



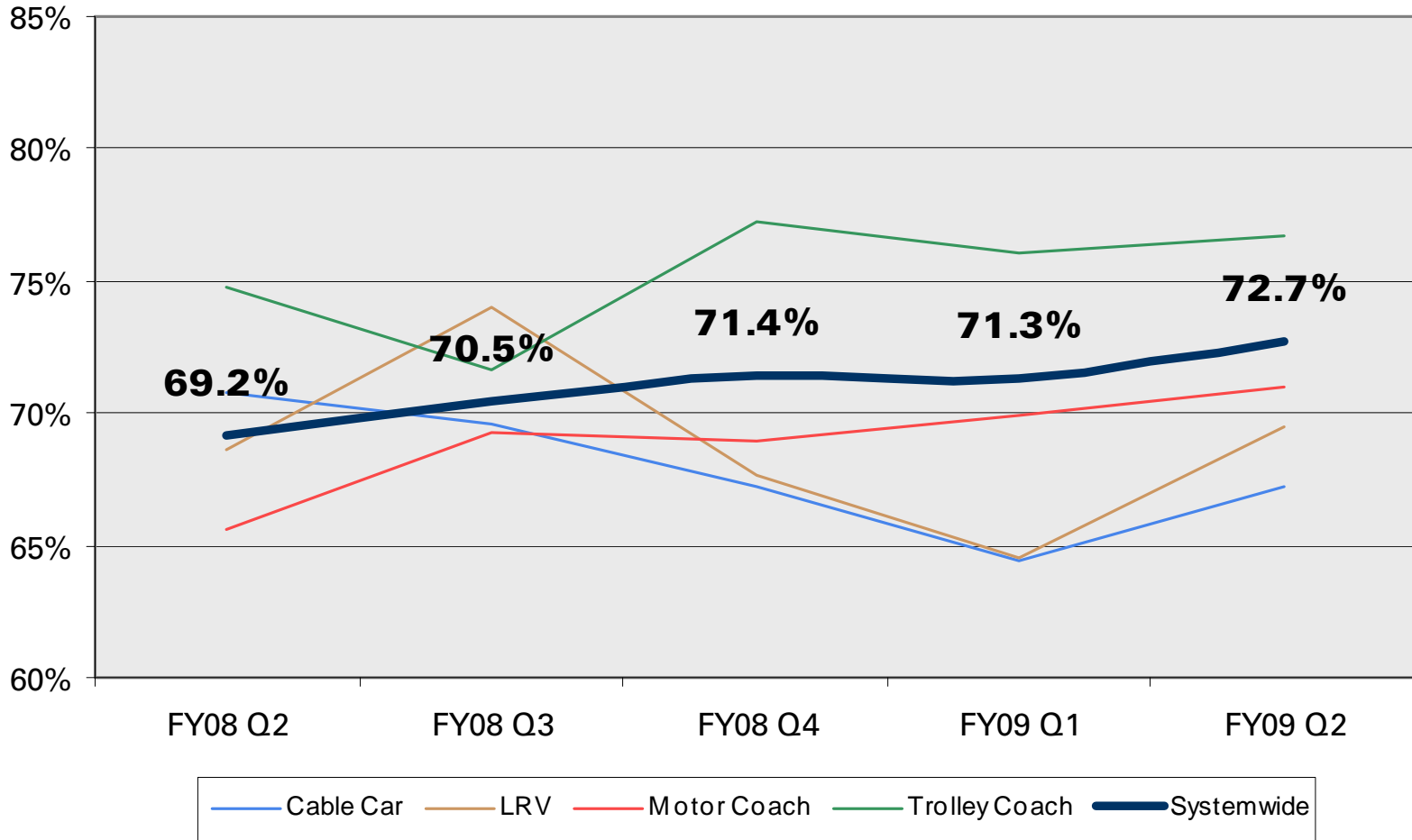
FY09 Q2 Service Standards
October 1 through December 31, 2008



