

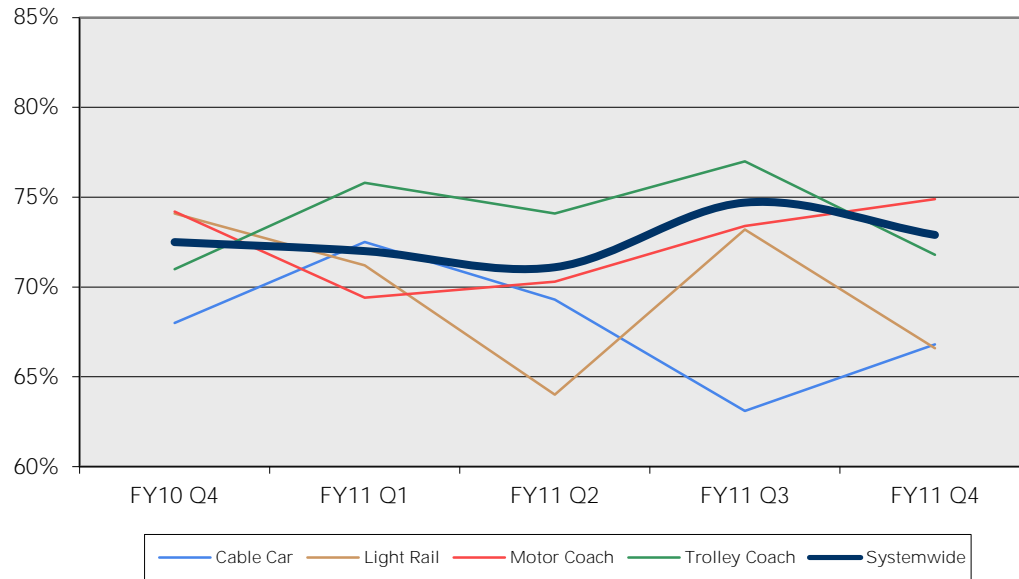
Service Standard	Primary Strategic Goal Link	Goal FY11	ANNUAL FY11	QUARTERLY FY11 Q4
<i>SEE KEY ON PAGE 3</i>				
A1 On-Time Performance Customer Observed Schedule Adherence	2	>85%	73.0%	72.9%
A1 On-Time Performance Headway Adherence	2	>85%	64.7%	64.6%
A2 Service Delivery Scheduled Service Hours Delivered	2	>98.5%	97.0%	96.2%
A2 Service Delivery Late Pull-Outs	2	<1.5%	0.7%	0.8%
A3 Load Factors % of Runs Exceeding 125% Load During Peak Periods	1	<4.0%	AM: 5.2% PM: 8.3%	AM: 5.0% PM: 12.6%
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: 2,900 Rail: 1,946	Bus: 3,163 Rail: 2,251
A6 Vacancy Rates for Service Critical Positions Crafts, Maintenance	5	<15%	Crafts: 16.4% Maint: 19.3%	Crafts: 17.1% Maint: 19.1%
A7 Traffic and Parking Control Requests % Addressed Within 90 Days	1	>82%	80%	88%
A8 Color Curb Applications % Addressed Within 30 Days	3	>90%	90%	91%
A9 Parking Meter Malfunction Reports % Addressed Within 48 Hours	4	>85%	82%	83%
A10 Hazardous Traffic Sign Reports % Addressed Within 24 Hours	1	>99%	100%	100%
A11 Hazardous Traffic Signal Reports % Addressed Within Two Hours	1	>92%	97%	96%
A12 Traffic Lane Lines, Bus Zones and Crosswalks % of Network Maintained Annually	1	>12%	16%	15%
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*	annual

Service Standard	Primary Strategic Goal Link	Goal FY11	ANNUAL FY11	QUARTERLY FY11 Q4
<i>SEE KEY ON PAGE 3</i>				
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%*	annual
B1 Ridership Customers Carried	2	220,301,886*	215,982,241*	annual
B2 Revenue Fare Revenue	4	\$177,900,000*	\$185,442,000**	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	Reduction	20,925	5,025
C2 Complaint Resolution Rate % Resolved within 14 days	3	>90%	79%	85%
C3 Safety Muni Collisions per 100,000 miles	1	<5.29	5.67	5.95
C3 Safety Muni Falls on Board per 100,000 miles	1	<3.43	4.79	5.08
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	1,167	325
C6 Proof-of-Payment Program Fare Evasion Rate on LRVs and in stations monitored	1	<2.0%	4.5%	4.8%
C7 Abandoned Automobile Reports % Responded to Within 48 Hours	3	100%	86%	86%

Service Standard	Primary Strategic Goal Link	Goal FY11	ANNUAL FY11	QUARTERLY FY11 Q4
C8 Walk-in Citation and Residential Parking Permit Customers % Served Within 15 Minutes	3	>82%	48%	61%
C9 Administrative Citation Hearing Customers % Served Within 10 Minutes	3	>82%	82%	81%
C10 Mail-in Residential Parking Permit Renewals % Processed Within 21 Days	3	>95%	95%	96%
D1 Grievance Resolution Rate % of Operator Grievances Resolved Within 90 Days	5	>90%	60%	68%
D2 Equal Employment Opportunity Cases # Received	5	Reduction	60	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	
At or above goal	Goal 1 Customer Focus
Below goal	Goal 2 System Performance
	Goal 3 External Affairs - Community Relations
*Prior FY result; FY12 data pending	Goal 4 Financial Capacity
**Preliminary results	Goal 5 SFMTA Workforce
	Goal 6 Information Technology

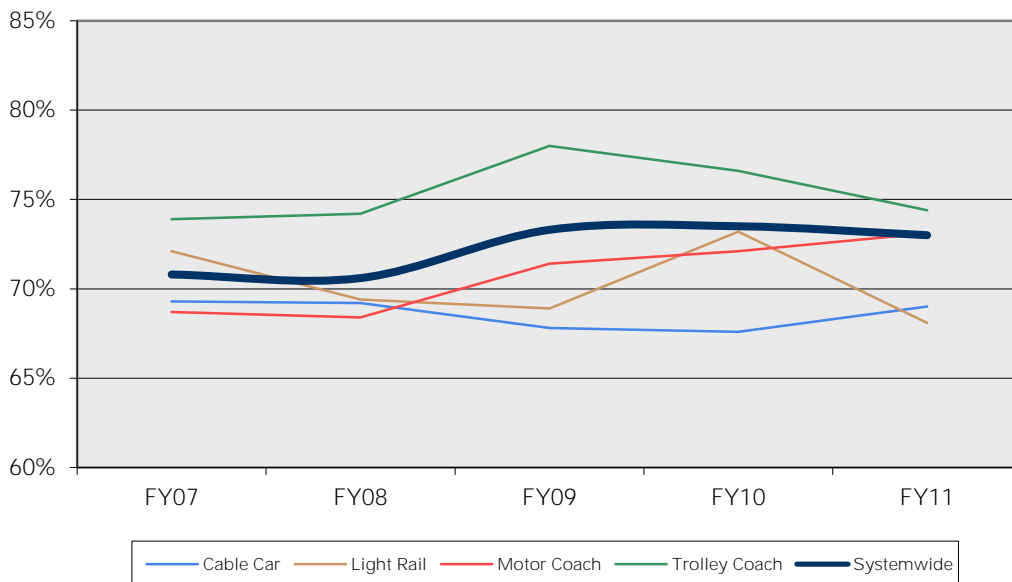
QUARTERLY - FY11 Q4 Goal: >85% Goal achieved? No Trend? Down Customer Observed Schedule Adherence



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY10 Q4	68.0%	74.1%	74.2%	71.0%	72.5%
FY11 Q1	72.5%	71.2%	69.4%	75.8%	72.0%
FY11 Q2	69.3%	64.0%	70.3%	74.1%	71.1%
FY11 Q3	63.1%	73.2%	73.4%	77.0%	74.7%
FY11 Q4	66.8%	66.6%	74.9%	71.8%	72.9%
<i>FY11 Goal</i>	85.0%	85.0%	85.0%	85.0%	85.0%

Notes
 Please see the appendix for detail by line/route. On-time performance weighted by ridership was 71.2% in FY11 Q4.

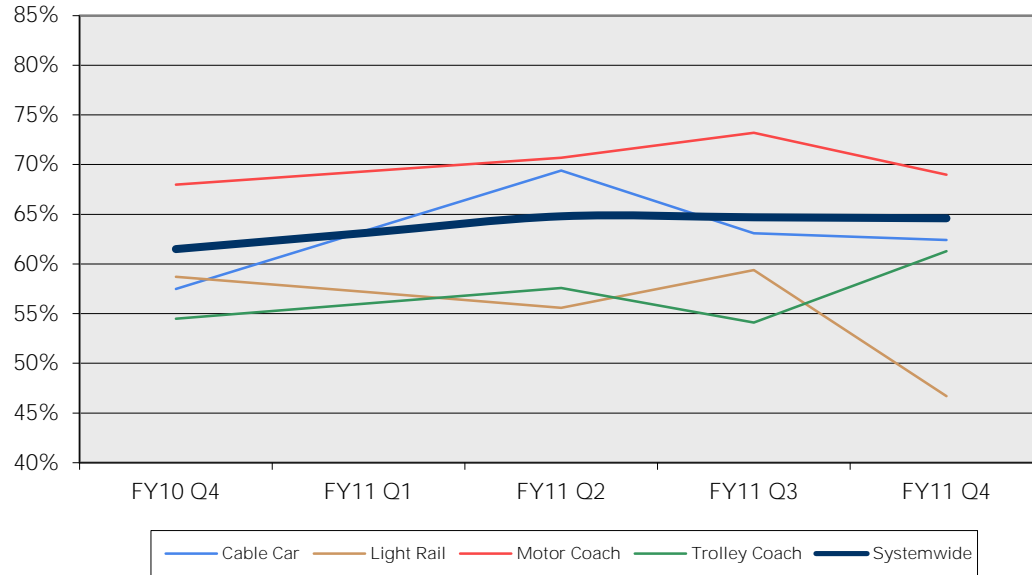
ANNUAL - FY11 Goal: >85% Goal achieved? No Trend? Down Customer Observed Schedule Adherence



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
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%
FY10	67.6%	73.2%	72.1%	76.6%	73.5%
FY11	69.0%	68.1%	73.1%	74.4%	73.0%
<i>FY11 Goal</i>	85.0%	85.0%	85.0%	85.0%	85.0%

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

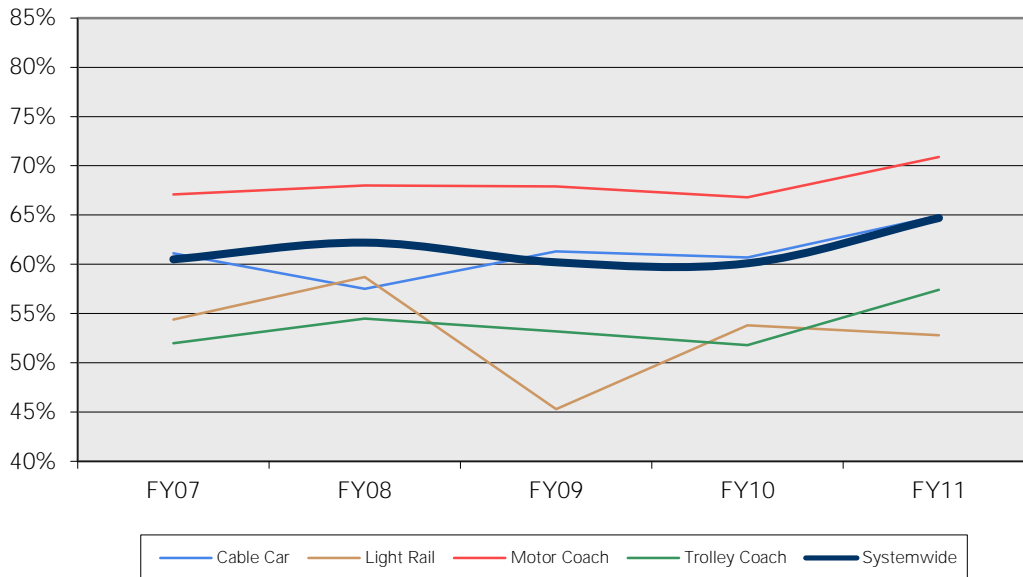
QUARTERLY - FY11 Q4 Goal: >85% Goal achieved? No Trend? Down Headway Adherence



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY10 Q4	57.5%	58.7%	68.0%	54.5%	61.5%
FY11 Q1	63.5%	57.2%	69.4%	56.1%	63.2%
FY11 Q2	69.4%	55.6%	70.7%	57.6%	64.8%
FY11 Q3	63.1%	59.4%	73.2%	54.1%	64.7%
FY11 Q4	62.4%	46.7%	69.0%	61.3%	64.6%
<i>FY11 Goal</i>	85.0%	85.0%	85.0%	85.0%	85.0%

Notes

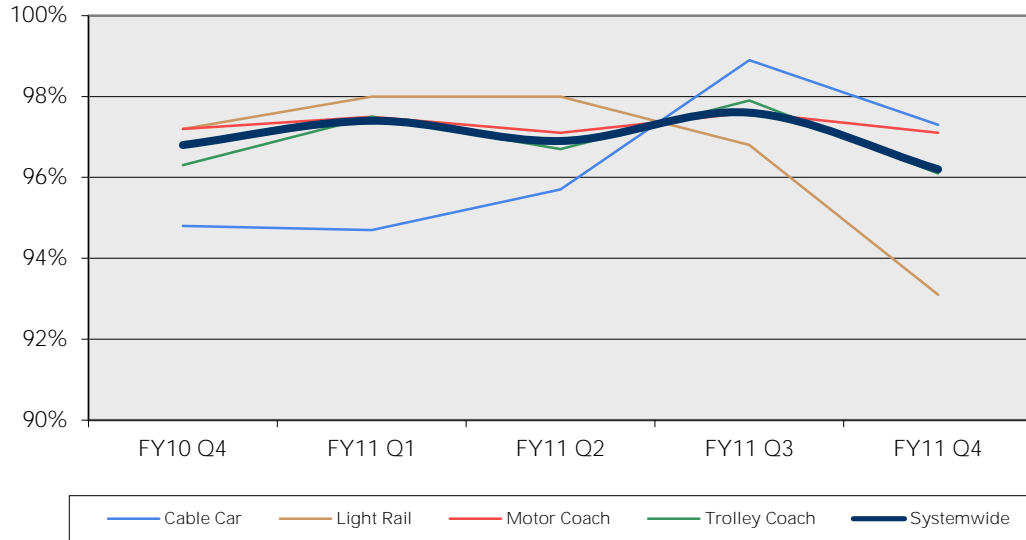
ANNUAL - FY11 Goal: >85% Goal achieved? No Trend? Up Headway Adherence



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY07	61.1%	54.4%	67.1%	52.0%	60.5%
FY08	57.5%	58.7%	68.0%	54.5%	62.2%
FY09	61.3%	45.3%	67.9%	53.2%	60.2%
FY10	60.7%	53.8%	66.8%	51.8%	60.1%
FY11	64.9%	52.8%	70.9%	57.4%	64.7%
<i>FY11 Goal</i>	85.0%	85.0%	85.0%	85.0%	85.0%

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

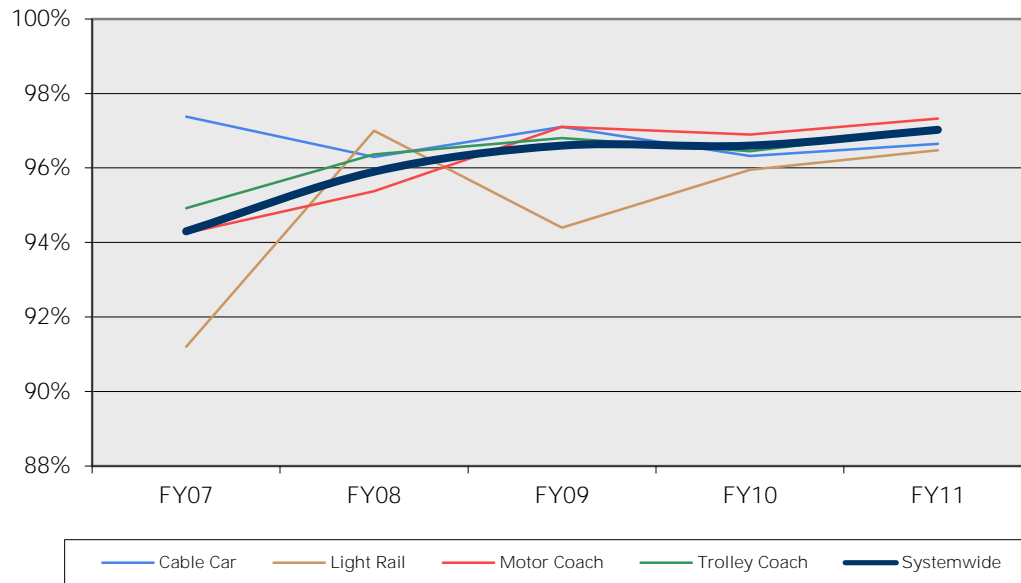
QUARTERLY - FY11 Q4 Goal: >98.5% Goal achieved? No Trend? Down Scheduled Service Hours Delivered



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY10 Q4	94.8%	97.2%	97.2%	96.3%	96.8%
FY11 Q1	94.7%	98.0%	97.5%	97.5%	97.4%
FY11 Q2	95.7%	98.0%	97.1%	96.7%	96.9%
FY11 Q3	98.9%	96.8%	97.6%	97.9%	97.6%
FY11 Q4	97.3%	93.1%	97.1%	96.1%	96.2%
<i>FY11 Goal</i>	98.5%	98.5%	98.5%	98.5%	98.5%

Notes

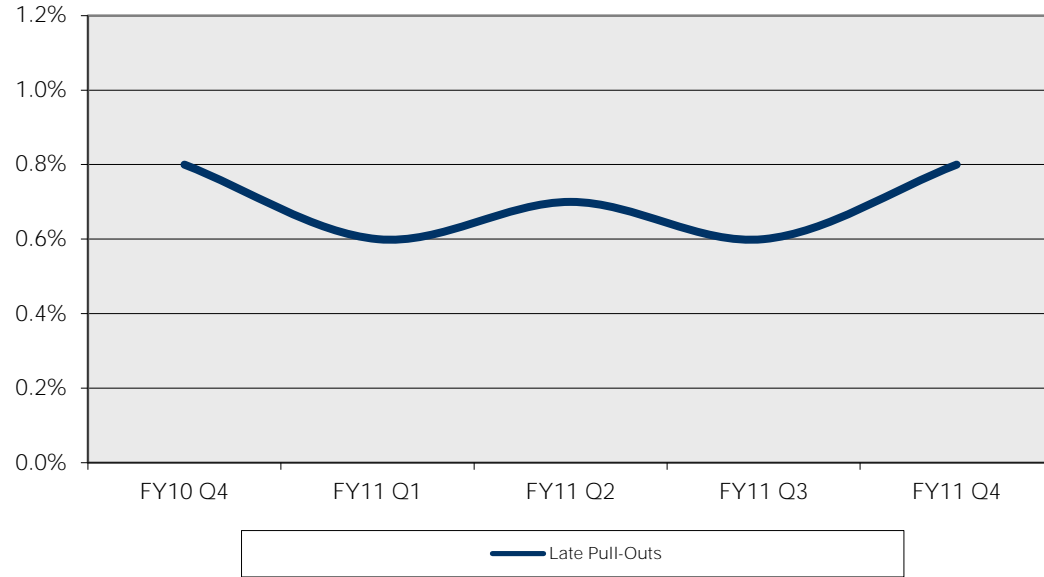
ANNUAL - FY11 Goal: >98.5% Goal achieved? No Trend? Up Scheduled Service Hours Delivered



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
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%
FY10	96.3%	96.0%	96.9%	96.5%	96.6%
FY11	96.7%	96.5%	97.3%	97.1%	97.0%
<i>FY11 Goal</i>	98.5%	98.5%	98.5%	98.5%	98.5%

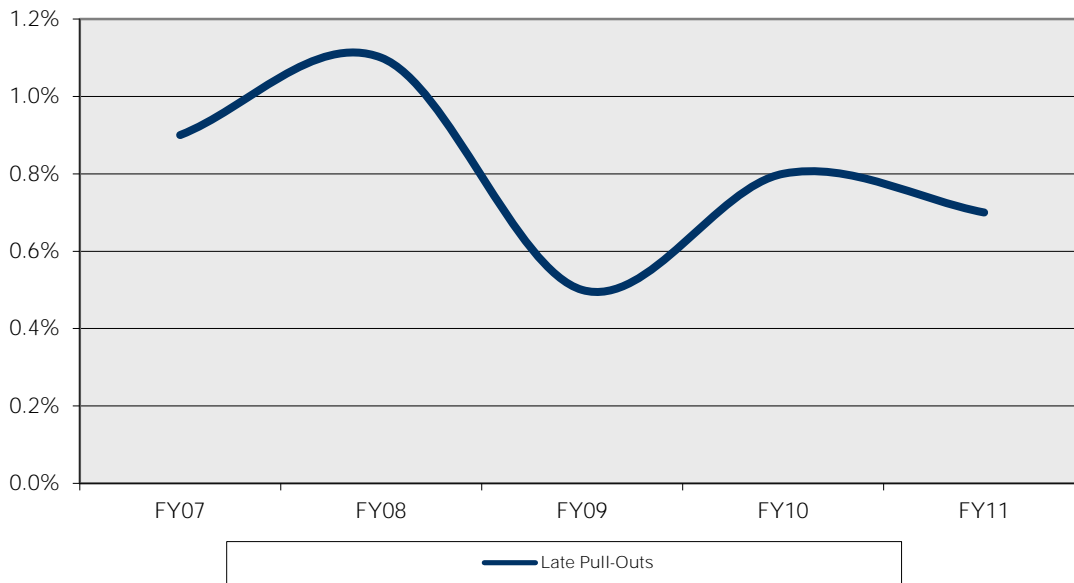
Notes

QUARTERLY - FY11 Q4 Goal: <1.5% Goal achieved? Yes Trend? Up Late Pull-Outs



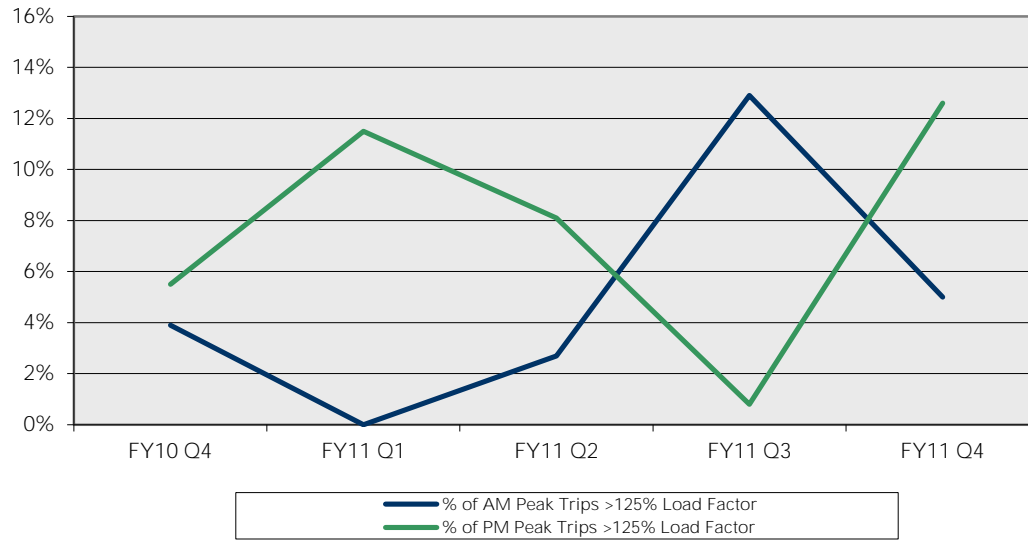
Reporting Period	Late Pull-Outs
FY10 Q4	0.8%
FY11 Q1	0.6%
FY11 Q2	0.7%
FY11 Q3	0.6%
FY11 Q4	0.8%
<i>FY11 Goal</i>	1.5%
Notes	

