

Capital Metro
President/CEO Report
June 29, 2009

Customer Focus for the month of May 2009

Customer Focus

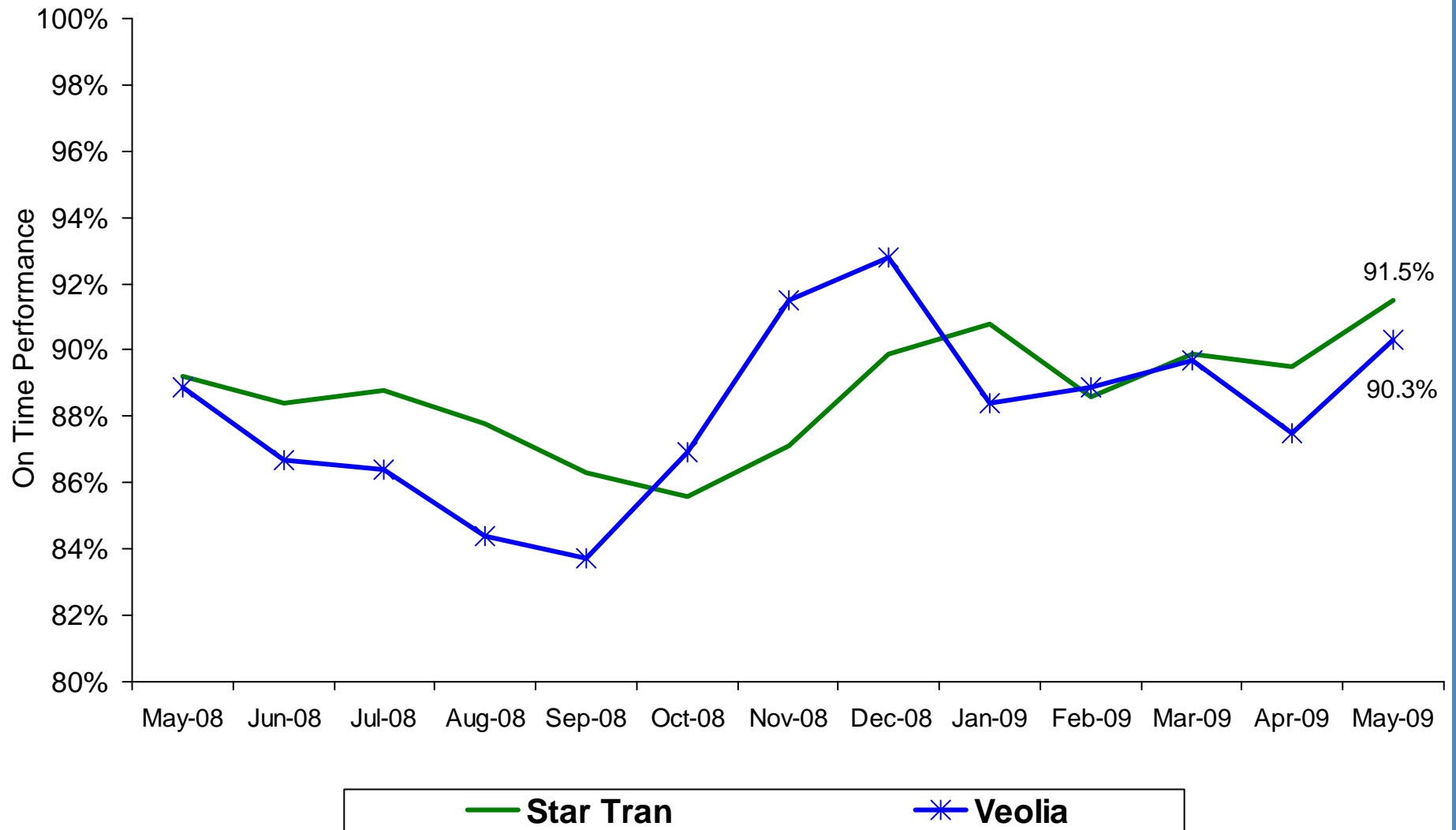
| Measure | May-08 | May-09 | Goal | Status |
|---|-----------|-----------|-----------|--------|
| System-Wide Ridership | 2,661,305 | 2,503,358 | 2,641,155 | |
| System-Wide On Time Performance | 89.1% | 91.2% | 90.0% | |
| Customer Contact Center Response Time Within 60 Seconds | 81.5% | 86.6% | ≥ 80% | |
| Customer Service Abandoned Call Rate | 6.1% | 4.4% | ≤ 5% | |
| System-Wide Bus Miles Between Road Calls | | 6,352 | 6,000 | |
| System-Wide Passenger Accidents/100,000 Passengers | 6,9010.38 | 0.31 | 0.36 | |
| System-Wide Vehicle Accidents/100,000 Miles | 2.33 | 1.75 | | |

