



Service Standard	Page	Primary Strategic Goal Link	Goal	Annual FY09	Quarter FY09 Q4
<b>SEE KEY ON PAGE 3</b>					
<b>A1 On-Time Performance</b> Customer Observed Schedule Adherence	4	2	>85%	not met	not met
<b>A1 On-Time Performance</b> Headway Adherence	5	2	>85%	not met	not met
<b>A2 Service Delivery</b> Scheduled Service Hours Delivered	6	2	>98.5%	not met	not met
<b>A2 Service Delivery</b> AM/PM Peak Vehicle Availability (Systemwide)	7	2	>99%	met	met
<b>A2 Service Delivery</b> Operator Availability	10	2	n/a	n/a	n/a
<b>A2 Service Delivery</b> Late Pull-Outs	11	2	<1.5%	met	met
<b>A3 Load Factors</b> % of Runs Exceeding Maximum Load During Peak Periods	12	1	n/a	n/a	n/a
<b>A4 Unscheduled Absences</b> Muni, Other SFMTA	13	2	varies	see body of report	
<b>A5 Mean Distance Between Failure</b> Bus, Rail	15	2	varies	see body of report	
<b>A6 Vacancy Rates for Service Critical Positions</b> Transit Operators, Crafts, Maintenance	17	5	<5%	met	not met
<b>A7 Traffic and Parking Control Requests</b> % Addressed Within 90 Days	18	1	>82%	met	met
<b>A8 Color Curb Applications</b> % Addressed Within 30 Days	19	3	>90%	not met	not met
<b>A9 Parking Meter Malfunction Reports</b> % Addressed Within 48 Hours	20	4	>85%	met	met
<b>A10 Hazardous Traffic Sign Reports</b> % Addressed Within 24 Hours	21	1	>98%	met	met
<b>A11 Hazardous Traffic Signal Reports</b> % Addressed Within Two Hours	22	1	>92%	met	met
<b>A12 Traffic Lane Lines, Bus Zones and Crosswalks</b> % of Network Maintained Annually	23	1	>12%	met	met
<b>A13 Productivity</b> Average # of Boardings per Service Hour	24	4	n/a	n/a	n/a
<b>A14 Pedestrian Safety</b> # of Intersections Equipped with Countdown Signals	24	1	>776	met	n/a

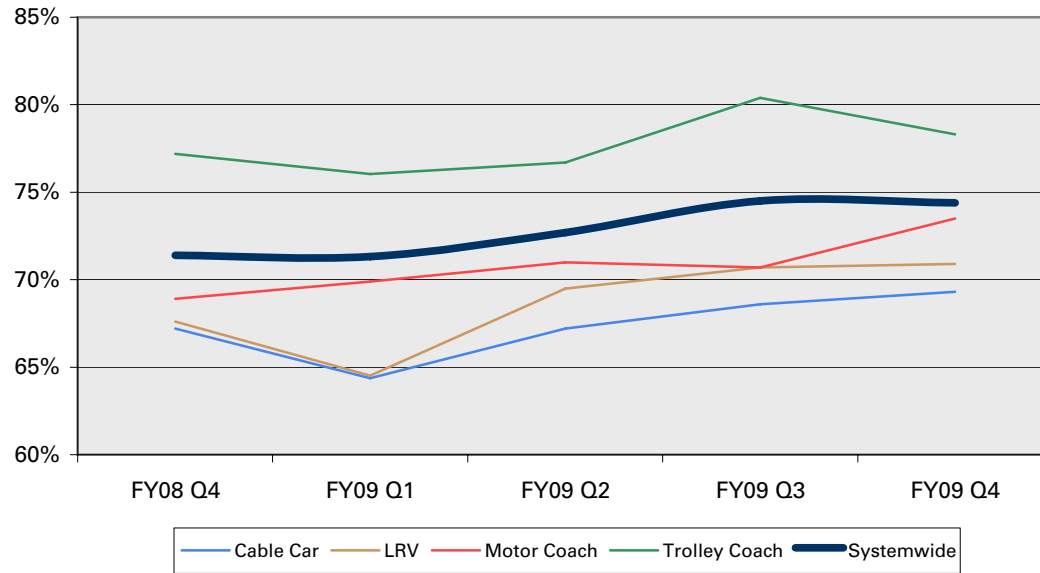
Service Standard	Page	Primary Strategic Goal Link	Goal	Annual FY09	Quarter FY09 Q4
<b>SEE KEY ON PAGE 3</b>					
<b>A15 Bicycle Network Usage</b> Counts at Key Locations	25	2	pending baseline	n/a	n/a
<b>A16 Congestion Management</b> Level of Service on Principal Arterials	25	2	n/a	n/a	n/a
<b>A17 Sustainability</b> % of Trips by More Sustainable Modes	26	1	pending baseline	n/a	n/a
<b>B1 Ridership</b> Customers Carried	27	2	>223,254,000	data pending	data pending
<b>B2 Revenue</b> By Source	28	4	varies	see body of report	
<b>B3 Farebox Performance</b> Average Fare (based on unlinked trips)	29	4	n/a	n/a	n/a
<b>B4 Cost Efficiency</b> Fully Allocated Service Cost by Mode	29	4	n/a	n/a	n/a
<b>B5 Cost Effectiveness</b> Operating Expense per Boarding	30	4	n/a	n/a	n/a
<b>C1 Customer Perceptions</b> Muni	31	3	>5%	see body of report	
<b>C1 Customer Perceptions</b> Other SFMTA Services	31	3	varies	see body of report	
<b>C2 Customer Feedback Received</b> Muni	32	3	n/a	n/a	n/a
<b>C2 Operator Complaint Resolution Rate</b> % of Complaints Resolved Within 30 Days	33	3	>75%	met	met
<b>C3 Operator Training</b> # of Training Hours	34	5	>50,000 hours	met	met
<b>C3 Operator Training</b> % of Operators Receiving Revised Customer Service Training	35	5	>50%	not met	not met
<b>C4 Safety</b> Muni Collisions per 100,000 miles (Bus, Rail)	36	1	NA	met	met
<b>C5 Safety</b> Collisions Involving Bicyclists and Pedestrians (Citywide)	38	1	n/a	n/a	n/a
<b>C6 Security Incidents</b> # of SFPD Reported Crimes, Fare Evasions and Other Incidents	39	1	<225 crimes per quarter	not met	not met
<b>C7 Abandoned Automobile Reports</b> % Responded to Within 48 Hours	40	3	100%	not met	not met

Service Standard	Page	Primary Strategic Goal Link	Goal	Annual FY09	Quarter FY09 Q4
<b>C8 Walk-in Citation and Residential Parking Permit Customers</b> % Served Within 15 Minutes	41	3	>82%	not met	not met
<b>C9 Administrative Citation Hearing Customers</b> % Served Within 10 Minutes	42	3	>82%	met	met
<b>C10 Mail-in Residential Parking Permit Renewals</b> % Processed Within 21 Days	43	3	>95%	not met	not met
<b>D1 Grievances</b> # of Transit Operator and Miscellaneous Employee Grievances	44	5	n/a	n/a	n/a
<b>D1 Grievances</b> # Grievances per 1,000 Employees	44	5	pending baseline	n/a	n/a
<b>D2 Grievance Resolution Rate</b> % of Operator Grievances Resolved Within 90 Days	45	5	>90%	not met	not met
<b>D3 EEO Cases</b> # Received	46	5	n/a	n/a	n/a
<b>D4 Employee Satisfaction</b> All SFMTA Employees	47	5	>5% year over year	see body of report	
<b>Line/Route Detail</b>	48	NA			
<b>Feedback Detail</b>	53	NA			
<b>Security Incident Detail</b>	54	NA			
<b>Service Standards Reference Sheet</b>	55	NA			

**Key**

At or above goal		Goal 1	Customer Focus
Below goal		Goal 2	System Performance
		Goal 3	External Affairs - Community Relations
		Goal 4	Financial Capacity
		Goal 5	SFMTA Workforce
		Goal 6	Information Technology

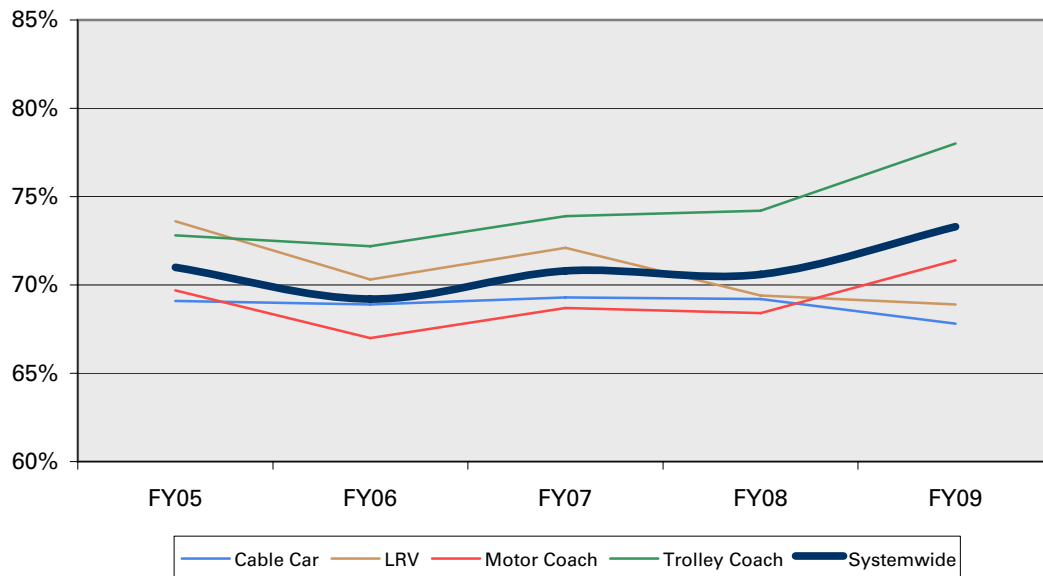
**Quarterly - FY09 Q4**      **Goal: >85%**    **Goal achieved?** ■    **Trend?** ■      Schedule Adherence



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY08 Q4	67.2%	67.6%	68.9%	77.2%	71.4%
FY09 Q1	64.4%	64.5%	69.9%	76.0%	71.3%
FY09 Q2	67.2%	69.5%	71.0%	76.7%	72.7%
FY09 Q3	68.6%	70.7%	70.7%	80.4%	74.5%
FY09 Q4	69.3%	70.9%	73.5%	78.3%	74.4%
<b>FY09 Goal</b>	<b>85.0%</b>	<b>85.0%</b>	<b>85.0%</b>	<b>85.0%</b>	<b>85.0%</b>

**Notes**  
 Please see the appendix for detail by line/route.

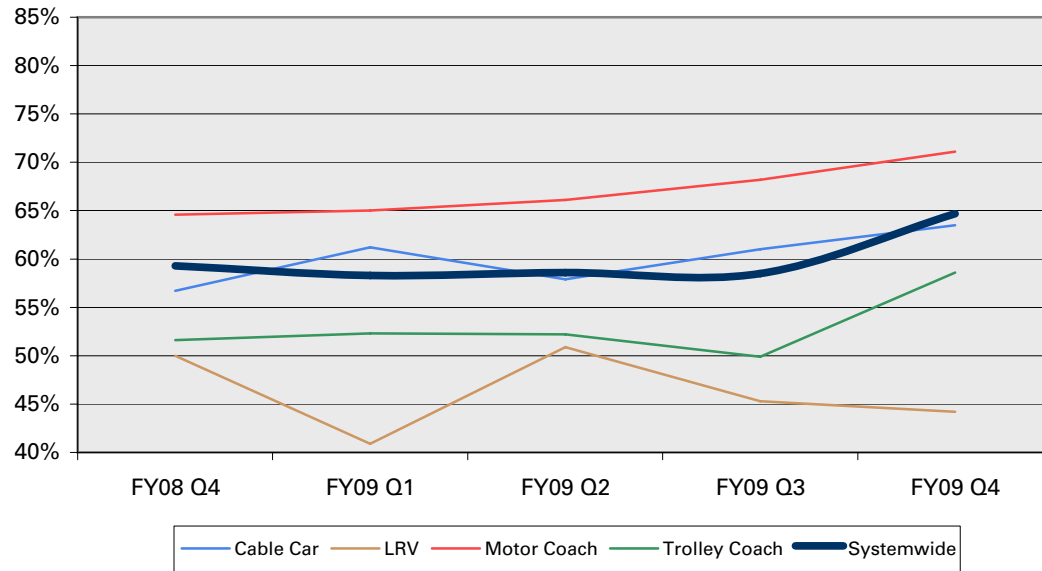
**Annual - FY09**      **Goal: >85%**    **Goal achieved?** ■    **Trend?** ■      Schedule Adherence



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY05	69.1%	73.6%	69.7%	72.8%	71.0%
FY06	68.9%	70.3%	67.0%	72.2%	69.2%
FY07	69.3%	72.1%	68.7%	73.9%	70.8%
FY08	69.2%	69.4%	68.4%	74.2%	70.6%
FY09	67.8%	68.9%	71.4%	78.0%	73.3%
<b>FY09 Goal</b>	<b>85.0%</b>	<b>85.0%</b>	<b>85.0%</b>	<b>85.0%</b>	<b>85.0%</b>

**Notes**  
 Please see the appendix for detail by line/route.

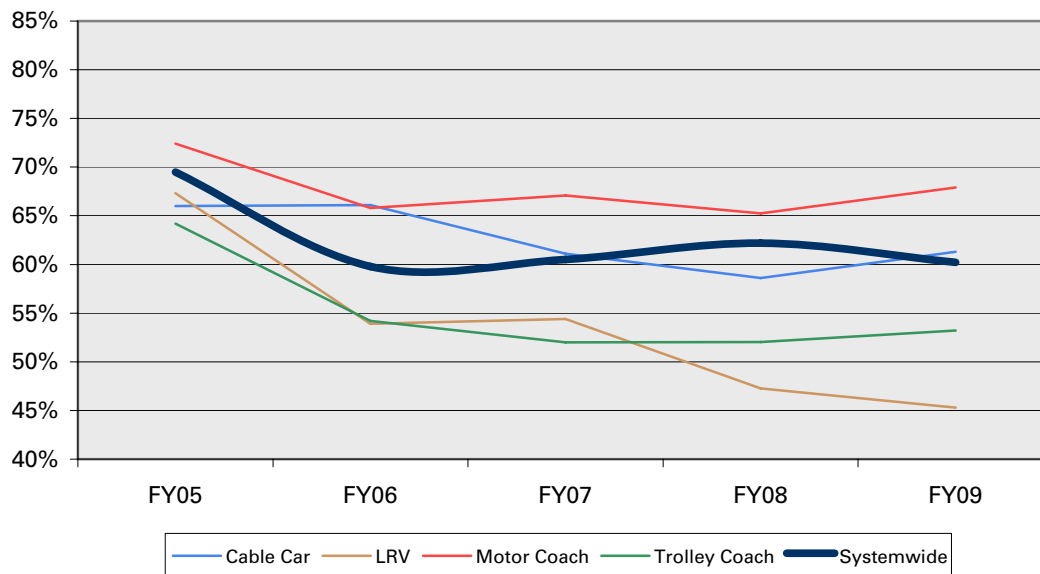
**Quarterly - FY09 Q4**      **Goal: >85%**    **Goal achieved?** ■    **Trend?** ■      Headway Adherence



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY08 Q4	56.7%	50.0%	64.6%	51.6%	59.3%
FY09 Q1	61.2%	40.9%	65.0%	52.3%	58.3%
FY09 Q2	57.9%	50.9%	66.1%	52.2%	58.6%
FY09 Q3	61.0%	45.3%	68.2%	49.9%	58.5%
FY09 Q4	63.5%	44.2%	71.1%	58.6%	64.7%
<i>FY09 Goal</i>	85.0%	85.0%	85.0%	85.0%	85.0%

Notes  
Please see the appendix for detail by line/route.

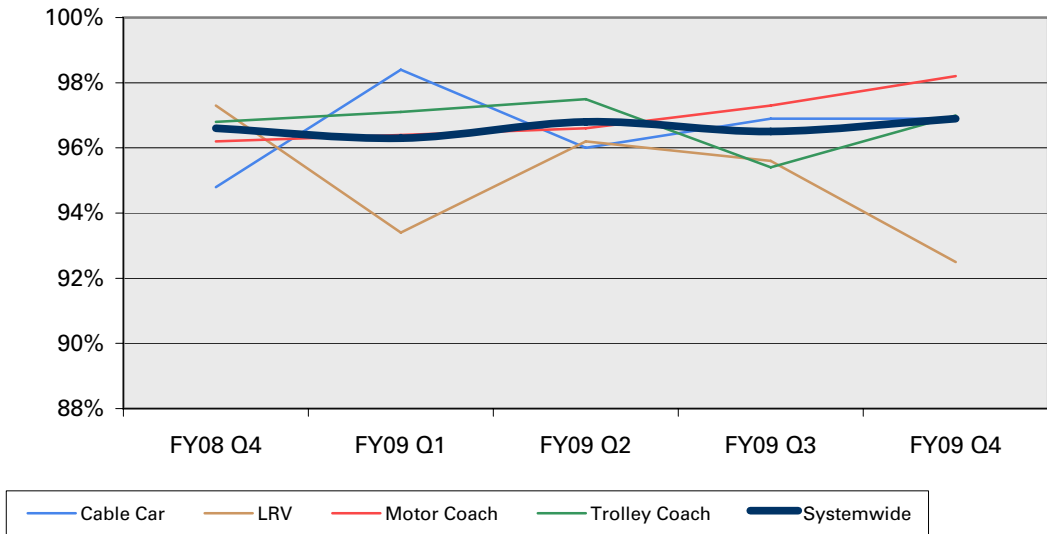
**Annual - FY09**      **Goal: >85%**    **Goal achieved?** ■    **Trend?** ■      Headway Adherence



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY05	66.0%	67.3%	72.4%	64.2%	69.5%
FY06	66.1%	53.9%	65.8%	54.2%	59.8%
FY07	61.1%	54.4%	67.1%	52.0%	60.5%
FY08	58.6%	47.3%	65.2%	52.0%	62.2%
FY09	61.3%	45.3%	67.9%	53.2%	60.2%
<i>FY09 Goal</i>	85.0%	85.0%	85.0%	85.0%	85.0%

Notes  
Please see the appendix for detail by line/route.

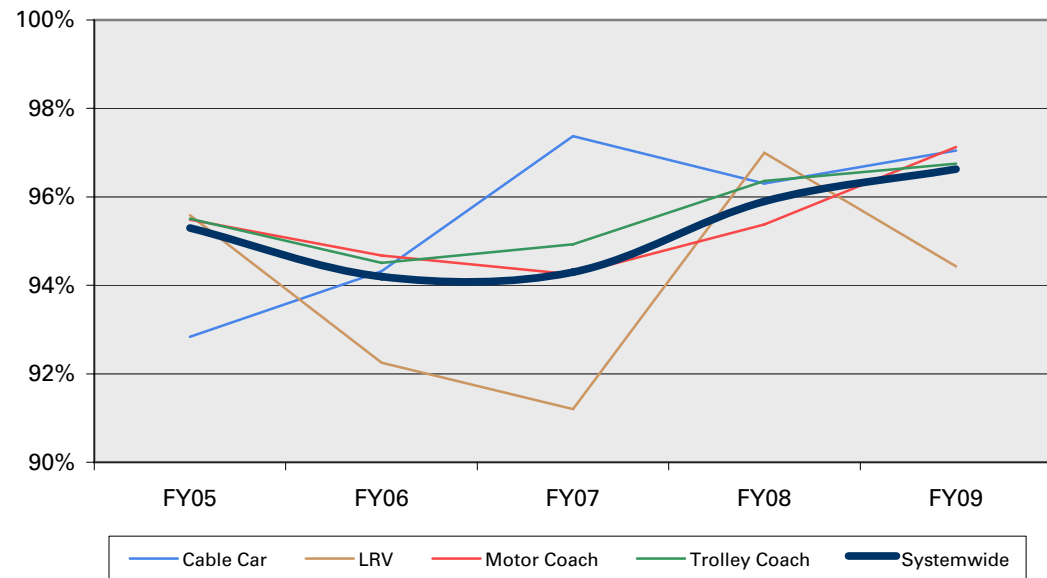
**Quarterly - FY09 Q4** **Goal: >98.5%** **Goal achieved?** ■ **Trend?** ■ Scheduled Service Hours Delivered



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY08 Q4	94.8%	97.3%	96.2%	96.8%	96.6%
FY09 Q1	98.4%	93.4%	96.4%	97.1%	96.3%
FY09 Q2	96.0%	96.2%	96.6%	97.5%	96.8%
FY09 Q3	96.9%	95.6%	97.3%	95.4%	96.5%
FY09 Q4	96.9%	92.5%	98.2%	97.0%	96.9%
<b>FY09 Goal</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>

**Notes**  
 Divisional Performance: Cable Car 96.9%, Green 92.5%, Flynn 97.4%, Kirkland 98.1%, Woods 95.8%, Potrero 95.8%, Presidio 98.4%

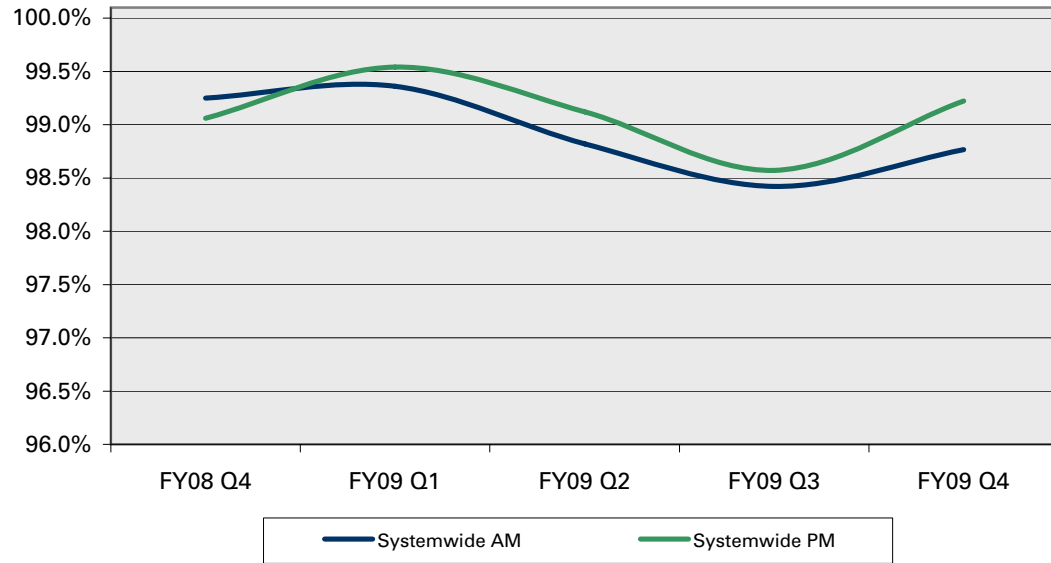
**Annual - FY09** **Goal: >98.5%** **Goal achieved?** ■ **Trend?** ■ Scheduled Service Hours Delivered



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY05	92.8%	95.6%	95.5%	95.5%	95.3%
FY06	94.3%	92.3%	94.7%	94.5%	94.2%
FY07	97.4%	91.2%	94.3%	94.9%	94.3%
FY08	96.3%	97.0%	95.4%	96.4%	95.9%
FY09	97.1%	94.4%	97.1%	96.8%	96.6%
<b>FY09 Goal</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.5%</b>

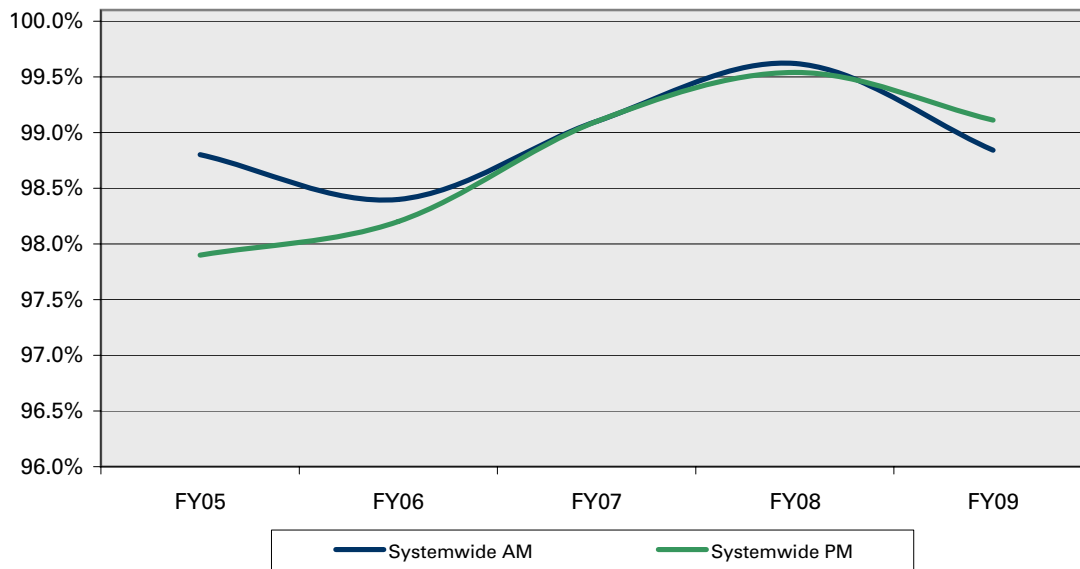
**Notes**

**Quarterly - FY09 Q4**      **Goal: >99%**    **Goal achieved?**     **Trend?**       AM/PM Vehicle Availability



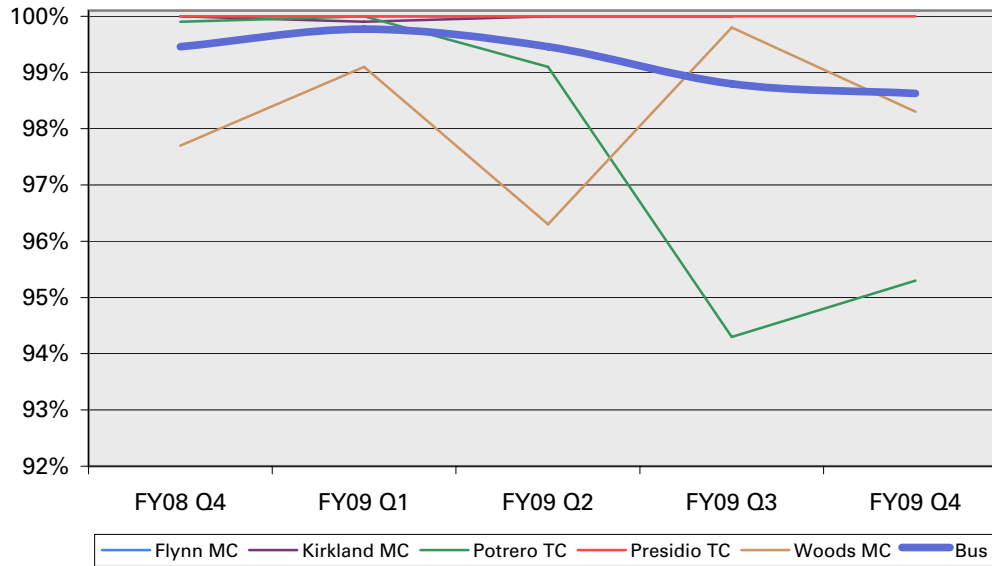
Reporting Period	Systemwide AM	Systemwide PM
FY08 Q4	99.25%	99.06%
FY09 Q1	99.36%	99.54%
FY09 Q2	98.82%	99.12%
FY09 Q3	98.42%	98.57%
FY09 Q4	98.77%	99.22%
<i>FY09 Goal</i>	<i>99.00%</i>	<i>99.00%</i>
<b>Notes</b>		

**Annual - FY09**      **Goal: >99%**    **Goal achieved?**     **Trend?**       AM/PM Vehicle Availability



Reporting Period	Systemwide AM	Systemwide PM
FY05	98.80%	97.90%
FY06	98.40%	98.20%
FY07	99.10%	99.10%
FY08	99.62%	99.54%
FY09	98.84%	99.11%
<i>FY09 Goal</i>	<i>99.00%</i>	<i>99.00%</i>
<b>Notes</b>		
A5 in FY08.		

