

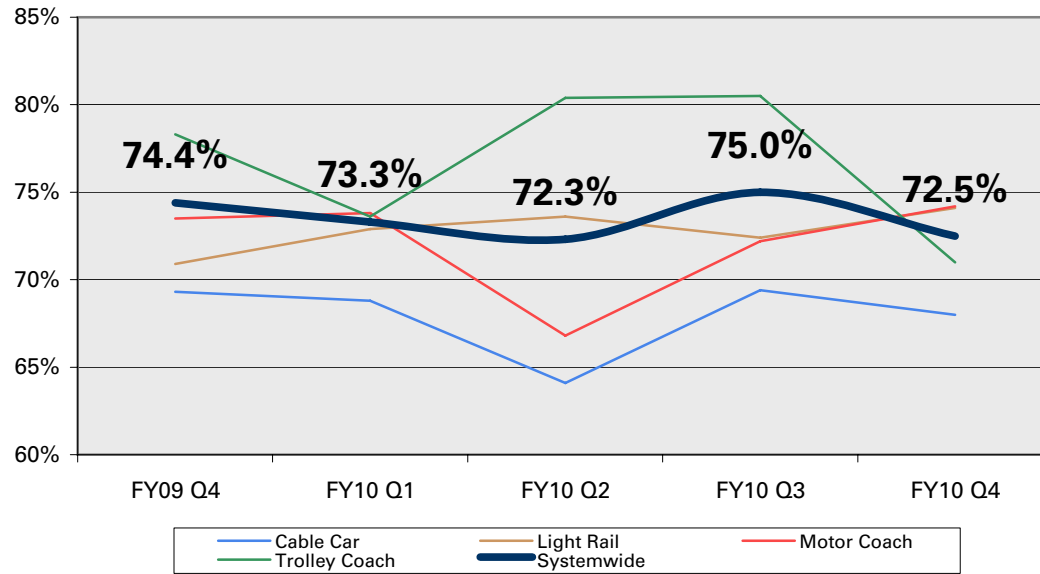
Service Standard	Page	Primary Strategic Goal Link	Goal FY10	Annual FY10	Quarter FY10 Q4
SEE KEY ON PAGE 3					
A1 On-Time Performance Customer Observed Schedule Adherence	4	2	>85%	73.5%	72.5%
A1 On-Time Performance Headway Adherence	5	2	>85%	60.1%	61.5%
A2 Service Delivery Scheduled Service Hours Delivered	6	2	>98.5%	96.6%	96.8%
A2 Service Delivery Late Pull-Outs	7	2	<1.5%	0.8%	0.8%
A3 Load Factors % of Runs Exceeding Maximum Load During Peak Periods	8	1	<4.0%	4.5% (AM) 4.4% (PM)	3.9% (AM) 5.5% (PM)
A4 Unscheduled Absences SFMTA Administration, Muni, Other Functions	9	2	varies	see body of report for details	
A5 Mean Distance Between Failure Bus, Rail	11	2	varies	see body of report for details	
A6 Vacancy Rates for Service Critical Positions Transit Operators, Crafts, Maintenance	13	5	<5%	6.6%	7.8%
A7 Traffic and Parking Control Requests % Addressed Within 90 Days	14	1	>82%	81%	85%
A8 Color Curb Applications % Addressed Within 30 Days	15	3	>90%	89%	89%
A9 Parking Meter Malfunction Reports % Addressed Within 48 Hours	16	4	>85%	85%	86%
A10 Hazardous Traffic Sign Reports % Addressed Within 24 Hours	17	1	>98%	100%	100%
A11 Hazardous Traffic Signal Reports % Addressed Within Two Hours	18	1	>92%	99%	100%
A12 Traffic Lane Lines, Bus Zones and Crosswalks % of Network Maintained Annually	19	1	>12%	15%	14%
A13 Productivity Average # of Boardings per Service Hour	20	4	n/a	in FY11 Q1 report	
A14 Pedestrian Safety # of Intersections Fully Equipped with Countdown Signals	20	1	>776	835	n/a

Service Standard	Page	Primary Strategic Goal Link	Goal FY10	Annual FY10	Quarter FY10 Q4
SEE KEY ON PAGE 3					
A15 Bicycle Network Usage Counts at Key Locations	21	2	pending baseline	see body of report for details	
A16 Congestion Management Level of Service on Principal Arterials	21	2	n/a	see body of report for details	
A17 Sustainability % of Trips by More Sustainable Modes	22	1	pending baseline	see body of report for details	
B1 Ridership Customers Carried	23	2	>223,254,000	in FY11 Q1 report	n/a
B2 Revenue Fare Revenue	24	4	>\$153,273,000	\$186,148,000	n/a
B3 Farebox Performance Average Fare (based on unlinked trips)	25	4	n/a	in FY11 Q1 report	n/a
B4 Cost per Hour Fully Allocated Service Cost by Mode	25	4	n/a	in FY11 Q1 report	n/a
B5 Cost per Boarding Operating Expense per Boarding	26	4	n/a	in FY11 Q1 report	n/a
C1 Customer Perceptions Muni	27	3	>5%	see body of report for details	
C1 Customer Perceptions Other SFMTA Services	27	3	varies	see body of report for details	
C2 Customer Feedback Received Muni	28	3	n/a	see body of report for details	
C2 Complaint Resolution Rate % Resolved within 14 or 45 days	29	3	>85%	see body of report for details	
C3 Operator Training # of Training Hours	30	5	>50,000 hours/year	59,936	12,114
C3 Operator Training % of Operators Receiving Revised Customer Service Training	31	5	>50%	n/a	n/a
C4 Safety Muni Collisions per 100,000 miles	32	1	<5.90	5.72	6.06
C4 Safety Muni Falls on Board per 100,000 miles	33	1	<3.01	3.85	4.10
C5 Safety Collisions Involving Bicyclists and Pedestrians (Citywide)	34	1	n/a	n/a	n/a
C6 Security Incidents # of SFPD Reported Crimes and Other Incidents	35	1	<225 crimes per quarter	1,064	231

Service Standard	Page	Primary Strategic Goal Link	Goal FY10	Annual FY10	Quarter FY10 Q4
C7 Proof-of-Payment Program Fare Evasion Rate on LRVs and in stations monitored	36	1	n/a	2.6%	3.0%
C8 Abandoned Automobile Reports % Responded to Within 48 Hours	37	3	100%	98%	99%
C9 Walk-in Citation and Residential Parking Permit Customers % Served Within 15 Minutes	38	3	>82%	48%	33%
C10 Administrative Citation Hearing Customers % Served Within 10 Minutes	39	3	>82%	90%	90%
C11 Mail-in Residential Parking Permit Renewals % Processed Within 21 Days	40	3	>95%	95%	88%
D1 Grievances # of Transit Operator and Miscellaneous Employee Grievances	41	5	n/a	see body of report for details	
D1 Grievances # Grievances per 1,000 Employees	41	5	n/a	see body of report for details	
D2 Grievance Resolution Rate % of Operator Grievances Resolved Within 90 Days	42	5	>90%	59%	52%
D3 Equal Employment Opportunity Cases # Received	43	5	n/a	see body of report for details	
D4 Employee Satisfaction All SFMTA Employees	44	5	>5% year over year	see body of report for details	
Line/Route Detail	45	NA			
Feedback Detail	48	NA			
Security Incident Detail	51	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

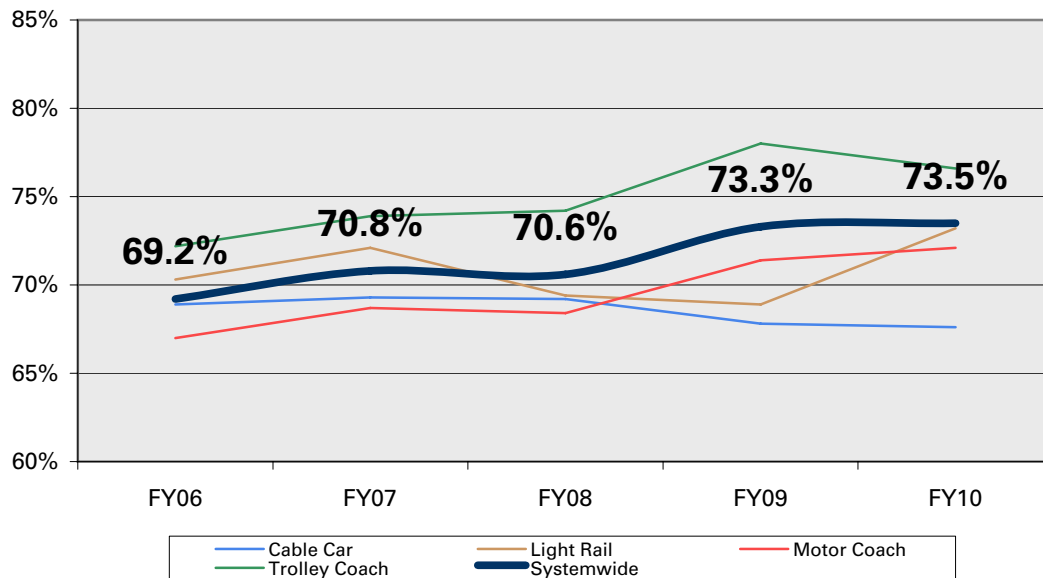
Quarterly - FY10 Q4 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Customer Observed Schedule Adherence



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY09 Q4	69.3%	70.9%	73.5%	78.3%	74.4%
FY10 Q1	68.8%	72.9%	73.8%	73.6%	73.3%
FY10 Q2	64.1%	73.6%	66.8%	80.4%	72.3%
FY10 Q3	69.4%	72.4%	72.2%	80.5%	75.0%
FY10 Q4	68.0%	74.1%	74.2%	71.0%	72.5%
FY10 Goal	85.0%	85.0%	85.0%	85.0%	85.0%

Notes
 When weighted based on ridership, the customer observed schedule adherence for FY10 Q4 was 71.9%. Please see the appendix for detail by line/route.

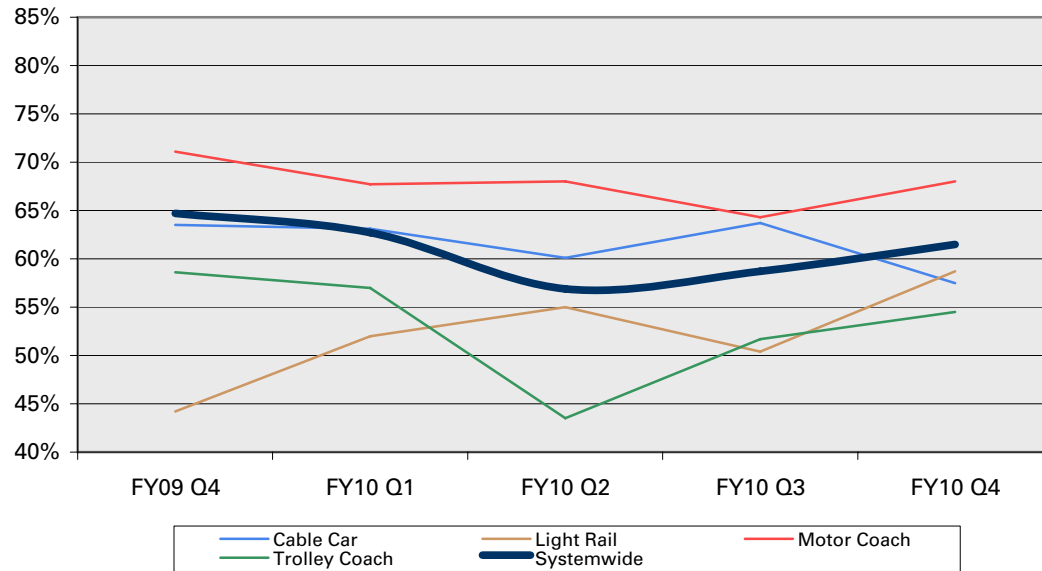
Annual - FY10 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Customer Observed Schedule Adherence



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
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%
FY10	67.6%	73.2%	72.1%	76.6%	73.5%
FY10 Goal	85.0%	85.0%	85.0%	85.0%	85.0%

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

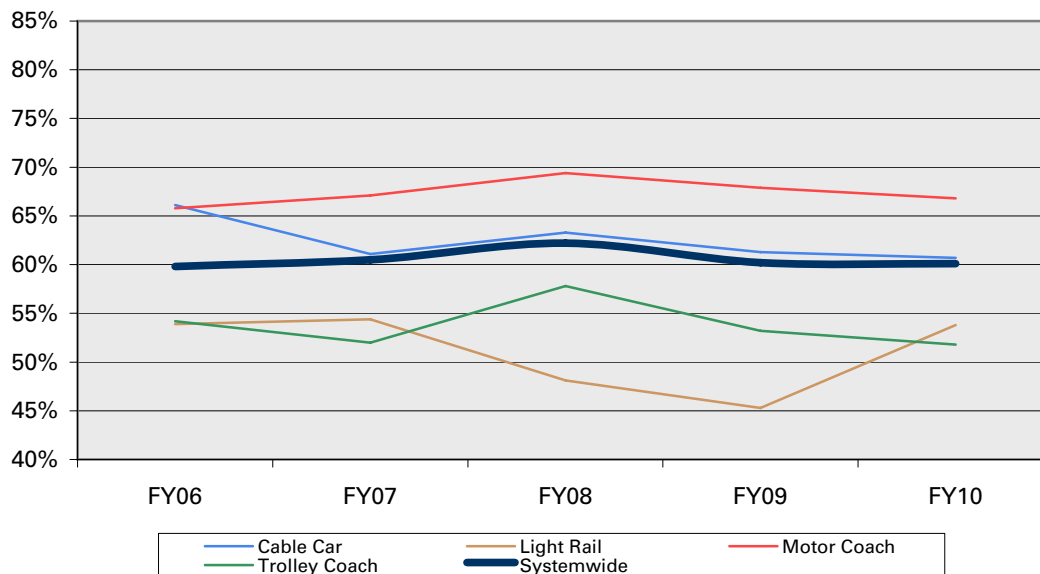
Quarterly - FY10 Q4 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Headway Adherence



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY09 Q4	63.5%	44.2%	71.1%	58.6%	64.7%
FY10 Q1	63.1%	52.0%	67.7%	57.0%	62.7%
FY10 Q2	60.1%	55.0%	68.0%	43.5%	56.9%
FY10 Q3	63.7%	50.4%	64.3%	51.7%	58.7%
FY10 Q4	57.5%	58.7%	68.0%	54.5%	61.5%
FY10 Goal	85.0%	85.0%	85.0%	85.0%	85.0%

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

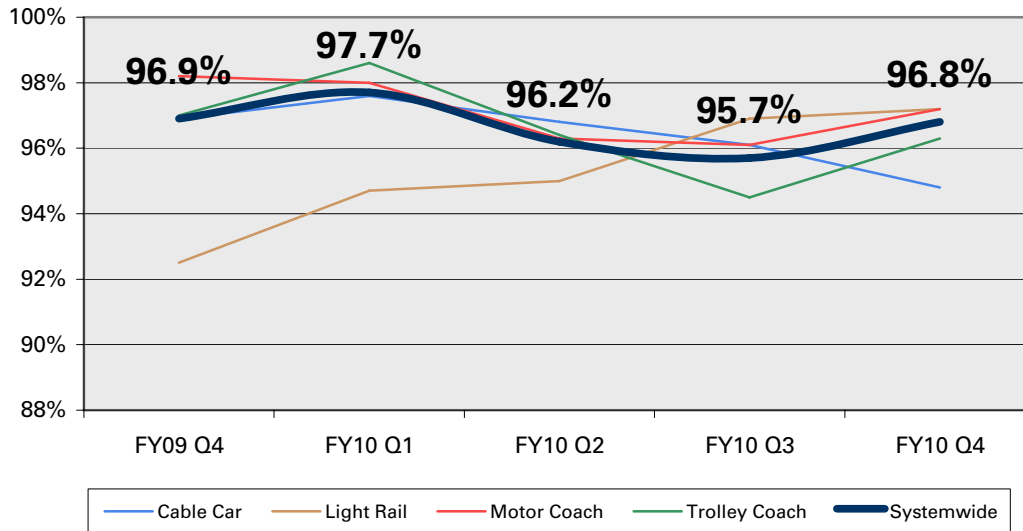
Annual - FY10 **Goal: >85%** **Goal achieved?** ■ **Trend?** ■ Headway Adherence



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY06	66.1%	53.9%	65.8%	54.2%	59.8%
FY07	61.1%	54.4%	67.1%	52.0%	60.5%
FY08	63.3%	48.1%	69.4%	57.8%	62.2%
FY09	61.3%	45.3%	67.9%	53.2%	60.2%
FY10	60.7%	53.8%	66.8%	51.8%	60.1%
FY10 Goal	85.0%	85.0%	85.0%	85.0%	85.0%

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

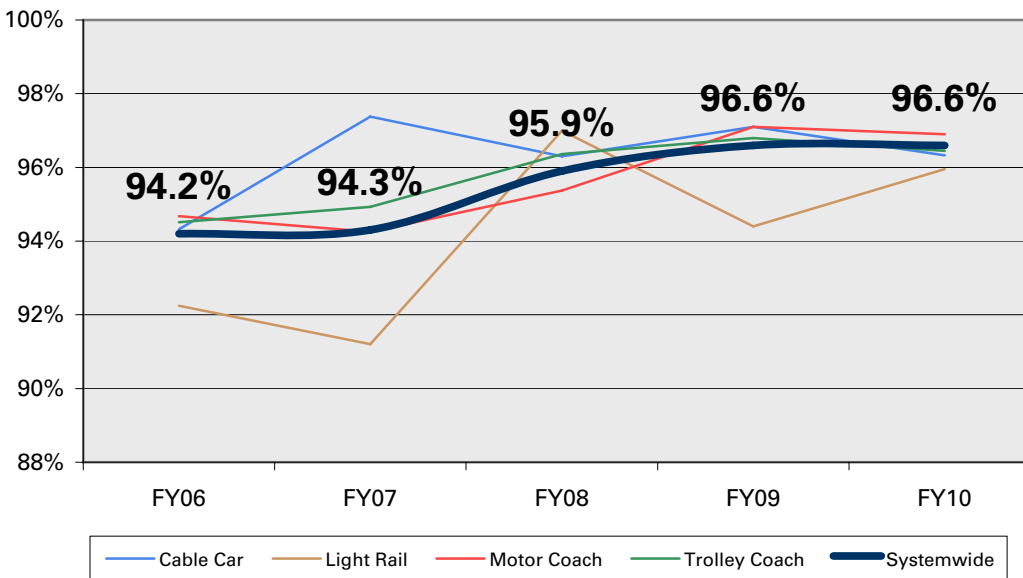
Quarterly - FY10 Q4 Goal: >98.5% Goal achieved? ■ Trend? ■ Scheduled Service Hours Delivered



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY09 Q4	96.9%	92.5%	98.2%	97.0%	96.9%
FY10 Q1	97.6%	94.7%	98.0%	98.6%	97.7%
FY10 Q2	96.8%	95.0%	96.3%	96.4%	96.2%
FY10 Q3	96.1%	96.9%	96.1%	94.5%	95.7%
FY10 Q4	94.8%	97.2%	97.2%	96.3%	96.8%
FY10 Goal	98.5%	98.5%	98.5%	98.5%	98.5%

Notes
 Divisional Performance: Cable Car 94.8%, Green 97.2%, Flynn 97.8%, Kirkland 96.8%, Woods 97.1%, Potrero 93.9%, Presidio 99.0%

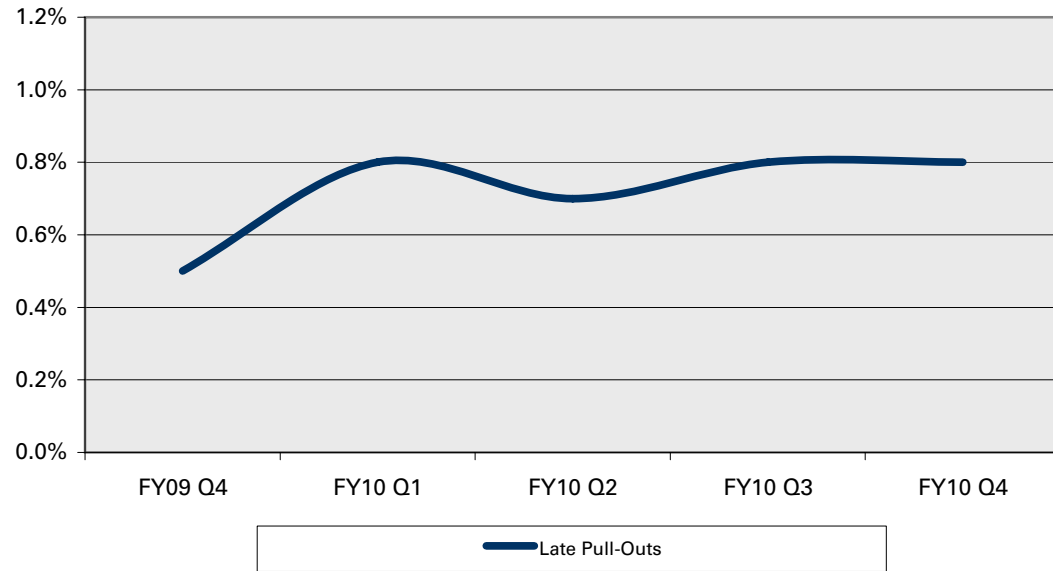
Annual - FY10 Goal: >98.5% Goal achieved? ■ Trend? ■ Scheduled Service Hours Delivered



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
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%
FY10	96.3%	96.0%	96.9%	96.5%	96.6%
FY10 Goal	98.5%	98.5%	98.5%	98.5%	98.5%

