

Chart 1 – On-Time Performance

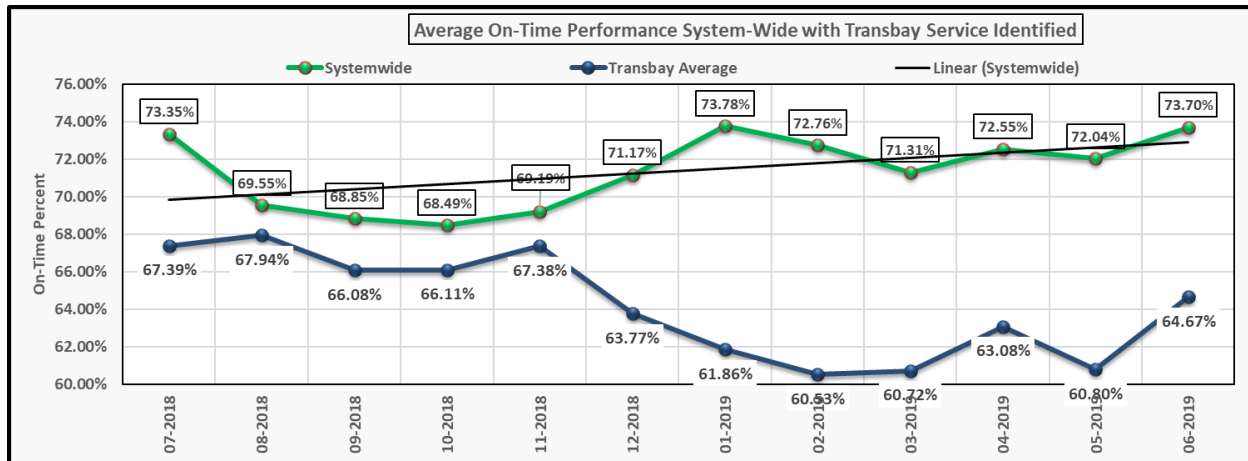


Chart 2 – Ridership

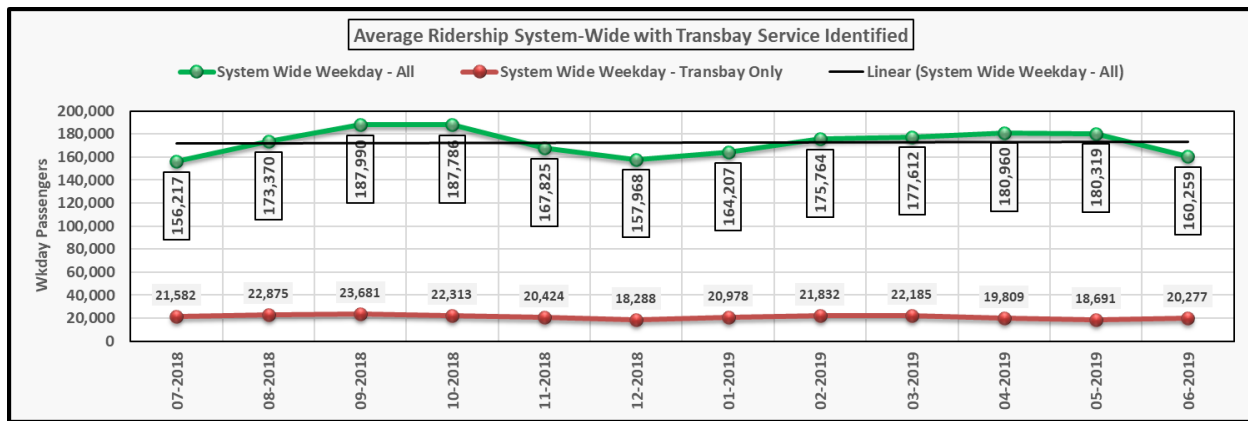


Chart 3 – Service Operated

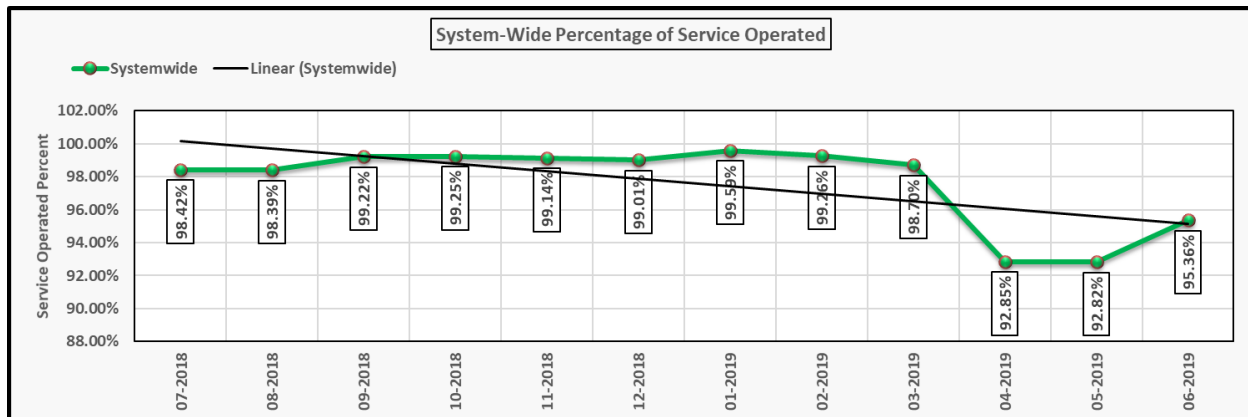


Chart 4 – Log-On Rate

