

Good To Go!

CSC Statistics

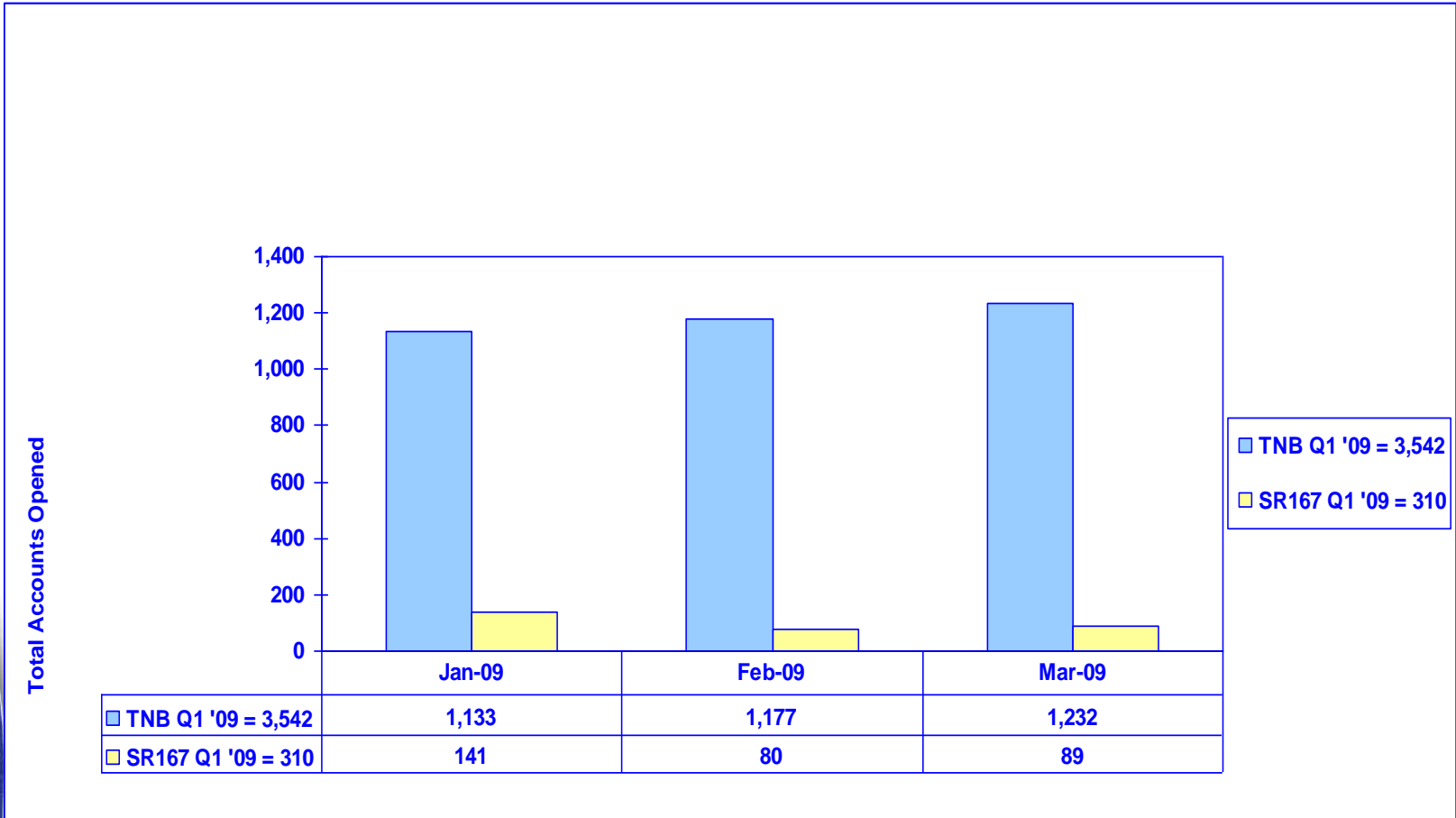
Q1 2009

