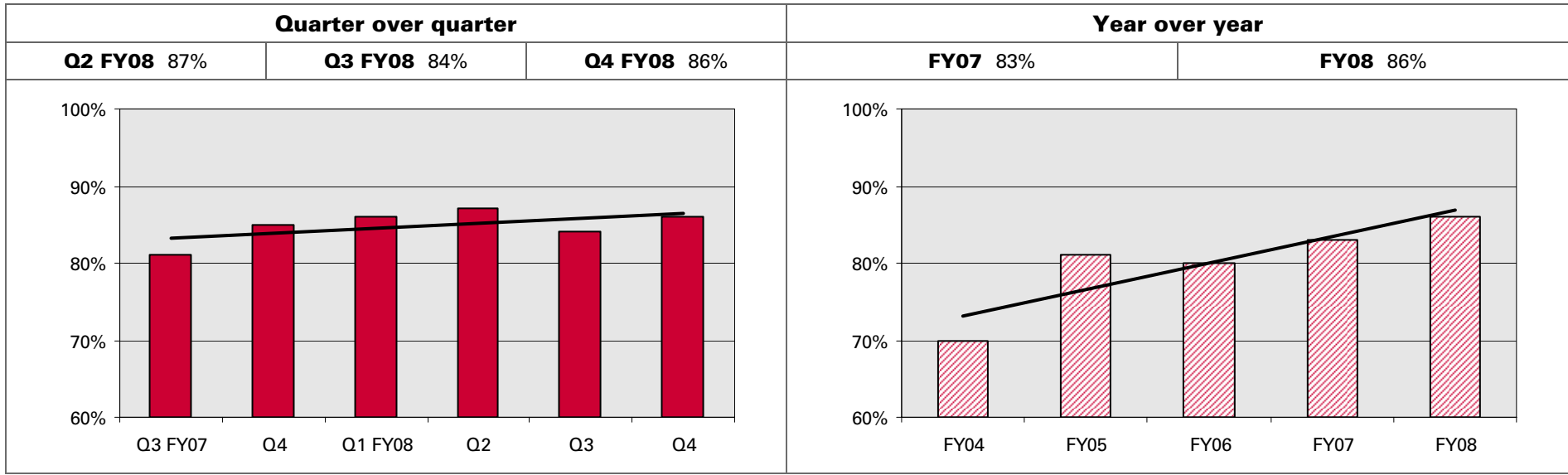


A10 % OF COLOR CURB APPLICATIONS reviewed and responded to within 30 days **GOAL \uparrow >90%**



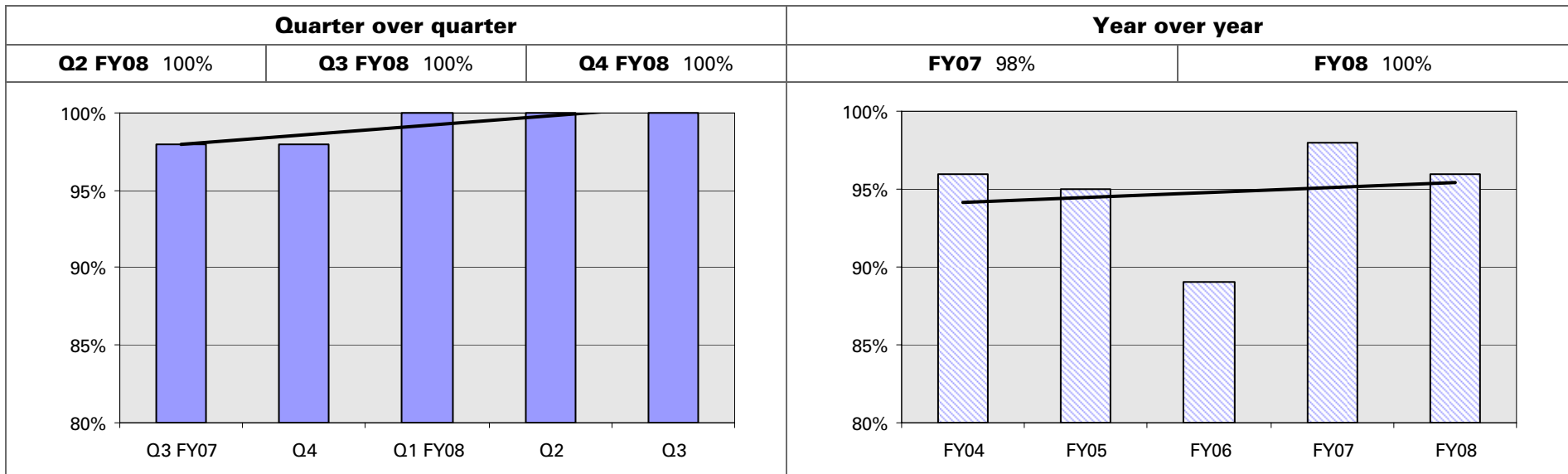
A11 % OF PARKING METER MALFUNCTION REPORTS responded to within 48 hours

GOAL >85%



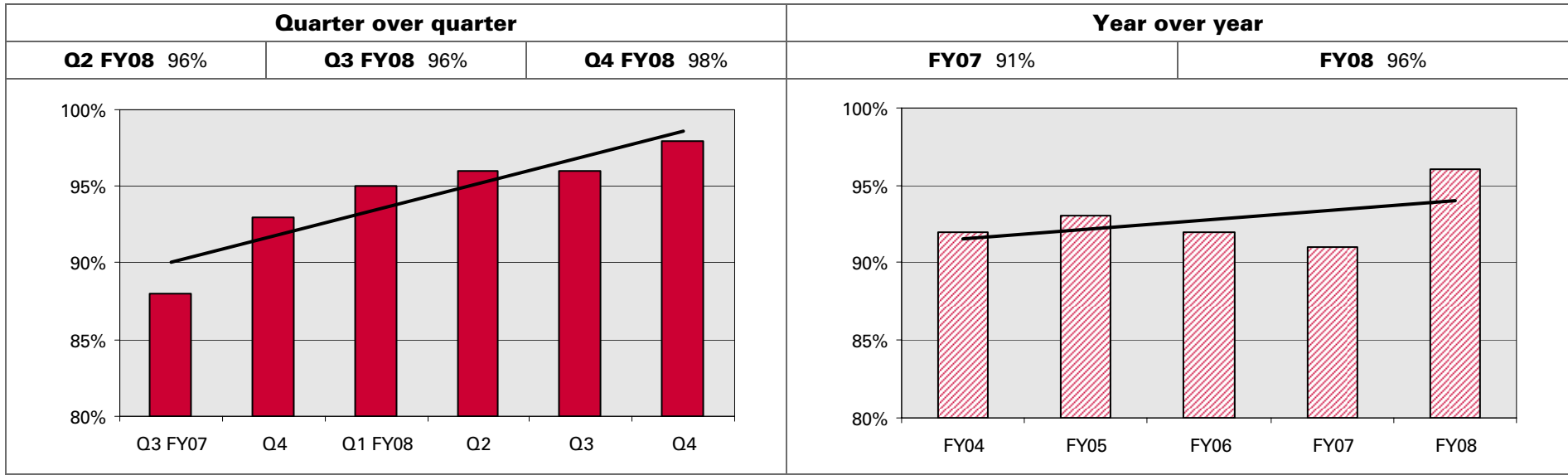
A12 % OF HAZARDOUS TRAFFIC SIGNS responded to and repaired within 24 hours