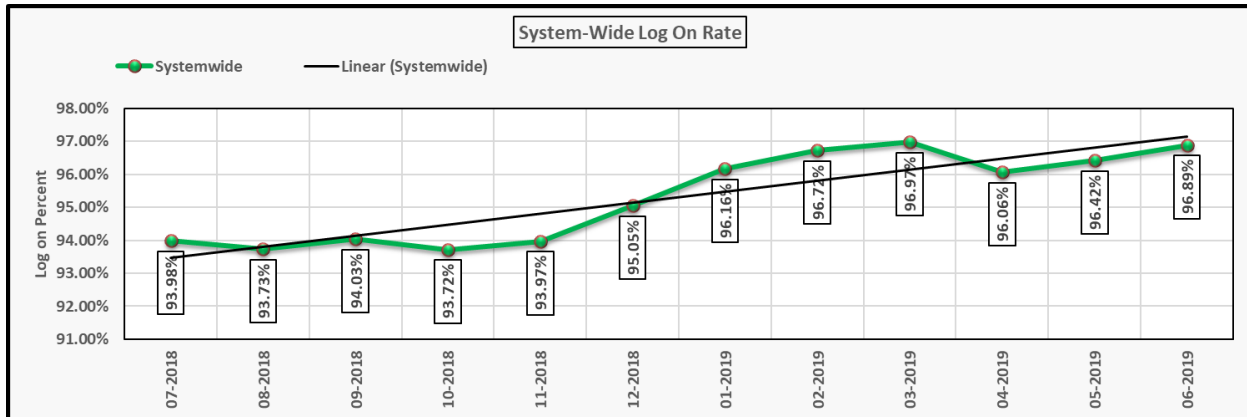


Chart 5– Scheduled Operator Unavailability

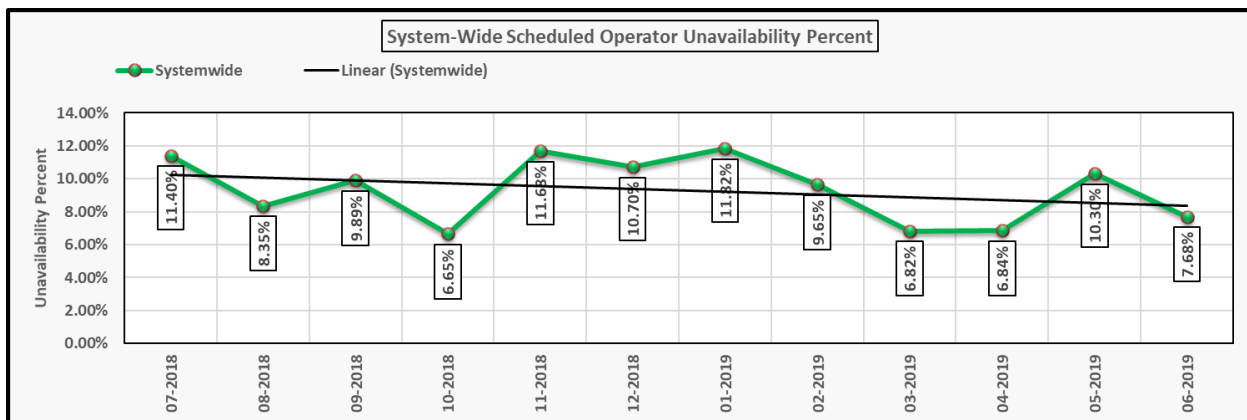


Chart 6 - Unscheduled Operator Unavailability

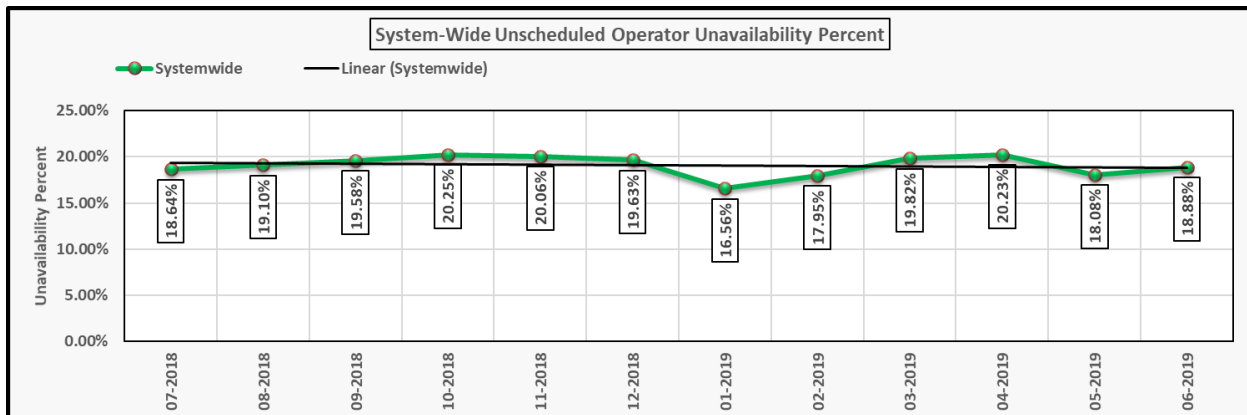


