

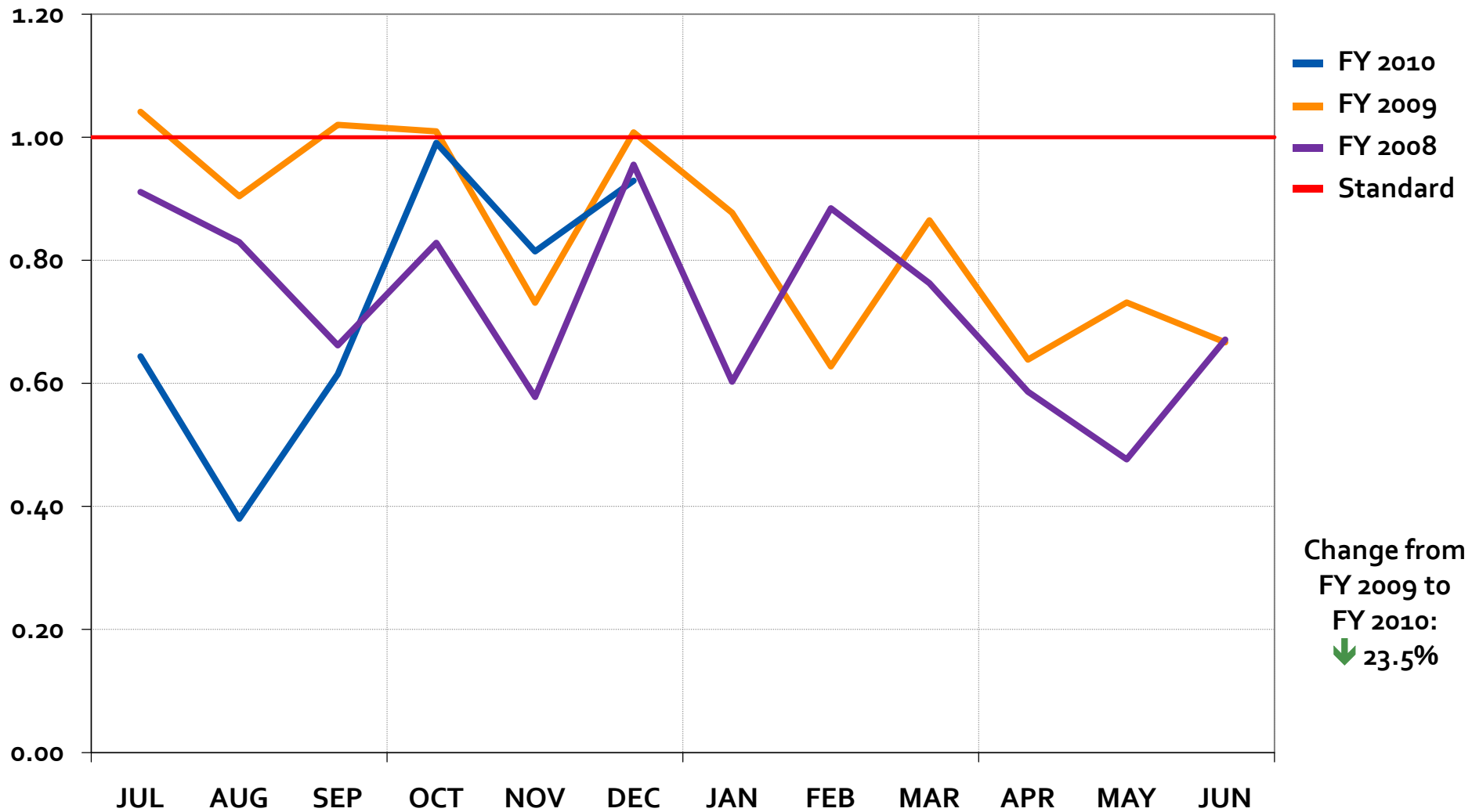
Transit Division
Performance Measurements
First and Second Quarters
Fiscal Year 2009-10