GOAL >98%



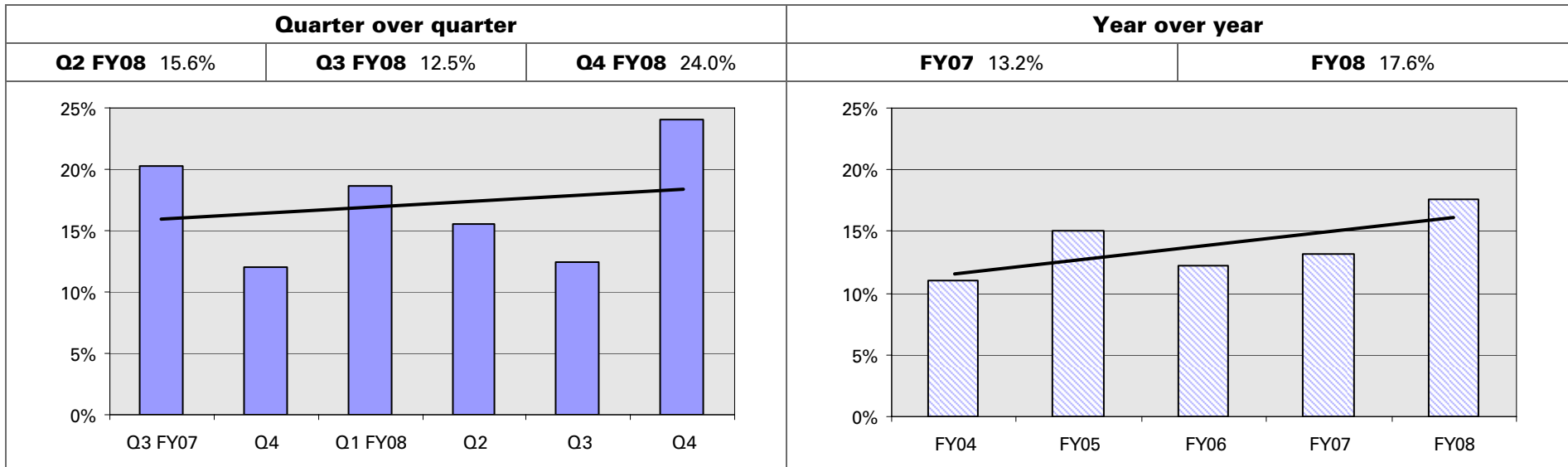
A13 % OF HAZARDOUS TRAFFIC SIGNALS responded to and repaired within two hours

GOAL \uparrow >92%



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

GOAL \uparrow >10%



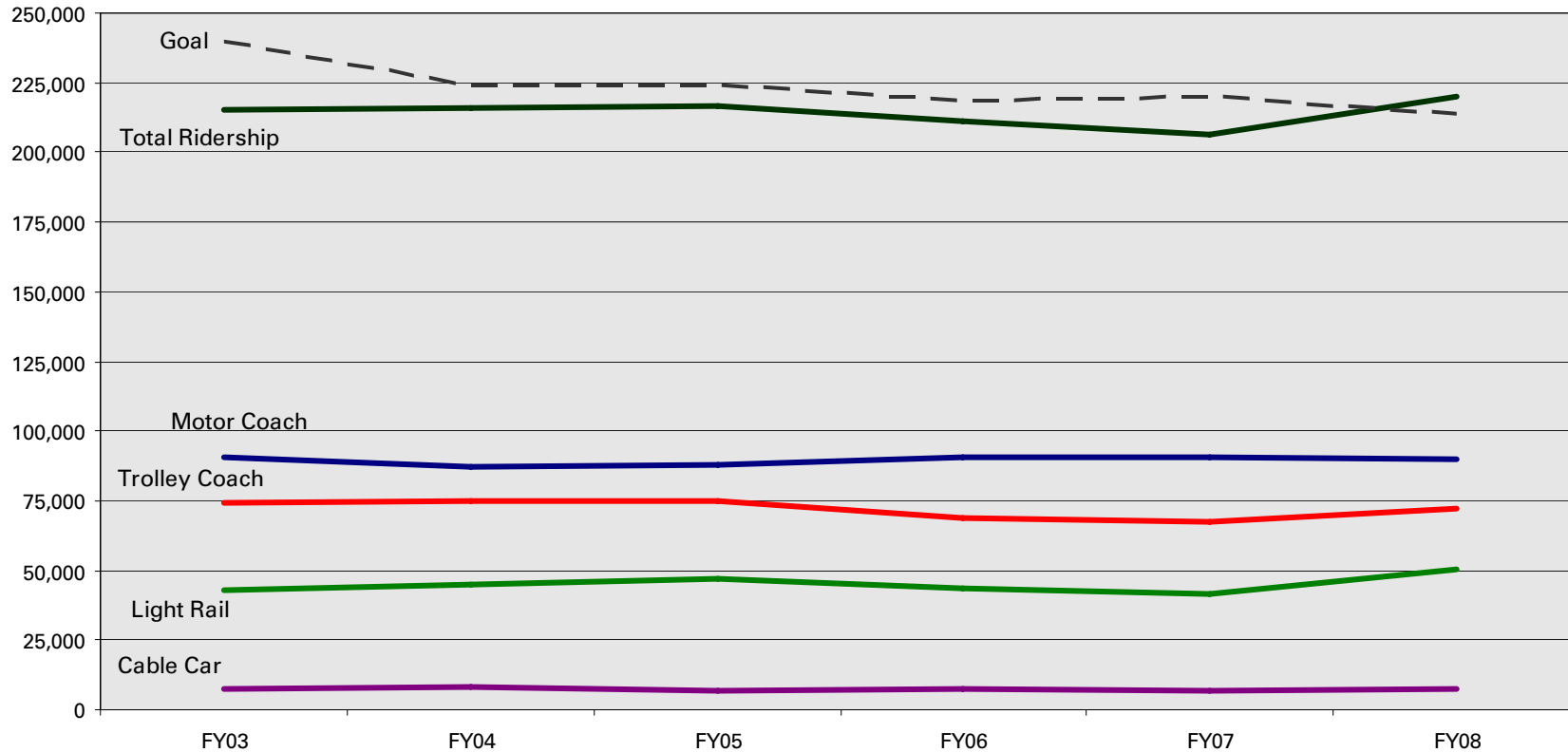
B Financial Stability

B1 PASSENGERS CARRIED BY MODE*

GOAL ↻ 214,011,000

Systemwide

Year over year (in thousands of passengers)



Mode	FY03	FY04	FY05	FY06	FY07*	FY08*
Goal	239,611	224,000	224,000	218,979	214,011	209,556
Total Ridership	215,595	215,744	216,918	210,848	206,459	219,956
Motor Coach	90,881	87,472	88,209	90,630	90,303	89,824
Trolley Coach	74,399	75,216	74,941	69,065	67,297	72,394
LRV	42,896	45,187	46,803	43,679	41,737	50,312
Cable Car	7,419	7,869	6,966	7,475	7,122	7,425

*unaudited

B2 FARE REVENUE

Total cash fares in thousands of dollars			Farebox Performance: Average fare per passenger*			
Year over year			Year over year			
FY06	FY07	FY08		FY05	FY06	FY07
\$136,234	\$142,909	\$151,008**				
			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

*Detailed information for FY08 will be provided in conjunction with National Transit Database related analysis and reporting to be completed in the fall.