ANNUAL - FY11 Goal: <1.5% Goal achieved? YES Trend? Down Late Pull-Outs



Reporting Period	Late Pull-Outs
FY07	0.9%
FY08	1.1%
FY09	0.5%
FY10	0.8%
FY11	0.7%
<i>FY11 Goal</i>	1.5%
Notes	

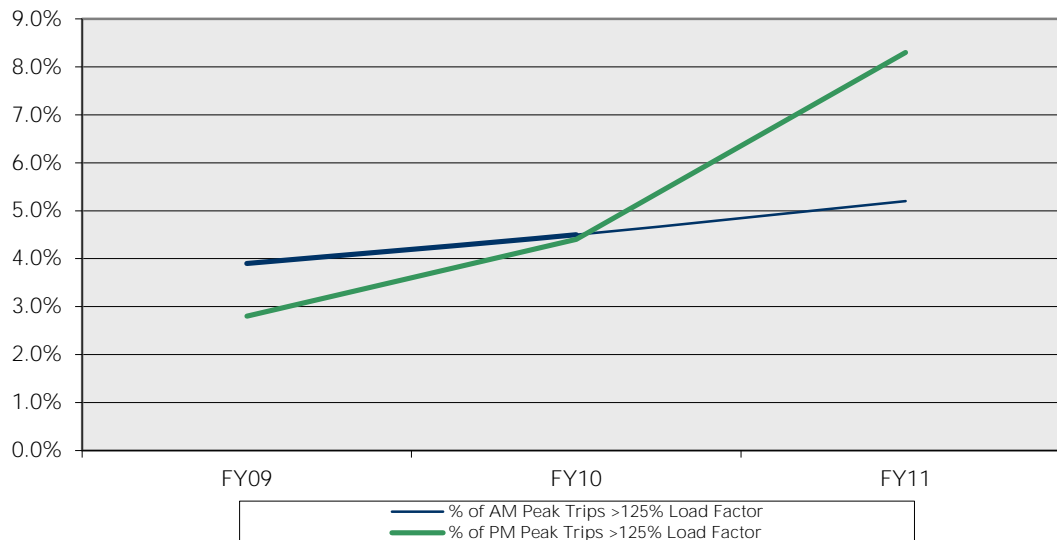
QUARTERLY - FY11 Q4 Goal: <4.0% Goal achieved? No Trend? Mixed Load Factors



Reporting Period	% of AM Peak Trips >125% Load Factor	% of PM Peak Trips >125% Load Factor
FY10 Q4	3.9%	5.5%
FY11 Q1	0.0%	11.5%
FY11 Q2	2.7%	8.1%
FY11 Q3	12.9%	0.8%
FY11 Q4	5.0%	12.6%
<i>FY11 Goal</i>	4.0%	4.0%

Notes
 FY11 results reflect rail performance at this juncture. Automatic passenger counter data for bus is being analyzed and will be incorporated into these results as soon as possible.

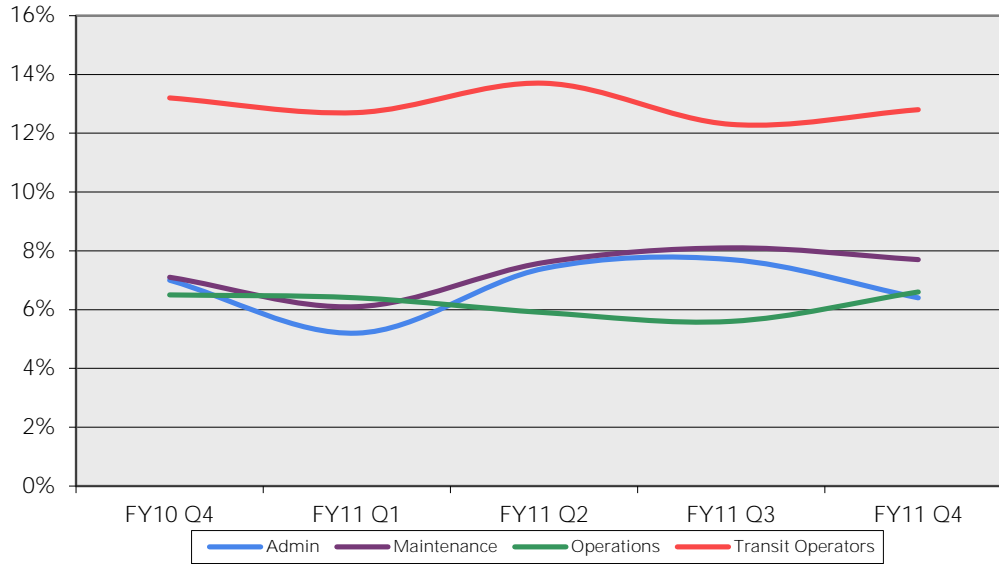
ANNUAL - FY11 Goal: <4.0% Goal achieved? No Trend? Up Load Factors



Reporting Period	% of AM Peak Trips >125% Load Factor	% of PM Peak Trips >125% Load Factor
FY09	3.9%	2.8%
FY10	4.5%	4.4%
FY11	5.2%	8.3%
<i>FY11 Goal</i>	4.0%	4.0%

Notes
 FY11 results reflect rail performance at this juncture. Capacities per Short Range Transit Plan: 30' Bus: 45, 40' Bus: 63, 60' Articulated Bus: 94, LRV: 119, Historic Streetcar: 60, Cable Car: 63

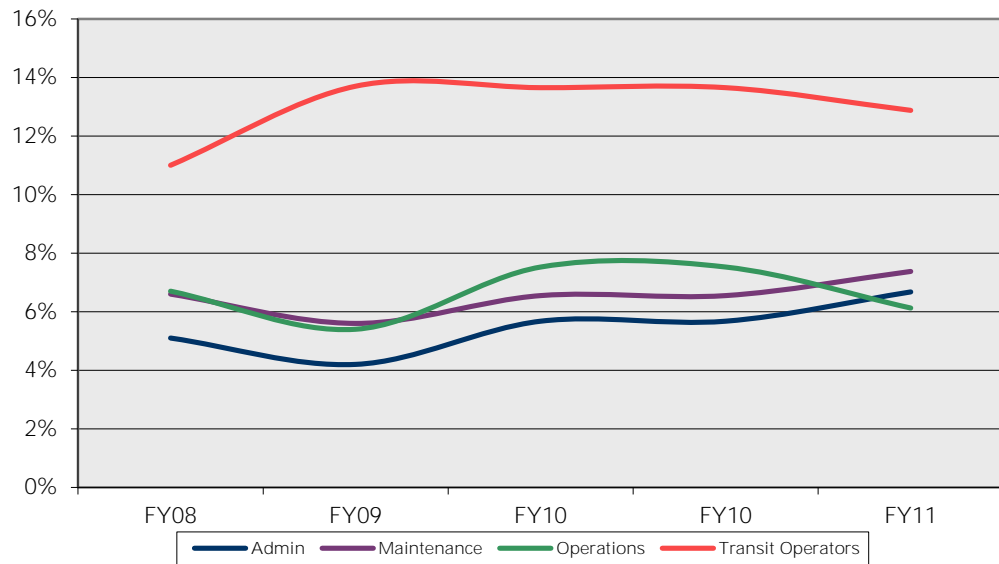
QUARTERLY - FY11 Q4 Goals: Vary by unit; see FY11 goals below Unscheduled Absences



Reporting Period	Admin	Maintenance	Operations	Transit Operators
FY10 Q4	7.0%	7.1%	6.5%	13.2%
FY11 Q1	5.2%	6.1%	6.4%	12.7%
FY11 Q2	7.4%	7.6%	5.9%	13.7%
FY11 Q3	7.7%	8.1%	5.6%	12.3%
FY11 Q4	6.4%	7.7%	6.6%	12.8%
FY11 Goal	3.5%	6.0%	6.0%	10.5%

Notes
Elements included in transit operator unscheduled absence rate include sick leave, sick on run, industrial claims, other leaves, suspensions, AWOL, working miss outs (lateness), jury duty, and unpaid loans to union.

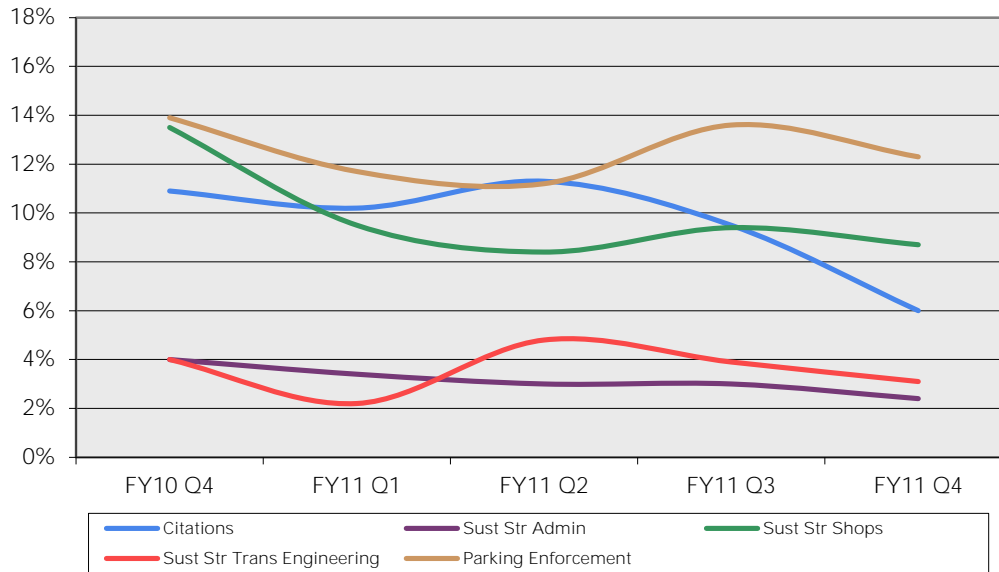
ANNUAL - FY11 Goals: Vary by unit; see FY11 goals below Unscheduled Absences



Reporting Period	Admin	Maintenance	Operations	Transit Operators
FY08	5.1%	6.6%	6.7%	11.0%
FY09	4.2%	5.6%	5.4%	13.7%
FY10	5.7%	6.6%	7.5%	13.7%
FY11	6.7%	7.4%	6.1%	12.9%
FY11 Goal	3.5%	6.0%	6.0%	10.5%

Notes

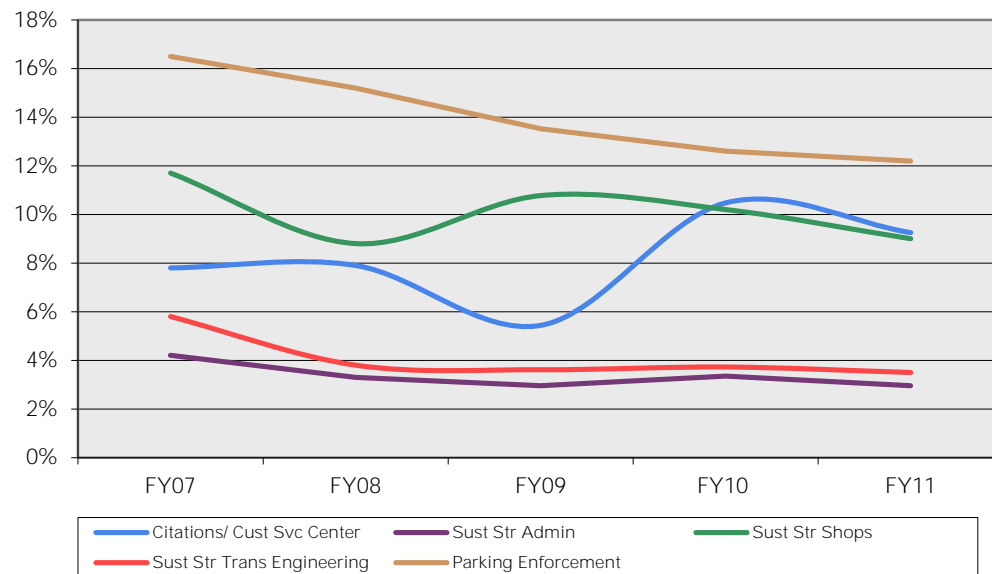
QUARTERLY - FY11 Q4 Goals: Vary by unit; see FY11 goals below Unscheduled Absences



Reporting Period	Citations	Sust Str Admin	Sust Str Shops	Sust Str Trans Engineering	Parking Enforcement
FY10 Q4	10.9%	4.0%	13.5%	4.0%	13.9%
FY11 Q1	10.2%	3.4%	9.5%	2.2%	11.7%
FY11 Q2	11.3%	3.0%	8.4%	4.8%	11.2%
FY11 Q3	9.5%	3.0%	9.4%	3.9%	13.6%
FY11 Q4	6.0%	2.4%	8.7%	3.1%	12.3%
<i>FY11 Goal</i>	<i>6.0%</i>	<i>3.5%</i>	<i>10.5%</i>	<i>4.5%</i>	<i>10.5%</i>

Notes

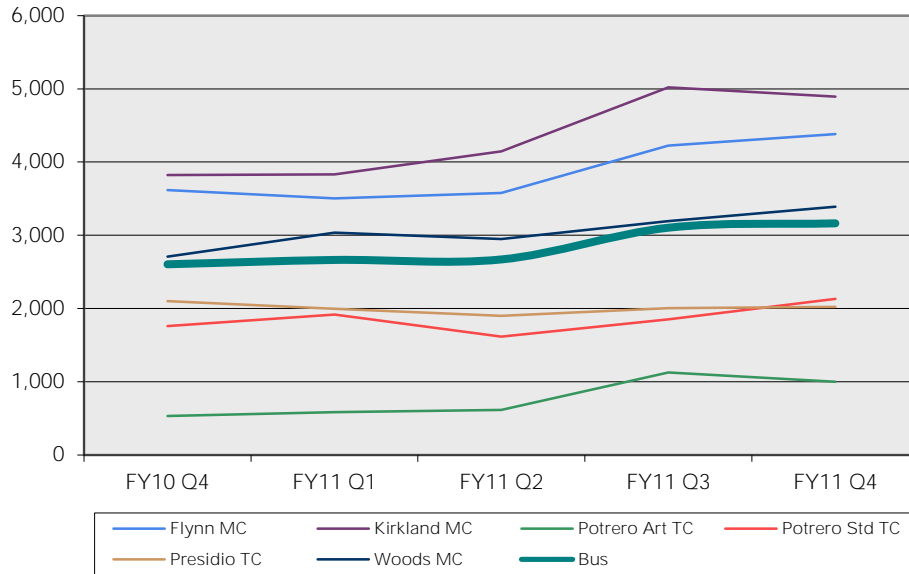
ANNUAL - FY11 Goals: Vary by unit; see FY11 goals below Unscheduled Absences



Reporting Period	Citations/ Cust Svc Center	Sust Str Admin	Sust Str Shops	Sust Str Trans Engineering	Parking Enforcement
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%
FY10	10.5%	3.4%	10.2%	3.7%	12.6%
FY11	9.3%	3.0%	9.0%	3.5%	12.2%
<i>FY11 Goal</i>	<i>6.0%</i>	<i>3.5%</i>	<i>10.5%</i>	<i>4.5%</i>	<i>10.5%</i>

Notes
Sust Str: Sustainable Streets.

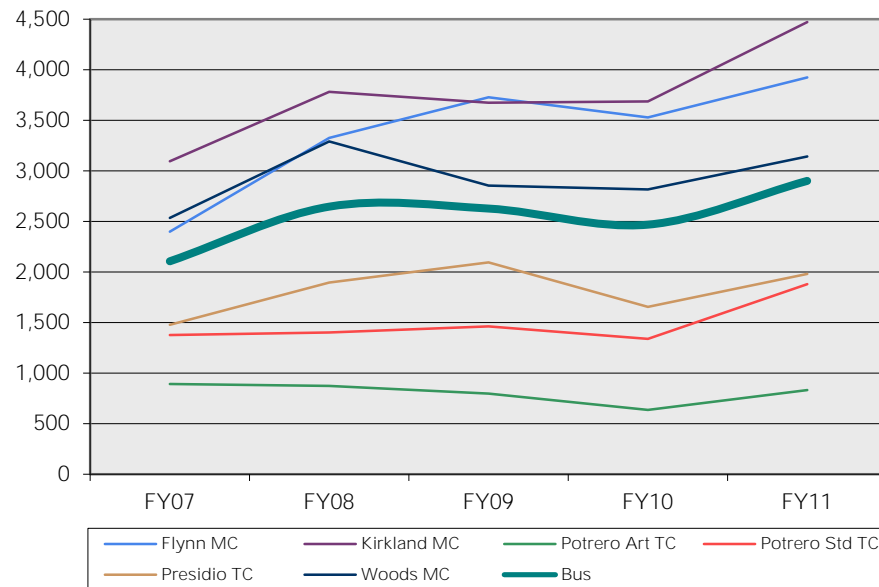
QUARTERLY - FY11 Q4 Goals: Vary by division; see FY11 goals below MDBF



Reporting Period	Flynn MC	Kirkland MC	Potrero Art TC	Potrero Std TC	Presidio TC	Woods MC	Bus
FY10 Q4	3,618	3,821	531	1,762	2,099	2,707	2,604
FY11 Q1	3,505	3,830	586	1,918	1,996	3,037	2,663
FY11 Q2	3,578	4,144	616	1,614	1,900	2,947	2,670
FY11 Q3	4,226	5,021	1,128	1,851	2,003	3,195	3,103
FY11 Q4	4,383	4,892	1,000	2,132	2,023	3,389	3,163
FY11 Goal	3,500	3,500	1,000	1,700	1,700	3,500	2,669

Notes

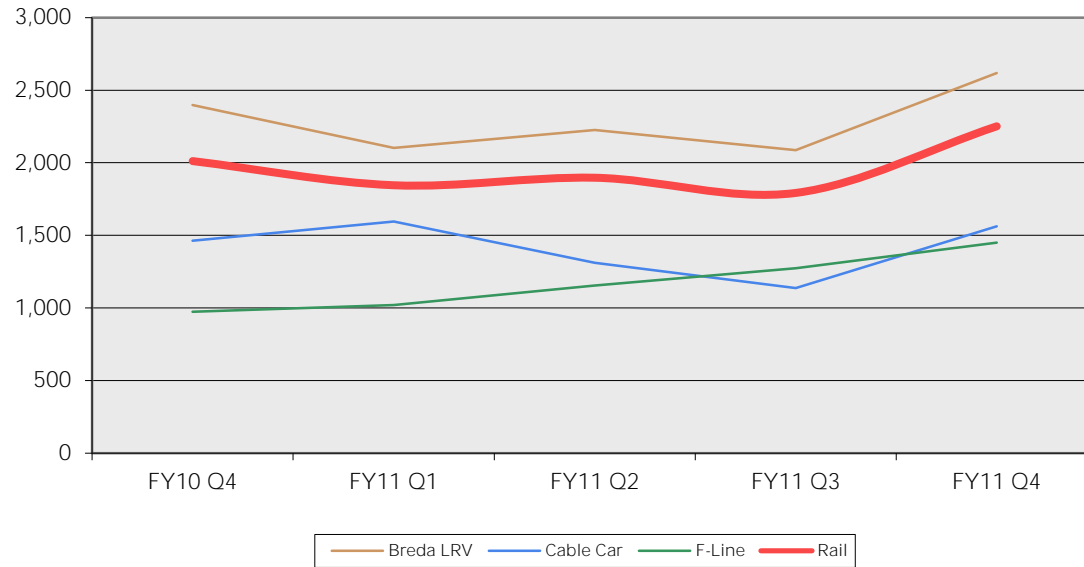
ANNUAL - FY11 Goals: Vary by division see FY11 goals below MDBF



Reporting Period	Flynn MC	Kirkland MC	Potrero Art TC	Potrero Std TC	Presidio TC	Woods MC	Bus
FY07	2,398	3,094	893	1,377	1,477	2,533	2,105
FY08	3,325	3,780	872	1,400	1,895	3,289	2,645
FY09	3,726	3,674	797	1,461	2,094	2,853	2,627
FY10	3,529	3,685	634	1,339	1,656	2,817	2,467
FY11	3,923	4,472	833	1,879	1,981	3,142	2,900
FY11 Goal	3,500	3,500	1,000	1,700	1,700	3,500	2,669

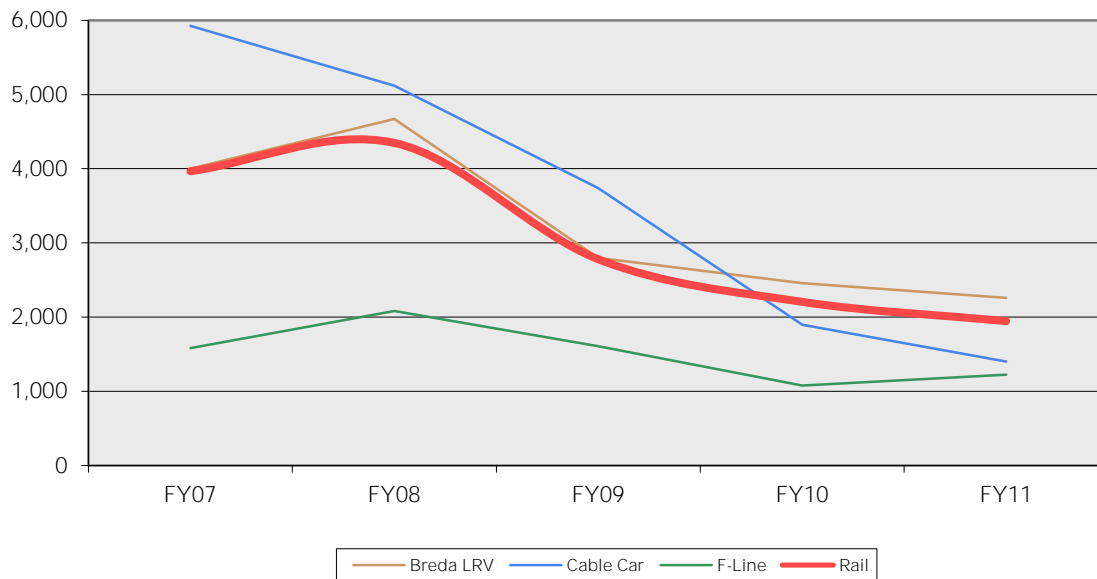
Notes
 MC: Motor Coach, TC: Trolley Coach, Art: Articulated, Std: Standard
 Overall goal for Bus is based on weighted average using # of vehicles by type/yard.