A1

On-Time Performance

Goal: >85%

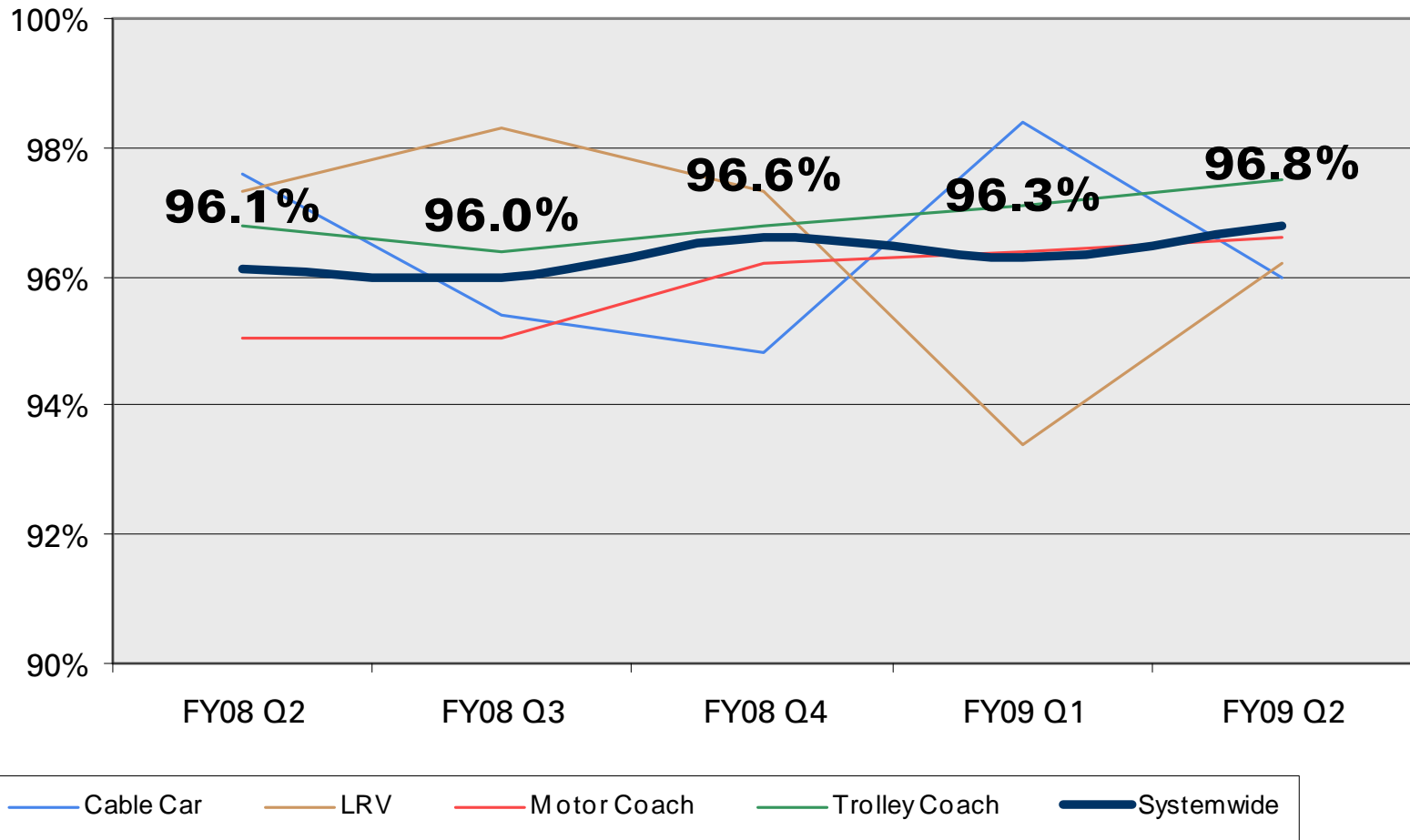


Reporting Periods	FY08 Q2	Oct-Dec 07	FY08 Q3	Jan-Mar 08	FY08 Q4	Apr-Jun 08	FY09 Q1	Jul-Sep 08	FY09 Q2	Oct-Dec 08
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A2