Safety, Courtesy and Reliability



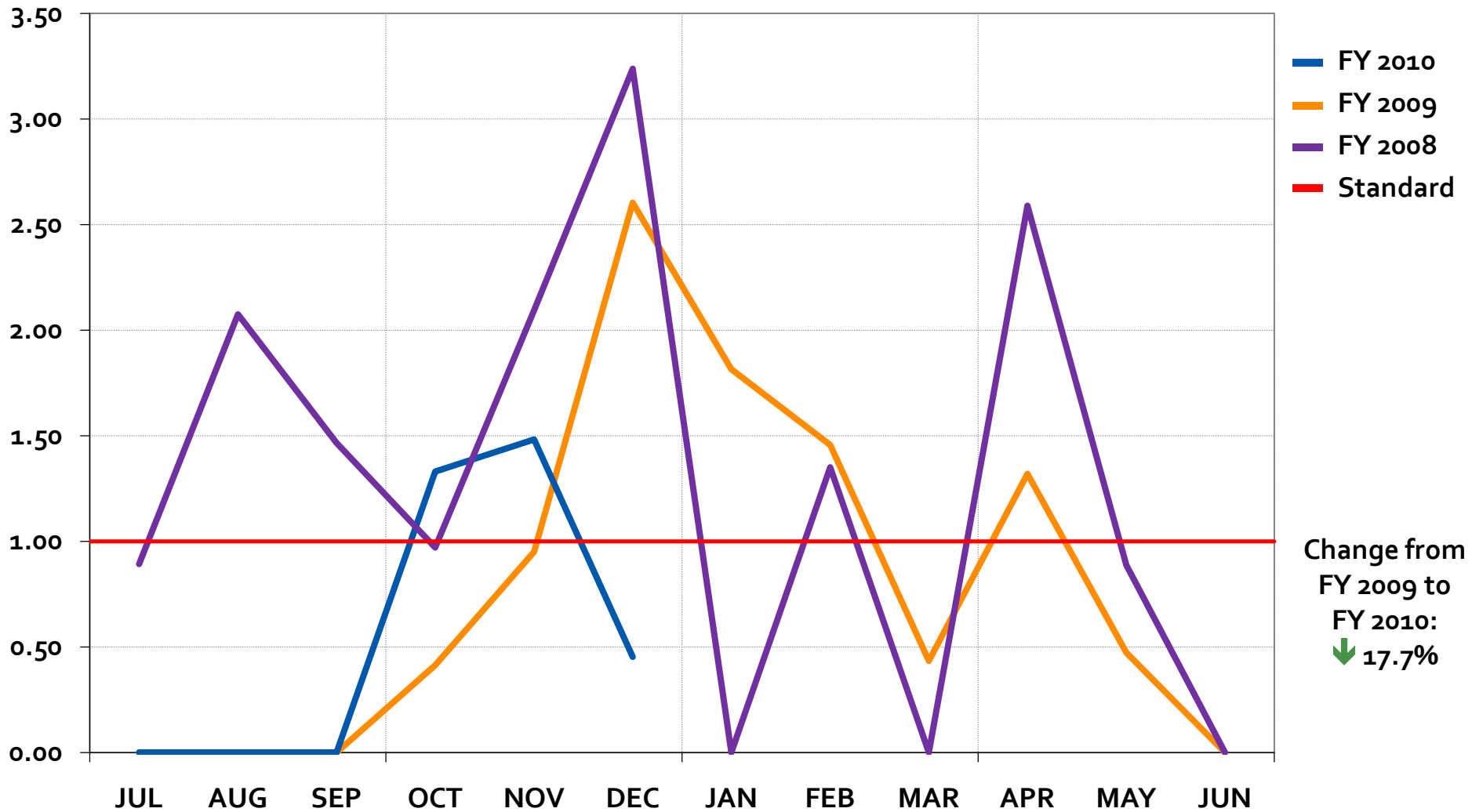
Safety: Preventable Vehicle Accidents per 100,000 Miles