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|-----------------------|--------------------------|---------------------------|------------------|
| Color Code Key | Needs Improvement | Requires Attention | On Target |
|-----------------------|--------------------------|---------------------------|------------------|

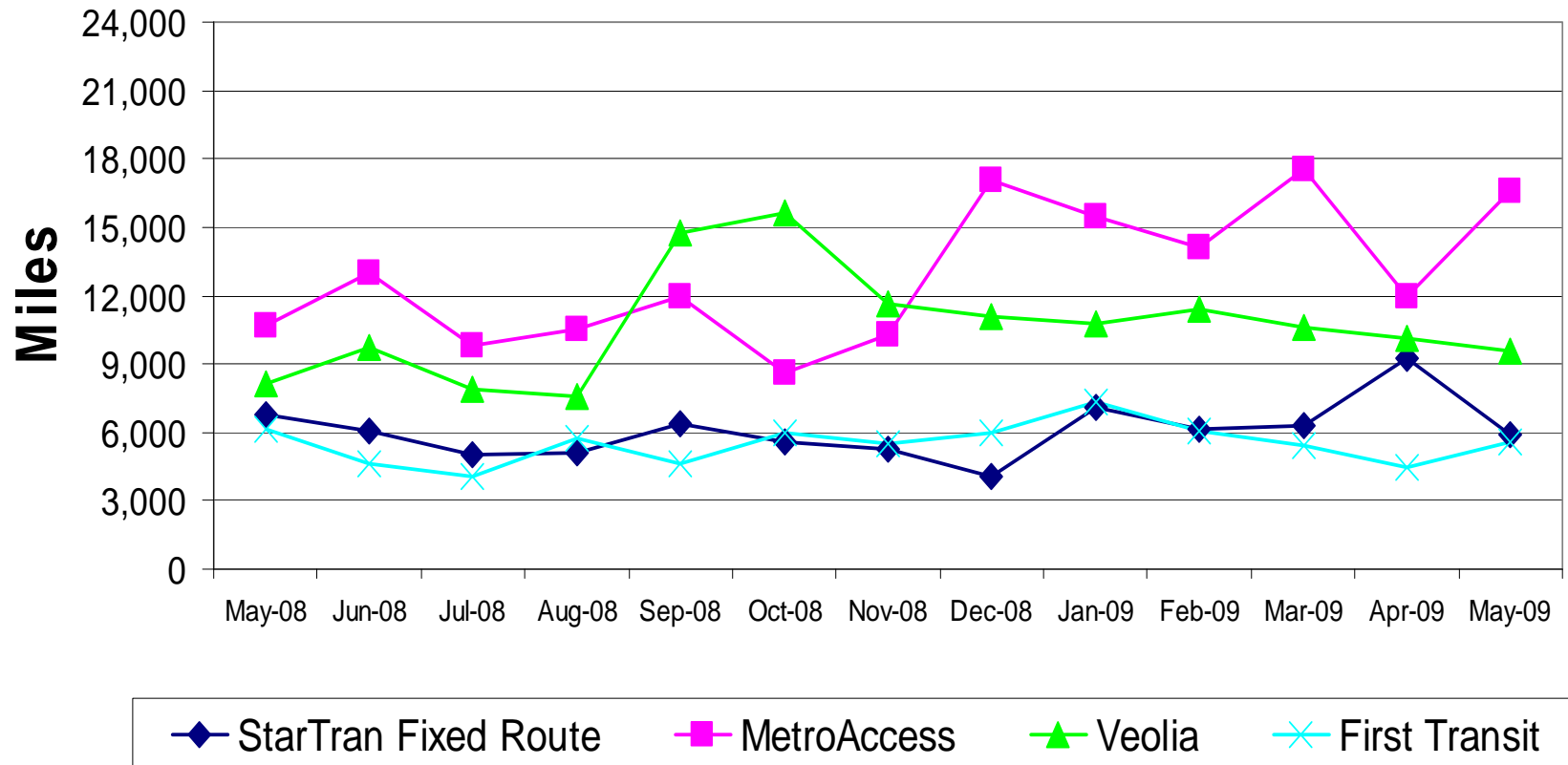


Monthly OTP by Contractor May 2009

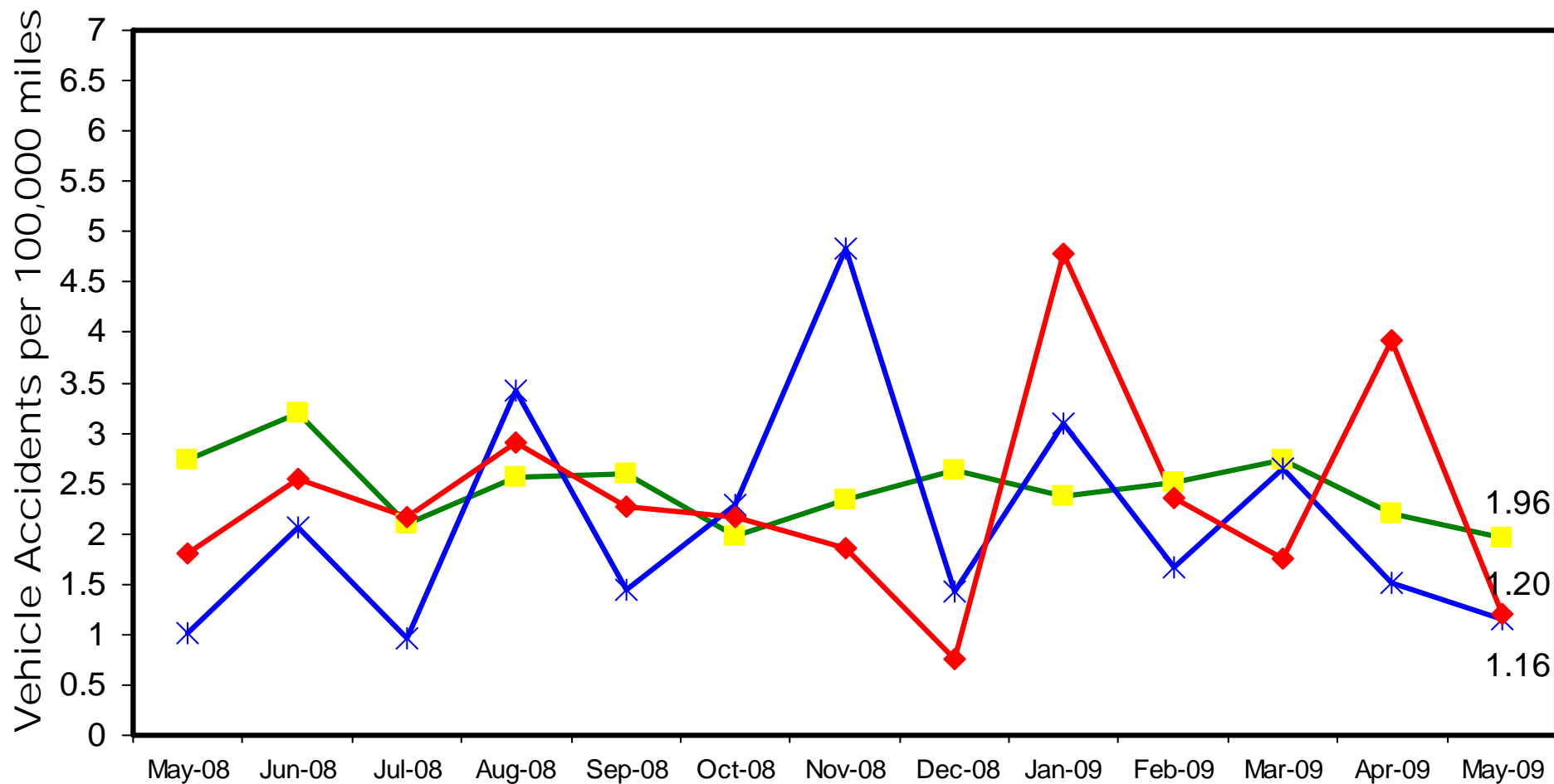


Miles Between Roadcalls

Miles between Roadcalls by Service