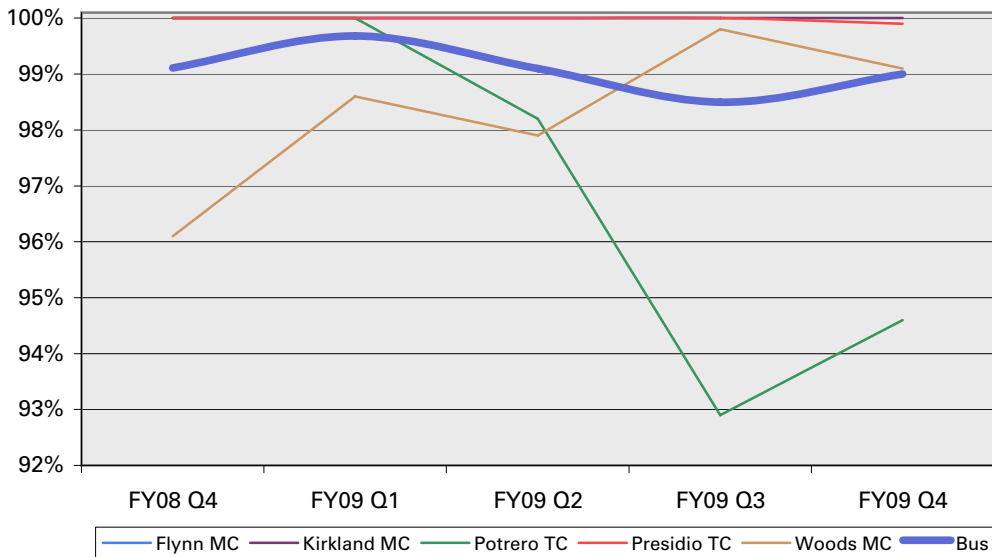
**Quarterly - FY09 Q4**    **Goal: >99%**    **Goal achieved?** ■    **Trend?** ■    AM Vehicle Availability



Reporting Period	Flynn MC	Kirkland MC	Potrero TC	Presidio TC	Woods MC	Bus
FY08 Q4	100.0%	100.0%	99.9%	100.0%	97.7%	99.5%
FY09 Q1	100.0%	99.9%	100.0%	100.0%	99.1%	99.8%
FY09 Q2	100.0%	100.0%	99.1%	100.0%	96.3%	99.5%
FY09 Q3	100.0%	100.0%	94.3%	100.0%	99.8%	98.8%
FY09 Q4	100.0%	100.0%	95.3%	100.0%	98.3%	98.6%
<b>FY09 Goal</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>

Notes  
 MC: Motor Coach, TC: Trolley Coach

**Quarterly - FY09 Q4**    **Goal: >99%**    **Goal achieved?** ■    **Trend?** ■    PM Vehicle Availability

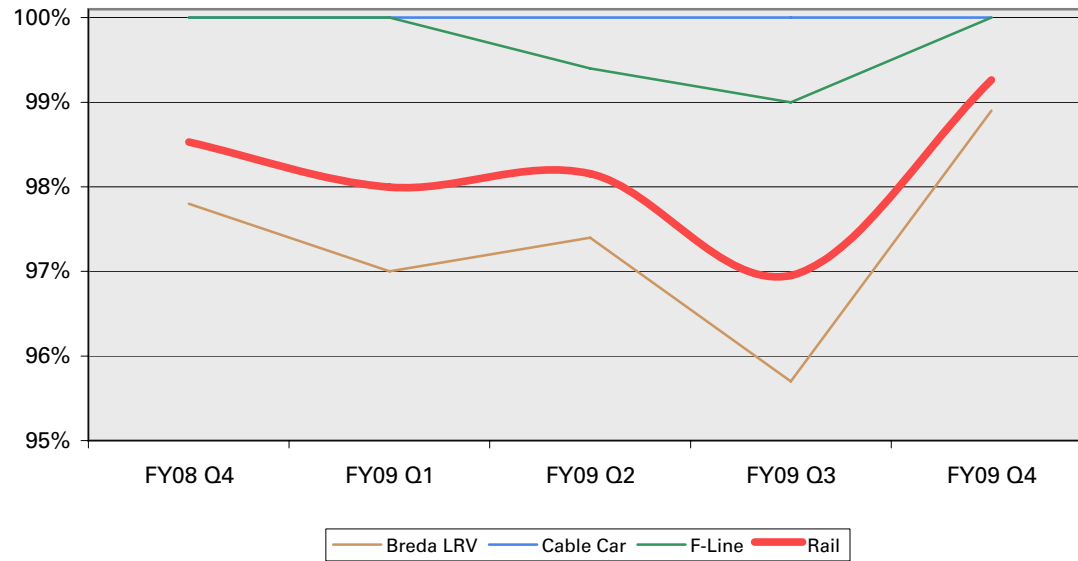


Reporting Period	Flynn MC	Kirkland MC	Potrero TC	Presidio TC	Woods MC	Bus
FY08 Q4	100.0%	100.0%	100.0%	100.0%	96.1%	99.1%
FY09 Q1	100.0%	100.0%	100.0%	100.0%	98.6%	99.7%
FY09 Q2	100.0%	100.0%	98.2%	100.0%	97.9%	99.1%
FY09 Q3	100.0%	100.0%	92.9%	100.0%	99.8%	98.5%
FY09 Q4	100.0%	100.0%	94.6%	99.9%	99.1%	99.0%
<b>FY09 Goal</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.0%</b>

Notes  
 MC: Motor Coach, TC: Trolley Coach  
 A5 in FY08.

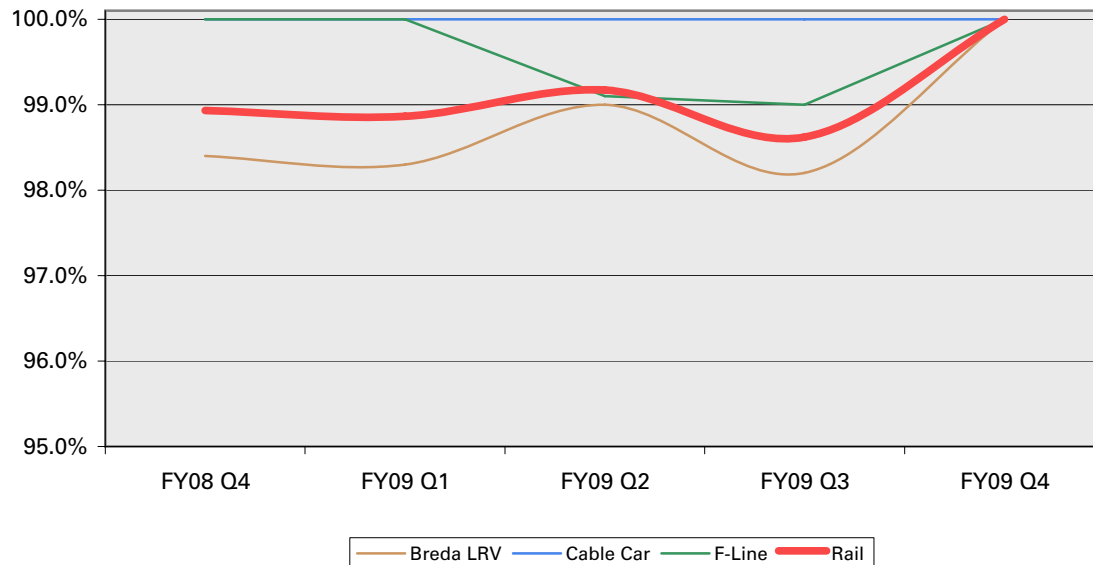


**Quarterly - FY09 Q4**      **Goal: >99%**    **Goal achieved?**     **Trend?**       AM Vehicle Availability



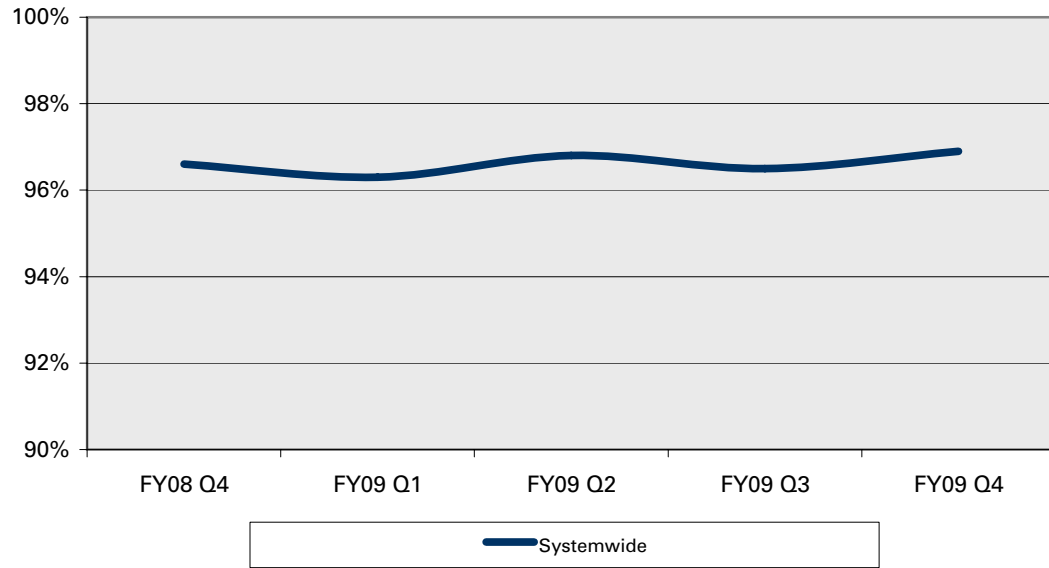
Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY08 Q4	97.8%	100.0%	100.0%	98.5%
FY09 Q1	97.0%	100.0%	100.0%	98.0%
FY09 Q2	97.4%	100.0%	99.4%	98.2%
FY09 Q3	95.7%	100.0%	99.0%	97.0%
FY09 Q4	98.9%	100.0%	100.0%	99.3%
<i>FY09 Goal</i>	<i>99.0%</i>	<i>99.0%</i>	<i>99.0%</i>	<i>99.0%</i>
Notes				

**Quarterly - FY09 Q4**      **Goal: >99%**    **Goal achieved?**     **Trend?**       PM Vehicle Availability



Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY08 Q4	98.4%	100.0%	100.0%	98.9%
FY09 Q1	98.3%	100.0%	100.0%	98.9%
FY09 Q2	99.0%	100.0%	99.1%	99.2%
FY09 Q3	98.2%	100.0%	99.0%	98.6%
FY09 Q4	100.0%	100.0%	100.0%	100.0%
<i>FY09 Goal</i>	<i>99.0%</i>	<i>99.0%</i>	<i>99.0%</i>	<i>99.0%</i>
Notes				
<i>A5 in FY08.</i>				

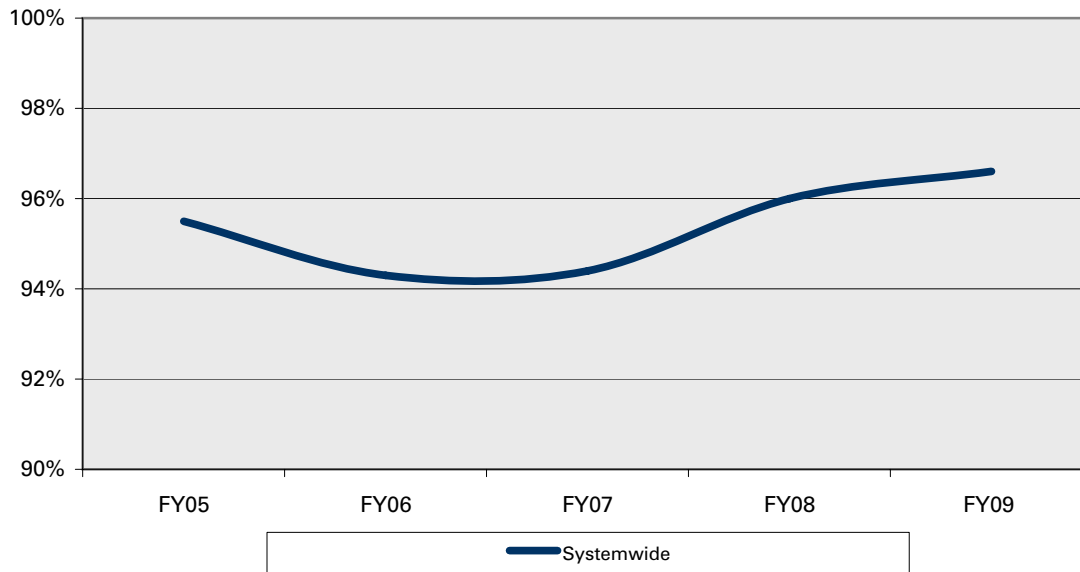
**Quarterly - FY09 Q4** Trend? ■ Operator Availability



Reporting Period	Systemwide
FY08 Q4	96.6%
FY09 Q1	96.3%
FY09 Q2	96.8%
FY09 Q3	96.5%
FY09 Q4	96.9%

**Notes**

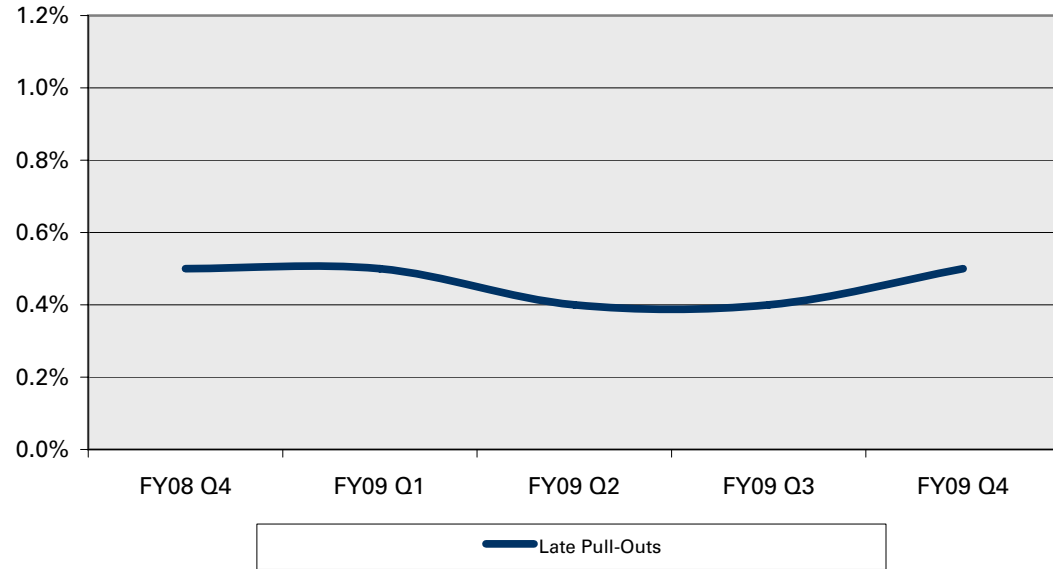
**Annual - FY09** Trend? ■ Operator Availability



Reporting Period	Systemwide
FY05	95.5%
FY06	94.3%
FY07	94.4%
FY08	96.0%
FY09	96.6%

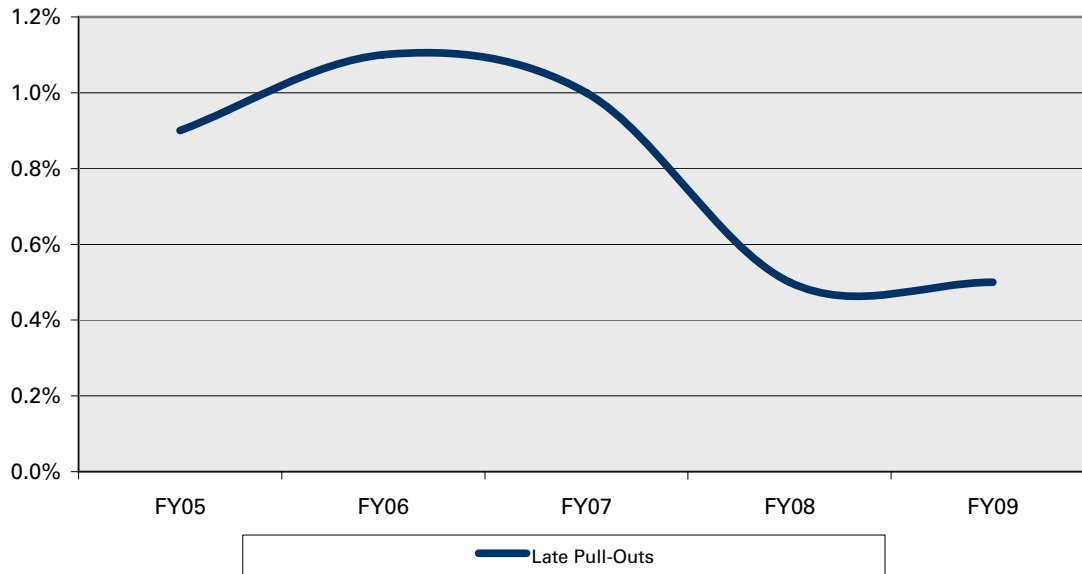
**Notes**

**Quarterly - FY09 Q4**      **Goal: <1.5%**    **Goal achieved?** ■    **Trend?** ■      Late Pull-Outs



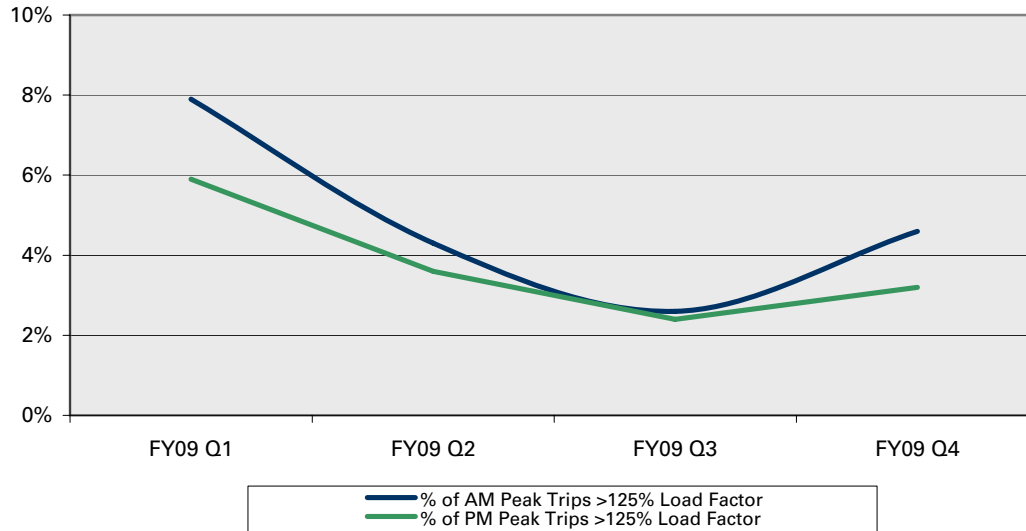
Reporting Period	Late Pull-Outs
FY08 Q4	0.5%
FY09 Q1	0.5%
FY09 Q2	0.4%
FY09 Q3	0.4%
FY09 Q4	0.5%
<i>FY09 Goal</i>	<i>1.5%</i>
Notes	

**Annual - FY09**      **Goal: <1.5%**    **Goal achieved?** ■    **Trend?** ■      Late Pull-Outs



Reporting Period	Late Pull-Outs
FY05	0.9%
FY06	1.1%
FY07	1.0%
FY08	0.5%
FY09	0.5%
<i>FY09 Goal</i>	<i>1.5%</i>
Notes	

**Quarterly - FY09 Q4** Load Factors



Reporting Period	% of AM Peak Trips >125% Load Factor	% of PM Peak Trips >125% Load Factor
FY09 Q1	7.9%	5.9%
FY09 Q2	4.3%	3.6%
FY09 Q3	2.6%	2.4%
FY09 Q4	4.6%	3.2%

**Notes**  
*Lines/Routes with over 25% of peak trips over 125% of comfortable sitting/standing capacity:*  
AM: 43  
PM: None

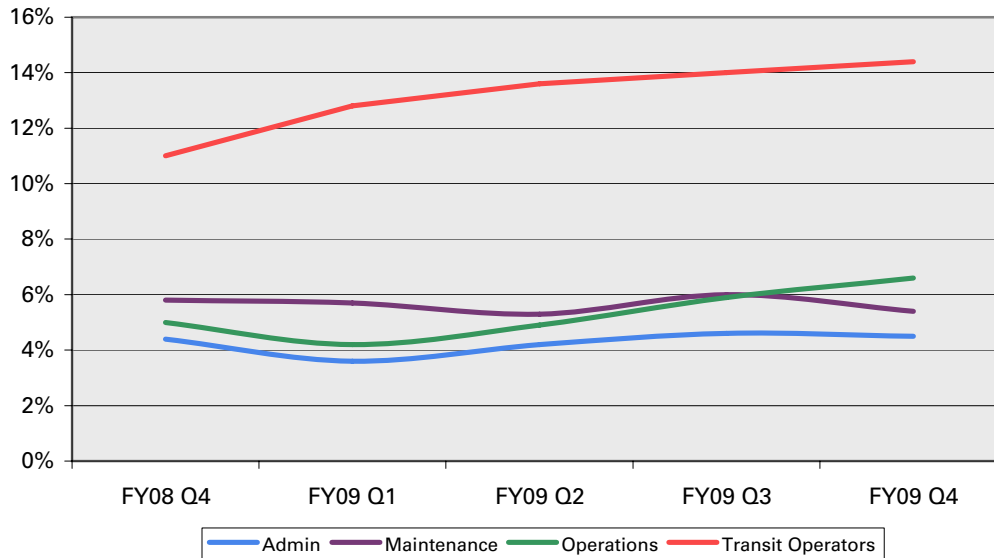
**Annual - FY09** Load Factors

Reporting Period	% of AM Peak Trips >125% Load Factor	% of PM Peak Trips >125% Load Factor
FY09	3.9%	2.8%

**Notes**  
*Capacities per Short Range Transit Plan: 30' Bus: 45, 40' Bus: 63, 60' Articulated Bus: 94, LRV: 119, Historic Streetcar: 60, Cable Car: 63*  
  
 A4 in FY08.

Service Standard modified for FY09.  
 Annual charts to be introduced in FY10.  
 Goal to be introduced in FY10 after baseline has been established.

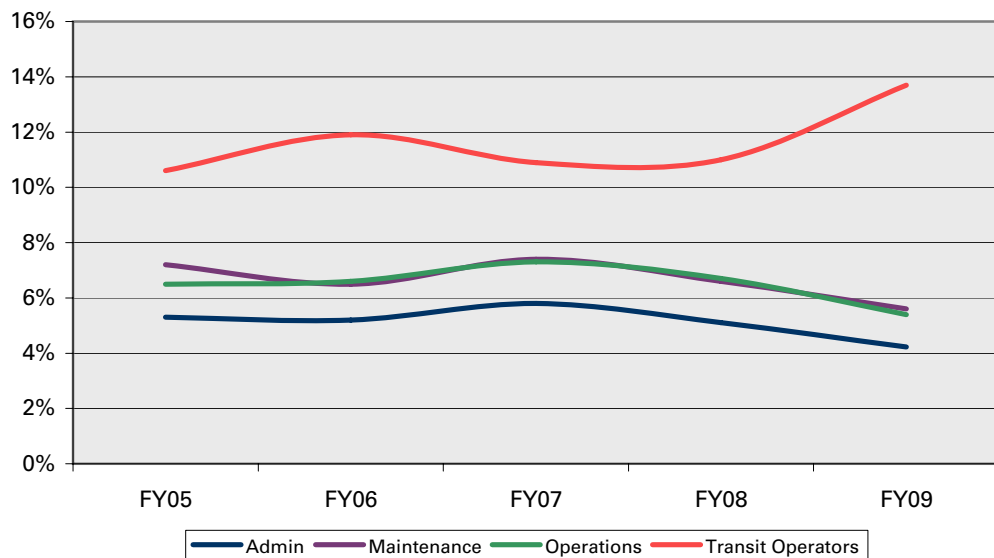
**Quarterly - FY09 Q4** | **Goals: Vary by unit; see FY09 goals below** | **Unscheduled Absences**



Reporting Period	Admin	Maintenance	Operations	Transit Operators
FY08 Q4	4.4%	5.8%	5.0%	11.0%
FY09 Q1	3.6%	5.7%	4.2%	12.8%
FY09 Q2	4.2%	5.3%	4.9%	13.6%
FY09 Q3	4.6%	6.0%	5.9%	14.0%
FY09 Q4	4.5%	5.4%	6.6%	14.4%
<b>FY09 Goal</b>	<b>5.2%</b>	<b>6.7%</b>	<b>6.9%</b>	<b>10.2%</b>

**Notes**  
 Goals were intensified by 5% in all areas for FY09. Results include sick pay/leave, long term leave, AWOL, and assault pay. FY09 results for operators also include jury duty, loans to unions, suspensions, and "working miss outs" (late arrivals to work).