Directly-Operated Fixed Route



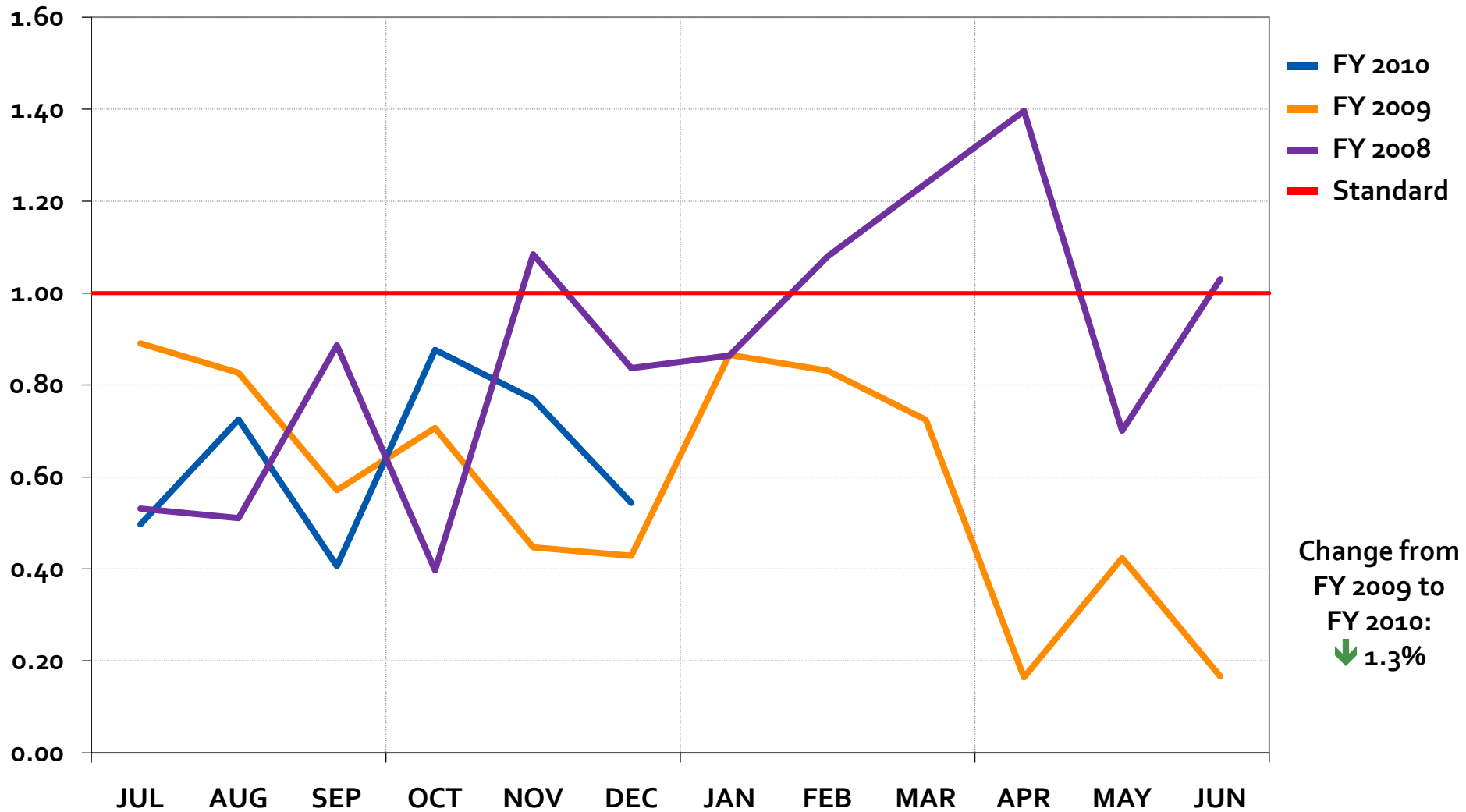
Safety: Preventable Vehicle Accidents per 100,000 Miles

