

SFMTA

Municipal Transportation Agency

FY11 Q1 Service Standards Report

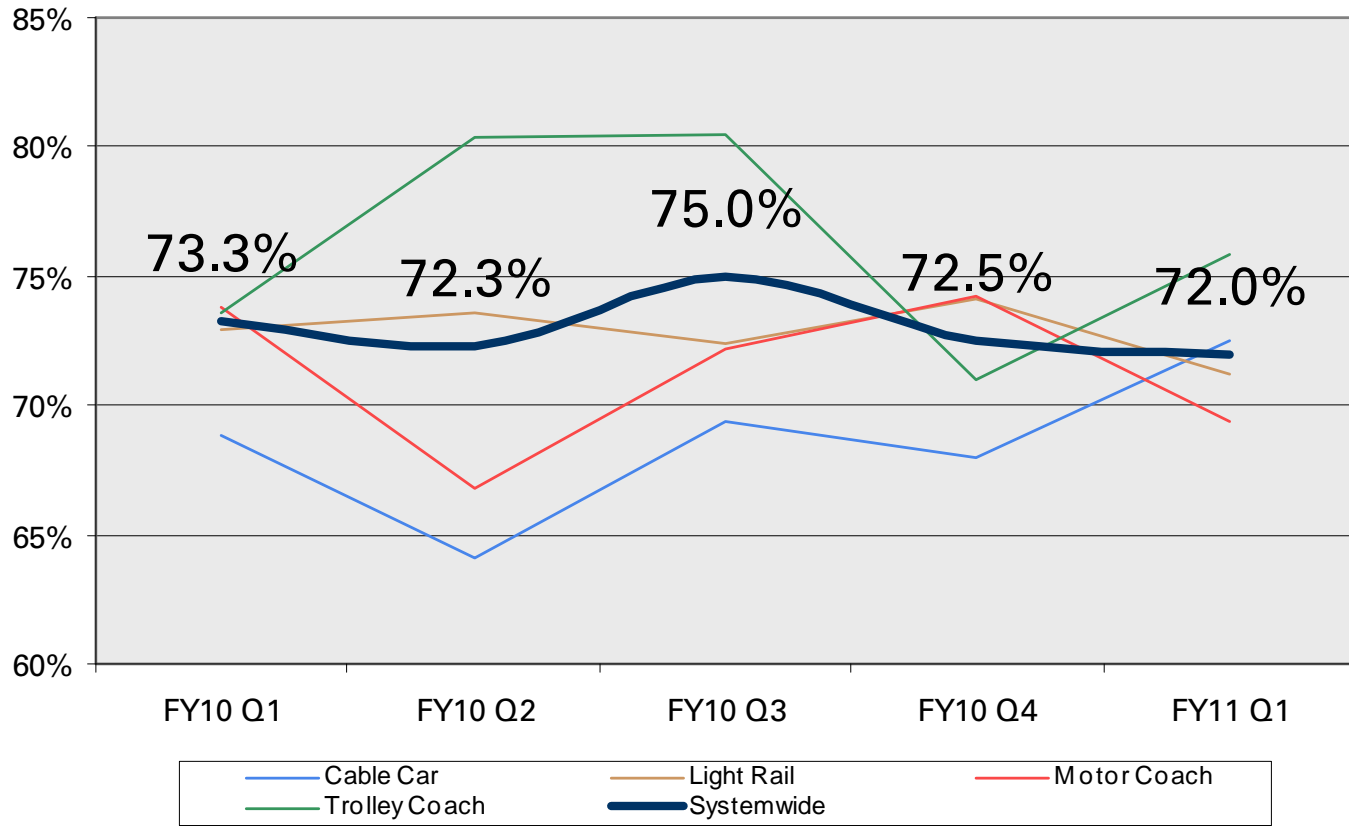
01 | 18 | 2011 | SAN FRANCISCO, CALIFORNIA