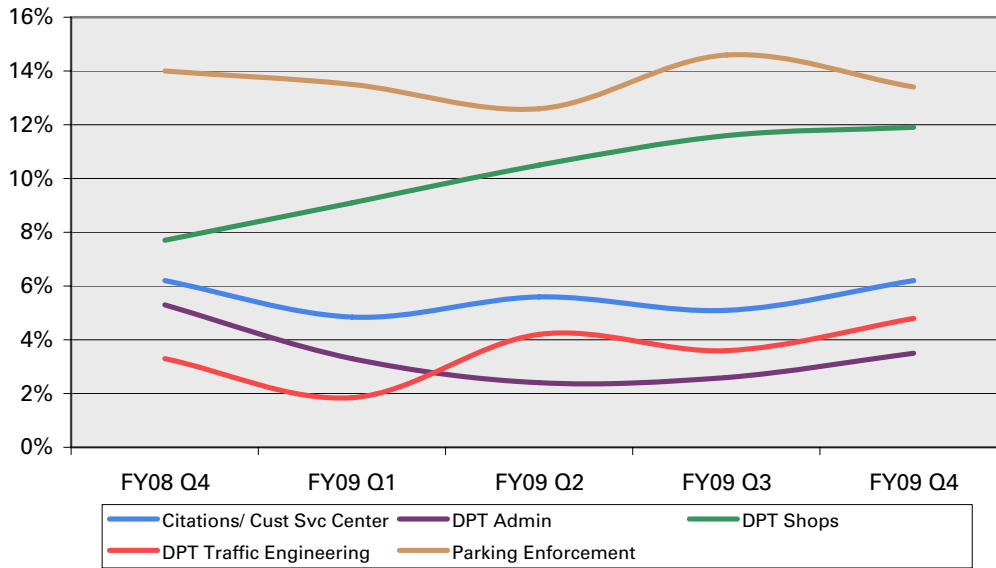
**Annual - FY09** | **Goals: Vary by unit; see FY09 goals below** | **Unscheduled Absences**



Reporting Period	Admin	Maintenance	Operations	Transit Operators
FY05	5.3%	7.2%	6.5%	10.6%
FY06	5.2%	6.5%	6.6%	11.9%
FY07	5.8%	7.4%	7.3%	10.9%
FY08	5.1%	6.6%	6.7%	11.0%
FY09	4.2%	5.6%	5.4%	13.7%
<b>FY09 Goal</b>	<b>5.2%</b>	<b>6.7%</b>	<b>6.9%</b>	<b>10.2%</b>

**Notes**  
 A6 in FY08.

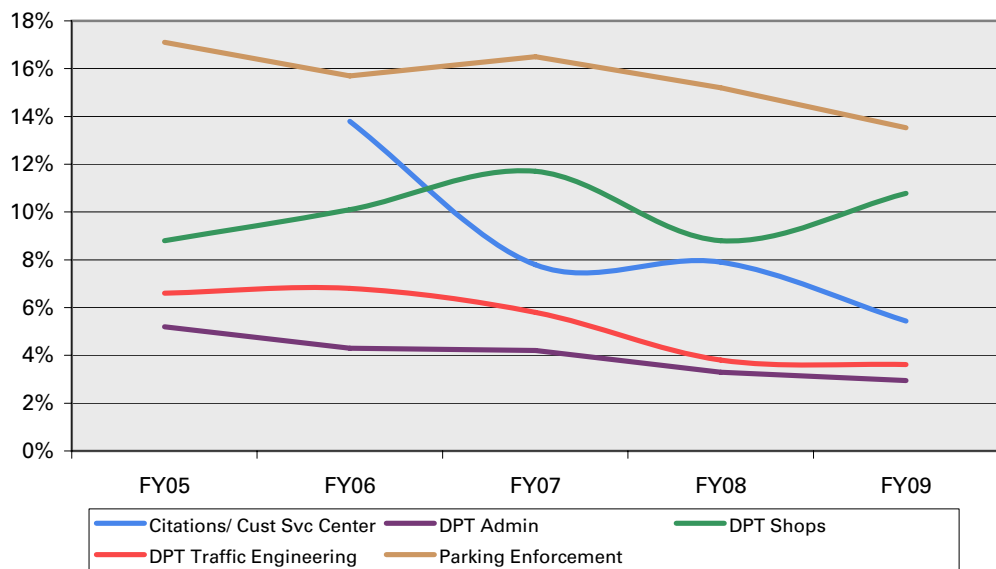
**Quarterly - FY09 Q4** | **Goals: Vary by unit; see FY09 goals below** | **Unscheduled Absences**



Reporting Period	Citations/ Cust Svc Center	DPT Admin	DPT Shops	DPT Traffic Engineering	Parking Enforcement
FY08 Q4	6.2%	5.3%	7.7%	3.3%	14.0%
FY09 Q1	4.9%	3.3%	9.1%	1.9%	13.5%
FY09 Q2	5.6%	2.4%	10.5%	4.2%	12.6%
FY09 Q3	5.1%	2.6%	11.6%	3.6%	14.6%
FY09 Q4	6.2%	3.5%	11.9%	4.8%	13.4%
<b>FY09 Goal</b>	<b>7.4%</b>	<b>4.0%</b>	<b>10.5%</b>	<b>5.2%</b>	<b>14.9%</b>

Notes  
 DPT: Parking and Traffic  
 Goals intensified by 5% in all areas except DPT Admin and Citations/Customer Service Center for FY09.

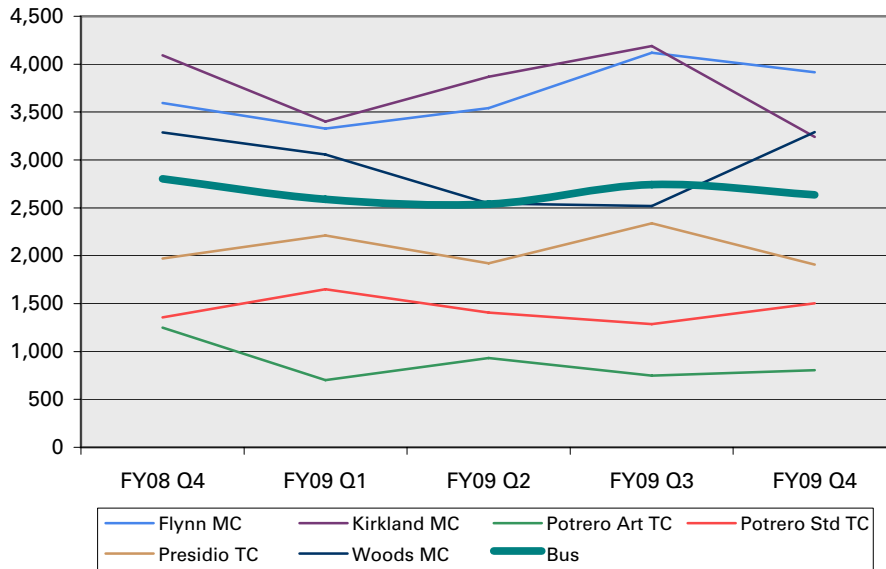
**Annual - FY09** | **Goals: Vary by unit; see FY09 goals below** | **Unscheduled Absences**



Reporting Period	Citations/ Cust Svc Center	DPT Admin	DPT Shops	DPT Traffic Engineering	Parking Enforcement
FY05		5.2%	8.8%	6.6%	17.1%
FY06	13.8%	4.3%	10.1%	6.8%	15.7%
FY07	7.8%	4.2%	11.7%	5.8%	16.5%
FY08	7.9%	3.3%	8.8%	3.8%	15.2%
FY09	5.4%	3.0%	10.8%	3.6%	13.5%
<b>FY09 Goal</b>	<b>7.4%</b>	<b>4.0%</b>	<b>10.5%</b>	<b>5.2%</b>	<b>14.9%</b>

Notes  
 DPT: Parking and Traffic  
 A6 in FY08.

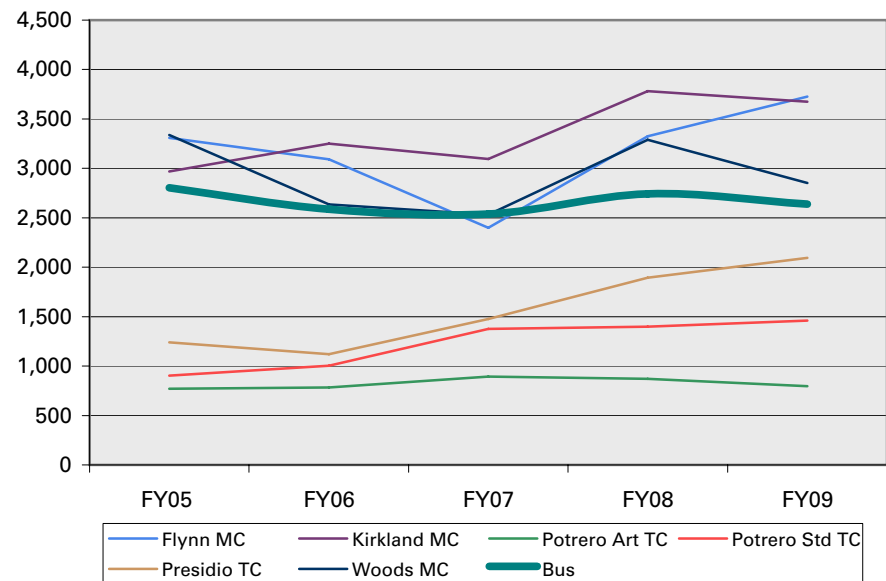
**Quarterly - FY09 Q4** Goals: Vary by division see FY09 Goals below MDBF



Reporting Period	Flynn MC	Kirkland MC	Potrero Art TC	Potrero Std TC	Presidio TC	Woods MC	Bus
FY08 Q4	3,595	4,092	1,250	1,358	1,972	3,286	2,804
FY09 Q1	3,326	3,400	703	1,649	2,210	3,058	2,588
FY09 Q2	3,542	3,867	932	1,405	1,920	2,546	2,539
FY09 Q3	4,120	4,190	748	1,285	2,337	2,519	2,741
FY09 Q4	3,915	3,240	806	1,504	1,908	3,290	2,637
<b>FY09 Goal</b>	<b>3,400</b>	<b>3,400</b>	<b>1,000</b>	<b>1,700</b>	<b>1,700</b>	<b>3,400</b>	<b>2,611</b>

**Notes**  
 Flynn/Kirkland/All Bus: Parts shortage issues. Potrero: Improvements in timeliness of preventive maintenance. Presidio: Increase in air compressor failures and trolley pole/shoe wear issues. Woods: Focused efforts to resolve battery, fuel pump and rear door issues on hybrid vehicles.

**Annual - FY09** Goals: Vary by division see FY09 goals below MDBF

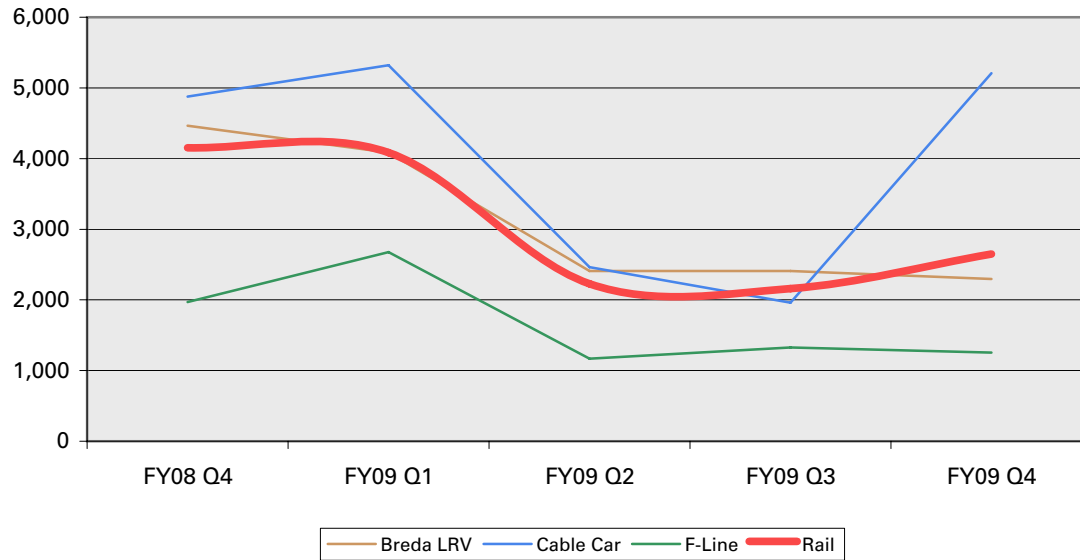


Reporting Period	Flynn MC	Kirkland MC	Potrero Art TC	Potrero Std TC	Presidio TC	Woods MC	Bus
FY05	3,309	2,970	770	902	1,239	3,337	2,804
FY06	3,093	3,251	785	1,004	1,121	2,636	2,588
FY07	2,398	3,094	893	1,377	1,477	2,533	2,539
FY08	3,325	3,780	872	1,400	1,895	3,289	2,741
FY09	3,726	3,674	797	1,461	2,094	2,853	2,637
<b>FY09 Goal</b>	<b>3,400</b>	<b>3,400</b>	<b>1,000</b>	<b>1,700</b>	<b>1,700</b>	<b>3,400</b>	<b>2,611</b>

**Notes**  
 MC: Motor Coach, TC: Trolley Coach, Art: Articulated, Std: Standard  
 Overall goal for Bus is based on weighted average using # of vehicles by type/yard.

A7 in FY08.

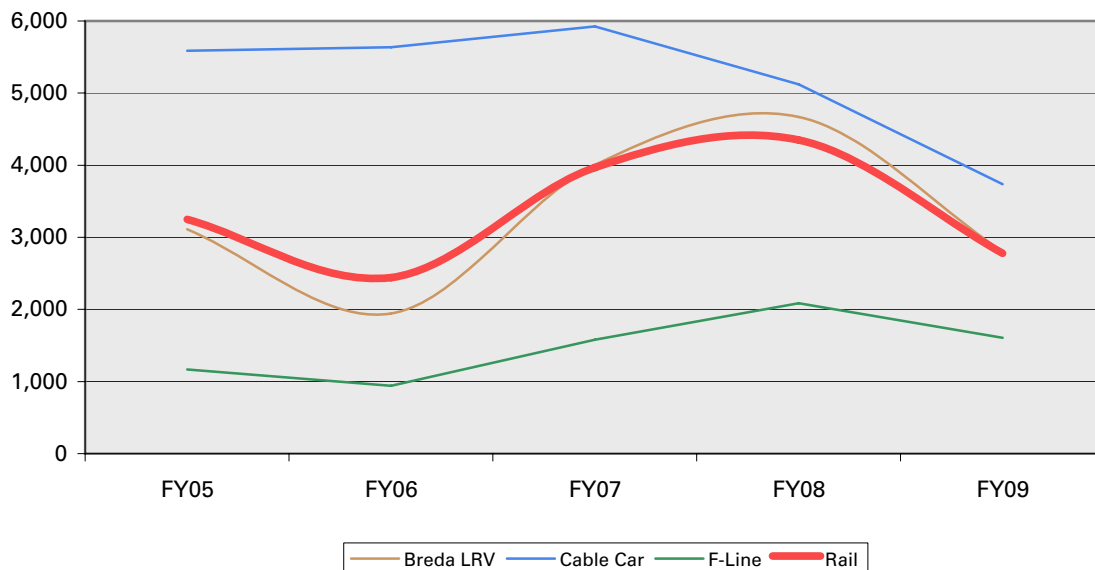
**Quarterly - FY09 Q4** Goals: Vary by division see FY09 Goals below MDBF



Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY08 Q4	4,465	4,878	1,970	4,151
FY09 Q1	4,085	5,320	2,677	4,085
FY09 Q2	2,408	2,462	1,170	2,226
FY09 Q3	2,410	1,959	1,326	2,162
FY09 Q4	2,294	5,206	1,253	2,648
<b>FY09 Goal</b>	<b>5,000</b>	<b>6,000</b>	<b>2,000</b>	<b>4,712</b>

**Notes**  
 Overall goal for Rail is based on weighted average using # of vehicles by type/yard.  
 Goals increased by 5% over four quarter average for LRV and F-Line.

**Annual - FY09** Goals: Vary by division see FY09 goals below MDBF



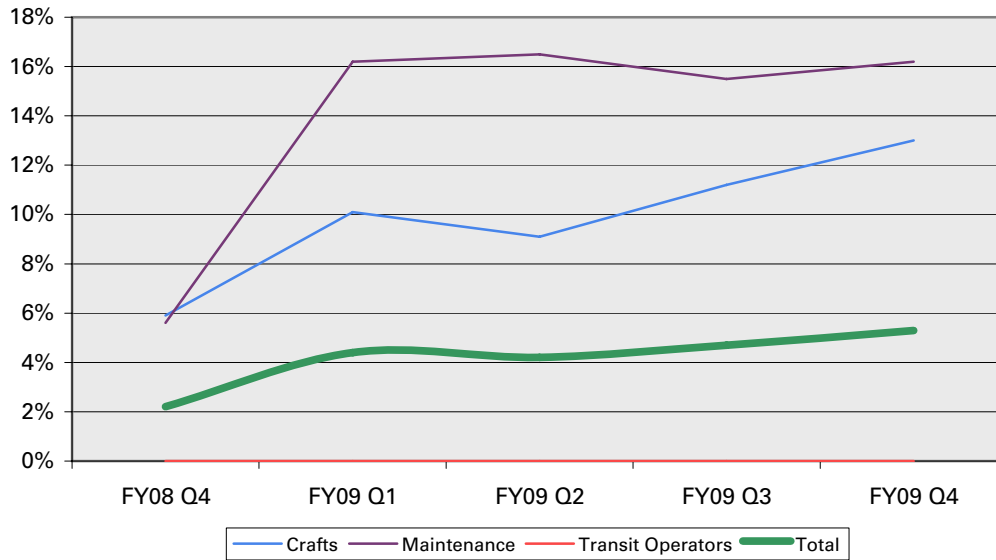
Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY05	3,112	5,586	1,167	3,248
FY06	1,943	5,638	940	2,442
FY07	4,001	5,924	1,582	3,966
FY08	4,669	5,120	2,084	4,348
FY09	2,799	3,737	1,607	2,780
<b>FY09 Goal</b>	<b>5,000</b>	<b>6,000</b>	<b>2,000</b>	<b>4,712</b>

**Notes**  
 A7 in FY08.



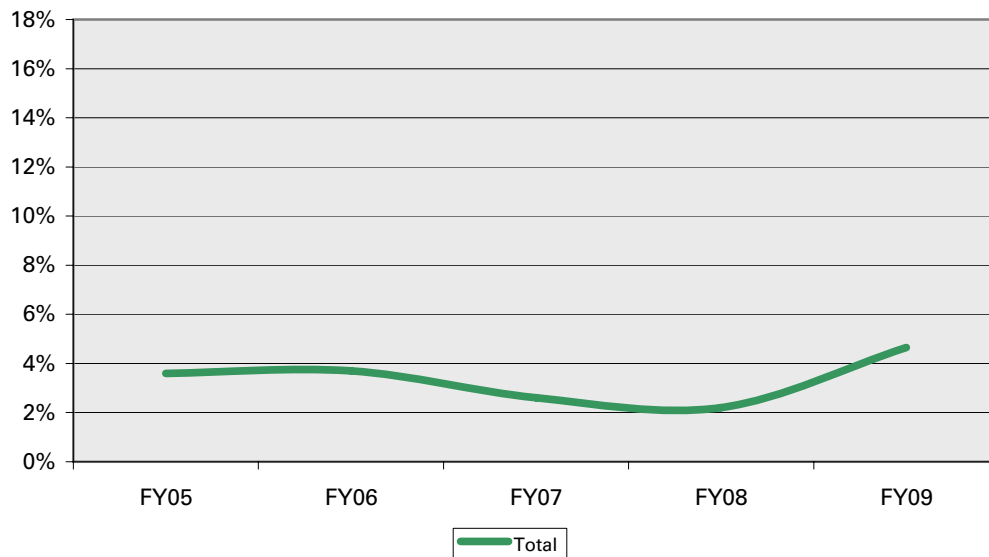
# A6 Vacancy Rates for Service Critical Positions

**Quarterly - FY09 Q4**      **Goal: <5%**      **Goal achieved?** ■      **Trend?** ■      Vacancy Rates



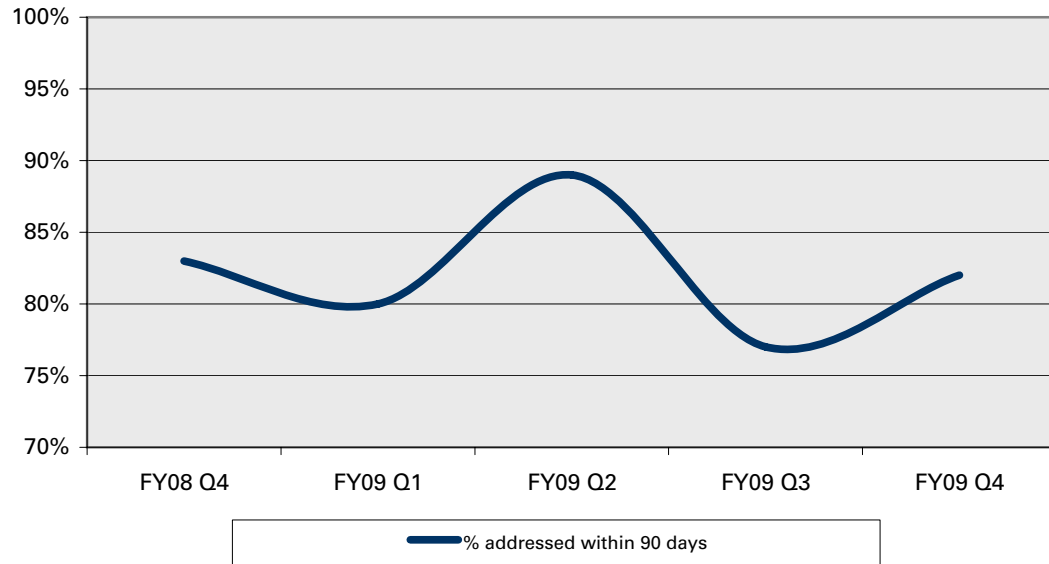
Reporting Period	Crafts	Maintenance	Transit Operators	Total
FY08 Q4	5.9%	5.6%	0.0%	2.2%
FY09 Q1	10.1%	16.2%	0.0%	4.4%
FY09 Q2	9.1%	16.5%	0.0%	4.2%
FY09 Q3	11.2%	15.5%	0.0%	4.7%
FY09 Q4	13.0%	16.2%	0.0%	5.3%
<b>FY09 Goal</b>	<b>5.0%</b>	<b>5.0%</b>	<b>5.0%</b>	<b>5.0%</b>
Notes	Effective Systemwide % of Extra Board Operators: 9%. Crafts positions are comprised of 59 different classifications. 11 are affiliated with Muni Metro East (MME). Maintenance positions are comprised of 19 different classes. Four are affiliated with MME.			

**Annual - FY09**      **Goal: <5%**      **Goal achieved?** ■      **Trend?** ■      Vacancy Rates



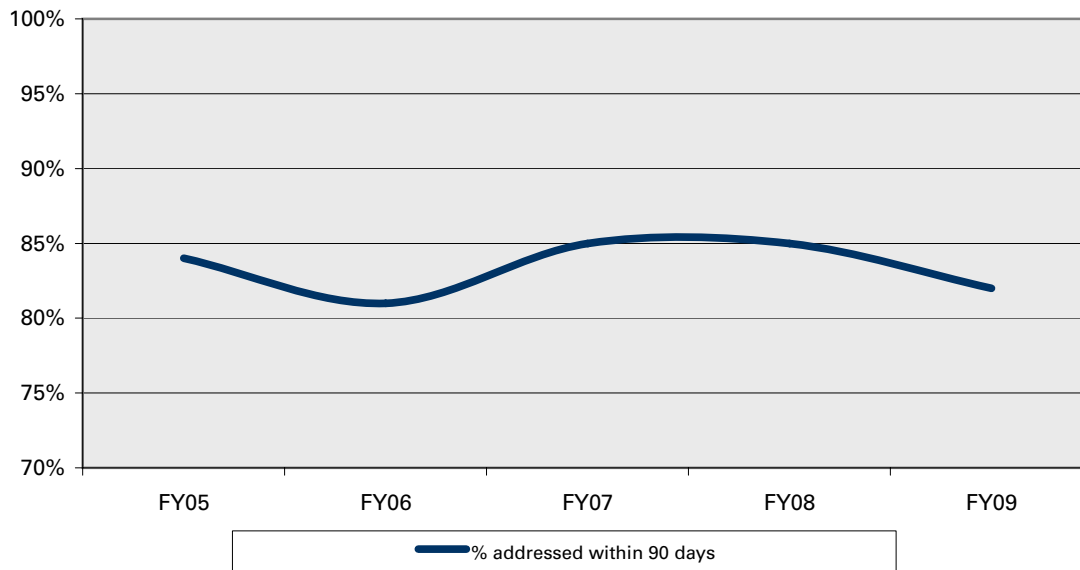
Reporting Period	Total			
FY05	3.6%			
FY06	3.7%			
FY07	2.6%			
FY08	2.2%			
FY09	4.7%			
<b>FY09 Goal</b>	<b>5.0%</b>			
Notes	Results based on following position count: Transit Operators - 2034.75 FTE, Crafts 974 FTE, Maintenance 297 FTE.  A8 in FY08.			