Scheduled Service Hours Delivered

Goal: >98.5%



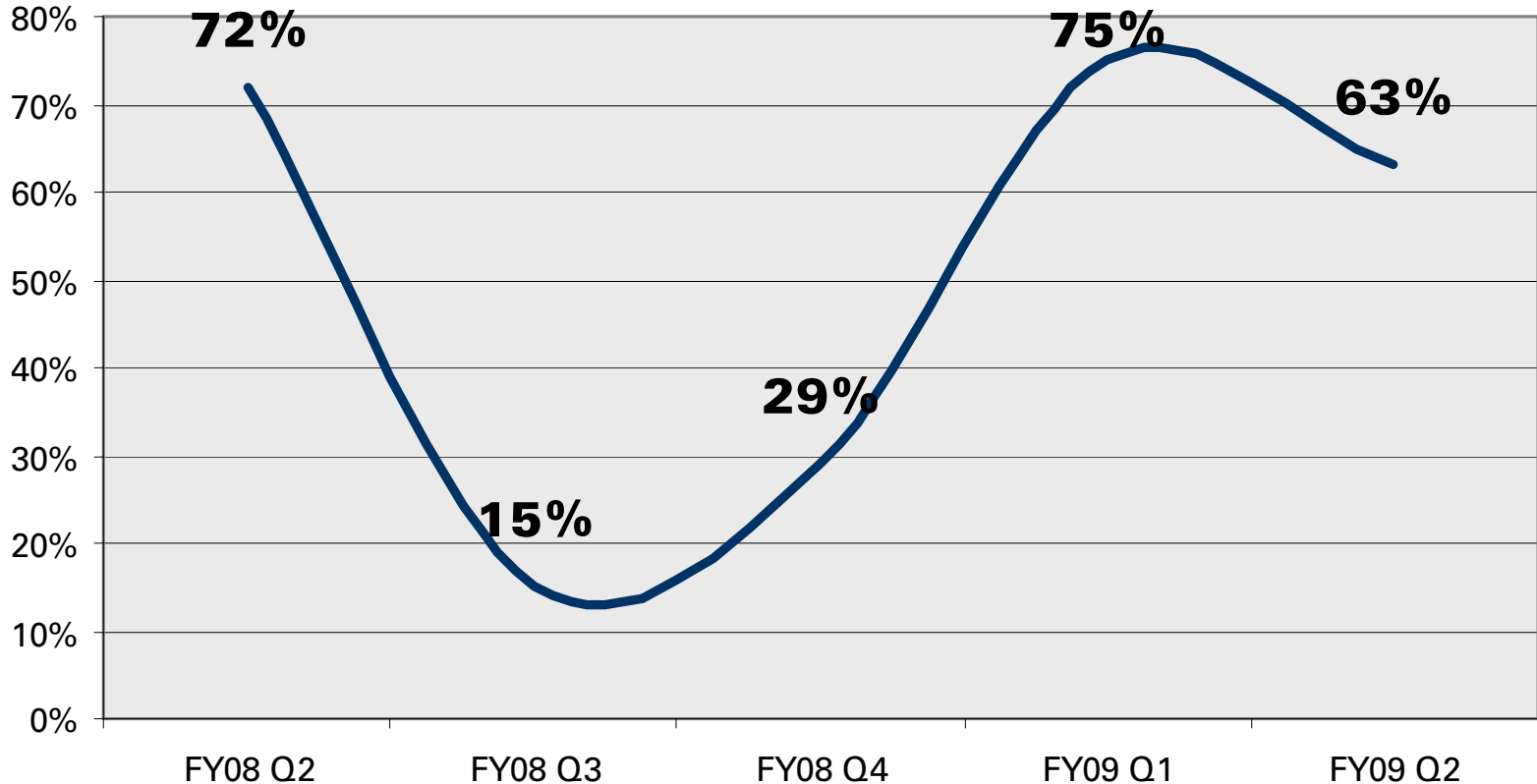
Reporting Periods	FY08 Q2	Oct-Dec 07	FY08 Q3	Jan-Mar 08	FY08 Q4	Apr-Jun 08	FY09 Q1	Jul-Sep 08	FY09 Q2	Oct-Dec 08
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C2