TRANSCORE®

May 12, 2009

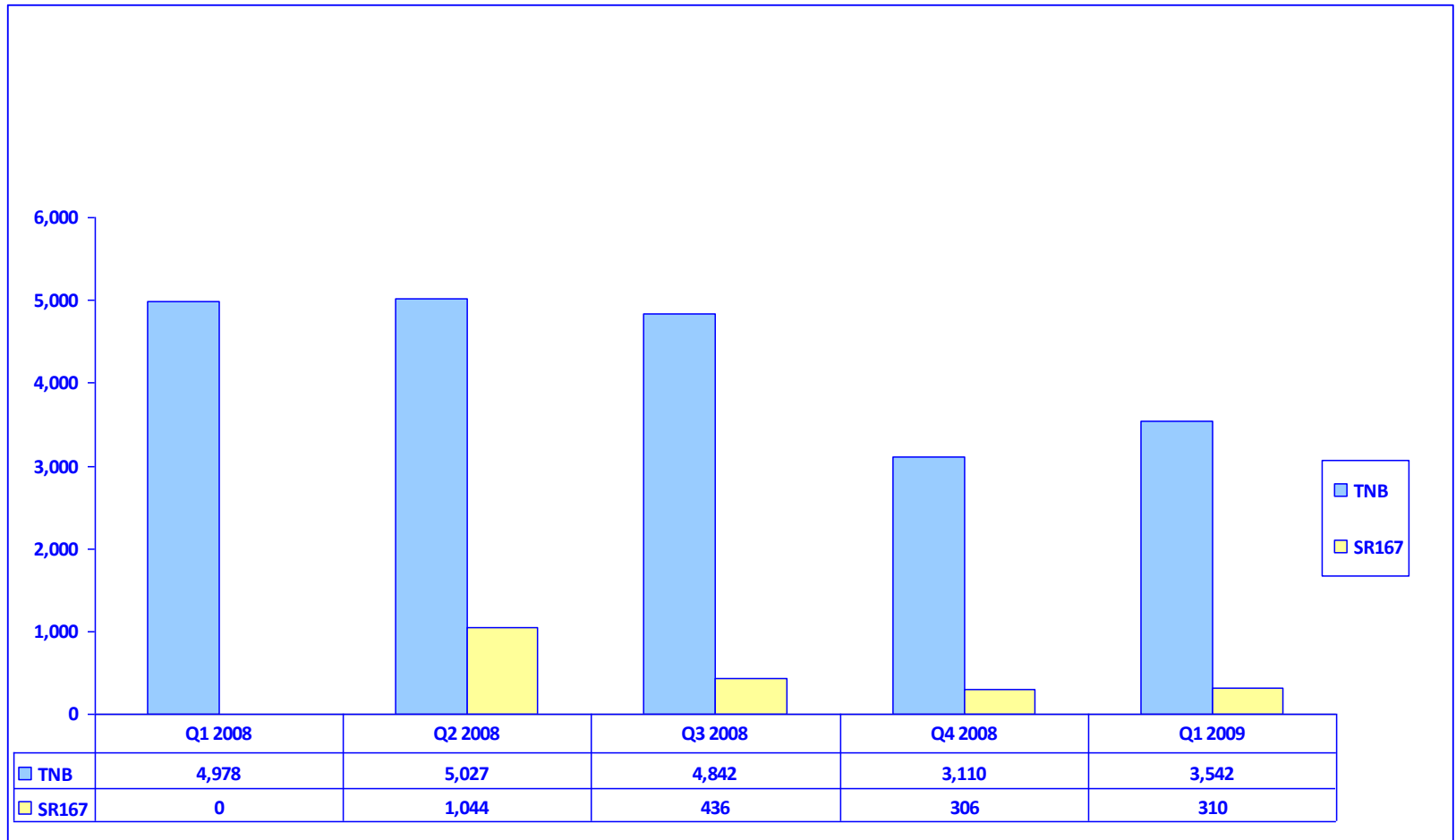
Good To Go!

