



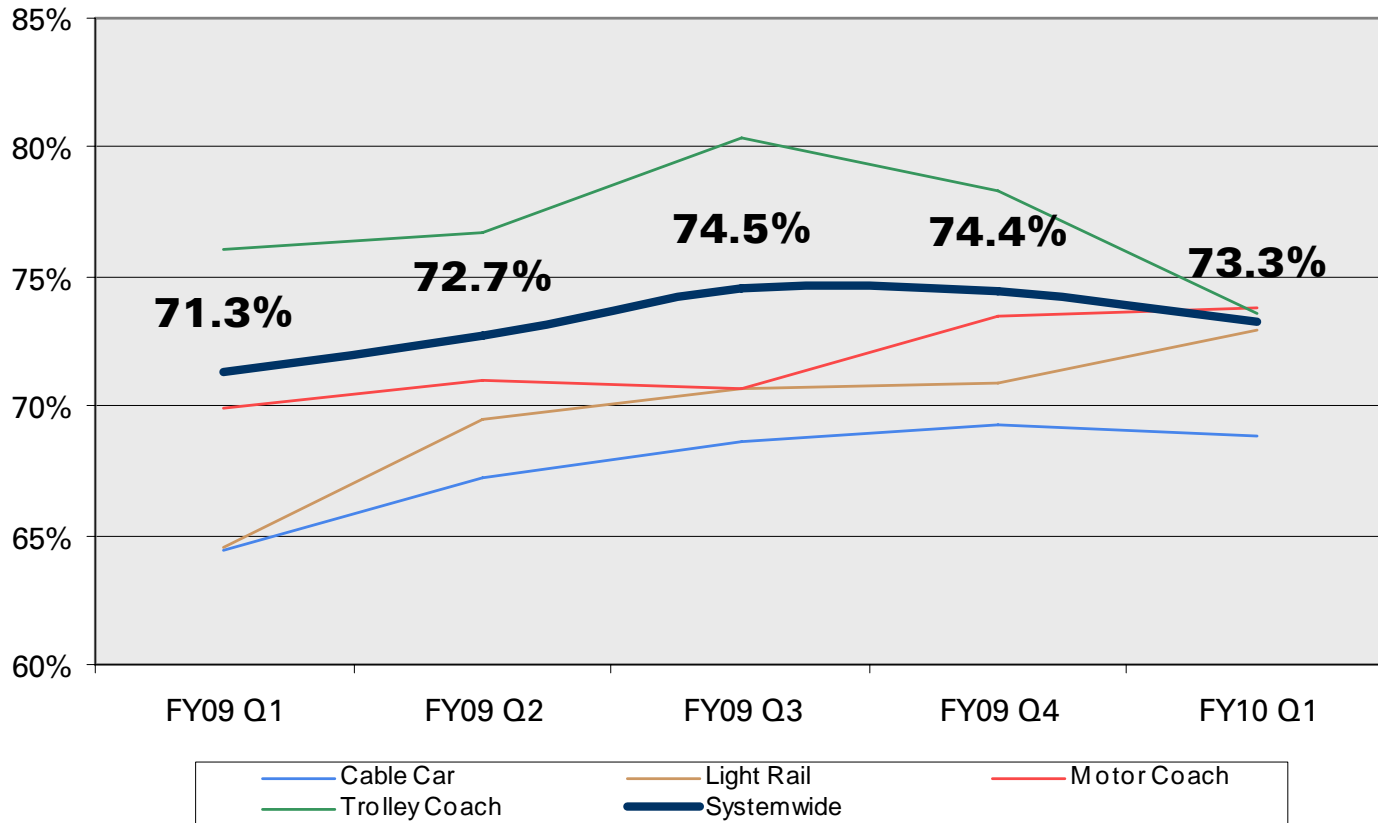
FY10 Q1 Service Standards Update

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

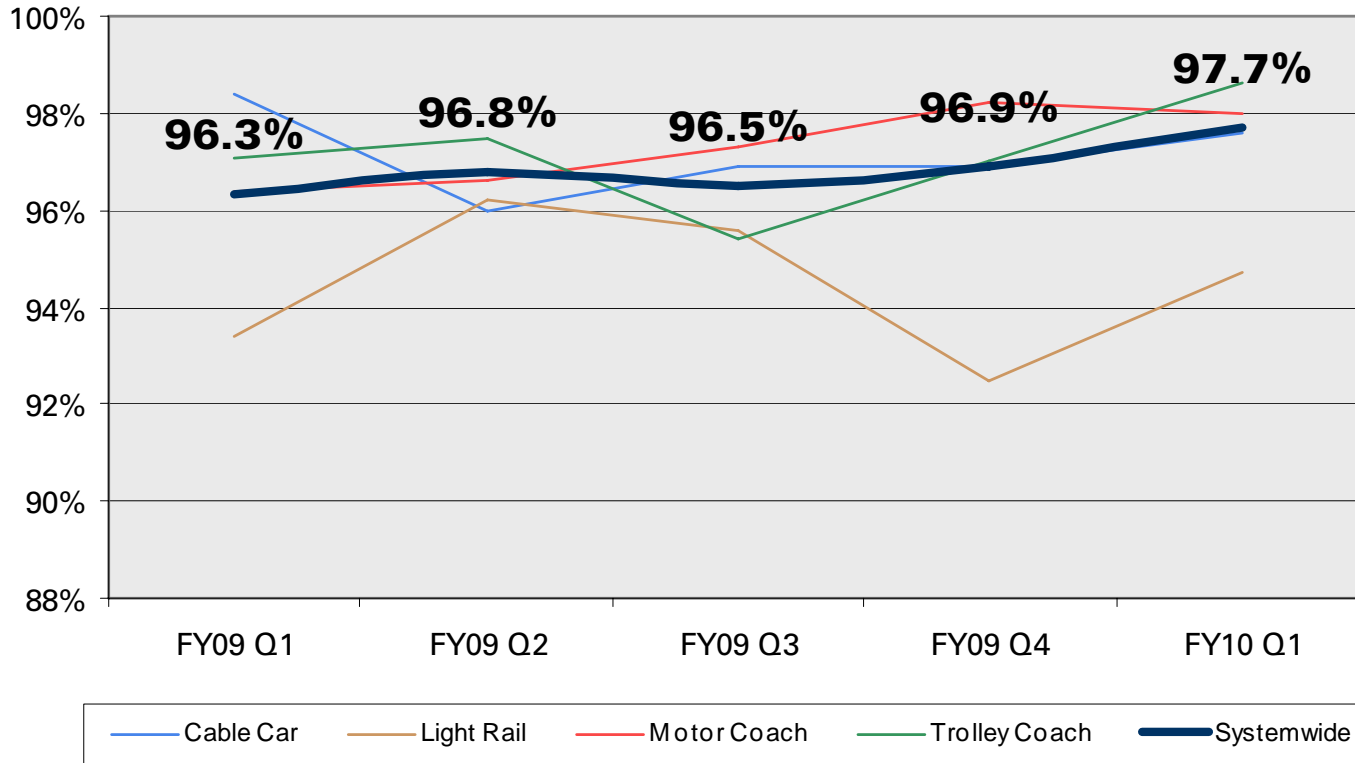