Contracted Fixed Route



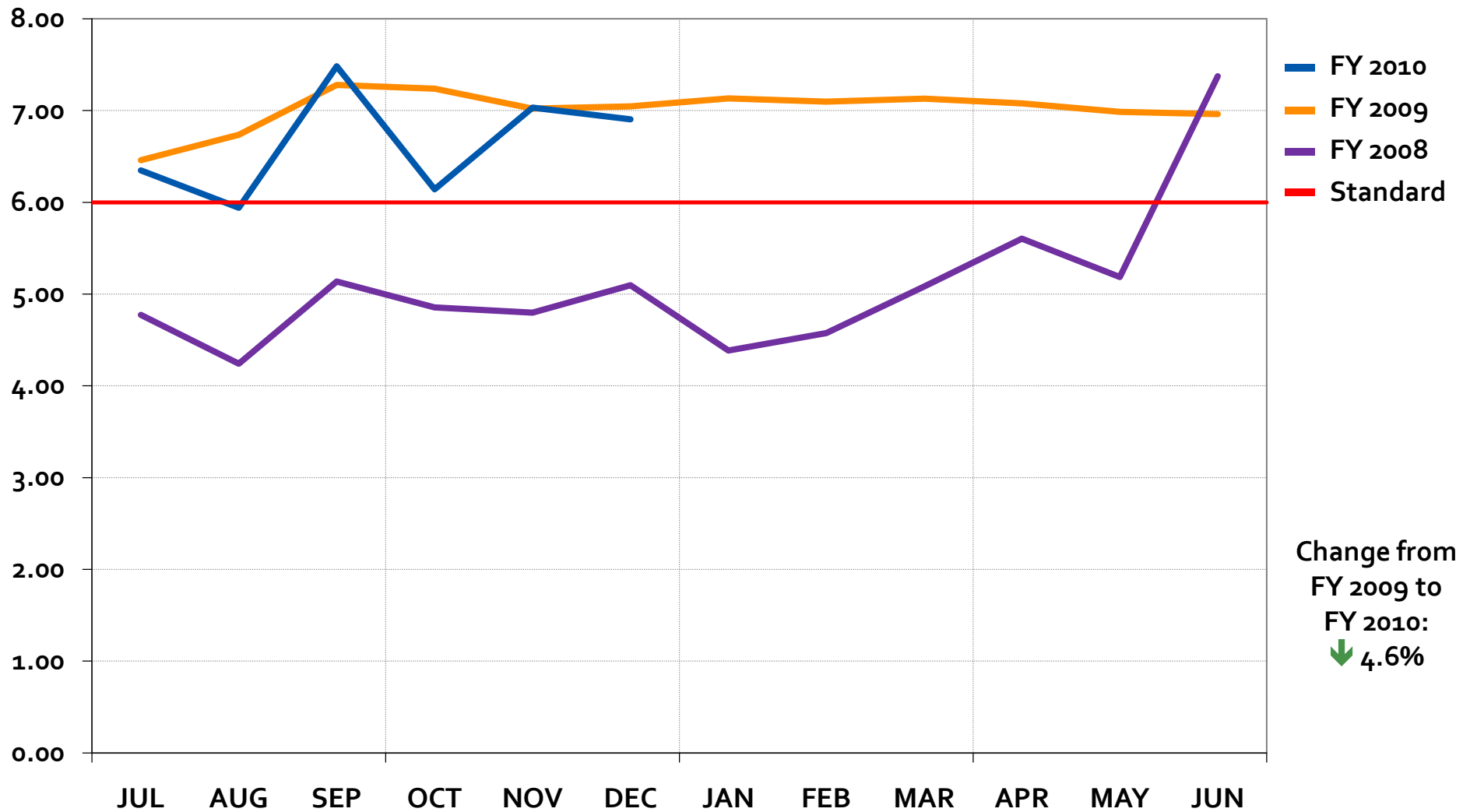
Safety: Preventable Vehicle Accidents per 100,000 Miles