Operator Complaint Resolution Rate

Percent Resolved Within 30 Days

Goal: >75%



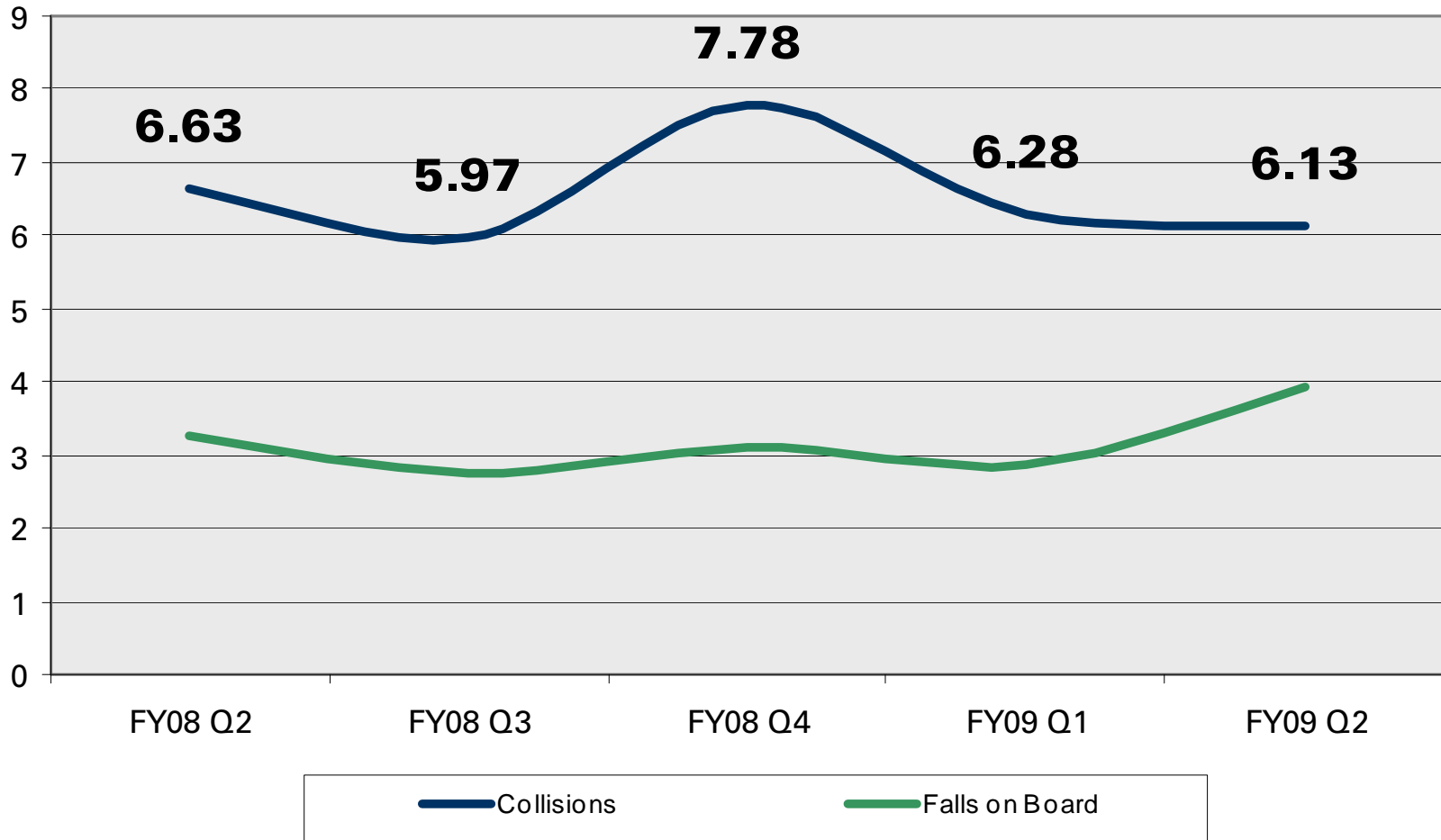
— %resolved within 30 days

Reporting Periods	FY08 Q2	Oct-Dec 07	FY08 Q3	Jan-Mar 08	FY08 Q4	Apr-Jun 08	FY09 Q1	Jul-Sep 08	FY09 Q2	Oct-Dec 08
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C4