Q1 2009 New Accounts by Facility



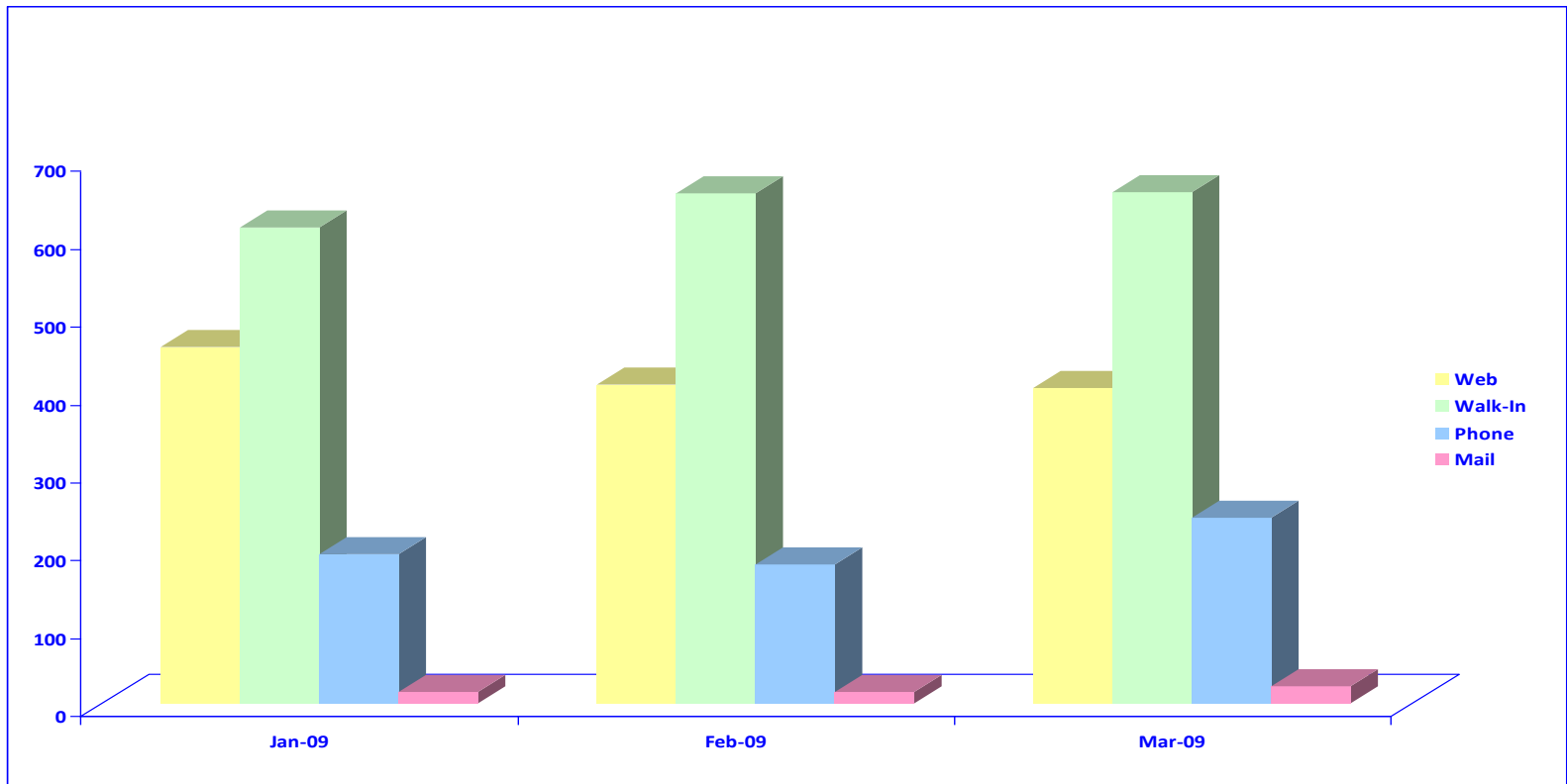
Good To Go!