**Quarterly - FY09 Q4**      **Goal: >82%**    **Goal achieved?** ■    **Trend?** ■      Traffic and Parking Control Requests



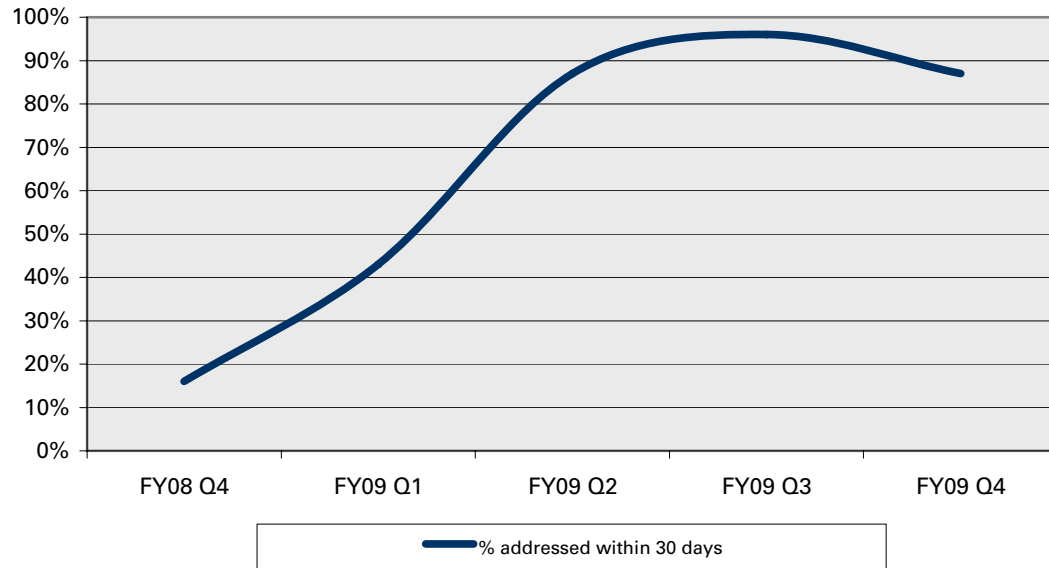
Reporting Period	% addressed within 90 days
FY08 Q4	83%
FY09 Q1	80%
FY09 Q2	89%
FY09 Q3	77%
FY09 Q4	82%
<i>FY09 Goal</i>	<i>82%</i>
<b>Notes</b>	
<i>145 of 177 requests were handled within 90 days.</i>	

**Annual - FY09**      **Goal: >82%**    **Goal achieved?** ■    **Trend?** ■      Traffic and Parking Control Requests



Reporting Period	% addressed within 90 days
FY05	84%
FY06	81%
FY07	85%
FY08	85%
FY09	82%
<i>FY09 Goal</i>	<i>82%</i>
<b>Notes</b>	
<i>A9 in FY08.</i>	

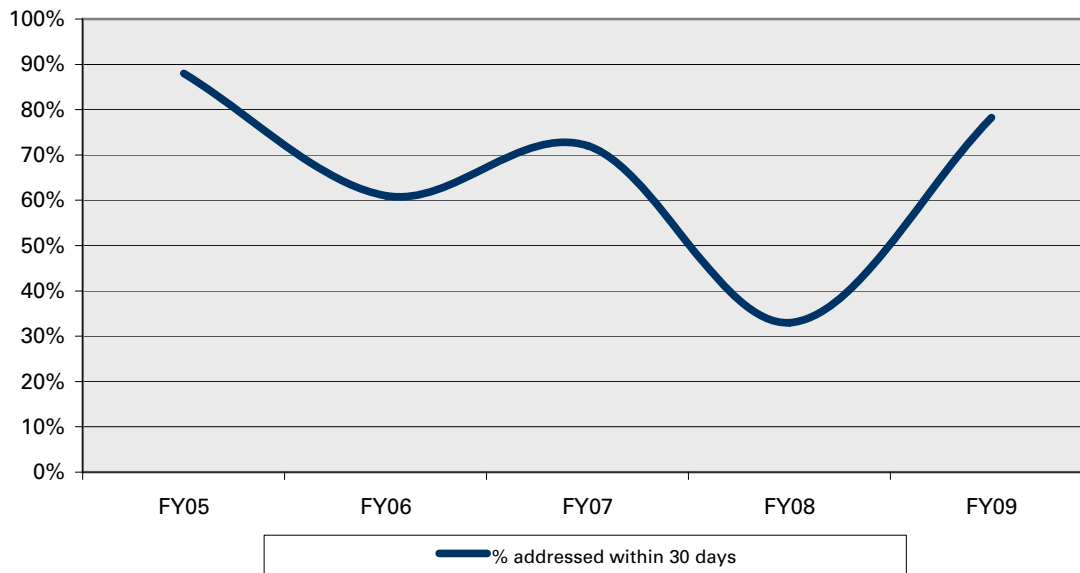
**Quarterly - FY09 Q4**      **Goal: >90%**    **Goal achieved?** ■    **Trend?** ■      Color Curb Applications



Reporting Period	% addressed within 30 days
FY08 Q4	16%
FY09 Q1	43%
FY09 Q2	87%
FY09 Q3	96%
FY09 Q4	87%
<i>FY09 Goal</i>	<i>90%</i>

**Notes**  
*While performance remained at the second highest level in eight quarters, productivity did fall slightly during FY09 Q4 due to a decrease in staff availability (including loss of a survey technician in May), and a higher application volume in Q4 relative to prior quarters.*

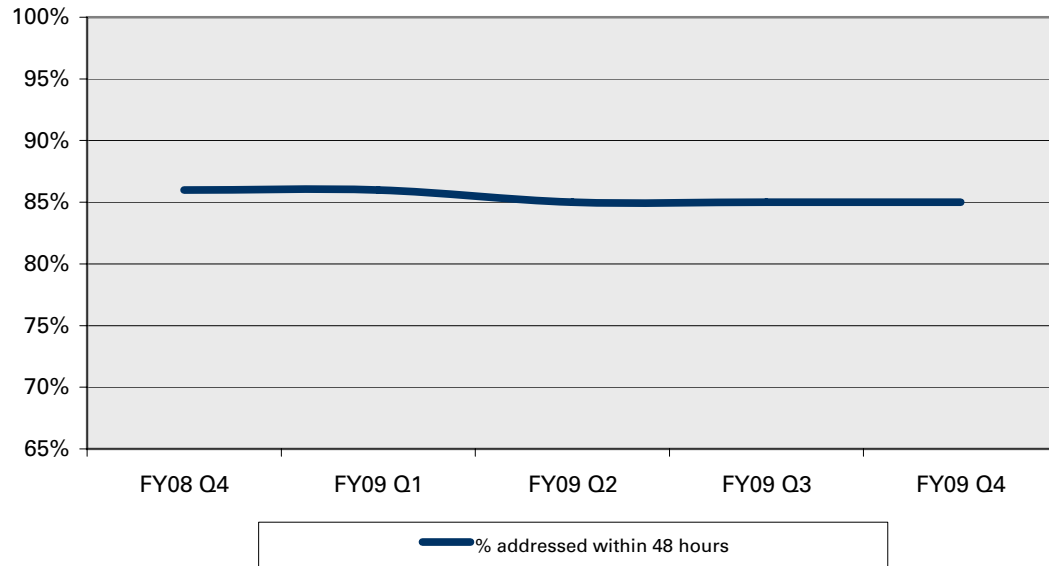
**Annual - FY09**      **Goal: >90%**    **Goal achieved?** ■    **Trend?** ■      Color Curb Applications



Reporting Period	% addressed within 30 days
FY05	88%
FY06	61%
FY07	72%
FY08	33%
FY09	78%
<i>FY09 Goal</i>	<i>90%</i>

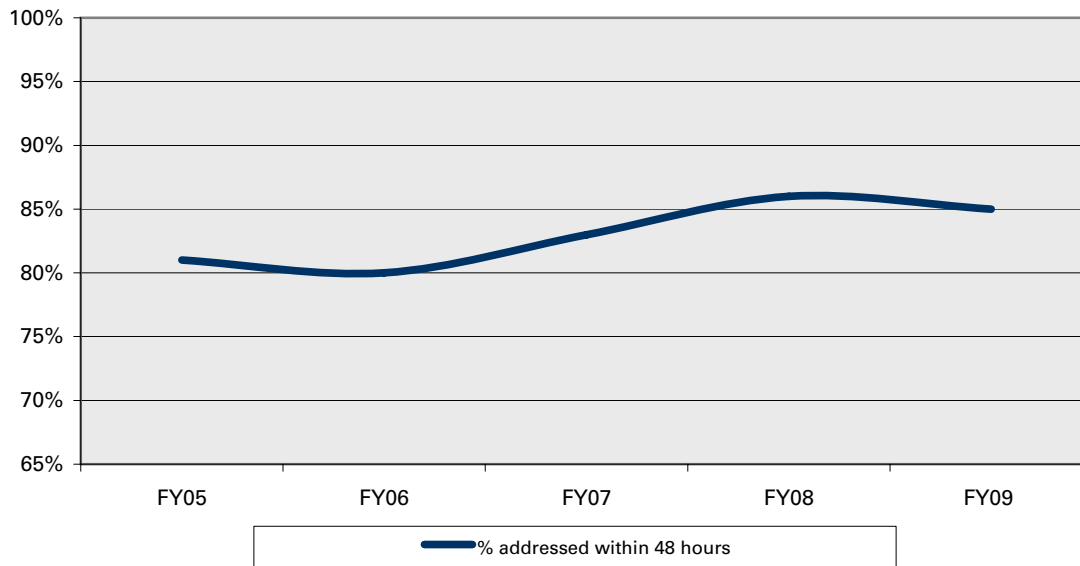
**Notes**  
*A10 in FY08.*

**Quarterly - FY09 Q4**      **Goal: >85%**    **Goal achieved?** ■    **Trend?** ■      Parking Meter Malfunction Reports



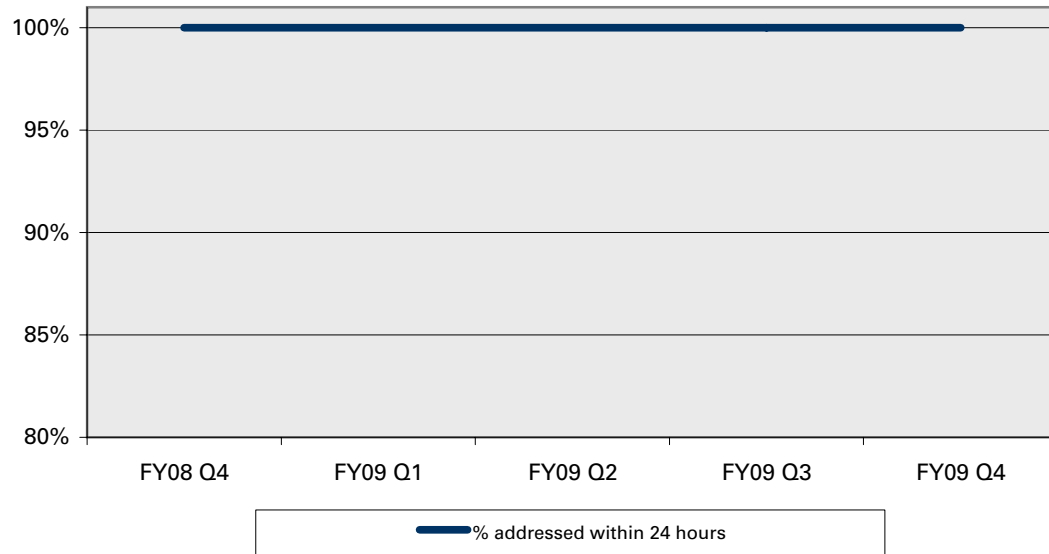
Reporting Period	% addressed within 48 hours
FY08 Q4	86%
FY09 Q1	86%
FY09 Q2	85%
FY09 Q3	85%
FY09 Q4	85%
<i>FY09 Goal</i>	<i>85%</i>
<b>Notes</b>	
<i>405 of 474 malfunction reports were addressed within 48 hours.</i>	

**Annual - FY09**      **Goal: >85%**    **Goal achieved?** ■    **Trend?** ■      Parking Meter Malfunction Reports



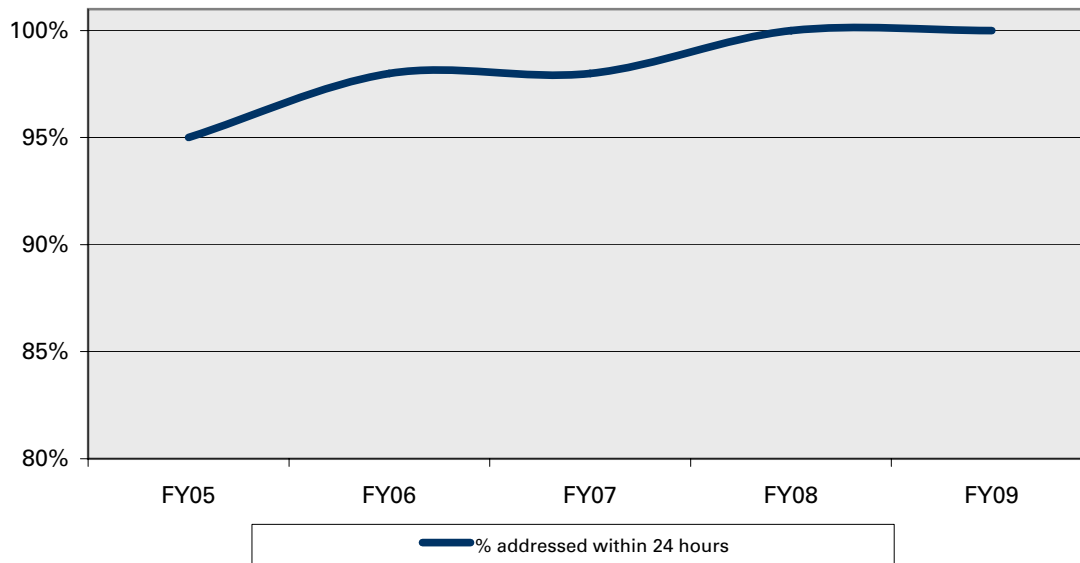
Reporting Period	% addressed within 48 hours
FY05	81%
FY06	80%
FY07	83%
FY08	86%
FY09	85%
<i>FY09 Goal</i>	<i>85%</i>
<b>Notes</b>	
<i>A11 in FY08.</i>	

**Quarterly - FY09 Q4**      **Goal: >98%**    **Goal achieved?** ■    **Trend?** ■      Hazardous Traffic Sign Reports



Reporting Period	% addressed within 24 hours
FY08 Q4	100%
FY09 Q1	100%
FY09 Q2	100%
FY09 Q3	100%
FY09 Q4	100%
<i>FY09 Goal</i>	<i>98%</i>
<b>Notes</b>	
<i>All 1347 hazardous traffic sign reports were addressed within 24 hours.</i>	

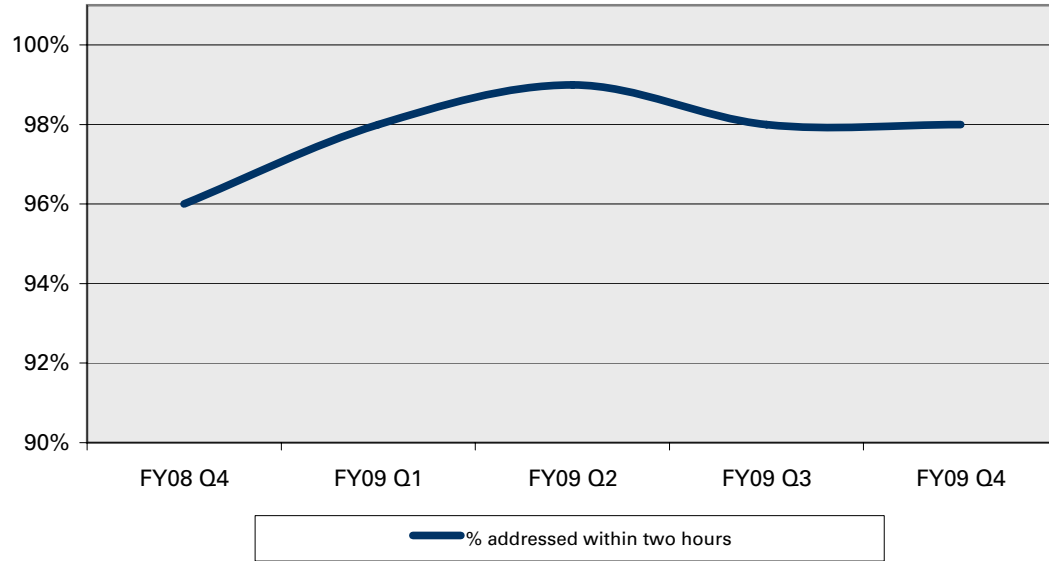
**Annual - FY09**      **Goal: >98%**    **Goal achieved?** ■    **Trend?** ■      Hazardous Traffic Sign Reports



Reporting Period	% addressed within 24 hours
FY05	95%
FY06	98%
FY07	98%
FY08	100%
FY09	100%
<i>FY09 Goal</i>	<i>98%</i>
<b>Notes</b>	
<i>A12 in FY08.</i>	

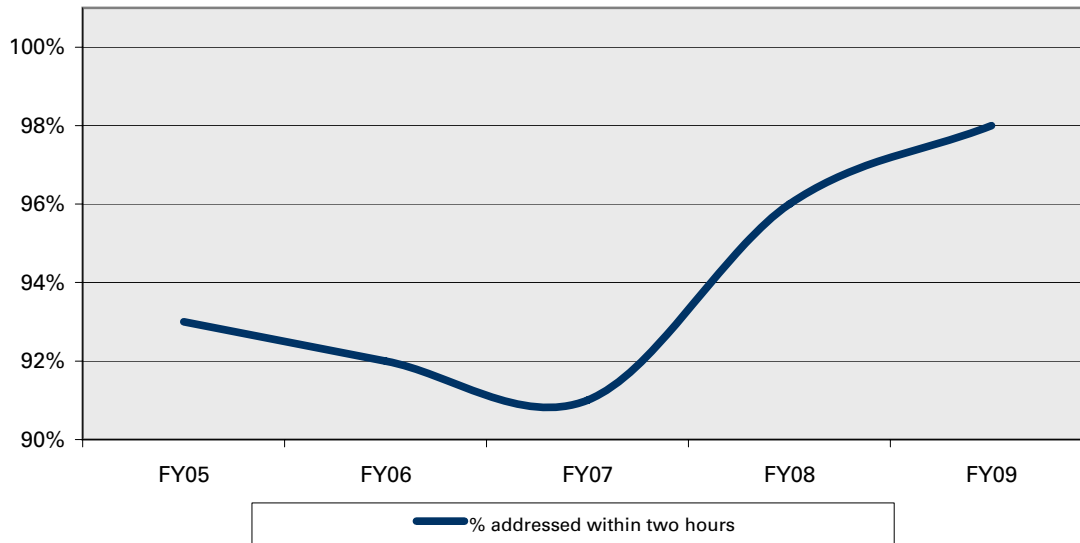
# A11 Hazardous Traffic Signal Reports | % Addressed Within Two Hours

**Quarterly - FY09 Q4**      **Goal: >92%**    **Goal achieved?** ■    **Trend?** ■      Hazardous Traffic Signal Reports



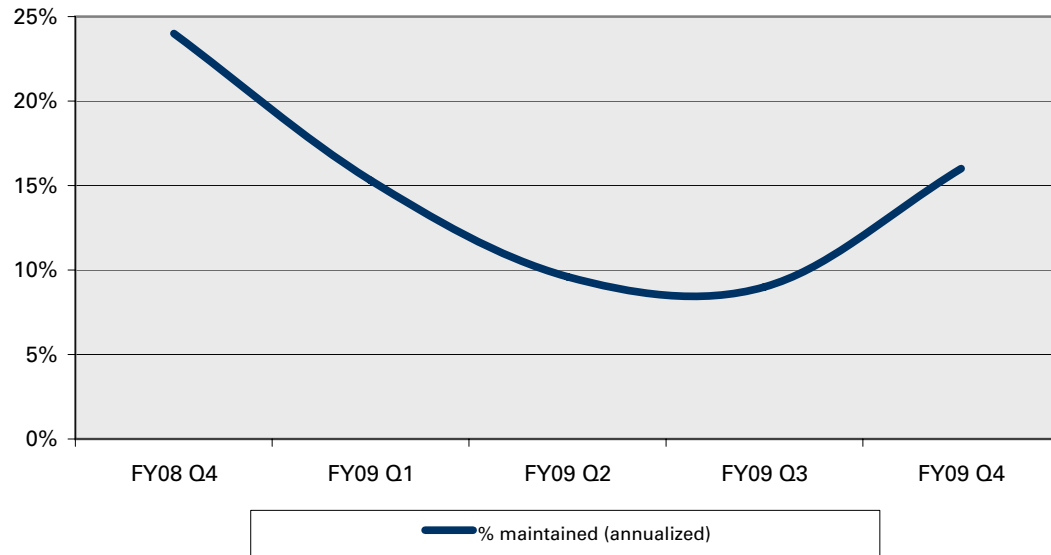
Reporting Period	% addressed within two hours
FY08 Q4	96%
FY09 Q1	98%
FY09 Q2	99%
FY09 Q3	98%
FY09 Q4	98%
<i>FY09 Goal</i>	92%
<b>Notes</b>	
676 of 690 hazardous traffic signal reports were addressed within 2 hours.	

**Annual - FY09**      **Goal: >92%**    **Goal achieved?** ■    **Trend?** ■      Hazardous Traffic Signal Reports



Reporting Period	% addressed within two hours
FY05	93%
FY06	92%
FY07	91%
FY08	96%
FY09	98%
<i>FY09 Goal</i>	92%
<b>Notes</b>	
A13 in FY08.	

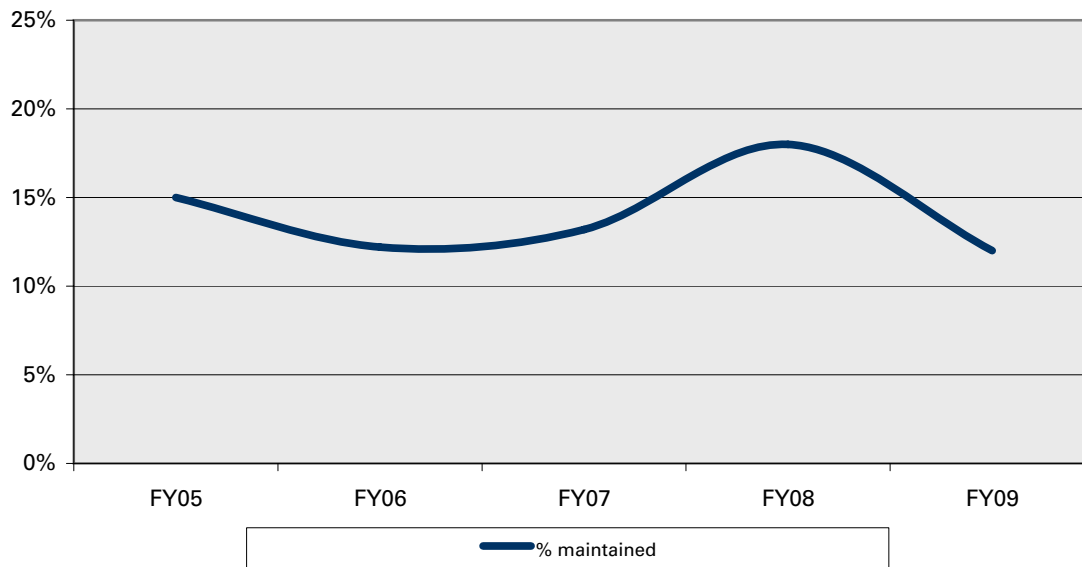
**Quarterly - FY09 Q4**      **Goal: >12%**    **Goal achieved?** ■    **Trend?** ■      Traffic Lane Lines, Bus Zones and Crosswalks



Reporting Period	% maintained (annualized)
FY08 Q4	24%
FY09 Q1	15%
FY09 Q2	10%
FY09 Q3	9%
FY09 Q4	16%
<i>FY09 Goal</i>	12%

**Notes**  
*Higher than average output for Q4 can be attributed to unusually mild and dry weather, completion of many DPW paving projects, various utility pave-outs, and a special project to realign lanes and paint edge lines on 19th avenue and re-mark side streets.*

**Annual - FY09**      **Goal: >12%**    **Goal achieved?** ■    **Trend?** ■      Traffic Lane Lines, Bus Zones and Crosswalks



Reporting Period	% maintained
FY05	15%
FY06	12%
FY07	13%
FY08	18%
FY09	12%
<i>FY09 Goal</i>	12%

**Notes**  
*A14 in FY08.*

**A13 Productivity | Average # of Boardings per Service Hour**

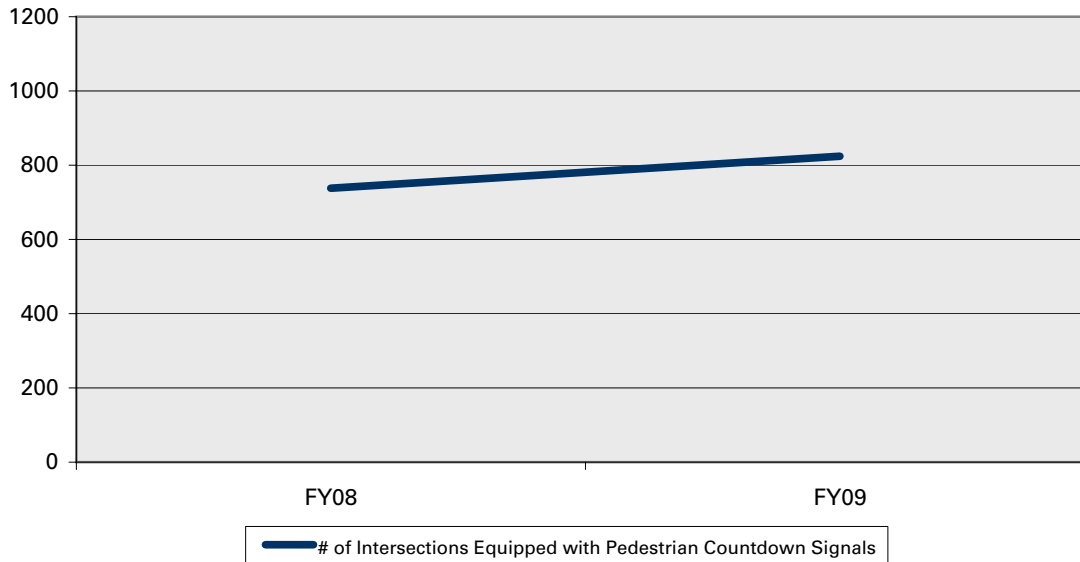
**Annual - FY08** Average # of Boardings per Service Hour

Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	System
FY07	50	73	66	72	68
FY08	51	108	64	75	74

**Notes**  
 Chart will be added when FY09 results become available. Results will be benchmarked relative to peers when FY09 data is received.  
 B4 in FY08.

