

A1 On-Time Performance | Schedule Adherence, Headway Adherence and Speed

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
73.3% schedule adherence 60.2% headway adherence	73.3% schedule adherence 62.7% headway adherence	72.3% schedule adherence 56.9% headway adherence	85% <i>Charter mandated</i>	85% <i>Charter mandated</i>	85% <i>Charter mandated</i>

Schedule adherence will be calculated using NextMuni and/or Automatic Passenger Counters (APCs).

- NextMuni and APC data will be validated by transit traffic checkers on an ongoing basis to ensure accuracy.
- The current methodology will be mirrored to ensure consistency of results.

Schedule adherence will be reported by TEP service type (e.g., Rapid, Local, Community and Specialized) rather than mode. Methodologies for reporting average speed will be reviewed during FY11 with the intent to introduce reporting in FY12.

A2 Scheduled Service Hours Delivered

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
96.6%	97.7%	96.2%	98.5% <i>Charter mandated</i>	98.5% <i>Charter mandated</i>	98.5% <i>Charter mandated</i>

A2 Late Pull-Outs

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
0.5%	0.8%	0.7%	<1.5% <i>Charter mandated</i>	<1.5% <i>Charter mandated</i>	<1.5% <i>Charter mandated</i>

A3 Load Factors

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
AM 3.9% PM 2.8%	AM 4.4% PM 4.6%	AM 5.1% PM 5.7%	<4% of peak period trips above 125% load factor	<4% of peak period trips above 125% load factor	<4% of peak period trips above 125% load factor

Pending FTA approval, APCs will be used to collect all motor and trolley coach ridership data in FY11.

- Load factor results will be validated by traffic checkers on an ongoing basis to ensure accuracy.
- Transit traffic checkers will continue to collect ridership data for light rail vehicles, historic streetcars and cable cars.

A4 | Unscheduled Absences

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
Admin (non-Sustainable Streets) 4.2%	Admin (non-Sustainable Streets) 4.4%	Admin (non-Sustainable Streets) 5.4%	Admin (non-Sustainable Streets) 5.2%	Admin (non-Sustainable Streets) 3.5%	Admin (non-Sustainable Streets) 3%
Transit Maintenance 5.6%	Transit Maintenance 5.2%	Transit Maintenance 6.9%	Transit Maintenance 6.7%	Transit Maintenance 6%	Transit Maintenance 6%
Transit Operations 5.4%	Transit Operations 5.8%	Transit Operations 8.8%	Transit Operations 6.9%	Transit Operations 6%	Transit Operations 6%
Transit Operators 13.7%	Transit Operators 14.8%	Transit Operators 12.9%	Transit Operators 10.2%	Transit Operators 10.5%	Transit Operators 10.5%
Citations/Customer Service 5.4%	Citations/Customer Service 6.3%	Citations/Customer Service 6.0%	Citations/Customer Service 7.4%	Citations/Customer Service 6%	Citations/Customer Service 5.5%
Sustainable Streets Admin 3.0%	Sustainable Streets Admin 1.4%	Sustainable Streets Admin 1.4%	Sustainable Streets Admin 4.0%	Sustainable Streets Admin 3.5%	Sustainable Streets Admin 3.0%
Sustainable Streets Shops 10.8%	Sustainable Streets Shops 14.6%	Sustainable Streets Shops 14.6%	Sustainable Streets Shops 10.5%	Sustainable Streets Shops 10.5%	Sustainable Streets Shops 10.5%
Sustainable Streets	Sustainable Streets	Sustainable Streets	Sustainable Streets	Sustainable Streets	Sustainable Streets

FY11 AND FY12 SERVICE STANDARDS AND MILESTONES

Transportation Engineering 3.6% Parking Enforcement 13.5%	Transportation Engineering 3.9% Parking Enforcement 13.3%	Transportation Engineering 4.2% Parking Enforcement 13.5%	Transportation Engineering 5.2% Parking Enforcement 14.9%	Transportation Engineering 4.5% Parking Enforcement 10.5%	Transportation Engineering 4% Parking Enforcement 10.5%
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Administration employee groups are reported in two separate groups due to current reporting constraints.