**unaudited

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*

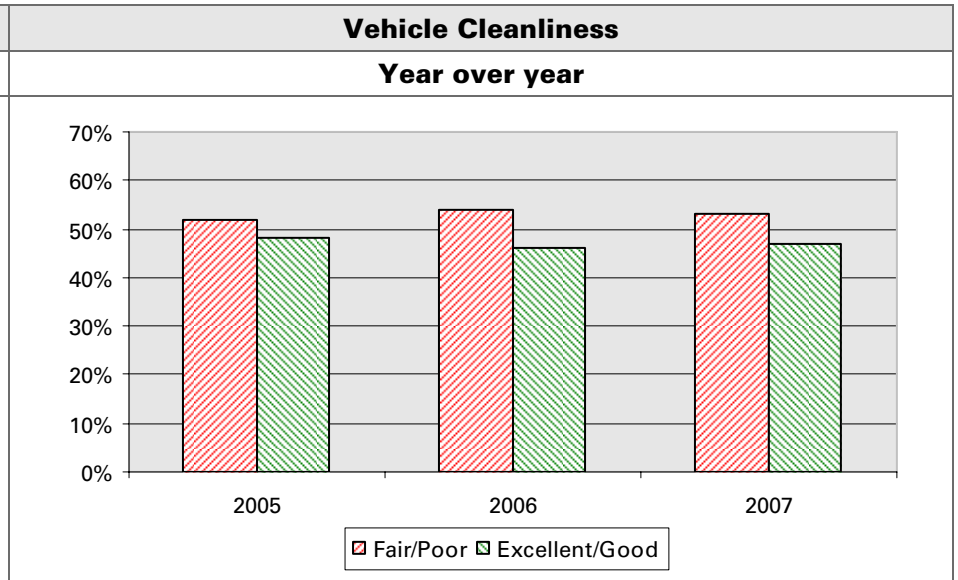
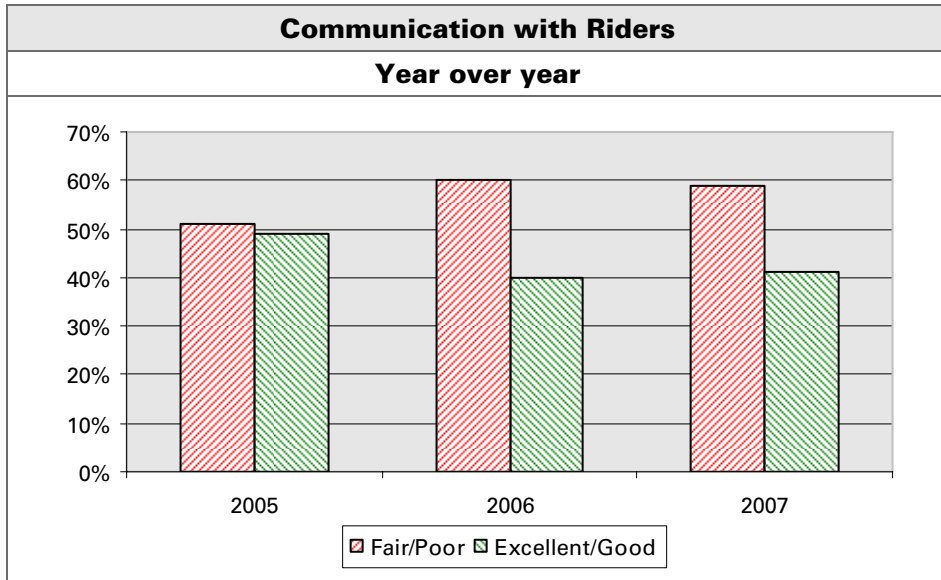
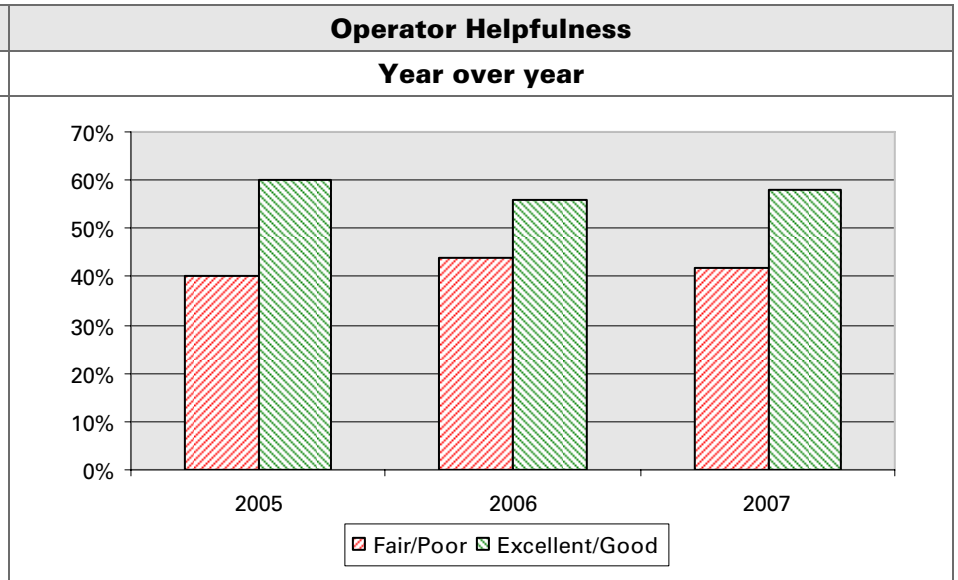
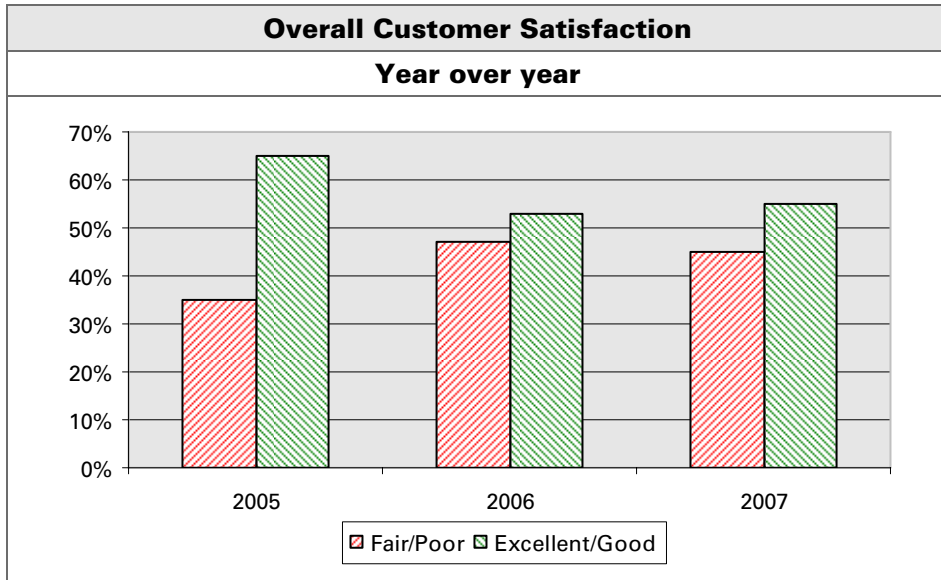
	FY07		
	Operating expenses <i>(in \$000s)</i>	# of passenger boardings <i>(in 000s)</i>	Operating expense per passenger boarding
Light Rail	\$123,618	41,737	\$2.96
Cable Car	\$44,014	7,122	\$6.18
Trolley Coach	\$122,598	67,297	\$1.82
Motor Coach	\$200,186	90,303	\$2.22
Systemwide	\$490,416	206,459	\$2.38