**A14 Pedestrian Safety | # of Intersections Equipped with Countdown Signals**

**Annual - FY09** **FY09 Goal: >776** # of Intersections Equipped with Countdown Signals



Reporting Period	# of Intersections Equipped with Pedestrian Countdown Signals
FY08	738
FY09	824

**Notes**  
 824 of 1176 signalized intersections are fully equipped with pedestrian countdown signals. An additional 153 intersections are partially equipped.



**Quarterly - FY09 Q4**

Bicycle Counts at Key Locations

Awaiting installation of automated counters.  
Results will be reporting beginning as soon as data become available.

**Annual - 2007**

Level of Service of on Principal Arterials

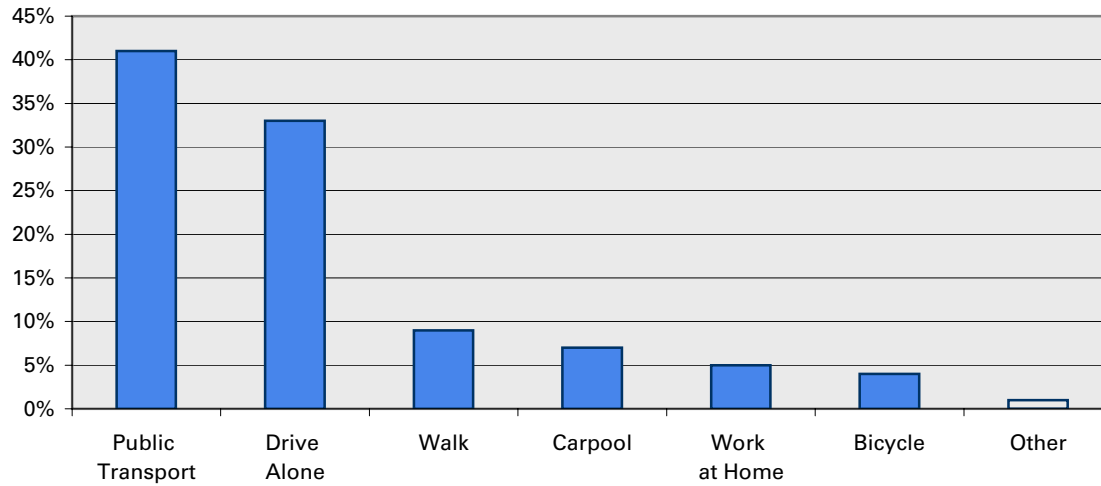
<b>Average Travel Speeds</b>		
<b>Arterial</b>	<b>AM</b>	<b>PM</b>
Class I Arterial	27.2	27.1
Class II Arterial	17.2	15.9
Class III Arterial	17.8	16.5
Freeway	47.8	40.3

<b>AM Peak Period Level of Service "F" Segments</b>
Castro/Divisadero: Geary to Pine NB
Fell: Gough to Laguna WB
Geneva: Cayuga to Ocean WB
Octavia: Fell to Market SB
US-101: I-80 to Market NB

<b>PM Peak Period Level of Service "F" Segments</b>
Drumm: Washington to Market SB
Geneva: Cayuga to Ocean WB
Montgomery: Broadway to Bush SB
O'Farrell: Mason to Market EB
Pine: Market to Kearney WB
Stanyan: Turk to Fulton SB
I-80: Treasure Island to Fremont Exit SB
I-80: Fremont to US-101 SB
US-101: Market to I-80 SB
I-80: US-101 to Fremont NB

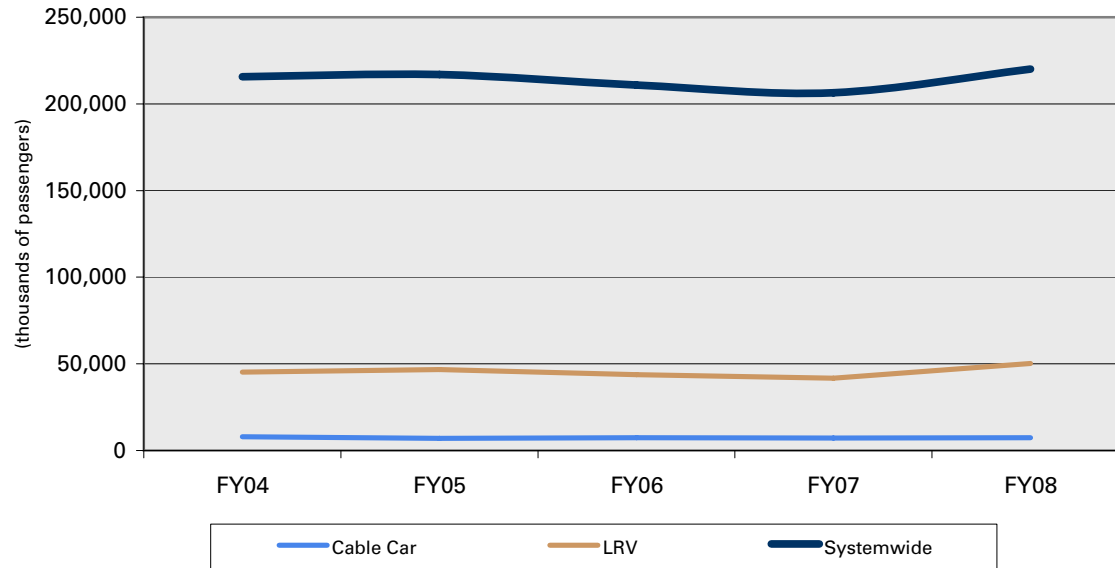
Annual - 2009

What is your primary mode of transportation to work?



City Survey Results			
Mode	%	Mode	%
Public Transport	41%	Work at Home	5%
Drive Alone	33%	Bicycle	4%
Walk	9%	Other	1%
Carpool	7%		
Notes			
<p><i>Results are from the January 1, 2009 City Survey conducted by the Office of the Controller. Citizens were asked "What is your primary mode of transportation to work? Nine out of ten residents ride Muni at least once a month.</i></p>			

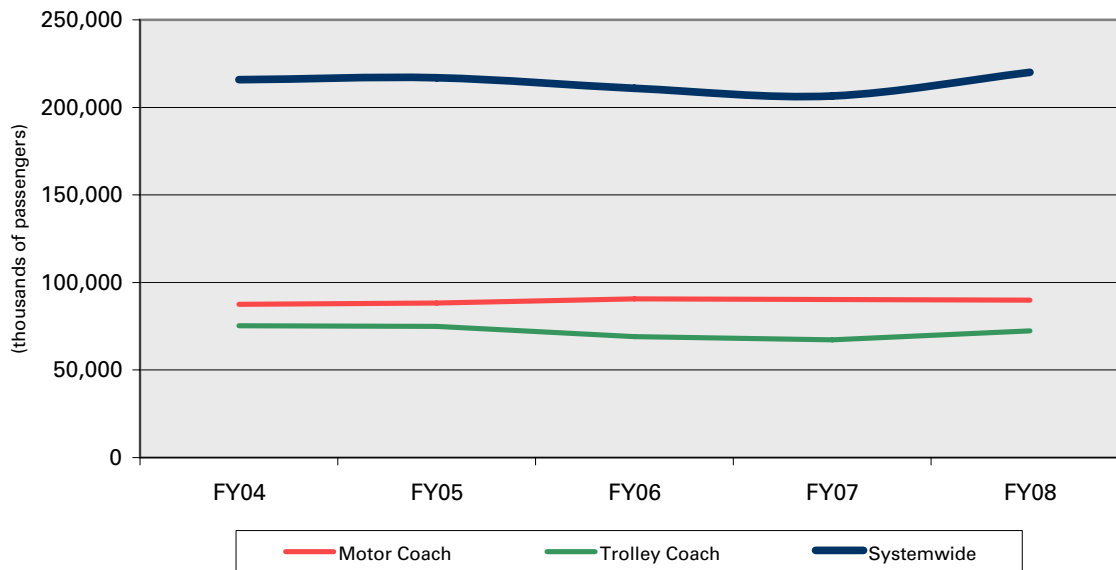
**Annual - FY08**      **FY08 Goal: 209,556**      **Goal achieved?**       **Trend?**       **Rail** (in thousands of passengers)



Reporting Period	Cable Car	LRV	Systemwide
FY04	7,869	45,187	215,744
FY05	6,966	46,803	216,919
FY06	7,475	43,679	210,849
FY07	7,122	41,737	206,459
FY08	7,425	50,312	220,044
<b>FY08 Goal</b>			<b>209,556</b>

**Notes**  
 Systemwide included on chart for reference purposes. FY09 Goal for Systemwide ridership will be 223,254,000 (expressed as 223,254 on this chart). Awaiting FY09 data.

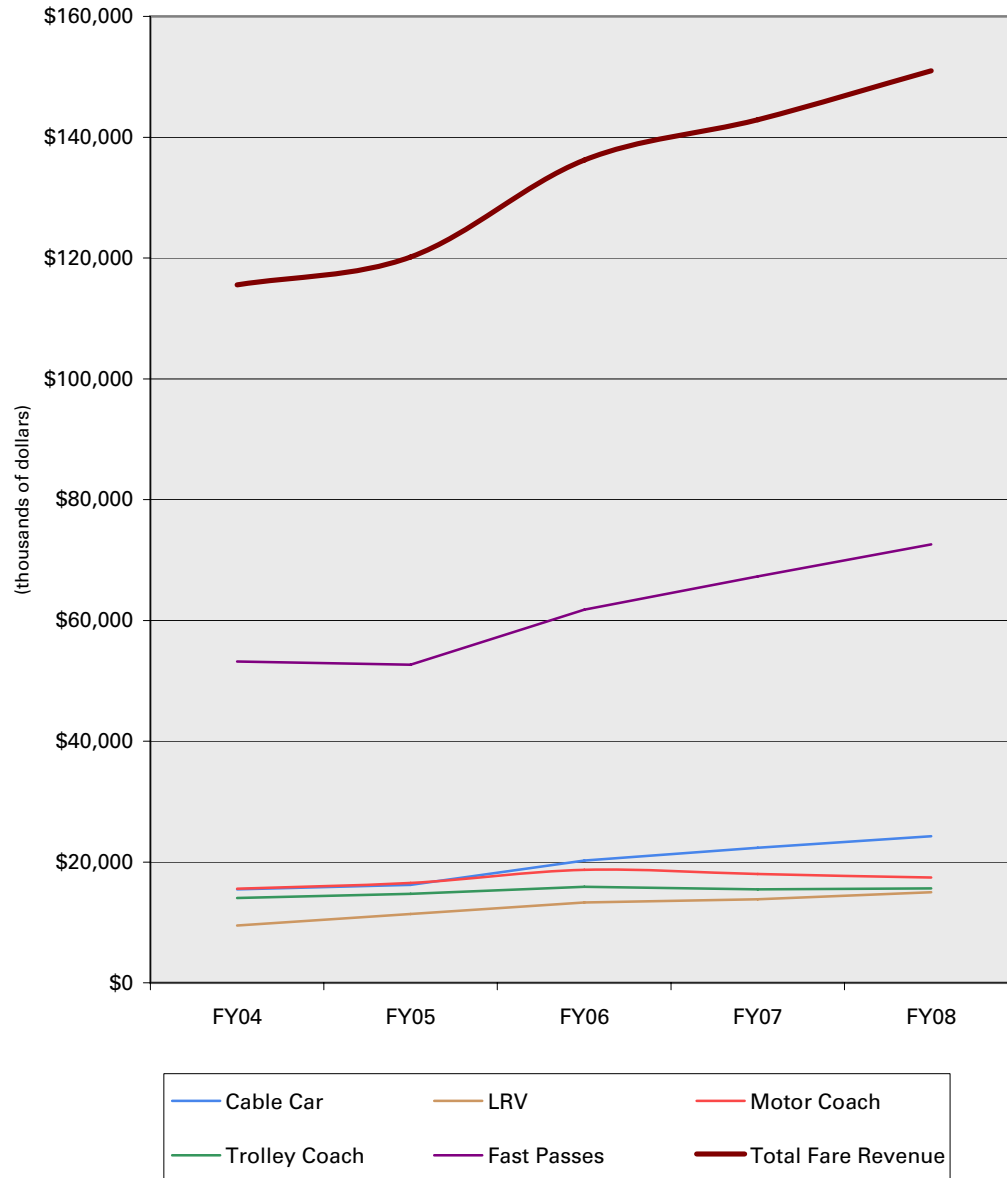
**Annual - FY08**      **FY08 Goal: 209,556**      **Goal achieved?**       **Trend?**       **Bus** (in thousands of passengers)



Reporting Period	Motor Coach	Trolley Coach	Systemwide
FY04	87,472	75,216	215,744
FY05	88,209	74,941	216,919
FY06	90,630	69,065	210,849
FY07	90,303	67,297	206,459
FY08	89,913	72,394	220,044
<b>FY08 Goal</b>			<b>209,556</b>

**Notes**  
 Systemwide included on chart for reference purposes. FY09 Goal for Systemwide ridership will be 223,345,000 (to be expressed as 223,345 on this chart). Awaiting FY09 data.

**Annual - FY08**      **Goal: > \$145,053**      **Goal achieved?**       **Trend?**       Revenue (in thousands of dollars)



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Fast Passes
FY04	\$15,446	\$9,488	\$15,578	\$14,061	\$53,171
FY05	\$16,207	\$11,405	\$16,504	\$14,743	\$52,645
FY06	\$20,244	\$13,306	\$18,705	\$15,903	\$61,798
FY07	\$22,347	\$13,831	\$18,017	\$15,452	\$67,259
FY08	\$24,248	\$14,983	\$17,436	\$15,644	\$72,581

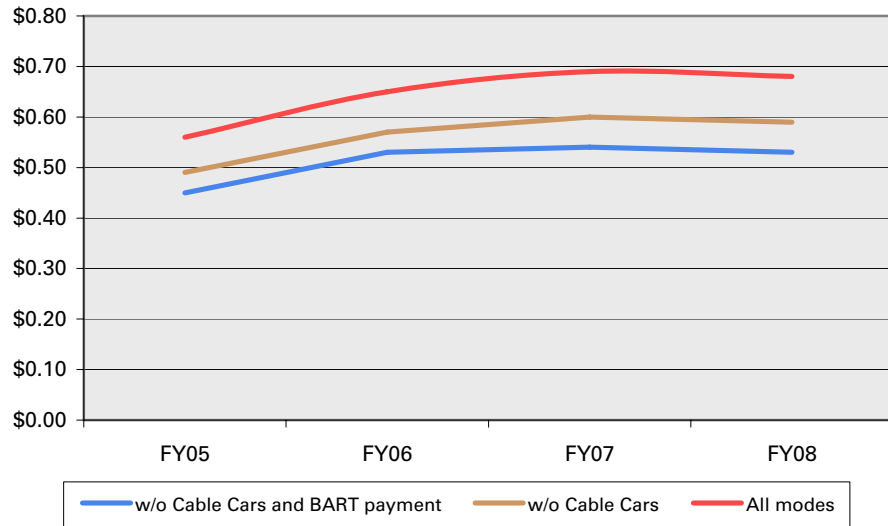
**Notes**  
 Awaiting FY09 data.

Reporting Period	Other Fare Media	Para-transit	Charter	Total Fare Revenue
FY04	\$6,498	\$1,271	\$23	\$115,538
FY05	\$7,285	\$1,375	\$20	\$120,184
FY06	\$4,865	\$1,411	\$2	\$136,234
FY07	\$4,527	\$1,475	\$1	\$142,909
FY08	\$4,753	\$1,645	\$1	\$151,290

**Notes**  
 FY09 Fare Revenue Goal: \$153,273. Awaiting FY09 data.

**B3 Farebox Performance | Average Fare (based on unlinked trips)**

**Annual - FY08** Average Fare (based on unlinked trips)

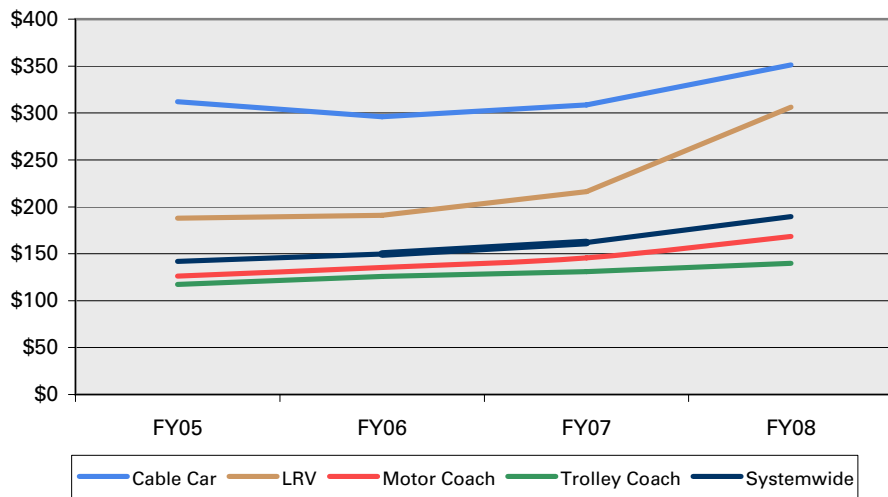


Reporting Period	w/o Cable Cars and BART payment	w/o Cable Cars	All modes		
FY05	\$0.45	\$0.49	\$0.56		
FY06	\$0.53	\$0.57	\$0.65		
FY07	\$0.54	\$0.60	\$0.69		
FY08	\$0.53	\$0.59	\$0.68		

**Notes**  
*B2 in FY08. Awaiting FY09 data.*

**B4 Cost Efficiency | Fully Allocated Service Cost by Mode**

**Annual - FY08** Fully Allocated Service Cost by Mode



Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Systemwide
FY05	\$312.13	\$187.94	\$126.20	\$117.30	\$141.91
FY06	\$295.88	\$190.92	\$135.45	\$125.94	\$149.85
FY07	\$308.55	\$216.08	\$145.44	\$130.88	\$161.97
FY08	\$351.17	\$306.21	\$168.50	\$139.74	\$189.62

**Notes**  
*Results will be benchmarked relative to peer agencies after FY09 data has been received.*  
*B3 in FY08.*

**Annual - FY08**

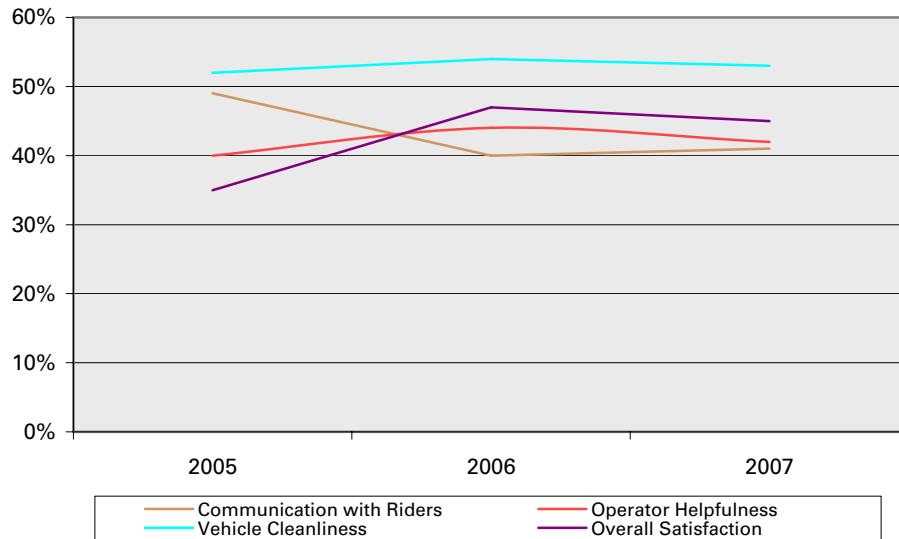
Operating Expense per Passenger Boarding

Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	System
FY07	\$6.18	\$2.96	\$2.22	\$1.82	\$2.38
FY08	\$6.91	\$2.83	\$2.62	\$1.87	\$2.57

**Notes**

*Chart will be added when FY09 data are received. Results will be benchmarked relative to peer agencies after FY09 data has been received.  
B4 in FY08.*

**Annual - 2007**      **Goal: year over year improvement**      Muni Service - % of Customers Rating Service Excellent/Good



Reporting Period	Communication with Riders	Operator Helpfulness	Vehicle Cleanliness	Overall Satisfaction
2005	49%	40%	52%	35%
2006	40%	44%	54%	47%
2007	41%	42%	53%	45%

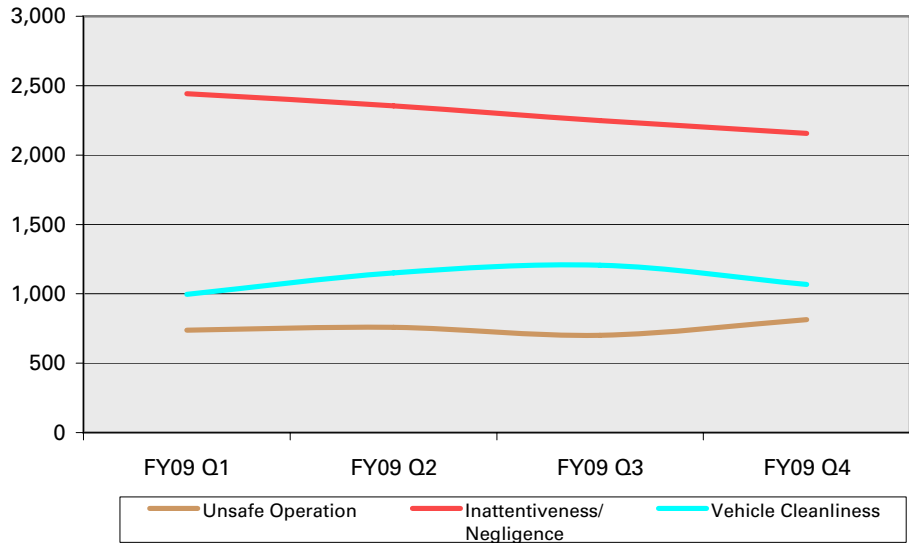
**Notes**  
 While the Customer Survey was not completed in 2008, scores (on a five point scale) from the Office of the Controller's 2009 City Survey were as follows: Convenience of Routes 3.63, Timeliness/Reliability 2.98, Cleanliness 2.98, Fares 3.58, Safety 3.24, Communication to Passengers 3.00, Courtesy of Drivers 3.14.

**Annual - 2008**      **Goal: year over year improvement**      Pedestrian Safety and Bicycle Network Related Perceptions

Reporting Period	Pedestrian Safety "How Safe Do you Feel Crossing the Street?"	Bicycle Network "There is enough room on most streets to cycle."
2007	3.27	NA
2008/09	3.49	18% Agree/Strongly Agree

**Notes**  
 Pedestrian Safety scores come from the City Survey conducted by the Office of the Controller, and Bicycle Satisfaction scores come from the biennial State of Cycling Report.