Monthly Vehicle Accident Rate Comparison by Contractor May 2009

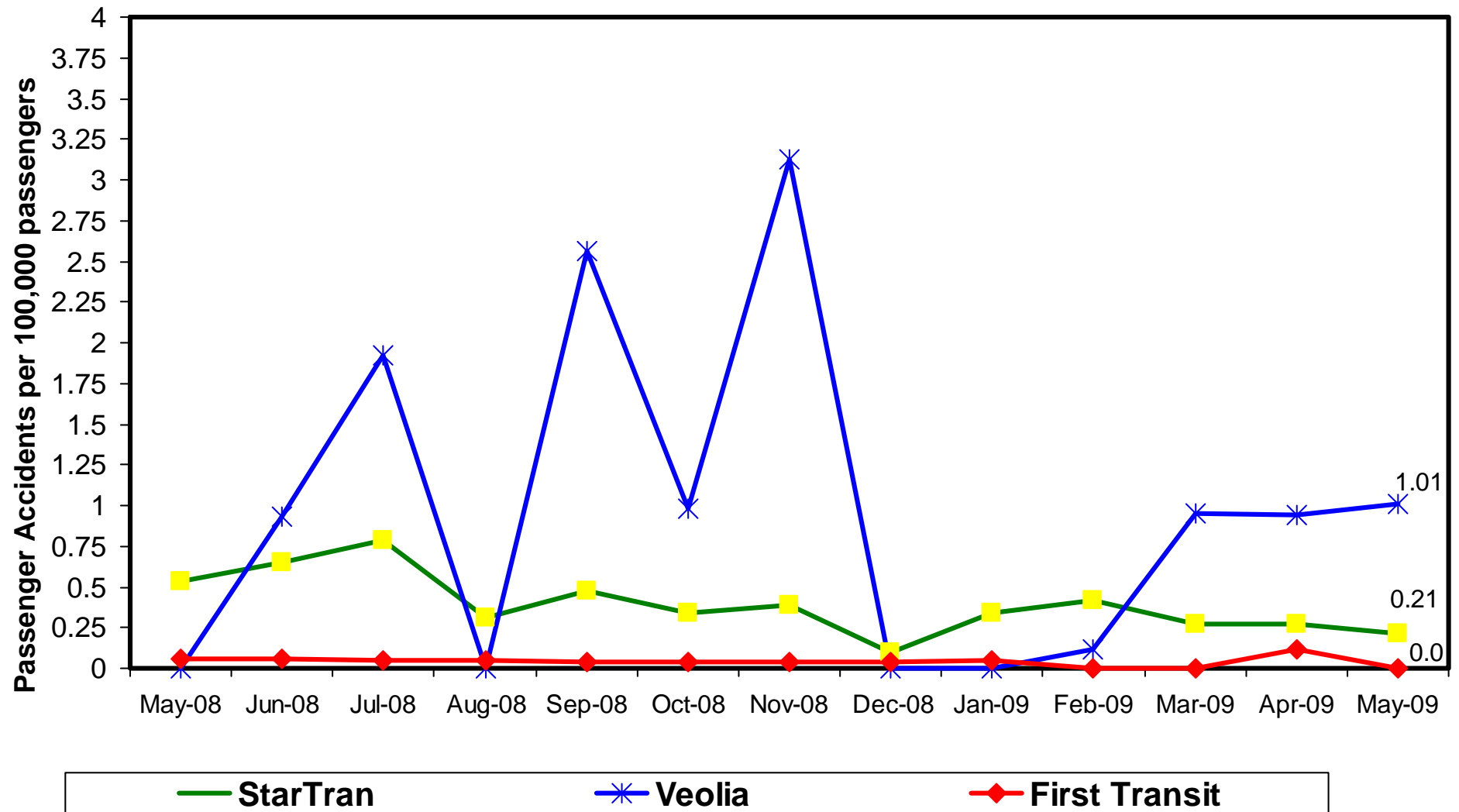


■ StarTran

* Veolia

◆ First Transit

Monthly Passenger Accident Rate Comparison by Contractor May 2009



Financial Focus – YTD thru May 2009 (revised projections)

| Revenue (\$ in 000's) | FY 08 Actual | FY09 Actual | FY09 Revised Projections | Variance Act FY08 | Variance Revised Projections |
|----------------------------|-------------------|-------------------|--------------------------|-------------------|------------------------------|
| Sales Tax | \$ 102,091 | \$ 94,538 | \$ 96,263 | -7.4% | -1.8% |
| Passenger & Contract Fares | 8,646 | 10,677 | 10,325 | 23.5% | 3.4% |
| Freight Rail | 4,277 | 9,661 | 8,151 | 125.9% | 18.5% |
| Investment Income | 2,811 | 740 | 1,216 | -73.7% | -39.1% |
| Grants | 10,690 | 12,781 | 7,898 | 19.6% | 61.8% |
| Other | 660 | 950 | 1,292 | 43.9% | -26.5% |
| Total Revenue | \$ 129,175 | \$ 129,347 | \$ 125,145 | 0.1% | 3.4% |