*Detailed information for FY08 will be provided in conjunction with National Transit Database related analysis and reporting to be completed in the fall.

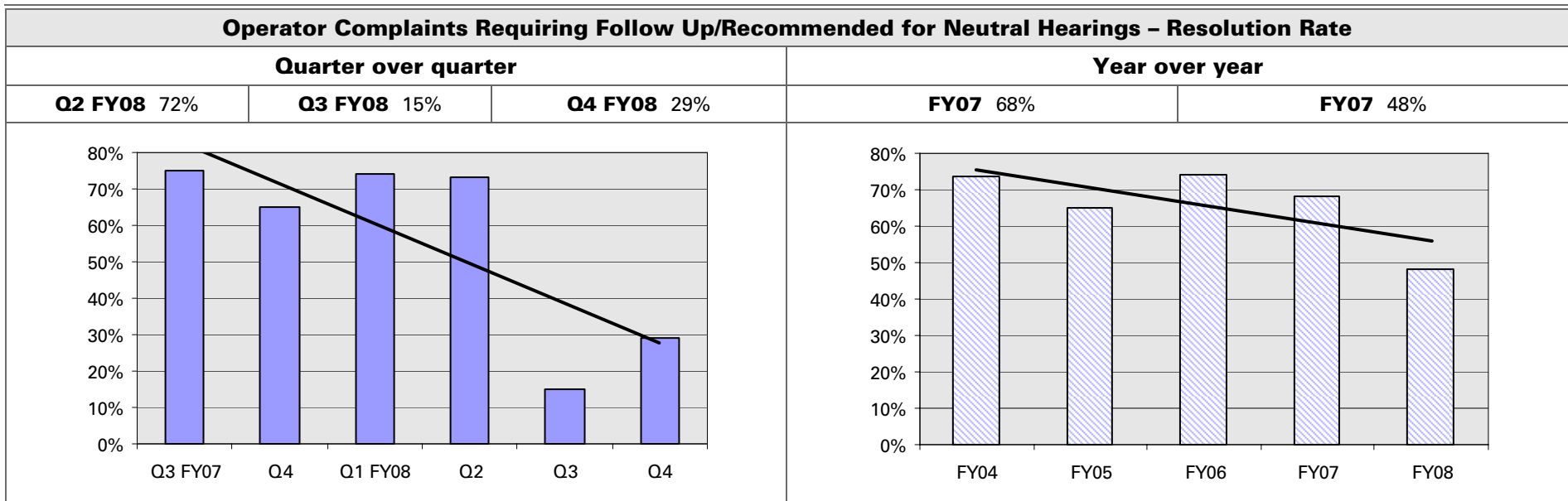
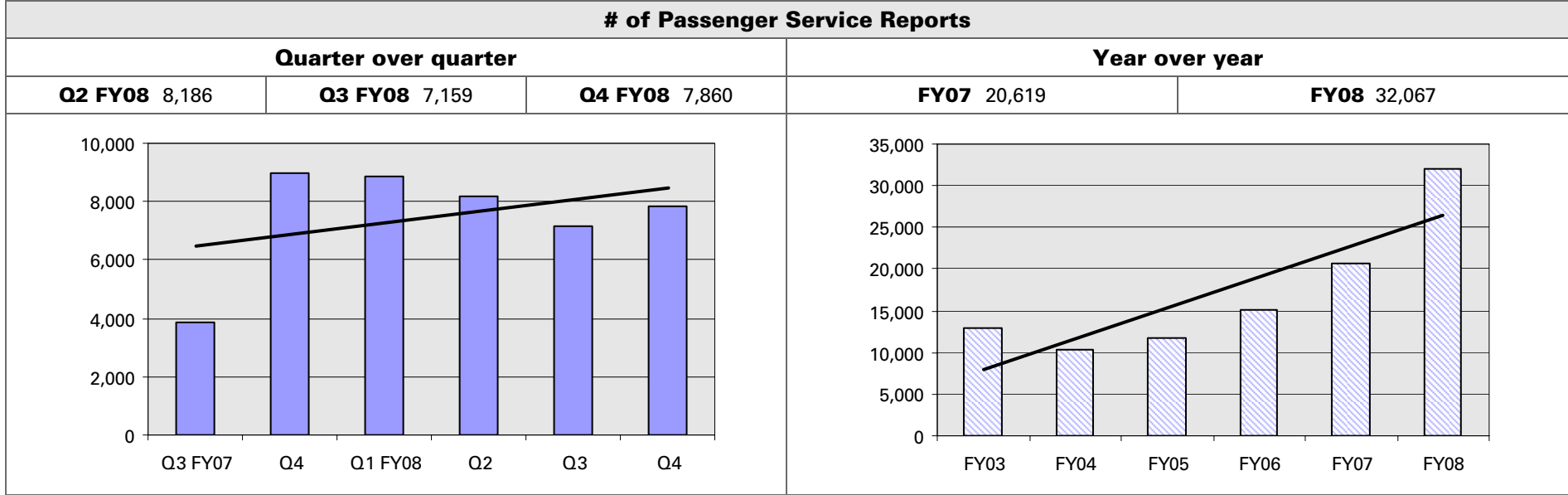
C Customer Service