QUARTERLY - FY11 Q4 Goals: Vary by division; see FY11 goals below MDBF



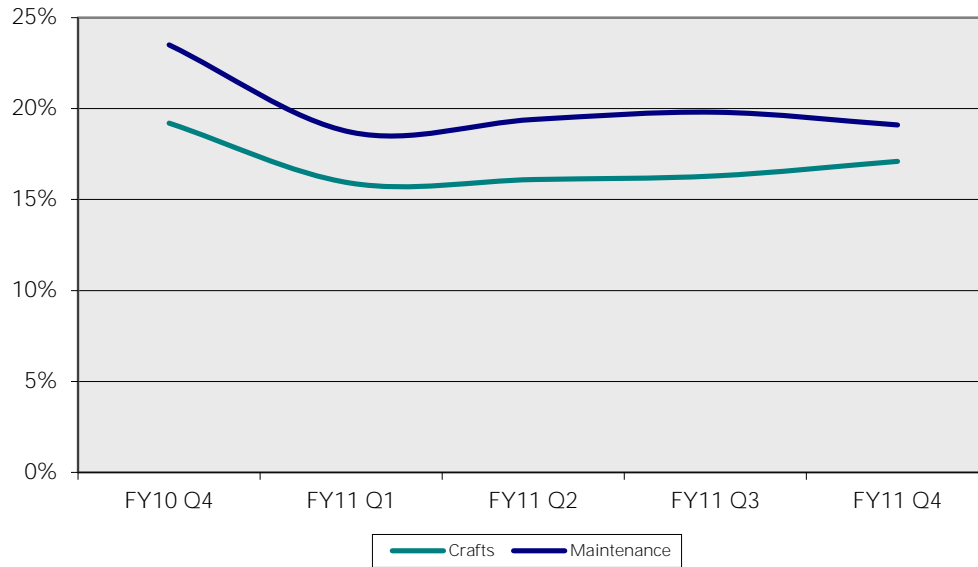
Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY10 Q4	2,398	1,463	973	2,012
FY11 Q1	2,103	1,595	1,020	1,845
FY11 Q2	2,225	1,310	1,154	1,897
FY11 Q3	2,086	1,138	1,274	1,792
FY11 Q4	2,619	1,563	1,451	2,251
<i>FY11 Goal</i>	<i>3,500</i>	<i>5,000</i>	<i>1,500</i>	<i>3,456</i>
Notes				
<i>Overall goal for Rail is based on weighted average using # of vehicles by type/yard.</i>				

ANNUAL - FY11 Goals: Vary by division see FY11 goals below MDBF



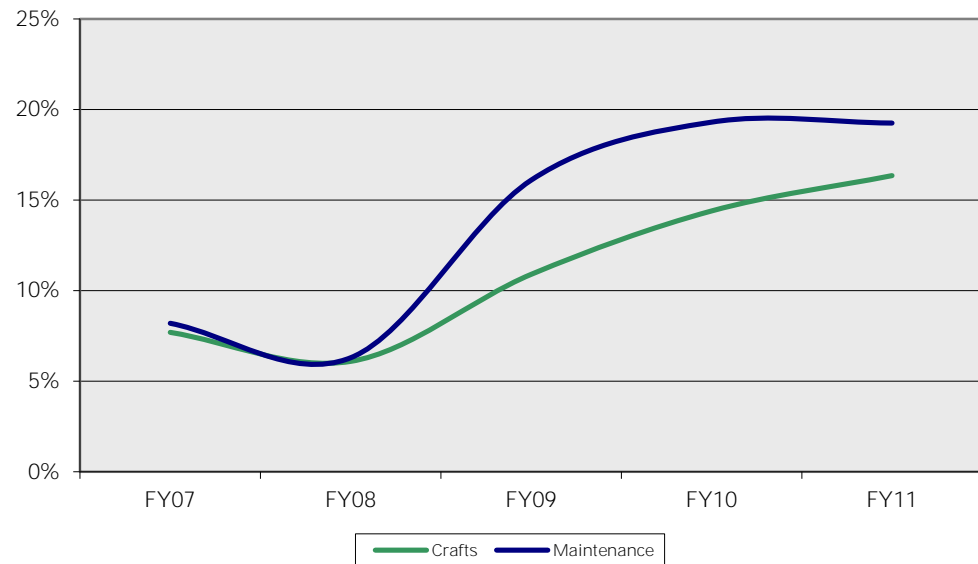
Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY07	4,001	5,924	1,582	3,966
FY08	4,669	5,120	2,084	4,348
FY09	2,799	3,737	1,607	2,780
FY10	2,459	1,895	1,076	2,206
FY11	2,258	1,402	1,225	1,946
<i>FY11 Goal</i>	<i>3,500</i>	<i>5,000</i>	<i>1,500</i>	<i>3,456</i>
Notes				

QUARTERLY - FY11 Q4 Goal: <15% Goal achieved? No Trend? Mixed Vacancy Rates



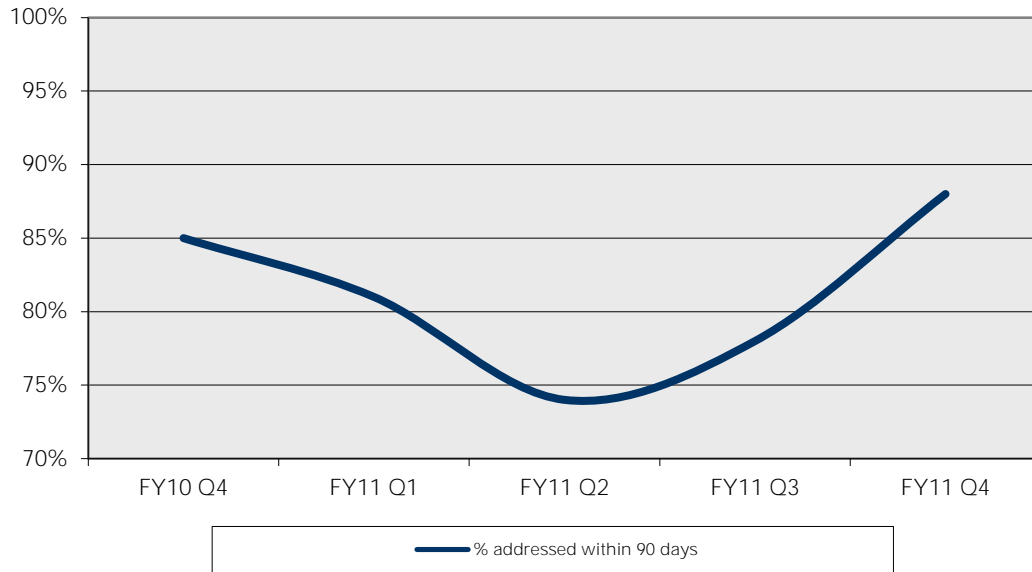
Reporting Period	Crafts	Maintenance		
FY10 Q4	19.2%	23.5%		
FY11 Q1	15.9%	18.7%		
FY11 Q2	16.1%	19.4%		
FY11 Q3	16.3%	19.8%		
FY11 Q4	17.1%	19.1%		
<i>FY11 Goal</i>	<i>15.0%</i>	<i>15.0%</i>		
Notes				

ANNUAL - FY11 Goal: <5% Goal achieved? No Trend? Mixed Vacancy Rates



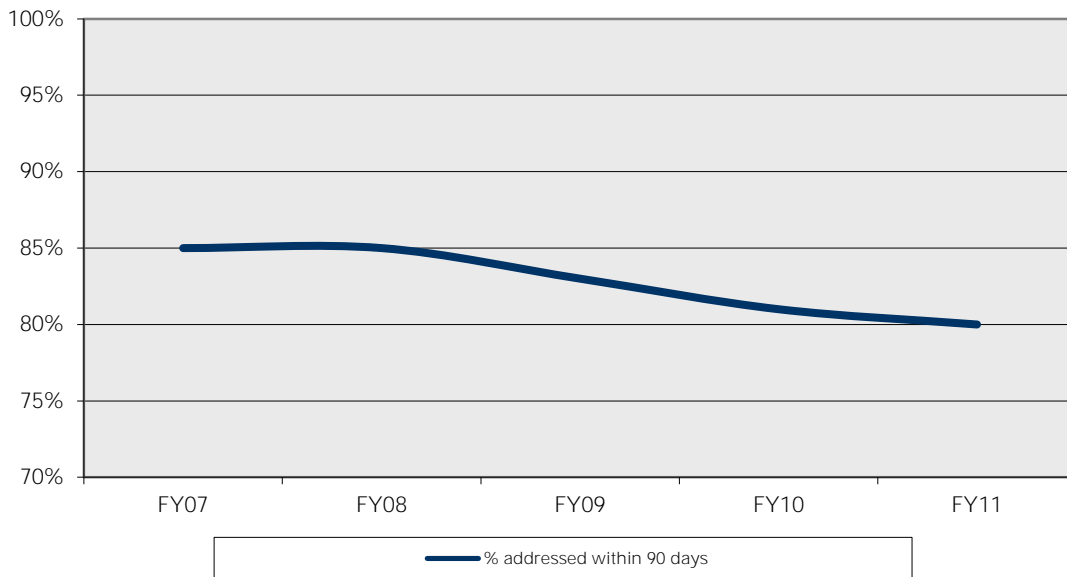
Reporting Period	Crafts	Maintenance		
FY07	7.7%	8.2%		
FY08	6.1%	6.3%		
FY09	10.9%	16.1%		
FY10	14.4%	19.3%		
FY11	16.4%	19.3%		
<i>FY11 Goal</i>	<i>5.0%</i>	<i>5.0%</i>		
Notes				
<i>Results based on following position count: Transit Operators - 2034.75 FTE, Crafts 974 FTE, Maintenance 297 FTE.</i>				

QUARTERLY - FY11 Q4 Goal: >82% Goal achieved? Yes Trend? Up Traffic and Parking Control Requests



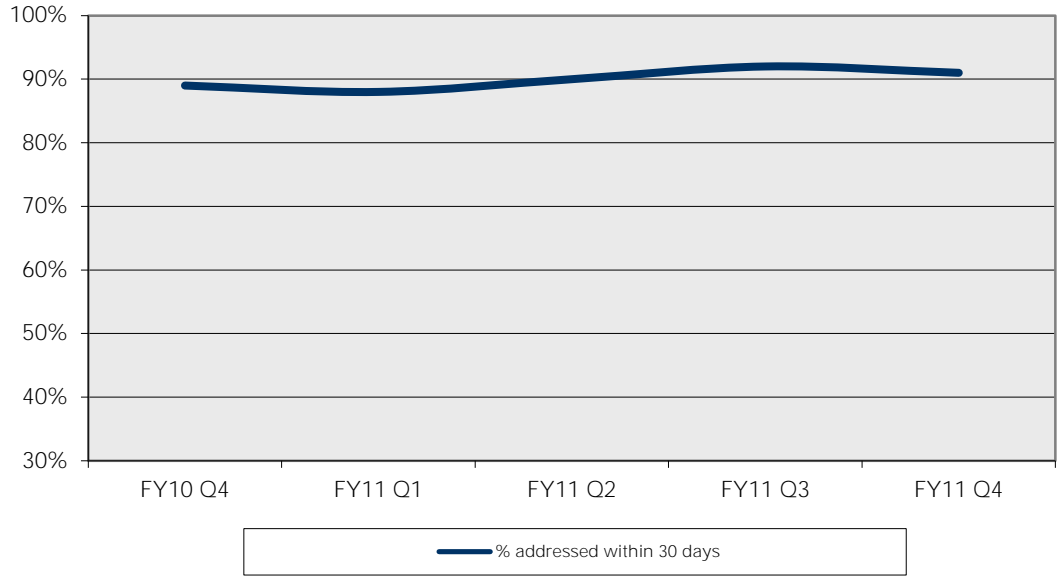
Reporting Period	% addressed within 90 days
FY10 Q4	85%
FY11 Q1	81%
FY11 Q2	74%
FY11 Q3	78%
FY11 Q4	88%
FY11 Goal	82%
Notes	
177 of 200 requests were addressed within 90 days.	

ANNUAL - FY11 Goal: >82% Goal achieved? No Trend? Down Traffic and Parking Control Requests



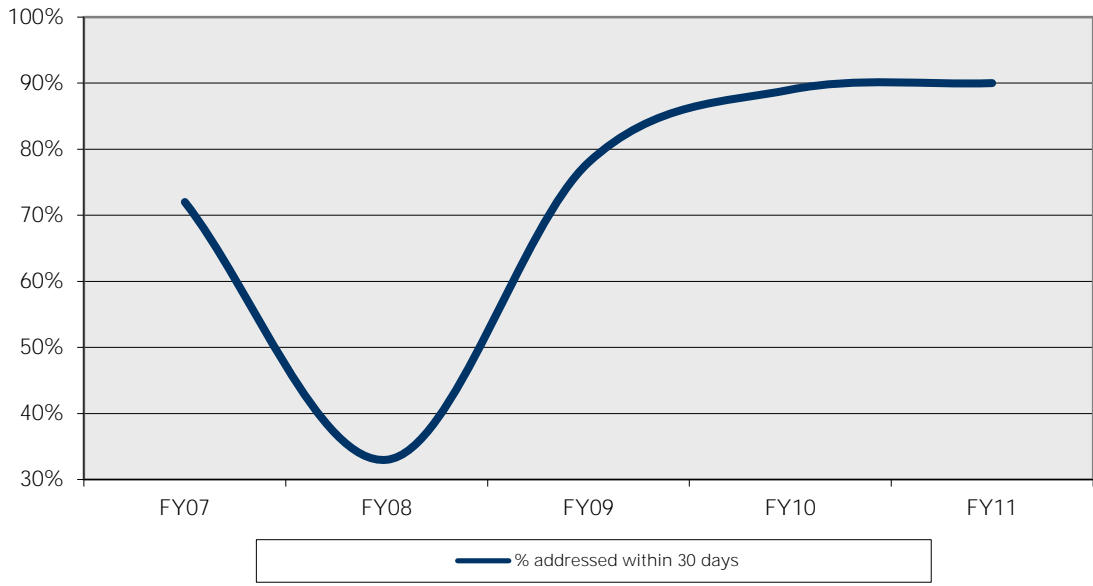
Reporting Period	% addressed within 90 days
FY07	85%
FY08	85%
FY09	83%
FY10	81%
FY11	80%
FY11 Goal	82%
Notes	

QUARTERLY - FY11 Q4 Goal: >90% Goal achieved? Yes Trend? Down Color Curb Applications



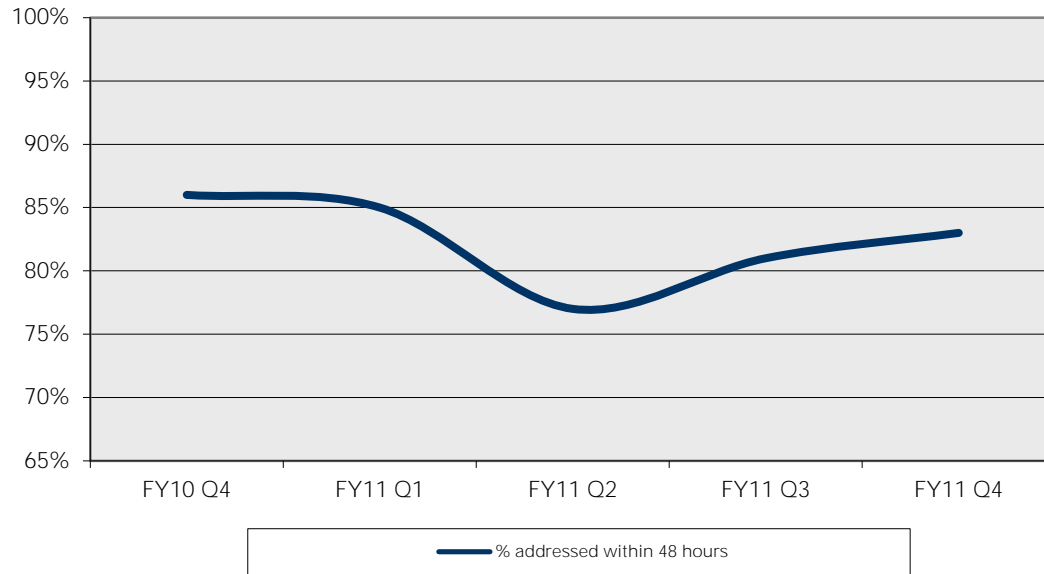
Reporting Period	% addressed within 30 days
FY10 Q4	89%
FY11 Q1	88%
FY11 Q2	90%
FY11 Q3	92%
FY11 Q4	91%
<i>FY11 Goal</i>	<i>90%</i>
Notes	

ANNUAL - FY11 Goal: >90% Goal achieved? Yes Trend? Up Color Curb Applications



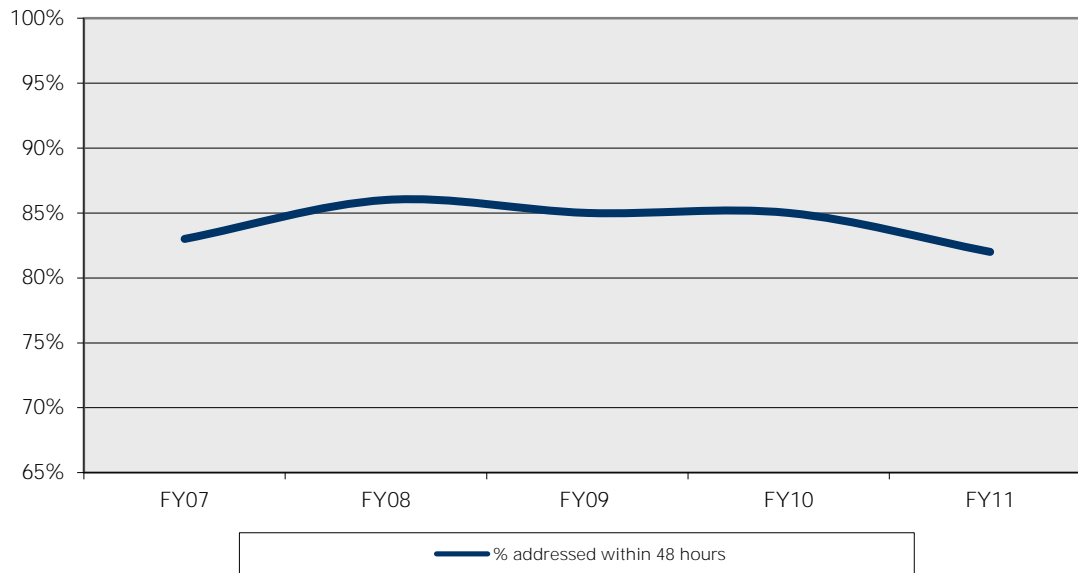
Reporting Period	% addressed within 30 days
FY07	72%
FY08	33%
FY09	78%
FY10	89%
FY11	90%
<i>FY11 Goal</i>	<i>90%</i>
Notes	

QUARTERLY - FY11 Q4 Goal: >85% Goal achieved? No Trend? Up Parking Meter Malfunction Reports



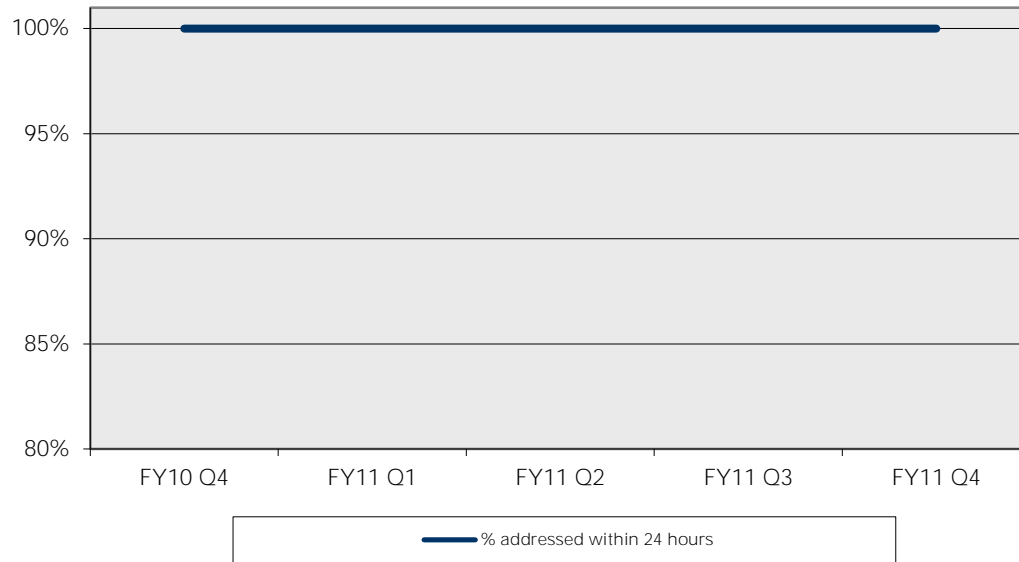
Reporting Period	% addressed within 48 hours
FY10 Q4	86%
FY11 Q1	85%
FY11 Q2	77%
FY11 Q3	81%
FY11 Q4	83%
FY11 Goal	85%
Notes	
1,869 of 2,245 malfunction reports were addressed within 48 hours.	