Chart 7 – Passenger Accidents

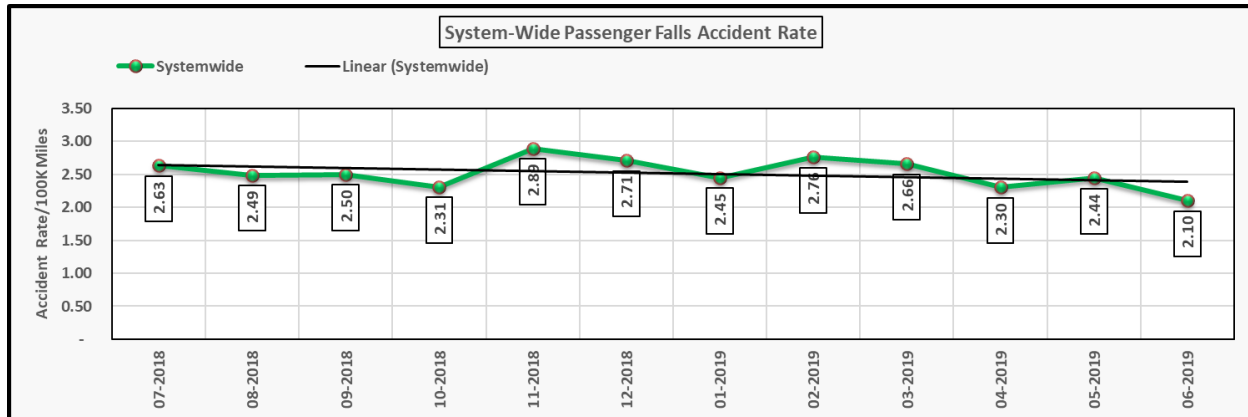


Chart 8 – Vehicle Accidents

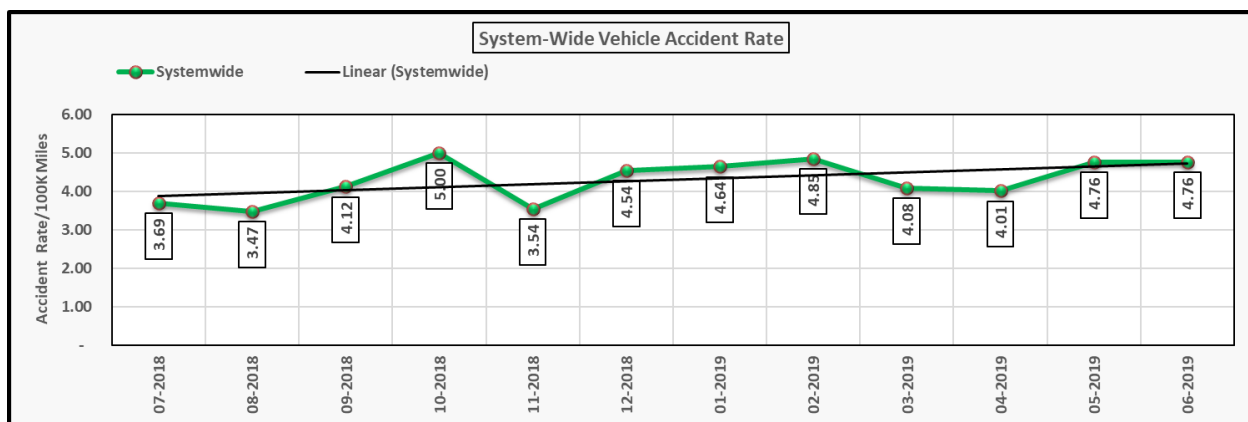


Chart 9 – Miles Between Road Calls

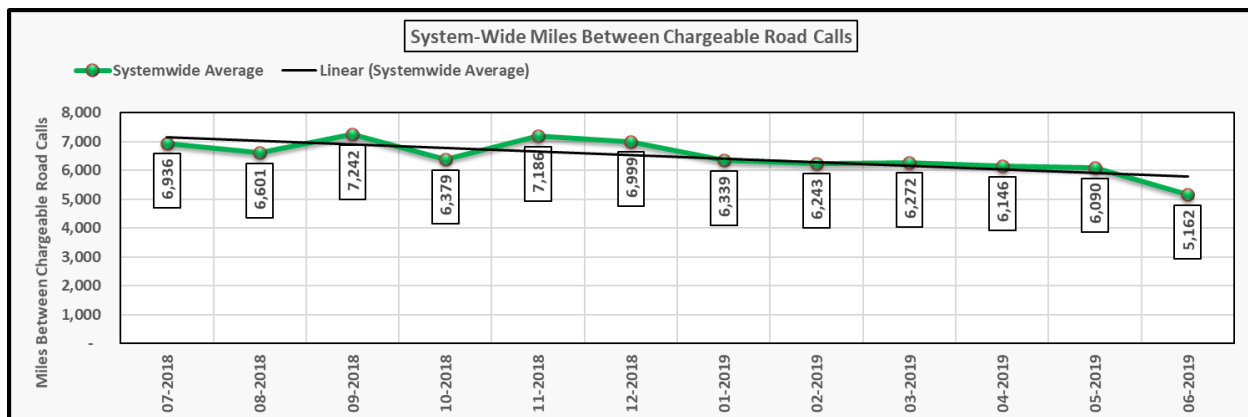


Chart 10 – Overall Bus Cleanliness

