

Quarterly Performance Comparisons during Contractor Transitions

Late Ride Reports

Late Ride Reports	YTD March			
	2011	2010	2009	2008
Metro	3	2	17	19
Abby*/ Badger Cab	53*	138	193	485
Tsolutions	37	38	93	61
Bbus / Laidlaw**	43	48	101	97**

Late Ride Reports	YTD June			
	2011	2010	2009	2008
Metro	11	8	19	32
Abby*/ Badger Cab	104*	257	261	620
Tsolutions	69	70	118	93
Bbus / Laidlaw**	84	88	123	175**

Late Ride Reports	YTD October			
	2011	2010	2009	2008
Metro	37	117	27	53
Abby*/ Badger Cab	304*	359	330	757
Tsolutions	140	109	152	158
Bbus / Laidlaw**	144	258	189	249**

Complaints

Complaints	YTD March			
	2011	2010	2009	2008
Metro	38	41	69	32
Abby*/ Badger Cab	57*	31	59	62
Tsolutions	21	14	28	10
Bbus / Laidlaw**	20	41	67	20**

Complaints	YTD June			
	2011	2010	2009	2008
Metro	91	85	109	62
Abby*/ Badger Cab	110*	57	81	84
Tsolutions	38	26	52	30
Bbus / Laidlaw**	39	64	101	47**

Complaints	YTD October			
	2011	2010	2009	2008
Metro	150	124	148	106
Abby*/ Badger Cab	221*	90	109	114
Tsolutions	64	44	78	65
Bbus / Laidlaw**	77	94	154	75**

2011 Service Transition from Badger Cab to Abby Vans in January 2011

2009 Service Transition from First Transit to Badger Bus Lines in January 2009