



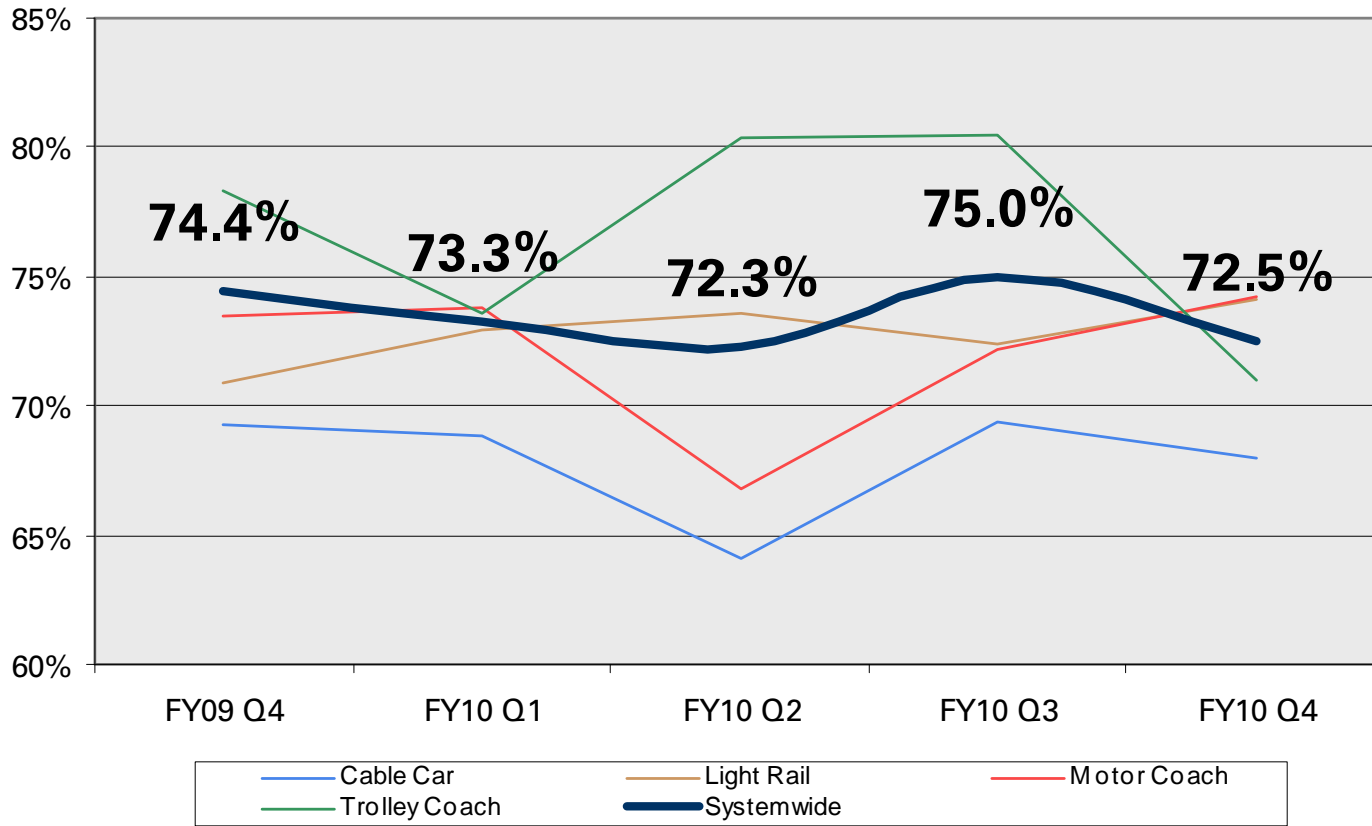
# **FY10 Q3 and Q4 Year-End Service Standards Report**

