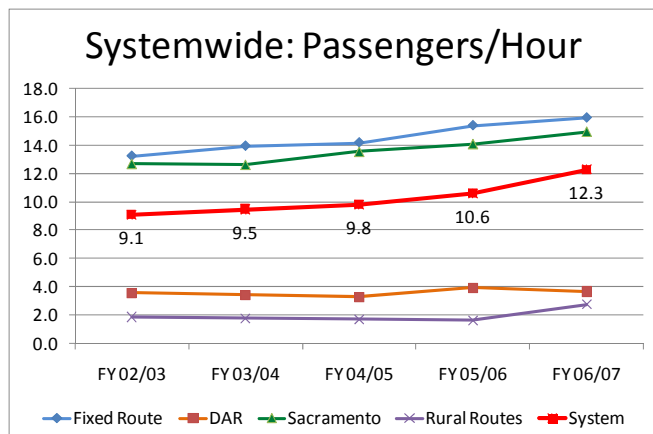
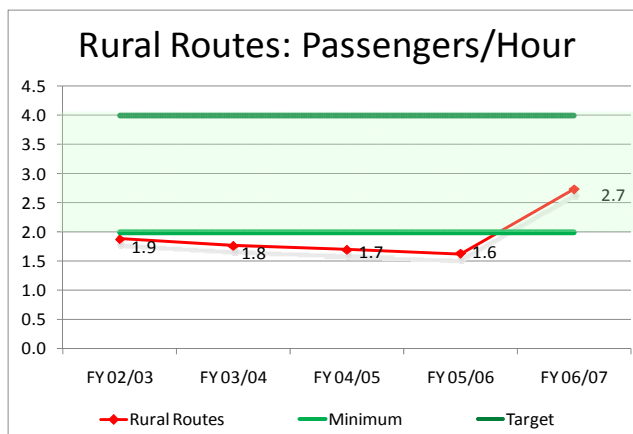
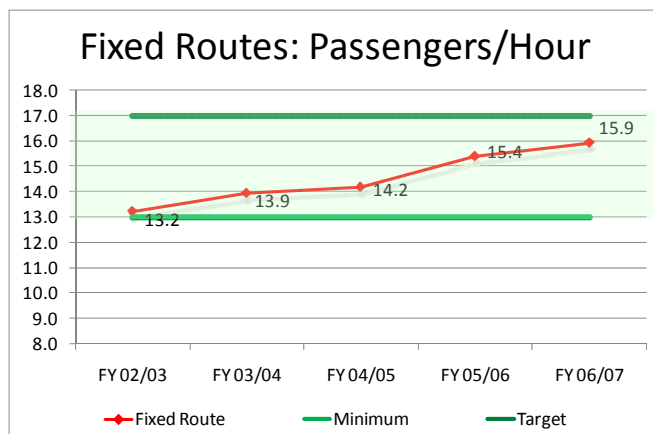
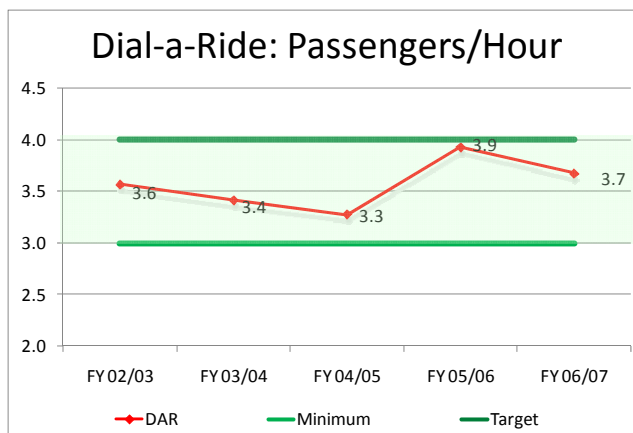
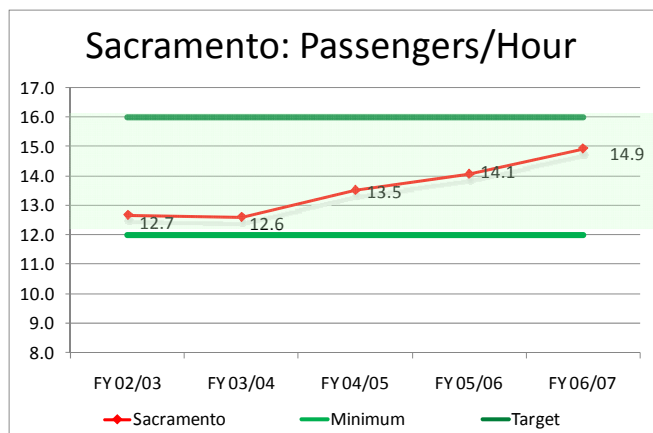