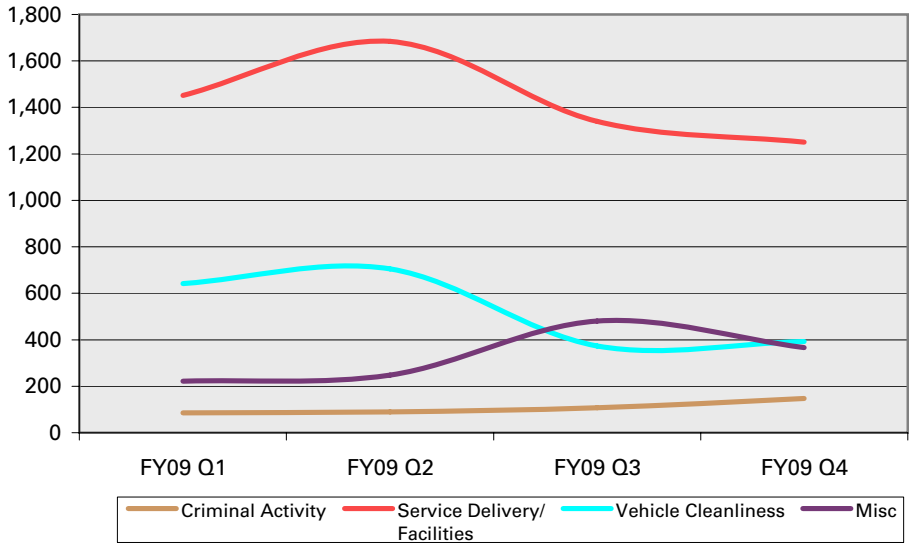
**Quarterly - FY09 Q4** **Employee Conduct**



Reporting Period	Unsafe Operation	Inattentiveness/Negligence	Discourteous/Insensitive/Inappropriate Conduct	Total
FY09 Q1	737	2,443	997	4,177
FY09 Q2	758	2,355	1,151	4,264
FY09 Q3	701	2,249	1,205	4,155
FY09 Q4	814	2,157	1,067	4,038

Notes

**Quarterly - FY09 Q4** **Products and Services**

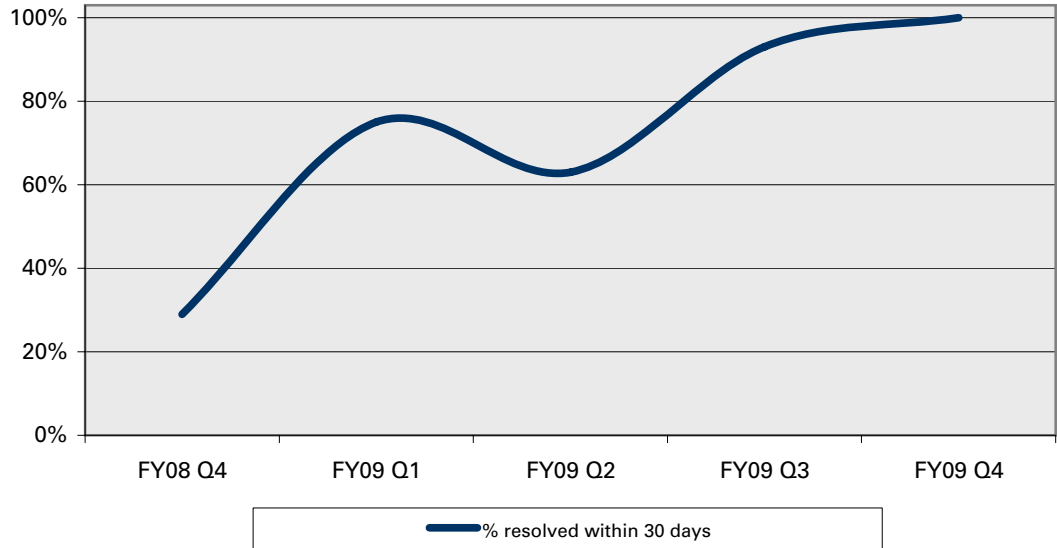


Reporting Period	Criminal Activity	Service Delivery/Facilities	Service Planning	Misc	Total
FY09 Q1	86	1,452	642	222	2,402
FY09 Q2	89	1,684	705	248	2,726
FY09 Q3	108	1,340	373	480	2,301
FY09 Q4	148	1,251	392	366	2,157

Notes



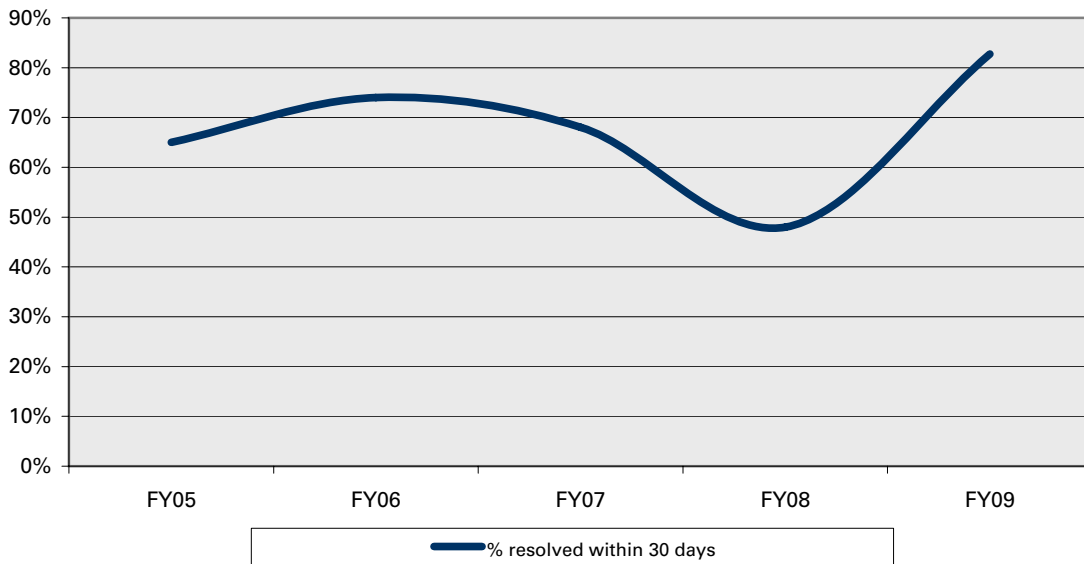
**Quarterly - FY09 Q4**      **Goal: >75%**    **Goal achieved?**     **Trend?**       Operator Complaints



Reporting Period	% resolved within 30 days
FY08 Q4	29%
FY09 Q1	75%
FY09 Q2	63%
FY09 Q3	93%
FY09 Q4	100%
<b>FY09 Goal</b>	<b>75%</b>

**Notes**  
 Historically, the Agency has only calculated the resolution rate for complaints involving alleged ADA violations. Beginning in FY10, the resolution rate for all complaints will be tabulated.

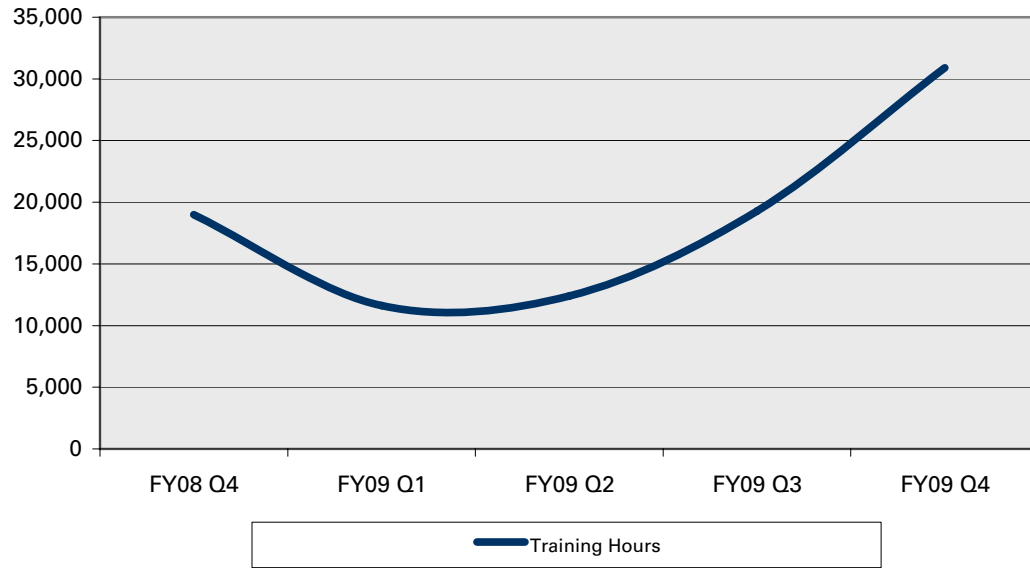
**Annual - FY09**      **Goal: >75%**    **Goal achieved?**     **Trend?**       Operator Complaints



Reporting Period	% resolved within 30 days
FY05	65%
FY06	74%
FY07	68%
FY08	48%
FY09	83%
<b>FY09 Goal</b>	<b>75%</b>

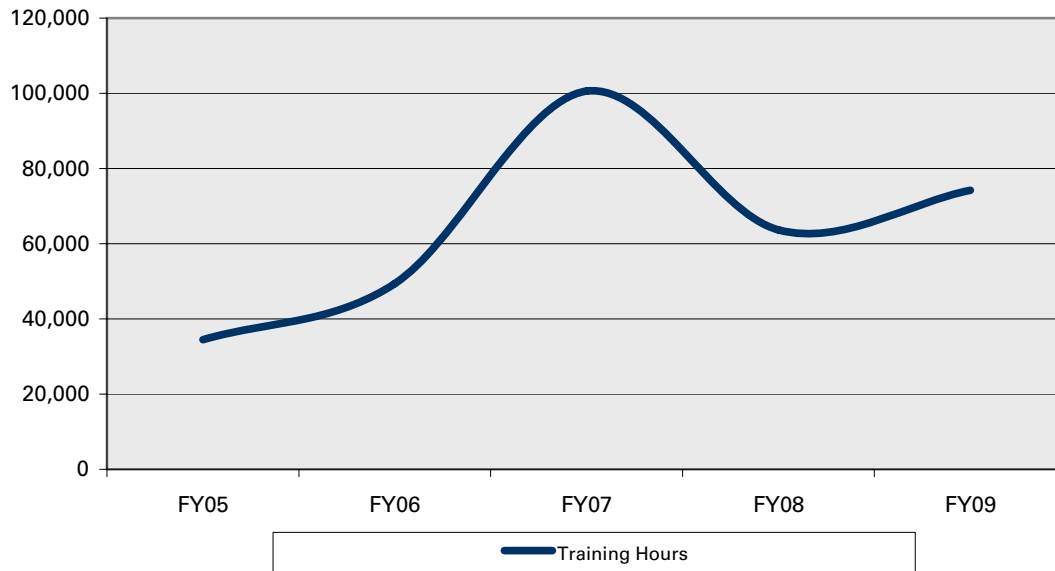
**Notes**  
 Historically, the Agency has only calculated the resolution rate for complaints involving alleged ADA violations. Beginning in FY10, the resolution rate for all complaints will be tabulated.

**Quarterly - FY09 Q4**      **Goal: >50,000 hrs**      **Goal achieved?**       **Trend?**       Training Hours



Reporting Period	Training Hours
FY08 Q4	19,001
FY09 Q1	11,632
FY09 Q2	12,408
FY09 Q3	19,290
FY09 Q4	30,913
<i>FY09 Goal</i>	<i>12,500 per quarter</i>
<b>Notes</b>	
<i>New employee training for transit supervisors and operators removed from tally starting in FY08.</i>	

**Annual - FY09**      **Goal: >50,000 hrs**      **Goal achieved?**       **Trend?**       Training Hours



Reporting Period	Training Hours
FY05	34,464
FY06	49,390
FY07	100,582
FY08	63,698
FY09	74,243
<i>FY09 Goal</i>	<i>50,000</i>
<b>Notes</b>	
<i>New employee training for transit supervisors and operators removed from tally starting in FY08.</i>	

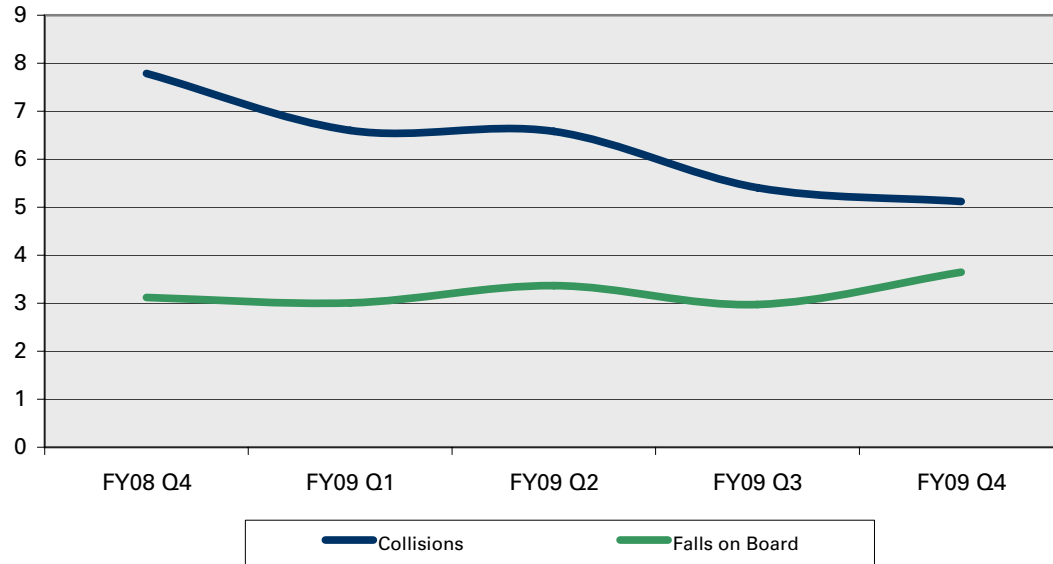
**Annual - FY09**

New Customer Service Training

Due to budgetary constraints, the proposed customer service training program was not implemented during FY09 as planned.

Reporting Period	% of Operators
FY09	
Notes	

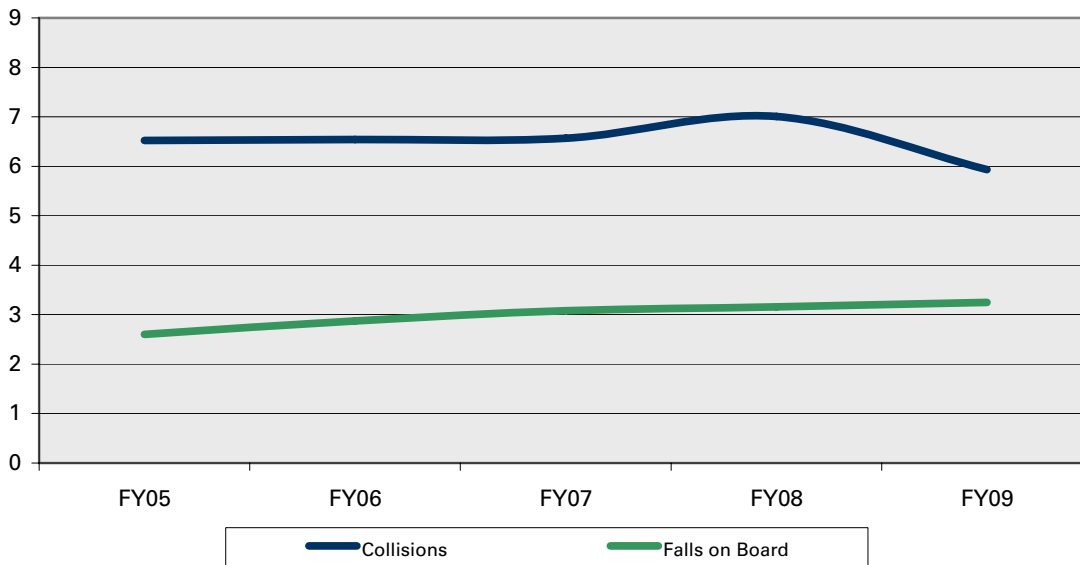
**Quarterly - FY09 Q4** **Goals vary, see below** **Bus Accidents per 100,000 Miles**



Reporting Period	Collisions	Falls on Board
FY08 Q4	7.78	3.12
FY09 Q1	6.60	3.01
FY09 Q2	6.58	3.37
FY09 Q3	5.41	2.97
FY09 Q4	5.12	3.65
<i>FY09 Goal</i>	6.47	2.90

**Notes**  
 On a quarter-over-quarter basis, collisions decreased from 327 to 324.

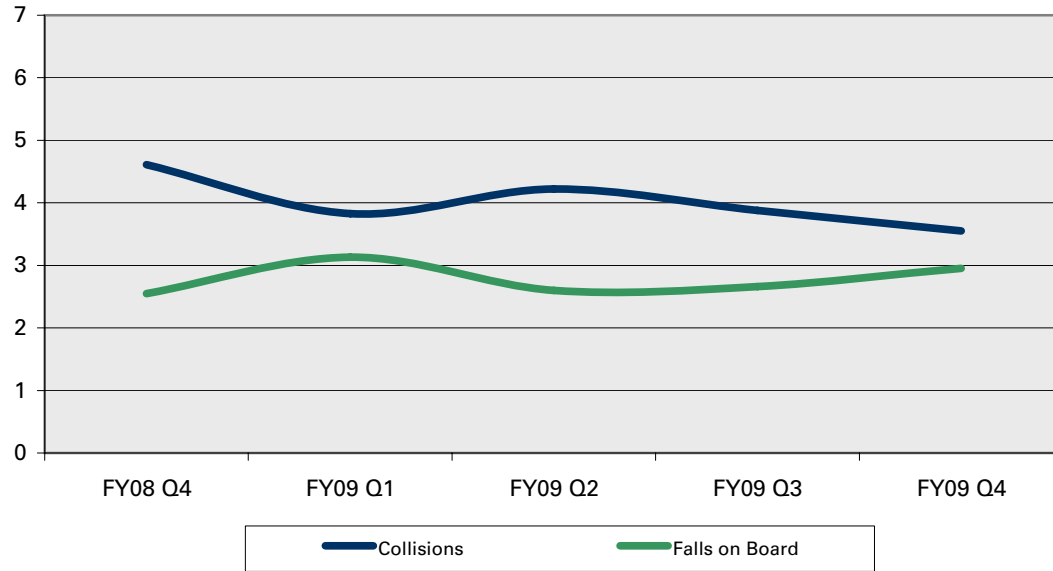
**Annual - FY09** **Goals vary, see below** **Bus Accidents Per 100,000 Miles**



Reporting Period	Collisions	Falls on Board
FY05	6.52	2.60
FY06	6.54	2.87
FY07	6.57	3.08
FY08	7.01	3.16
FY09	5.93	3.25
<i>FY09 Goal</i>	6.47	2.90

**Notes**  
 On a year-over-year basis, collisions decreased from 1,448 to 1,224.

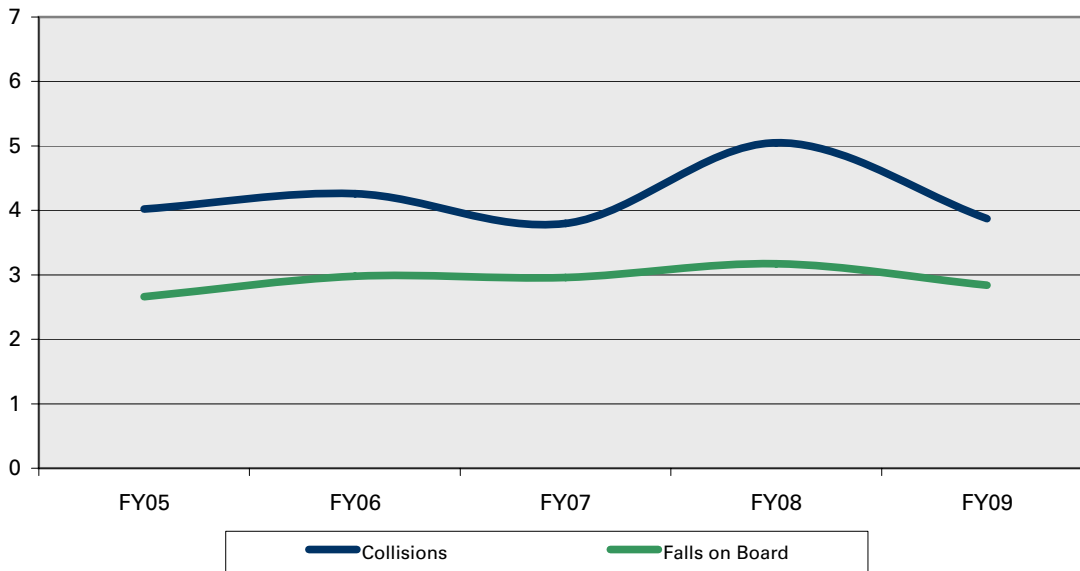
**Quarterly - FY09 Q4**      **Goals vary, see below**      **Rail Accidents per 100,000 Miles**



Reporting Period	Collisions	Falls on Board
FY08 Q4	4.61	2.55
FY09 Q1	3.83	3.13
FY09 Q2	4.22	2.60
FY09 Q3	3.88	2.66
FY09 Q4	3.55	2.95
<i>FY09 Goal</i>	4.74	2.46

**Notes**  
*On a quarter-over-quarter basis, collisions decreased from 57 to 53.*

**Annual - FY09**      **Goals vary, see below**      **Rail Accidents per 100,000 Miles**

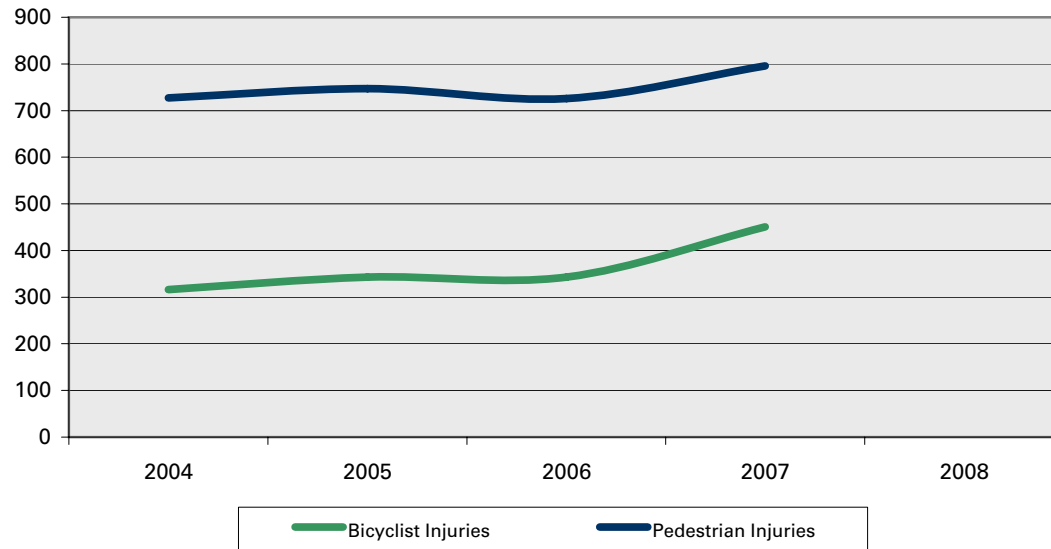


Reporting Period	Collisions	Falls on Board
FY05	4.02	2.66
FY06	4.26	2.98
FY07	3.80	2.96
FY08	5.05	3.17
FY09	3.87	2.84
<i>FY09 Goal</i>	4.74	2.46

**Notes**  
*On a year-over-year basis, collisions decreased from 322 to 235.*

Annual - 2007

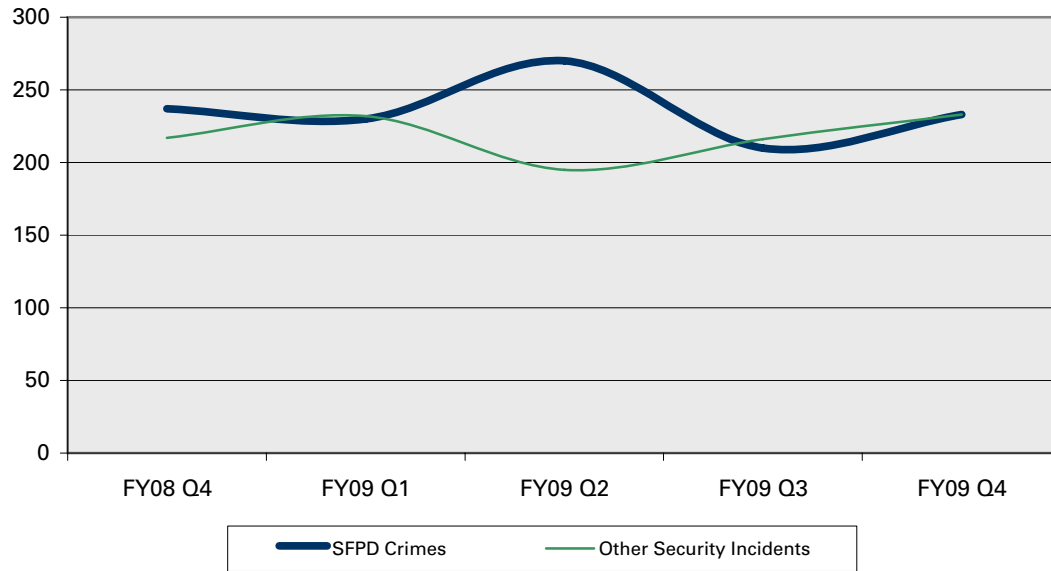
Vehicle Collisions Involving Bicyclists and Pedestrians



Reporting Period	Bicyclist Injuries	Bicyclist Fatalities	Pedestrian Injuries	Pedestrian Fatalities
2004	316	1	727	20
2005	343	2	747	14
2006	343	2	726	15
2007	451	1	796	24
2008				

**Notes**  
 To clarify, the above numbers are provided for informational purposes, and reflect all vehicle collisions within the City and County of San Francisco, not Muni-specific collisions. Awaiting results of 2008 report.  
 Source: 2007 Collision Report

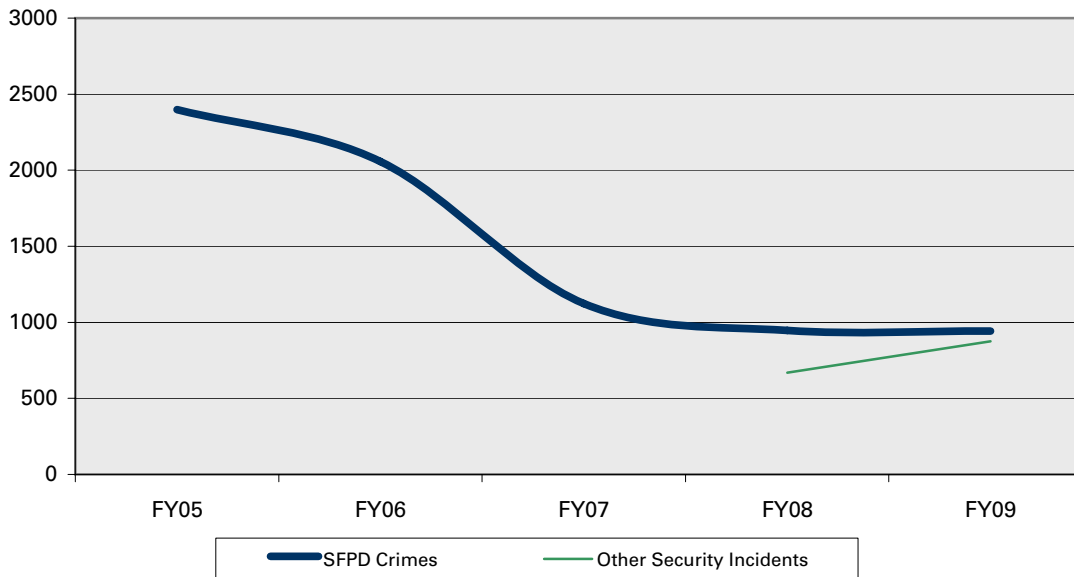
**Quarterly - FY09 Q4**      **Goal:< 225**    **Goal achieved?** ■    **Trend?** ■      Security Incidents



Reporting Period	SFPD Crimes	Fare Evasions	Other Security Incidents
FY08 Q4	237	8,632	217
FY09 Q1	230	10,055	232
FY09 Q2	270	9,952	195
FY09 Q3	210	10,757	216
FY09 Q4	233	8,513	233
<i>FY09 Goal</i>	<i>225 per quarter</i>		

**Notes**  
 FY09 Annual Goal is <900 crimes. Detailed results related to security incidents can be found in the appendix.