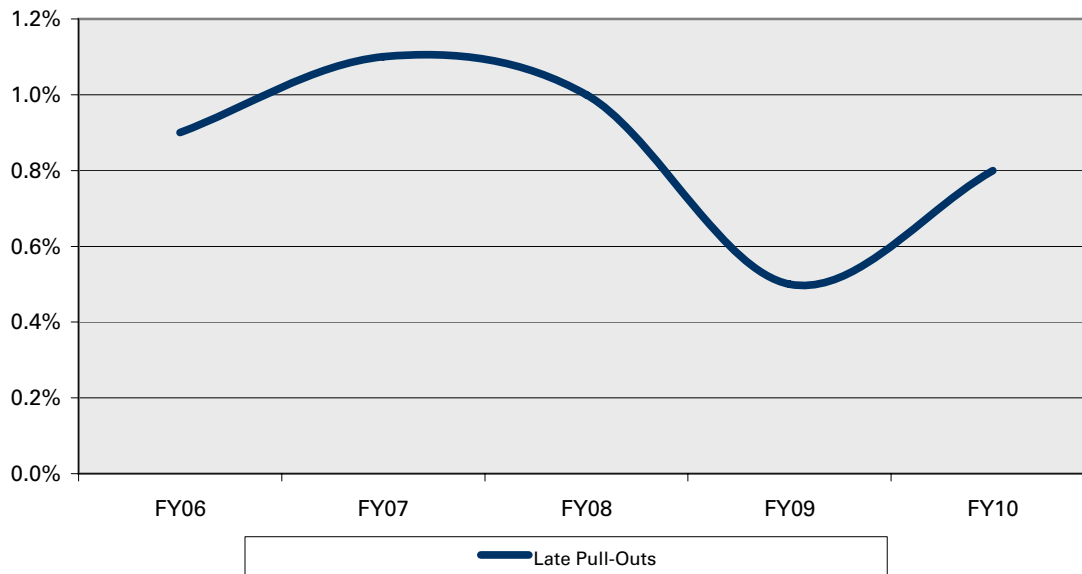
Notes

Quarterly - FY10 Q4 **Goal: <1.5%** **Goal achieved?** **Trend?** Late Pull-Outs



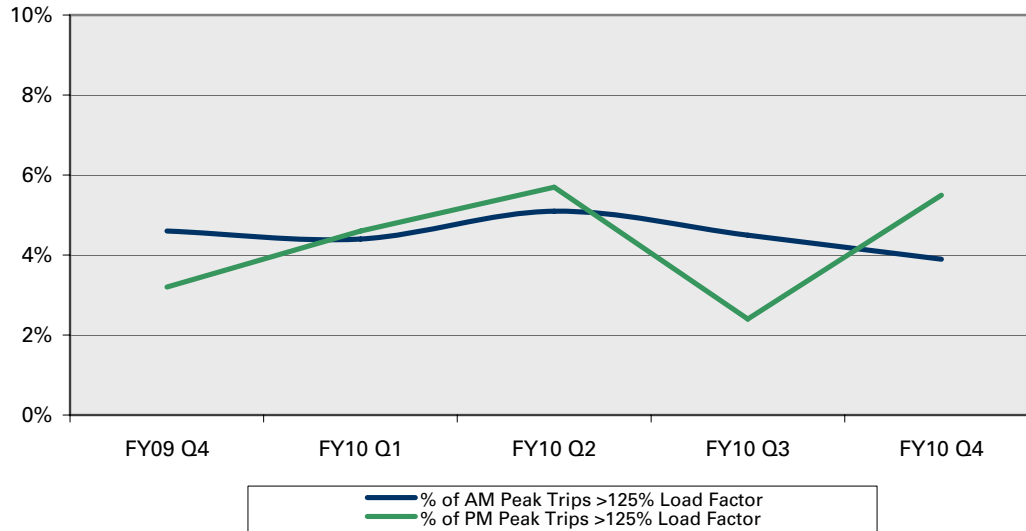
Reporting Period	Late Pull-Outs
FY09 Q4	0.5%
FY10 Q1	0.8%
FY10 Q2	0.7%
FY10 Q3	0.8%
FY10 Q4	0.8%
<i>FY10 Goal</i>	1.5%
Notes	

Annual - FY10 **Goal: <1.5%** **Goal achieved?** **Trend?** Late Pull-Outs



Reporting Period	Late Pull-Outs
FY06	0.9%
FY07	1.1%
FY08	1.0%
FY09	0.5%
FY10	0.8%
<i>FY10 Goal</i>	1.5%
Notes	

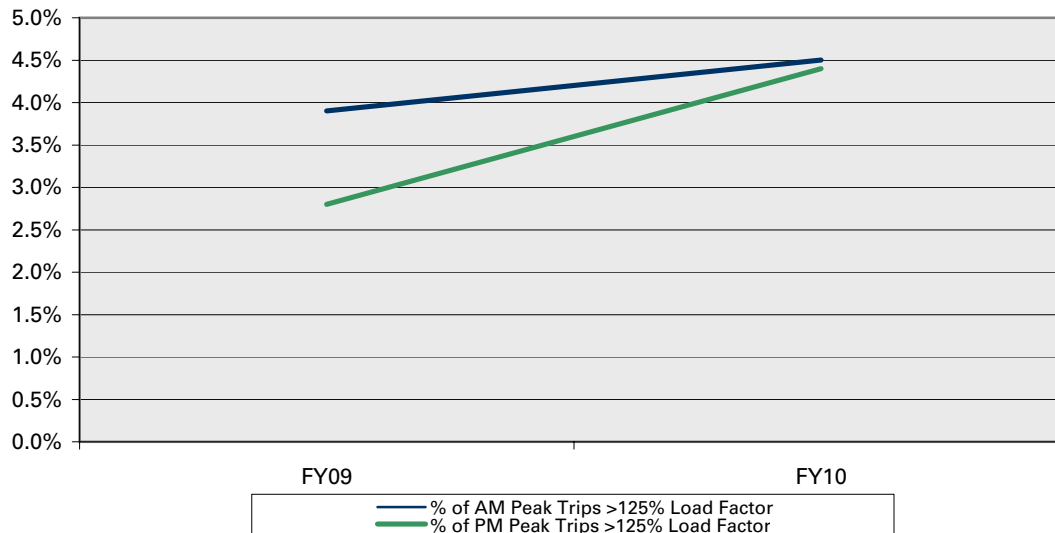
Quarterly - FY10 Q4 **Goal: <4.0%** **Goal achieved?** ■ **Trend?** ■ Load Factors



Reporting Period	% of AM Peak Trips >125% Load Factor	% of PM Peak Trips >125% Load Factor
FY09 Q4	4.6%	3.2%
FY10 Q1	4.4%	4.6%
FY10 Q2	5.1%	5.7%
FY10 Q3	4.5%	2.4%
FY10 Q4	3.9%	5.5%
<i>FY10 Goal</i>	4.0%	4.0%

Notes
Lines/Routes with over 25% of peak trips over 125% of comfortable sitting/standing capacity:
AM: 44
PM: 9L, 44, 45

Annual - FY10 **Goal: <4.0%** **Goal achieved?** ■ **Trend?** ■ Load Factors

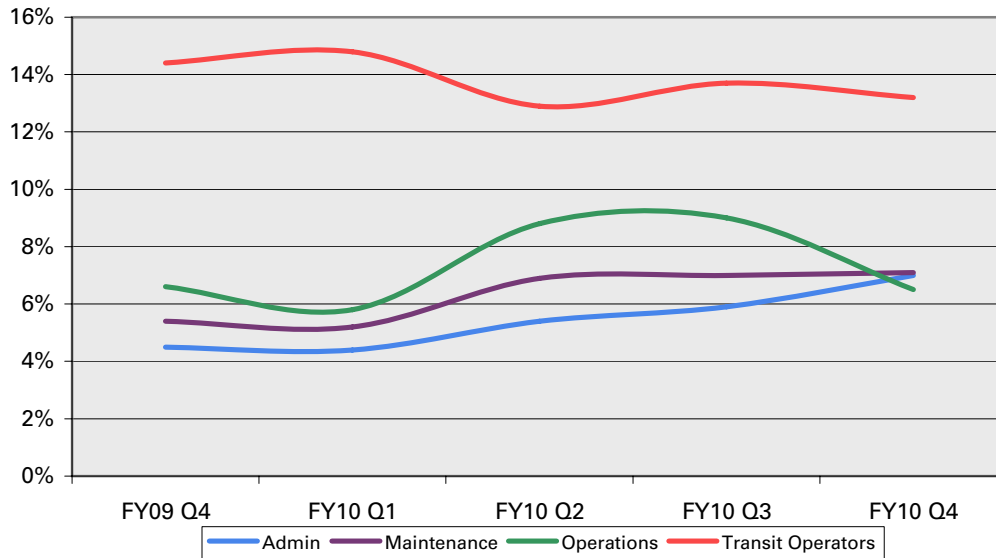


Reporting Period	% of AM Peak Trips >125% Load Factor	% of PM Peak Trips >125% Load Factor
FY09	3.9%	2.8%
FY10	4.5%	4.4%
<i>FY10 Goal</i>	4.0%	4.0%

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.

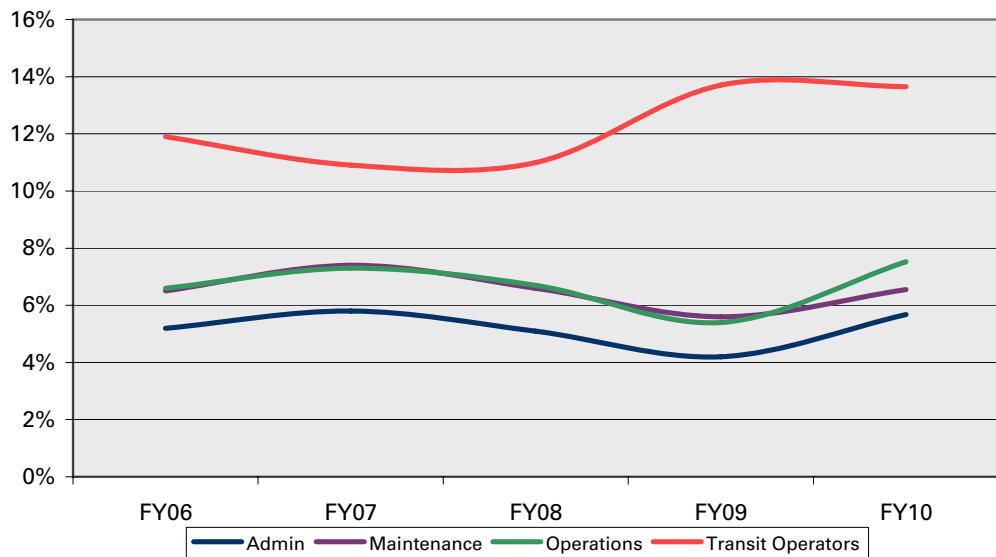
Quarterly - FY10 Q4 | **Goals: Vary by unit; see FY10 goals below** | **Unscheduled Absences**



Reporting Period	Admin	Maintenance	Operations	Transit Operators
FY09 Q4	4.5%	5.4%	6.6%	14.4%
FY10 Q1	4.4%	5.2%	5.8%	14.8%
FY10 Q2	5.4%	6.9%	8.8%	12.9%
FY10 Q3	5.9%	7.0%	9.0%	13.7%
FY10 Q4	7.0%	7.1%	6.5%	13.2%
FY10 Goal	5.2%	6.7%	6.9%	10.2%

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. FY10 Q1 results updated to reflect new data.

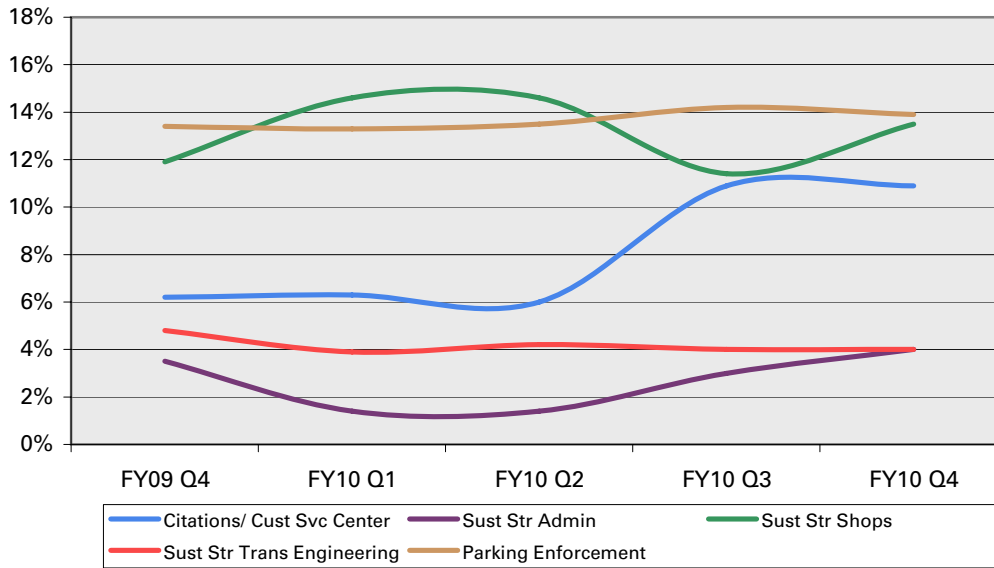
Annual - FY10 | **Goals: Vary by unit; see FY10 goals below** | **Unscheduled Absences**



Reporting Period	Admin	Maintenance	Operations	Transit Operators
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%
FY10	5.7%	6.6%	7.5%	13.7%
FY10 Goal	5.2%	6.7%	6.9%	10.2%

Notes
 A6 in FY08.

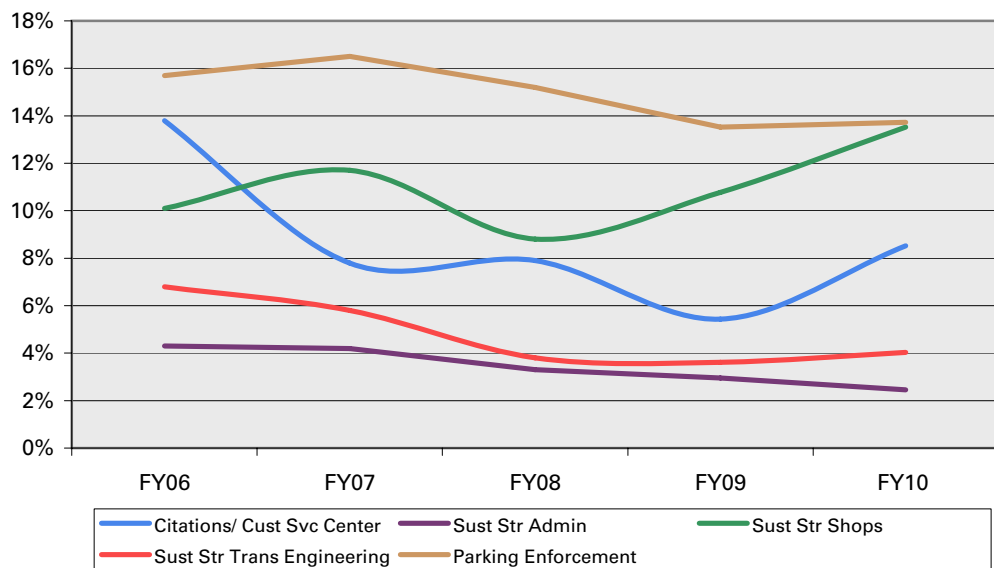
Quarterly - FY10 Q4 | **Goals: Vary by unit; see FY10 goals below** | **Unscheduled Absences**



Reporting Period	Citations/ Cust Svc Center	Sust Str Admin	Sust Str Shops	Sust Str Trans Engineering	Parking Enforcement
FY09 Q4	6.2%	3.5%	11.9%	4.8%	13.4%
FY10 Q1	6.3%	1.4%	14.6%	3.9%	13.3%
FY10 Q2	6.0%	1.4%	14.6%	4.2%	13.5%
FY10 Q3	10.9%	3.0%	11.4%	4.0%	14.2%
FY10 Q4	10.9%	4.0%	13.5%	4.0%	13.9%
FY10 Goal	7.4%	4.0%	10.5%	5.2%	14.9%

Notes
 Sust Str: Sustainable Streets. Citations results are projected for FY10 Q4 pending receipt of final data.

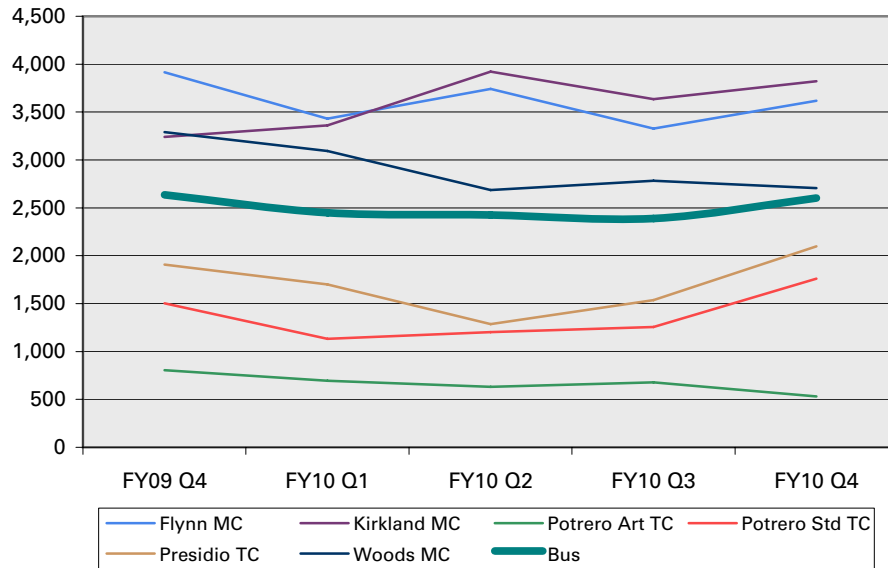
Annual - FY10 | **Goals: Vary by unit; see FY10 goals below** | **Unscheduled Absences**



Reporting Period	Citations/ Cust Svc Center	Sust Str Admin	Sust Str Shops	Sust Str Trans Engineering	Parking Enforcement
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%
FY10	8.5%	2.5%	13.5%	4.0%	13.7%
FY10 Goal	7.4%	4.0%	10.5%	5.2%	14.9%

Notes
 Sust Str: Sustainable Streets. FY10 results are projected pending receipt of final data.
 A6 in FY08.

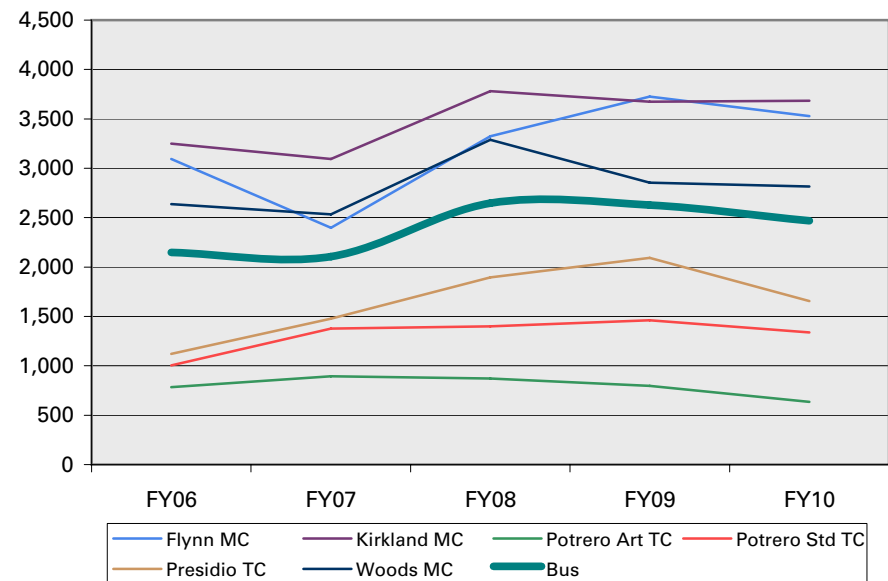
Quarterly - FY10 Q4 Goals: Vary by division; see FY10 goals below MDBF



Reporting Period	Flynn MC	Kirkland MC	Potrero Art TC	Potrero Std TC	Presidio TC	Woods MC	Bus
FY09 Q4	3,915	3,240	806	1,504	1,908	3,290	2,637
FY10 Q1	3,431	3,362	696	1,133	1,701	3,092	2,449
FY10 Q2	3,740	3,923	630	1,204	1,286	2,685	2,427
FY10 Q3	3,327	3,634	679	1,257	1,536	2,782	2,390
FY10 Q4	3,618	3,821	531	1,762	2,099	2,707	2,604
FY10 Goal	3,400	3,400	1,000	1,700	1,700	3,400	2,611

Notes

Annual - FY10 Goals: Vary by division see FY10 goals below MDBF

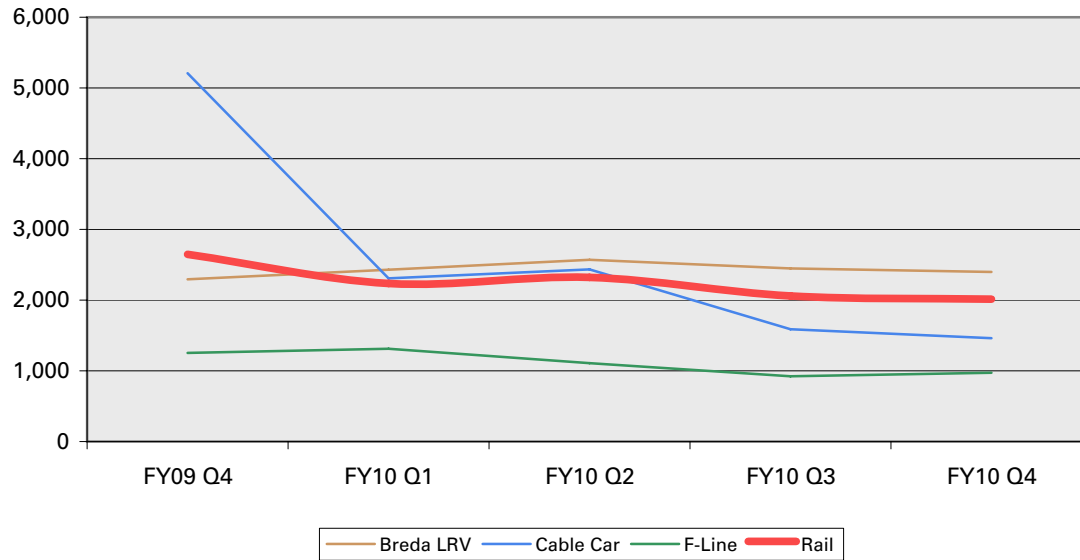


Reporting Period	Flynn MC	Kirkland MC	Potrero Art TC	Potrero Std TC	Presidio TC	Woods MC	Bus
FY06	3,093	3,251	785	1,004	1,121	2,636	2,146
FY07	2,398	3,094	893	1,377	1,477	2,533	2,105
FY08	3,325	3,780	872	1,400	1,895	3,289	2,645
FY09	3,726	3,674	797	1,461	2,094	2,853	2,627
FY10	3,529	3,685	634	1,339	1,656	2,817	2,467
FY10 Goal	3,400	3,400	1,000	1,700	1,700	3,400	2,611

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.

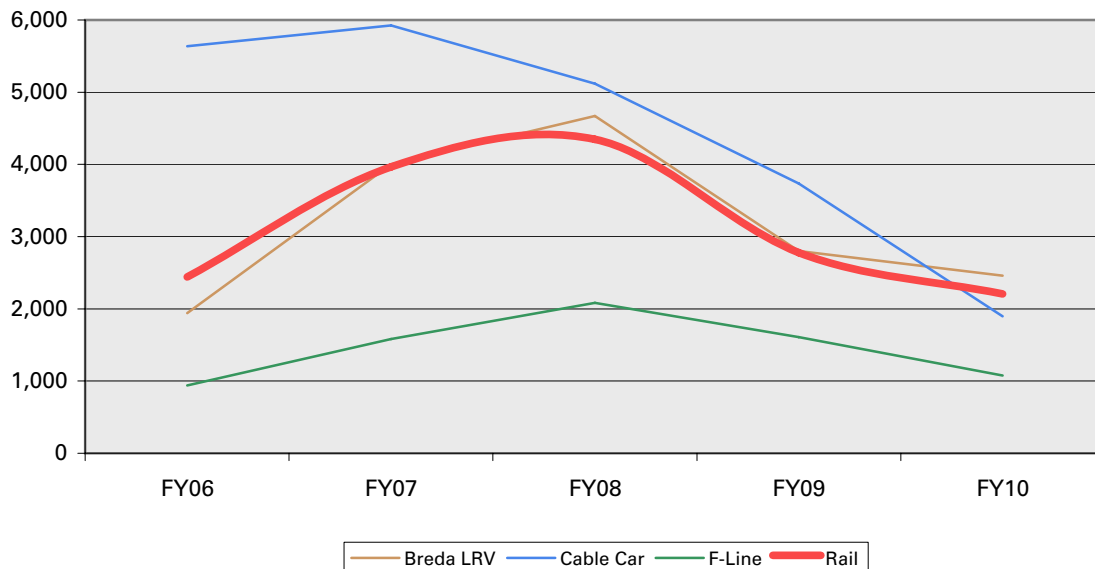
Quarterly - FY10 Q4 Goals: Vary by division; see FY10 goals below MDBF



Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY09 Q4	2,294	5,206	1,253	2,648
FY10 Q1	2,428	2,307	1,311	2,233
FY10 Q2	2,569	2,436	1,110	2,319
FY10 Q3	2,449	1,587	923	2,060
FY10 Q4	2,398	1,463	973	2,012
FY10 Goal	5,000	6,000	2,000	4,712

Notes
Overall goal for Rail is based on weighted average using # of vehicles by type/yard.

