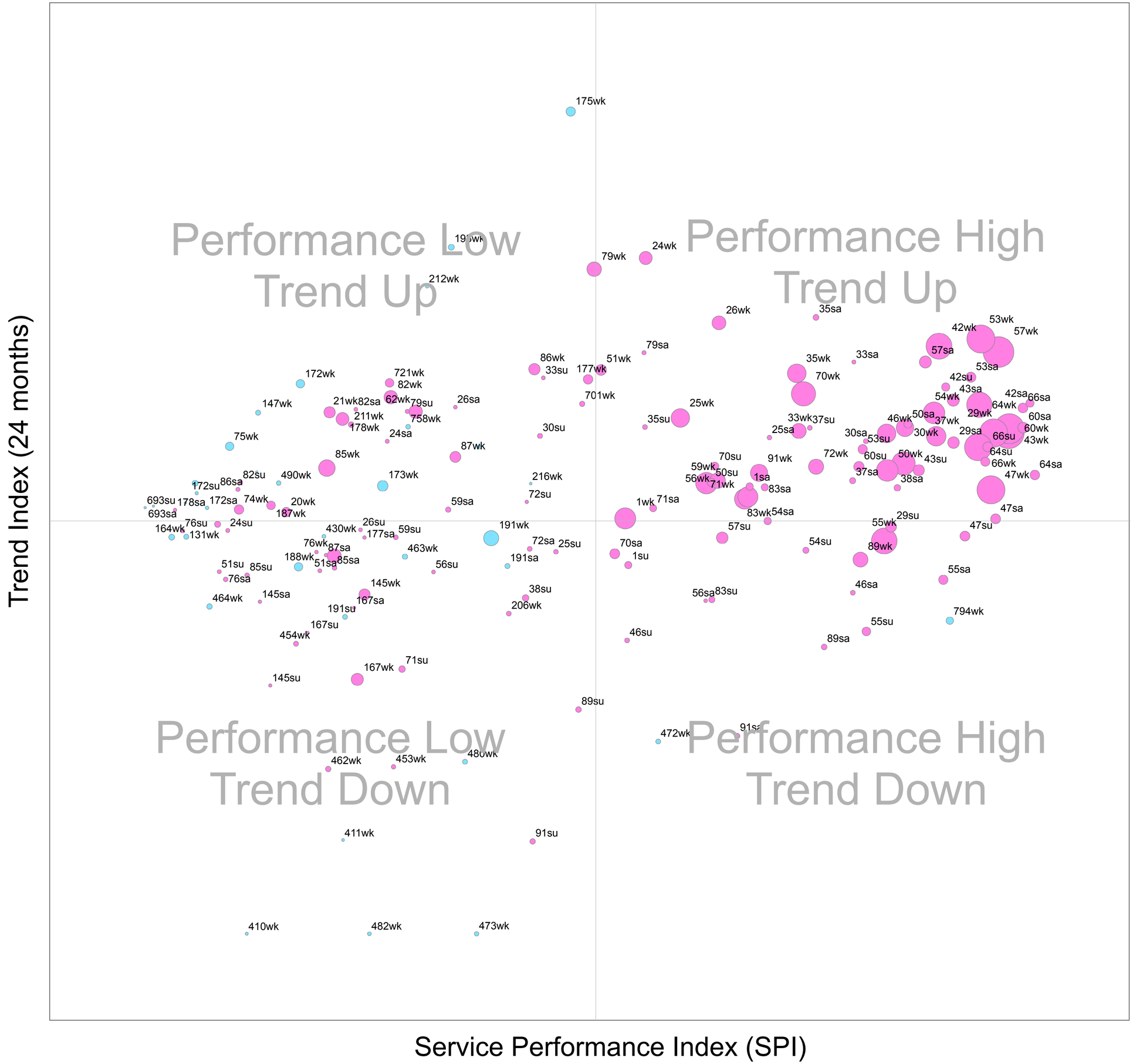
Performance-Trend Matrix (May 09)



Note:

Service Performance Index (SPI) is a normalized index computed from three Key Performance Indicators:-

1) Boardings per Revenue Vehicle Hour,
2) Fare Recovery Ratio and
3) Passenger Miles per Seat Mile.

Revenue Vehicle Hours (RVH)
per week

Contract Operated

- 10
- 25
- 50
- 75
- 100

Directly Operated

- 10
- 25
- 50
- 75
- 100
- 250
- 500
- 750
- 1,000