New Accounts by Facility by Quarter 2008 - 2009



Good To Go!

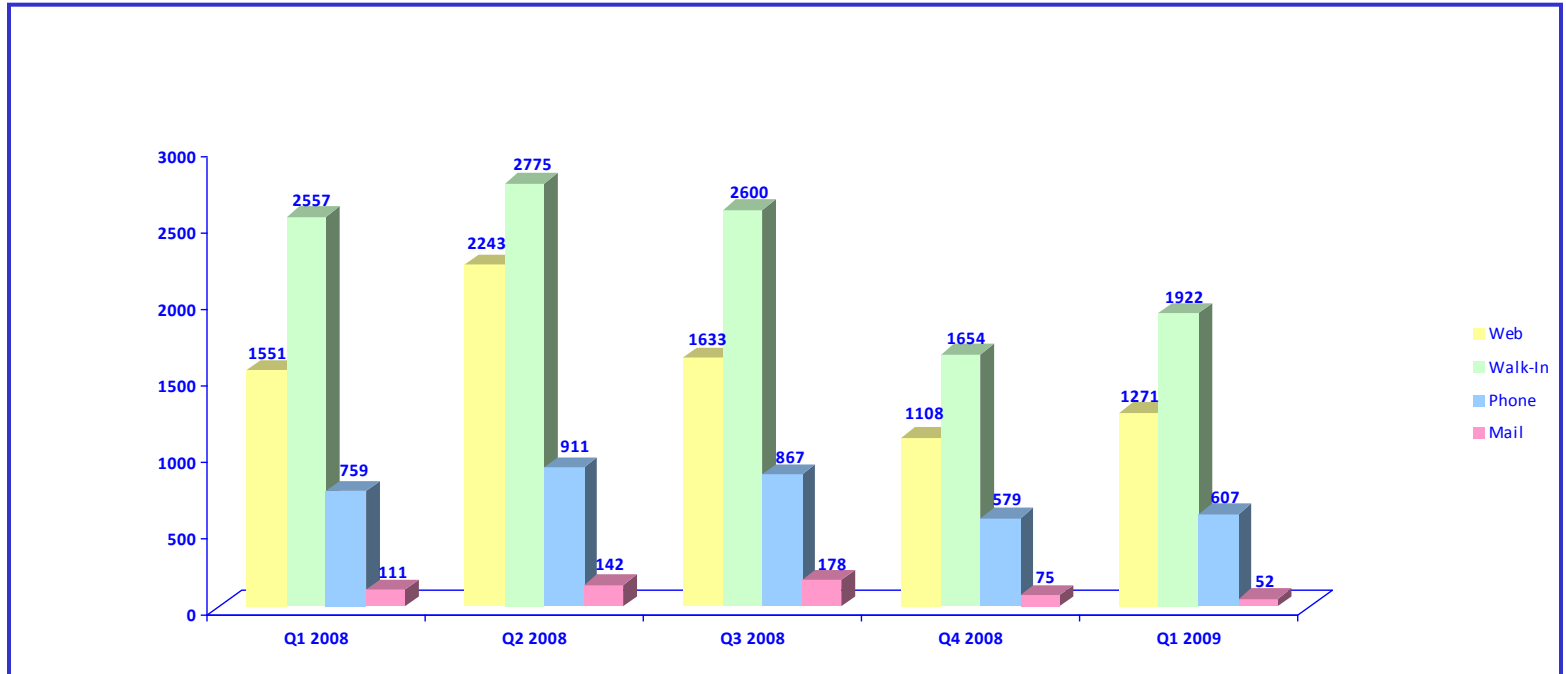
Q1 2009 Account Acquisition Types



Method	Jan-09	Feb-09	Mar-09	Totals	%
Web	457	409	405	1,271	33%
Walk-In	611	655	656	1,922	50%
Phone	191	178	238	607	16%
Mail	15	15	22	52	1%
Total	1,274	1,257	1,321	3,852	100%

Good To Go!