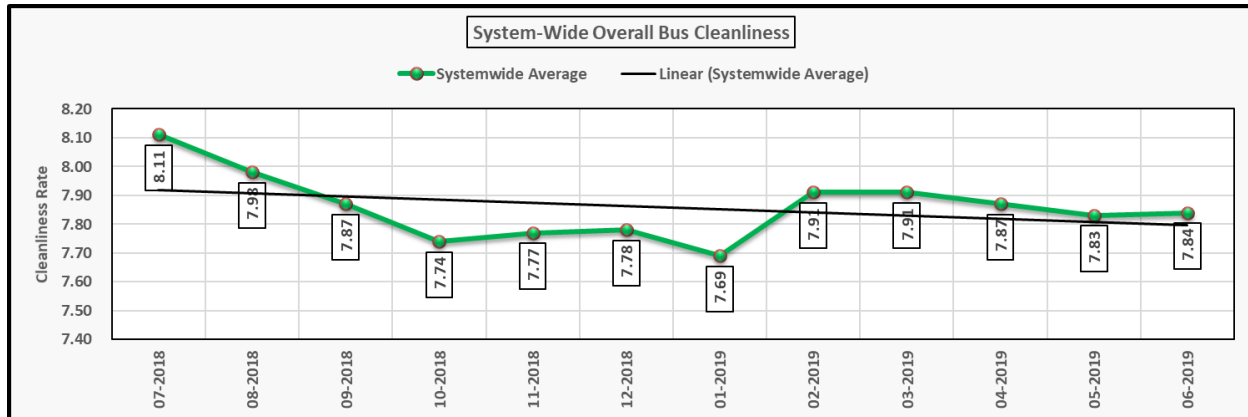


Chart 11 – Customer Complaint Rate

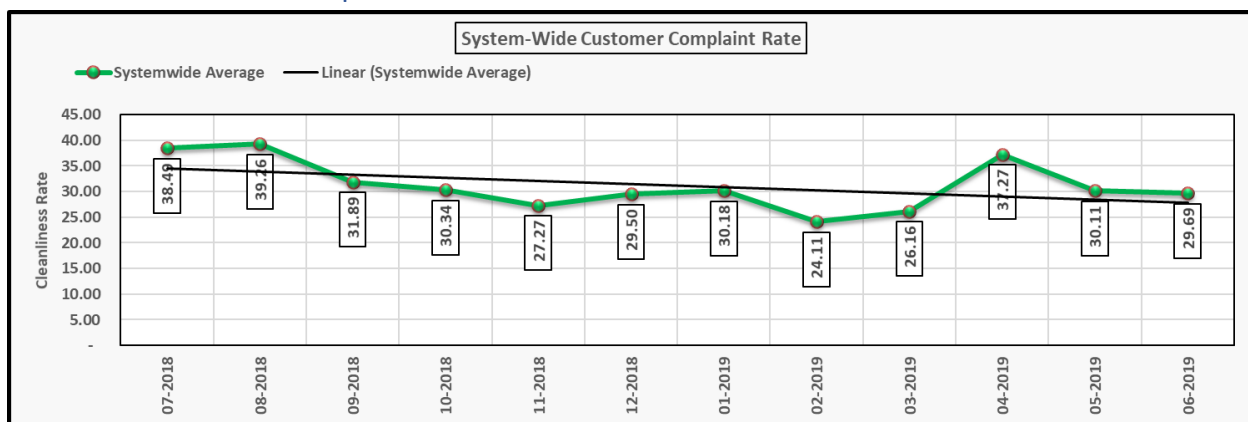


Chart 12 – Quarterly Revenue

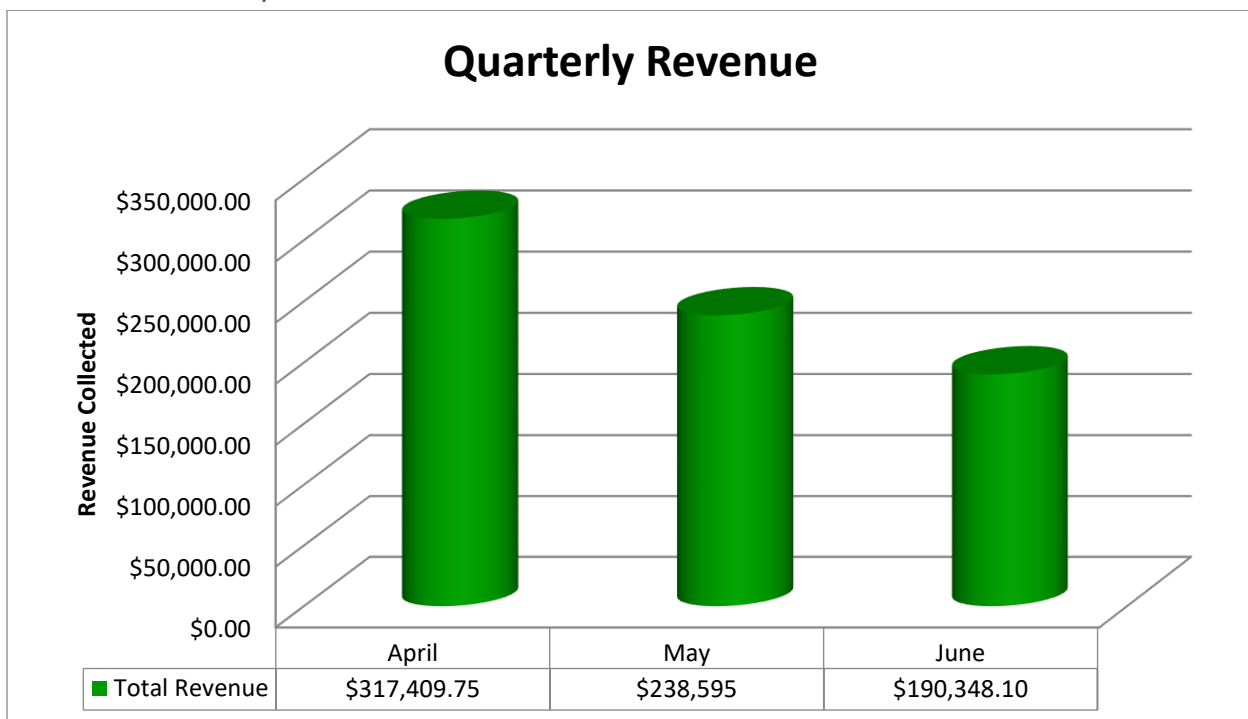


Chart 13 – Passes Sold in the Quarter