ACCESS Service

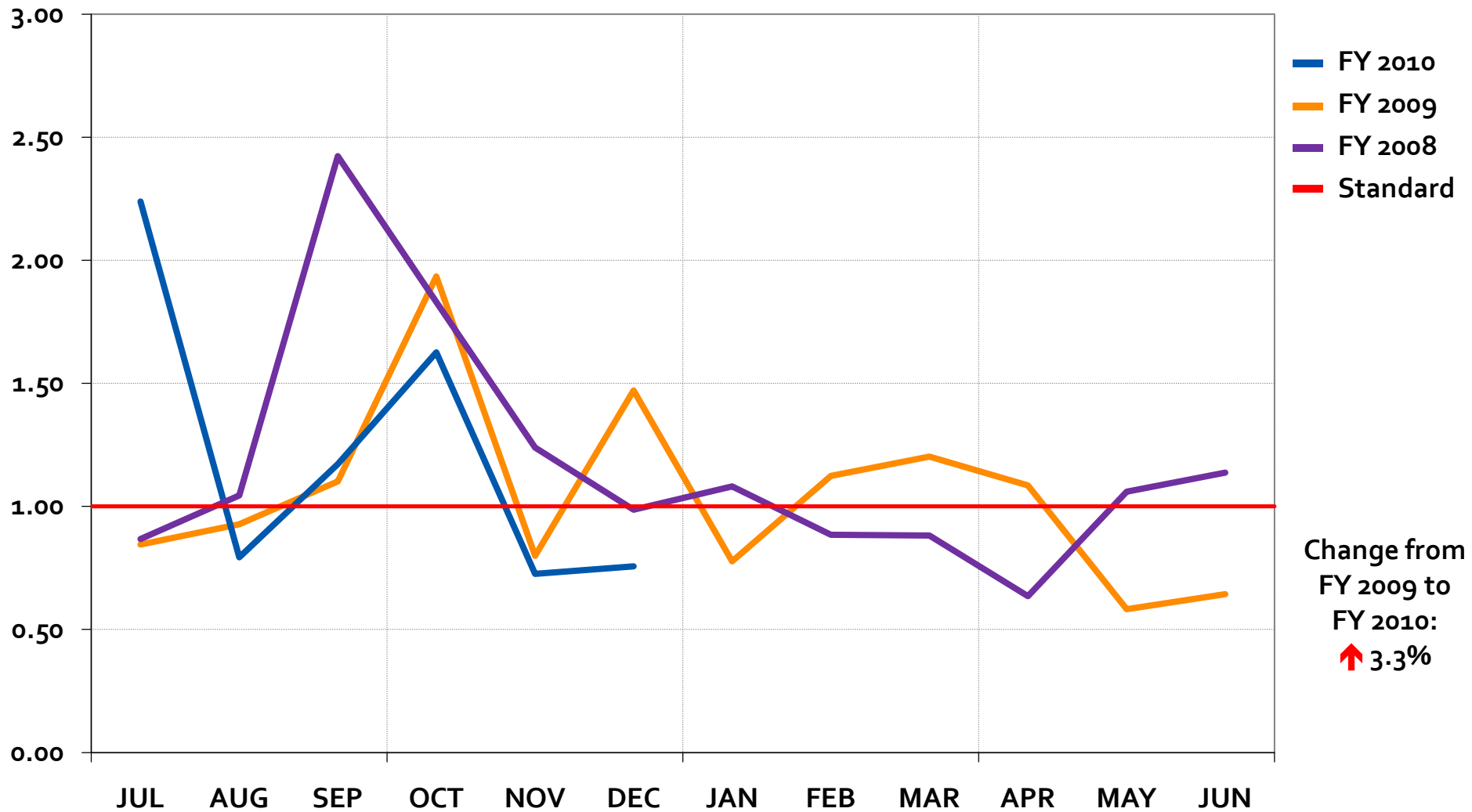


Courtesy: Customer Complaints per 100,000 Passengers

Directly-Operated Fixed Route

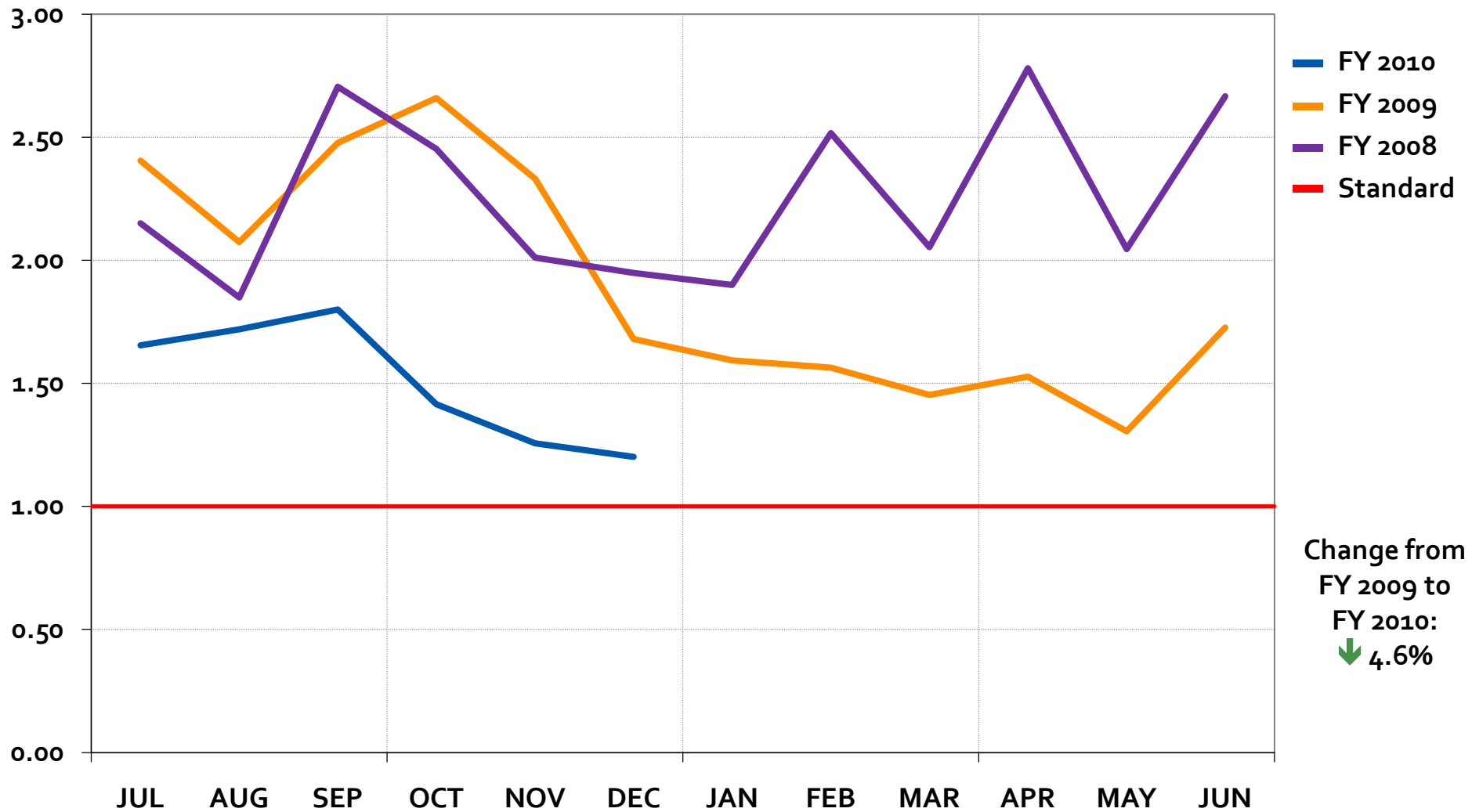