Jul-Sep 09

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

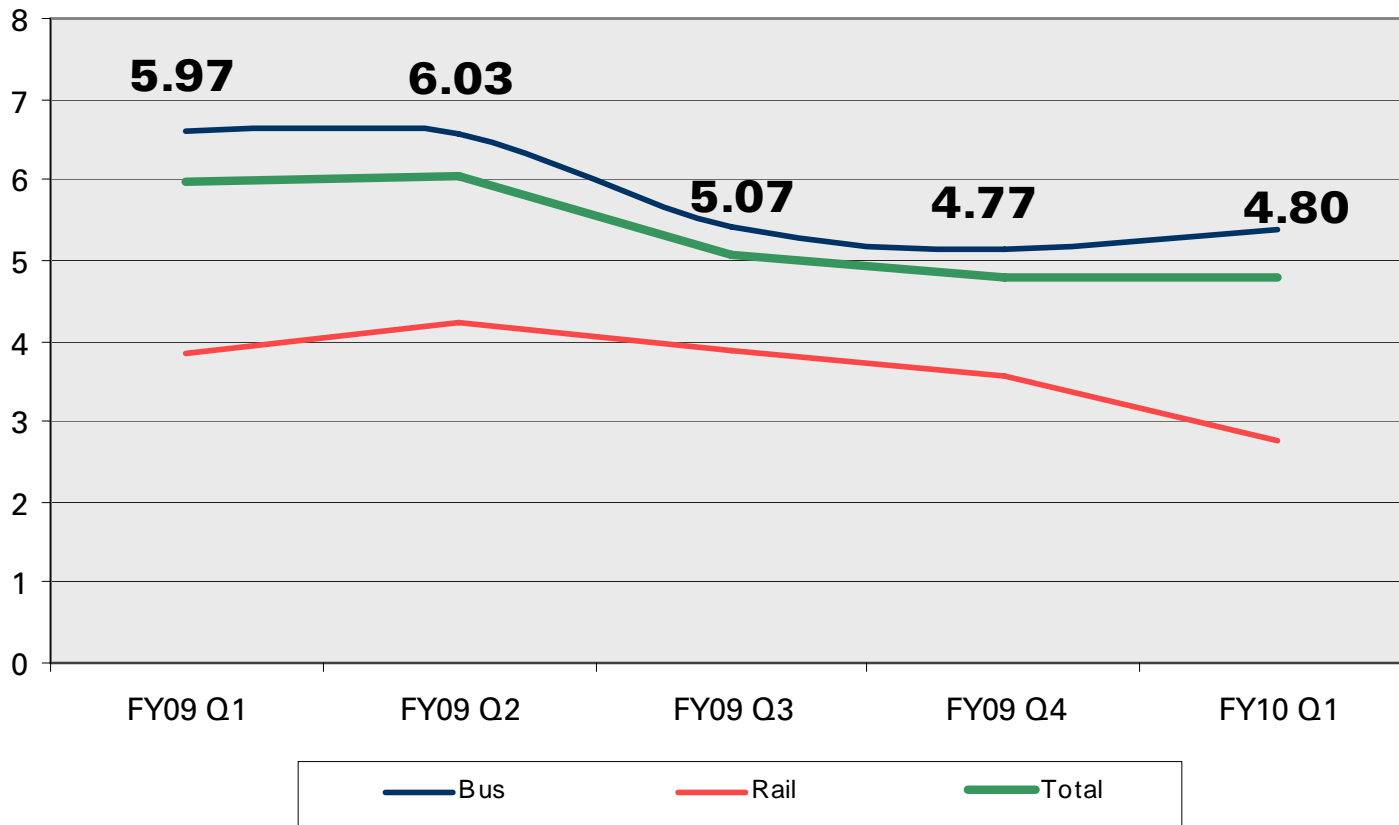
Jul-Sep 09

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%