Annual - FY10 Goals: Vary by division see FY10 goals below MDBF

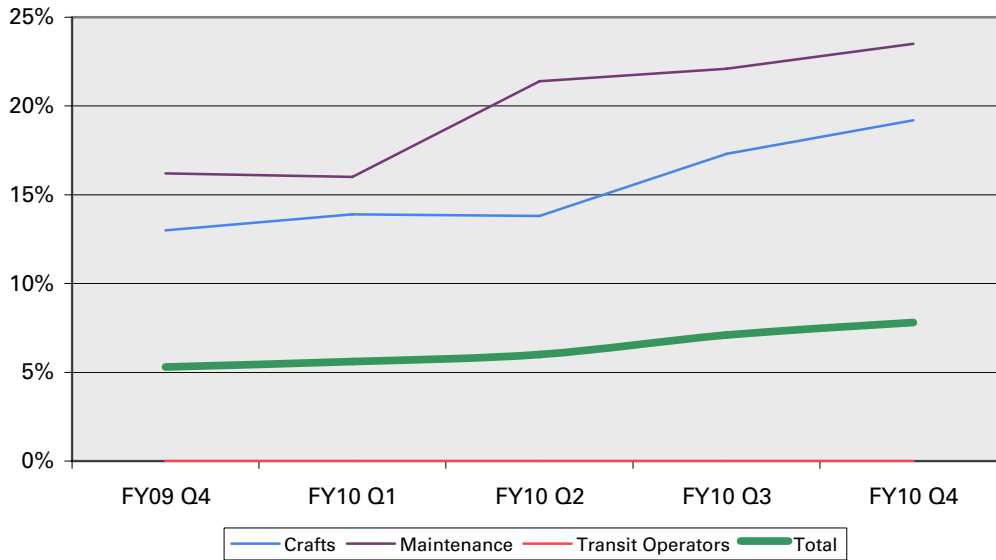


Reporting Period	Breda LRV	Cable Car	F-Line	Rail
FY06	1,943	5,638	940	2,442
FY07	4,001	5,924	1,582	3,966
FY08	4,669	5,120	2,084	4,348
FY09	2,799	3,737	1,607	2,780
FY10	2,459	1,895	1,076	2,206
FY10 Goal	5,000	6,000	2,000	4,712

Notes

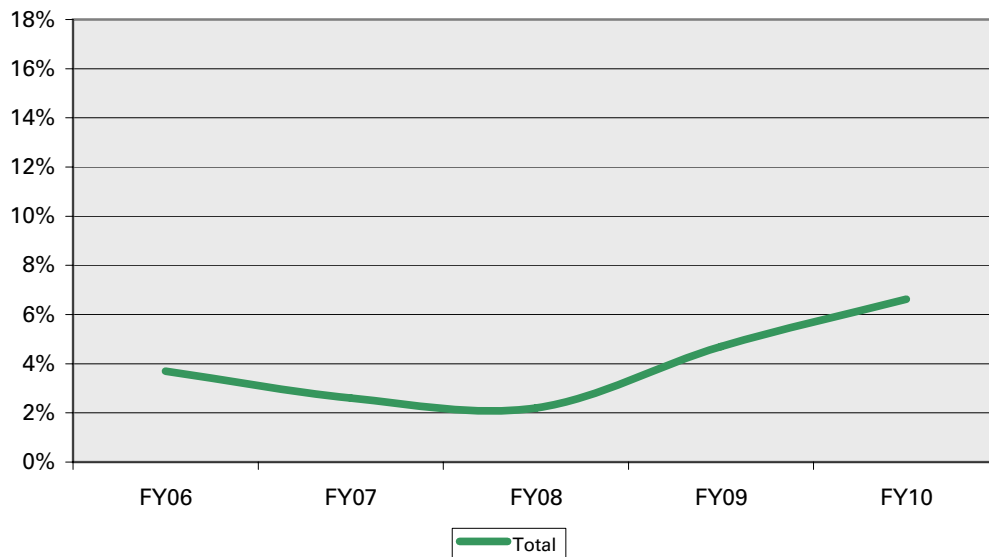
A6 Vacancy Rates for Service Critical Positions

Quarterly - FY10 Q4 **Goal: <5%** **Goal achieved?** ■ **Trend?** ■ Vacancy Rates



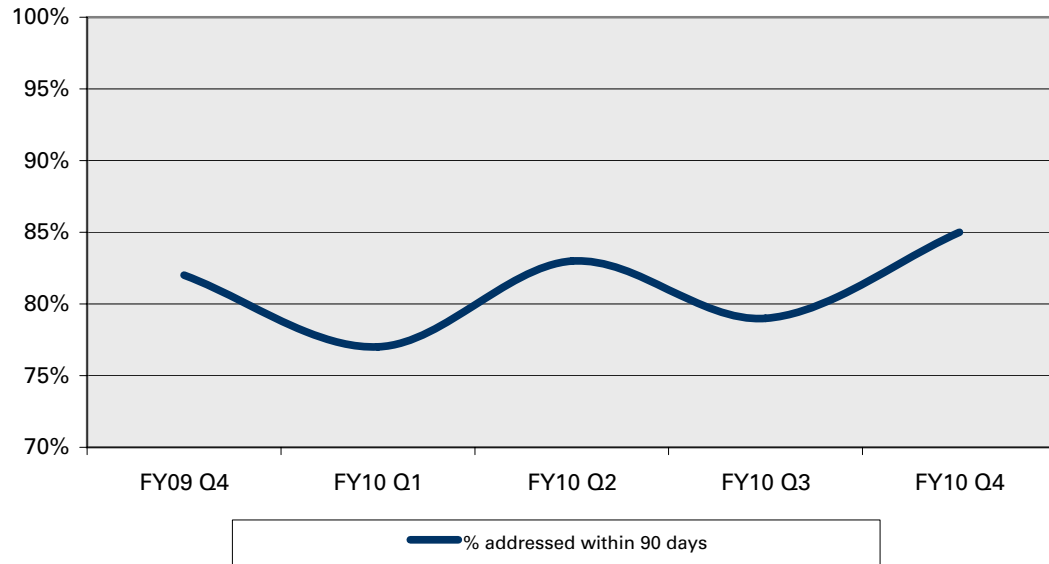
Reporting Period	Crafts	Maintenance	Transit Operators	Total
FY09 Q4	13.0%	16.2%	0.0%	5.3%
FY10 Q1	13.9%	16.0%	0.0%	5.6%
FY10 Q2	13.8%	21.4%	0.0%	6.0%
FY10 Q3	17.3%	22.1%	0.0%	7.1%
FY10 Q4	19.2%	23.5%	0.0%	7.8%
FY10 Goal	5.0%	5.0%	5.0%	5.0%
Notes				
<i>Effective Systemwide % of Extra Board Operators 13%. 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.</i>				

Annual - FY10 **Goal: <5%** **Goal achieved?** ■ **Trend?** ■ Vacancy Rates



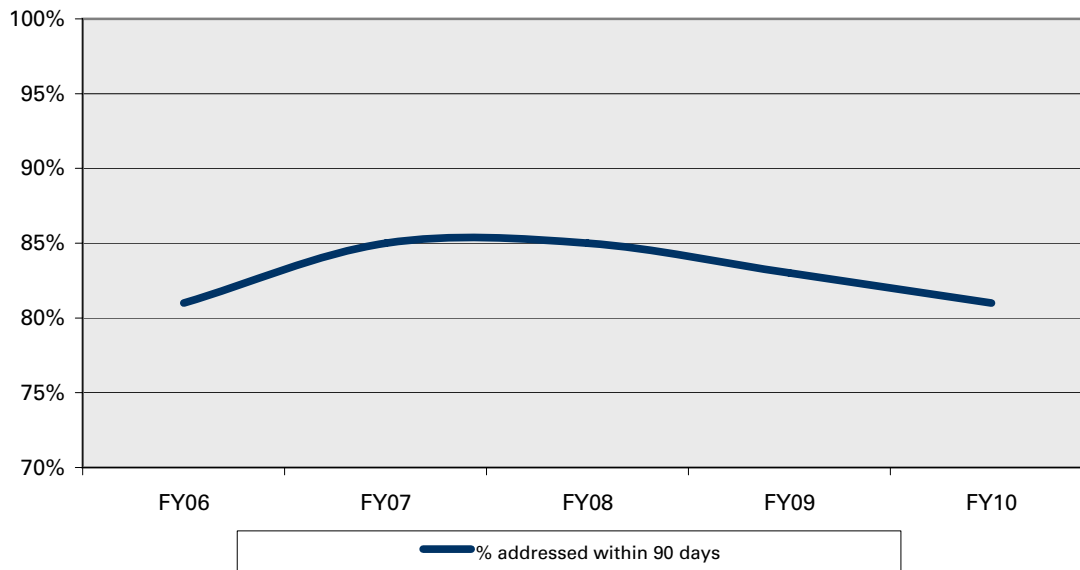
Reporting Period	Total			
FY06	3.7%			
FY07	2.6%			
FY08	2.2%			
FY09	4.7%			
FY10	6.6%			
FY10 Goal	5.0%			
Notes				
<i>Results based on following position count: Transit Operators - 2034.75 FTE, Crafts 974 FTE, Maintenance 297 FTE.</i>				

Quarterly - FY10 Q4 **Goal: >82%** **Goal achieved?** **Trend?** Traffic and Parking Control Requests



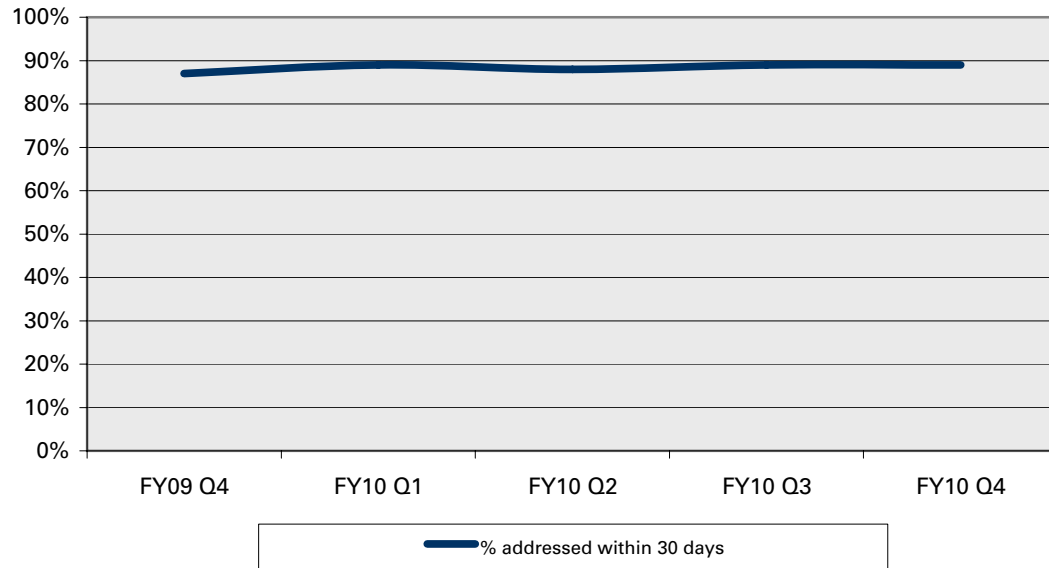
Reporting Period	% addressed within 90 days
FY09 Q4	82%
FY10 Q1	77%
FY10 Q2	83%
FY10 Q3	79%
FY10 Q4	85%
<i>FY10 Goal</i>	82%
Notes	
<i>119 of 140 requests were handled within 90 days.</i>	

Annual - FY10 **Goal: >82%** **Goal achieved?** **Trend?** Traffic and Parking Control Requests



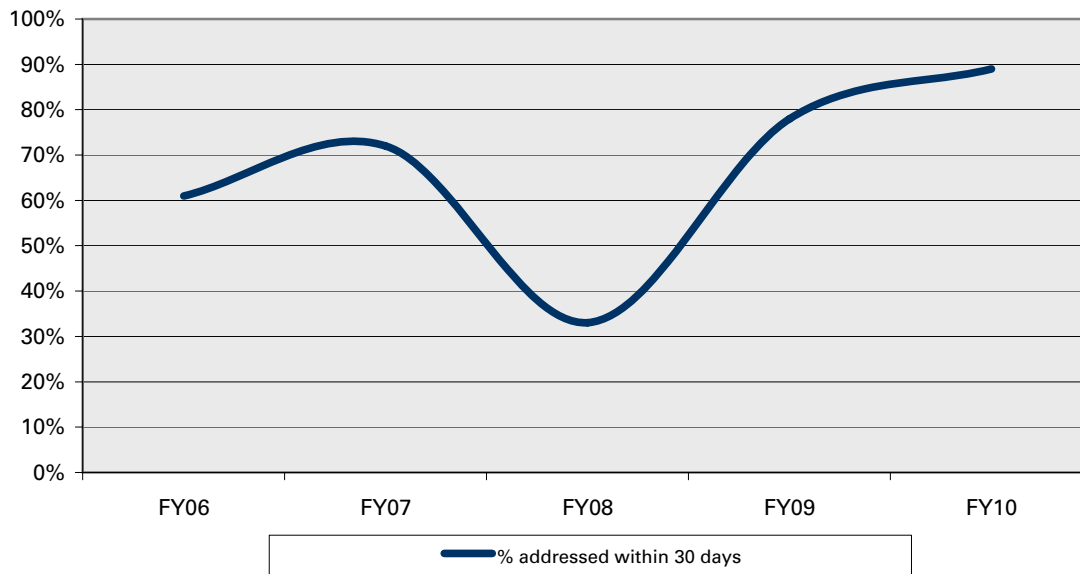
Reporting Period	% addressed within 90 days
FY06	81%
FY07	85%
FY08	85%
FY09	83%
FY10	81%
<i>FY10 Goal</i>	82%
Notes	

Quarterly - FY10 Q4 **Goal: >90%** **Goal achieved?** ■ **Trend?** ■ Color Curb Applications



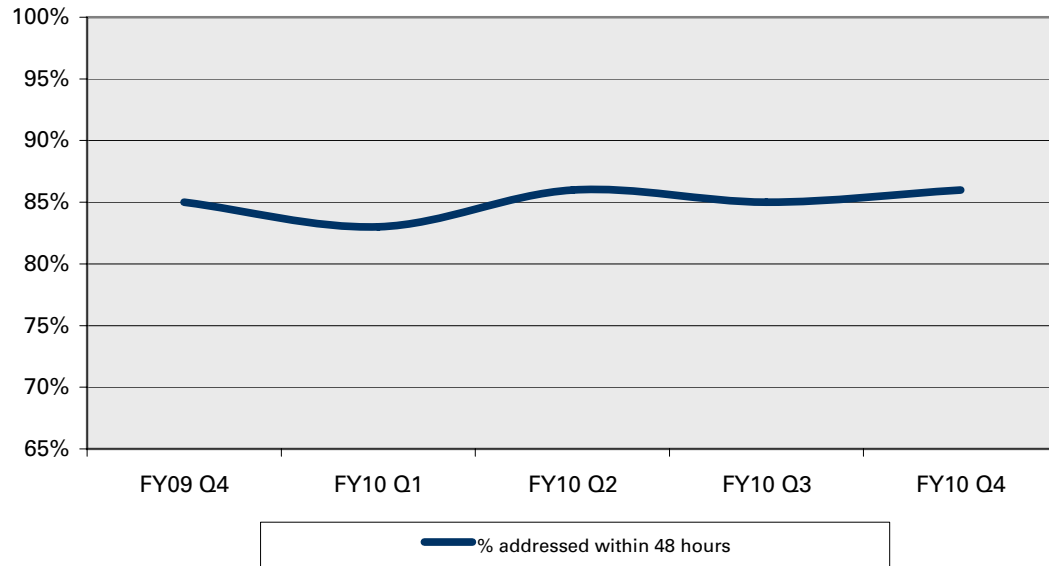
Reporting Period	% addressed within 30 days
FY09 Q4	87%
FY10 Q1	89%
FY10 Q2	88%
FY10 Q3	89%
FY10 Q4	89%
<i>FY10 Goal</i>	<i>90%</i>
Notes	

Annual - FY10 **Goal: >90%** **Goal achieved?** ■ **Trend?** ■ Color Curb Applications



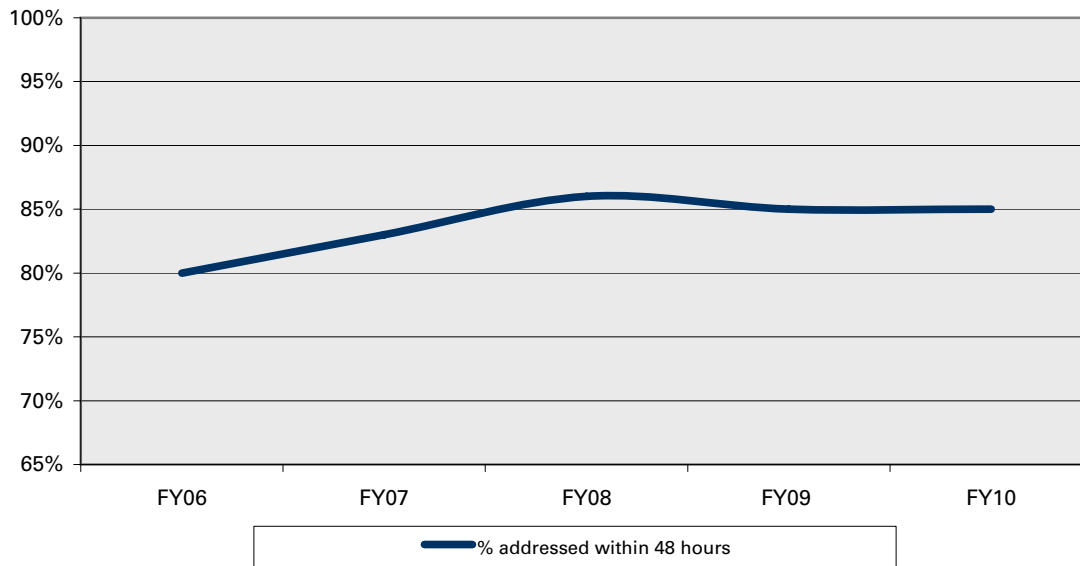
Reporting Period	% addressed within 30 days
FY06	61%
FY07	72%
FY08	33%
FY09	78%
FY10	89%
<i>FY10 Goal</i>	<i>90%</i>
Notes	

Quarterly - FY10 Q4 **Goal: >85%** **Goal achieved?** **Trend?** Parking Meter Malfunction Reports



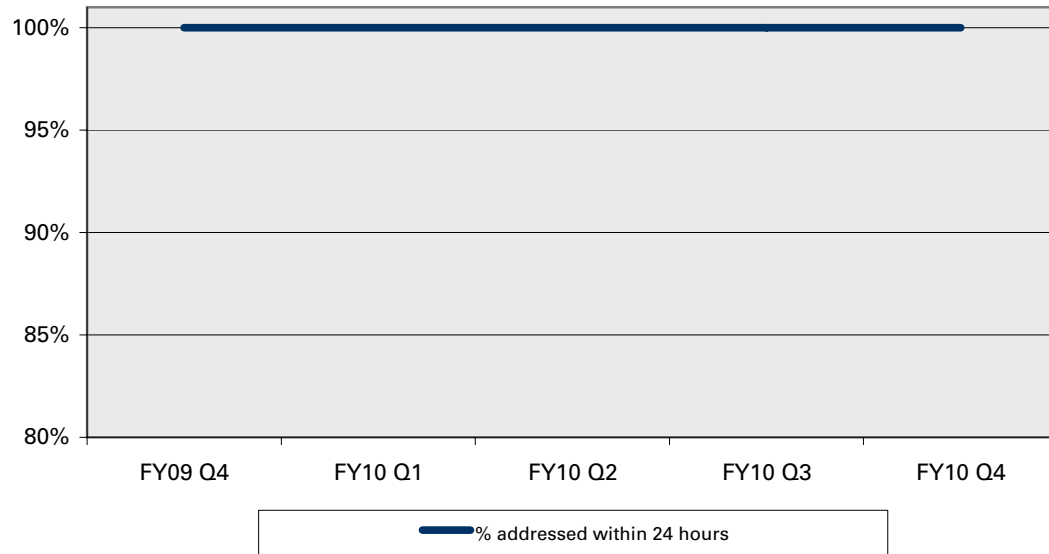
Reporting Period	% addressed within 48 hours
FY09 Q4	85%
FY10 Q1	83%
FY10 Q2	86%
FY10 Q3	85%
FY10 Q4	86%
<i>FY10 Goal</i>	<i>85%</i>
Notes	
<i>366 of 430 malfunction reports were addressed within 48 hours.</i>	

Annual - FY10 **Goal: >85%** **Goal achieved?** **Trend?** Parking Meter Malfunction Reports



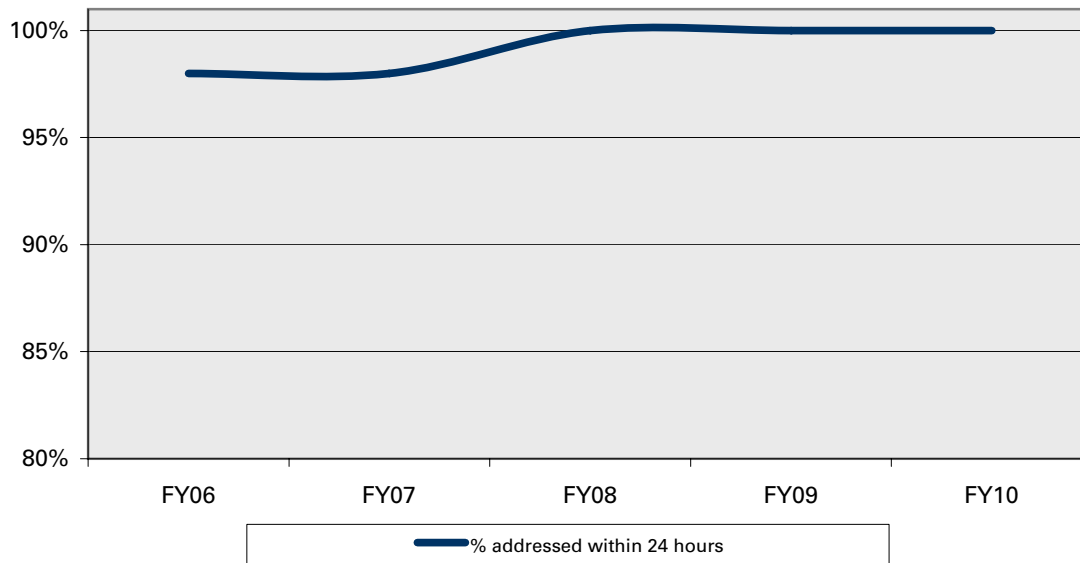
Reporting Period	% addressed within 48 hours
FY06	80%
FY07	83%
FY08	86%
FY09	85%
FY10	85%
<i>FY10 Goal</i>	<i>85%</i>
Notes	
<i>A11 in FY08.</i>	