A1

# On-Time Performance

## QUARTERLY RESULTS

**Goal: >85%**



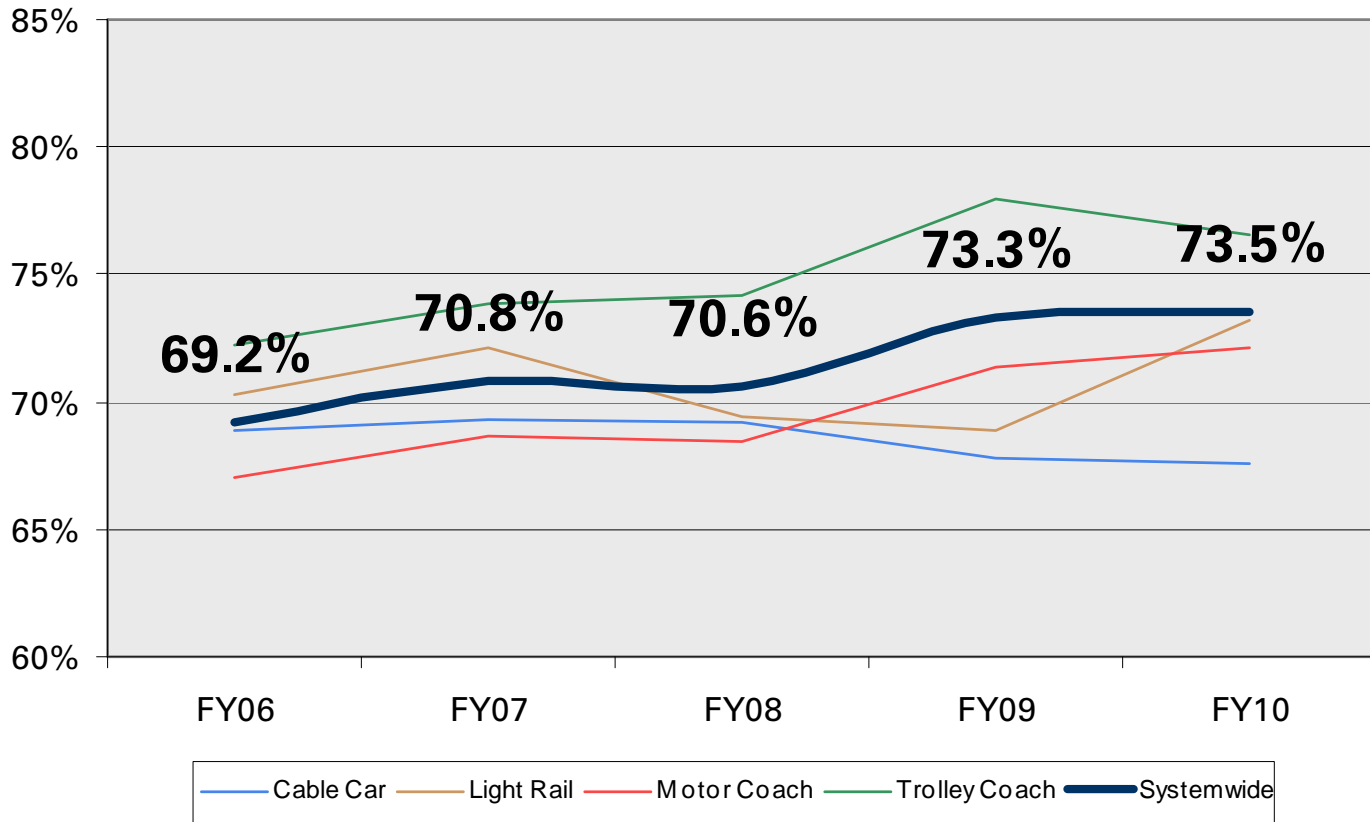
Reporting Periods	FY09 Q4	Apr-Jun 09	FY10 Q1	Jul-Sep 09	FY10 Q2	Oct-Dec 09	FY10 Q3	Jan-Mar 10	FY10 Q4	Mar-Jun 10
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A1