Safety | Bus Collisions per 100,000 Miles

Goal: <6.47

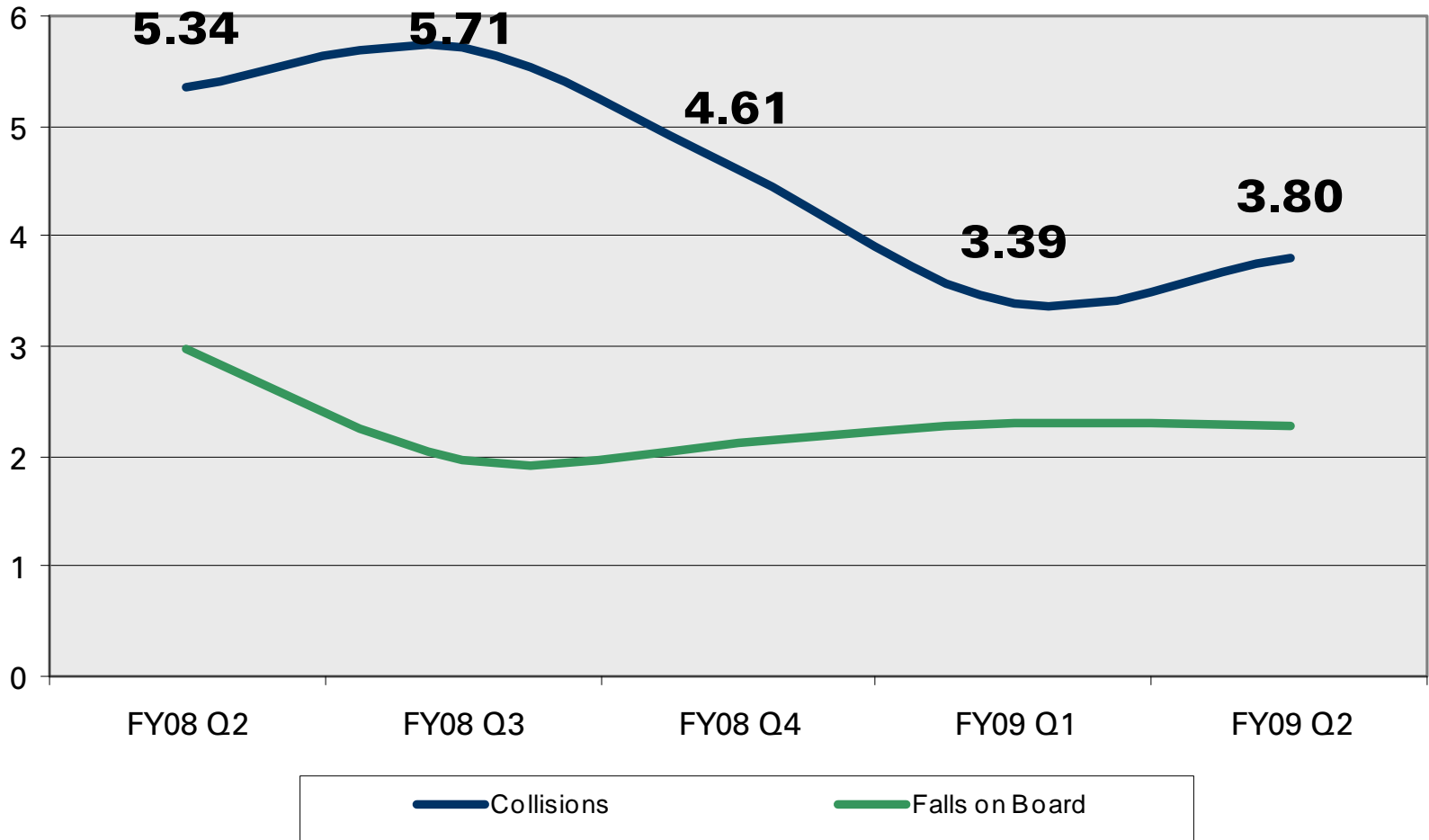


Reporting Periods	FY08 Q2	Oct-Dec 07	FY08 Q3	Jan-Mar 08	FY08 Q4	Apr-Jun 08	FY09 Q1	Jul-Sep 08	FY09 Q2	Oct-Dec 08
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C4

Safety | Rail Collisions per 100,000 Miles

Goal: <4.74



Reporting Periods	FY08 Q2	Oct-Dec 07	FY08 Q3	Jan-Mar 08	FY08 Q4	Apr-Jun 08	FY09 Q1	Jul-Sep 08	FY09 Q2	Oct-Dec 08
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Other Developments

- **Unscheduled Absences (A4)**
 - With the exception of transit operators, all employee groups achieved their goals
- **Traffic and parking control requests addressed within 90 days (A7)**
 - Increased from 80 percent in FY09 Q1 to 89 percent in FY09 Q2
- **Percent of color curb applications processed within 30 days (A8)**
 - Increased from 43 percent in FY09 Q1 to 87 percent in FY09 Q2