Quarterly - FY10 Q4 **Goal: >98%** **Goal achieved?** ■ **Trend?** ■ Hazardous Traffic Sign Reports



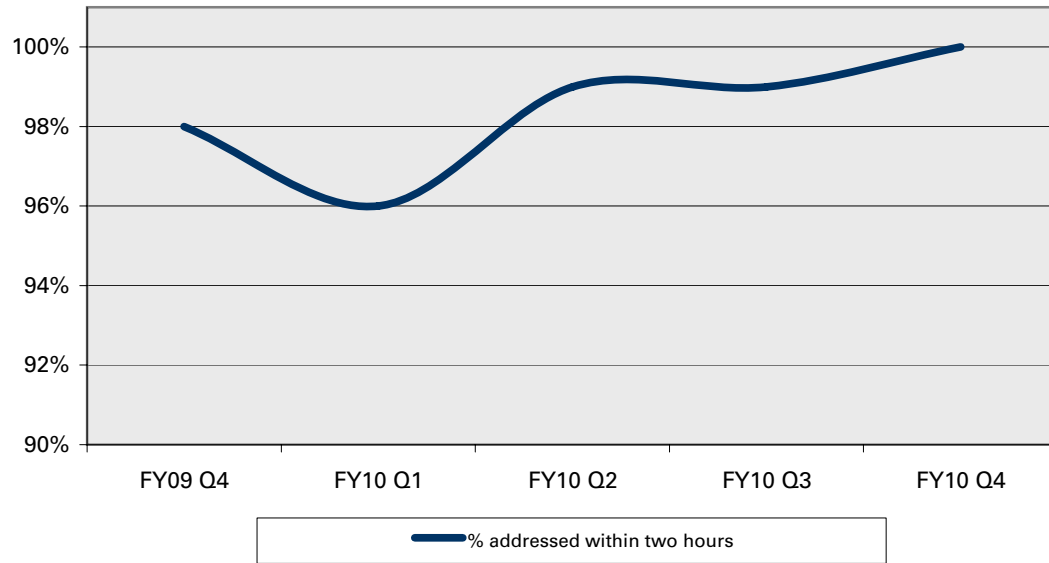
Reporting Period	% addressed within 24 hours
FY09 Q4	100%
FY10 Q1	100%
FY10 Q2	100%
FY10 Q3	100%
FY10 Q4	100%
<i>FY10 Goal</i>	<i>98%</i>
Notes	
<i>All 819 hazardous traffic sign reports were addressed within 24 hours.</i>	

Annual - FY10 **Goal: >98%** **Goal achieved?** ■ **Trend?** ■ Hazardous Traffic Sign Reports



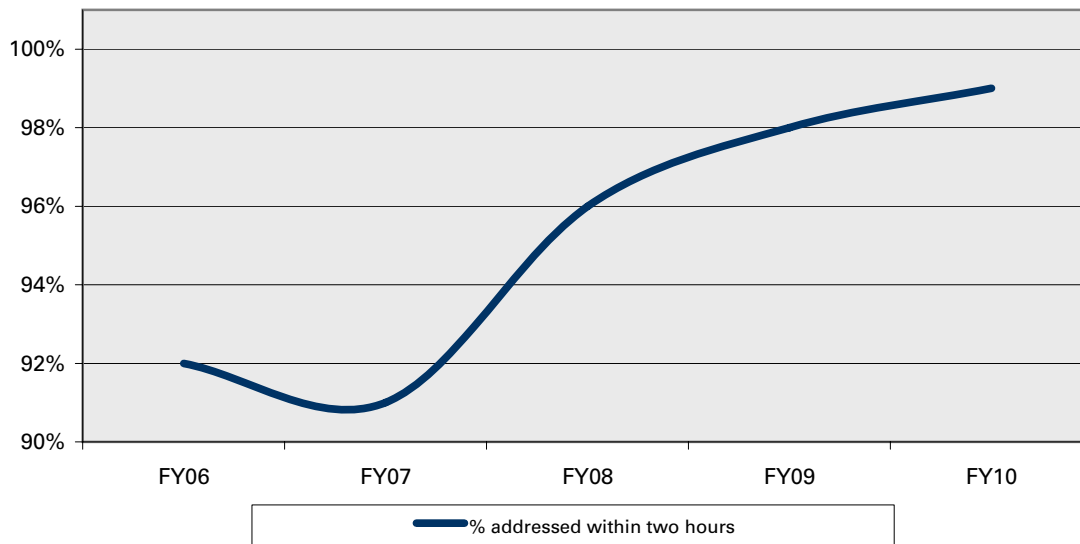
Reporting Period	% addressed within 24 hours
FY06	98%
FY07	98%
FY08	100%
FY09	100%
FY10	100%
<i>FY10 Goal</i>	<i>98%</i>
Notes	
<i>A12 in FY08.</i>	

Quarterly - FY10 Q4 **Goal: >92%** **Goal achieved?** **Trend?** Hazardous Traffic Signal Reports



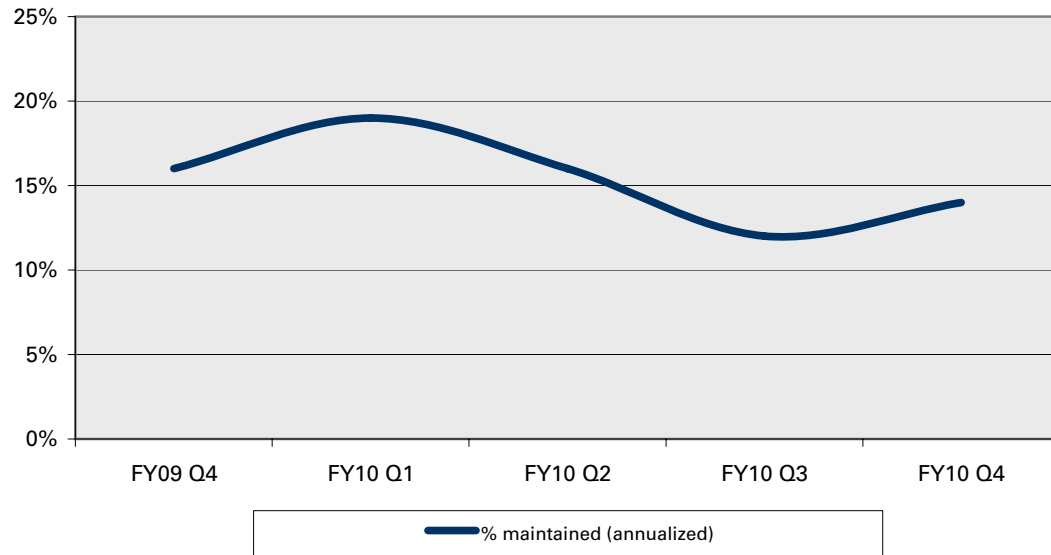
Reporting Period	% addressed within two hours
FY09 Q4	98%
FY10 Q1	96%
FY10 Q2	99%
FY10 Q3	99%
FY10 Q4	100%
<i>FY10 Goal</i>	92%
Notes	
<i>All 651 hazardous traffic signal reports were addressed within 2 hours.</i>	

Annual - FY10 **Goal: >92%** **Goal achieved?** **Trend?** Hazardous Traffic Signal Reports



Reporting Period	% addressed within two hours
FY06	92%
FY07	91%
FY08	96%
FY09	98%
FY10	99%
<i>FY10 Goal</i>	92%
Notes	

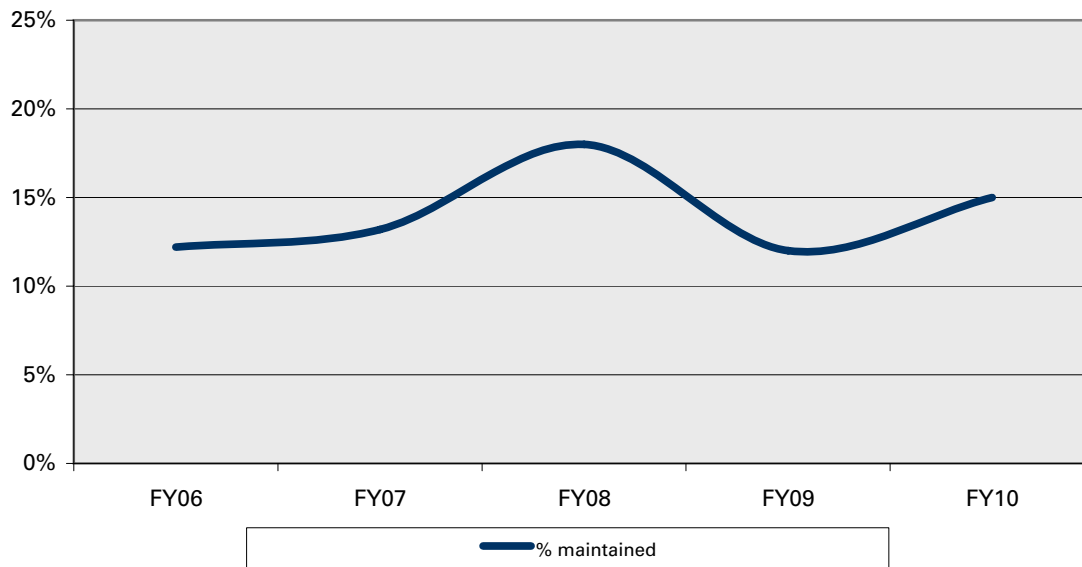
Quarterly - FY10 Q4 **Goal: >12%** **Goal achieved?** **Trend?** Traffic Lane Lines, Bus Zones and Crosswalks



Reporting Period	% maintained (annualized)
FY09 Q4	16%
FY10 Q1	19%
FY10 Q2	16%
FY10 Q3	12%
FY10 Q4	14%
<i>FY10 Goal</i>	12%

Notes
 Key projects included Divisadero, JFK, various locations of slurry seal and crosswalk upgrades.

Annual - FY10 **Goal: >12%** **Goal achieved?** **Trend?** Traffic Lane Lines, Bus Zones and Crosswalks



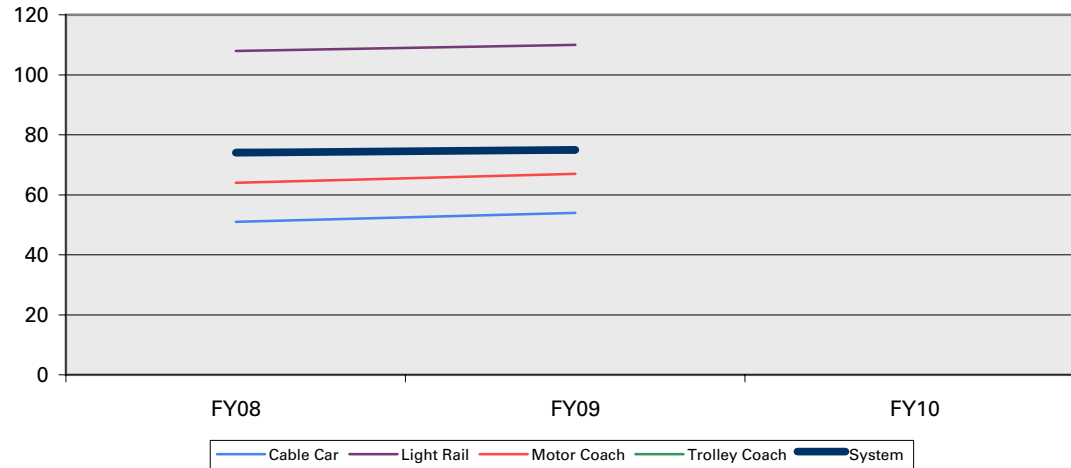
Reporting Period	% maintained
FY06	12%
FY07	13%
FY08	18%
FY09	12%
FY10	15%
<i>FY10 Goal</i>	12%

Notes
 A14 in FY08.

A13 Productivity | Average # of Boardings per Service Hour

Annual - FY09

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					
Notes					
<i>FY10 results forthcoming.</i>					

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

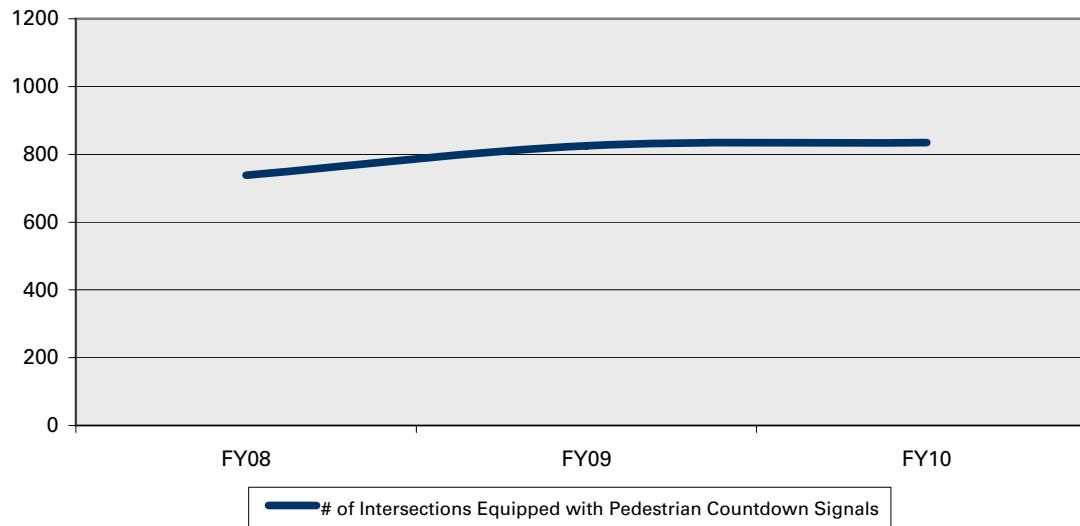
Annual - FY10

Goal: >776

Goal achieved?

Trend?

of Intersections Equipped with Countdown Signals



Reporting Period	# of Intersections Equipped with Pedestrian Countdown Signals
FY08	738
FY09	825
FY10	835
Notes	
<i>835 of 1176 signalized intersections were fully equipped with pedestrian countdown signals at the end of FY10. 116 are equipped with accessible pedestrian signals.</i>	

Quarterly - FY10 Q4

Bicycle Counts at Key Locations

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

A16 Congestion Management | Level of Service on Principal Arterials/Freeways

Annual - 2009

Level of Service of on Principal Arterials

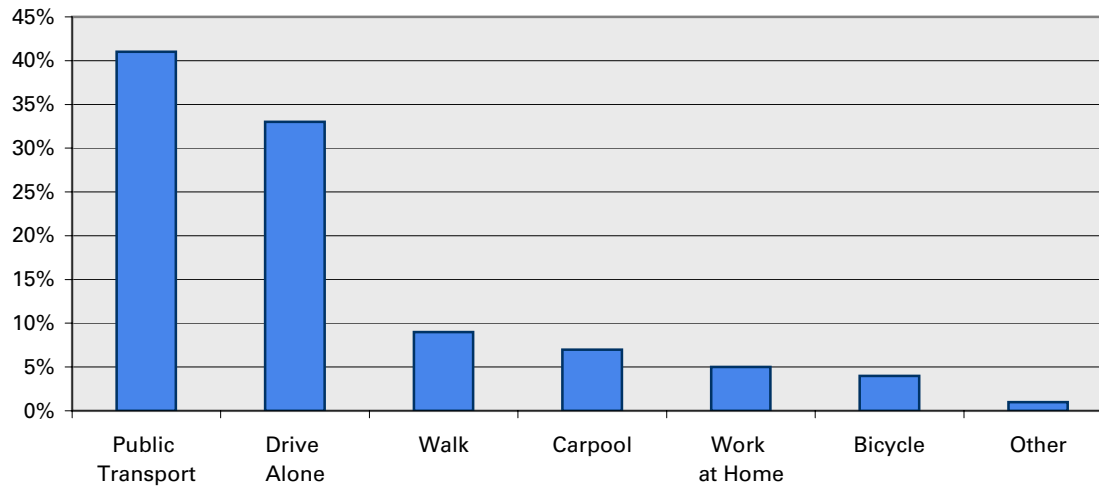
Average Travel Speeds		
Category		2009
Arterial AM		18.6
Arterial PM		16.9
Freeway AM		47.9
Freeway PM		31.7

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

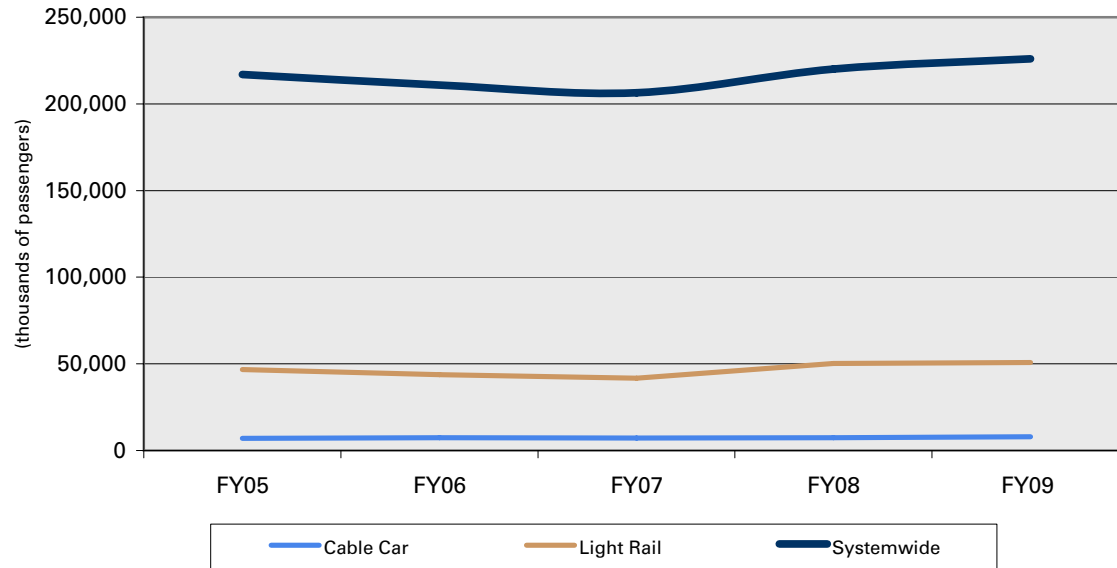
Annual - 2009

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%		
Notes			
<p><i>Results are from the 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>			

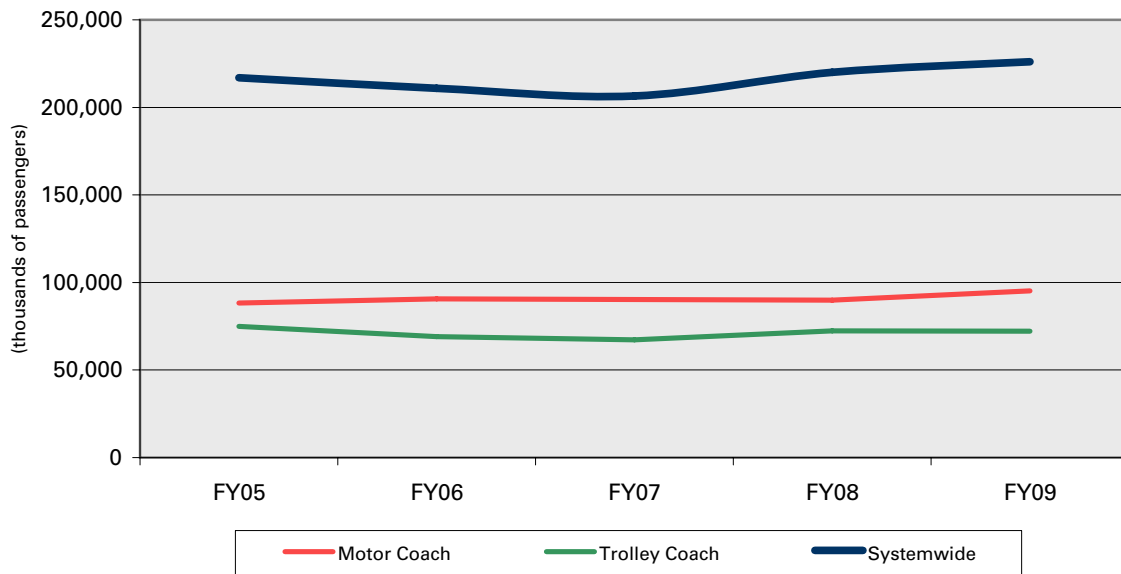
Annual - FY09 **FY09 Goal: 223,254** **Goal achieved?** **Trend?** **Rail** (in thousands of passengers)



Reporting Period	Cable Car	Light Rail	Systemwide
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
FY09	7,913	50,745	225,990
<i>FY09 Goal</i>			<i>223,254</i>

Notes
 FY09 results are unaudited. Systemwide included on chart for reference purposes. FY10 Goal for Systemwide ridership is 229,380,000 (expressed as 229,380 on this chart). Results are forthcoming.

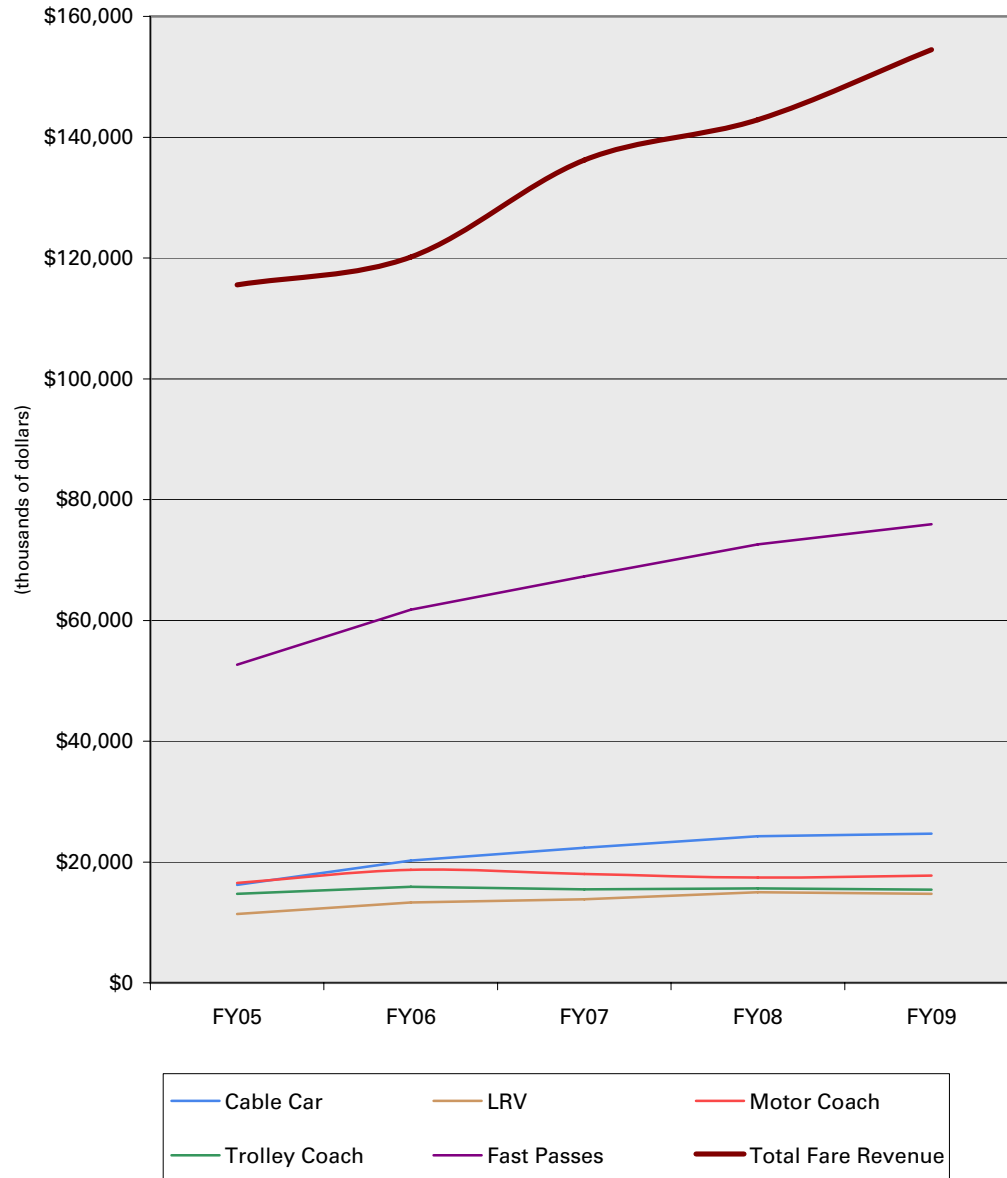
Annual - FY09 **FY09 Goal: 223,254** **Goal achieved?** **Trend?** **Bus** (in thousands of passengers)



Reporting Period	Motor Coach	Trolley Coach	Systemwide
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
FY09	95,190	72,142	225,990
<i>FY09 Goal</i>			<i>223,254</i>

Notes
 FY09 results are unaudited. Systemwide included on chart for reference purposes. FY10 Goal for Systemwide ridership is 229,380,000 (expressed as 229,380 on this chart). Results are forthcoming.