Courtesy: Customer Complaints per 4,000 Passengers Contracted Fixed Route



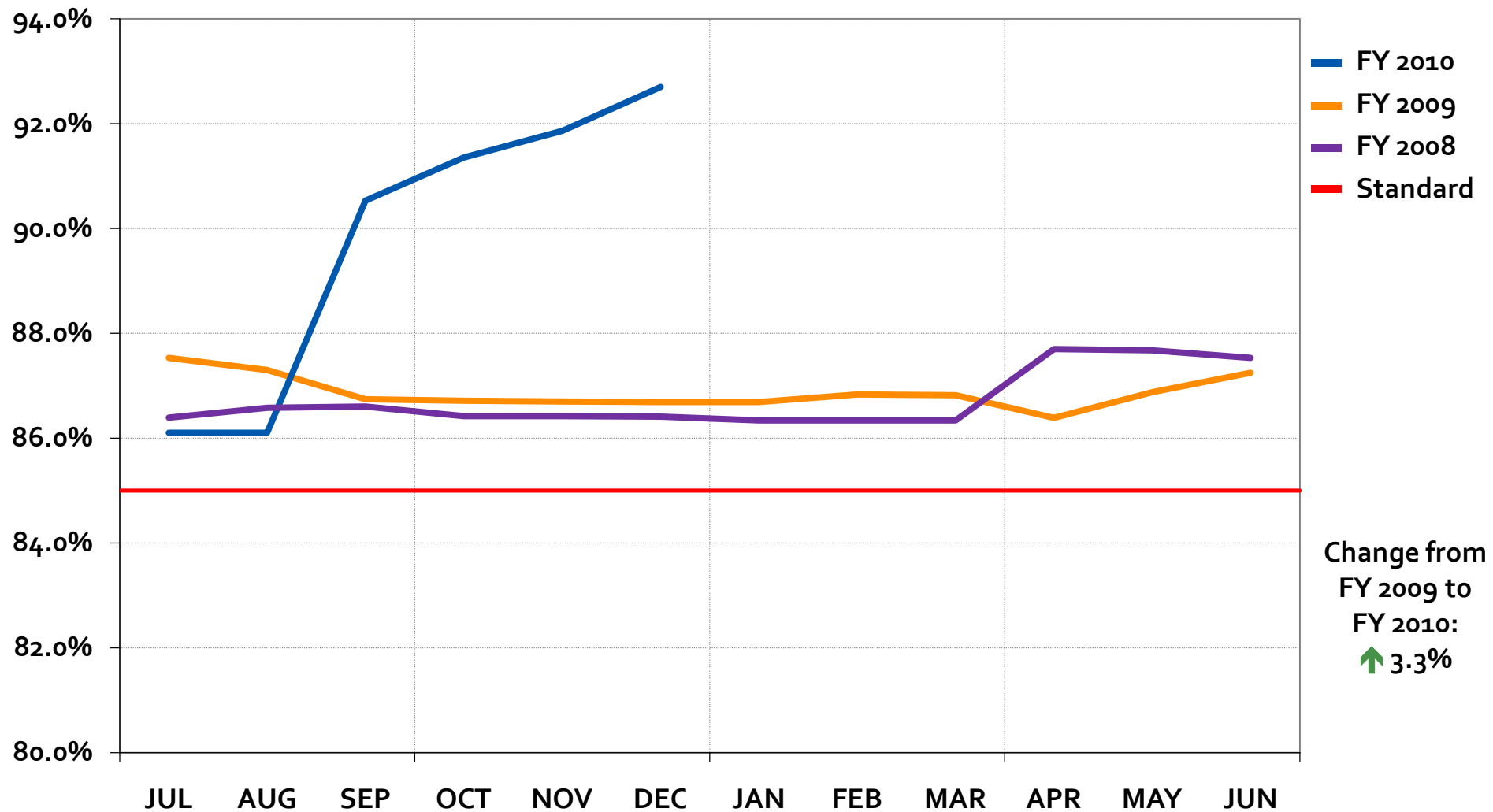
Courtesy: Customer Complaints per 1,000 Passengers