| Expense (\$ in 000's) | FY 08 Actual | FY09 Actual | FY09 Revised Projections | Variance Act FY08 | Variance Revised Projections |
|-----------------------|-------------------|-------------------|--------------------------|-------------------|------------------------------|
| Labor and Benefits | \$ 56,158 | \$ 59,167 | \$ 57,973 | 5.4% | 2.1% |
| Professional Services | 10,336 | 13,637 | 10,586 | 31.9% | 28.8% |
| Materials & Supplies | 5,267 | 6,069 | 5,529 | 15.2% | 9.8% |
| Fuel | 11,847 | 7,167 | 8,115 | -39.5% | -11.7% |
| Purchased Transp | 13,256 | 14,768 | 17,795 | 11.4% | -17.0% |
| Freight Contractor | 4,547 | 6,184 | 5,612 | 36.0% | 10.2% |
| Other | 4,093 | 3,946 | 4,497 | -3.6% | -12.3% |
| Lease & Interest | 1,293 | 1,351 | 1,370 | 4.5% | -1.4% |
| Total Expenses | \$ 106,797 | \$ 112,289 | \$ 111,477 | 5.1% | 0.7% |

| | | | | | |
|--------------------------------------|------------------|------------------|------------------|---------------|--------------|
| Income for Capital Investment | \$ 22,378 | \$ 17,058 | \$ 13,668 | -23.8% | 24.8% |
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|-----------------------|--------------------------|--------------|------------------|
| Color Code Key | Needs Improvement | Track | On Target |
|-----------------------|--------------------------|--------------|------------------|

Financial Focus – May 2009

| Revenue (\$ in 000's) | FY 08 Actual | FY09 Actual | FY09 Budget | Variance Act FY08 | Variance Budget |
|----------------------------|-------------------|-------------------|-------------------|-------------------|-----------------|
| Sales Tax | \$ 102,091 | \$ 94,538 | \$ 107,641 | -7.4% | -12.2% |
| Passenger & Contract Fares | 8,646 | 10,677 | 12,766 | 23.5% | -16.4% |
| Freight Rail | 4,277 | 9,661 | 9,340 | 125.9% | 3.4% |
| Investment Income | 2,811 | 740 | 1,782 | -73.7% | -58.5% |
| Grants | 10,690 | 12,781 | 7,768 | 19.6% | 64.5% |
| Other | 660 | 950 | 1,007 | 43.9% | -5.7% |
| Total Revenue | \$ 129,175 | \$ 129,347 | \$ 140,304 | 0.1% | -7.8% |

| Expense (\$ in 000's) | FY 08 Actual | FY09 Actual | FY09 Budget | Variance Act FY08 | Variance Budget |
|-----------------------|-------------------|-------------------|-------------------|-------------------|-----------------|
| Labor and Benefits | \$ 56,158 | \$ 59,167 | \$ 59,611 | 5.4% | -0.7% |
| Professional Services | 10,336 | 13,637 | 11,284 | 31.9% | 20.9% |
| Materials & Supplies | 5,267 | 6,069 | 5,583 | 15.2% | 8.7% |
| Fuel | 11,847 | 7,167 | 15,895 | -39.5% | -54.9% |
| Purchased Transp | 13,256 | 14,768 | 17,316 | 11.4% | -14.7% |
| Freight Contractor | 4,547 | 6,184 | 5,670 | 36.0% | 9.1% |
| Other | 4,093 | 3,946 | 4,425 | -3.6% | -10.8% |
| Lease & Interest | 1,293 | 1,351 | 1,306 | 4.5% | 3.4% |
| Total Expenses | \$ 106,797 | \$ 112,289 | \$ 121,090 | 5.1% | -7.3% |

| | | | | | |
|--------------------------------------|------------------|------------------|------------------|---------------|---------------|
| Income for Capital Investment | \$ 22,378 | \$ 17,058 | \$ 19,214 | -23.8% | -11.2% |
|--------------------------------------|------------------|------------------|------------------|---------------|---------------|

| Color Code Key | Needs Improvement | Track | On Target |
|----------------|-------------------|-------|-----------|
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