ANNUAL - FY11 Goal: >85% Goal achieved? No Trend? Down Parking Meter Malfunction Reports



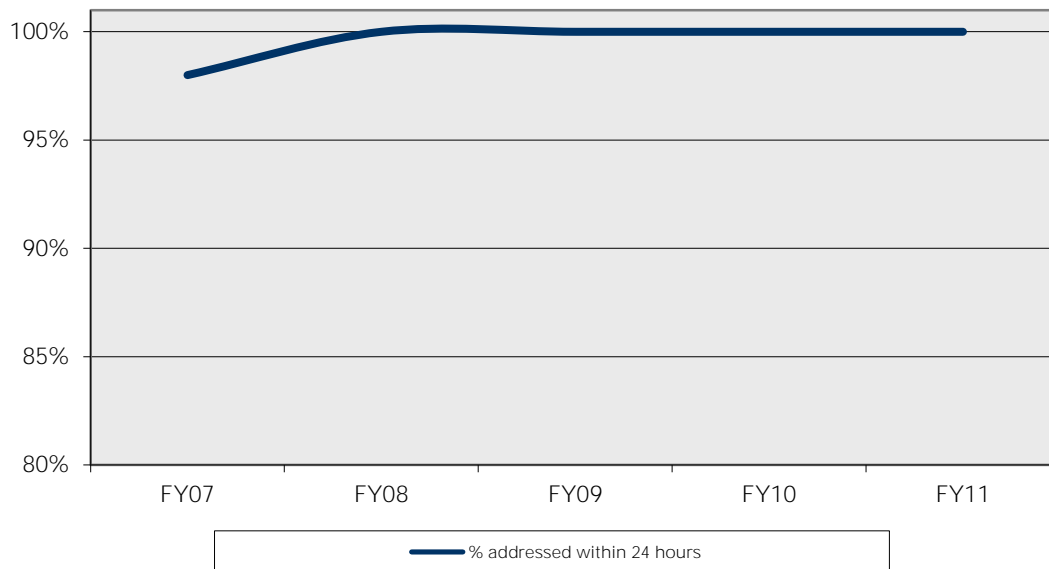
Reporting Period	% addressed within 48 hours
FY07	83%
FY08	86%
FY09	85%
FY10	85%
FY11	82%
FY11 Goal	85%
Notes	

QUARTERLY - FY11 Q4 Goal: >99% Goal achieved? Yes Trend? At maximum Hazardous Traffic Sign Reports



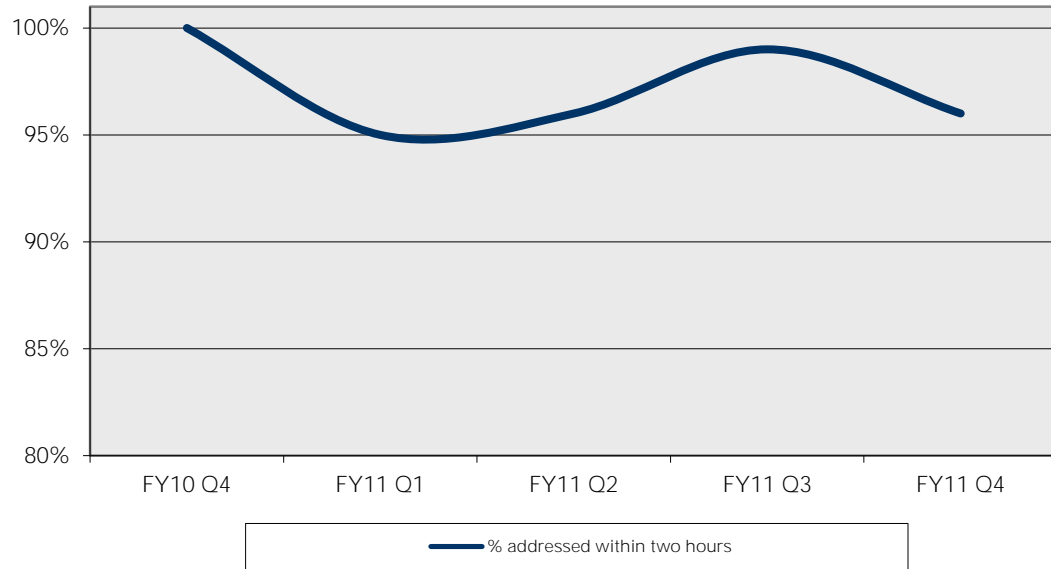
Reporting Period	% addressed within 24 hours
FY10 Q4	100%
FY11 Q1	100%
FY11 Q2	100%
FY11 Q3	100%
FY11 Q4	100%
<i>FY11 Goal</i>	<i>99%</i>
Notes	
<i>All 801 hazardous traffic sign reports were addressed within 24 hours.</i>	

ANNUAL - FY11 Goal: >98% Goal achieved? Yes Trend? At maximum Hazardous Traffic Sign Reports



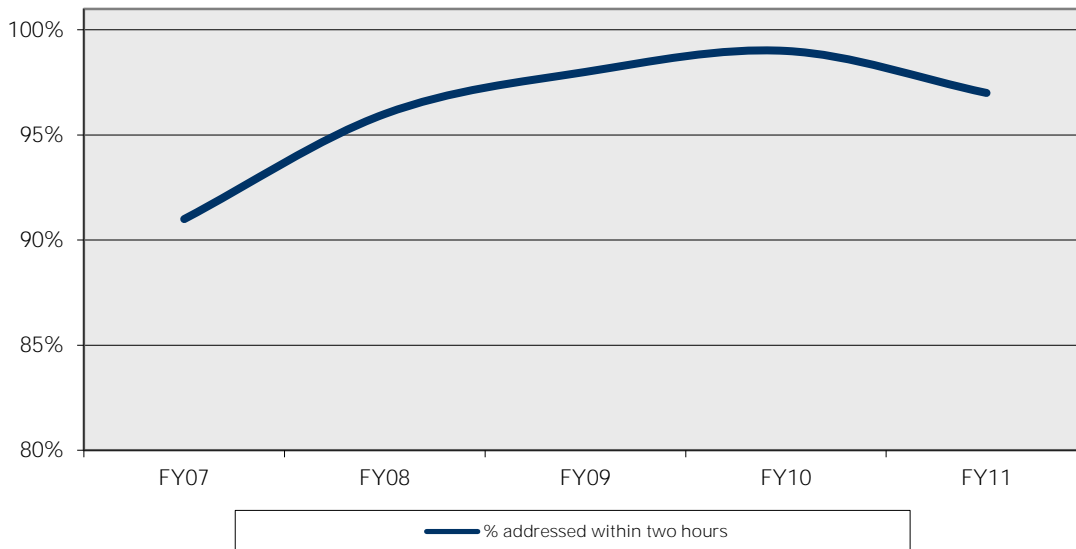
Reporting Period	% addressed within 24 hours
FY07	98%
FY08	100%
FY09	100%
FY10	100%
FY11	100%
<i>FY11 Goal</i>	<i>99%</i>
Notes	

QUARTERLY - FY11 Q4 Goal: >92% Goal achieved? Yes Trend? Down Hazardous Traffic Signal Reports



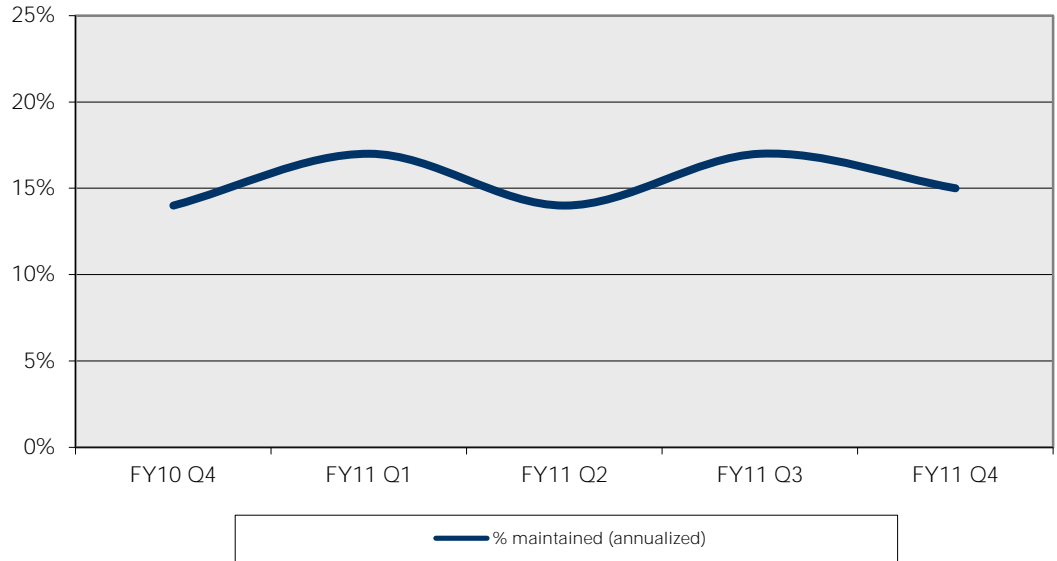
Reporting Period	% addressed within two hours
FY10 Q4	100%
FY11 Q1	95%
FY11 Q2	96%
FY11 Q3	99%
FY11 Q4	96%
FY11 Goal	92%
Notes	
491 of 512 hazardous traffic signal reports were addressed within 2 hours.	

ANNUAL - FY11 Goal: >92% Goal achieved? Yes Trend? Down Hazardous Traffic Signal Reports



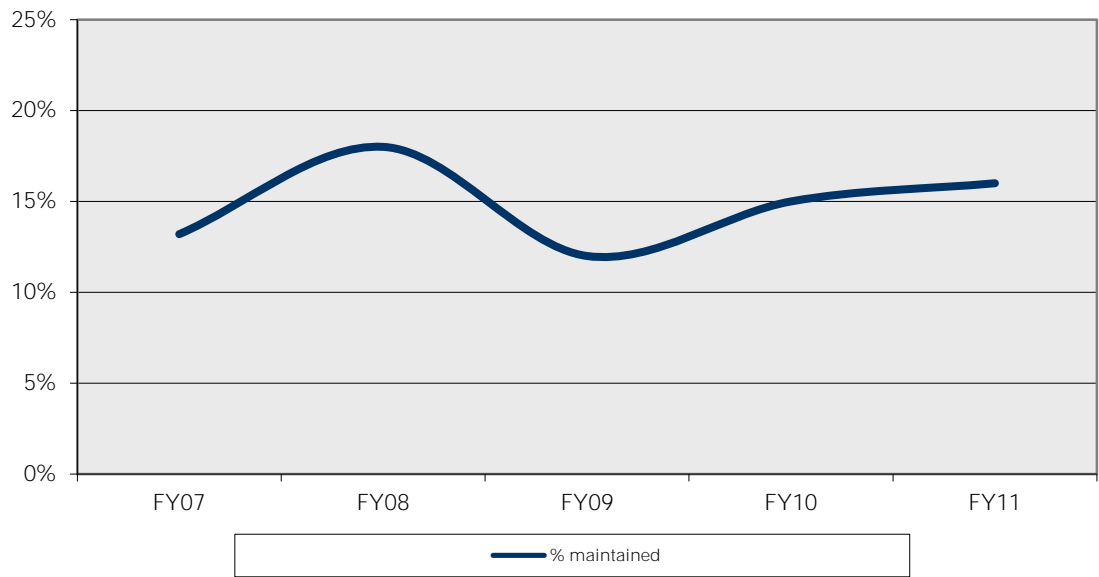
Reporting Period	% addressed within two hours
FY07	91%
FY08	96%
FY09	98%
FY10	99%
FY11	97%
FY11 Goal	92%
Notes	

QUARTERLY - FY11 Q4 Goal: >12% Goal achieved? Yes Trend? Down Traffic Lane Lines, Bus Zones and Crosswalks



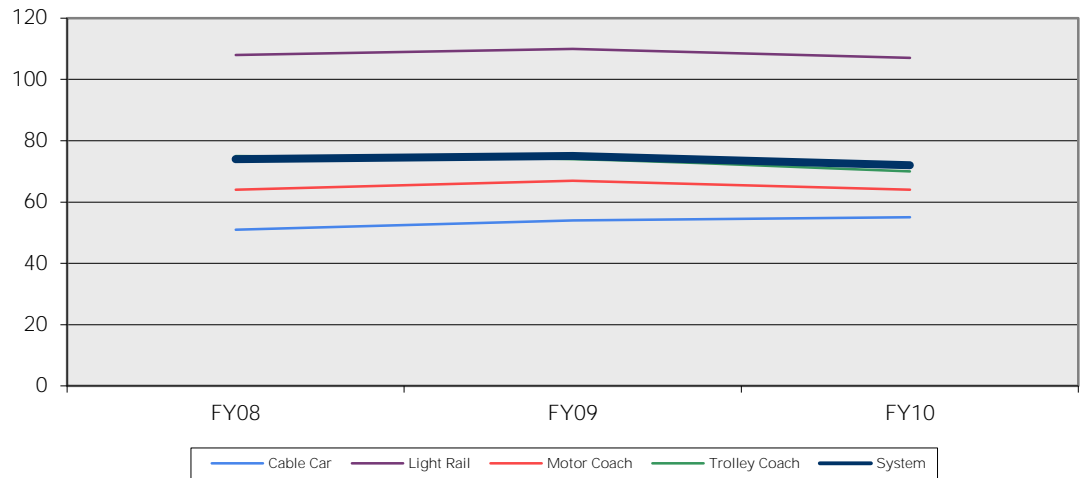
Reporting Period	% maintained (annualized)
FY10 Q4	14%
FY11 Q1	17%
FY11 Q2	14%
FY11 Q3	17%
FY11 Q4	15%
<i>FY11 Goal</i>	12%
Notes	

ANNUAL - FY11 Goal: >12% Goal achieved? Yes Trend? Up Traffic Lane Lines, Bus Zones and Crosswalks



Reporting Period	% maintained
FY07	13%
FY08	18%
FY09	12%
FY10	15%
FY11	16%
<i>FY11 Goal</i>	12%
Notes	

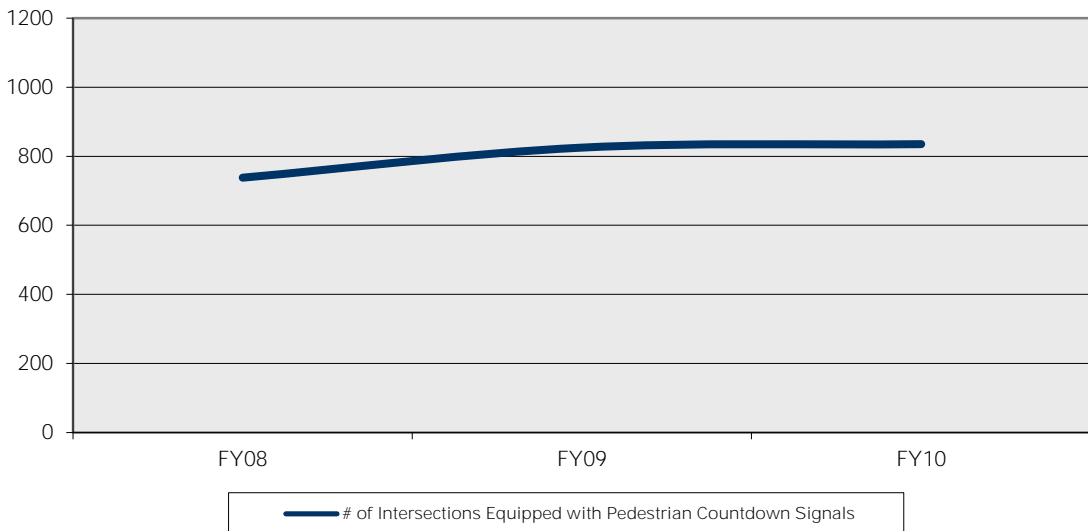
ANNUAL - FY10 Average # of Boardings per Service Hour



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	System
FY08	51	108	64	75	74
FY09	54	110	67	74	75
FY10	55	107	64	70	72

Notes
Unaudited FY11 results will be available in the FY12 Q2 Report.

ANNUAL - FY10 Goal: >850 Goal achieved? No Trend? Up # of Intersections Equipped with Countdown Signals



Reporting Period	# of Intersections Equipped with Pedestrian Countdown Signals
FY08	738
FY09	825
FY10	835

Notes
835 of 1176 signalized intersections were fully equipped with pedestrian countdown signals at the end of FY10. 116 are equipped with accessible pedestrian signals. FY11 Goal is >855. Awaiting FY11 results.

QUARTERLY - FY11 Q4

Bicycle Counts at Key Locations

Awaiting installation of automated counters.
Will report data when results become available.

ANNUAL - 2009

Level of Service on Principal Arterials

Average Travel Speeds		
Category		2009
Arterial AM		18.6
Arterial PM		16.9
Freeway AM		47.9
Freeway PM		31.7

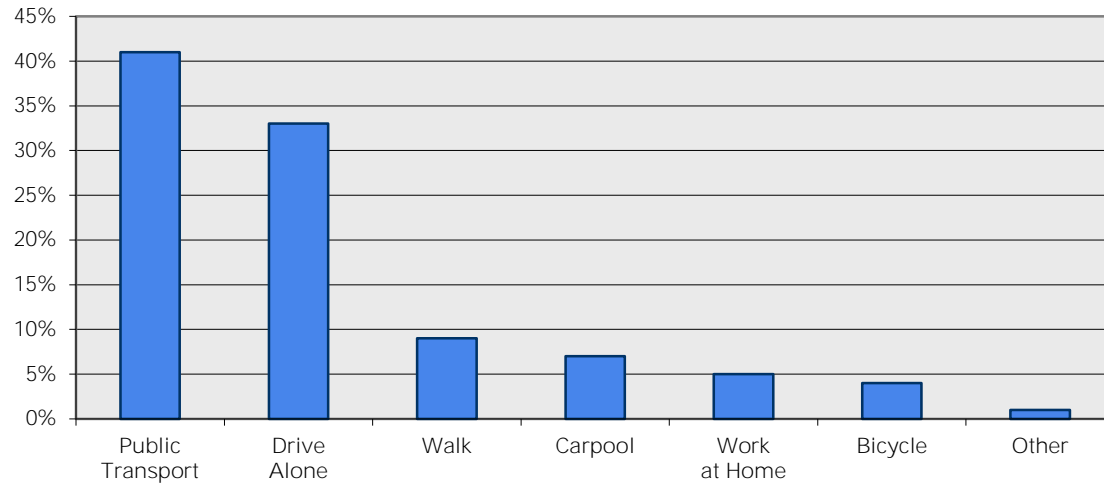
Data pulled from SFCTA report.

AM Peak Period Level of Service "F" Segments
Doyle/Lombard/Richardson: SF National Cemetery to Francisco SE
US-101: I-80 to Market N

PM Peak Period Level of Service "F" Segments
I-80: Fremont to US-101 SW
I-80: Treasure Island to Fremont Exit S
I-80: US-101 to Fremont N
US101: Cortland Ave to I-80 N
US101: I-80 to Market N
US-101: Market to I-80 S

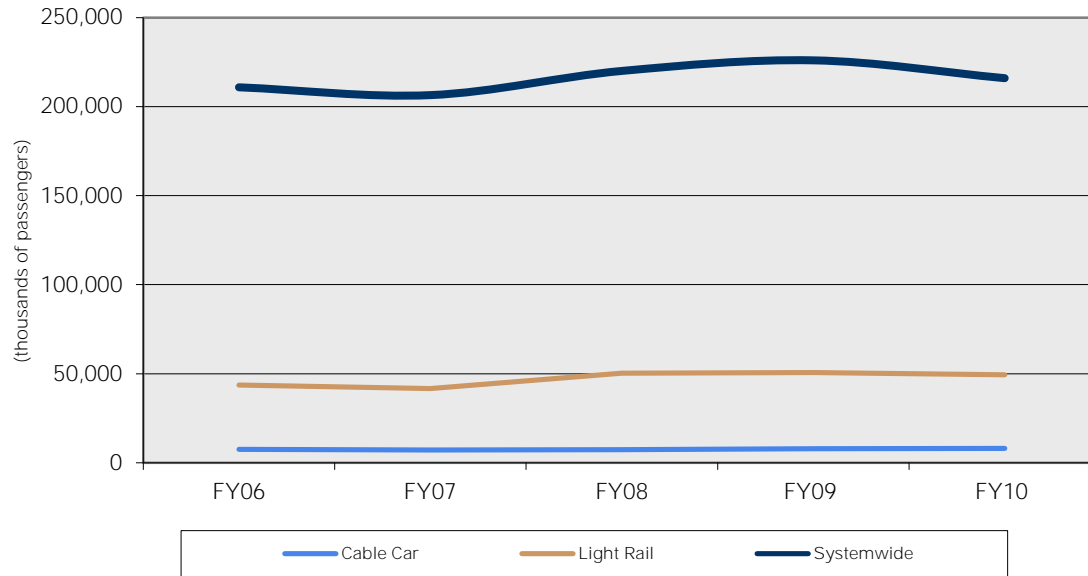
ANNUAL - 2009

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%	Trips by "more sustainable modes"	67%
Notes			
<p><i>Results are from the every other year City Survey conducted by the Controller in 2009.. Citizens were asked "What is your primary mode of transportation to work? Nine of ten residents ride Muni at least once a month. Goal for percent of trips by "more sustainable modes" is 68%. Awaiting results of 2011 survey.</i></p>			

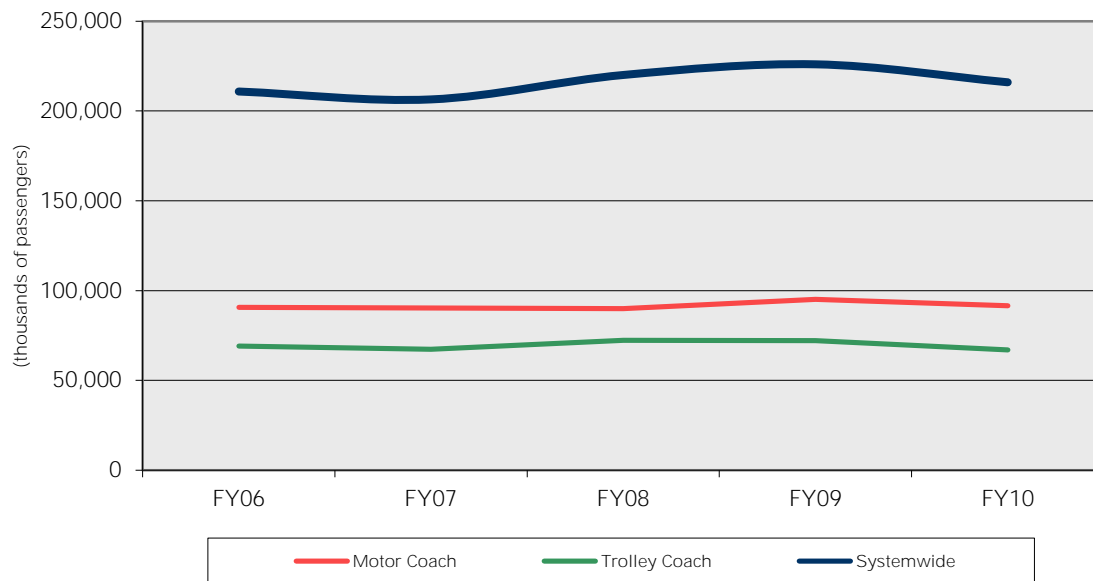
ANNUAL - FY10 FY10 Goal: 229,380 Goal achieved? No Trend? Down Rail (in thousands of passengers)



Reporting Period	Cable Car	Light Rail	Systemwide
FY06	7,475	43,679	210,849
FY07	7,122	41,737	206,459
FY08	7,425	50,312	220,044
FY09	7,913	50,745	225,990
FY10	8,008	49,397	215,982
<i>FY10 Goal</i>			229,380

Notes
 FY11 Goal is 220,302,000. Unaudited results will be available in the FY12 Q1 report.