A1

On-Time Performance

QUARTERLY RESULTS

Goal: >85%



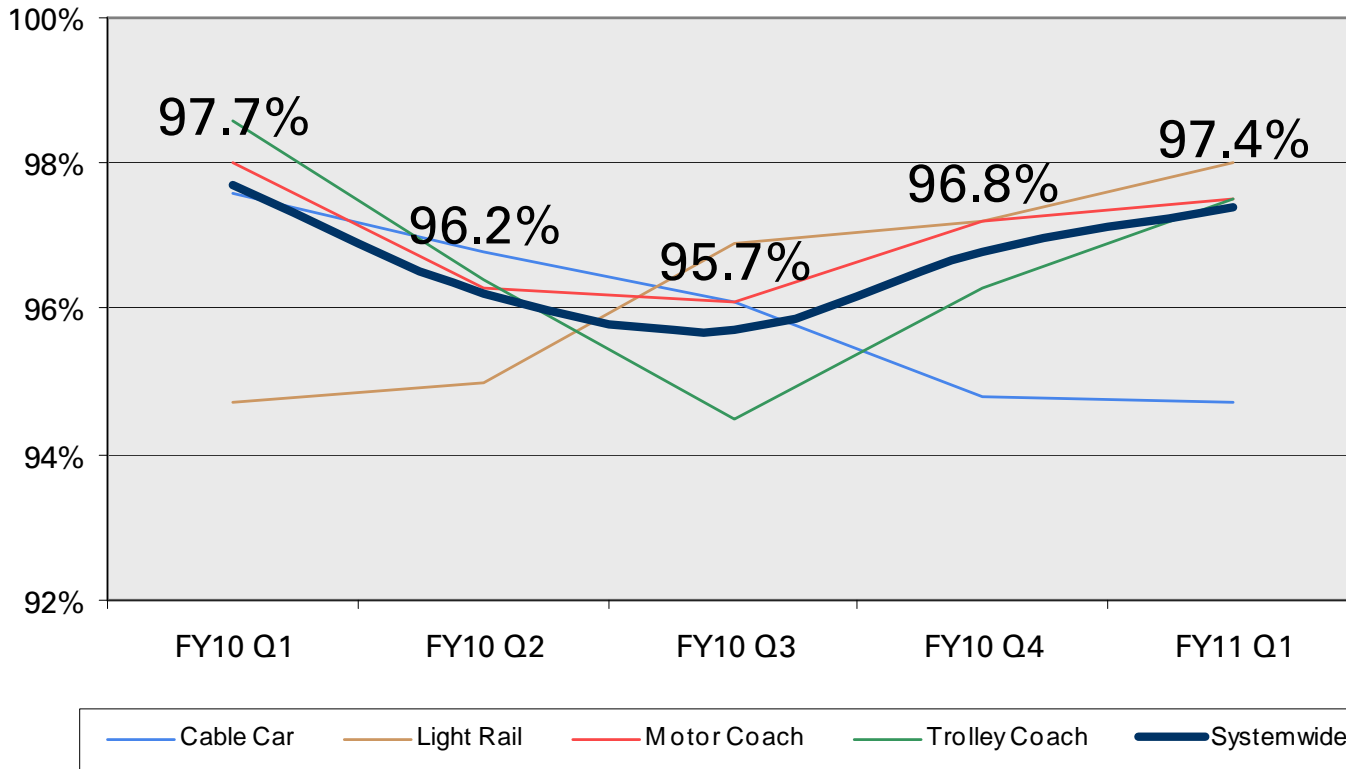
Reporting Periods	FY10 Q1	FY10 Q2	FY10 Q3	FY10 Q4	FY11 Q1
	Jul-Sep 09	Oct-Dec 09	Jan-Mar 10	Mar-Jun 10	Jul-Sep 10

