

The background of the slide is a grayscale photograph of a San Francisco trolley. The trolley is white with a dark lower section and is positioned on a street. It has a large front window and a smaller window above it. The number '15088' is visible on the front. The trolley is moving towards the left of the frame. The background shows buildings and trees, but they are faded and less distinct.

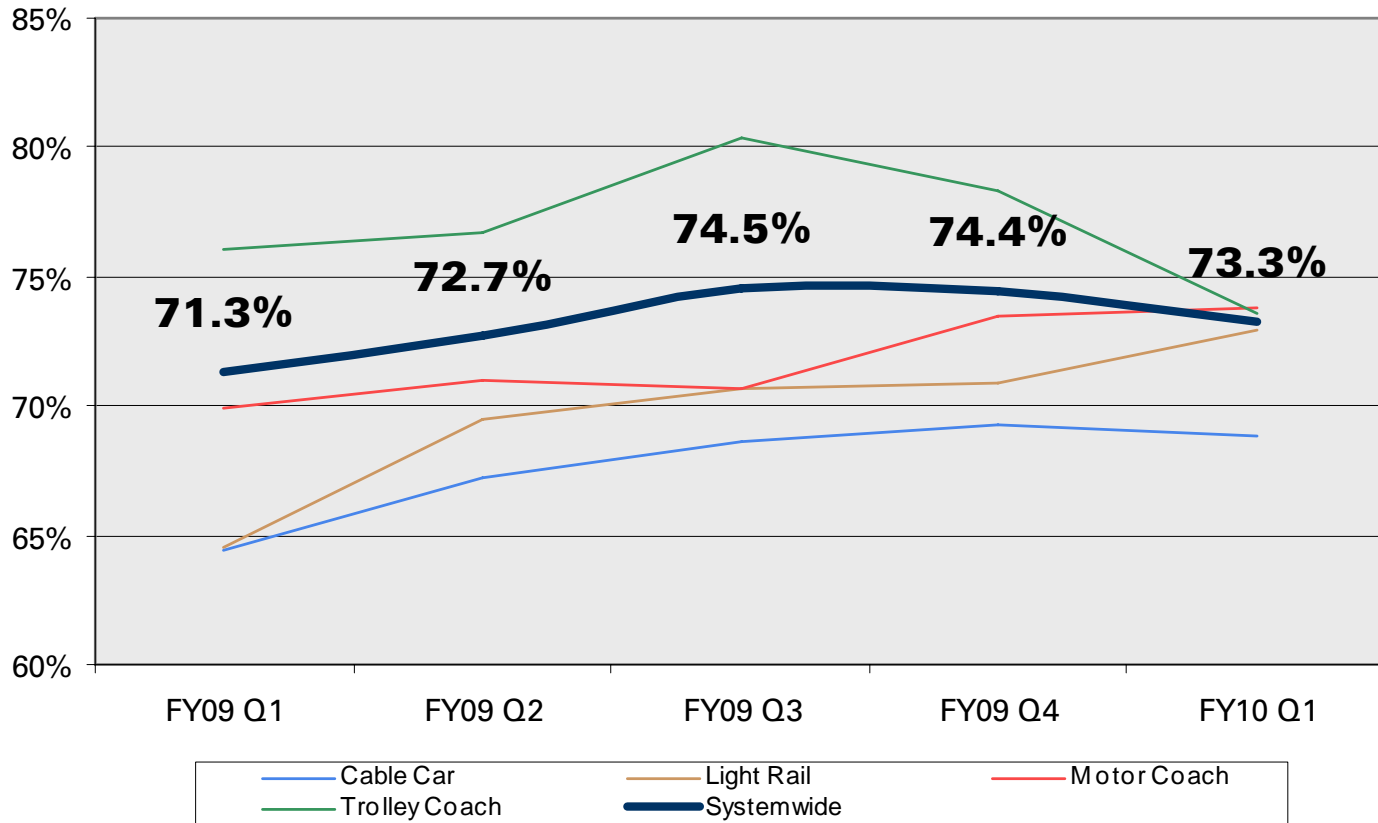
FY10 Q1 Service Standards Update

A1

On-Time Performance