ACCESS Service



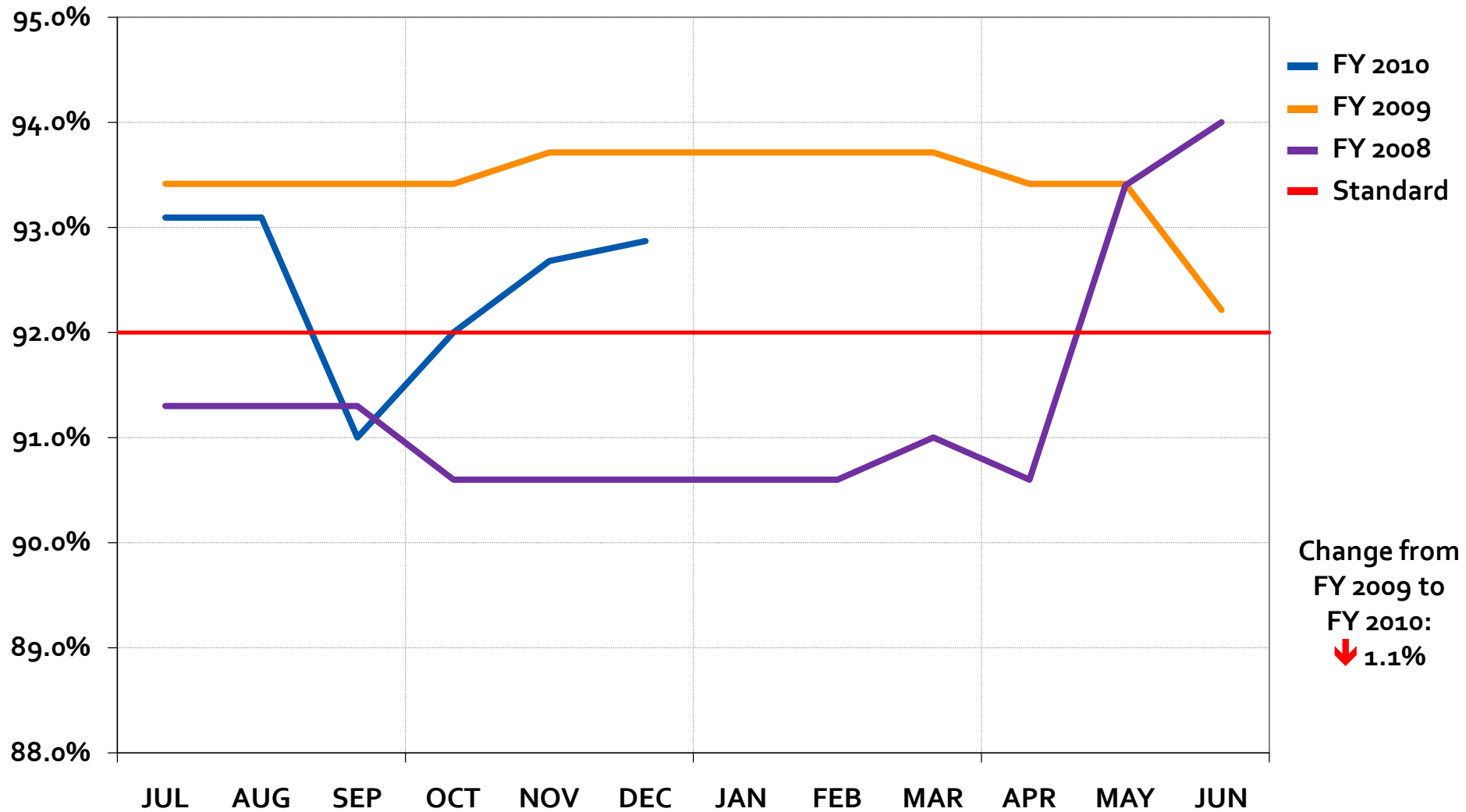
Reliability: On-Time Performance

Directly-Operated Fixed Route



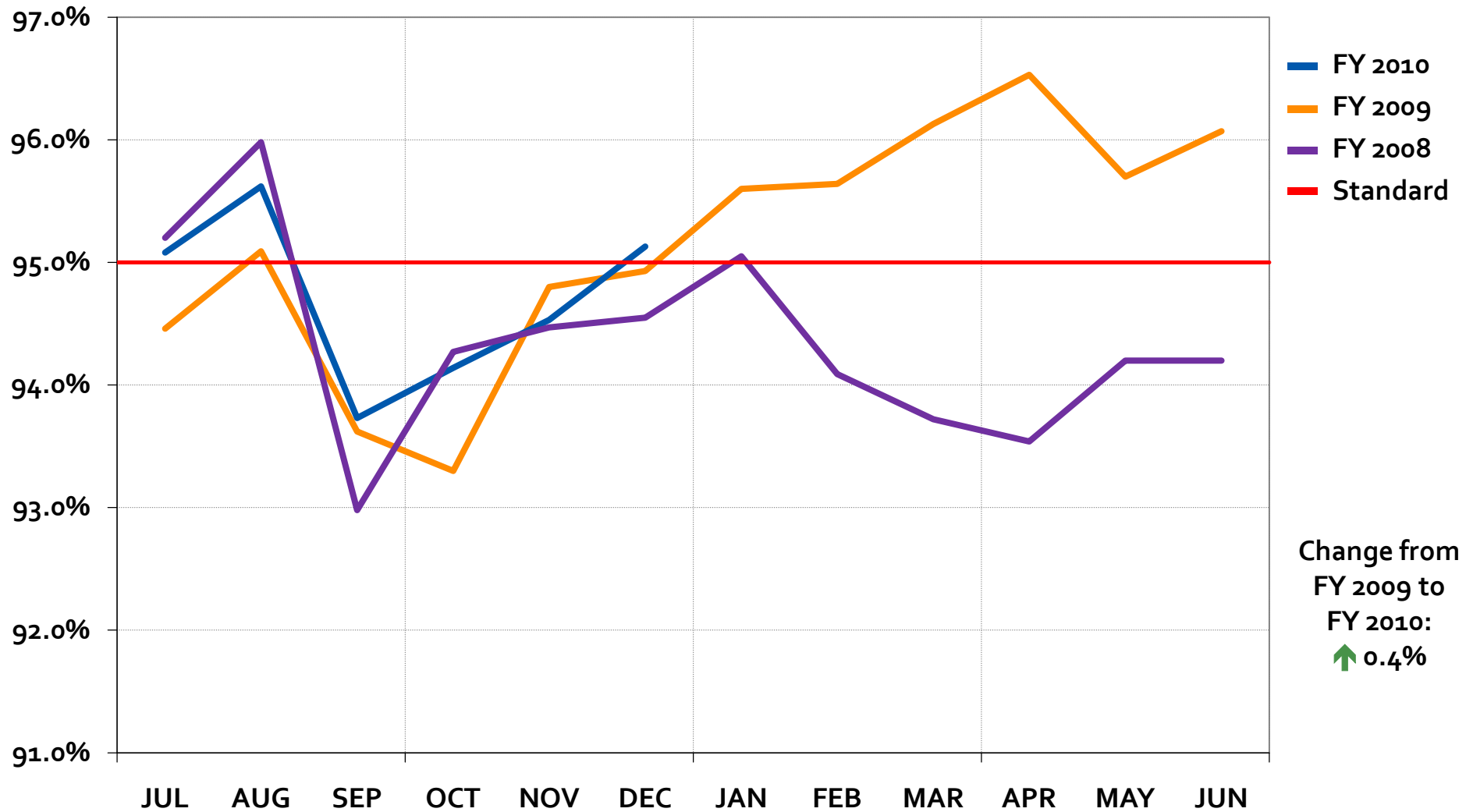
Reliability: On-Time Performance

Contracted Fixed Route



Reliability: On-Time Performance

ACCESS Service



Reliability: Service Delivery Failures

ACCESS Service