Annual - FY09 **Goal: > \$153,273** **Goal achieved?** **Trend?** Revenue (in thousands of dollars)



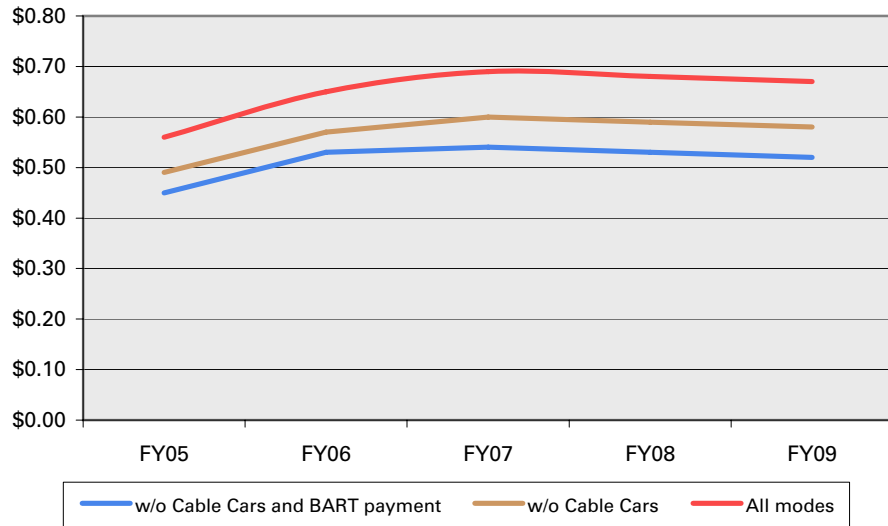
Reporting Period	Cable Car	LRV	Motor Coach	Trolley Coach	Fast Passes
FY05	\$16,207	\$11,405	\$16,504	\$14,743	\$52,645
FY06	\$20,244	\$13,306	\$18,705	\$15,903	\$61,798
FY07	\$22,347	\$13,831	\$18,017	\$15,452	\$67,259
FY08	\$24,248	\$14,983	\$17,436	\$15,644	\$72,581
FY09	\$24,663	\$14,725	\$17,774	\$15,421	\$75,925

Notes
 Unaudited results for FY10 show \$186,148,499 in revenue. Detail to be provided in FY11 Q1 report.

Reporting Period	Other Fare Media	Para-transit	Charter	Total Fare Revenue
FY05	\$7,285	\$1,375	\$20	\$115,538
FY06	\$4,865	\$1,411	\$2	\$120,184
FY07	\$4,527	\$1,475	\$1	\$136,234
FY08	\$4,753	\$1,645	\$1	\$151,290
FY09	\$4,320	\$1,677	\$4	\$154,509

Notes
 FY09 Fare Revenue Goal: \$153,273,000. FY10 Goal: \$156,827,000.

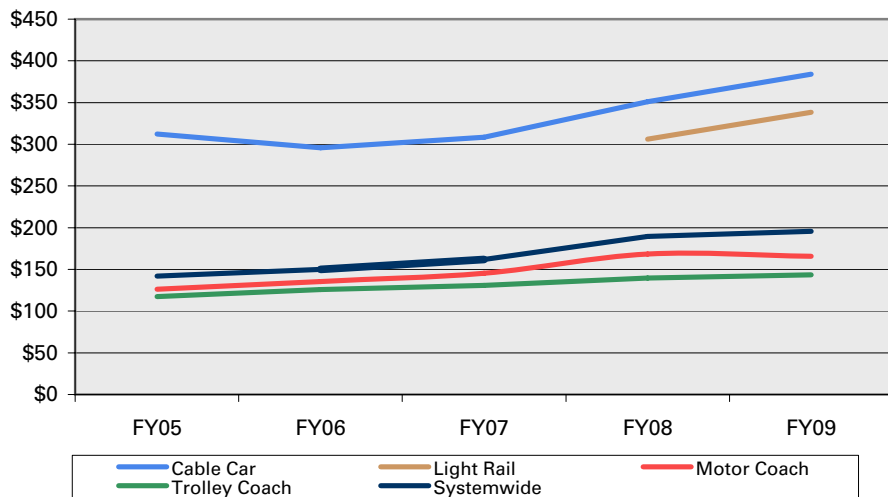
Annual - FY09 Average Fare (based on unlinked trips)



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
FY09	\$0.52	\$0.58	\$0.67

Notes
 FY10 results to be provided in FY11 Q1 report.

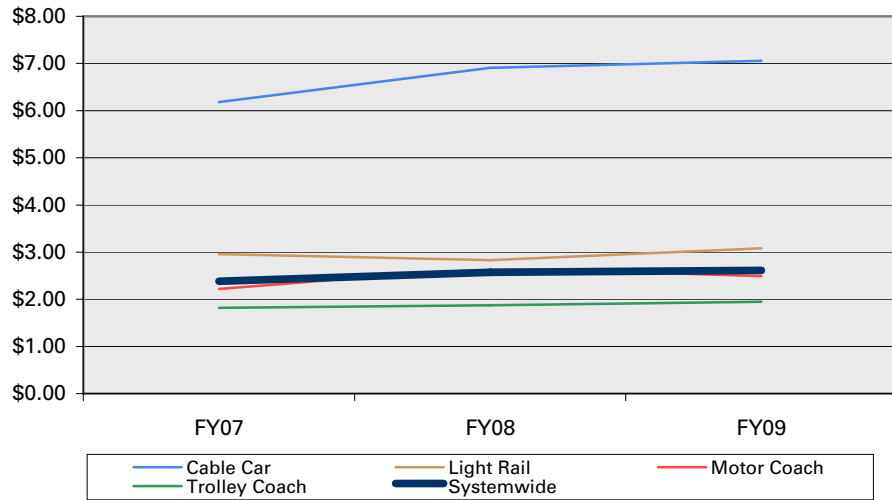
Annual - FY09 Fully Allocated Service Cost by Mode



Reporting Period	Cable Car	Light Rail	Motor Coach	Trolley Coach	Systemwide
FY05	\$312.13		\$126.20	\$117.30	\$141.91
FY06	\$295.88		\$135.45	\$125.94	\$149.85
FY07	\$308.55		\$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

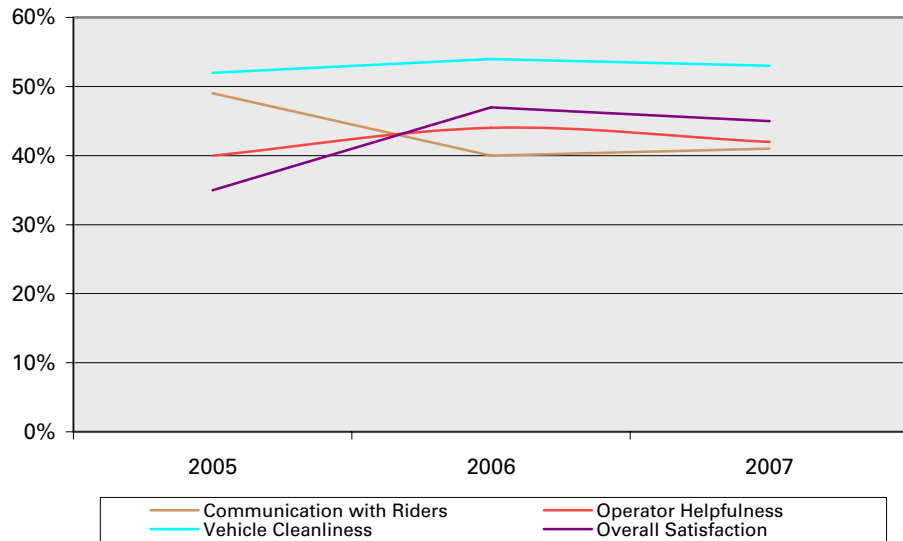
Notes
 FY10 results to be provided in FY11 Q1 report.

Annual - FY09 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
Notes					
<i>FY10 results to be provided in FY11 Q1 report.</i>					

Annual - 2007/2009 **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%

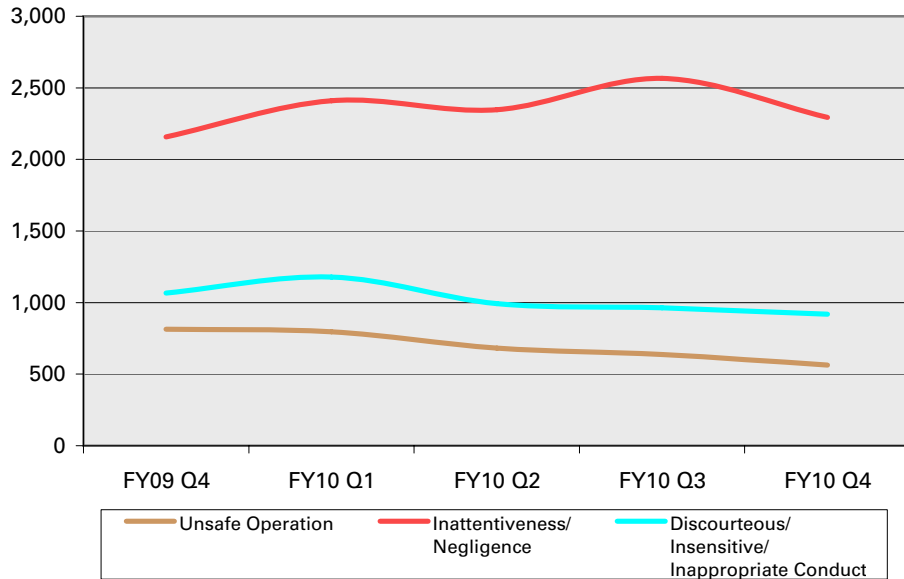
Notes
 While the Customer Survey was not completed in 2008, scores (on a five point scale) from the Office of the Controller's 2009 City Survey were as follows: Convenience of Routes 3.63, Timeliness/Reliability 2.98, Cleanliness 2.98, Fares 3.58, Safety 3.24, Communication to Passengers 3.00, Courtesy of Drivers 3.14. Overall performance increased from the 2007 survey. 2010 survey is underway.

Annual - 2007/2009 **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 biennial State of Cycling Report.

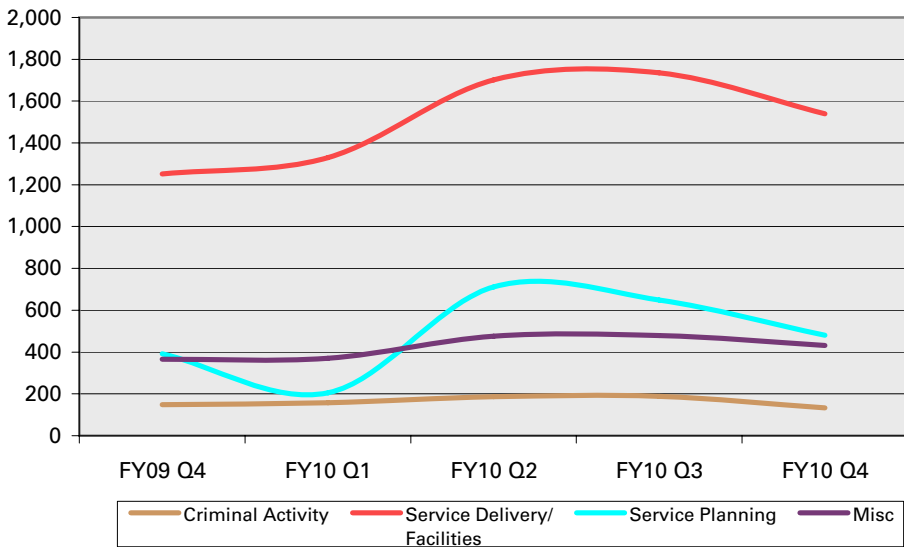
Quarterly - FY10 Q4 **Employee Conduct**



Reporting Period	Unsafe Operation	Inattentiveness/Negligence	Discourteous/Insensitive/Inappropriate Conduct	Total
FY09 Q4	814	2,157	1,067	4,038
FY10 Q1	796	2,409	1,179	4,384
FY10 Q2	682	2,347	993	4,022
FY10 Q3	636	2,566	964	4,166
FY10 Q4	563	2,294	918	3,775

Notes
 300 complaints regarding alleged ADA violations were received during the quarter.

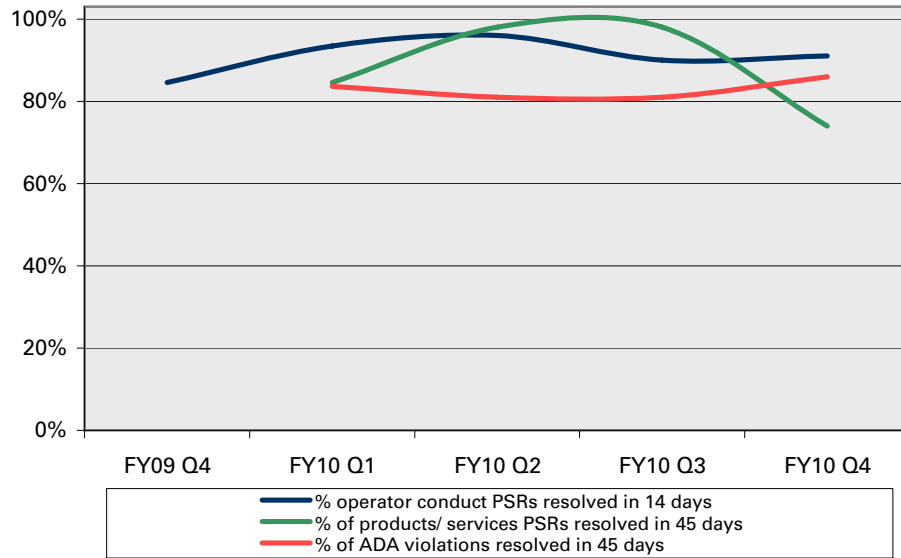
Quarterly - FY10 Q4 **Products and Services**



Reporting Period	Criminal Activity	Service Delivery/Facilities	Service Planning	Misc	Total
FY09 Q4	148	1,251	392	366	2,157
FY10 Q1	158	1,330	205	371	2,064
FY10 Q2	187	1,702	712	476	3,077
FY10 Q3	188	1,736	649	479	3,052
FY10 Q4	133	1,539	481	431	2,584

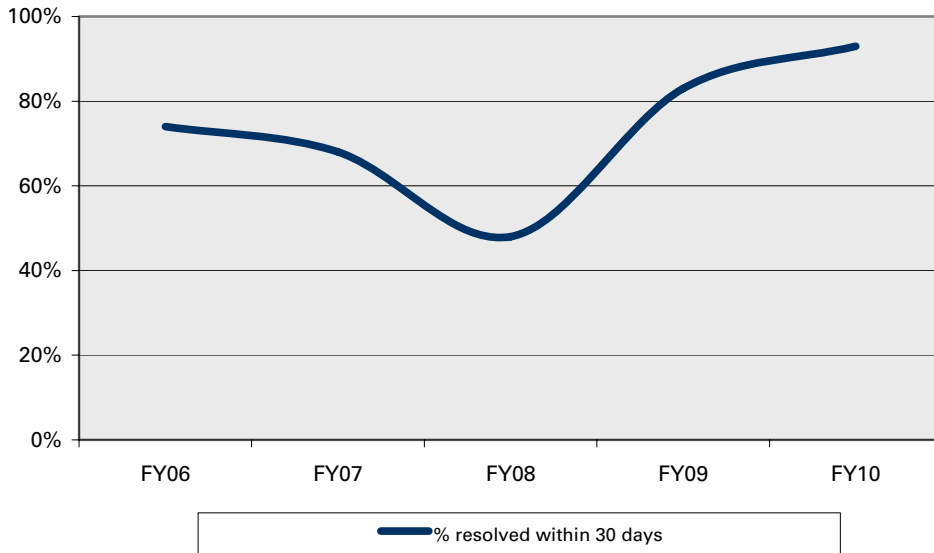
Notes

Quarterly - FY10 Q4 **Goal: >85%** **Goal achieved?** **Trend?** Operator Complaints



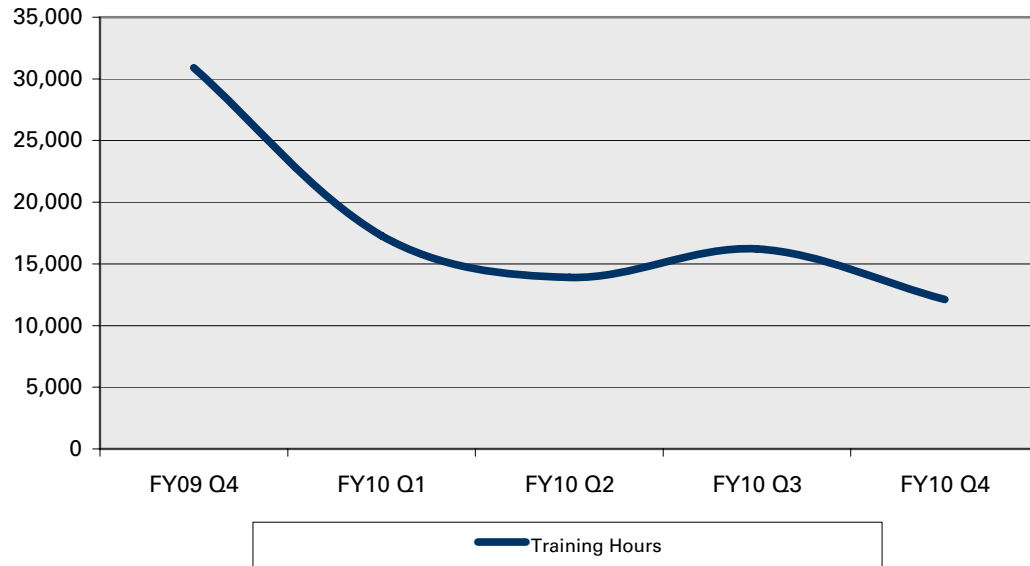
Reporting Period	% operator conduct PSRs resolved in 14 days	% of ADA violations resolved in 45 days	% of products/ services PSRs resolved in 45 days
FY09 Q4	85%		
FY10 Q1	93%	84%	85%
FY10 Q2	96%	81%	98%
FY10 Q3	90%	81%	98%
FY10 Q4	91%	86%	74%
FY10 Goal	85%	85%	85%
Notes			
422 ADA related complaints were received in FY10 Q3.			

Annual - FY10 **Goal achieved?** **Trend?** Operator Complaints



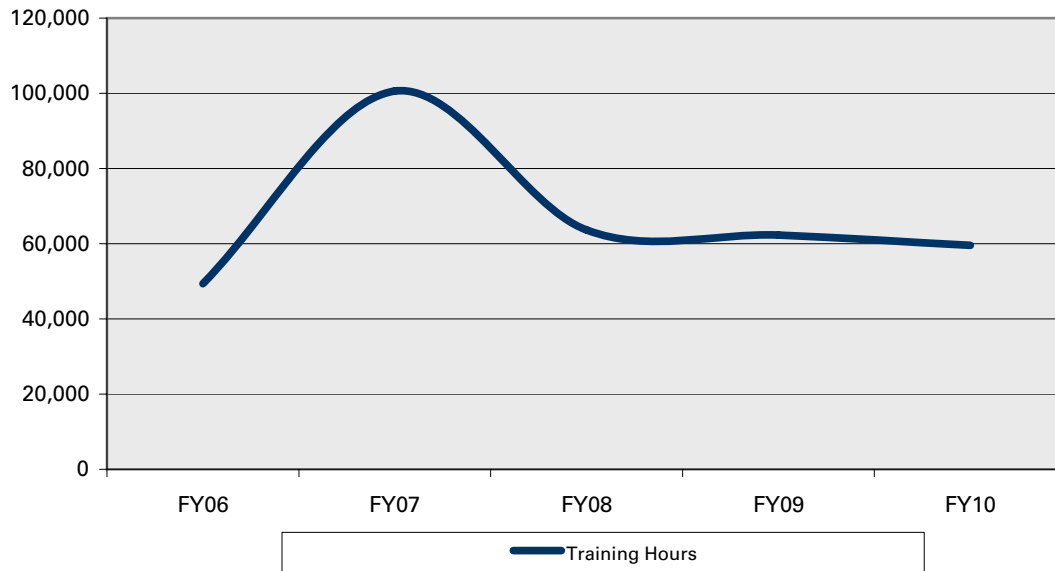
Reporting Period	% resolved within 30 days	% operator conduct PSRs resolved in 14 days	% of ADA violations resolved in 45 days	% of products/ services PSRs resolved in 45 days
FY06	74%			
FY07	68%			
FY08	48%			
FY09	83%			
FY10	93%	93%	83%	89%
FY10 Goal		85%	85%	85%
Notes				
Historically, the Agency 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 - FY10 Q4 **Goal: >50,000 hrs** **Goal achieved?** ■ **Trend?** ■ Training Hours



Reporting Period	Training Hours
FY09 Q4	30,913
FY10 Q1	17,289
FY10 Q2	13,910
FY10 Q3	16,223
FY10 Q4	12,114
<i>FY10 Goal</i>	<i>12,500 per quarter</i>
Notes	
<i>New employee training for transit supervisors and operators removed from tally starting in FY08.</i>	

Annual - FY10 **Goal: >50,000 hrs** **Goal achieved?** ■ **Trend?** ■ Training Hours



Reporting Period	Training Hours
FY06	49,390
FY07	100,582
FY08	63,698
FY09	62,331
FY10	59,536
<i>FY09 Goal</i>	<i>50,000</i>
Notes	
<i>New employee training for transit supervisors and operators removed from tally starting in FY08.</i>	

Annual - FY10

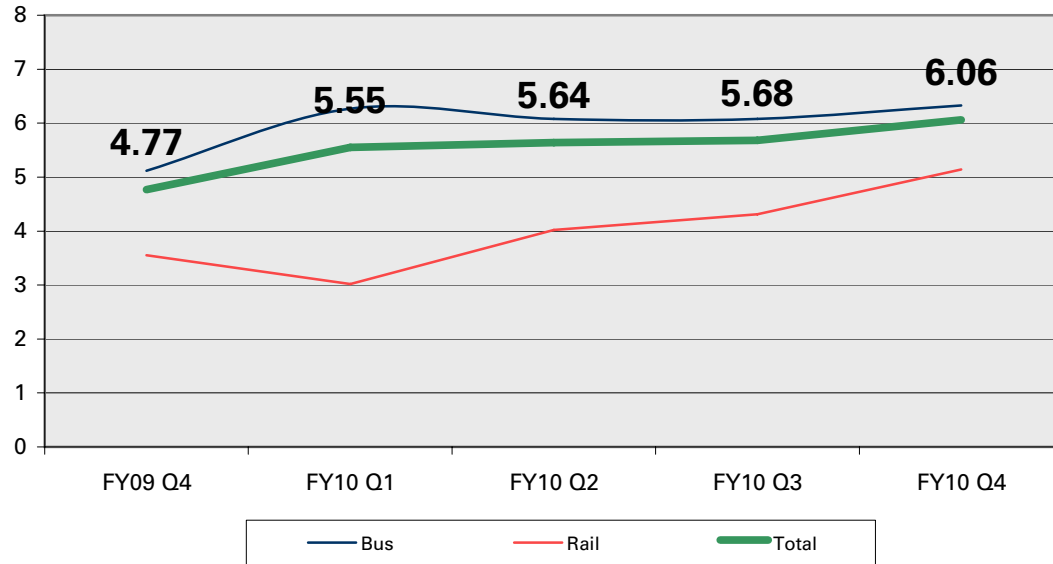
New Customer Service Training

Due to budgetary constraints, the proposed customer service training program will not be implemented as planned.