Quarterly results

Goal: >85%



Reporting Periods

FY09 Q1

Jul-Sep 08

FY09 Q2

Oct-Dec 08

FY09 Q3

Jan-Mar 09

FY09 Q4

Apr-Jun 09

FY10 Q1

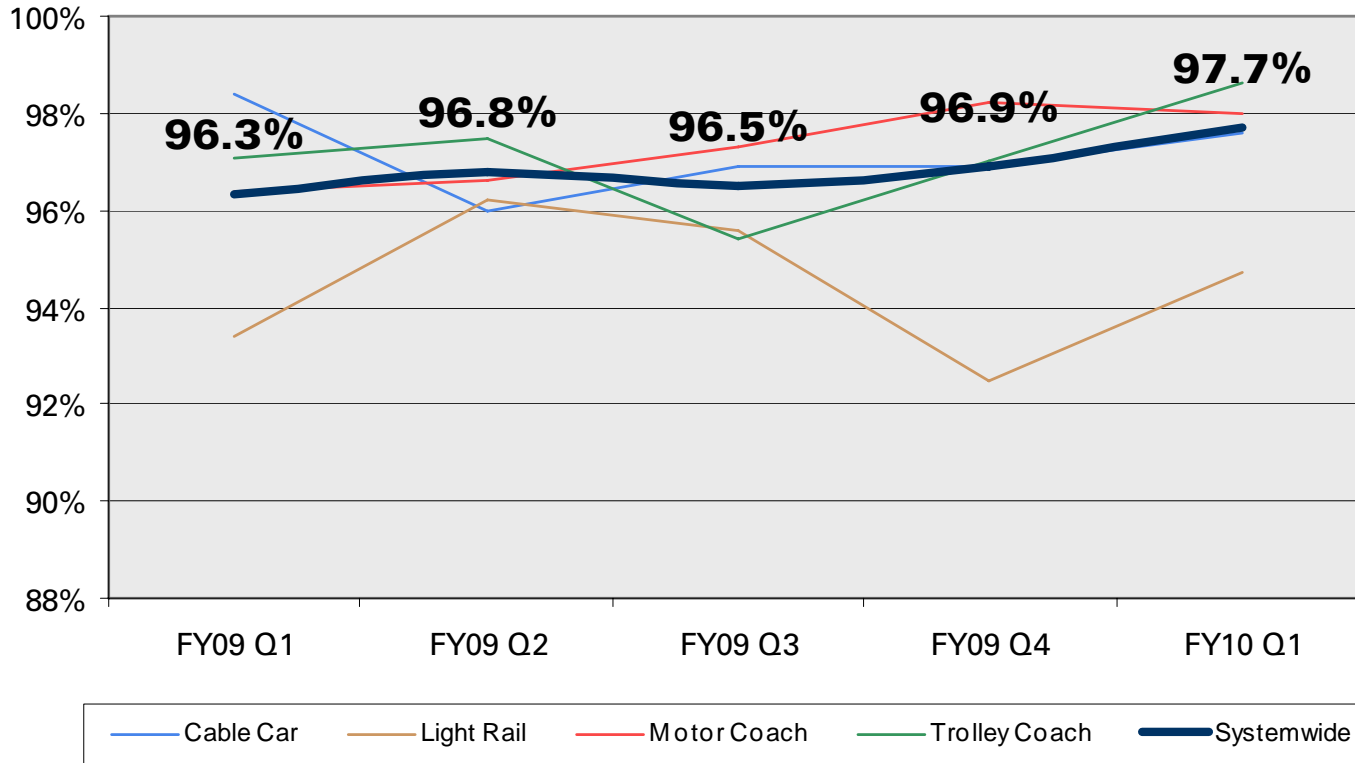
Jul-Sep 09

A2

Scheduled Service Hours Delivered

Quarterly results

Goal: >98.5%



Reporting Periods

FY09 Q1

Jul-Sep 08

FY09 Q2

Oct-Dec 08

FY09 Q3

Jan-Mar 09

FY09 Q4

Apr-Jun 09

FY10 Q1

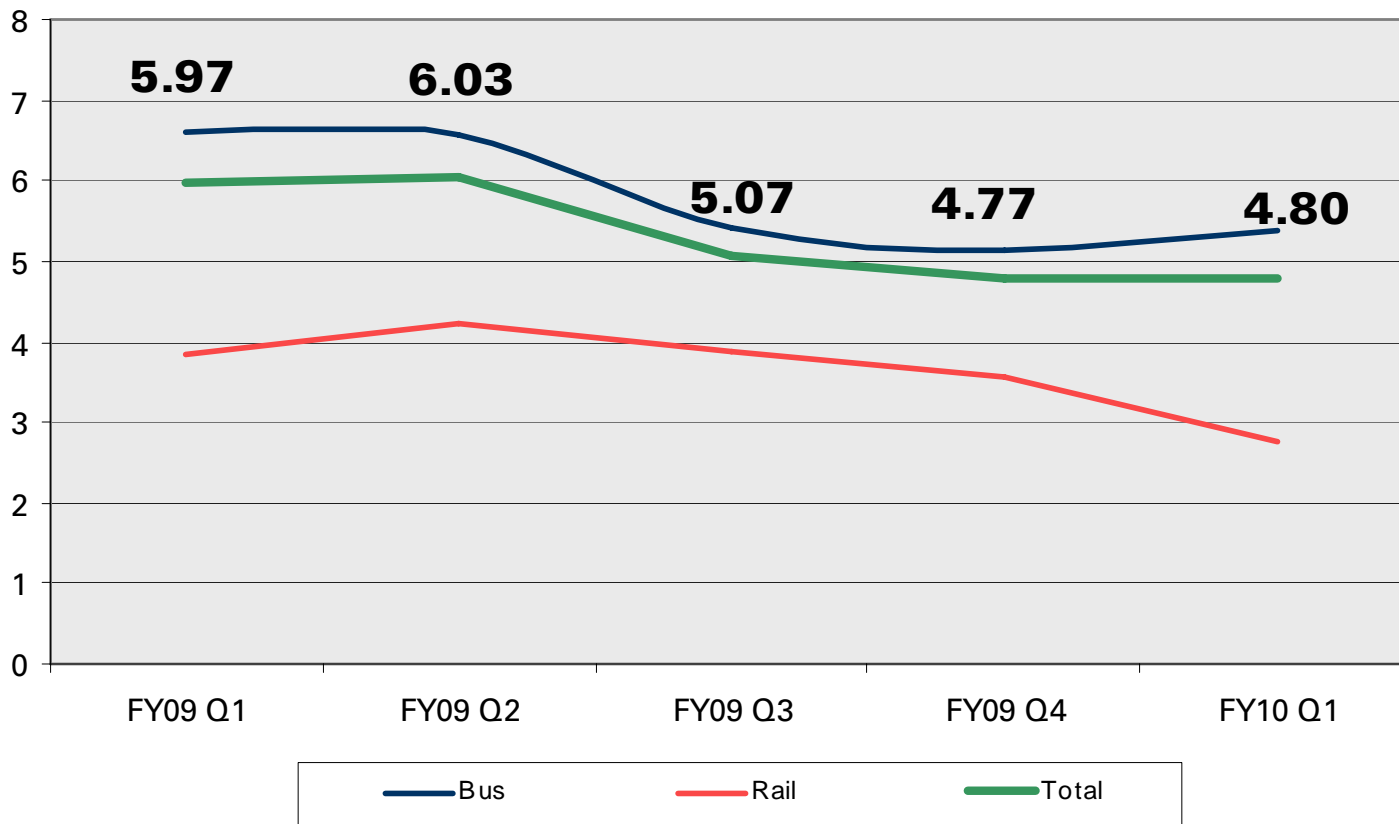
Jul-Sep 09

C4

Safety | Collisions per 100,000 Miles

Quarterly results

Goal: <5.90



Reporting Periods

FY09 Q1

Jul-Sep 08

FY09 Q2

Oct-Dec 08

FY09 Q3

Jan-Mar 09

FY09 Q4

Apr-Jun 09

FY10 Q1

Jul-Sep 09

Other Developments

	Standard	FY09 Q4	FY10 Q1	FY09
A7	<p>Traffic and Parking Control Requests Addressed within 90 days (Goal: >82%)</p>	82%	77%	82%
A8	<p>Color Curb Applications Processed within 30 days (Goal: >90%)</p>	87%	89%	78%
C11	<p>Mail-In Residential Parking Permit Renewals Processed within 21 days (Goal: >95%)</p>	82%	96%	790%