A5 Mean Distance Between Failure

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
Flynn 3,726	Flynn 3,431	Flynn 3,740	Flynn 3,400	Flynn 3,500	Flynn 3,500
Kirkland 3,674	Kirkland 3,362	Kirkland 3,923	Kirkland 3,400	Kirkland 3,500	Kirkland 3,500
Potrero Artic 797	Potrero Artic 696	Potrero Artic 630	Potrero Artic 1,000	Potrero Artic 1,000	Potrero Artic 1,000
Potrero Std 1,461	Potrero Std 1,133	Potrero Std 1,204	Potrero Std 1,700	Potrero Std 1,700	Potrero Std 1,700
Presidio 2,094	Presidio 1,701	Presidio 1,286	Presidio 1,700	Presidio 1,700	Presidio 1,700
Woods 2,853	Woods 3,092	Woods 2,685	Woods 3,400	Woods 3,500	Woods 3,500
Breda LRV 2,799	Breda LRV 2,428	Breda LRV 2,569	Breda LRV 5,000	Breda LRV 3,500	Breda LRV 3,500
Cable Car 3,737	Cable Car 2,307	Cable Car 2,436	Cable Car 6,000	Cable Car 5,000	Cable Car 5,000
Historic Streetcar 1,607	Historic Streetcar 1,311	Historic Streetcar 1,110	Historic Streetcar 2,000	Historic Streetcar 1,500	Historic Streetcar 1,500

Note that LRV, Cable Car and Historic Streetcar goals for FY11 and FY12 have been decreased to reflect parts availability, fleet aging and workforce constraints but still reflect targets above multi-year averages.

A6 Vacancy Rate for Service Critical Positions

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
Crafts 10.9% Maintenance 16.1% Total 4.7%	Crafts 13.9% Maintenance 16.0% Transit Operators 0.0% Total 5.6%	Crafts 13.8% Maintenance 21.4% Transit Operators 0.0% Total 6.0%	5% <i>with Transit Operators</i>	15% <i>without Transit Operators</i>	10% <i>without Transit Operators</i>

Reporting on transit operator vacancies has been deleted due to the misleading nature of the measure. The unscheduled absence rate is a much clearer indicator of drivers available to drive.

Above goals reflect anticipated hiring constraints in the two fiscal years to come.

A7 Traffic and Parking Control Requests | % addressed within 90 days

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
83%	77%	83%	82%	82%	83%

A8 Color Curb Applications | % addressed within 30 days

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
78%	89%	88%	90%	90%	90%

A9 Parking Meter Malfunction Reports | % addressed within 48 hours

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
85%	83%	86%	85%	85%	86%

A10 Hazardous Traffic Sign Reports | % addressed within 24 hours

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
100%	100%	100%	98%	99%	99%

A11 Hazardous Traffic Signal Reports | % addressed within two hours

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
98%	96%	99%	92%	92%	93%

A12 Traffic Lane Lines, Bus Zones and Crosswalks | % maintained annually

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
12%	19%	16%	12%	12%	13%

A13 Productivity | Average # of boarding per service hour

FY09
Varies by mode
Previously agreed upon benchmarking comparison with other agencies will be deferred due to limited staff resources. Results are provided for informational purposes.

A14 Pedestrian Safety | # of intersections equipped with countdown signals at all crossings

FY09	FY10 Goal	FY11 Goal	FY12 Goal
824	850	855	860

A15 Bicycle Network Usage | Counts at key locations

FY09	FY10 Goal	FY11 Goal	FY12 Goal
NA	NA	TBD	TBD

Reporting will commence after automated counters are installed.
Goals will be developed after at least six months of data have been received.

A16 Congestion Management | Level of service on principal arterials/freeways

FY09
NA

Results are provided for informational purposes.

A17 Sustainability | Primary mode of transportation to work by “more sustainable modes”

FY09	FY10 Goal	FY11 Goal	FY12 Goal
67%	NA	68%	NA

Results are collected a minimum of every other year in conjunction with the City Survey.

B1 Ridership

FY09	FY10 Goal	FY11 Goal	FY12 Goal
225,990,000	229,380,000	FY10 actual + 2%	FY11 actual + 2%
Pending FTA approval, APCs will be used to collect motor and trolley coach ridership starting in FY11.			

B2 Fare revenue

FY09	FY10 Goal	FY11 Goal	FY12 Goal
\$154,509,000	\$156,827,000	\$177,900,000	\$182,300,000

B3 Farebox performance | Average fare based on unlinked trips

FY09
\$0.67
Previously agreed upon benchmarking comparison with other agencies will be deferred due to limited staff resources. Results are provided for informational purposes.

B4 Fully allocated cost by mode

FY09
\$195.55
Previously agreed upon benchmarking comparison with other agencies will be deferred due to limited staff resources. Results are provided for informational purposes.

B5	Operating expense per passenger boarding
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	FY09
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	\$2.61
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Previously agreed upon benchmarking comparison with other agencies will be deferred due to limited staff resources. Results are provided for informational purposes.	
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C1 Customer Perceptions

FY09	FY10 Goal	FY11 Goal	FY12 Goal
45% of customers rated Muni as "Excellent" or "Good"	NA	TBD	TBD
The SFMTA customer satisfaction survey will migrate to a 1-5 Likert Scale model (i.e., strongly agree << >> strongly disagree) in 2010 and will require development of new goals after results have been received.			