# On-Time Performance

## ANNUAL RESULTS

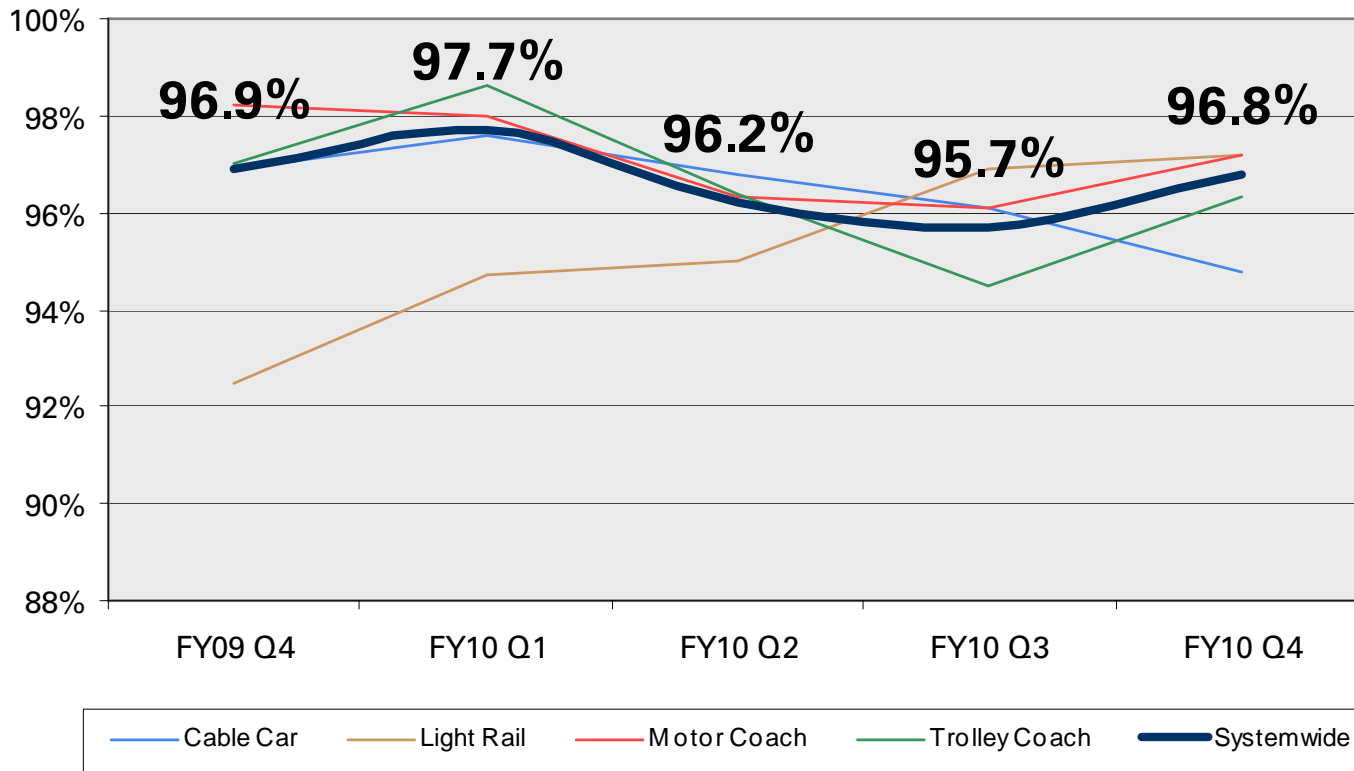
**Goal: >85%**



**A2**

**Scheduled Service Hours Delivered**  
**QUARTERLY RESULTS**

**Goal: >98.5%**



