

On-Time Performance Measures during Contractor Transitions

Transitions On-Time	January	February	March	April	May	June	July	August	September	October	November	December
Badger Cab 2009	92%	92%	92%	94%	92%	95%	94%	94%	95%	95%	95%	88%
Badger Bus 2009	90%	92%	95%	97%	95%	96%	95%	95%	95%	95%	95%	92%
Abby Vans 2011	90%	95%	96%	95%	93%	94%	88%	94%	95%			
Metro 2011	88%	88%	88%	91%	91%	90%	88%	90%	91%			
Transit Sol 2011	95%	94%	96%	95%	96%	96%	95%	95%	95%			
Badger Bus 2011	95%	94%	96%	97%	95%	96%	95%	95%	94%			

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

Feedback Performance Measures during Contractor Transitions

Transitions Feedback	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Badger Cab 2009	18	19	22	7	5	10	7	4	7	10	4	11	124
Badger Bus 2009	24	20	23	5	14	15	10	12	17	14	9	14	177
Abby Vans 2011	19	13	25	10	20	23	50	24	14	23			221
Metro 2011	14	8	16	17	18	18	13	13	18	15			150
Transit Sol 2011	7	8	6	5	2	10	6	8	7	5			64
Badger Bus 2011	9	8	3	9	4	6	9	13	5	11			77

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