C2 Complaint Resolution Rate

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
ADA complaints resolved in 30 days: 83%	Actionable operator conduct complaints resolved in 14 days: 85%	Actionable operator conduct complaints resolved in 14 days: 93%	Actionable operator conduct complaints resolved in 14 days: 85%	Actionable operator conduct complaints resolved in 14 days: 90%	Actionable operator conduct complaints resolved in 14 days: 90%
	ADA complaints (involving hearings) resolved in 45 days: N/A	ADA complaints (involving hearings) resolved in 45 days: 84%	ADA complaints (involving hearings) resolved in 45 days: 85%	ADA complaints (involving hearings) resolved in 45 days: 85%	ADA complaints (involving hearings) resolved in 45 days: 90%
	Products/services complaints resolved in 45 days: N/A	Products/services resolved in 45 days: 85%	Products/services resolved in 45 days: 85%	Products/services resolved in 45 days: 85%	Products/services resolved in 45 days: 90%

C3 Training | # operator/maintenance training hours; and % of operators receiving revised customer service training

FY09
NA
Metric will be deleted. Outcomes of training are measured in customer satisfaction, safety, and maintenance metrics.

C3 Safety | Collisions per 100,000 miles

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
Bus: 5.93 Rail: 3.87 Total: 5.46	Bus: 6.27 Rail: 3.02 Total: 5.55	Bus: 6.01 Rail: 4.02 Total: 5.58	Bus: 6.15 Rail: 4.50 Total: 5.90	Bus: 5.83 Rail: 3.34 Total: 5.29 <i>All are 5% below FY10 to date</i>	Bus: 5.54 Rail: 3.18 Total: 5.02 <i>All are 5% below FY11 goals</i>

C4 Safety | Falls on board per 100,000 miles

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
Bus: 3.25 Rail: 2.84 Total: 3.16	Bus: 3.79 Rail: 3.08 Total: 3.64	Bus: 3.50 Rail: 3.88 Total: 3.58	Bus: 2.90 Rail: 2.46 Total: 3.01	Bus: 3.46 Rail: 3.31 Total: 3.43 <i>All are 5% below FY10 to date</i>	Bus: 3.61 Rail: 3.43 Total: 3.26 <i>All are 5% below FY11 goals</i>

C5 | Safety | Vehicle collisions involving bicycles/pedestrians

2008
Total injury collisions involving bicyclists: 468 Total injury collisions involving pedestrians: 799
Results are provided for informational purposes.

C6 | Security Incidents | SFPD reported crimes and other incidents

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
943 SFPD reported crimes on Muni vehicles/property	248 SFPD reported crimes on Muni vehicles/property	316 SFPD reported crimes on Muni vehicles/property	<900 SFPD reported crimes on Muni vehicles/property	<900 SFPD reported crimes on Muni vehicles/property	<900 SFPD reported crimes on Muni vehicles/property
Miscellaneous reports involving security incidents will be incorporated into Service Standards during the next 12-18 months.					

C7 | Proof-of-Payment Program | Inspection, Evasion, Citation, and Warning Rates

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
NA	NA	2.3% fare evasion rate on LRVs and in stations monitored	NA	<2.0% fare evasion rate on LRVs and in stations monitored	<2.0% fare evasion rate on LRVs and in stations monitored

FY11 AND FY12 SERVICE STANDARDS AND MILESTONES

C8 Abandoned Automobile Reports | % responded to within 48 hours

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
99%	98%	97%	100%	100%	100%

C9 Walk-in Citation and Residential Parking Permit (RPP) Customers | % served within 15 minutes

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
82%	54%	60%	82%	82%	82%

C10 Administrative Citation Hearing Customers | % served within 10 minutes

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
92%	87%	87%	82%	82%	83%

C11 Mail-in RPP Renewals | % processed within 21 days

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
90%	96%	98%	95%	95%	96%

D1 Grievance Resolution Rate | % resolved within 90 days

FY09	FY10 Q1	FY10 Q2	FY10 Goal	FY11 Goal	FY12 Goal
59%	55%	68%	90%	90%	90%

Results are provided for informational purposes.
Grievances will be reported in conjunction with the grievance resolution rate.

D2 EEO Cases | Number received

2009
62

Results are provided for informational purposes.

D3 Employee Satisfaction | Number received

2007	2009	FY11 Goal	FY12 Goal
66% of employees rate relationship with superior as "Excellent" or "Good"	To be published	5% improvement over FY10	5% improvement over FY11

The SFMTA employee satisfaction survey migrated to a 1-5 Likert Scale model (i.e., strongly agree << >> strongly disagree) in 2010. Goals will be published after all results have been shared with employees.