An alternate measure will be introduced in FY11.

Reporting Period	% of Operators
Notes	

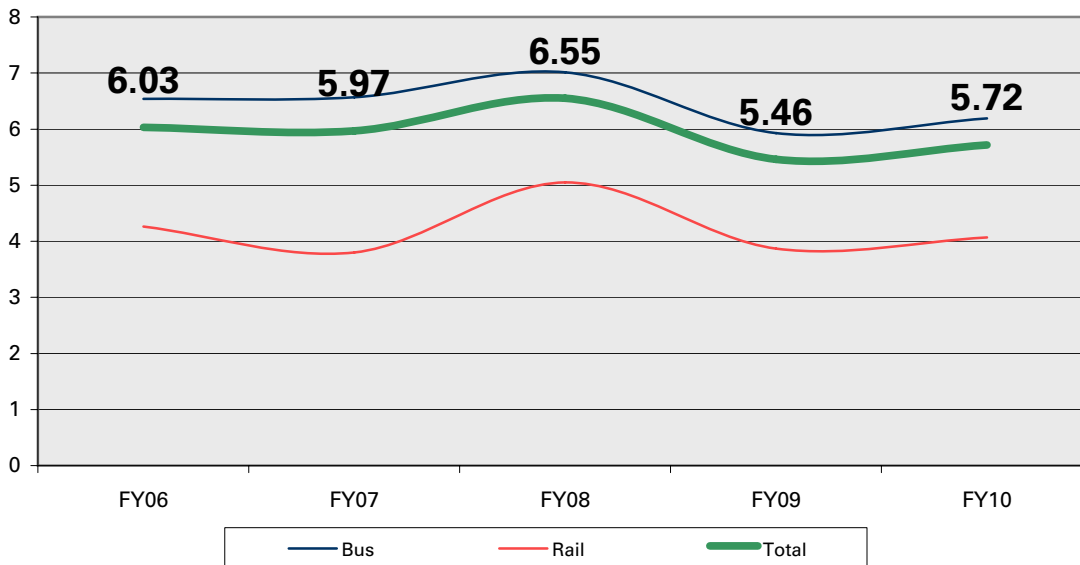
Quarterly - FY10 Q4 **Goals vary, see below** **Collisions per 100,000 Miles**



Reporting Period	Bus	Rail	Total
FY09 Q4	5.12	3.55	4.77
FY10 Q1	6.27	3.02	5.55
FY10 Q2	6.08	4.02	5.64
FY10 Q3	6.08	4.31	5.68
FY10 Q4	6.33	5.14	6.06
<i>FY10 Goal</i>	6.15	4.50	5.90

Notes
On a quarter-over-quarter basis collisions increased from 361 to 368.

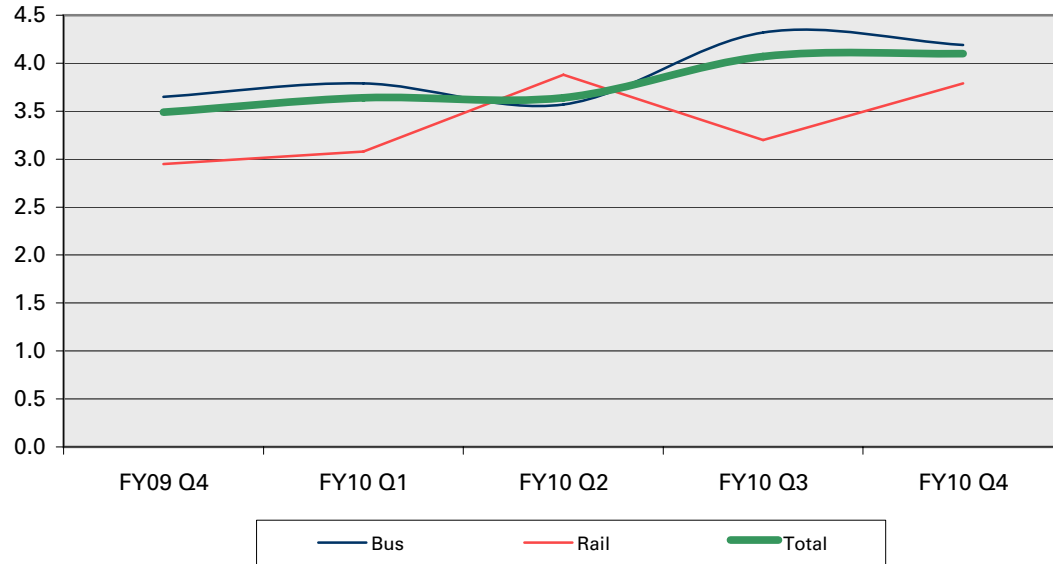
Annual - FY10 **Goals vary, see below** **Collisions per 100,000 Miles**



Reporting Period	Bus	Rail	Total
FY06	6.54	4.26	6.03
FY07	6.57	3.80	5.97
FY08	7.01	5.05	6.55
FY09	5.93	3.87	5.46
FY10	6.19	4.07	5.72
<i>FY10 Goal</i>	6.15	4.50	5.90

Notes
On a fiscal year over fiscal year basis, collisions increased from 1,459 to 1,481.

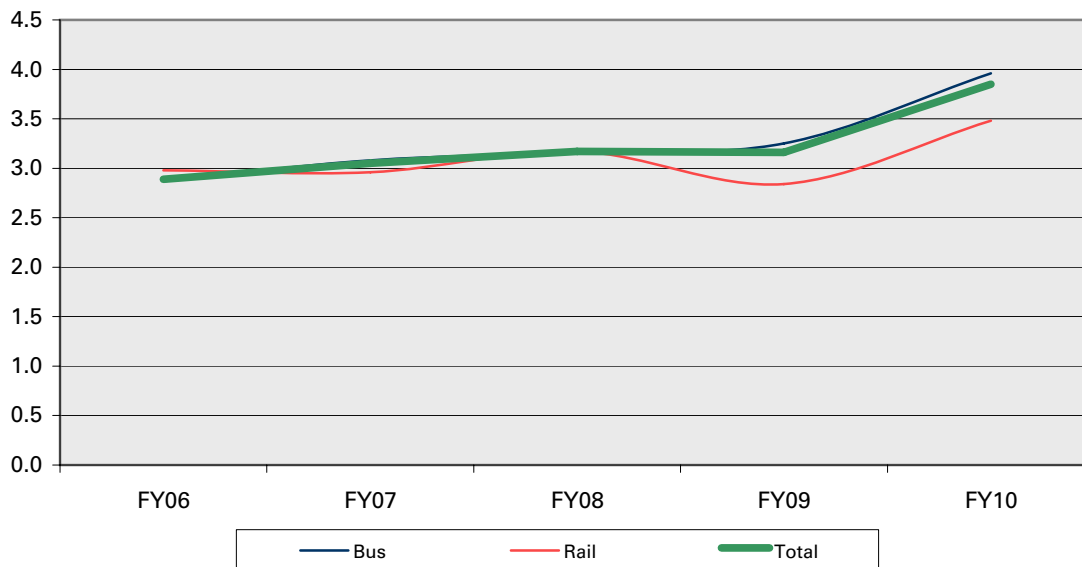
Quarterly - FY10 Q4 **Goals vary, see below** **Falls on Board** per 100,000 Miles



Reporting Period	Bus	Rail	Total
FY09 Q4	3.65	2.95	3.49
FY10 Q1	3.79	3.08	3.64
FY10 Q2	3.57	3.88	3.64
FY10 Q3	4.32	3.20	4.07
FY10 Q4	4.19	3.79	4.10
FY10 Goal	2.90	2.46	3.01

Notes
 On a quarter-over quarter basis falls on board decreased from 260 to 249.

Annual - FY10 **Goals vary, see below** **Falls on Board** Per 100,000 Miles

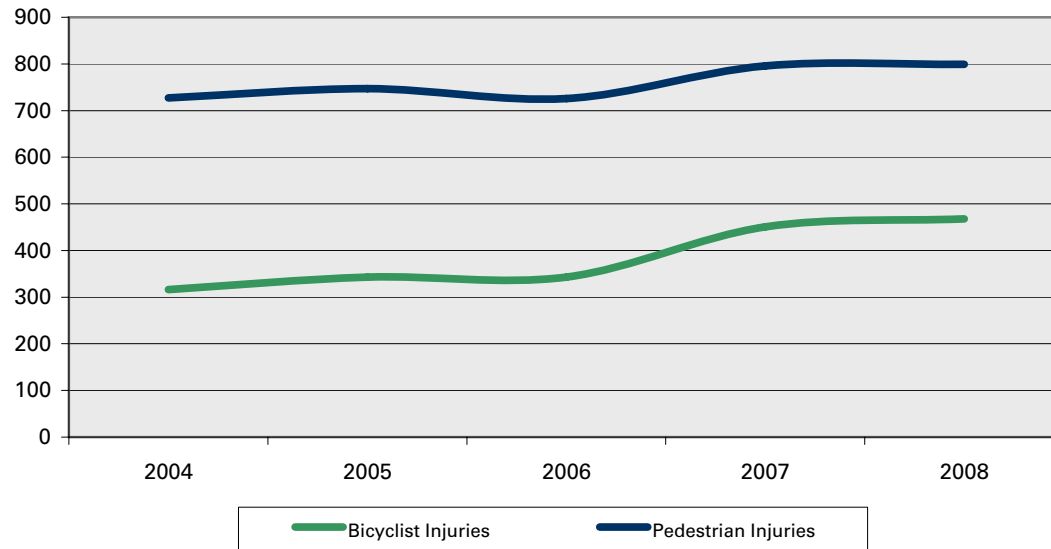


Reporting Period	Bus	Rail	Total
FY06	2.87	2.98	2.89
FY07	3.08	2.96	3.05
FY08	3.16	3.17	3.17
FY09	3.25	2.84	3.16
FY10	3.96	3.48	3.85
FY10 Goal	2.90	2.46	3.00

Notes
 On a fiscal year over fiscal year basis falls on board rose from 843 to 998.

Annual - 2008

Vehicle Collisions Involving Bicyclists and Pedestrians

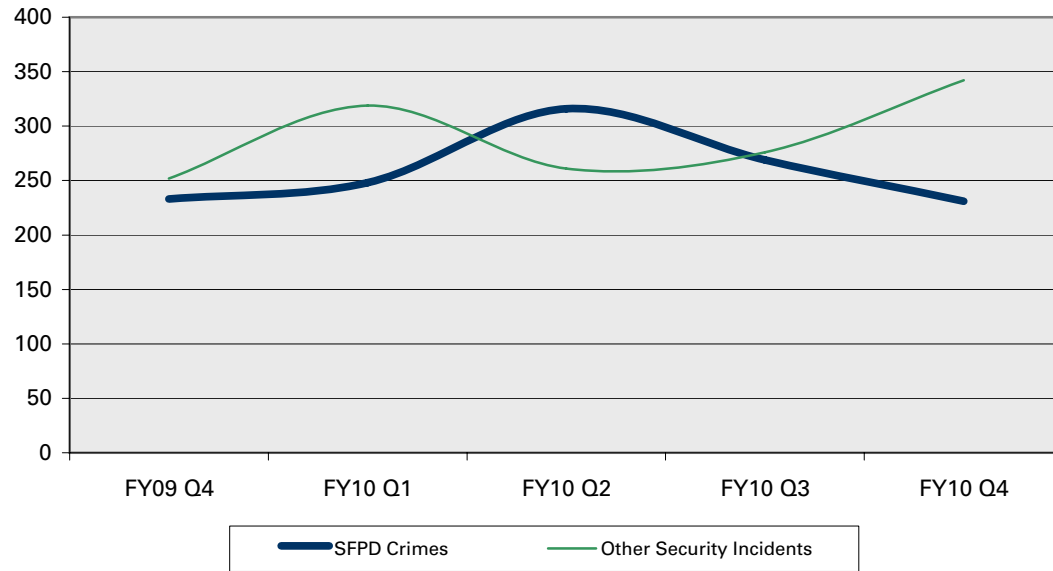


Reporting Period	Bicyclist Injuries	Bicyclist Fatalities	Pedestrian Injuries	Pedestrian Fatalities
2004	316	1	727	20
2005	343	2	747	14
2006	343	2	726	15
2007	451	1	796	24
2008	468	3	799	13

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. 2009 results forthcoming.

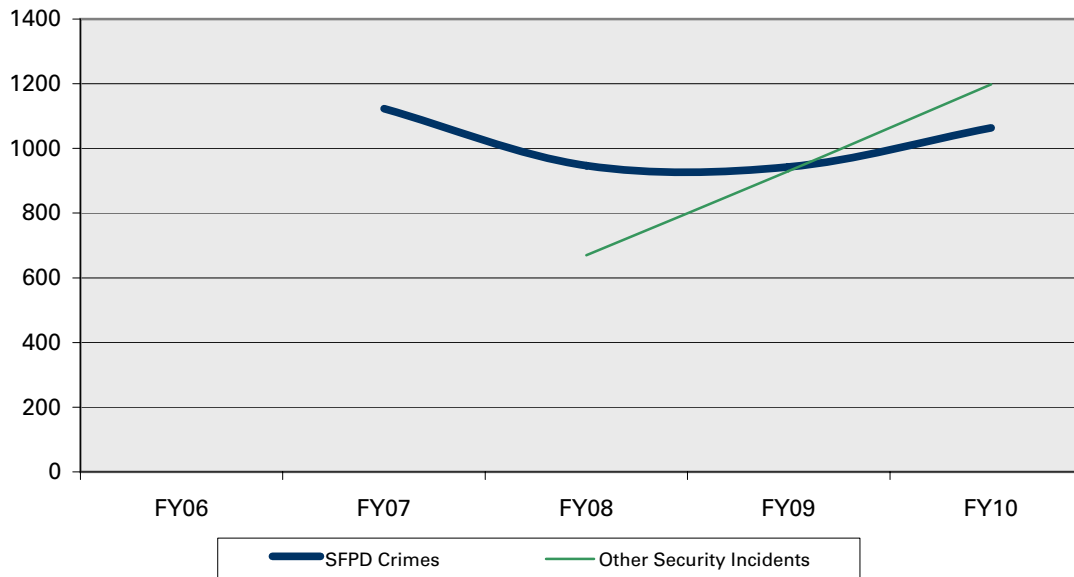
Quarterly - FY10 Q4 **Goal: < 225** **Goal achieved?** ■ **Trend?** ■ Security Incidents



Reporting Period	SFPD Crimes	Fare Evasions	Other Security Incidents
FY09 Q4	233	see C7	252
FY10 Q1	248		319
FY10 Q2	316		261
FY10 Q3	269		276
FY10 Q4	231		342
FY10 Goal	225 per quarter		

Notes
 FY10 Annual Goal was <900 crimes. Detailed results related to security incidents can be found in the appendix.

Annual - FY10 **Goal: <1,076** **Goal achieved?** ■ **Trend?** ■ Security Incidents



Reporting Period	SFPD Crimes	Fare Evasions	Other Security Incidents
FY06		see C7	
FY07	1,123		
FY08	947		670
FY09	943		930
FY10	1,064		1,198
FY10 Goal	900		n/a

Notes
 FY06 data for SFPD crimes and FY07 data for Other Security Incidents are not available. Detailed results can be found in the appendix. During FY09, 0.417 crimes were reported per 100,000 passengers (based on unaudited ridership figures).

Quarterly - FY10 Q4 Proof-of-Payment Program

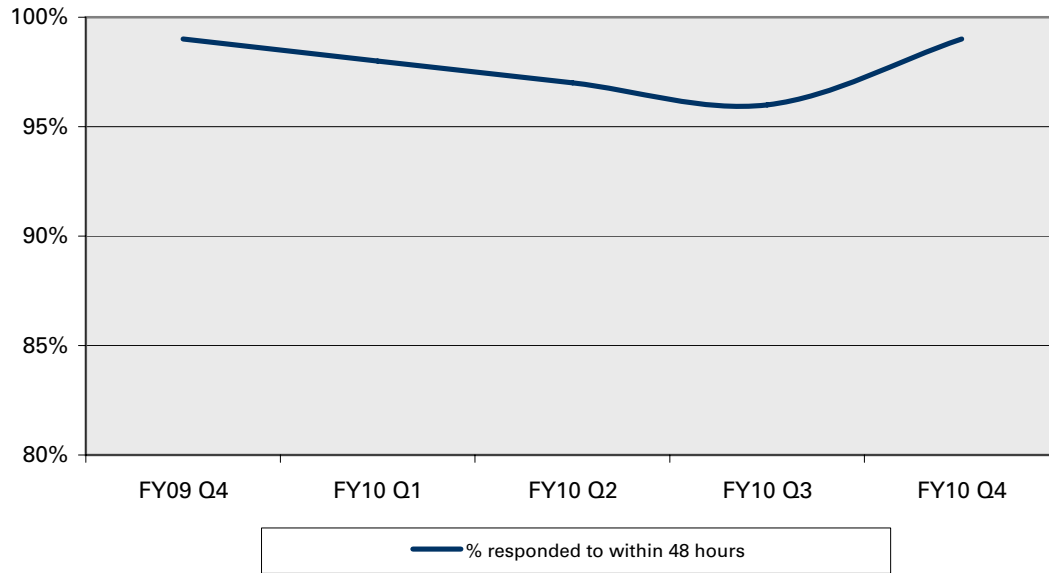
Evasion Rate by Line/Location/Program	
J-Church	3.3%
K-Ingleside	3.1%
L-Taraval	1.8%
M-Oceanview	2.4%
N-Judah	2.7%
T-Third	4.5%
Stations	3.0%
Saturation Assignments	4.2%
Bus Multi-Door Assignments	3.5%

Reporting Period	Fare Evasion Citations	Warning Rate	Citation Rate	Evasion Rate
FY09 Q4	8,513			
FY10 Q1	9,162			
FY10 Q2	10,601	0.9%	1.4%	2.3%
FY10 Q3	12,118	0.5%	2.0%	2.5%
FY10 Q4	7,714	1.3%	1.7%	3.0%
<i>FY10 Goal</i>				
Notes				
<i>Warning, citation and evasion rates cover LRVs and Stations.</i>				

Annual - FY10 Proof-of-Payment Program

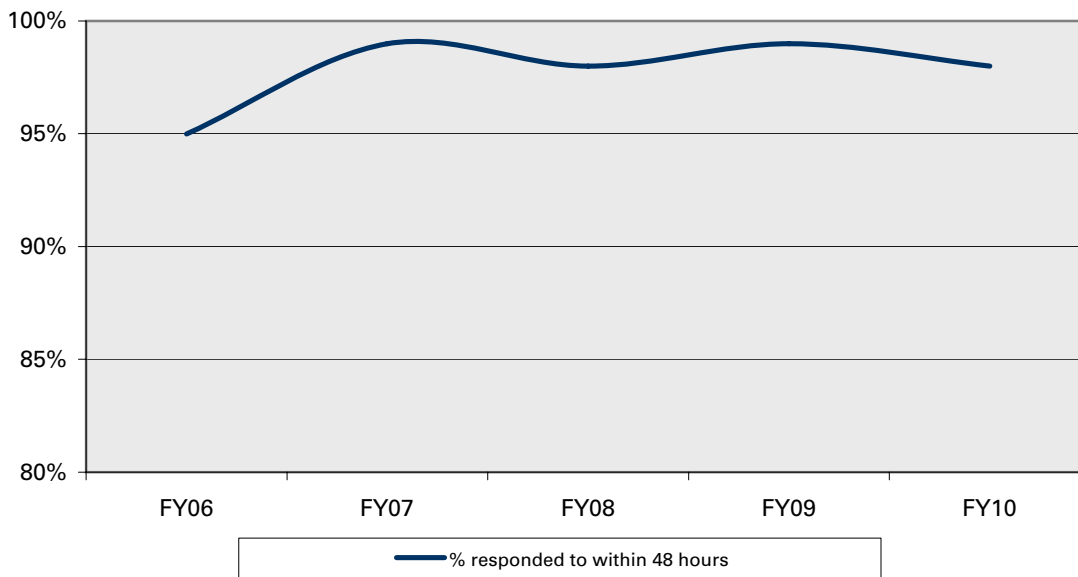
Reporting Period	Fare Evasion Citations	Warning Rate	Citation Rate	Evasion Rate
FY06	9,017			
FY07	15,634			
FY08	26,737			
FY09	39,277			
FY10	39,595			
Notes				
<i>Warning, citation and evasion rates cover LRVs and Stations.</i>				

Quarterly - FY10 Q4 **Goal: >100%** **Goal achieved?** ■ **Trend?** ■ Abandoned Automobile Reports