EFFECTIVENESS

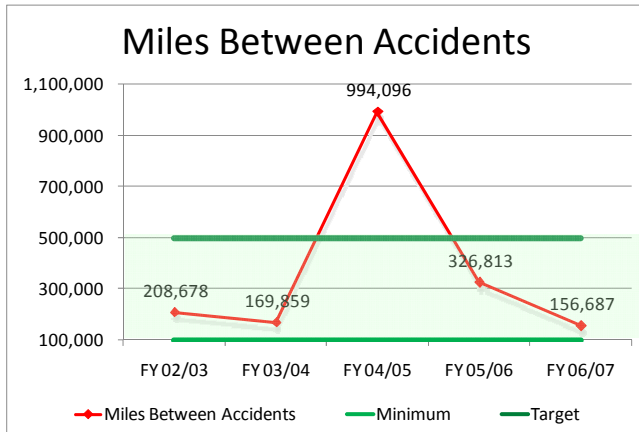


Passengers Per Vehicle Revenue Hour

The primary measure of effectiveness or service productivity is Passengers Per Vehicle Revenue Hour. The productivity standard will vary depending on the type of service. The chart at the left shows the Systemwide average over the last five years and compares this to the various services. The charts below show the minimum standard, target and five year history for each of the service types.



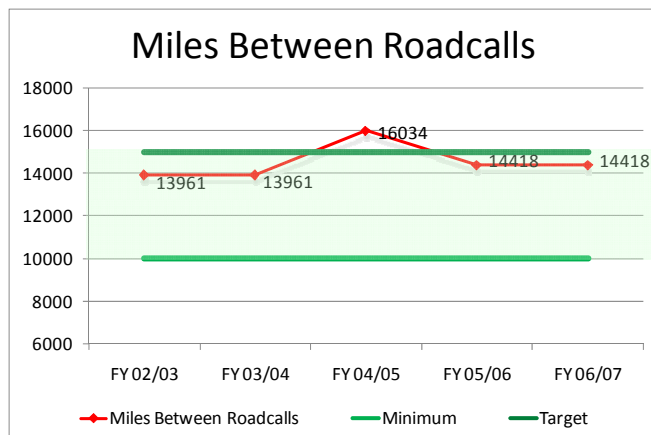
SAFETY



The primary performance standard for the safety goal is miles between accidents. In FY 2004/05, Yuba-Sutter Transit far exceeded the target standard of 500,000 because there were no accidents. In FY 06/07, the number of miles between accidents was 156,687, above the 100,000 minimum standard but below the five year average.

A summary of training and safety compliance by the contractor will be included in future editions of the performance report summary.

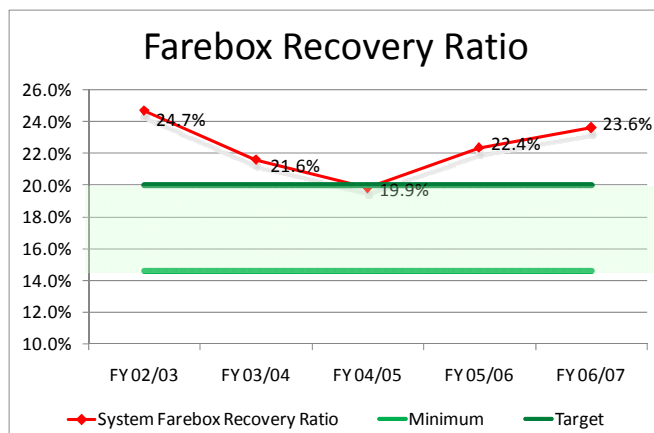
SERVICE QUALITY



Service quality standards reflect the passengers' experience. Miles between roadcalls, is an indicator that is directly correlated to passenger perception of service reliability. In FY 06/07, the contractor did an excellent job of reducing roadcalls with 18,457 miles between roadcalls, exceeding the standard of 15,000.