**Annual - FY09**      **Goal: <1,076**    **Goal achieved?** ■    **Trend?** ■      Security Incidents

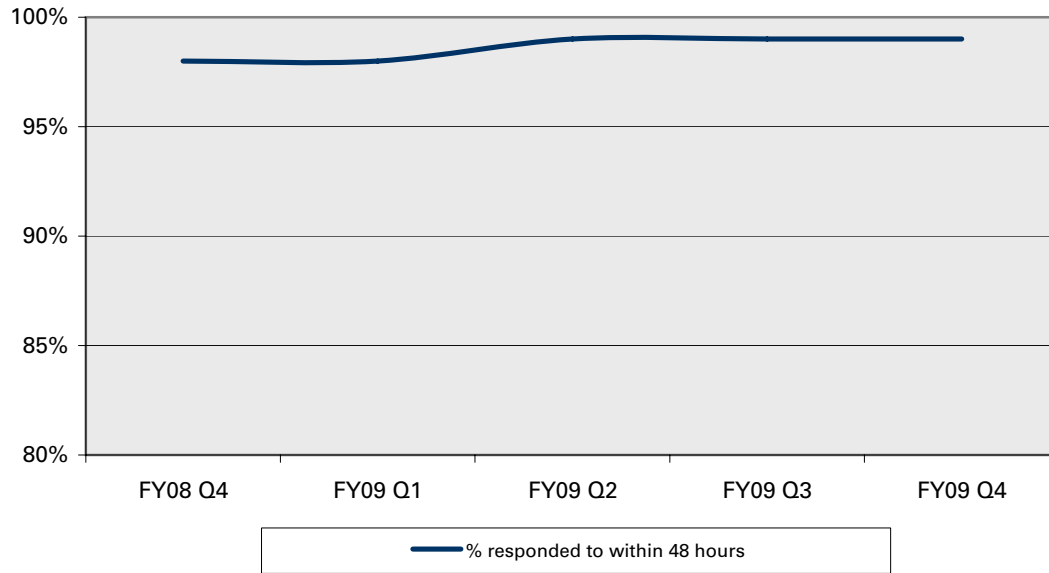


Reporting Period	SFPD Crimes	Fare Evasions	Other Security Incidents
FY05	2,399	7,347	
FY06	2,058	9,017	
FY07	1,123	15,634	
FY08	947	26,737	670
FY09	943	39,277	876
<i>FY09 Goal</i>	<i>900</i>		

**Notes**  
 Detailed results related to security incidents can be found in the appendix. Rate per 100,000 passengers will be added when FY09 ridership statistics are finalized.

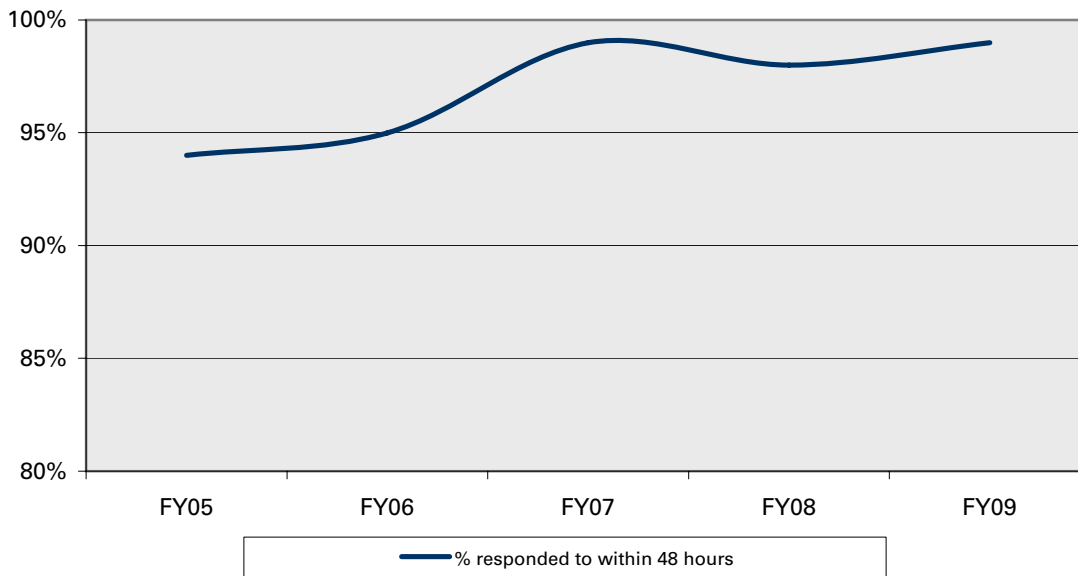
C5 in FY08.

**Quarterly - FY09 Q4**      **Goal: >100%**   **Goal achieved?** ■   **Trend?** ■      Abandoned Automobile Reports



Reporting Period	% responded to within 48 hours
FY08 Q4	98%
FY09 Q1	98%
FY09 Q2	99%
FY09 Q3	99%
FY09 Q4	99%
<i>FY09 Goal</i>	<i>100%</i>
<b>Notes</b>	
2290 of 2306 reports were responded to within 48 hours.	

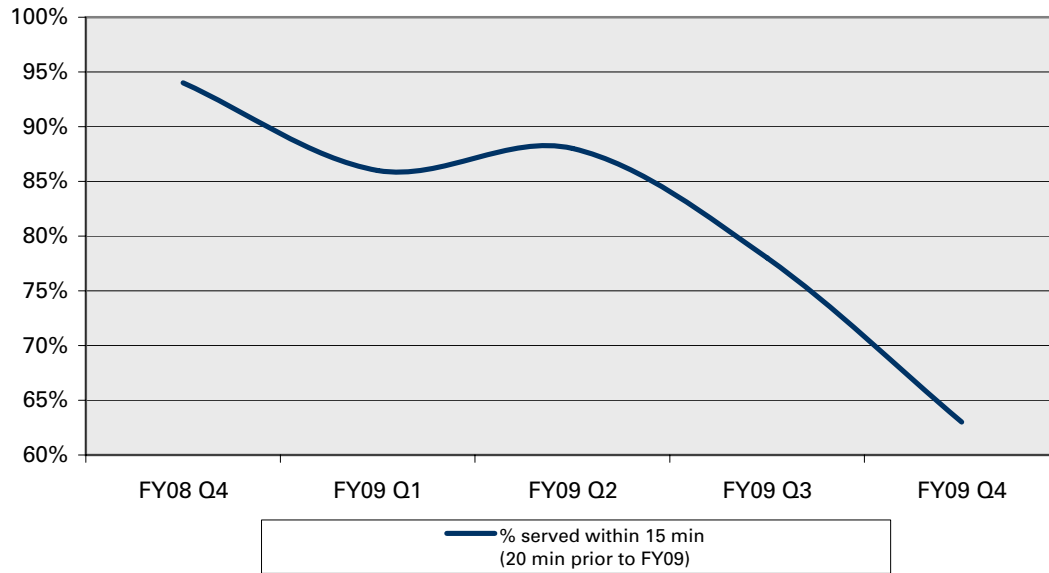
**Annual - FY09**      **Goal: >100%**   **Goal achieved?** ■   **Trend?** ■      Abandoned Automobile Reports



Reporting Period	% responded to within 48 hours
FY05	94%
FY06	95%
FY07	99%
FY08	98%
FY09	99%
<i>FY09 Goal</i>	<i>100%</i>
<b>Notes</b>	



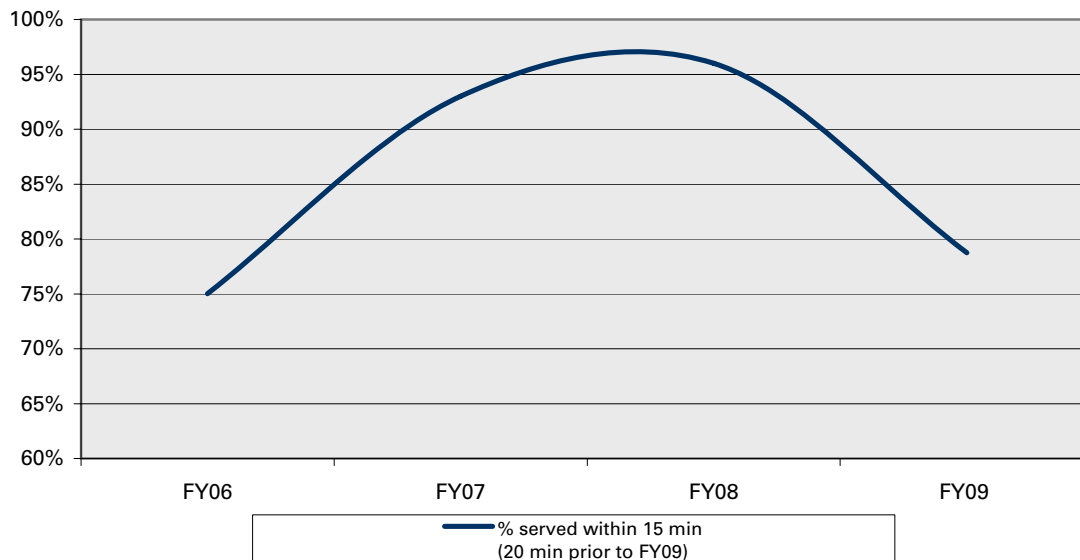
**Quarterly - FY09 Q4**      **Goal: >82%**    **Goal achieved?** ■    **Trend?** ■      Walk-in Citation and Res. Parking Permit Customers



Reporting Period	% served within 15 min (20 min prior to FY09)
FY08 Q4	94%
FY09 Q1	86%
FY09 Q2	88%
FY09 Q3	78%
FY09 Q4	63%
<i>FY09 Goal</i>	82%

**Notes**  
 25,296 of 39,946 customers were served within 15 minutes. On a quarter-over-quarter basis, staffing decreased by 3 FTEs while customers served increased by 9%. In FY09, the goal changed from >80% in 20 minutes to >82% served within 15 minutes.

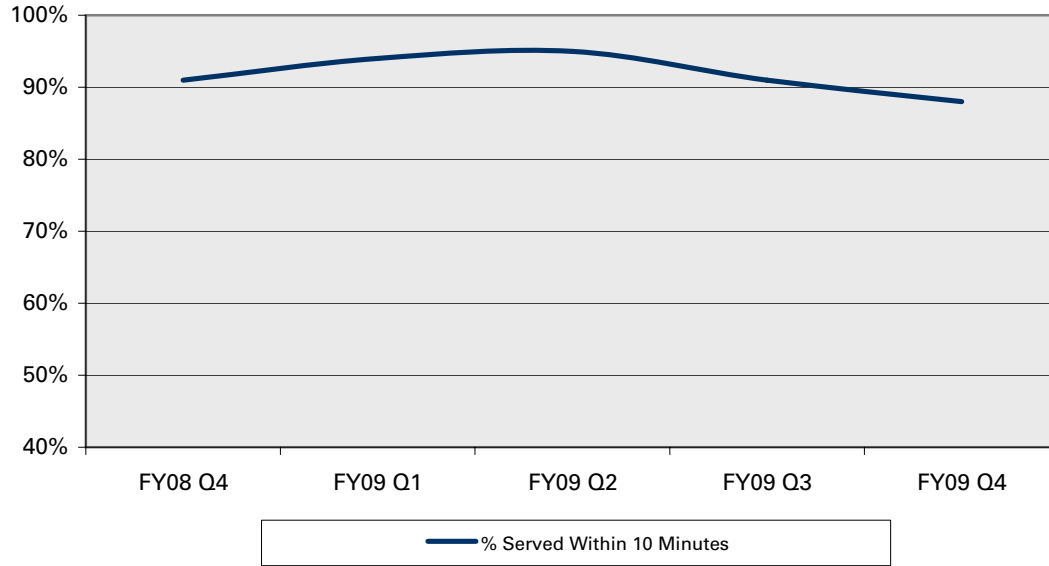
**Annual - FY09**      **Goal: >82%**    **Goal achieved?** ■    **Trend?** ■      Walk-in Citation and Res. Parking Permit Customers



Reporting Period	% served within 15 min (20 min prior to FY09)
FY06	75%
FY07	93%
FY08	96%
FY09	79%
<i>FY09 Goal</i>	82%

**Notes**  
 Trend indicator not provided due to change in standard.  
 C7 in FY08.  
 RPP: Residential Parking Permit

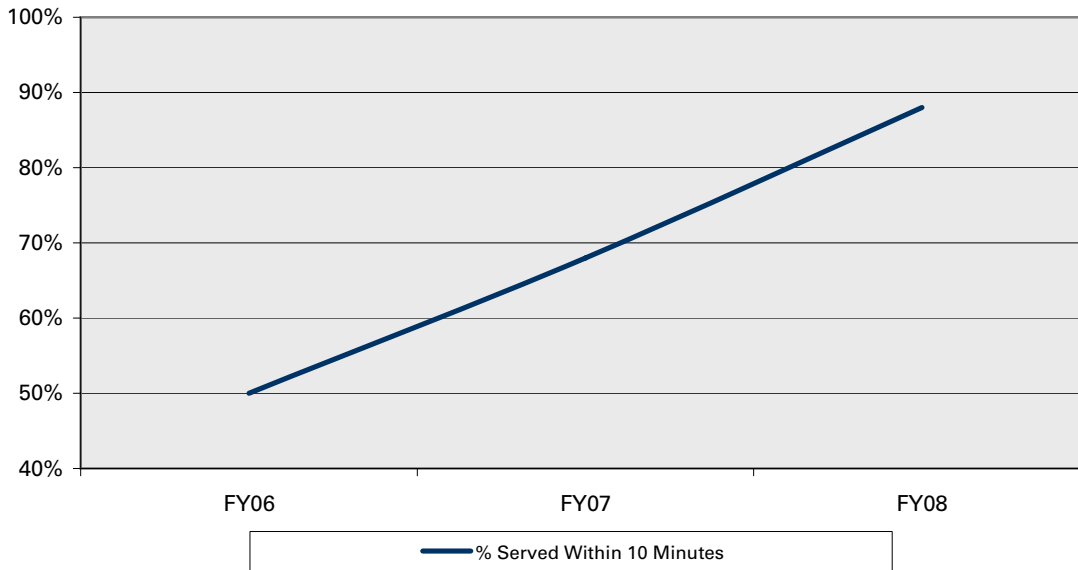
**Quarterly - FY09 Q4**      **Goal: >82%**    **Goal achieved?** ■    **Trend?** ■      Administrative Citation Hearing Customers



Reporting Period	% Served Within 10 Minutes
FY08 Q4	91%
FY09 Q1	94%
FY09 Q2	95%
FY09 Q3	91%
FY09 Q4	88%
<i>FY09 Goal</i>	<i>82%</i>

**Notes**  
 1234 of 1396 customers were served within 10 minutes. Goal changed from 80% to 82% in FY09 Q1.

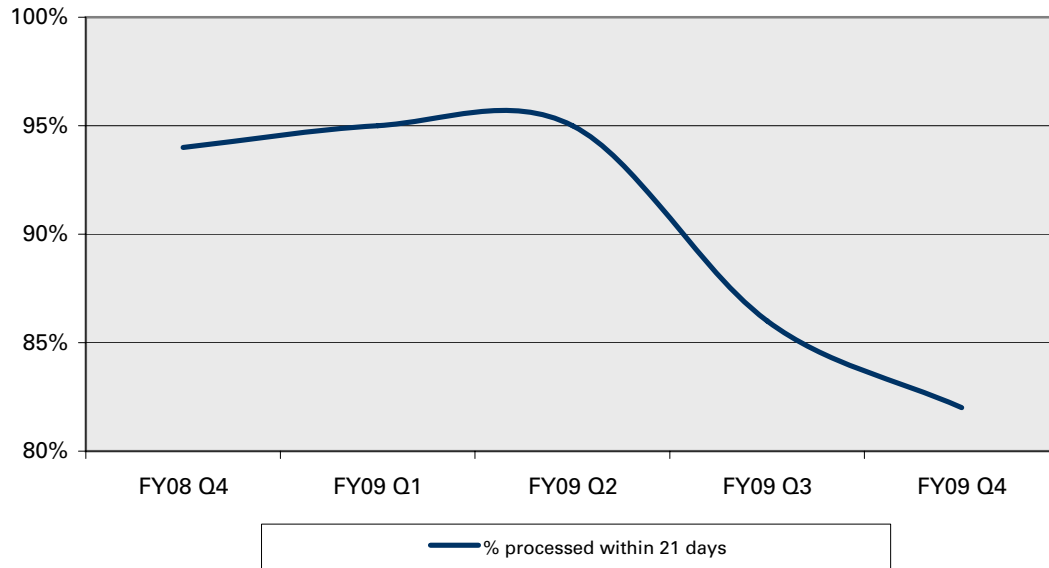
**Annual - FY09**      **Goal: >80%**    **Goal achieved?** ■    **Trend?** ■      Administrative Citation Hearing Customers



Reporting Period	% Served Within 10 Minutes
FY06	50%
FY07	68%
FY08	88%
FY09	92%
<i>FY09 Goal</i>	<i>82%</i>

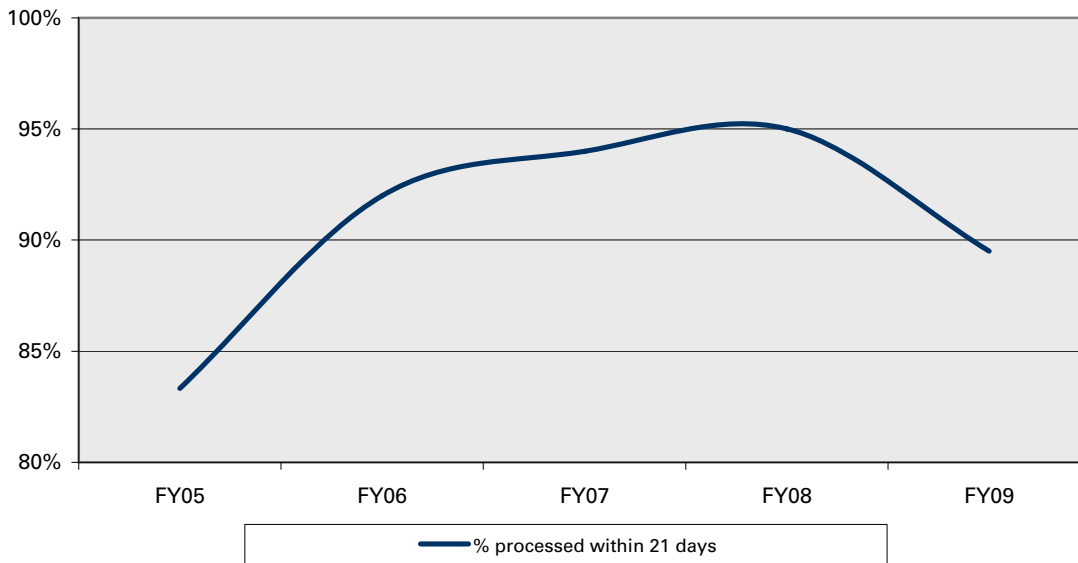
**Notes**  
 C8 in FY08. Goal changed from 80% to 82% in FY09.

**Quarterly - FY09 Q4**      **Goal: >95%**    **Goal achieved?** ■    **Trend?** ■      Residential Parking Permit Renewals



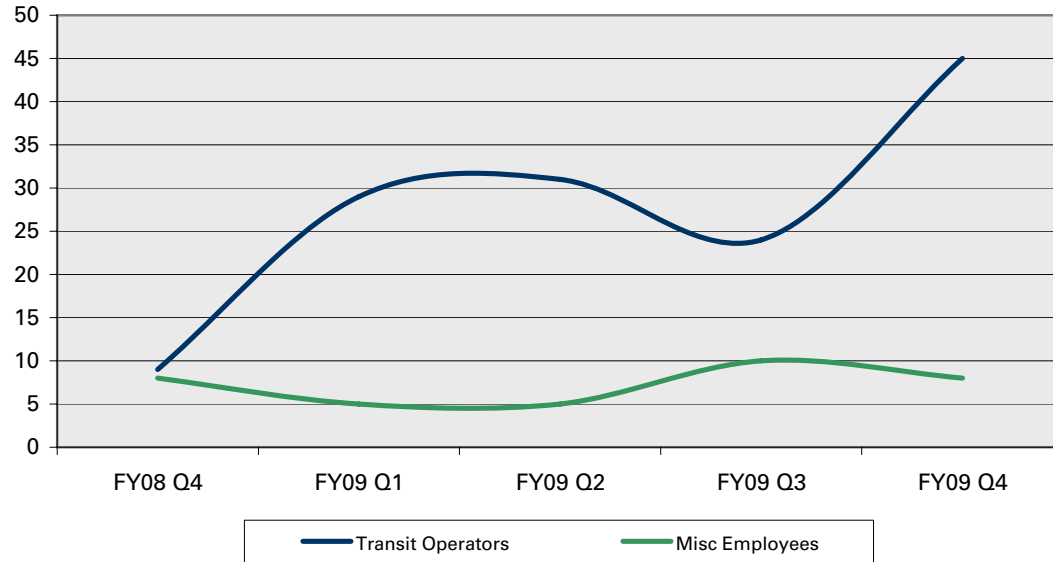
Reporting Period	% processed within 21 days
FY08 Q4	94%
FY09 Q1	95%
FY09 Q2	95%
FY09 Q3	86%
FY09 Q4	82%
<i>FY09 Goal</i>	<i>95%</i>
<b>Notes</b>	
<i>22,005 of 26,898 renewals were processed within 21 days.</i>	

**Annual - FY09**      **Goal: >95%**    **Goal achieved?** ■    **Trend?** ■      Residential Parking Permit Renewals



Reporting Period	% processed within 21 days
FY05	83%
FY06	92%
FY07	94%
FY08	95%
FY09	90%
<i>FY09 Goal</i>	<i>95%</i>
<b>Notes</b>	
<i>C9 in FY08.</i>	

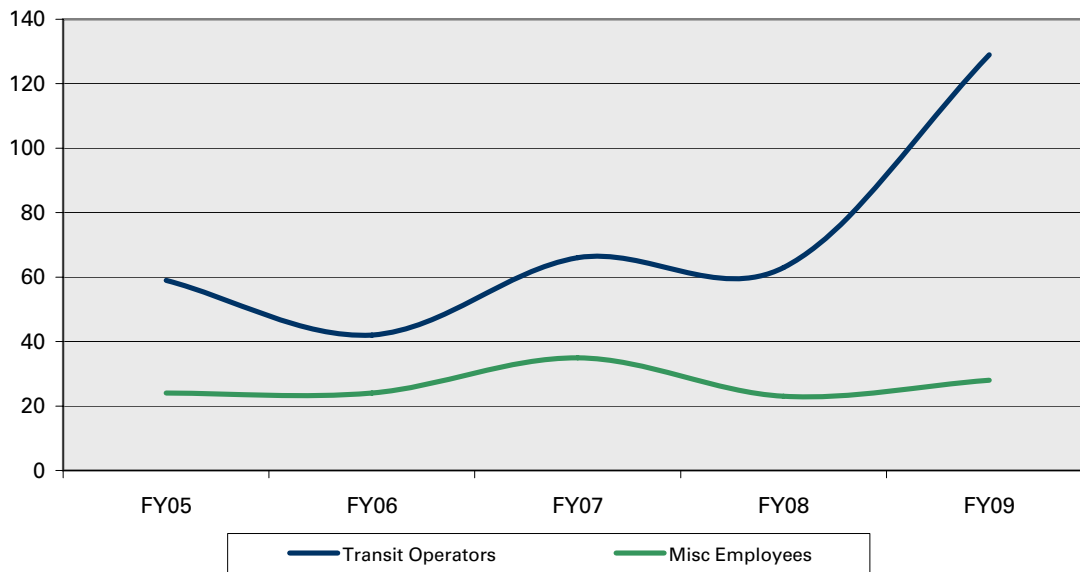
**Quarterly - FY09 Q4** Grievances Filed



Reporting Period	Transit Operators	Misc Employees
FY08 Q4	9	8
FY09 Q1	29	5
FY09 Q2	31	5
FY09 Q3	24	10
FY09 Q4	45	8

**Notes**

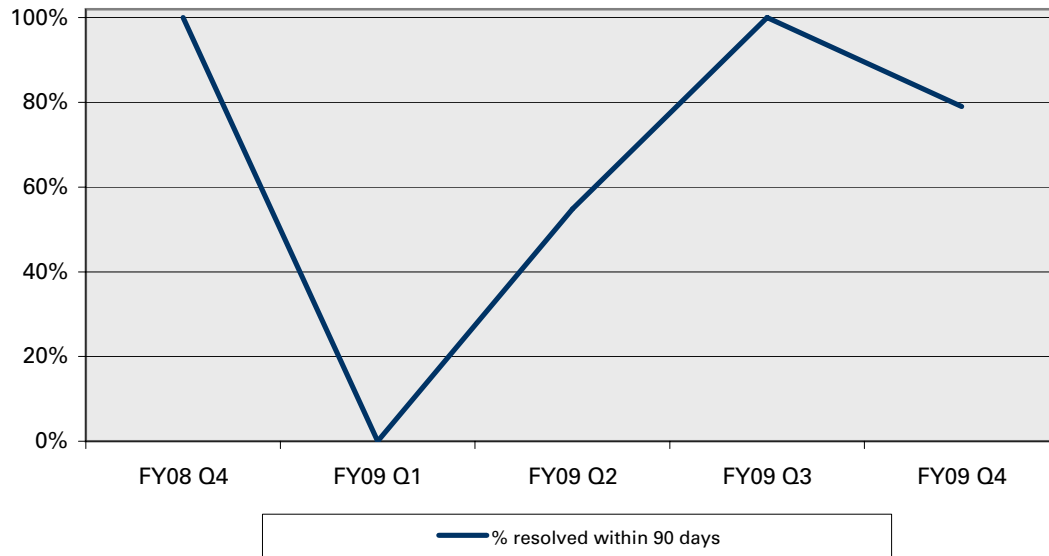
**Annual - FY09** Grievances Filed



Reporting Period	Transit Operators	Misc Employees
FY05	59	24
FY06	42	24
FY07	66	35
FY08	63	23
FY09	129	28