C1 MUNI CUSTOMER SURVEY RESULTS

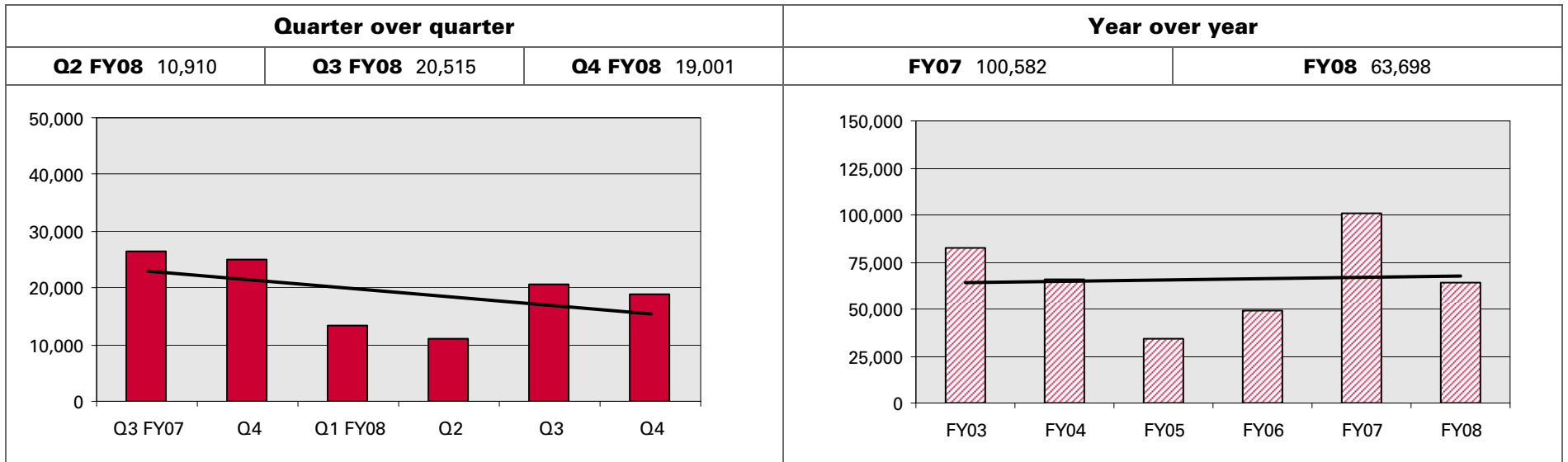
Goal Year over year improvement



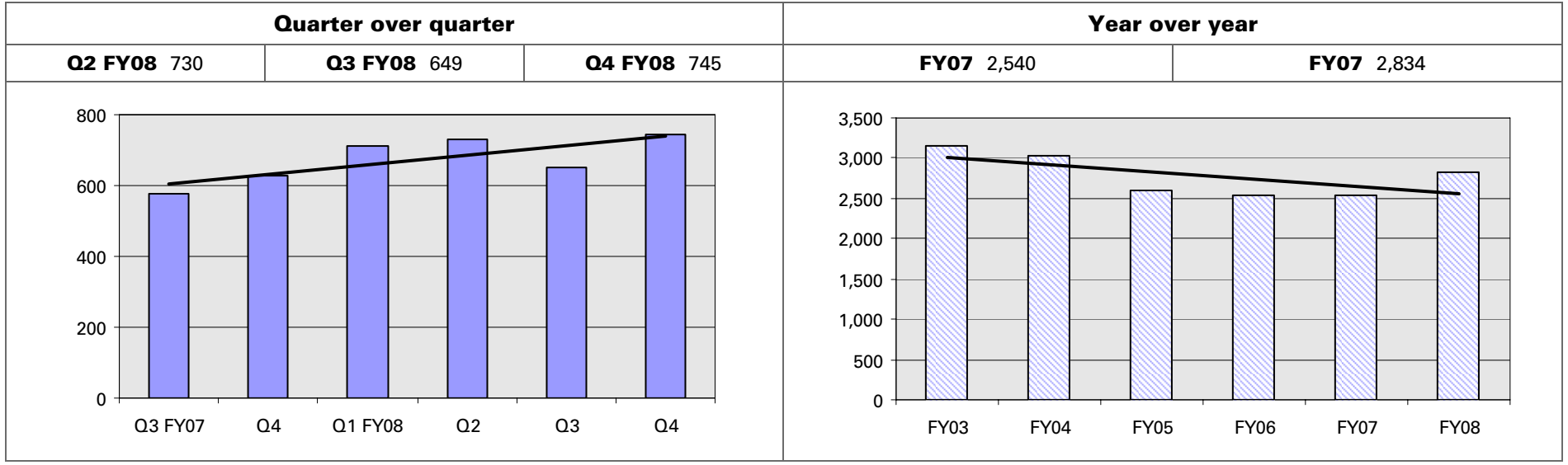
C2 OPERATOR COMPLAINT RESOLUTION RATE



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



*FY08 statistics for do not include new employee training hours.