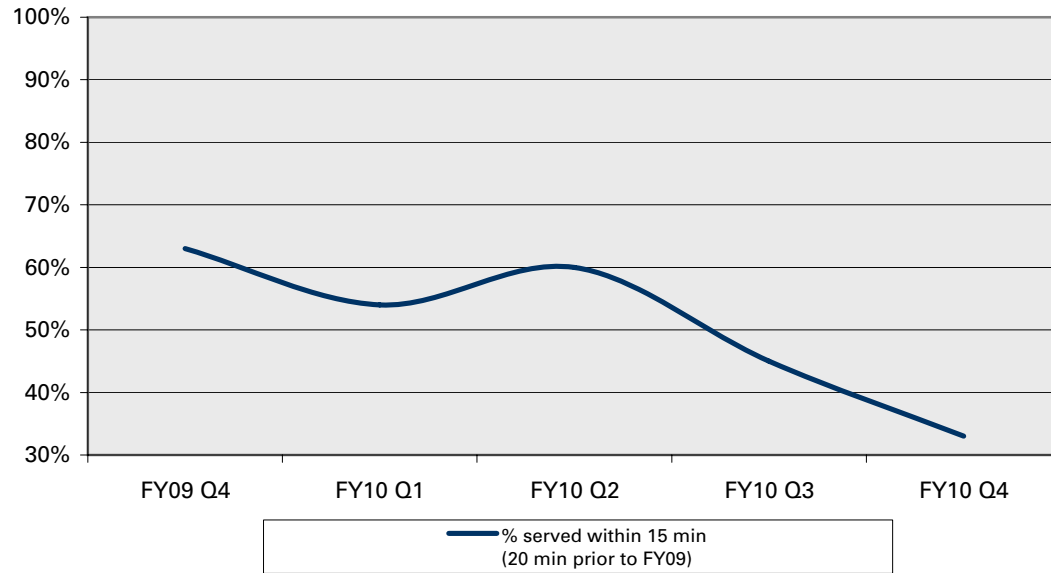
Reporting Period	% responded to within 48 hours
FY09 Q4	99%
FY10 Q1	98%
FY10 Q2	97%
FY10 Q3	96%
FY10 Q4	99%
<i>FY10 Goal</i>	<i>100%</i>
Notes	
<i>2635 of 2665 reports were responded to within 48 hours.</i>	

Annual - FY10 **Goal: >100%** **Goal achieved?** ■ **Trend?** ■ Abandoned Automobile Reports



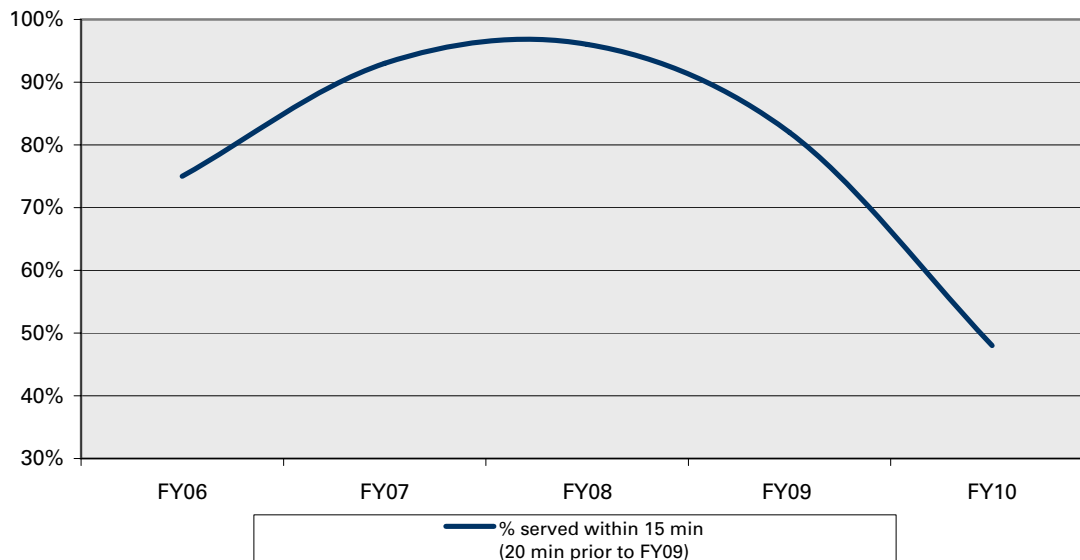
Reporting Period	% responded to within 48 hours
FY06	95%
FY07	99%
FY08	98%
FY09	99%
FY10	98%
<i>FY10 Goal</i>	<i>100%</i>
Notes	

Quarterly - FY10 Q4 **Goal: >82%** **Goal achieved?** ■ **Trend?** ■ Walk-in Citation and Res. Parking Permit Customers



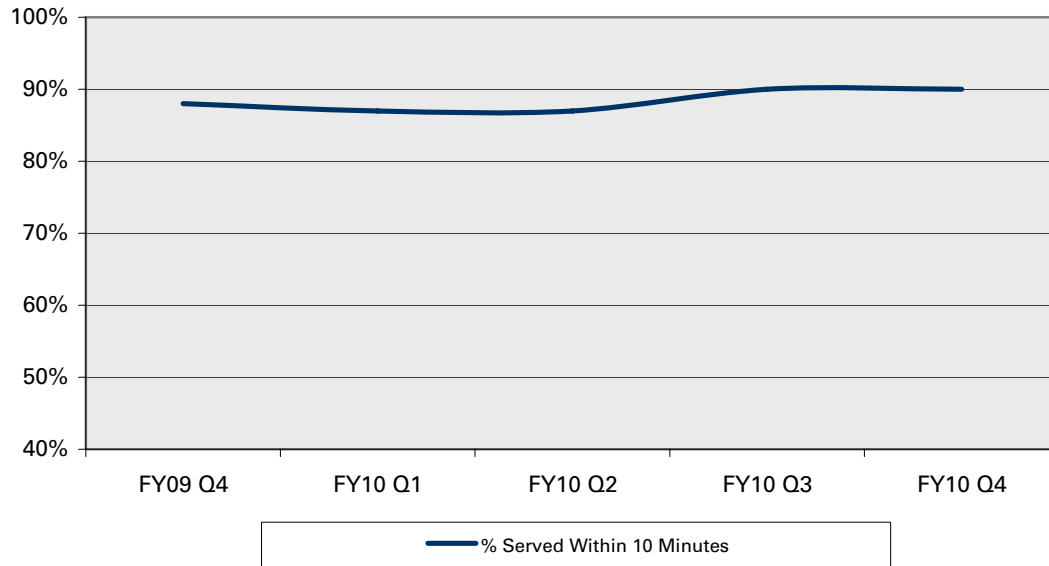
Reporting Period	% served within 15 min (20 min prior to FY09)
FY09 Q4	63%
FY10 Q1	54%
FY10 Q2	60%
FY10 Q3	45%
FY10 Q4	33%
<i>FY10 Goal</i>	82%
Notes	
14,954 of 44,684 customers were served within 15 minutes.	

Annual - FY10 **Goal: >82%** **Goal achieved?** ■ **Trend?** ■ Walk-in Citation and Res. Parking Permit Customers



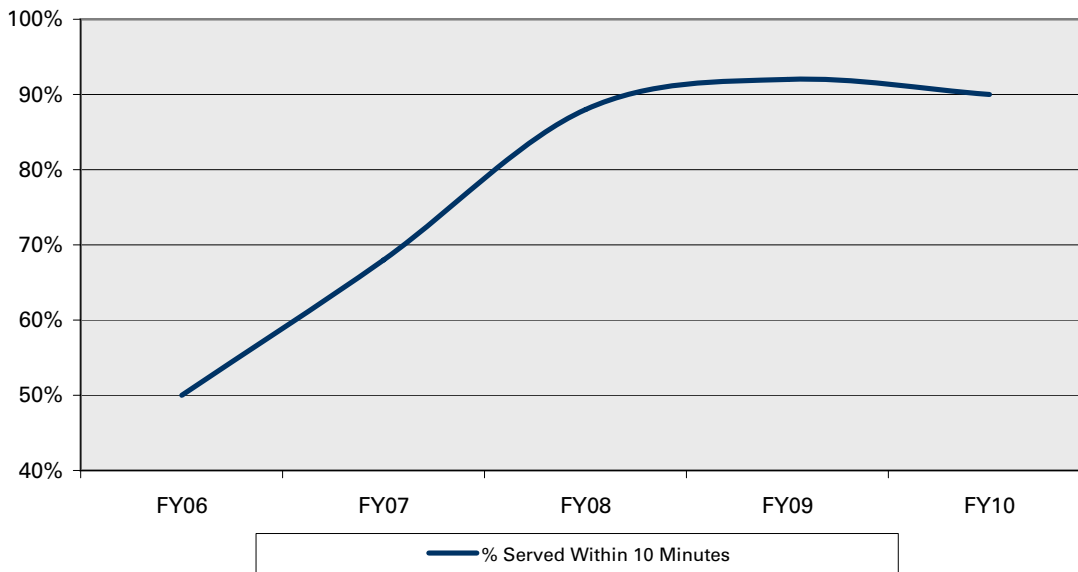
Reporting Period	% served within 15 min (20 min prior to FY09)
FY06	75%
FY07	93%
FY08	96%
FY09	82%
FY10	48%
<i>FY10 Goal</i>	82%
Notes	
RPP: Residential Parking Permit	

Quarterly - FY10 Q4 **Goal: >82%** **Goal achieved?** ■ **Trend?** ■ Administrative Citation Hearing Customers



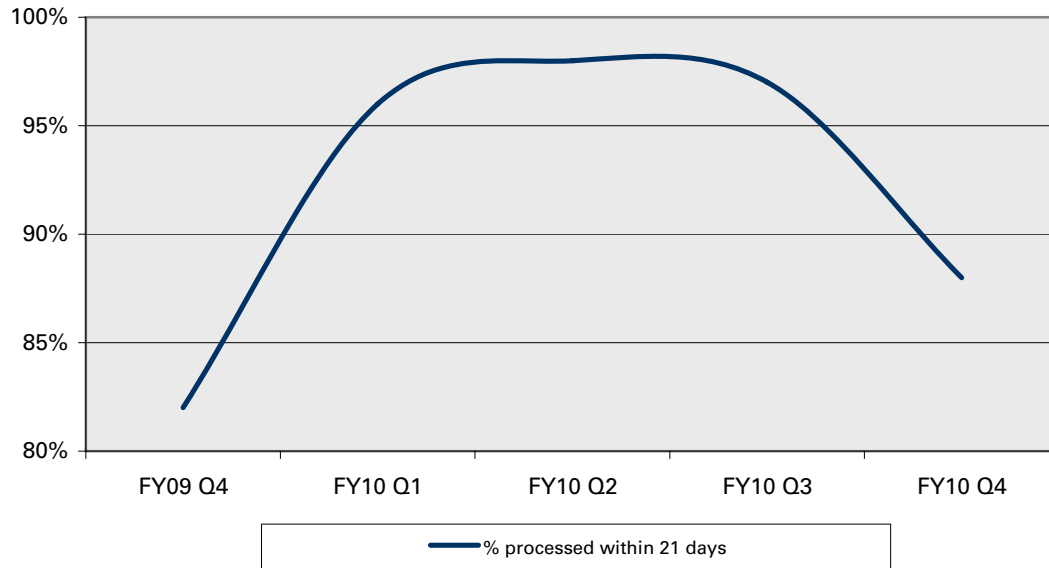
Reporting Period	% Served Within 10 Minutes
FY09 Q4	88%
FY10 Q1	87%
FY10 Q2	87%
FY10 Q3	90%
FY10 Q4	90%
<i>FY10 Goal</i>	82%
Notes	
<i>1,082 of 1,220 customers were served within 10 minutes.</i>	

Annual - FY10 **Goal: >80%** **Goal achieved?** ■ **Trend?** ■ Administrative Citation Hearing Customers



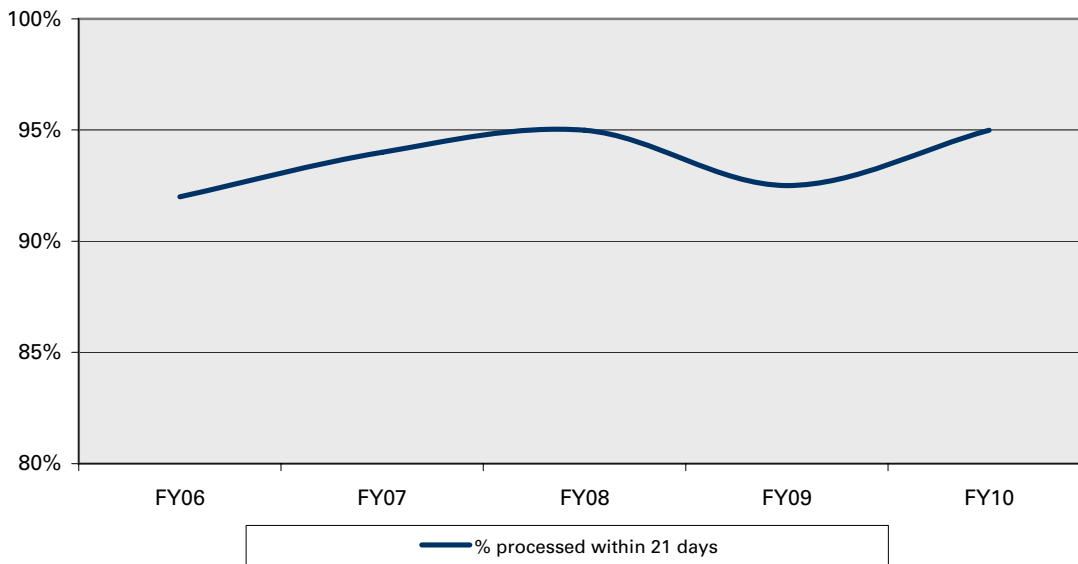
Reporting Period	% Served Within 10 Minutes
FY06	50%
FY07	68%
FY08	88%
FY09	92%
FY10	90%
<i>FY10 Goal</i>	82%
Notes	
<i>Goal changed from 80% to 82% in FY09.</i>	

Quarterly - FY10 Q4 **Goal: >95%** **Goal achieved?** ■ **Trend?** ■ Residential Parking Permit Renewals



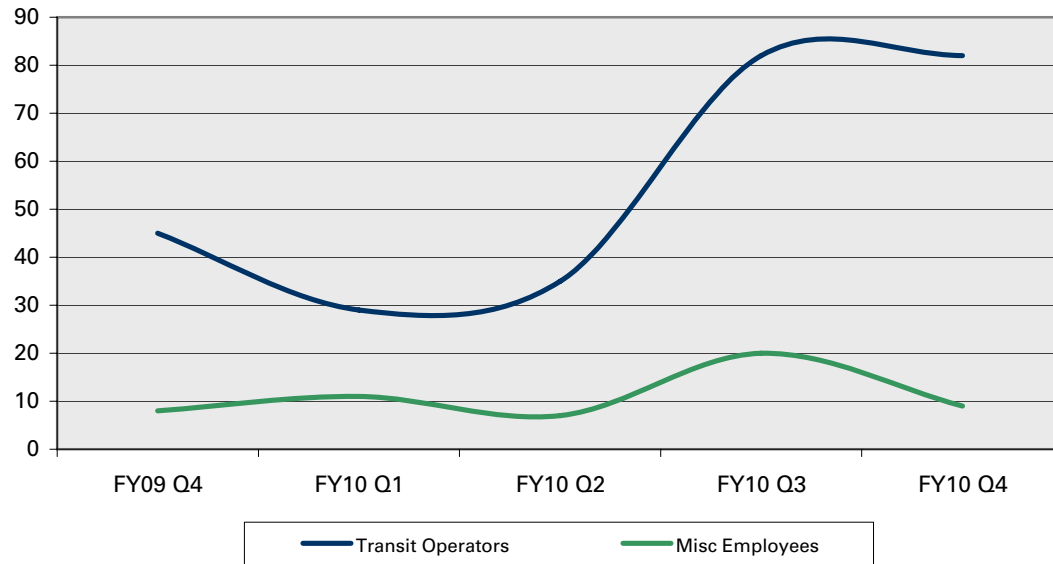
Reporting Period	% processed within 21 days
FY09 Q4	82%
FY10 Q1	96%
FY10 Q2	98%
FY10 Q3	97%
FY10 Q4	88%
<i>FY10 Goal</i>	<i>95%</i>
Notes	
<i>22,125 of 25,114 renewals were processed within 21 days.</i>	

Annual - FY10 **Goal: >95%** **Goal achieved?** ■ **Trend?** ■ Residential Parking Permit Renewals



Reporting Period	% processed within 21 days
FY06	92%
FY07	94%
FY08	95%
FY09	93%
FY10	95%
<i>FY09 Goal</i>	<i>95%</i>
Notes	
<i>C9 in FY08 and C10 in FY09.</i>	

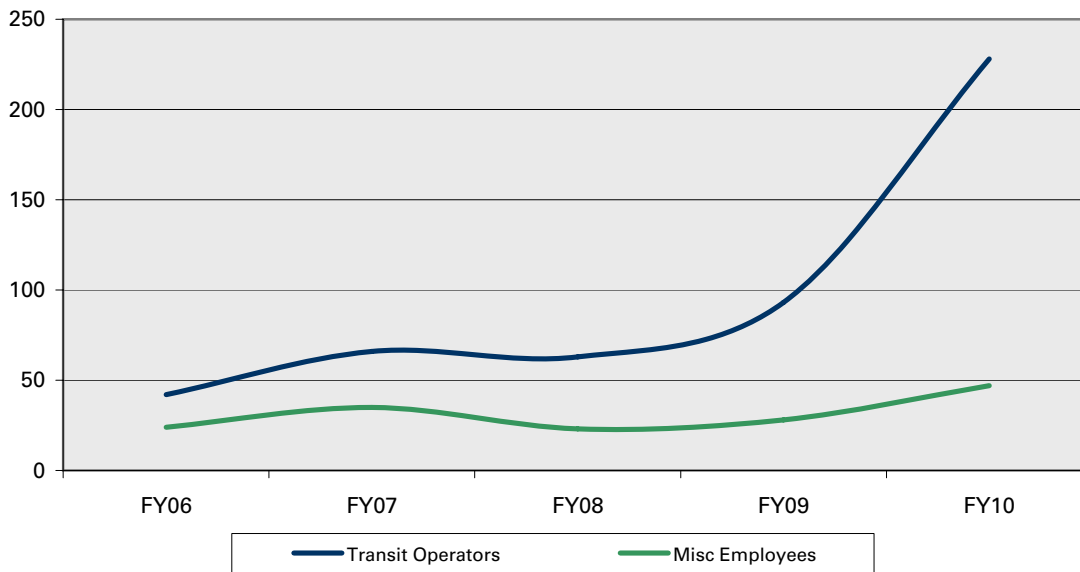
Quarterly - FY10 Q4 Grievances Filed



Reporting Period	Transit Operators	Misc Employees
FY09 Q4	45	8
FY10 Q1	29	11
FY10 Q2	35	7
FY10 Q3	82	20
FY10 Q4	82	9

Notes

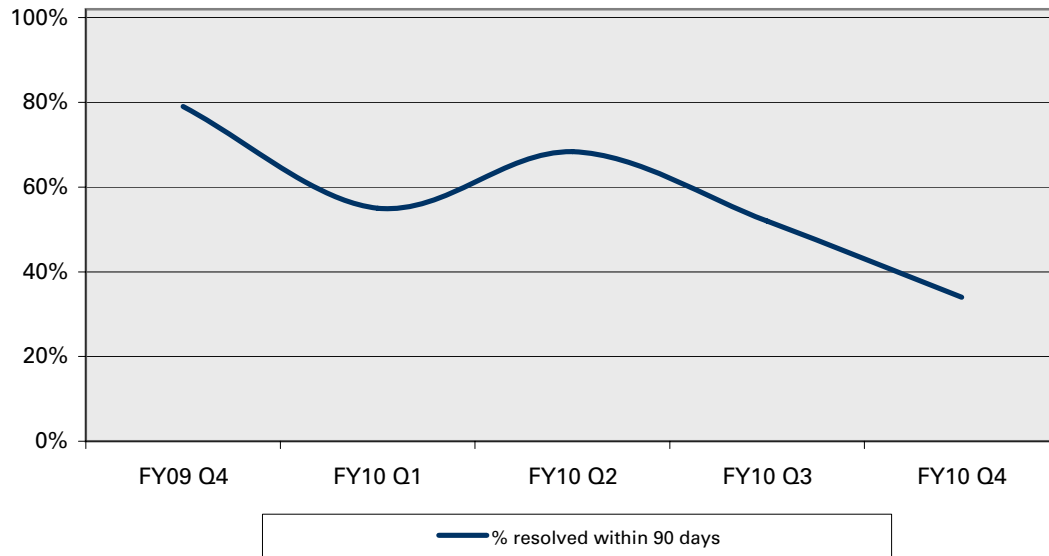
Annual - FY10 Grievances Filed



Reporting Period	Transit Operators	Misc Employees
FY06	42	24
FY07	66	35
FY08	63	23
FY09	93	28
FY10	228	47

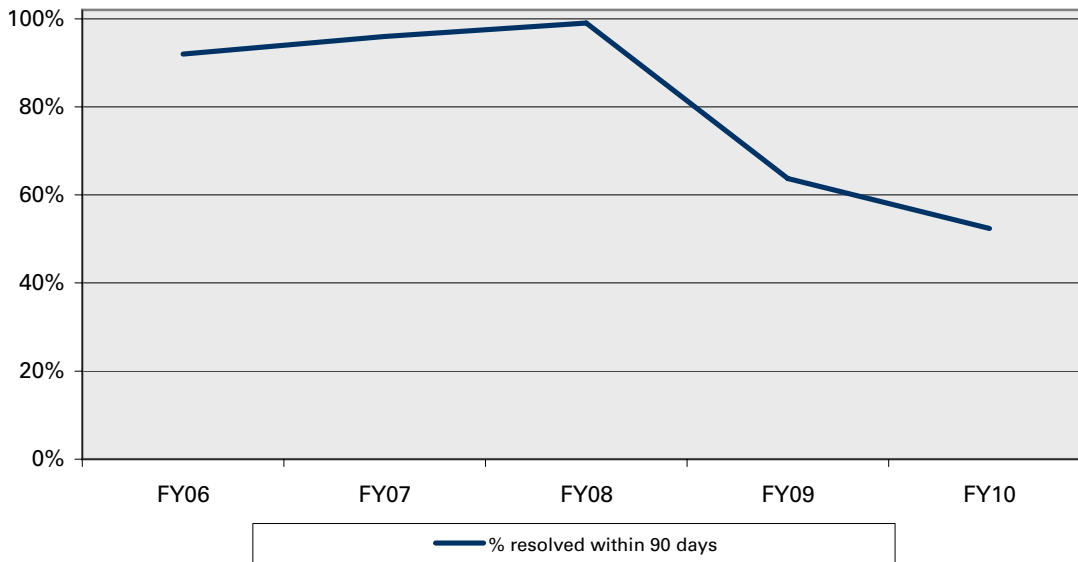
Notes

Quarterly - FY10 Q4 **Goal: >90%** **Goal achieved?** ■ **Trend?** ■ Transit Operator Grievance Resolution Rate



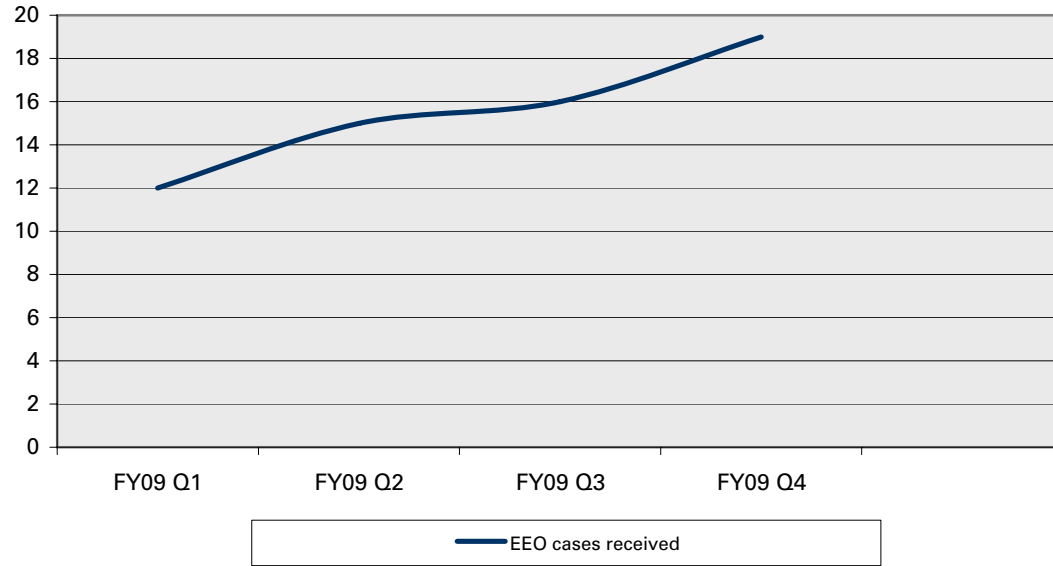
Reporting Period	% resolved within 90 days
FY09 Q4	79%
FY10 Q1	55%
FY10 Q2	68%
FY10 Q3	52%
FY10 Q4	34%
<i>FY10 Goal</i>	<i>90%</i>
Notes	
<i>FY10 Q1 data updated.</i>	