A2

Scheduled Service Hours Delivered

QUARTERLY RESULTS

Goal: >98.5%



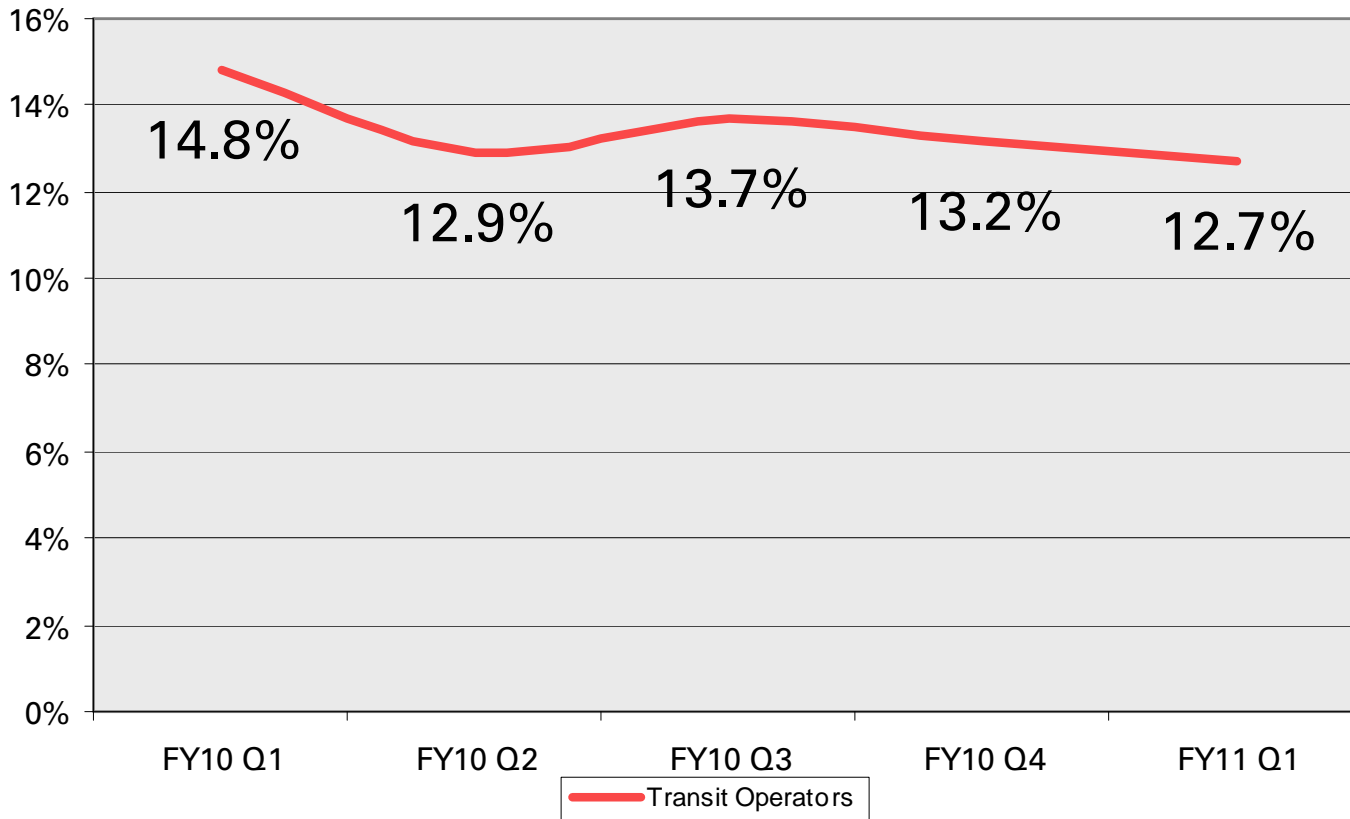
Reporting Periods	FY10 Q1	Jul-Sep 09	FY10 Q2	Oct-Dec 09	FY10 Q3	Jan-Mar 10	FY10 Q4	Mar-Jun 10	FY11 Q1	Jul-Sep 10
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A4