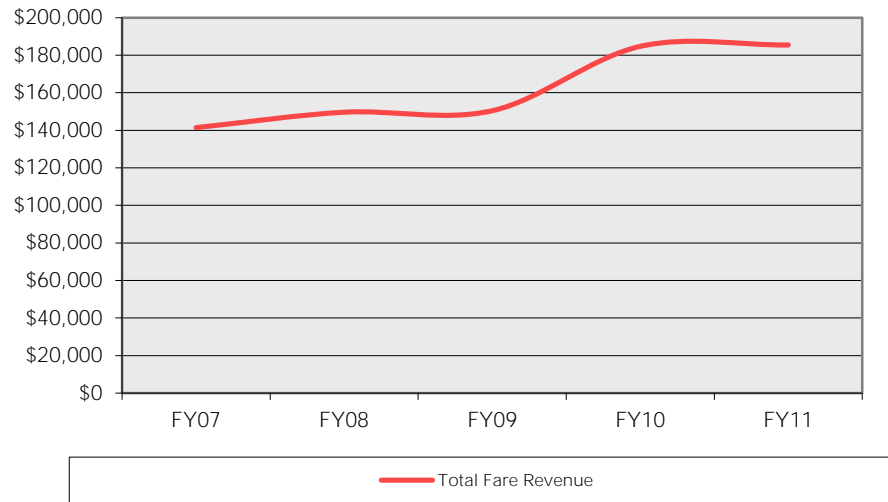
ANNUAL - FY10 FY10 Goal: 229,380 Goal achieved? No Trend? Down Bus (in thousands of passengers)



Reporting Period	Motor Coach	Trolley Coach	Systemwide
FY06	90,630	69,065	210,849
FY07	90,303	67,297	206,459
FY08	89,913	72,394	220,044
FY09	95,190	72,142	225,990
FY10	91,609	66,967	215,982
<i>FY10 Goal</i>			229,380

Notes
 FY11 Goal is 220,302,000. Unaudited results will be available in the FY12 Q1 report.

ANNUAL - FY11 Goal: > \$177,900 Goal achieved? Yes Trend? Up Revenue (in thousands of dollars)

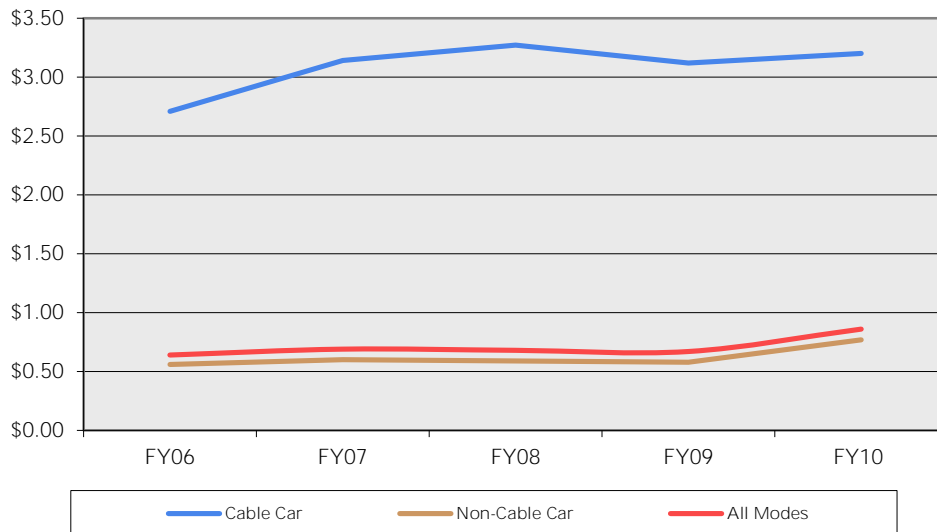


Reporting Period	Total Fare Revenue
FY07	\$141,433
FY08	\$149,644
FY09	\$150,424
FY10	\$184,709
FY11	\$185,442

Notes
 FY11 results are preliminary and will require final Federal Transit Administration/National Transit Database review.

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

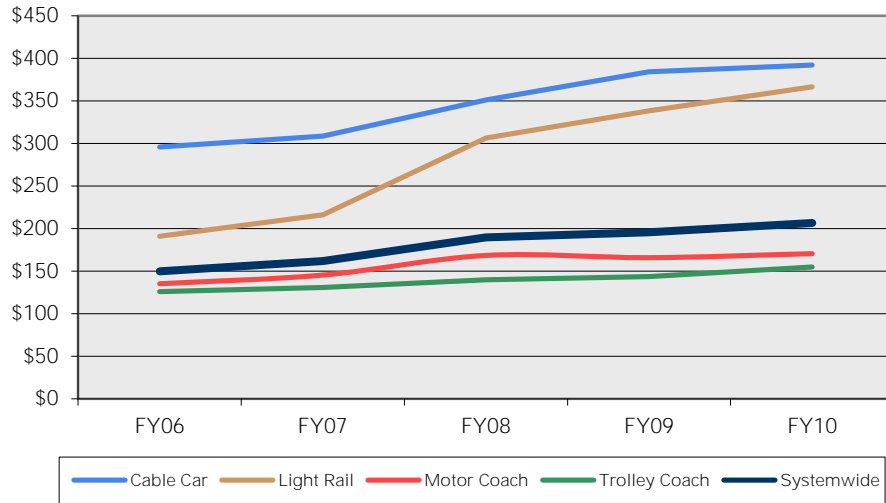
ANNUAL - FY10 Average Fare (based on unlinked trips)



Reporting Period	Cable Car	Non-Cable Car	All Modes
FY06	\$2.71	\$0.56	\$0.64
FY07	\$3.14	\$0.60	\$0.69
FY08	\$3.27	\$0.59	\$0.68
FY09	\$3.12	\$0.58	\$0.67
FY10	\$3.20	\$0.77	\$0.86

Notes
 FY10 results pending final Federal Transit Administration/National Transit Database review.

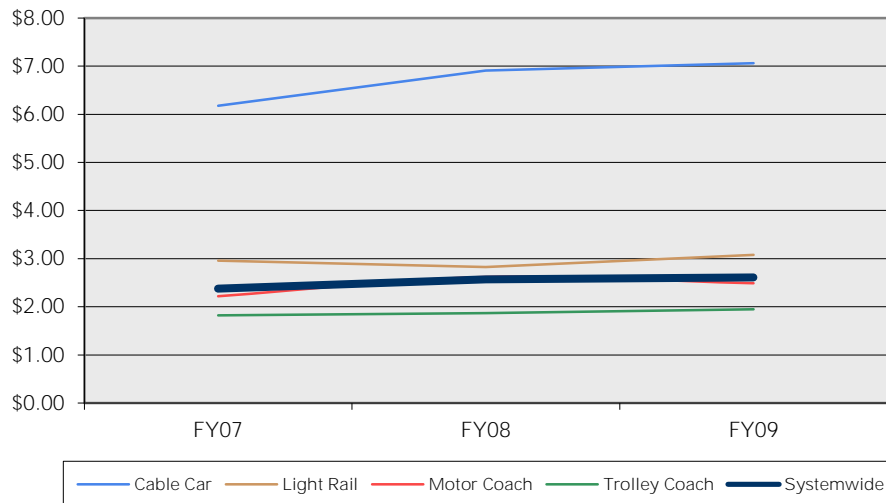
ANNUAL - FY10 Fully Allocated Service Cost by Mode



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY06	\$296.01	\$191.17	\$135.22	\$126.12	\$149.85
FY07	\$308.55	\$216.08	\$145.44	\$130.88	\$161.97
FY08	\$351.17	\$306.21	\$168.50	\$139.74	\$189.62
FY09	\$384.16	\$338.27	\$165.87	\$143.53	\$195.55
FY10	\$391.96	\$366.65	\$170.58	\$154.82	\$206.59

Notes
In FY08 the Agency transitioned from "car hours" to "train hours". With "car hours" a two-car train operating for an hour was calculated as two hours of service. With "train hours", this counts as one hour. As a result of this alignment with industry norm the cost appears to have risen significantly since FY08.

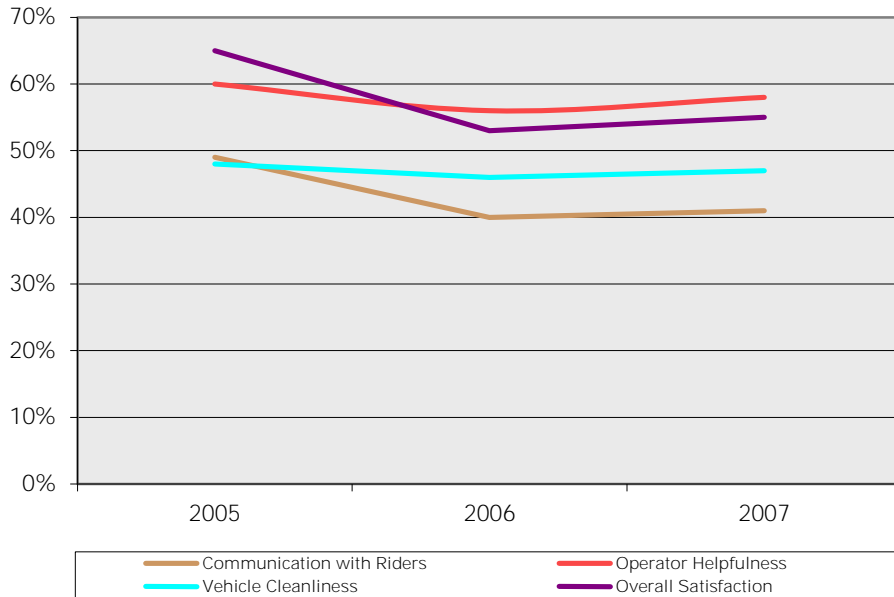
ANNUAL - FY10 Operating Expense per Passenger Boarding



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY07	\$6.18	\$2.96	\$2.22	\$1.82	\$2.38
FY08	\$6.91	\$2.83	\$2.62	\$1.87	\$2.57
FY09	\$7.06	\$3.08	\$2.49	\$1.95	\$2.61
FY10	\$7.11	\$3.43	\$2.65	\$2.21	\$2.86

Notes

ANNUAL - 2010 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%	60%	48%	65%
2006	40%	56%	46%	53%
2007	41%	58%	47%	55%
2010	48%	54%	36%	52%

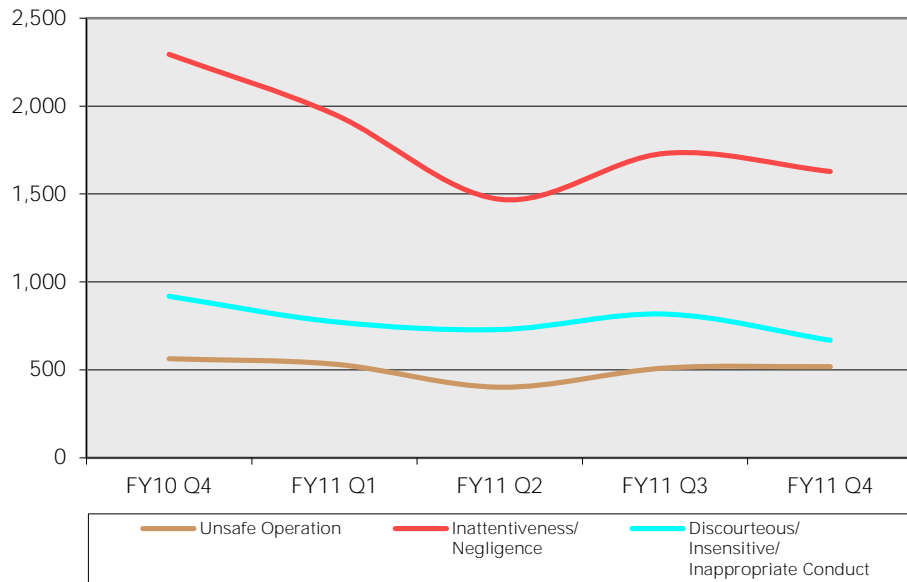
Notes
 While the Customer Survey was not completed in 2008/2009, scores (on a five point scale) from the Office of the Controller's 2009 City Survey were as follows: Convenience of Routes 3.63, Timeliness/Reliability 2.98, Cleanliness 2.98, Fares 3.58, Safety 3.24, Communication to Passengers 3.00, Courtesy of Drivers 3.14. Overall performance increased from the 2007 survey.

ANNUAL - 2008/2009 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 State of Cycling Report. Both surveys are completed every other year.

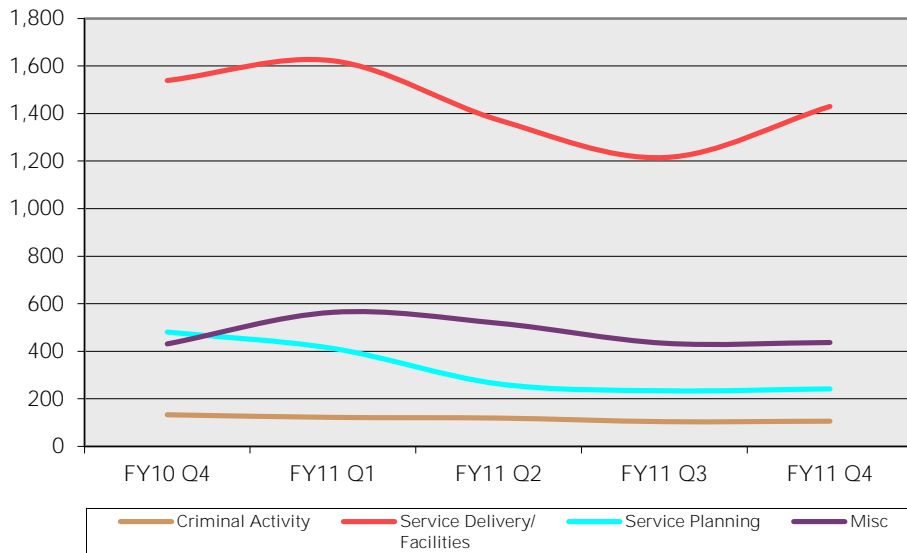
QUARTERLY - FY11 Q4 Employee Conduct



Reporting Period	Unsafe Operation	Inattentiveness/Negligence	Discourteous/Insensitive/Inappropriate Conduct	Total
FY10 Q4	563	2,294	918	3,775
FY11 Q1	532	1,953	773	3,258
FY11 Q2	401	1,470	729	2,600
FY11 Q3	510	1,731	817	3,058
FY11 Q4	518	1,628	668	2,814

Notes

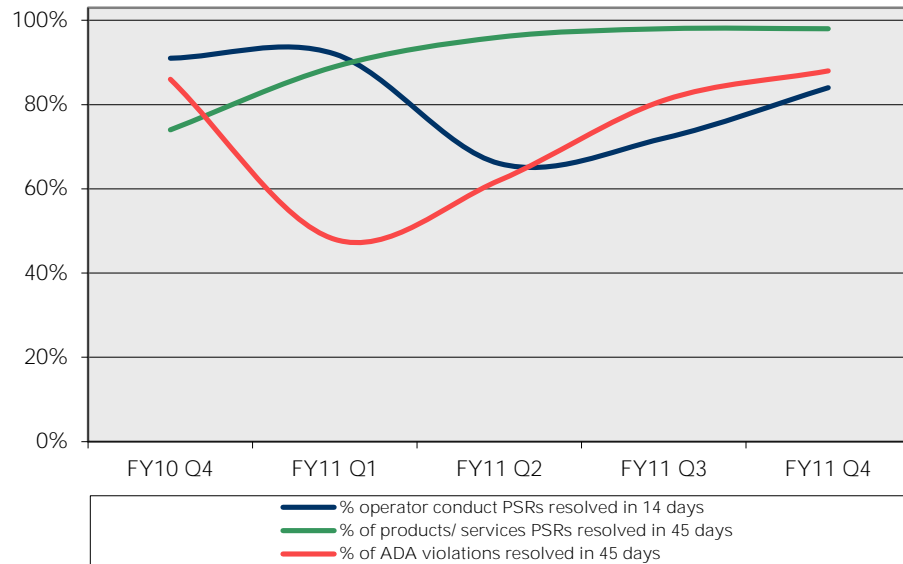
QUARTERLY - FY11 Q4 Products and Services



Reporting Period	Criminal Activity	Service Delivery/Facilities	Service Planning	Misc	Total
FY10 Q4	133	1,539	481	431	2,584
FY11 Q1	122	1,622	412	564	2,720
FY11 Q2	119	1,373	263	518	2,273
FY11 Q3	104	1,215	234	434	1,987
FY11 Q4	106	1,430	242	437	2,215

Notes

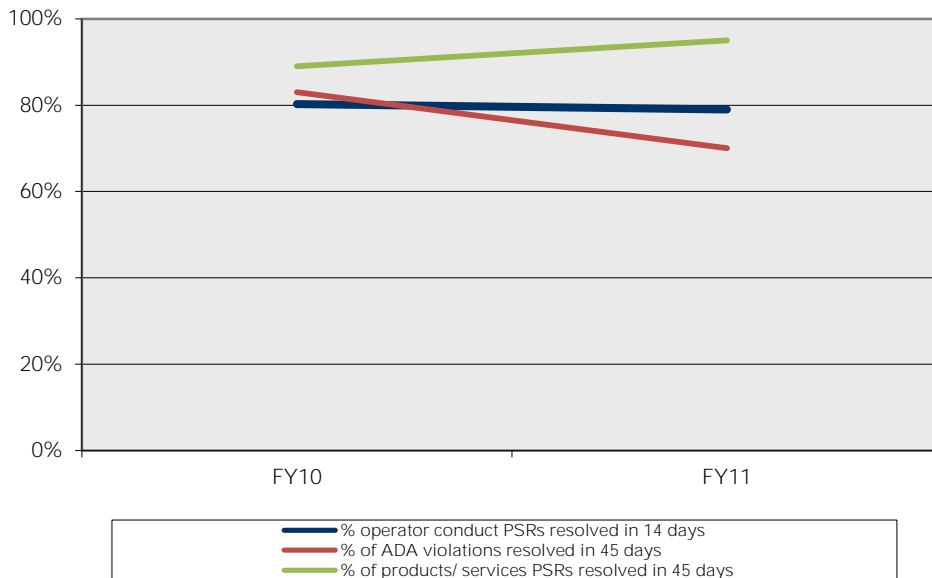
QUARTERLY - FY11 Q4 Goal: >85% Goals: Vary; see FY11 goals below Operator Complaints



Reporting Period	% operator conduct PSRs resolved in 14 days	% of ADA violations resolved in 45 days	% of products/ services PSRs resolved in 45 days
FY10 Q4	91%	86%	74%
FY11 Q1	92%	48%	89%
FY11 Q2	66%	62%	96%
FY11 Q3	72%	81%	98%
FY11 Q4	84%	88%	98%
<i>FY11 Goal</i>	90%	90%	90%

Notes
 592 of 697 actionable operator conduct complaints were resolved in 14 days. 169 of 194 actionable ADA violations were resolved in 45 days. 2,169 of 2,216 products/services complaints were resolved in 45 days.

