

FY11 Q2 Service Standards Scorecard | Summary

Service Standard	Primary Strategic Goal Link	Goal FY11	ANNUAL FY10	Met Annual Goal	QUARTERLY FY11 Q2	Met quarterly goal
SEE KEY ON PAGE 3						
A1 On-Time Performance Customer Observed Schedule Adherence	2	>85%	73.5%	No	71.1%	
A1 On-Time Performance Headway Adherence	2	>85%	60.1%	No	64.8%	
A2 Service Delivery Scheduled Service Hours Delivered	2	>98.5%	96.6%	No	96.9%	
A2 Service Delivery Late Pull-Outs	2	<1.5%	0.8%	Yes	0.6%	Yes
A3 Load Factors % of Runs Exceeding 125% Load During Peak Periods	1	<4.0%	4.5% (AM) 4.4% (PM)	No	2.7% (AM)* 8.1% (PM)*	AM-Yes, PM-No
A4 Unscheduled Absences SFMTA Administration, Muni, Other Functions	2	varies	see body of report for details			
A5 Mean Distance Between Failure Bus, Rail	2	Bus: 2,669 Rail: 3,456	Bus: 2,467 Rail: 2,206	No	Bus: 2,668 Rail: 1,897	No
A6 Vacancy Rates for Service Critical Positions Crafts, Maintenance	5	<15%	Crafts: 14.4% Maint: 19.3%	No	Crafts: 16.1% Maint: 19.4%	No
A7 Traffic and Parking Control Requests % Addressed Within 90 Days	1	>82%	81%	No	74%	No
A8 Color Curb Applications % Addressed Within 30 Days	3	>90%	89%	No	90%	Yes
A9 Parking Meter Malfunction Reports % Addressed Within 48 Hours	4	>85%	85%	Yes	77%	No
A10 Hazardous Traffic Sign Reports % Addressed Within 24 Hours	1	>99%	100%	Yes	100%	Yes
A11 Hazardous Traffic Signal Reports % Addressed Within Two Hours	1	>92%	99%	Yes	96%	Yes
A12 Traffic Lane Lines, Bus Zones and Crosswalks % of Network Maintained Annually	1	>12%	15%	Yes	14%	Yes
A13 Productivity Average # of Boardings per Service Hour	4	n/a	72		annual	
A14 Pedestrian Safety # of Intersections Fully Equipped with Countdown Signals	1	>855	835	Yes	annual	

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A15 Bicycle Network Usage Counts at Key Locations	2	pending baseline	see body of report for details			
A16 Congestion Management Level of Service on Principal Arterials	2	n/a	see body of report for details			
A17 Sustainability % of Trips by More Sustainable Modes	1	68%	67% (2009)		annual	
B1 Ridership Customers Carried	2	220,301,886	215,982,241	No	annual	
B2 Revenue Fare Revenue	4	\$177,900,000	\$184,709,000		annual	
B3 Farebox Performance Average Fare (based on unlinked trips)	4	n/a	\$0.86		annual	
B4 Cost per Hour Fully Allocated Service Cost by Mode	4	n/a	\$206.59		annual	
B5 Cost per Boarding Operating Expense per Boarding	4	n/a	\$2.86		annual	
C1 Customer Perceptions Muni	3	53%	52%		annual	
C1 Customer Perceptions Other SFMTA Services	3	varies	see body of report for details			
C2 Customer Complaints Received Muni	3	n/a	27,124		5,188	
C2 Complaint Resolution Rate % Resolved within 14 days		>90%	92%	Yes	66%	No
C3 Safety Muni Collisions per 100,000 miles	1	<5.29	5.73	Yes	5.93	No
C3 Safety Muni Falls on Board per 100,000 miles	1	<3.43	3.85	No	4.64	No
C4 Safety Collisions Involving Bicyclists and Pedestrians (Citywide)	1	n/a	see body of report for details			
C5 Security Incidents # of SFPD Reported Crimes and Other Incidents	1	<225 crimes per quarter	1,064	No	298	No
C6 Proof-of-Payment Program Fare Evasion Rate on LRVs and in stations monitored	1	<2.0%	2.6%		3.5%	No
C7 Abandoned Automobile Reports % Responded to Within 48 Hours	3	100%	98%	No	82% *	No
C8 Walk-in Citation and Residential Parking Permit Customers % Served Within 15 Minutes	3	>82%	48%	No	46%	No
C9 Administrative Citation Hearing Customers % Served Within 10 Minutes	3	>82%	90%	Yes	78%	No

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C10 Mail-in Residential Parking Permit Renewals % Processed Within 21 Days	3	>95%	95%	Yes	97%	Yes
D1 Grievance Resolution Rate % of Operator Grievances Resolved Within 90 Days	5	>90%	61%	No	79%	No
D2 Equal Employment Opportunity Cases # Received	5	n/a	94		reported annually	
D3 Employee Satisfaction All SFMTA Employees	5	>5% year over year	see body of report for details			
Line/Route Detail	NA					
Feedback Detail	NA					
Security Incident Detail	NA					
Key						

*See body of report for additional information on this result.

Goal 1 Customer Focus

Goal 2 System Performance

Goal 3 External Affairs - Community Relations

Goal 4 Financial Capacity

Goal 5 SFMTA Workforce

Goal 6 Information Technology