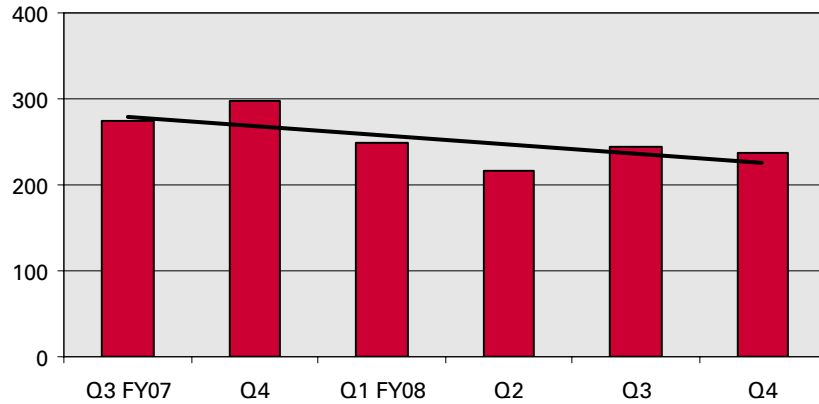
C5 SECURITY INCIDENTS

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

Security incidents excluding fare evasions

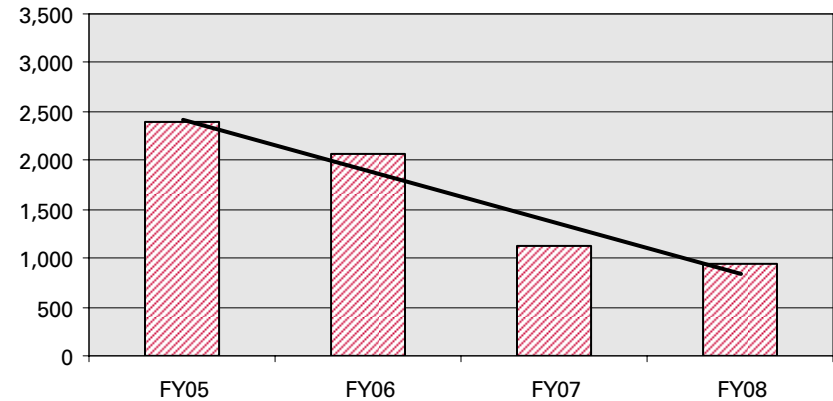
Quarter over quarter

Q2 FY08 217 **Q3 FY08** 245 **Q4 FY08** 237



Year over year

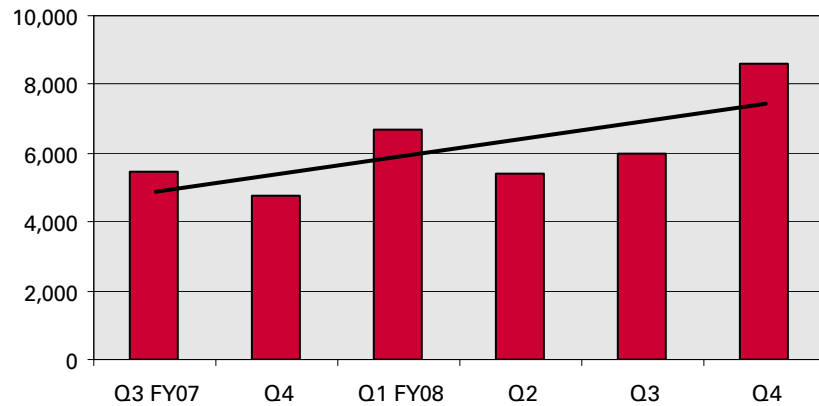
FY07 1,123 **FY08** 947



Fare evasions

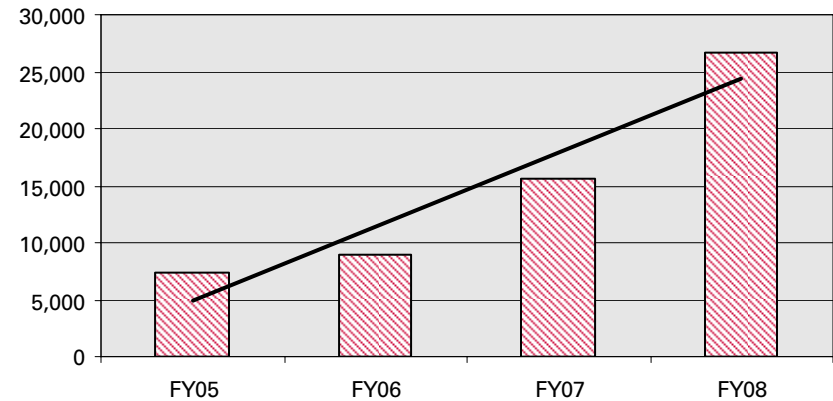
Quarter over quarter

Q2 FY08 5,435 **Q3 FY08** 5,969 **Q4 FY08** 8,632

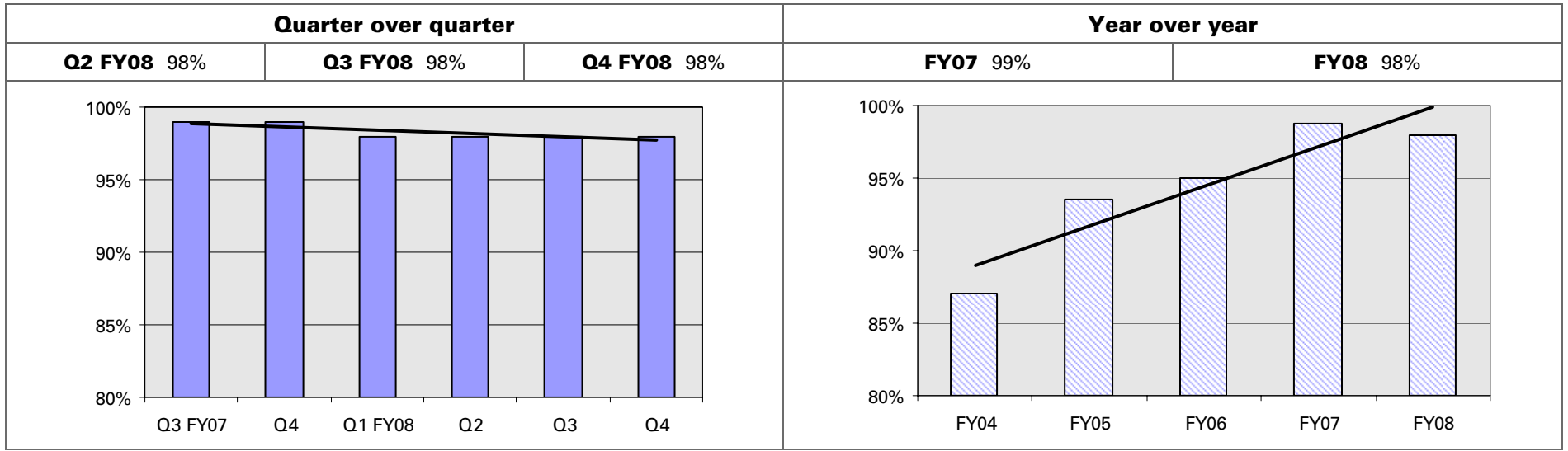


Year over year