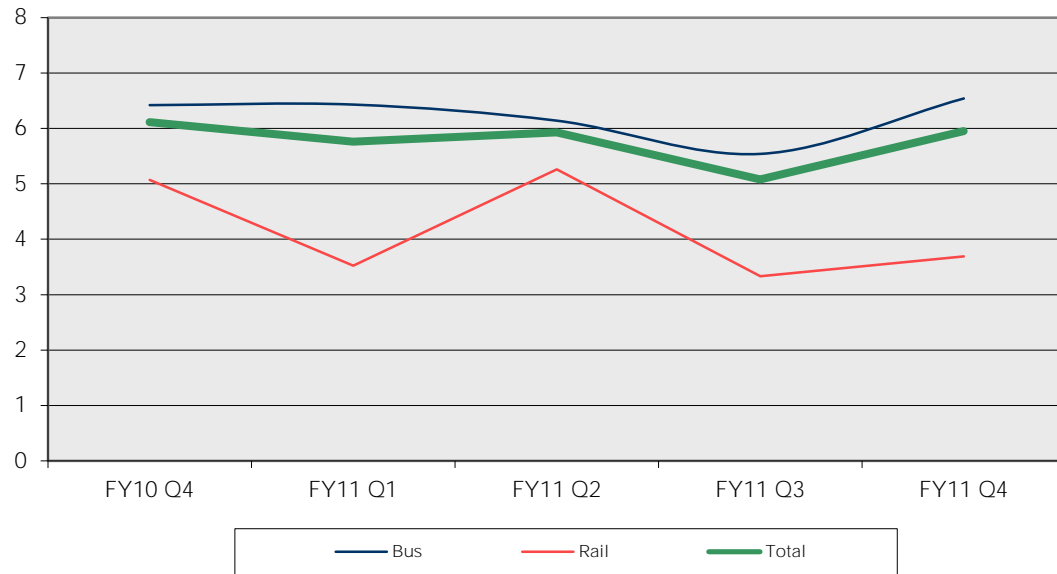
ANNUAL - FY11 Goals: Vary; see FY11 goals below Operator Complaints



Reporting Period	% resolved within 30 days	% operator conduct PSRs resolved in 14 days	% of ADA violations resolved in 45 days	% of products/ services PSRs resolved in 45 days
FY07	68%			
FY08	48%			
FY09	83%			
FY10		80%	83%	89%
FY11		79%	70%	95%
<i>FY11 Goal</i>		90%	90%	90%

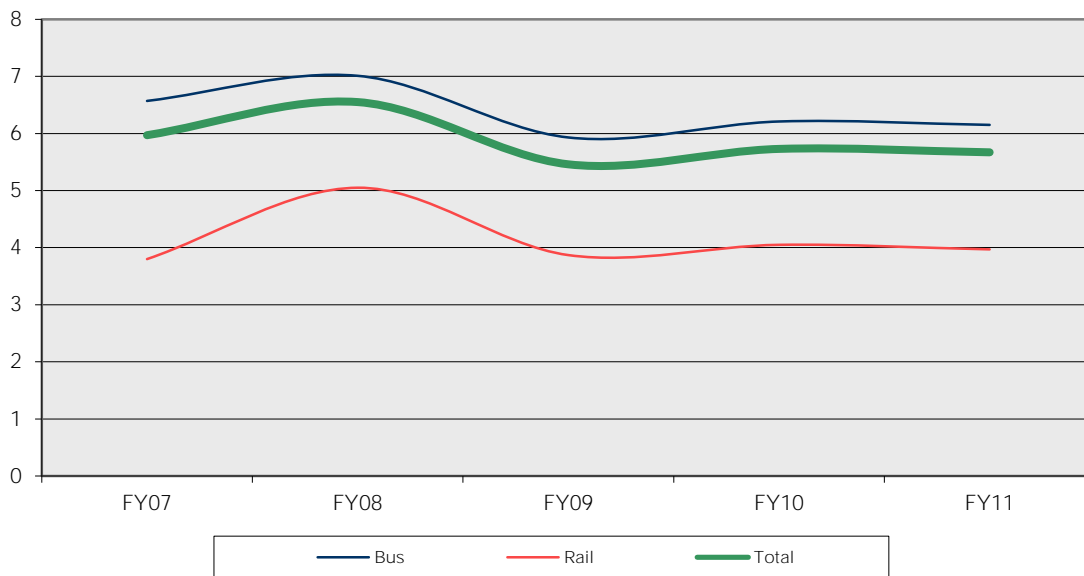
Notes

QUARTERLY - FY11 Q4 Goals vary, see below Collisions per 100,000 Miles



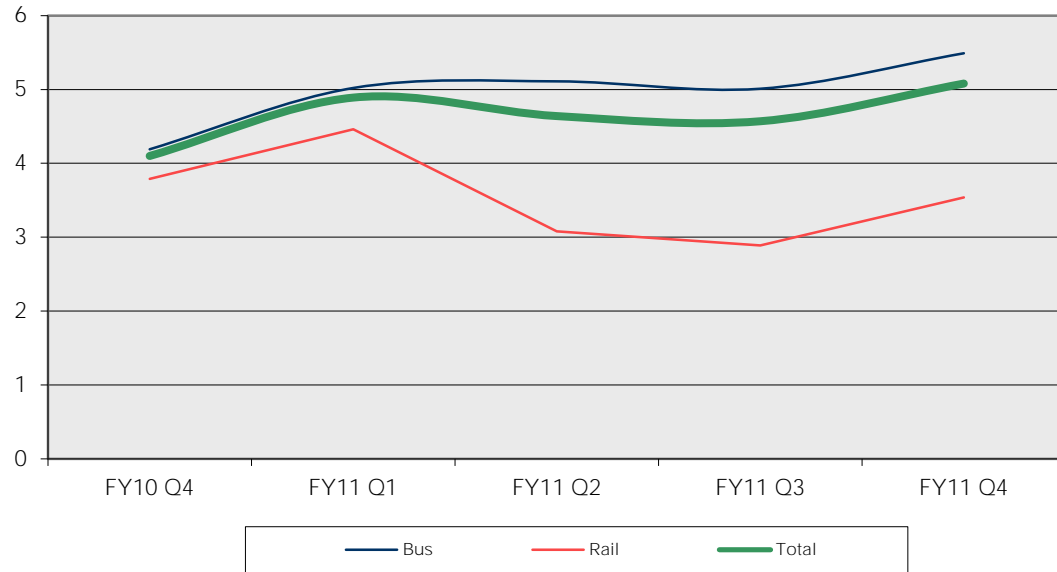
Reporting Period	Bus	Rail	Total
FY10 Q4	6.42	5.07	6.11
FY11 Q1	6.43	3.52	5.76
FY11 Q2	6.14	5.26	5.93
FY11 Q3	5.54	3.33	5.08
FY11 Q4	6.54	3.69	5.95
<i>FY11 Goal</i>	<i>5.83</i>	<i>3.35</i>	<i>5.29</i>
Notes			

ANNUAL - FY11 Goals vary, see below Collisions per 100,000 Miles



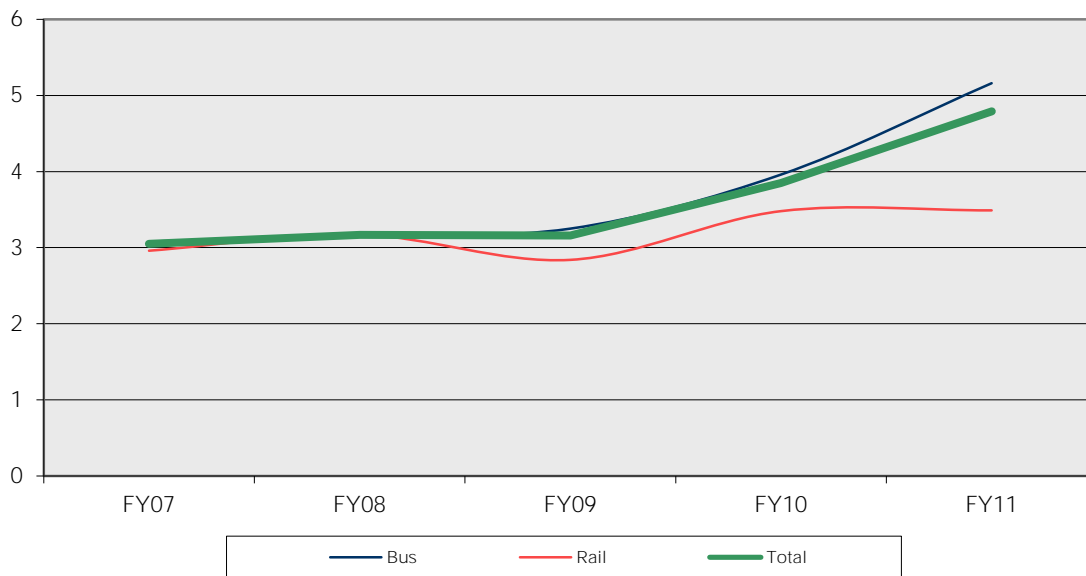
Reporting Period	Bus	Rail	Total
FY07	6.57	3.80	5.97
FY08	7.01	5.05	6.55
FY09	5.93	3.87	5.46
FY10	6.21	4.05	5.73
FY11	6.15	3.97	5.67
<i>FY11 Goal</i>	<i>5.83</i>	<i>3.35</i>	<i>5.29</i>
Notes			

QUARTERLY - FY11 Q4 Goals vary, see below Falls on Board per 100,000 Miles



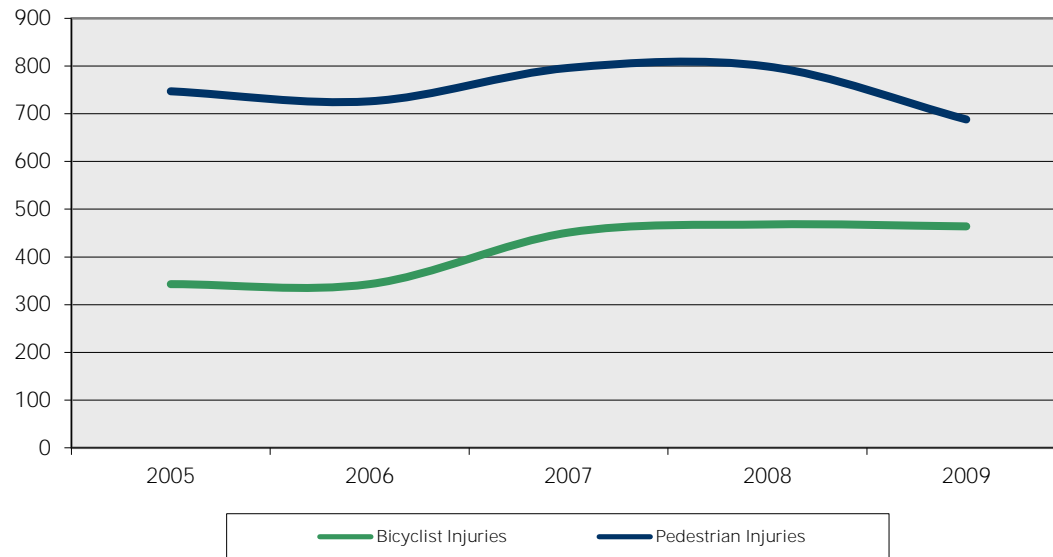
Reporting Period	Bus	Rail	Total
FY10 Q4	4.19	3.79	4.10
FY11 Q1	5.02	4.46	4.89
FY11 Q2	5.11	3.08	4.64
FY11 Q3	5.01	2.89	4.57
FY11 Q4	5.49	3.54	5.08
<i>FY11 Goal</i>	<i>3.46</i>	<i>3.31</i>	<i>3.43</i>
Notes			

ANNUAL - FY11 Goals vary, see below Falls on Board Per 100,000 Miles



Reporting Period	Bus	Rail	Total
FY07	3.08	2.96	3.05
FY08	3.16	3.17	3.17
FY09	3.25	2.84	3.16
FY10	3.96	3.48	3.85
FY11	5.16	3.49	4.79
<i>FY11 Goal</i>	<i>3.46</i>	<i>3.31</i>	<i>3.43</i>
Notes			

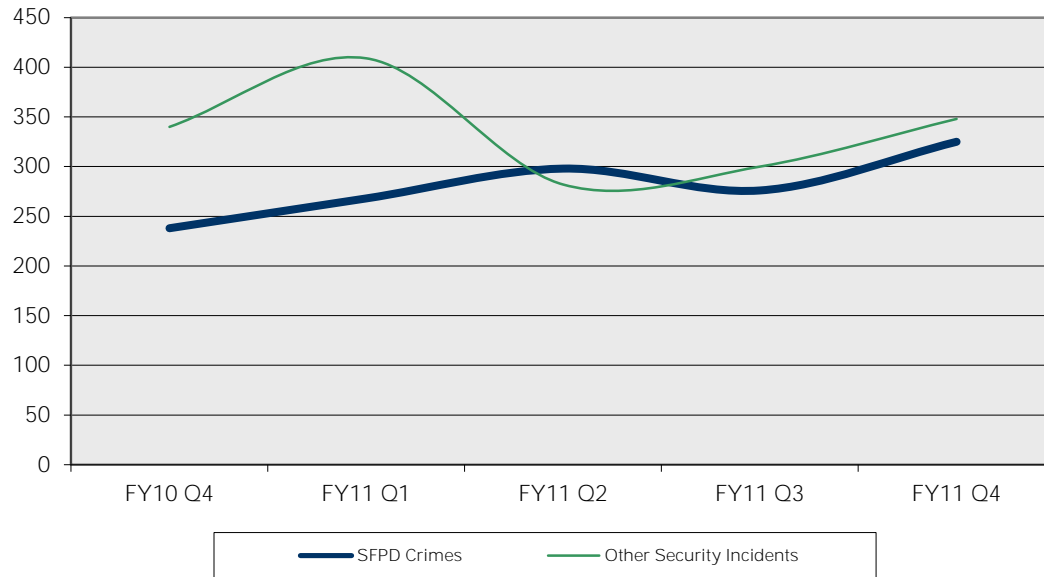
ANNUAL - 2009 Vehicle Collisions Involving Bicyclists and Pedestrians



Reporting Period	Bicyclist Injuries	Bicyclist Fatalities	Pedestrian Injuries	Pedestrian Fatalities
2005	343	2	747	14
2006	343	2	726	15
2007	451	1	796	24
2008	468	3	799	13
2009	464	1	688	17

Notes
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. 2010 results will be available in Spring 2012.

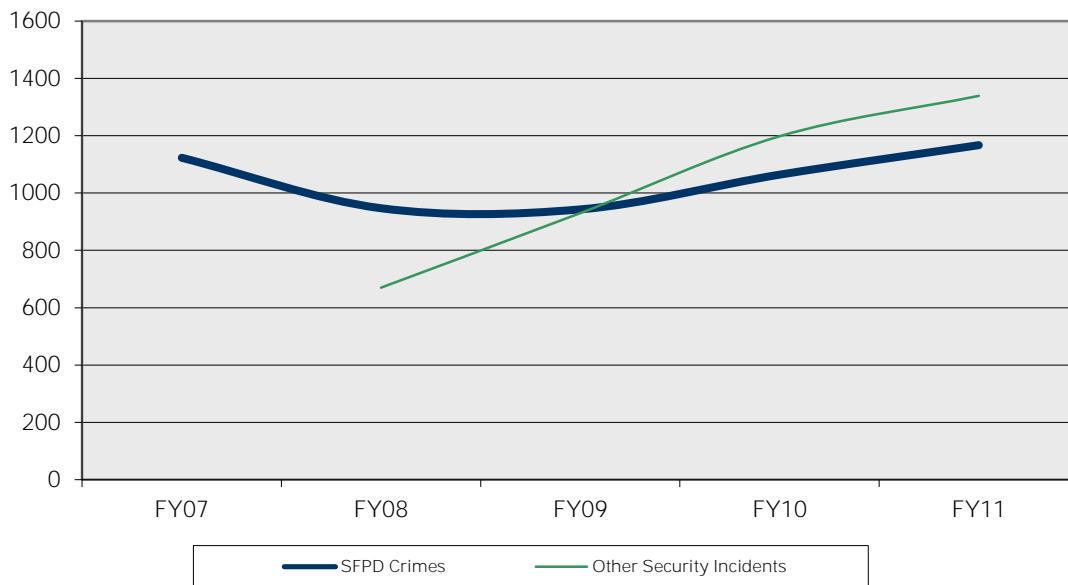
QUARTERLY - FY11 Q4 Goal:< 225 Goal achieved? No Trend? Up Security Incidents



Reporting Period	SFPD Crimes	Fare Evasions	Other Security Incidents
FY10 Q4	238	see C6	340
FY11 Q1	268		409
FY11 Q2	298		282
FY11 Q3	276		300
FY11 Q4	325		348
<i>FY11 Goal</i>	<i><225 per quarter</i>		

Notes
Detailed results related to security incidents can be found in the appendix.

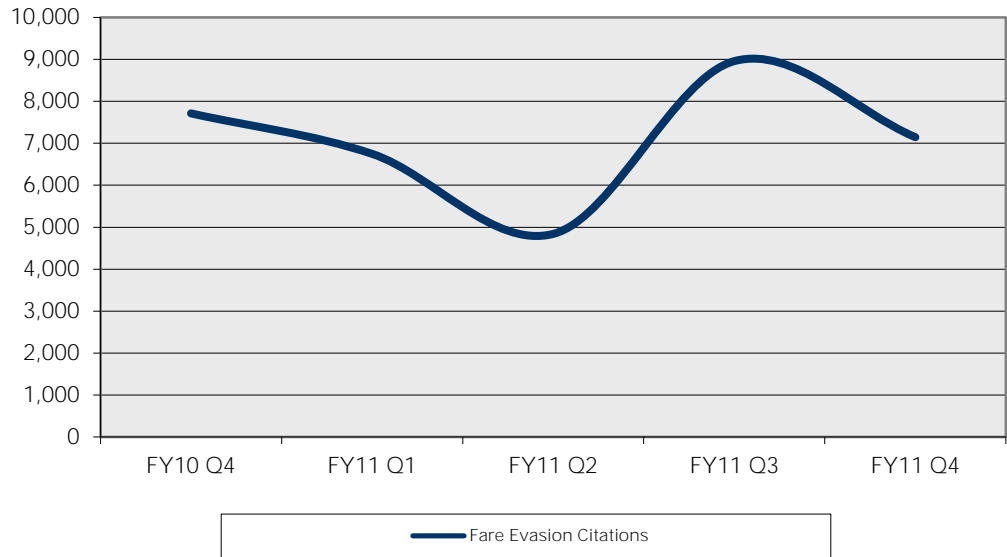
ANNUAL - FY11 Goal: <1,076 Goal achieved? No Trend? Up Security Incidents



Reporting Period	SFPD Crimes	Crimes/100,000 pax	Other Security Incidents
FY07	1,123		
FY08	947		670
FY09	943	0.417	930
FY10	1,064	0.493	1,198
FY11	1,167		1,339
<i>FY11 Goal</i>	<i>900</i>		

Notes
FY11 Crimes/100,000 pax will be added to the report when FY11 ridership statistics are reported.

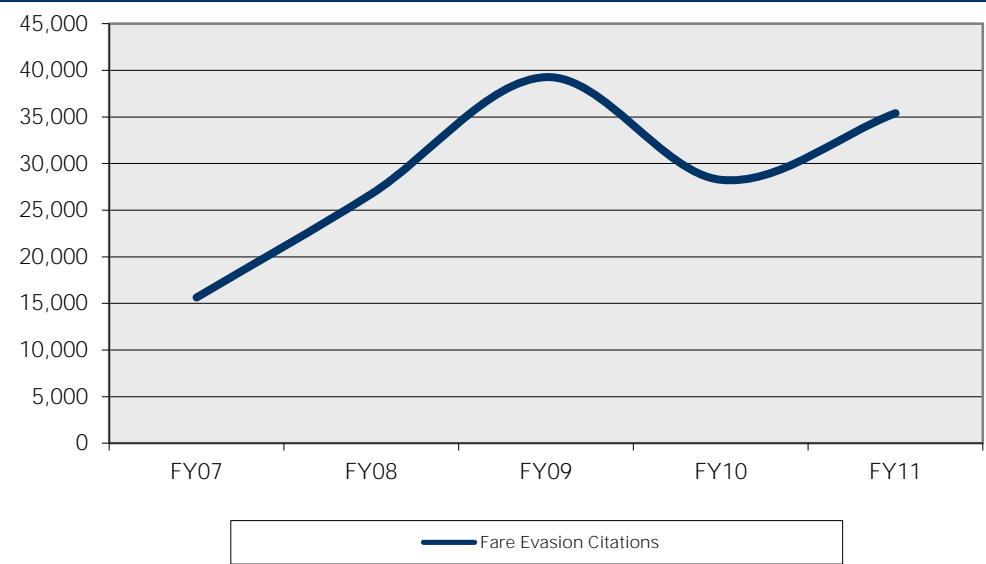
QUARTERLY - FY11 Q4 Proof-of-Payment Program



Reporting Period	Fare Evasion Citations	Warning Rate	Citation Rate	Evasion Rate
FY10 Q4	7,714	1.3%	1.7%	3.0%
FY11 Q1	6,749	3.9%	1.0%	4.9%
FY11 Q2	4,840	3.8%	1.0%	4.8%
FY11 Q3	8,961	1.6%	1.9%	3.5%
FY11 Q4	7,146	3.6%	1.2%	4.8%
<i>FY11 Goal</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>2.0%</i>

Notes

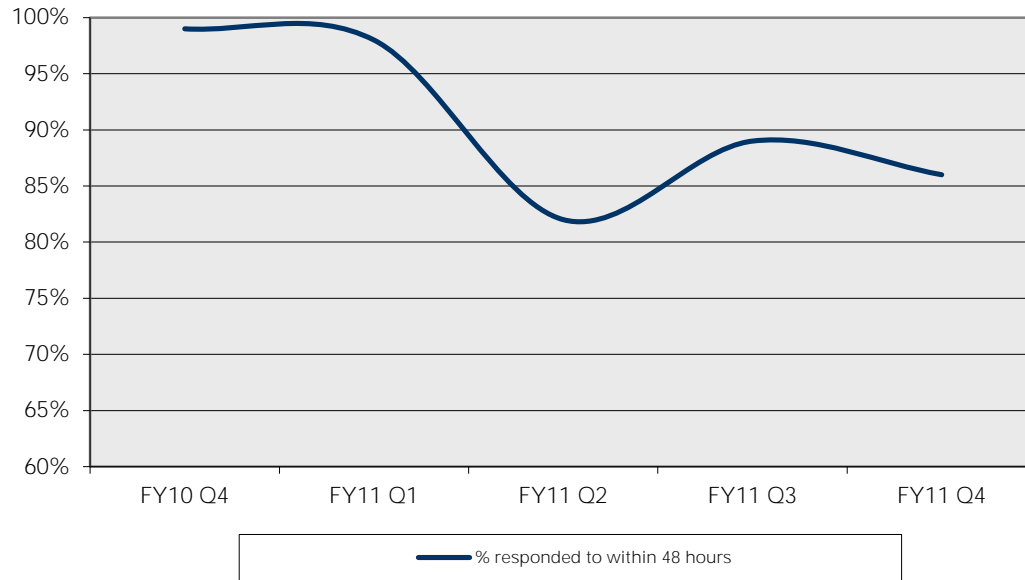
ANNUAL - FY11 Proof-of-Payment Program



Reporting Period	Fare Evasion Citations	Warning Rate	Citation Rate	Evasion Rate
FY07	15,634			
FY08	26,737			
FY09	39,277			
FY10	28,264			
FY11	35,410	3.2%	1.3%	4.5%

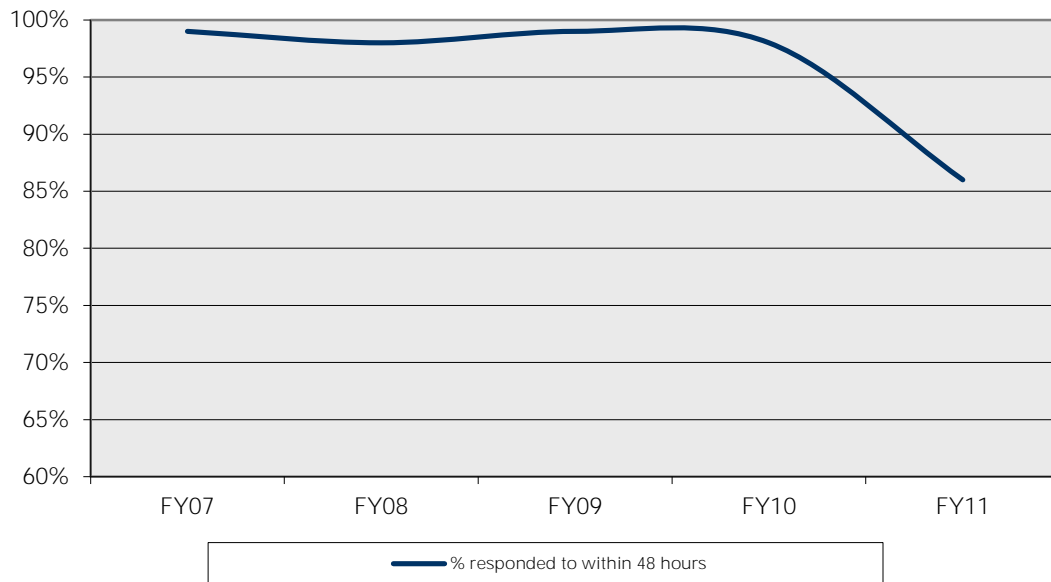
Notes
Warning, citation and evasion rates cover LRVs and Stations.