Unscheduled Absences - Operators

QUARTERLY RESULTS

Goal: <10.5%



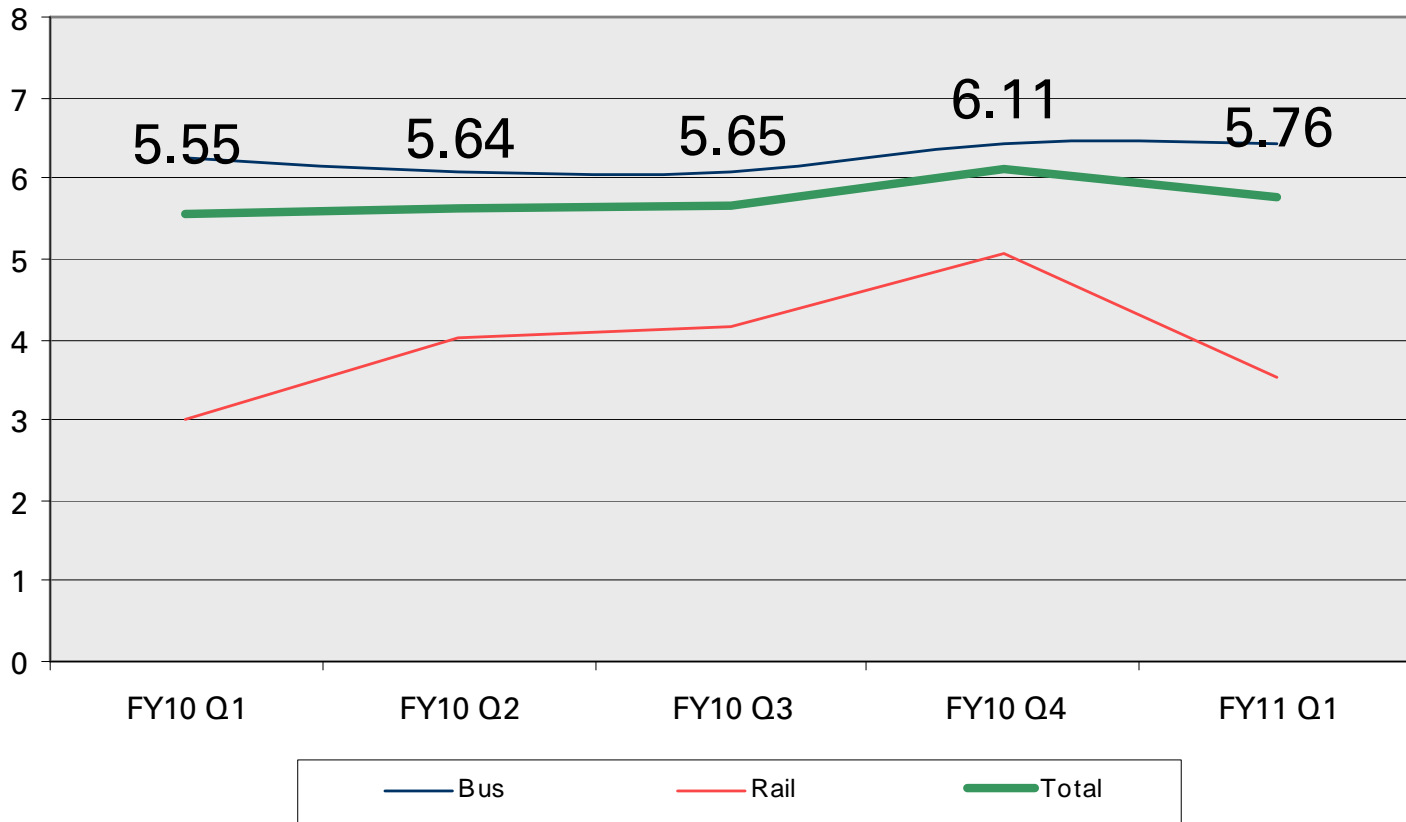
Reporting Periods	FY10 Q1	Jul-Sep 09	FY10 Q2	Oct-Dec 09	FY10 Q3	Jan-Mar 10	FY10 Q4	Mar-Jun 10	FY11 Q1	Jul-Sep 10
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C4
3

Safety | Collisions per 100,000 Miles

Goal: <5.90

QUARTERLY RESULTS



Reporting Periods	FY10 Q1	Jul-Sep 09	FY10 Q2	Oct-Dec 09	FY10 Q3	Jan-Mar 10	FY10 Q4	Mar-Jun 10	FY11 Q1	Jul-Sep 10
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Other Developments

	Standard	FY10 Q4	FY11 Q1
A4	Unscheduled Absence Rate for Parking Control Officers (Goal: <10.5%)	13.9%	11.7%
A12	Traffic Lane Lines, Bus Zones and Crosswalks Maintained (annualized rate) (Goal: 12% per year)	14%	17%
C2	Operator Conduct Complaint Resolution Rate (Goal: >90% in 14 days – previously 85%)	91%	92%