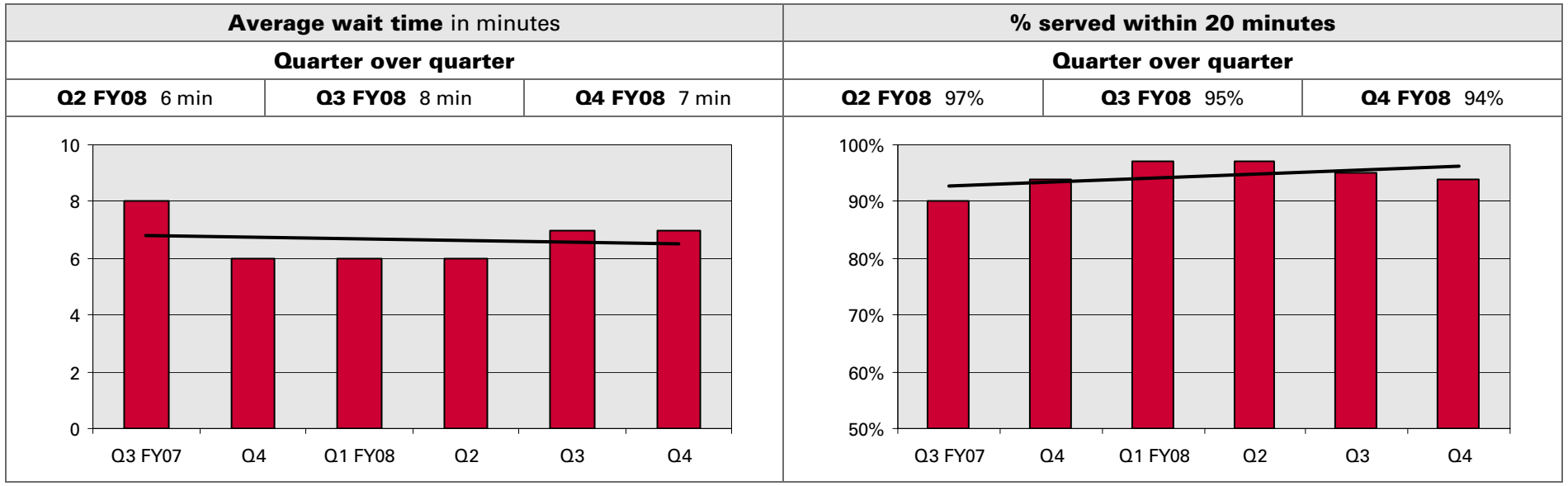
FY07 15,634 **FY08** 26,737



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

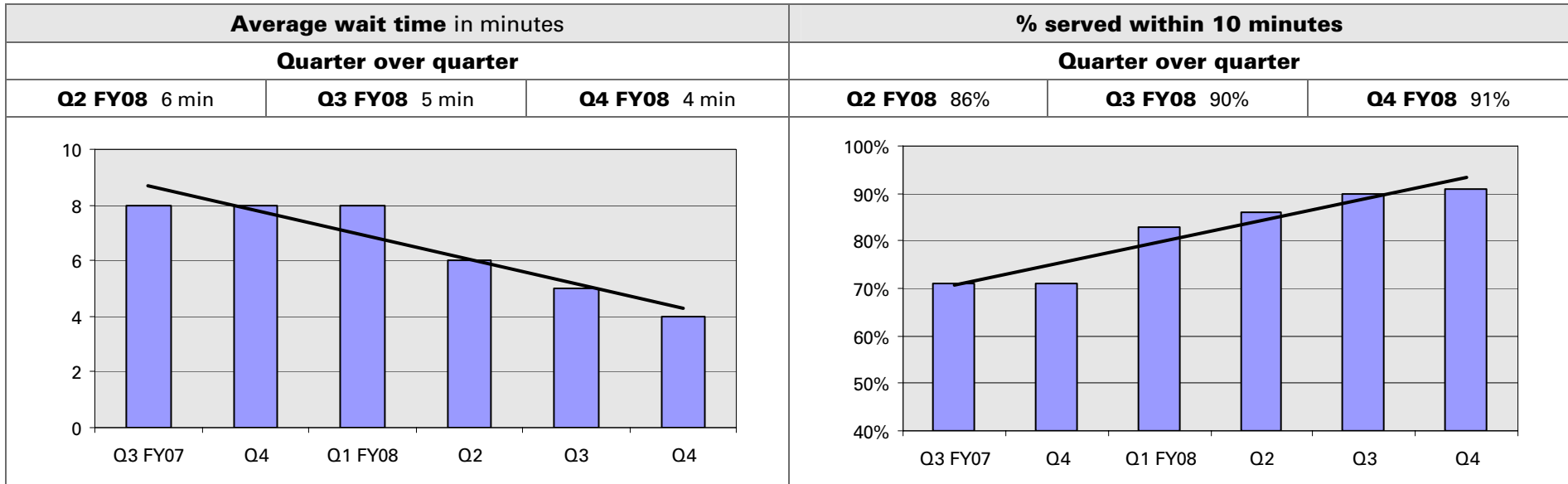


C7 WALK-IN CITATION/RESIDENTIAL PARKING PERMIT CUSTOMERS % served within 20 minutes **GOAL** ↻ >80%



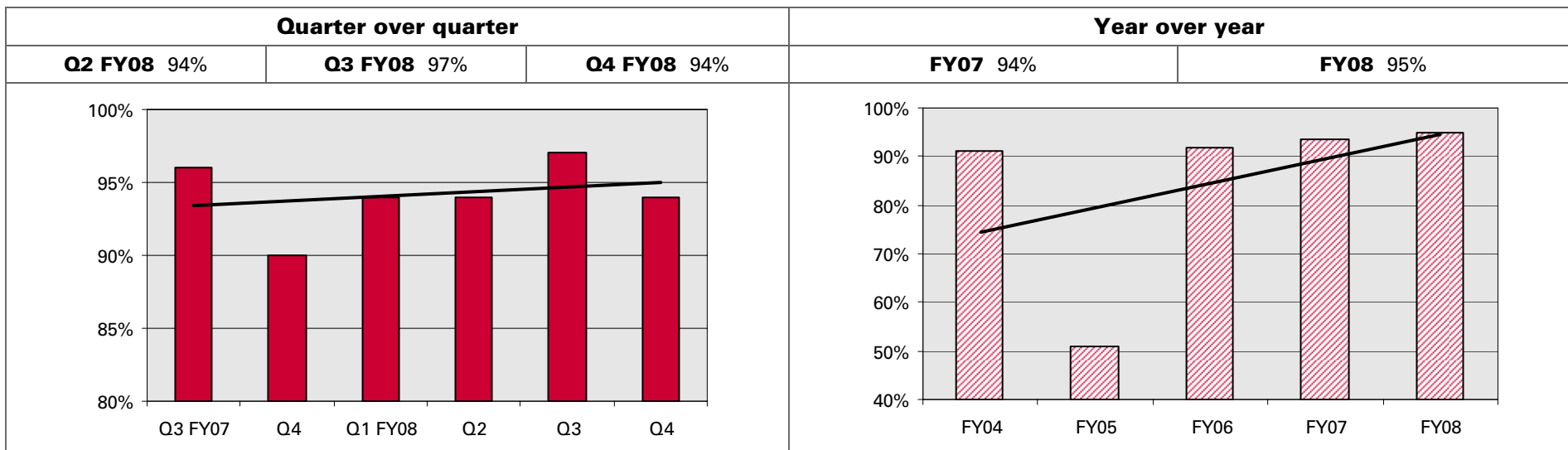
C8 ADMINISTRATIVE CITATION HEARING CUSTOMERS: % served within 10 minutes

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

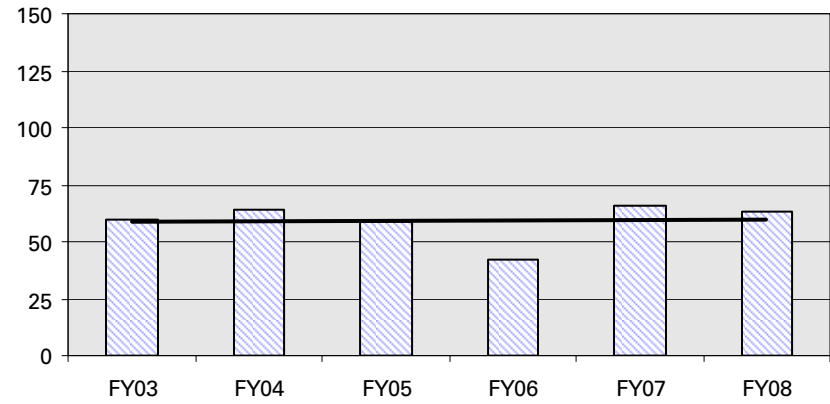
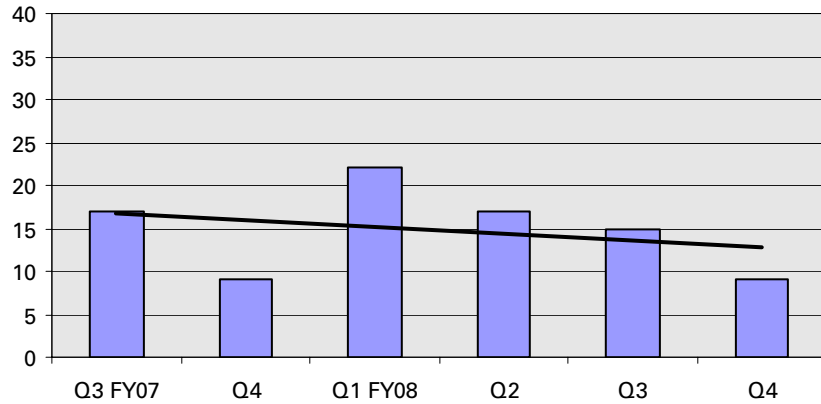
Q2 FY08 17