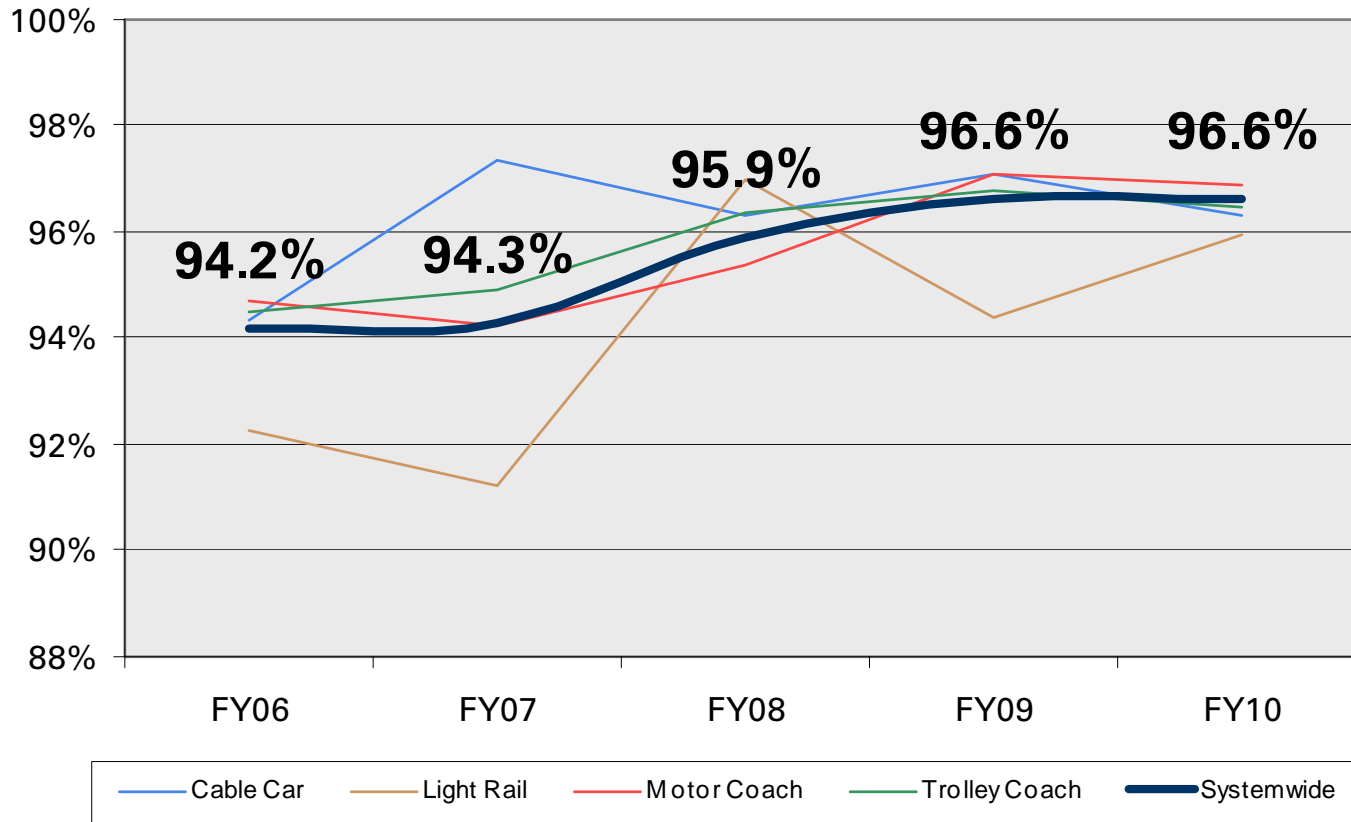
Reporting Periods	FY09 Q4	Apr-Jun 09	FY10 Q1	Jul-Sep 09	FY10 Q2	Oct-Dec 09	FY10 Q3	Jan-Mar 10	FY10 Q4	Mar-Jun 10
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A2