QUARTERLY - FY11 Q4 Goal: >100% Goal achieved? No Trend? Down Abandoned Automobile Reports



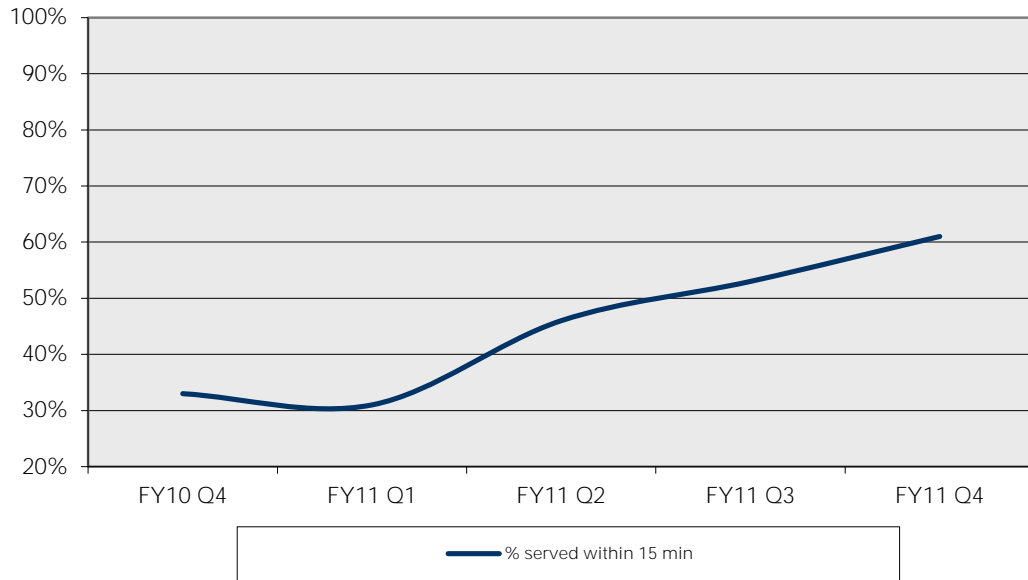
Reporting Period	% responded to within 48 hours
FY10 Q4	99%
FY11 Q1	98%
FY11 Q2	82%
FY11 Q3	89%
FY11 Q4	86%
<i>FY11 Goal</i>	<i>100%</i>
Notes	
<i>The lower performance is attributable to an adjustment in how the data was interpreted. Previously the 48 hour countdown started when the data was entered by Enforcement. Starting with FY11 Q2, the countdown begins when the service request is created by 311.</i>	

ANNUAL - FY11 Goal: >100% Goal achieved? Yes Trend? Down Abandoned Automobile Reports



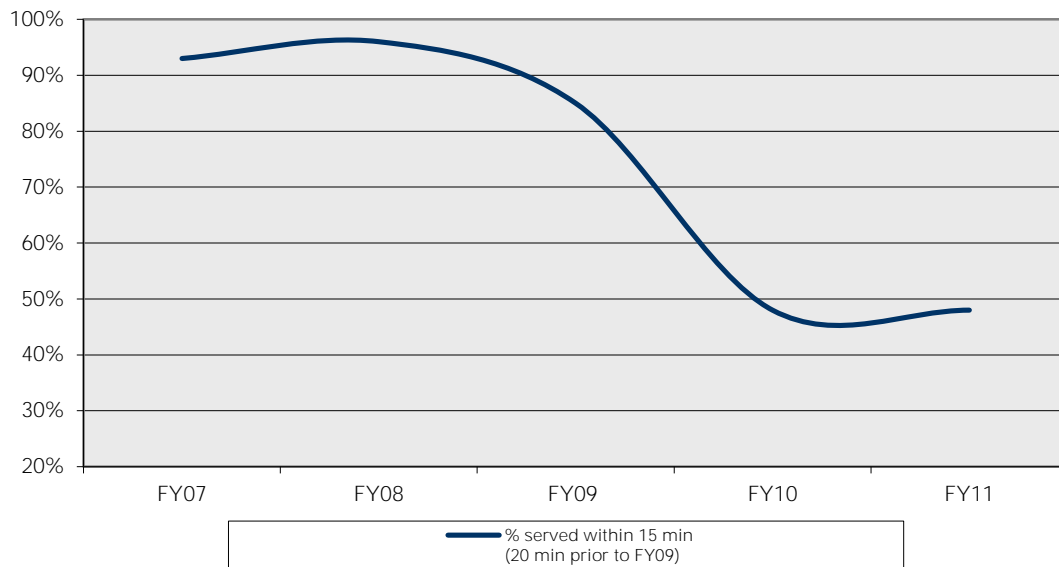
Reporting Period	% responded to within 48 hours
FY07	99%
FY08	98%
FY09	99%
FY10	98%
FY11	86%
<i>FY10 Goal</i>	<i>100%</i>
Notes	
<i>*FY11 figure is based on FY11 Q2-Q4 due to methodology change described above.</i>	

QUARTERLY - FY11 Q4 Goal: >82% Goal achieved? No Trend? Up Walk-in Citation and Res. Parking Permit Customers



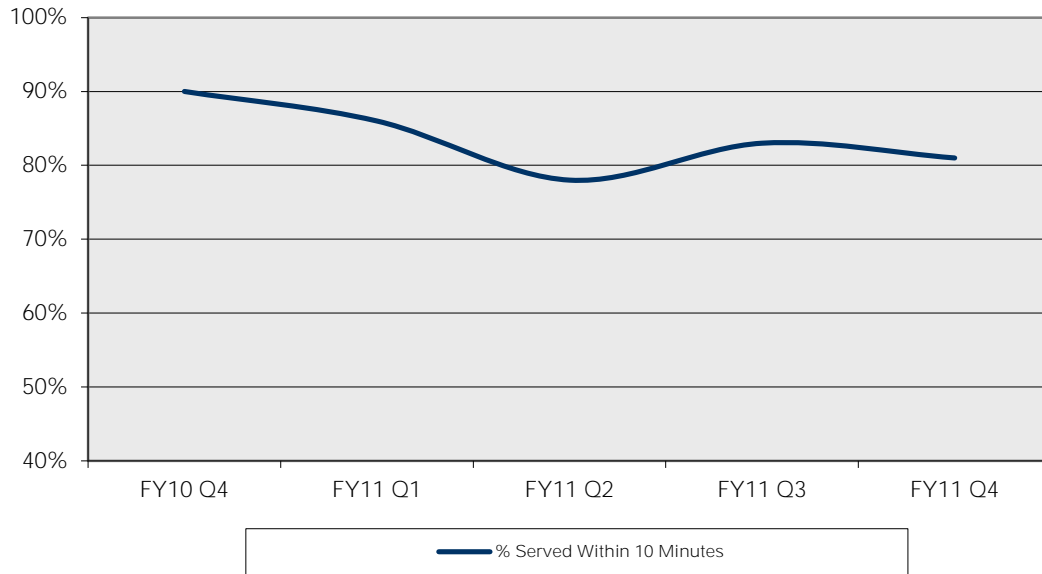
Reporting Period	% served within 15 min
FY10 Q4	33%
FY11 Q1	31%
FY11 Q2	46%
FY11 Q3	53%
FY11 Q4	61%
<i>FY11 Goal</i>	82%
Notes	
<i>While performance is improving, the continuing volume of Lifeline customers is still having an impact on average wait time. With that said, average wait time has dropped from 35 minutes in FY10 to 14 minutes today.</i>	

ANNUAL - FY11 Goal: >82% Goal achieved? No Trend? Down Walk-in Citation and Res. Parking Permit Customers



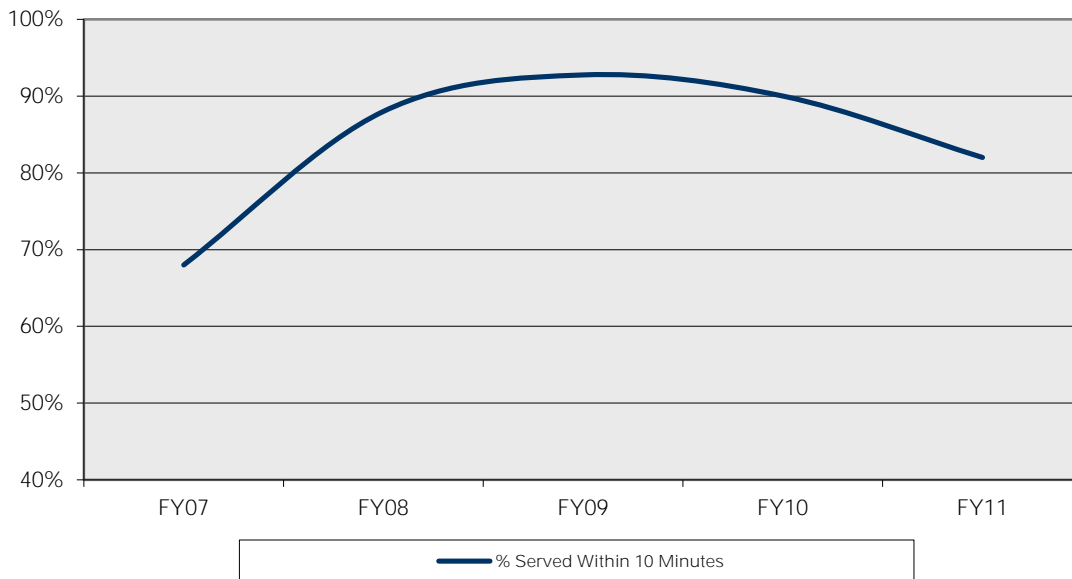
Reporting Period	% served within 15 min (20 min prior to FY09)
FY07	93%
FY08	96%
FY09	85%
FY10	48%
FY11	48%
<i>FY11 Goal</i>	82%
Notes	
<i>RPP: Residential Parking Permit</i>	

QUARTERLY - FY11 Q4 Goal: >82% Goal achieved? Yes Trend? Down Administrative Citation Hearing Customers



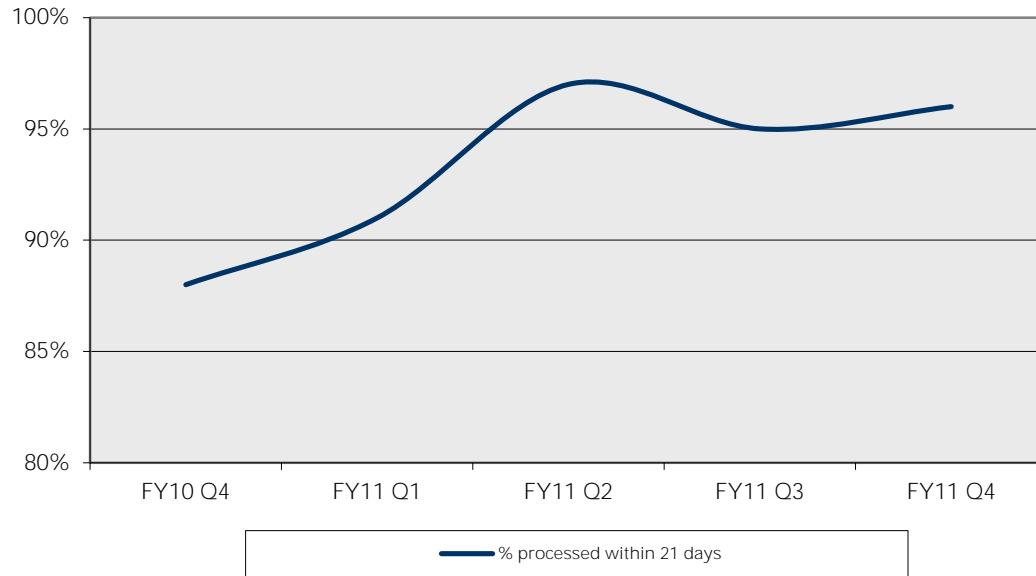
Reporting Period	% Served Within 10 Minutes
FY10 Q4	90%
FY11 Q1	86%
FY11 Q2	78%
FY11 Q3	83%
FY11 Q4	81%
<i>FY11 Goal</i>	<i>82%</i>
Notes	
<i>1,478 of 1,814 customers were served within 15 minutes.</i>	

ANNUAL - FY11 Goal: >80% Goal achieved? Yes Trend? Down Administrative Citation Hearing Customers



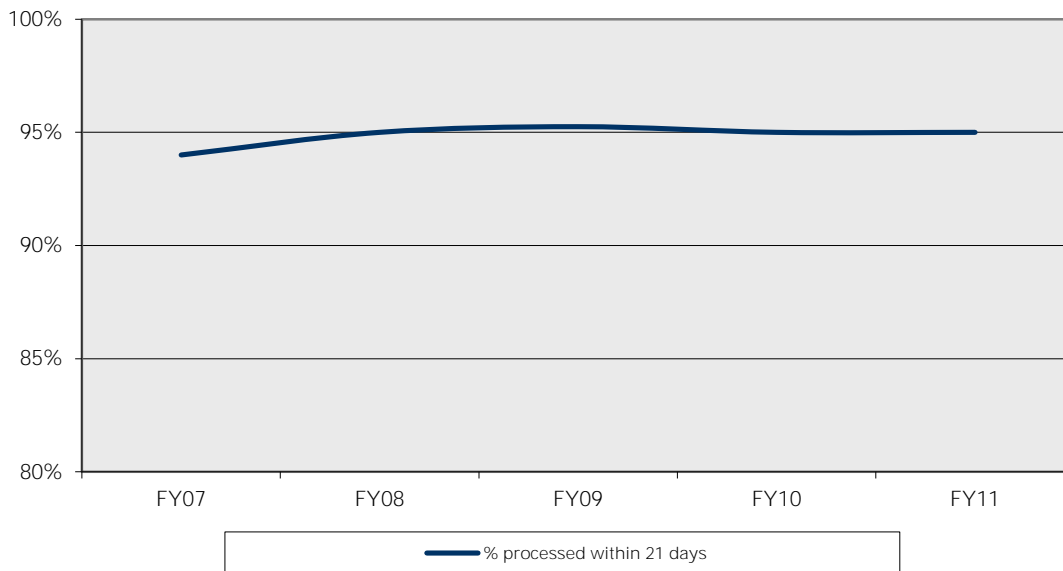
Reporting Period	% Served Within 10 Minutes
FY07	68%
FY08	88%
FY09	93%
FY10	90%
FY11	82%
<i>FY11 Goal</i>	<i>82%</i>
Notes	
<i>Goal changed from 80% to 82% in FY09.</i>	

QUARTERLY - FY11 Q4 Goal: >95% Goal achieved? Yes Trend? Up Residential Parking Permit Renewals



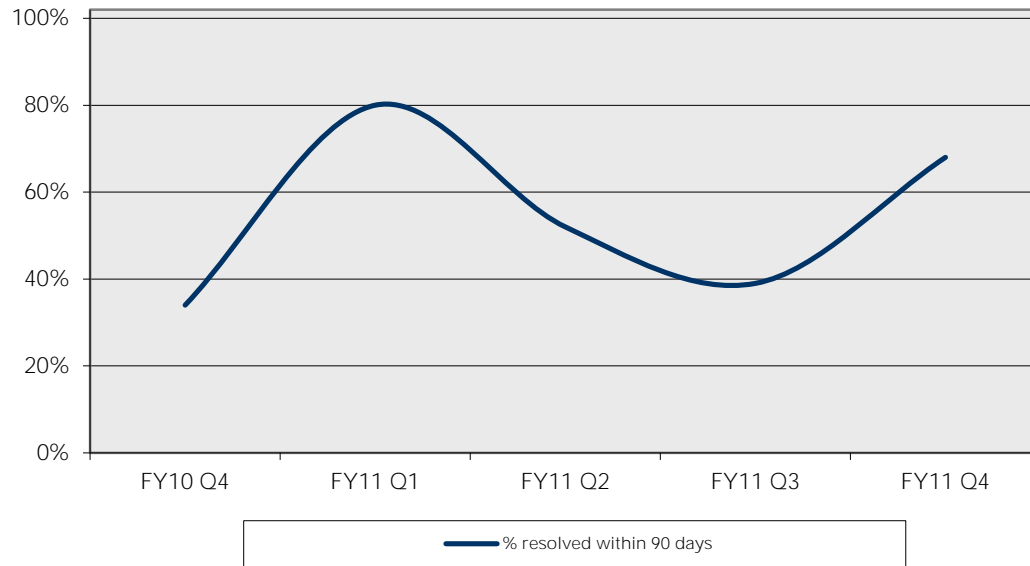
Reporting Period	% processed within 21 days
FY10 Q4	88%
FY11 Q1	91%
FY11 Q2	97%
FY11 Q3	95%
FY11 Q4	96%
<i>FY11 Goal</i>	95%
Notes	

ANNUAL - FY11 Goal: >95% Goal achieved? Yes Trend? Steady Residential Parking Permit Renewals



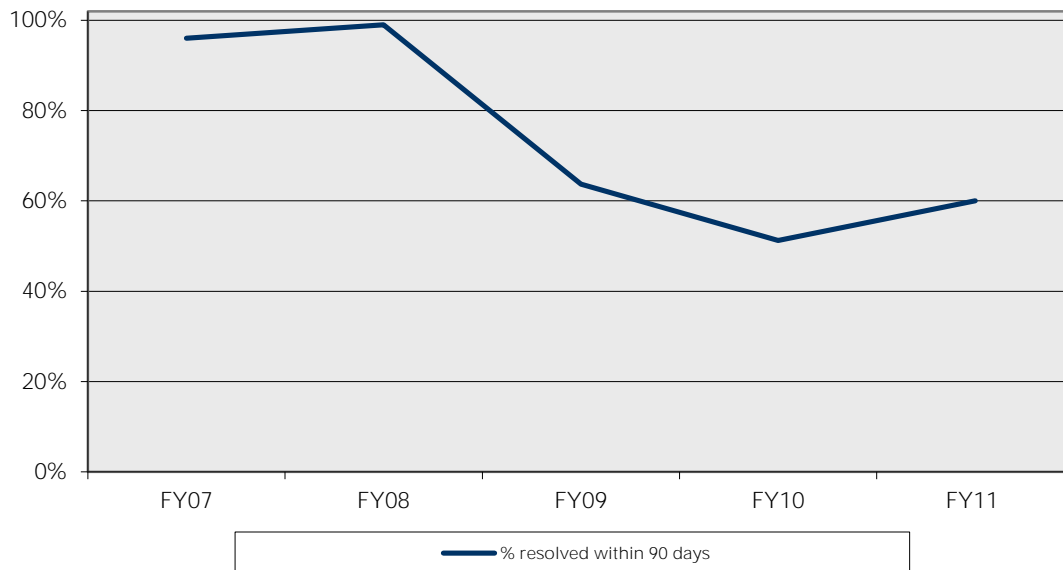
Reporting Period	% processed within 21 days
FY07	94%
FY08	95%
FY09	95%
FY10	95%
FY11	95%
<i>FY11 Goal</i>	95%
Notes	

QUARTERLY - FY11 Q4 Goal: >90% Goal achieved? No Trend? Up Transit Operator Grievance Resolution Rate



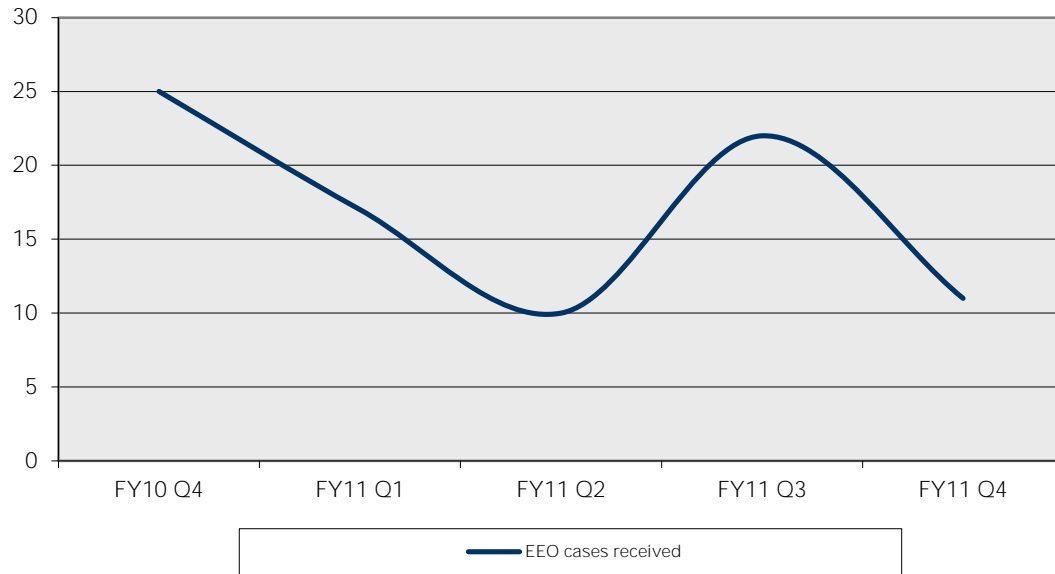
Reporting Period	% resolved within 90 days
FY10 Q4	34%
FY11 Q1	80%
FY11 Q2	52%
FY11 Q3	39%
FY11 Q4	68%
<i>FY11 Goal</i>	90%
Notes	
28 of 41 grievances were resolved within 90 days.	