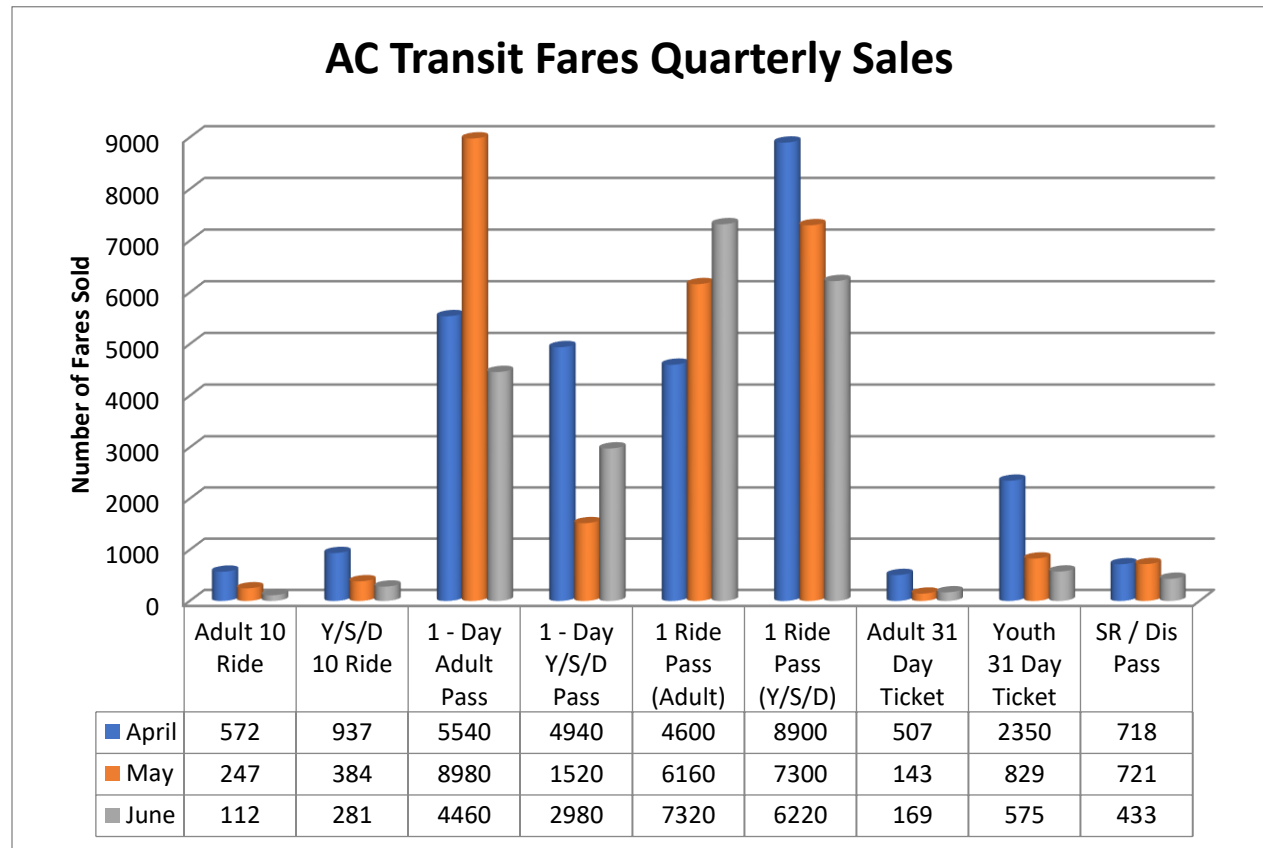


Table 1 – Call Distribution

CALL DISTRIBUTION	April	May	June
Travel Information	27.71%	28.52%	29.62%
Trip Planning	25.45%	26.56%	27.44%
Complaint / Commendation	17.99%	15.71%	16.64%
Other	2.52%	1.81%	1.71%
No Answer	3.08%	3.06%	4.01%

Table 2 –Call Statistics

CALL STATISTICS	April	May	June
Calls Accepted	4906	4788	4301
Calls Answered	4762	4668	4174
Avg Call Time (Minutes)	0:03:30	0:03:36	0:03:38
Calls Answered w/in 20 seconds	81.21%	83.59%	83.73%
Calls Answered w/in 180 seconds	97.45%	98.20%	98.01%
Calls Abandoned	2.94%	2.51%	2.95%
Total Call Minutes	17,520.38	16,856.37	15,904.35
Average Speed of Answer (seconds)	0:00:20	0:00:17	0:00:18