Annual - FY10 **Goal: >90%** **Goal achieved?** ■ **Trend?** ■ Transit Operator Grievance Resolution Rate



Reporting Period	% resolved within 90 days
FY06	92%
FY07	96%
FY08	99%
FY09	64%
FY10	52%
<i>FY10 Goal</i>	<i>90%</i>
Notes	
<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>	

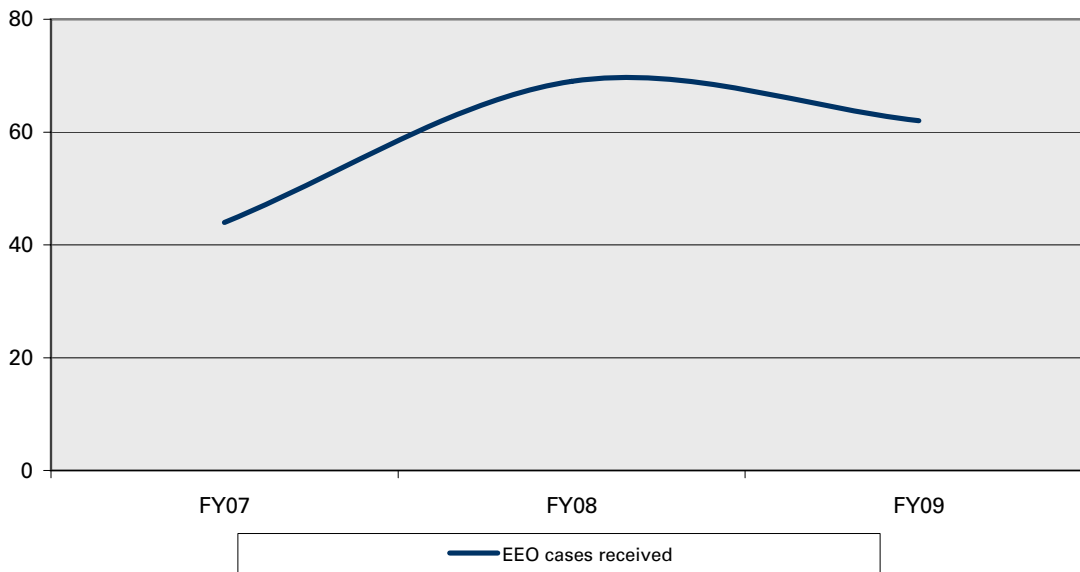
Quarterly - FY09 Q4 Equal Employment Opportunity Cases Received



Reporting Period	EEO cases received
FY09 Q1	12
FY09 Q2	15
FY09 Q3	16
FY09 Q4	19

Notes
 FY10 results will be incorporated in the FY11 Q1 report.

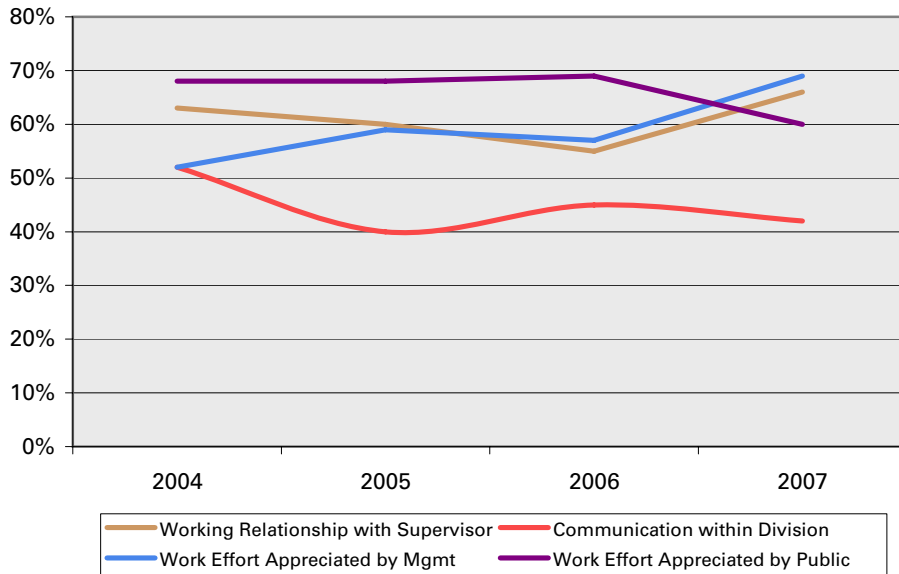
Annual - FY09 Equal Employment Opportunity Cases Received



Reporting Period	EEO cases received
FY07	44
FY08	69
FY09	62

Notes
 FY10 results will be incorporated in the FY11 Q1 report.

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.

Line/Route <i>High frequency lines/routes (headways of 10 min or less during AM/PM peaks) are shown in italics</i>	Mode	FY06	FY07	FY08	FY09	FY10	Five Year Avg	Cust Observed Schedule Adherence FY10 Q4	Headway Adherence FY10 Q4	% of AM Peak Trips >125% LF FY10 Q4	% of PM Peak Trips >125% LF FY10 Q4
<i>1 California</i>	TC	81.6%	83.2%	84.9%	86.2%	90.6%	85.3%				
<i>1AX California 'A' Exp</i>	MC	60.8%	54.2%	75.3%	64.3%	50.8%	61.1%				
<i>1BX California 'B' Exp</i>	MC	69.7%	78.0%	74.9%	84.4%	83.5%	78.1%	89.6%	81.8%	3.6%	0.0%
<i>2 Clement</i>	MC	65.5%	71.0%	64.4%	72.2%	66.2%	67.9%				
<i>3 Jackson</i>	TC	71.6%	76.1%	71.8%	78.1%	73.8%	74.2%	73.8%	82.5%	0.0%	0.0%
<i>4 Sutter</i>	TC	80.0%	81.0%	80.9%	85.5%	NA	NA				
<i>5 Fulton</i>	TC	70.5%	76.1%	77.2%	79.4%	73.6%	75.4%	73.6%	46.5%	5.3%	3.1%
<i>6 Parnassus</i>	TC	75.4%	79.3%	75.8%	79.7%	76.5%	77.3%				
<i>7 Haight</i>	TC	72.4%	58.8%	58.8%	70.2%	NA	NA				
<i>8AX San Bruno Express</i>	MC	NA	NA	NA	NA	59.7%	59.7%	56.0%	34.8%	8.3%	0.0%
<i>8BX San Bruno Express</i>	MC	NA	NA	NA	NA	72.2%	72.2%				
<i>8X San Bruno Express</i>	MC	NA	NA	NA	NA	71.4%	71.4%	71.4%	54.1%	0.0%	0.0%
<i>9 San Bruno</i>	MC	70.8%	68.3%	67.7%	73.9%	68.9%	69.9%				
<i>9BX San Bruno 'B' Exp</i>	MC	66.3%	74.8%	59.7%	63.8%	55.4%	64.0%				
<i>9L San Bruno Limited</i>	MC	NA	NA	NA	NA	74.5%	74.5%	74.5%	67.3%	0.0%	33.3%
<i>9X San Bruno Exp</i>	MC	59.1%	65.0%	56.1%	61.6%	64.7%	61.3%				
<i>10 Townsend</i>	MC	65.9%	73.5%	65.6%	74.5%	73.0%	70.5%				
<i>12 Folsom</i>	MC	67.3%	66.3%	59.8%	73.8%	71.1%	67.6%				
<i>14 Mission</i>	TC	75.1%	71.2%	77.5%	77.6%	76.3%	75.5%				
<i>14L Mission Limited</i>	MC	65.9%	73.7%	73.5%	71.6%	80.4%	73.0%				
<i>14X Mission Exp</i>	MC	78.3%	74.8%	75.3%	70.5%	77.3%	75.2%				
<i>16X Noriega Express</i>	MC	NA	NA	NA	NA	68.8%	68.8%	70.9%	60.8%	4.3%	0.0%
<i>17 Parkmerced</i>	MC	64.9%	68.2%	65.9%	60.1%	75.2%	66.8%				
<i>18 46th Av</i>	MC	75.8%	78.0%	83.8%	80.4%	79.2%	79.4%				
<i>19 Polk</i>	MC	64.3%	63.2%	67.5%	68.5%	74.7%	67.6%	77.2%	75.0%	0.0%	0.0%
<i>20 Columbus</i>	TC			79.0%	95.7%	NA	NA				
<i>21 Hayes</i>	TC	62.0%	71.2%	71.9%	73.3%	77.1%	71.1%				

Line/Route <i>High frequency lines/routes (headways of 10 min or less during AM/PM peaks) are shown in italics</i>	Mode	FY06	FY07	FY08	FY09	FY10	Five Year Avg	Cust Observed Schedule Adherence FY10 Q4	Headway Adherence FY10 Q4	% of AM Peak Trips >125% LF FY10 Q4	% of PM Peak Trips >125% LF FY10 Q4
<i>22 Fillmore</i>	TC	68.0%	69.8%	72.9%	77.7%	68.7%	71.4%	63.3%	41.7%	4.3%	9.3%
23 Monterey	MC	73.4%	61.0%	74.6%	66.1%	59.6%	66.9%				
<i>24 Divisadero</i>	TC	71.9%	69.1%	72.5%	72.0%	73.1%	71.7%				
26 Valencia	MC	66.8%	58.0%	59.5%	69.3%	NA	NA				
27 Bryant	MC	73.3%	70.1%	72.0%	76.6%	71.0%	72.6%				
28 19th Av	MC	68.4%	57.1%	61.4%	64.7%	62.9%	62.9%				
28L 19th Av Limited	MC	65.1%	69.4%	88.4%	79.6%	88.8%	78.2%	86.4%	94.7%	0.0%	0.0%
29 Sunset	MC	59.0%	58.7%	68.4%	67.4%	68.3%	64.3%				
<i>30 Stockton</i>	TC	75.7%	75.6%	73.6%	81.3%	81.0%	77.4%				
<i>30X Marina Exp</i>	MC	71.3%	74.8%	78.7%	74.7%	78.3%	75.5%				
<i>31 Balboa</i>	TC	70.6%	66.1%	71.2%	72.2%	73.5%	70.7%				
<i>31AX Balboa 'A' Exp</i>	MC	68.2%	70.3%	71.9%	77.0%	70.5%	71.6%	60.0%	77.8%	5.3%	0.0%
<i>31BX Balboa 'B' Exp</i>	MC	78.0%	70.0%	69.2%	64.2%	74.4%	71.1%	72.5%	80.6%	0.0%	0.0%
33 Stanyan	TC	66.2%	66.8%	64.8%	68.0%	67.8%	66.7%	70.0%	88.3%	0.0%	0.0%
35 Eureka	MC	70.4%	78.9%	60.9%	85.9%	76.5%	74.5%	78.6%	100.0%	0.0%	0.0%
36 Teresita	MC	60.5%	60.6%	60.2%	62.3%	70.3%	62.7%				
37 Corbett	MC	71.7%	75.6%	67.2%	80.5%	79.1%	74.8%	78.4%	86.5%	0.0%	5.0%
38 Geary	MC	71.4%	75.1%	72.7%	76.6%	78.1%	74.8%	78.0%	49.3%	0.0%	0.0%
<i>38AX Geary 'A' Exp</i>	MC	85.0%	67.4%	78.2%	71.6%	74.6%	75.4%				
<i>38BX Geary 'B' Exp</i>	MC	70.9%	68.0%	65.5%	83.9%	72.4%	72.1%	72.7%	80.0%	0.0%	0.0%
<i>38L Geary Limited</i>	MC	59.6%	73.8%	74.4%	74.8%	79.4%	72.4%				
39 Coit	MC	57.4%	37.6%	57.3%	60.8%	57.3%	54.1%				
<i>41 Union</i>	TC	78.6%	74.9%	76.8%	76.0%	75.8%	76.4%	84.0%	65.4%	3.3%	0.0%
<i>43 Masonic</i>	MC	67.5%	63.5%	69.4%	77.5%	77.7%	71.1%				
44 O'Shaughnessy	MC	69.1%	70.4%	66.0%	63.4%	69.7%	67.7%	71.1%	57.1%	37.9%	27.3%
<i>45 Union-Stockton</i>	TC	65.5%	71.5%	67.6%	75.4%	71.7%	70.3%	67.6%	71.8%	0.0%	33.3%
<i>47 Van Ness</i>	MC	74.9%	73.4%	76.9%	76.6%	76.4%	75.6%				

Line/Route <i>High frequency lines/routes (headways of 10 min or less during AM/PM peaks) are shown in italics</i>	Mode	FY06	FY07	FY08	FY09	FY10	Five Year Avg	Cust Observed Schedule Adherence FY10 Q4	Headway Adherence FY10 Q4	% of AM Peak Trips >125% LF FY10 Q4	% of PM Peak Trips >125% LF FY10 Q4
48 Quintara-24th St	MC	61.7%	72.8%	62.2%	71.5%	66.0%	66.8%	63.7%	70.2%	0.0%	9.1%
<i>49 Van Ness-Mission</i>	TC	62.9%	73.0%	68.6%	75.7%	69.7%	70.0%	69.3%	49.6%	0.0%	0.0%
52 Excelsior	MC	60.0%	83.9%	48.8%	67.8%	67.9%	65.7%	70.1%	84.6%	0.0%	0.0%
53 Southern Heights	MC	78.6%	78.1%	81.0%	71.6%	NA	NA				
54 Felton	MC	52.3%	45.3%	45.4%	50.0%	51.0%	48.8%	53.8%	84.1%	0.0%	0.0%
56 Rutland	MC	68.2%	62.0%	52.3%	84.5%	89.5%	71.3%				
<i>59 Powell-Mason</i>	CC	69.9%	69.8%	68.9%	66.5%	69.1%	68.8%				
<i>60 Powell-Hyde</i>	CC	68.1%	65.2%	70.1%	67.1%	65.8%	67.2%	66.6%	57.3%	0.0%	0.0%
61 California St	CC	72.1%	73.1%	70.3%	70.1%	68.0%	70.7%	72.6%	58.2%	0.0%	0.0%
66 Quintara	MC	70.2%	64.2%	79.3%	76.6%	84.2%	74.9%	84.6%	95.5%	0.0%	0.0%
67 Bernal Heights	MC	76.6%	76.9%	69.6%	80.7%	74.8%	75.7%				
<i>71 Haight-Noriega / 71L Lim</i>	MC	61.9%	64.1%	66.7%	61.2%	64.0%	63.6%	68.0%	75.0%	0.0%	0.0%
76 Marin Headlands	MC				54.5%	NA	NA				
80X Gateway Exp	MC	33.3%	87.5%	90.0%	100.0%	90.0%	80.2%	100.0%	NA	0.0%	0.0%
81X Caltrain Exp	MC	62.5%	75.0%	25.0%	70.0%	88.9%	64.3%				
82X Presidio & Wharves Exp	MC	71.5%	66.4%	62.5%	41.7%	71.1%	62.6%				
88 BART Shuttle	MC	60.3%	63.3%	68.6%	74.0%	85.7%	70.4%	100.0%	100.0%	0.0%	0.0%
89 Laguna Honda	MC	51.8%	56.6%	60.9%	77.4%	NA	NA				
90 Owl	MC	85.8%	72.2%	73.5%	94.4%	76.5%	80.5%				
91 Owl	MC	65.3%	72.2%	53.8%	65.1%	38.9%	59.1%				
108 Treasure Island	MC	94.7%	94.1%	79.2%	81.8%	77.4%	85.4%	76.7%	85.4%	0.0%	0.0%
<i>F Market & Wharves</i>	LRV	65.4%	71.3%	68.9%	69.4%	69.3%	68.8%	71.5%	53.4%	0.0%	22.2%
<i>J Church</i>	LRV	61.9%	66.1%	67.1%	67.0%	74.0%	67.2%	75.7%	50.0%	0.0%	0.0%
<i>K Ingleside / T Third</i>	LRV	72.1%	74.6%	74.5%	64.6%	76.7%	72.5%				
<i>L Taraval</i>	LRV	75.7%	73.1%	74.6%	71.7%	75.1%	74.0%				
<i>M Ocean View</i>	LRV	63.4%	72.2%	65.8%	66.5%	68.3%	67.2%				
<i>N Judah</i>	LRV	75.8%	72.6%	66.9%	70.5%	76.7%	72.5%	80.0%	81.8%	11.1%	8.3%

PSR Category/Type	FY09 Q4	FY10 Q1	FY10 Q2	FY10 Q3	FY10 Q4
100 EMPLOYEE CONDUCT - UNSAFE OPERATION					
101 Running Red Light/Stop Sign	126	121	80	67	64
102 Speeding	83	74	59	43	44
103 Allegedly Under Influence of Drugs/Alcohol	8	7	14	7	8
104 Using Mobile Phone or Radio	51	47	28	24	17
105 Eating/Drinking/Smoking	31	18	30	29	11
106 Collision	40	44	52	36	30
107 Fall Boarding/On Board/Alighting - Injury	111	90	95	115	98
108 General Careless Operation	364	395	324	315	291
Subtotal	814	796	682	636	563
200 EMPLOYEE CONDUCT - INATTENTIVENESS / NEGLIGENCE					
201 Pass Up/Did Not Wait for Transferee	1,276	1,420	1,323	1,243	1,123
202 Ignored Stop Request	115	126	134	132	117
203 No En Route Announcements	56	36	40	250	318
204 Inadequate Delay Announcements	13	23	20	20	21
205 Offroute/Did Not Complete Route	107	112	147	133	113
206 Not Adhering to Schedule	145	157	178	192	155
207 Refused to Kneel Bus/Lower Steps	53	85	126	153	81
208 Did Not Ask Priority Seats to be Vacated	13	20	17	18	9
209 Did Not Pull to Curb	24	45	35	48	43
210 Refused to Accommodate Service Animal	6	13	1	12	7
211 Unauthorized Stop/Delay	51	59	53	61	48
212 Did Not Enforce Rules/Contact Authorities	100	108	102	106	82
213 General Distraction from Duty	198	205	171	198	177
Subtotal	2,157	2,409	2,347	2,566	2,294

PSR Category/Type	FY09 Q4	FY10 Q1	FY10 Q2	FY10 Q3	FY10 Q4
300 EMPLOYEE CONDUCT - DISCOURTEOUS/INSENSITIVE/INAPPROPRIATE CONDUCT					
301 Discourtesy to Customer	707	751	633	551	545
302 Altercation: Employee/Customer	44	40	58	65	41
303 Fare/Transfer/POP Dispute	164	227	178	188	153
304 Mishandling Funds/Transfers	7	8	5	1	6
305 Refused Vehicle As Terminal Shelter	12	7	4	12	12
306 General Unprofessional Conduct/Appearance	133	145	115	147	161
Subtotal	1,067	1,178	993	964	918
400 EMPLOYEE CONDUCT - COMMENDATION					
401 Employee Commendation	298	519	450	365	397
Subtotal	298	519	450	365	397
500 PRODUCTS/SERVICES - CRIMINAL ACTIVITY					
501 Altercation: Miscellaneous	41	35	58	42	28
502 Larceny/Theft	35	51	53	61	30
503 Fare Evasion/Transfer Abuse	26	38	33	41	29
504 Disorderly Conduct/Disturbance	46	34	43	44	46
Subtotal	148	158	187	188	133

PSR Category/Type	FY09 Q4	FY10 Q1	FY10 Q2	FY10 Q3	FY10 Q4
600 PRODUCTS/SERVICES - SERVICE DELIVERY/FACILITIES					
601 Delay/No-Show	581	792	1104	1124	915
602 Bunching	35	32	49	30	58
603 Switchback	31	21	29	40	36
604 Vehicle Appearance	48	36	30	43	51
605 Vehicle Maintenance/Noise	202	157	133	115	108
606 Wheelchair Lift/Securement/Bike Rack Defective	13	14	13	10	11
607 Track/ATCS Maintenance	40	39	15	52	67
608 Station/Stop Appearance/Maintenance	152	131	159	142	154
609 Elevator/Escalator Maintenance	8	2	6	11	0
610 Fare Collection Equipment	46	44	52	57	39
611 Signs, Maps, and Auto-Announcements	95	62	112	112	100
Subtotal	1,251	1,330	1,702	1,736	1,539
700 PRODUCTS/SERVICES - SERVICE PLANNING					
701 Insufficient Frequency	173	116	189	118	126
702 Lines/Routes: Current and Proposed	179	55	424	461	270
703 Stop Changes	17	17	64	38	50
704 Shelter Requests	23	17	35	32	35
Subtotal	392	205	712	649	481
800 PRODUCTS/SERVICES - MISCELLANEOUS					
801 NextMuni/Technology	283	18	278	272	271
802 Advertising/Marketing	22	249	20	23	17
803 Personal Property Damage	7	18	12	6	9
804 Fare Media Issues	39	7	127	163	104
805 System Commendation	15	79	39	15	23
806 Muni Rules and Regulations					5
807 Unclassifiable					2
Subtotal	366	371	476	479	431
GRAND TOTAL	6,493	6,966	7,549	7,583	6,756

Element	FY09 Q4	FY10 Q1	FY10 Q2	FY10 Q3	FY10 Q4
SFPD REPORTED CRIMES					
Part I Crimes (Violent)					
Homicide	0	0	0	0	0
Rape	0	0	0	0	0
Robbery	43	37	62	49	33
Aggravated Assault	6	4	10	12	8
<i>Subtotal</i>	<i>49</i>	<i>41</i>	<i>72</i>	<i>61</i>	<i>41</i>
Part I Crimes (Property)					
Burglary	0	0	0	2	0
Larceny/Theft	125	150	174	125	125
Motor Vehicle Theft	0	0	1	0	0
Arson	0	0	0	1	0
<i>Subtotal</i>	<i>125</i>	<i>150</i>	<i>175</i>	<i>128</i>	<i>125</i>
Part II Crimes					
Other Assault	34	29	49	38	35
Malicious Mischief	15	13	14	31	18
Weapons	2	9	3	6	8
Sex Offenses	4	0	2	0	1
Disorderly Conduct	1	4	0	2	2
Drunkenness	3	2	1	3	1
<i>Subtotal</i>	<i>59</i>	<i>57</i>	<i>69</i>	<i>80</i>	<i>65</i>
Total	233	248	316	269	231
OTHER SECURITY INCIDENTS					
Threats	55	74	48	46	71
Disturbances	64	98	98	128	103
Graffiti/Vandalism	101	117	85	85	149
Miscellaneous	32	30	30	17	19
Total	252	319	261	276	342