Q3 FY08 15

Q4 FY08 9

FY07 66

FY08 63



Maintenance and Miscellaneous Employees

Quarter over quarter

Year over year

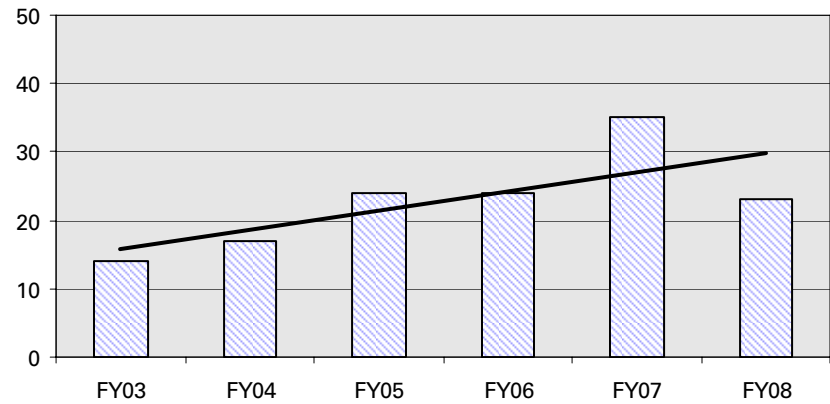
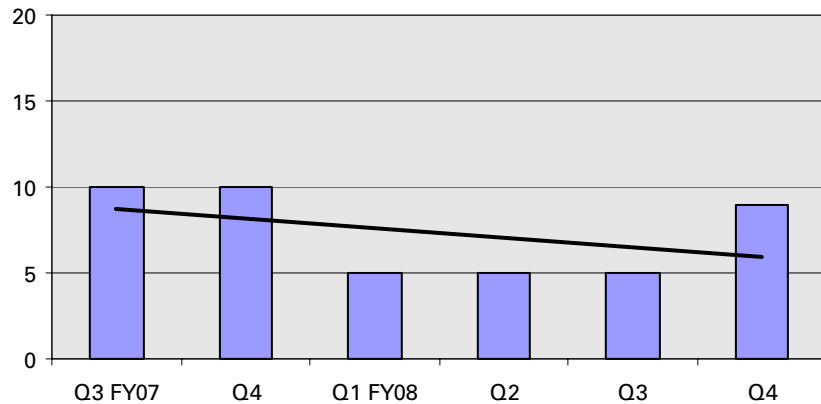
Q2 FY08 5

Q3 FY08 5

Q4 FY08 8

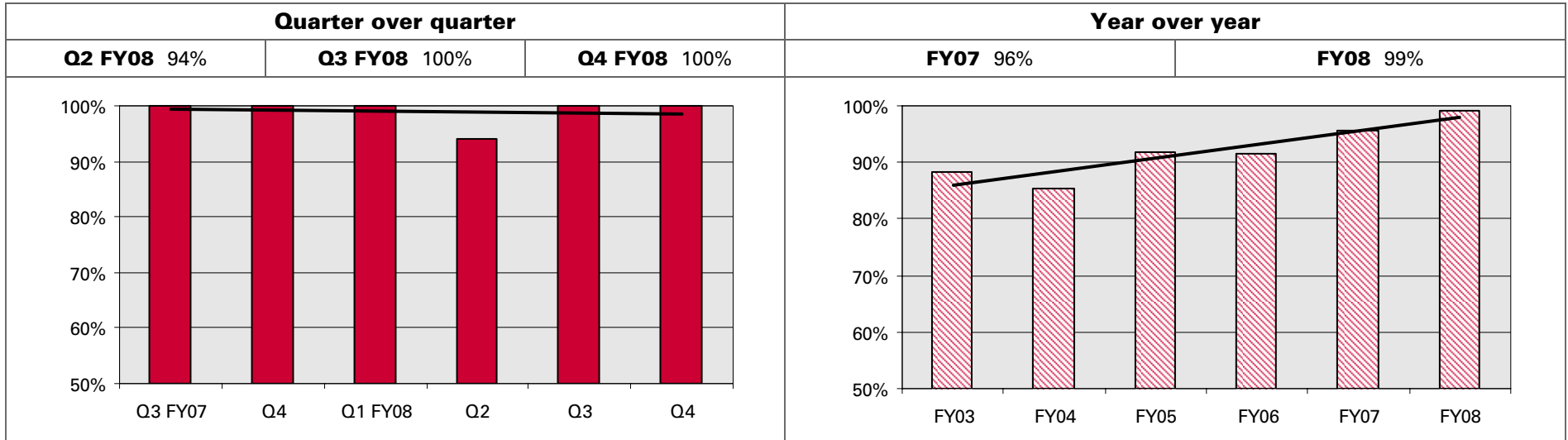
FY07 35

FY08 23



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

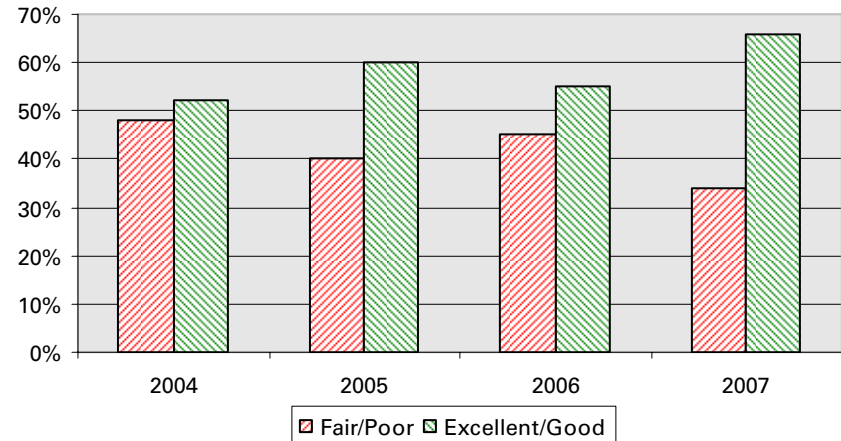
Goal Year over year improvement

Working Relationship with Supervisor

Communication within Division

Year over year

Year over year



Work Effort Appreciated by SFMTA Management

Work Effort Appreciated by Public

Year over year

Year over year