# Scheduled Service Hours Delivered

## ANNUAL RESULTS

**Goal: >98.5%**

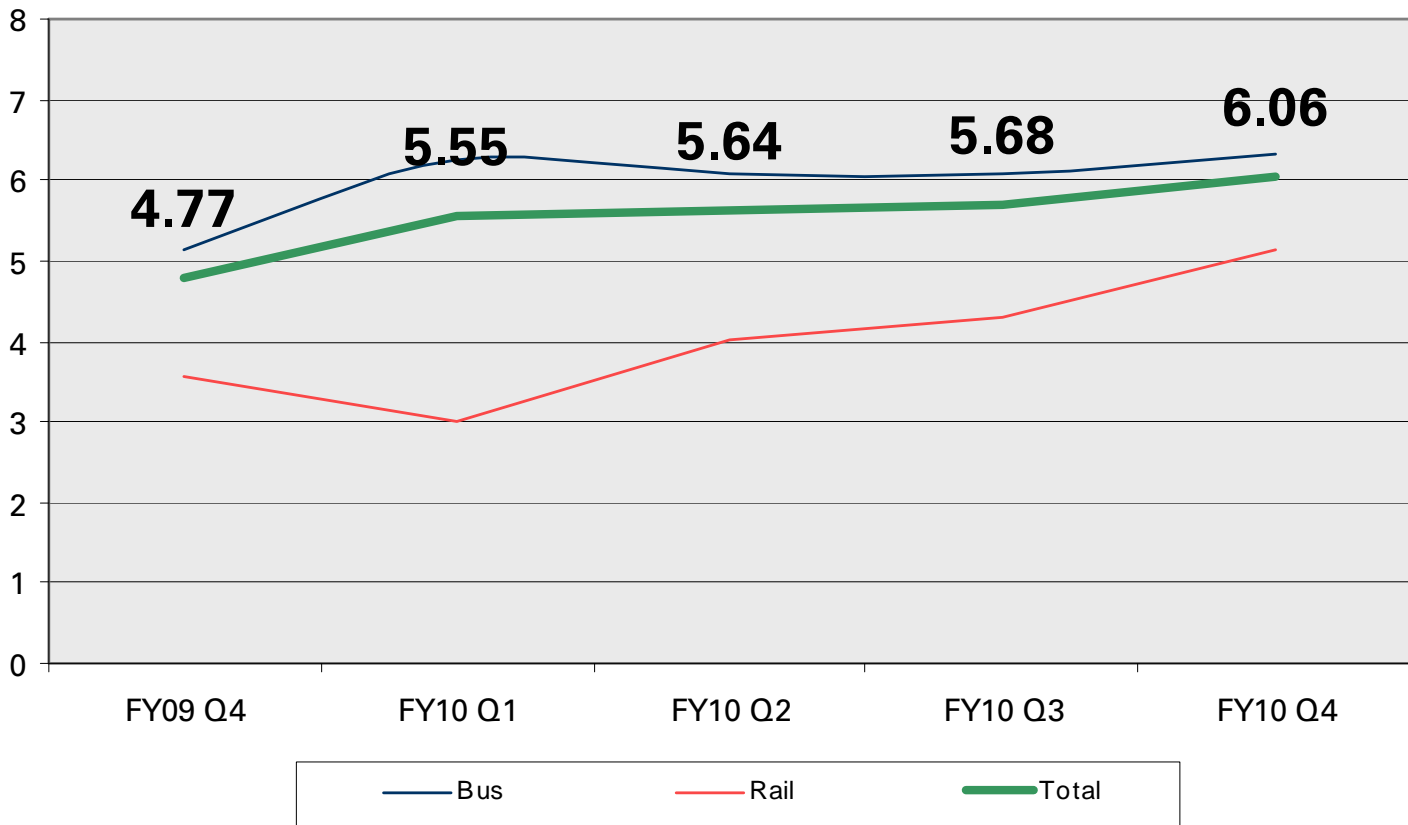


C4

Safety | Collisions per 100,000 Miles

Goal: <5.90

QUARTERLY RESULTS



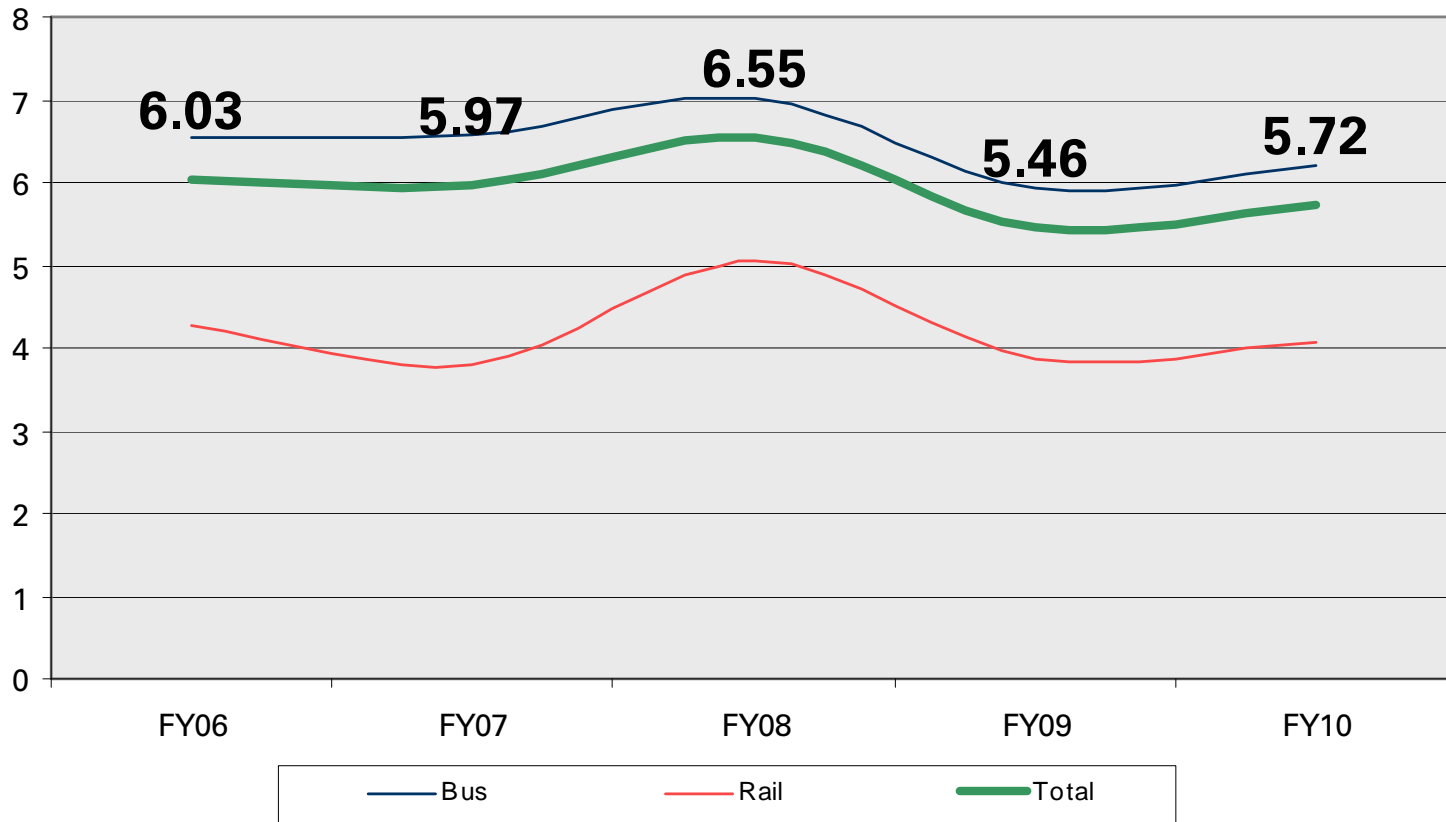
Reporting Periods	FY09 Q4	Apr-Jun 09	FY10 Q1	Jul-Sep 09	FY10 Q2	Oct-Dec 09	FY10 Q3	Jan-Mar 10	FY10 Q4	Mar-Jun 10
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C4

Safety | Collisions per 100,000 Miles

Goal: <5.90

ANNUAL RESULTS



# Other Developments

	Standard	FY10 Q3	FY10 Q4	FY09	FY10
<b>A4</b>	<b>Unscheduled Absence Rate for Transit Operators</b> (Goal: <10.2%)	13.7%	13.2%	13.7%	13.7%
<b>A8</b>	<b>Color Curb Applications</b> Addressed within 30 days (Goal: >90%)	89%	89%	78%	89%
<b>C2</b>	<b>Complaint Resolution Rate</b> (Goal: 85% in 14 days – previously in 30 days)	90%	91%	83%	93%