Standard	Min	Target	FY06/07
On-time Late/Early	95%/.5%	99%/0%	Not Available

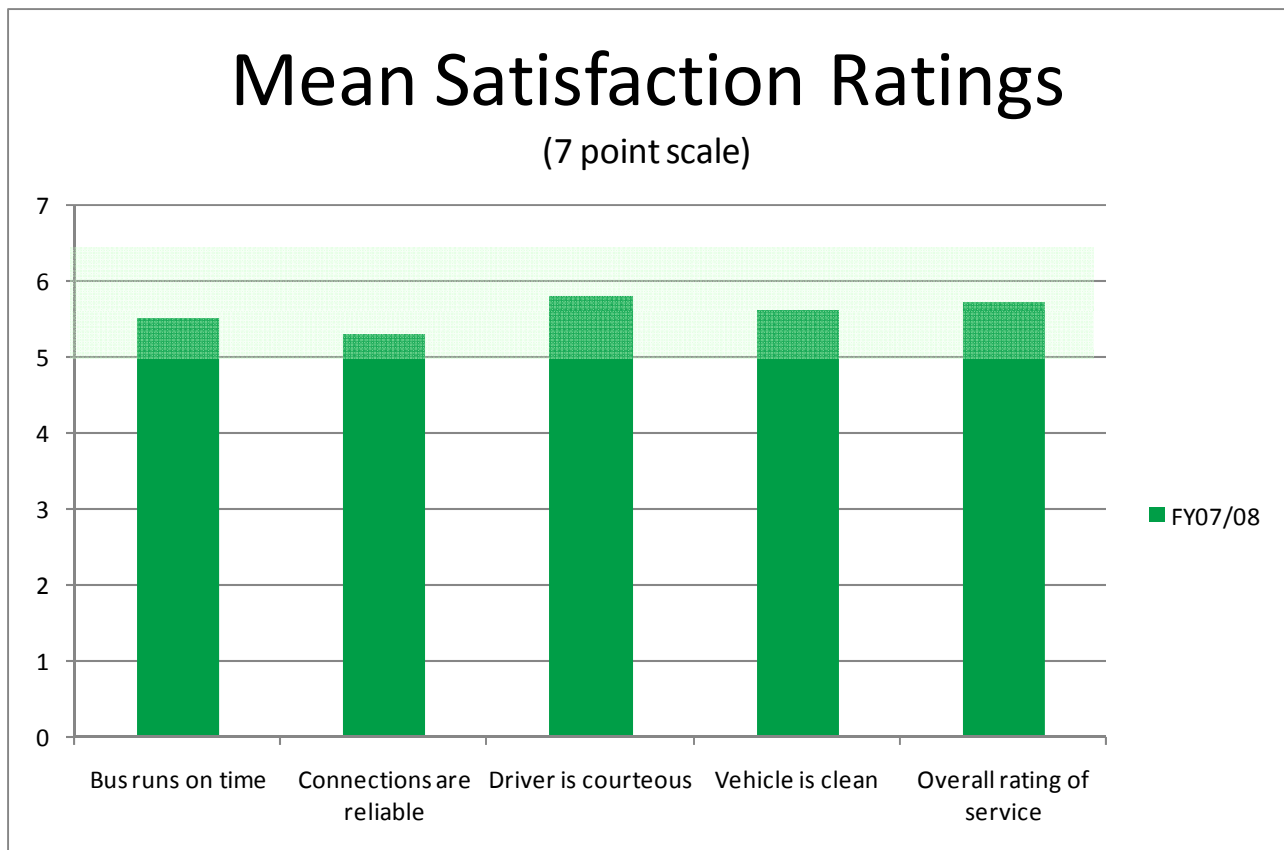
FINANCIAL SUSTAINABILITY



The primary standard for the financial sustainability goal is farebox recovery. Yuba-Sutter Transit has exceeded the minimum standard of 14.6% and the target farebox recovery ratio of 20% for most of the past 5 years. At \$62.04, Yuba-Sutter's cost per vehicle hour was below the average of five peer agencies, just above the target objective of \$59.99.

Standard	Min	Target	FY06/07
Cost/Vehicle Revenue Hour	\$59.99	\$73.32	\$62.04

CUSTOMER SATISFACTION



Customer satisfaction is the ultimate measure of service effectiveness. Yuba-Sutter Transit measures customer satisfaction with a bi-annual on-board survey. Passengers rate Yuba-Sutter Transit, both on overall service quality and on specific criteria, on a 7 point scale. The above chart shows the ratings history from recent surveys. The shade green band indicates the acceptable to target range.