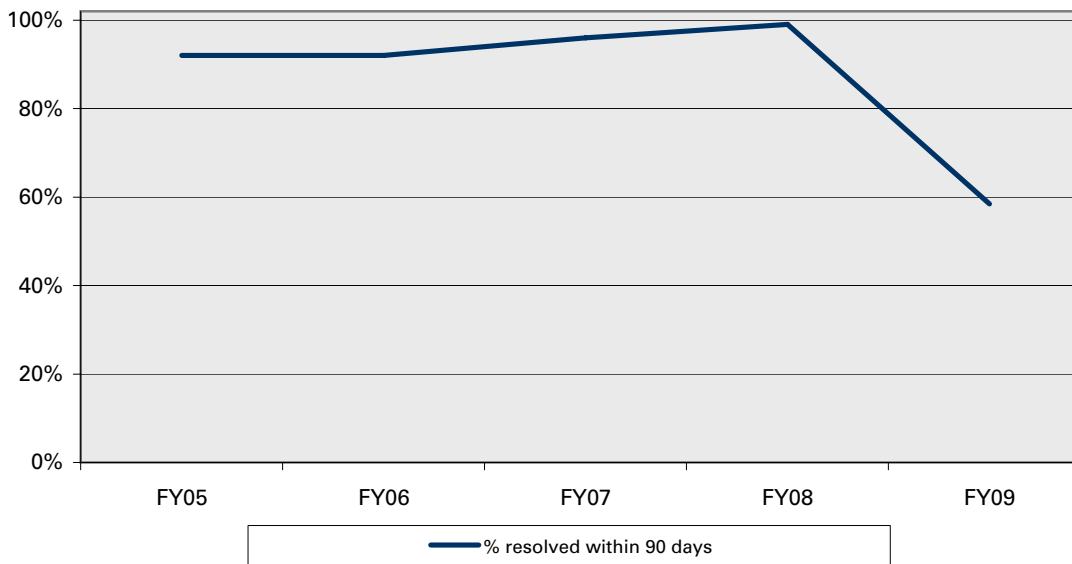
**Notes**  
*Approximately 6.3% of transit operators filed grievances during FY09.*

**Quarterly - FY09 Q4**      **Goal: >90%**    **Goal achieved?** ■    **Trend?** ■      Transit Operator Grievance Resolution Rate



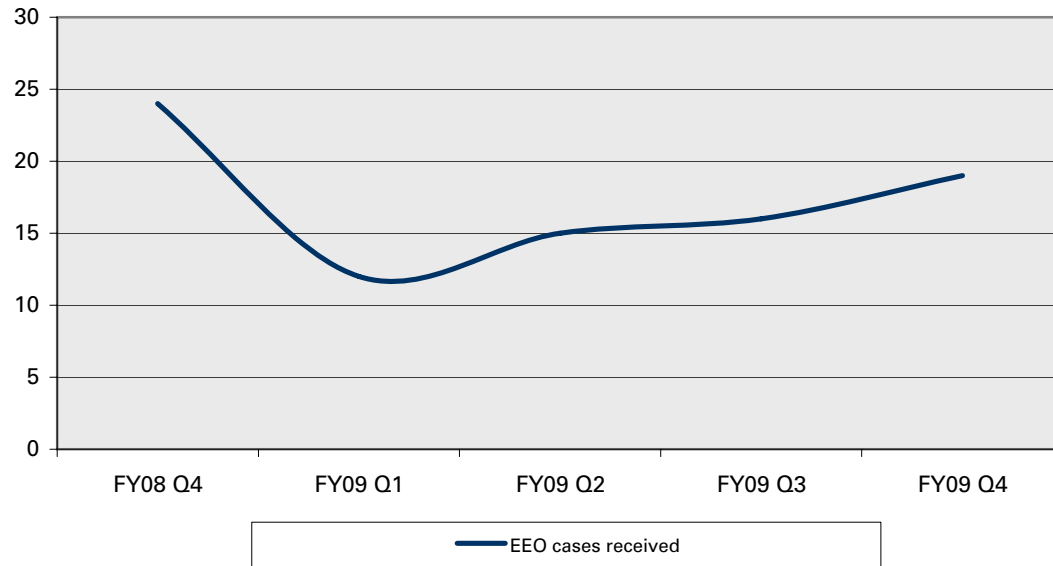
Reporting Period	% resolved within 90 days
FY08 Q4	100%
FY09 Q1	0%
FY09 Q2	55%
FY09 Q3	100%
FY09 Q4	79%
<i>FY09 Goal</i>	<i>90%</i>
<b>Notes</b>	

**Annual - FY09**      **Goal: >90%**    **Goal achieved?** ■    **Trend?** ■      Transit Operator Grievance Resolution Rate



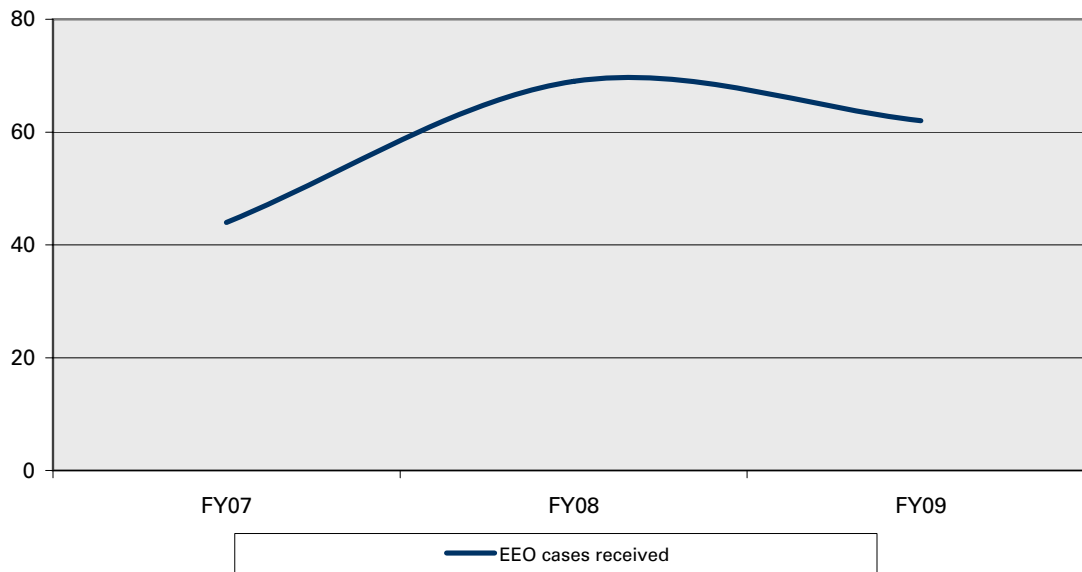
Reporting Period	% resolved within 90 days
FY05	92%
FY06	92%
FY07	96%
FY08	99%
FY09	58%
<i>FY09 Goal</i>	<i>90%</i>
<b>Notes</b>	
<i>FY04-FY06 Goal: 75% in 30 days</i>	
<i>FY07 Goal: 75% in 45 days</i>	
<i>FY08 Goal: 90% in 90 days</i>	

**Quarterly - FY09 Q4** Equal Employment Opportunity Cases Received



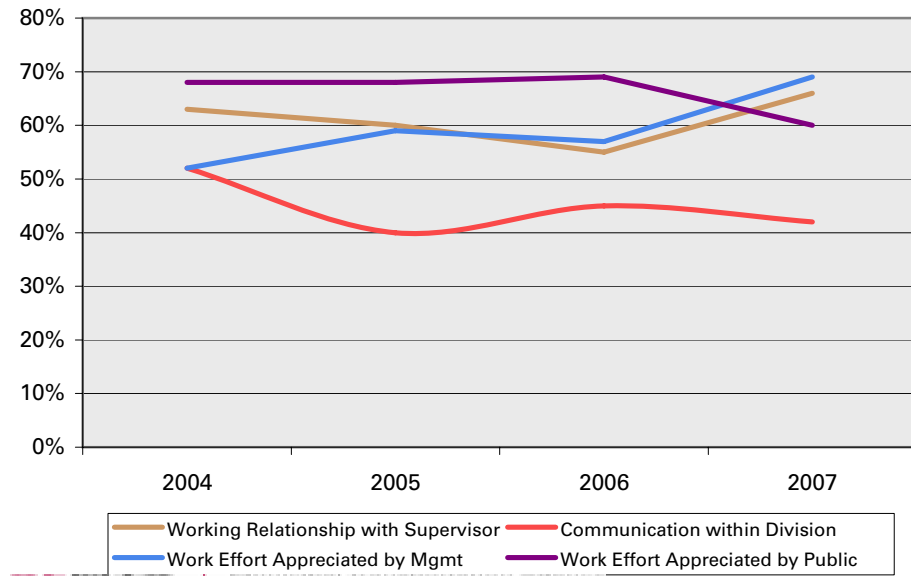
Reporting Period	EEO cases received
FY08 Q4	24
FY09 Q1	12
FY09 Q2	15
FY09 Q3	16
FY09 Q4	19
<b>Notes</b>	

**Annual - FY09** Equal Employment Opportunity Cases Received



Reporting Period	EEO cases received
FY07	44
FY08	69
FY09	62
<b>Notes</b>	

**Annual - 2007**      **Goal: year over year improvement**      % of Employees Rating "Excellent" or "Good"



Reporting Period	Working Relationship with Supervisor	Communication within Division	Work Effort Appreciated by Mgmt	Work Effort Appreciated by Public
2004	63%	52%	52%	68%
2005	60%	40%	59%	68%
2006	55%	45%	57%	69%
2007	66%	42%	69%	60%

**Notes**  
*D3 in FY08. Awaiting survey results.*

Line/Route	Mode	FY05	FY06	FY07	FY08	FY09	Five Year Avg	Cust Observed Schedule Adherence FY09 Q4	Headway Adherence FY09 Q4	FY08 Load Factor	% of AM Peak Trips >125% LF FY09 Q4	% of PM Peak Trips >125% LF FY09 Q4
1 California	TC	76.3%	81.6%	83.2%	84.9%	86.2%	82.4%			80.2%		
1AX California 'A' Exp	MC	57.8%	60.8%	54.2%	75.3%	64.3%	62.5%			80.4%		
1BX California 'B' Exp	MC	86.3%	69.7%	78.0%	74.9%	84.4%	78.6%			65.9%		
2 Clement	MC	69.1%	65.5%	71.0%	64.4%	72.2%	68.4%	75.4%	72.2%	68.8%	4.3%	0.0%
3 Jackson	TC	67.6%	71.6%	76.1%	71.8%	78.1%	73.0%	72.2%	80.0%	55.7%	4.8%	0.0%
4 Sutter	TC	69.2%	80.0%	81.0%	80.9%	85.5%	79.3%	83.5%	86.1%	54.0%	0.0%	0.0%
5 Fulton	TC	73.1%	70.5%	76.1%	77.2%	79.4%	75.3%			85.5%		
6 Parnassus	TC	69.7%	75.4%	79.3%	75.8%	79.7%	76.0%			65.1%		
7 Haight	TC	77.7%	72.4%	58.8%	58.8%	70.2%	67.6%			59.0%		
9 San Bruno	MC	74.3%	70.8%	68.3%	67.7%	73.9%	71.0%			83.1%		
9AX San Bruno 'A' Exp	MC	53.1%	48.3%	63.5%	60.9%	56.8%	56.5%			106.8%		
9BX San Bruno 'B' Exp	MC	67.6%	66.3%	74.8%	59.7%	63.8%	66.4%			104.8%		
9X San Bruno Exp	MC	64.1%	59.1%	65.0%	56.1%	61.6%	61.2%			61.6%		
10 Townsend	MC	61.9%	65.9%	73.5%	65.6%	74.5%	68.3%	72.5%	72.7%	68.0%	0.0%	10.0%
12 Folsom	MC	67.6%	67.3%	66.3%	59.8%	73.8%	66.9%	72.2%	71.3%	70.1%	0.0%	0.0%
14 Mission	TC	71.5%	75.1%	71.2%	77.5%	77.6%	74.6%			77.3%		
14L Mission Limited	MC	83.0%	65.9%	73.7%	73.5%	71.6%	73.5%			56.6%		
14X Mission Exp	MC	88.3%	78.3%	74.8%	75.3%	70.5%	77.4%			72.4%		
16AX Noriega 'A' Exp	MC	69.6%	63.1%	76.6%	68.5%	72.0%	69.9%	72.2%	71.3%	72.3%	0.0%	0.0%
16BX Noriega 'B' Exp	MC	62.6%	74.5%	74.4%	55.2%	75.2%	68.3%	87.5%	76.2%	66.8%	0.0%	0.0%
17 Parkmerced	MC	54.6%	64.9%	68.2%	65.9%	60.1%	62.7%			25.1%		
18 46th Av	MC	78.3%	75.8%	78.0%	83.8%	80.4%	79.2%			36.4%		
19 Polk	MC	61.2%	64.3%	63.2%	67.5%	68.5%	64.9%			68.1%		
20 Columbus	TC				79.0%	95.7%	NA			25.7%		
21 Hayes	TC	65.2%	62.0%	71.2%	71.9%	73.3%	68.7%	75.4%	72.2%	86.9%	0.0%	0.0%
22 Fillmore	TC	72.7%	68.0%	69.8%	72.9%	77.7%	72.2%			73.4%		
23 Monterey	MC	77.6%	73.4%	61.0%	74.6%	66.1%	70.5%			48.2%		



Line/Route	Mode	FY05	FY06	FY07	FY08	FY09	Five Year Avg	Cust Observed Schedule Adherence FY09 Q4	Headway Adherence FY09 Q4	FY08 Load Factor	% of AM Peak Trips >125% LF FY09 Q4	% of PM Peak Trips >125% LF FY09 Q4
24 Divisadero	TC	73.1%	71.9%	69.1%	72.5%	72.0%	71.7%			85.3%		
26 Valencia	MC	77.1%	66.8%	58.0%	59.5%	69.3%	66.1%			35.8%		
27 Bryant	MC	68.4%	73.3%	70.1%	72.0%	76.6%	72.1%			68.4%		
28 19th Av	MC	65.1%	68.4%	57.1%	61.4%	64.7%	63.3%			73.1%		
28L 19th Av Limited	MC	80.7%	65.1%	69.4%	88.4%	79.6%	76.6%			51.8%		
29 Sunset	MC	59.8%	59.0%	58.7%	68.4%	67.4%	62.6%			89.6%		
30 Stockton	TC	74.0%	75.7%	75.6%	73.6%	81.3%	76.0%	82.4%	39.4%	79.0%	14.3%	6.1%
30X Marina Exp	MC	78.7%	71.3%	74.8%	78.7%	74.7%	75.6%	71.3%	60.2%	71.0%	2.2%	0.0%
31 Balboa	TC	69.7%	70.6%	66.1%	71.2%	72.2%	69.9%	70.5%	68.0%	64.9%	0.0%	9.5%
31AX Balboa 'A' Exp	MC	68.4%	68.2%	70.3%	71.9%	77.0%	71.1%	87.2%	80.0%	79.7%	0.0%	0.0%
31BX Balboa 'B' Exp	MC	63.3%	78.0%	70.0%	69.2%	64.2%	68.9%	68.3%	64.9%	66.2%	0.0%	0.0%
33 Stanyan	TC	63.9%	66.2%	66.8%	64.8%	68.0%	65.9%			58.0%		
35 Eureka	MC	71.2%	70.4%	78.9%	60.9%	85.9%	73.4%	79.8%	90.1%	42.2%	0.0%	0.0%
36 Teresita	MC	62.2%	60.5%	60.6%	60.2%	62.3%	61.1%	62.0%	75.8%	22.3%	0.0%	0.0%
37 Corbett	MC	84.1%	71.7%	75.6%	67.2%	80.5%	75.8%	71.0%	83.8%	72.9%	0.0%	0.0%
38 Geary	MC	72.5%	71.4%	75.1%	72.7%	76.6%	73.6%	77.0%	46.6%	65.0%	0.0%	0.0%
38AX Geary 'A' Exp	MC	65.5%	85.0%	67.4%	78.2%	71.6%	73.5%	70.5%	62.5%	65.3%	0.0%	0.0%
38BX Geary 'B' Exp	MC	78.3%	70.9%	68.0%	65.5%	83.9%	73.3%	85.1%	69.8%	63.4%	4.0%	0.0%
38L Geary Limited	MC	77.1%	59.6%	73.8%	74.4%	74.8%	71.9%			88.8%		
39 Coit	MC	62.8%	57.4%	37.6%	57.3%	60.8%	55.2%	55.8%	91.9%	30.4%	0.0%	0.0%
41 Union	TC	86.5%	78.6%	74.9%	76.8%	76.0%	78.5%	77.9%	60.5%	89.8%	4.8%	0.0%
43 Masonic	MC	75.6%	67.5%	63.5%	69.4%	77.5%	70.7%	78.5%	67.3%	98.1%	32.4%	4.7%
44 O'Shaughnessy	MC	69.0%	69.1%	70.4%	66.0%	63.4%	67.5%	68.1%	61.5%	88.8%	6.7%	6.1%
45 Union-Stockton	TC	68.3%	65.5%	71.5%	67.6%	75.4%	69.6%	79.6%	70.5%	95.2%	14.8%	5.3%
47 Van Ness	MC	58.4%	74.9%	73.4%	76.9%	76.6%	72.0%	77.5%	62.5%	77.1%	7.4%	0.0%
48 Quintara-24th St	MC	68.1%	61.7%	72.8%	62.2%	71.5%	67.3%	72.4%	67.5%	87.9%	6.3%	12.2%
49 Van Ness-Mission	TC	74.3%	62.9%	73.0%	68.6%	75.7%	70.9%	77.1%	52.4%	64.7%	0.0%	13.3%

Line/Route	Mode	FY05	FY06	FY07	FY08	FY09	Five Year Avg	Cust Observed Schedule Adherence FY09 Q4	Headway Adherence FY09 Q4	FY08 Load Factor	% of AM Peak Trips >125% LF FY09 Q4	% of PM Peak Trips >125% LF FY09 Q4
52 Excelsior	MC	68.5%	60.0%	83.9%	48.8%	67.8%	65.8%	65.3%	83.5%	61.7%	0.0%	0.0%
53 Southern Heights	MC	84.7%	78.6%	78.1%	81.0%	71.6%	78.8%	68.9%	86.5%	42.5%	0.0%	0.0%
54 Felton	MC	59.7%	52.3%	45.3%	45.4%	50.0%	50.5%			66.3%		
56 Rutland	MC	62.6%	68.2%	62.0%	52.3%	84.5%	65.9%			26.7%		
59 Powell-Mason	CC	70.6%	69.9%	69.8%	68.9%	66.5%	69.1%			54.8%		
60 Powell-Hyde	CC	71.1%	68.1%	65.2%	70.1%	67.1%	68.3%	68.8%	65.2%	75.0%	0.0%	0.0%
61 California St	CC	68.1%	72.1%	73.1%	70.3%	70.1%	70.7%	70.5%	60.5%	64.6%	0.0%	0.0%
66 Quintara	MC	70.8%	70.2%	64.2%	79.3%	76.6%	72.2%			22.6%		
67 Bernal Heights	MC	59.4%	76.6%	76.9%	69.6%	80.7%	72.6%			47.2%		
71 Haight-Noriega / 71L Lim	MC	68.7%	61.9%	64.1%	66.7%	61.2%	64.5%			86.1%		
76 Marin Headlands	MC					54.5%	54.5%			NA		
80X Gateway Exp	MC	45.9%	33.3%	87.5%	90.0%	100.0%	71.3%			52.1%		
81X Caltrain Exp	MC	56.3%	62.5%	75.0%	25.0%	70.0%	57.8%			83.1%		
82X Presidio & Wharves Exp	MC	61.6%	71.5%	66.4%	62.5%	41.7%	60.7%			66.4%		
88 BART Shuttle	MC	67.5%	60.3%	63.3%	68.6%	74.0%	66.7%	71.9%	69.0%	72.9%	5.0%	0.0%
89 Laguna Honda	MC	55.2%	51.8%	56.6%	60.9%	77.4%	60.4%	75.6%	89.2%	7.4%	0.0%	NA
90 Owl	MC	87.3%	85.8%	72.2%	73.5%	94.4%	82.6%	94.4%	93.8%	12.2%	0.0%	0.0%
91 Owl	MC	56.3%	65.3%	72.2%	53.8%	65.1%	62.5%	67.6%	87.9%	11.3%	0.0%	0.0%
108 Treasure Island	MC	74.1%	94.7%	94.1%	79.2%	81.8%	84.8%	81.8%	89.7%	71.1%	0.0%	0.0%
F Market & Wharves	LRV	69.6%	65.4%	71.3%	68.9%	69.4%	68.9%	72.7%	42.6%	67.2%	0.0%	3.3%
J Church	LRV	68.6%	61.9%	66.1%	67.1%	67.0%	66.1%			61.6%		
K Ingleside / T Third	LRV	76.5%	72.1%	74.6%	74.5%	64.6%	72.4%	68.2%	48.2%	75.8%	7.7%	0.0%
L Taraval	LRV	77.7%	75.7%	73.1%	74.6%	71.7%	74.6%			85.0%		
M Ocean View	LRV	70.4%	63.4%	72.2%	65.8%	66.5%	67.6%	70.5%	43.6%	57.1%	0.0%	7.5%
N Judah	LRV	73.7%	75.8%	72.6%	66.9%	70.5%	71.9%			84.8%		

PSR Category/Type	FY09 Q3	FY09 Q4	FY10 Q1	FY10 Q2
<b>100 EMPLOYEE CONDUCT - UNSAFE OPERATION</b>				
101 Running Red Light/Stop Sign	110	126		
102 Speeding	79	83		
103 Allegedly Under Influence of Drugs/Alcohol	19	8		
104 Using Mobile Phone or Radio	54	51		
105 Eating/Drinking/Smoking	18	31		
106 Collision	51	40		
107 Fall Boarding/On Board/Alighting - Injury	78	111		
108 General Careless Operation	292	364		
<b>Subtotal</b>	<b>701</b>	<b>814</b>		
<b>200 EMPLOYEE CONDUCT - INATTENTIVENESS / NEGLIGENCE</b>				
201 Pass Up/Did Not Wait for Transferee	1,365	1,276		
202 Ignored Stop Request	125	115		
203 No En Route Announcements	44	56		
204 Inadequate Delay Announcements	28	13		
205 Offroute/Did Not Complete Route	109	107		
206 Not Adhering to Schedule	226	145		
207 Refused to Kneel Bus/Lower Steps	32	53		
208 Did Not Ask Priority Seats to be Vacated	21	13		
209 Did Not Pull to Curb	23	24		
210 Refused to Accommodate Service Animal	6	6		
211 Unauthorized Stop/Delay	58	51		
212 Did Not Enforce Rules/Contact Authorities	80	100		
213 General Distraction from Duty	132	198		
<b>Subtotal</b>	<b>2,249</b>	<b>2,157</b>		

PSR Category/Type	FY09 Q3	FY09 Q4	FY10 Q1	FY10 Q2
<b>300 EMPLOYEE CONDUCT - DISCOURTEOUS/INSENSITIVE/INAPPROPRIATE CONDUCT</b>				
301 Discourtesy to Customer	805	707		
302 Altercation: Employee/Customer	40	44		
303 Fare/Transfer/POP Dispute	158	164		
304 Mishandling Funds/Transfers	4	7		
305 Refused Vehicle As Terminal Shelter	6	12		
306 General Unprofessional Conduct/Appearance	192	133		
<b>Subtotal</b>	<b>1,205</b>	<b>1,067</b>		
<b>400 EMPLOYEE CONDUCT - COMMENDATION</b>				
401 Employee Commendation	457	298		
<b>Subtotal</b>	<b>457</b>	<b>298</b>		
<b>500 PRODUCTS/SERVICES - CRIMINAL ACTIVITY</b>				
501 Altercation: Miscellaneous	18	41		
502 Larceny/Theft	27	35		
503 Fare Evasion/Transfer Abuse	21	26		
504 Disorderly Conduct/Disturbance	42	46		
<b>Subtotal</b>	<b>108</b>	<b>148</b>		

PSR Category/Type	FY09 Q3	FY09 Q4	FY10 Q1	FY10 Q2
<b>600 PRODUCTS/SERVICES - SERVICE DELIVERY/FACILITIES</b>				
601 Delay/No-Show	760	581		
602 Bunching	35	35		
603 Switchback	13	31		
604 Vehicle Appearance	45	48		
605 Vehicle Maintenance/Noise	201	202		
606 Wheelchair Lift/Securement/Bike Rack Defective	13	13		
607 Track/ATCS Maintenance	25	40		
608 Station/Stop Appearance/Maintenance	94	152		
609 Elevator/Escalator Maintenance	10	8		
610 Fare Collection Equipment	47	46		
611 Signs, Maps, and Auto-Announcements	97	95		
<b>Subtotal</b>	<b>1,340</b>	<b>1,251</b>		
<b>700 PRODUCTS/SERVICES - SERVICE PLANNING</b>				
701 Insufficient Frequency	265	173		
702 Lines/Routes: Current and Proposed	58	179		
703 Stop Changes	33	17		
704 Shelter Requests	17	23		
<b>Subtotal</b>	<b>373</b>	<b>392</b>		
<b>800 PRODUCTS/SERVICES - MISCELLANEOUS</b>				
801 NextMuni/Technology	319	283		
802 Advertising/Marketing	53	22		
803 Personal Property Damage	20	7		
804 Fare Media Issues	76	39		
805 System Commendation	12	15		
<b>Subtotal</b>	<b>480</b>	<b>366</b>		
<b>UNCLASSIFIABLE</b>	0	0		
<b>GRAND TOTAL</b>	<b>6,913</b>	<b>6,493</b>		

Element	FY08 Q4	FY09 Q1	FY09 Q2	FY09 Q3	FY09 Q4
<b>SFPD REPORTED CRIMES</b>					
<b>Part I Crimes (Violent)</b>					
Homicide	0	0	0	0	0
Rape	0	0	0	0	0
Robbery	35	37	57	31	43
Aggravated Assault	8	9	12	13	6
<i>Subtotal</i>	<i>43</i>	<i>46</i>	<i>69</i>	<i>44</i>	<i>49</i>
<b>Part I Crimes (Property)</b>					
Burglary	0	0	0	1	0
Larceny/Theft	143	136	150	101	125
Motor Vehicle Theft	0	0	0	0	0
Arson	0	0	0	0	0
<i>Subtotal</i>	<i>143</i>	<i>136</i>	<i>150</i>	<i>102</i>	<i>125</i>
<b>Part II Crimes</b>					
Other Assault	37	34	43	44	34
Malicious Mischief	14	3	0	9	15
Weapons	0	1	0	2	2
Sex Offenses	0	1	3	1	4
Disorderly Conduct	0	4	1	1	1
Drunkenness	0	5	4	7	3
<i>Subtotal</i>	<i>51</i>	<i>48</i>	<i>51</i>	<i>64</i>	<i>59</i>
<b>Total</b>	<b>237</b>	<b>230</b>	<b>270</b>	<b>210</b>	<b>233</b>
<b>OTHER SECURITY INCIDENTS</b>					
Threats	42	50	47	59	55
Disturbances	48	53	50	61	64
Graffiti/Vandalism	108	122	90	83	101
Miscellaneous	19	7	8	13	13
<b>Total</b>	<b>217</b>	<b>232</b>	<b>195</b>	<b>216</b>	<b>233</b>