ANNUAL - FY11 Goal: >90% Goal achieved? No Trend? Up Transit Operator Grievance Resolution Rate



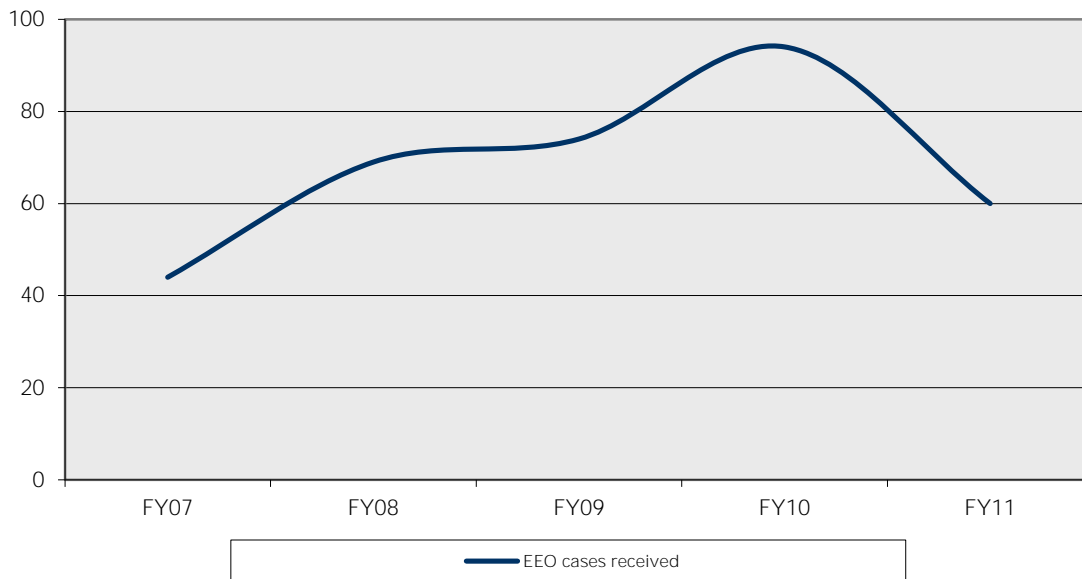
Reporting Period	% resolved within 90 days
FY07	96%
FY08	99%
FY09	64%
FY10	51%
FY11	60%
<i>FY11 Goal</i>	90%
Notes	
FY04-FY06 Goal: 75% in 30 days	
FY07 Goal: 75% in 45 days	
FY08 Goal: 90% in 90 days	

QUARTERLY - FY11 Q4 Equal Employment Opportunity Cases Received



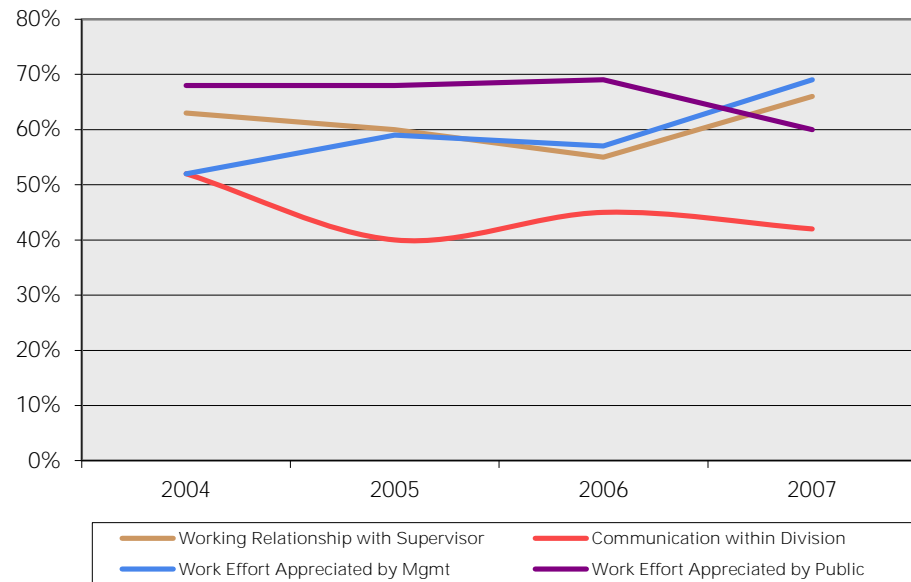
Reporting Period	EEO cases received
FY10 Q4	25
FY11 Q1	17
FY11 Q2	10
FY11 Q3	22
FY11 Q4	11
Notes	
<i>Tabulated annually.</i>	

ANNUAL - FY11 Equal Employment Opportunity Cases Received



Reporting Period	EEO cases received
FY07	44
FY08	69
FY09	74
FY10	94
FY11	60
Notes	

ANNUAL - 2009 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
In 2009, the focus on the survey changed. As a representative example of employee satisfaction, 55.4% of employees strongly agreed with the statement "At work, I have the opportunity to do what I do best every day." 32.9% agreed. 2011 Survey is forthcoming.

Line/Route <i>High frequency lines/routes (headways of 10 min or less during AM/PM peaks) are shown in italics</i>	Mode	FY07	FY08	FY09	FY10	FY11	Five Year Avg	On-Time Performance FY11 Q4	Headway Adherence FY11 Q4	% of AM Peak Trips >125% LF FY11 Q4	% of PM Peak Trips >125% LF FY11 Q4
<i>1 California</i>	TC	83.2%	84.9%	86.2%	90.6%	81.5%	85.3%				
<i>1AX California 'A' Exp</i>	MC	54.2%	75.3%	64.3%	50.8%	62.8%	61.5%	53.4%	57.9%		
<i>1BX California 'B' Exp</i>	MC	78.0%	74.9%	84.4%	83.5%	81.3%	80.4%				
<i>2 Clement</i>	MC	71.0%	64.4%	72.2%	66.2%	70.1%	68.8%				
<i>3 Jackson</i>	TC	76.1%	71.8%	78.1%	73.8%	59.6%	71.8%				
<i>4 Sutter</i>	TC	81.0%	80.9%	85.5%	NA	NA	82.5%				
<i>5 Fulton</i>	TC	76.1%	77.2%	79.4%	73.6%	75.2%	76.3%	77.1%	53.8%		
<i>6 Parnassus</i>	TC	79.3%	75.8%	79.7%	76.5%	77.4%	77.7%				
<i>7 Haight</i>	TC	58.8%	58.8%	70.2%	NA	NA	62.6%				
<i>8AX Bayshore 'A' Express</i>	MC	NA	NA	NA	59.7%	74.7%	67.2%				
<i>8BX Bayshore 'B' Express</i>	MC	NA	NA	NA	72.2%	82.7%	77.5%	88.2%	65.6%		
<i>8X San Bruno Express</i>	MC	NA	NA	NA	71.4%	76.0%	73.7%	74.0%	60.2%		
<i>9 San Bruno</i>	MC	68.3%	67.7%	73.9%	68.9%	73.0%	70.3%	75.6%	67.1%		
<i>9BX San Bruno 'B' Exp</i>	MC	74.8%	59.7%	63.8%	55.4%	NA	63.4%				
<i>9L San Bruno Limited</i>	MC	NA	NA	NA	74.5%	76.4%	75.4%				
<i>9X San Bruno Exp</i>	MC	65.0%	56.1%	61.6%	64.7%	NA	61.8%				
<i>10 Townsend</i>	MC	73.5%	65.6%	74.5%	73.0%	68.6%	71.0%				
<i>12 Folsom</i>	MC	66.3%	59.8%	73.8%	71.1%	64.4%	67.1%	68.3%	90.2%		
<i>14 Mission</i>	TC	71.2%	77.5%	77.6%	76.3%	68.0%	74.1%	67.1%	50.6%		
<i>14L Mission Limited</i>	MC	73.7%	73.5%	71.6%	80.4%	81.0%	76.0%	80.3%	69.3%		
<i>14X Mission Exp</i>	MC	74.8%	75.3%	70.5%	77.3%	89.2%	77.4%	88.9%	70.7%		
<i>16X Noriega Express</i>	MC	NA	NA	NA	68.8%	71.6%	70.2%	61.7%	51.2%		
<i>17 Parkmerced</i>	MC	68.2%	65.9%	60.1%	75.2%	74.8%	68.8%	79.0%	98.5%		
<i>18 46th Av</i>	MC	78.0%	83.8%	80.4%	79.2%	73.3%	78.9%	72.8%	92.7%		
<i>19 Polk</i>	MC	63.2%	67.5%	68.5%	74.7%	66.9%	68.1%	69.8%	73.1%		
<i>20 Columbus</i>	TC		79.0%	95.7%	NA	NA	87.3%				
<i>21 Hayes</i>	TC	71.2%	71.9%	73.3%	77.1%	71.9%	73.1%	78.4%	76.8%		

Line/Route <i>High frequency lines/routes (headways of 10 min or less during AM/PM peaks) are shown in italics</i>	Mode	FY07	FY08	FY09	FY10	FY11	Five Year Avg	On-Time Performance FY11 Q4	Headway Adherence FY11 Q4	% of AM Peak Trips >125% LF FY11 Q4	% of PM Peak Trips >125% LF FY11 Q4
<i>22 Fillmore</i>	TC	69.8%	72.9%	77.7%	68.7%	72.3%	72.3%	73.0%	52.6%		
23 Monterey	MC	61.0%	74.6%	66.1%	59.6%	74.9%	67.2%	80.0%	88.5%		
<i>24 Divisadero</i>	TC	69.1%	72.5%	72.0%	73.1%	79.9%	73.3%	80.9%	75.5%		
26 Valencia	MC	58.0%	59.5%	69.3%	NA	NA	62.2%				
27 Bryant	MC	70.1%	72.0%	76.6%	71.0%	69.8%	71.9%	69.6%	66.2%		
28 19th Av	MC	57.1%	61.4%	64.7%	62.9%	61.7%	61.5%	66.3%	68.6%		
28L 19th Av Limited	MC	69.4%	88.4%	79.6%	88.8%	58.6%	76.9%	42.3%	68.2%		
29 Sunset	MC	58.7%	68.4%	67.4%	68.3%	69.6%	66.5%				
<i>30 Stockton</i>	TC	75.6%	73.6%	81.3%	81.0%	81.7%	78.6%				
<i>30X Marina Exp</i>	MC	74.8%	78.7%	74.7%	78.3%	83.1%	77.9%				
<i>31 Balboa</i>	TC	66.1%	71.2%	72.2%	73.5%	62.5%	69.1%	60.1%	58.4%		
<i>31AX Balboa 'A' Exp</i>	MC	70.3%	71.9%	77.0%	70.5%	55.2%	69.0%				
<i>31BX Balboa 'B' Exp</i>	MC	70.0%	69.2%	64.2%	74.4%	62.8%	68.1%				
33 Stanyan	TC	66.8%	64.8%	68.0%	67.8%	69.8%	67.4%	69.1%	74.6%		
35 Eureka	MC	78.9%	60.9%	85.9%	76.5%	83.0%	77.0%				
36 Teresita	MC	60.6%	60.2%	62.3%	70.3%	72.2%	65.1%				
37 Corbett	MC	75.6%	67.2%	80.5%	79.1%	79.2%	76.3%				
38 Geary	MC	75.1%	72.7%	76.6%	78.1%	71.4%	74.7%	74.1%	42.4%		
<i>38AX Geary 'A' Exp</i>	MC	67.4%	78.2%	71.6%	74.6%	71.2%	72.6%				
<i>38BX Geary 'B' Exp</i>	MC	68.0%	65.5%	83.9%	72.4%	67.2%	71.4%				
<i>38L Geary Limited</i>	MC	73.8%	74.4%	74.8%	79.4%	78.6%	76.2%	79.2%	45.7%		
39 Coit	MC	37.6%	57.3%	60.8%	57.3%	74.3%	57.5%				
<i>41 Union</i>	TC	74.9%	76.8%	76.0%	75.8%	85.8%	77.8%				
<i>43 Masonic</i>	MC	63.5%	69.4%	77.5%	77.7%	72.8%	72.2%				
44 O'Shaughnessy	MC	70.4%	66.0%	63.4%	69.7%	66.8%	67.2%				
<i>45 Union-Stockton</i>	TC	71.5%	67.6%	75.4%	71.7%	70.9%	71.4%				
<i>47 Van Ness</i>	MC	73.4%	76.9%	76.6%	76.4%	68.1%	74.3%				

Line/Route <i>High frequency lines/routes (headways of 10 min or less during AM/PM peaks) are shown in italics</i>	Mode	FY07	FY08	FY09	FY10	FY11	Five Year Avg	On-Time Performance FY11 Q4	Headway Adherence FY11 Q4	% of AM Peak Trips >125% LF FY11 Q4	% of PM Peak Trips >125% LF FY11 Q4
48 Quintara-24th St	MC	72.8%	62.2%	71.5%	66.0%	71.4%	68.8%				
<i>49 Van Ness-Mission</i>	TC	73.0%	68.6%	75.7%	69.7%	73.8%	72.1%				
52 Excelsior	MC	83.9%	48.8%	67.8%	67.9%	65.5%	66.8%				
53 Southern Heights	MC	78.1%	81.0%	71.6%	NA	NA	76.9%				
54 Felton	MC	45.3%	45.4%	50.0%	51.0%	64.0%	51.1%	67.9%	86.3%		
56 Rutland	MC	62.0%	52.3%	84.5%	89.5%	93.8%	76.4%	93.5%	100.0%		
<i>59 Powell-Mason</i>	CC	69.8%	68.9%	66.5%	69.1%	71.3%	69.1%				
<i>60 Powell-Hyde</i>	CC	65.2%	70.1%	67.1%	65.8%	67.2%	67.1%	61.8%	65.7%	0.0%	0.0%
61 California St	CC	73.1%	70.3%	70.1%	68.0%	70.2%	70.3%	71.4%	59.5%	0.0%	0.0%
66 Quintara	MC	64.2%	79.3%	76.6%	84.2%	74.6%	75.8%	80.0%	96.0%		
67 Bernal Heights	MC	76.9%	69.6%	80.7%	74.8%	76.0%	75.6%	82.7%	90.5%		
<i>71 Haight-Noriega / 71L Lim</i>	MC	64.1%	66.7%	61.2%	64.0%	67.7%	64.7%	70.5%	58.6%		
76 Marin Headlands	MC			54.5%	NA	NA	54.5%				
80X Gateway Exp	MC	87.5%	90.0%	100.0%	90.0%	100.0%	93.5%				
81X Caltrain Exp	MC	75.0%	25.0%	70.0%	88.9%	52.8%	62.3%	50.0%	100.0%		
82X Presidio & Wharves Exp	MC	66.4%	62.5%	41.7%	71.1%	61.9%	60.7%	50.0%	75.0%		
88 BART Shuttle	MC	63.3%	68.6%	74.0%	85.7%	88.5%	76.0%	100.0%	100.0%		
89 Laguna Honda	MC	56.6%	60.9%	77.4%	NA	NA	64.9%				
90 Owl	MC	72.2%	73.5%	94.4%	76.5%	73.4%	78.0%				
91 Owl	MC	72.2%	53.8%	65.1%	38.9%	64.7%	58.9%				
108 Treasure Island	MC	94.1%	79.2%	81.8%	77.4%	72.9%	81.1%				
<i>F Market & Wharves</i>	LRV	71.3%	68.9%	69.4%	69.3%	69.8%	69.7%	70.9%	45.9%	3.0%	32.6%
<i>J Church</i>	LRV	66.1%	67.1%	67.0%	74.0%	71.2%	69.0%	65.5%	48.5%	10.0%	0.0%
<i>K Ingleside / T Third</i>	LRV	74.6%	74.5%	64.6%	76.7%	55.8%	69.2%	57.9%	45.3%	17.2%	0.0%
<i>L Taraval</i>	LRV	73.1%	74.6%	71.7%	75.1%	69.7%	72.8%				
<i>M Ocean View</i>	LRV	72.2%	65.8%	66.5%	68.3%	64.5%	67.4%				
<i>N Judah</i>	LRV	72.6%	66.9%	70.5%	76.7%	75.4%	72.4%				

PSR Category/Type	FY10 Q4	FY11 Q1	FY11 Q2	FY11 Q3	FY11 Q4
100 EMPLOYEE CONDUCT - UNSAFE OPERATION					
101 Running Red Light/Stop Sign	64	58	41	43	55
102 Speeding	44	54	29	43	45
103 Allegedly Under Influence of Drugs/Alcohol	8	11	10	14	9
104 Using Mobile Phone or Radio	17	14	9	7	23
105 Eating/Drinking/Smoking	11	11	9	14	14
106 Collision	30	41	29	39	36
107 Fall Boarding/On Board/Alighting - Injury	98	73	65	86	83
108 General Careless Operation	291	270	209	264	253
Subtotal	563	532	401	510	518
200 EMPLOYEE CONDUCT - INATTENTIVENESS / NEGLIGENCE					
201 Pass Up/Did Not Wait for Transferee	1,123	1,029	875	1,008	966
202 Ignored Stop Request	117	98	91	111	90
203 No En Route Announcements	318	114	52	71	62
204 Inadequate Delay Announcements	21	13	21	12	17
205 Offroute/Did Not Complete Route	113	110	77	80	57
206 Not Adhering to Schedule	155	164	98	148	113
207 Refused to Kneel Bus/Lower Steps	81	71	20	24	37
208 Did Not Ask Priority Seats to be Vacated	9	15	8	9	13
209 Did Not Pull to Curb	43	29	11	35	30
210 Refused to Accommodate Service Animal	7	9	5	6	9
211 Unauthorized Stop/Delay	48	48	34	27	28
212 Did Not Enforce Rules/Contact Authorities	82	97	77	75	90
213 General Distraction from Duty	177	156	101	125	116
Subtotal	2,294	1,953	1,470	1,731	1,628

PSR Category/Type	FY10 Q4	FY11 Q1	FY11 Q2	FY11 Q3	FY11 Q4
300 EMPLOYEE CONDUCT - DISCOURTEOUS/INSENSITIVE/INAPPROPRIATE CONDUCT					
301 Discourtesy to Customer	545	446	420	495	430
302 Altercation: Employee/Customer	41	35	26	29	27
303 Fare/Transfer/POP Dispute	153	131	100	100	86
304 Mishandling Funds/Transfers	6	1	4	0	4
305 Refused Vehicle As Terminal Shelter	12	3	4	8	2
306 General Unprofessional Conduct/Appearance	161	157	175	185	119
Subtotal	918	773	729	817	668
400 EMPLOYEE CONDUCT - COMMENDATION					
401 Employee Commendation	397	412	315	388	479
Subtotal	397	412	315	388	479
500 PRODUCTS/SERVICES - CRIMINAL ACTIVITY					
501 Altercation: Miscellaneous	28	23	16	20	18
502 Larceny/Theft	30	37	39	34	34
503 Fare Evasion/Transfer Abuse	29	23	17	17	22
504 Disorderly Conduct/Disturbance	46	39	47	33	32
Subtotal	133	122	119	104	106

PSR Category/Type	FY10 Q4	FY11 Q1	FY11 Q2	FY11 Q3	FY11 Q4
600 PRODUCTS/SERVICES - SERVICE DELIVERY/FACILITIES					
601 Delay/No-Show	915	969	802	698	856
602 Bunching	58	55	40	27	37
603 Switchback	36	44	58	55	97
604 Vehicle Appearance	51	35	25	28	36
605 Vehicle Maintenance/Noise	108	121	104	85	84
606 Wheelchair Lift/Securement/Bike Rack Defective	11	15	8	11	9
607 Track/ATCS Maintenance	67	58	47	48	47
608 Station/Stop Appearance/Maintenance	154	193	185	179	161
609 Elevator/Escalator Maintenance	0	10	9	11	9
610 Fare Collection Equipment	39	32	18	16	26
611 Signs, Maps, and Auto-Announcements	100	90	77	57	68
Subtotal	1,539	1,622	1,373	1,215	1,430
700 PRODUCTS/SERVICES - SERVICE PLANNING					
701 Insufficient Frequency	126	182	143	128	172
702 Lines/Routes: Current and Proposed	270	128	35	36	24
703 Stop Changes	50	41	38	31	20
704 Shelter Requests	35	61	47	39	26
Subtotal	481	412	263	234	242
800 PRODUCTS/SERVICES - MISCELLANEOUS					
801 NextMuni/Technology	271	289	264	228	237
802 Advertising/Marketing	17	24	12	11	11
803 Personal Property Damage	9	13	7	4	5
804 Fare Media Issues	104	162	153	110	93
805 System Commendation	23	11	24	7	27
806 Muni Rules and Regulations	5	33	28	34	24
807 Unclassifiable	2	32	30	40	40
Subtotal	431	564	518	434	437
GRAND TOTAL	6,756	6,390	5,188	5,433	5,508

Element	FY10 Q4	FY11 Q1	FY11 Q2	FY11 Q3	FY11 Q4
SFPD REPORTED CRIMES					
Part I Crimes (Violent)					
Homicide	0	0	0	0	0
Rape	0	0	0	0	0
Robbery	35	40	57	49	46
Aggravated Assault	9	11	13	18	17
<i>Subtotal</i>	<i>44</i>	<i>51</i>	<i>70</i>	<i>67</i>	<i>63</i>
Part I Crimes (Property)					
Burglary	0	0	1	0	0
Larceny/Theft	125	131	143	127	165
Motor Vehicle Theft	1	0	0	0	0
Arson	0	0	0	0	1
<i>Subtotal</i>	<i>126</i>	<i>131</i>	<i>144</i>	<i>127</i>	<i>166</i>
Part II Crimes					
Other Assault	36	64	49	52	46
Malicious Mischief	18	14	20	22	44
Weapons	9	4	6	1	2
Sex Offenses	1	2	4	2	0
Disorderly Conduct	2	1	1	1	0
Drunkenness	2	1	4	4	4
<i>Subtotal</i>	<i>68</i>	<i>86</i>	<i>84</i>	<i>82</i>	<i>96</i>
Total	238	268	298	276	325
OTHER SECURITY INCIDENTS					
Threats	70	44	23	42	25
Disturbances	102	167	140	193	224
Graffiti/Vandalism	149	175	107	40	83
Miscellaneous	19	23	12	25	16
Total	340	409	282	300	348