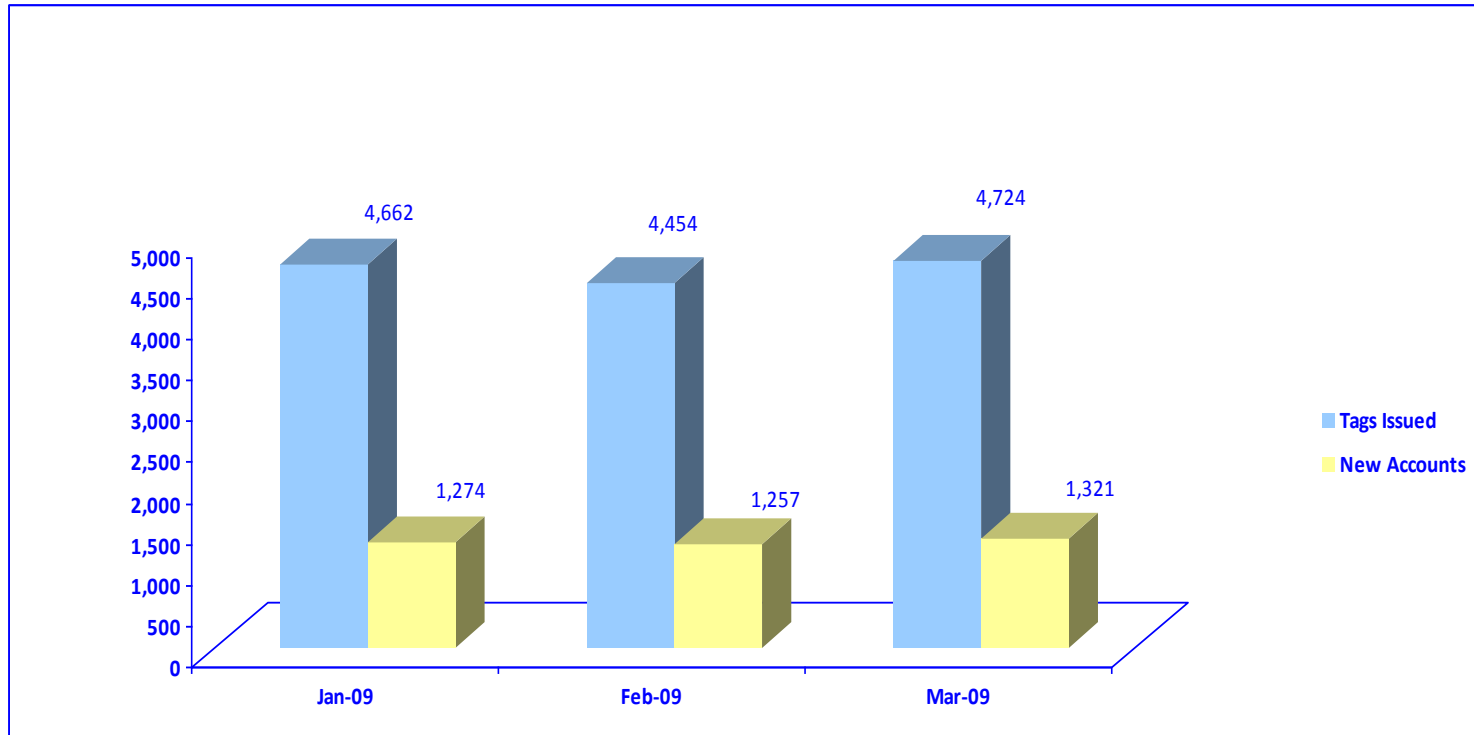
Account Acquisition Types by Quarter 2008 - 2009



Method	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Totals
Web	31%	37%	31%	32%	33%	33%
Walk-In	51%	46%	49%	48%	50%	49%
Phone	15%	15%	16%	17%	16%	16%
Mail	2%	2%	3%	2%	1%	2%
Total	100%	100%	100%	100%	100%	100%

Good To Go!

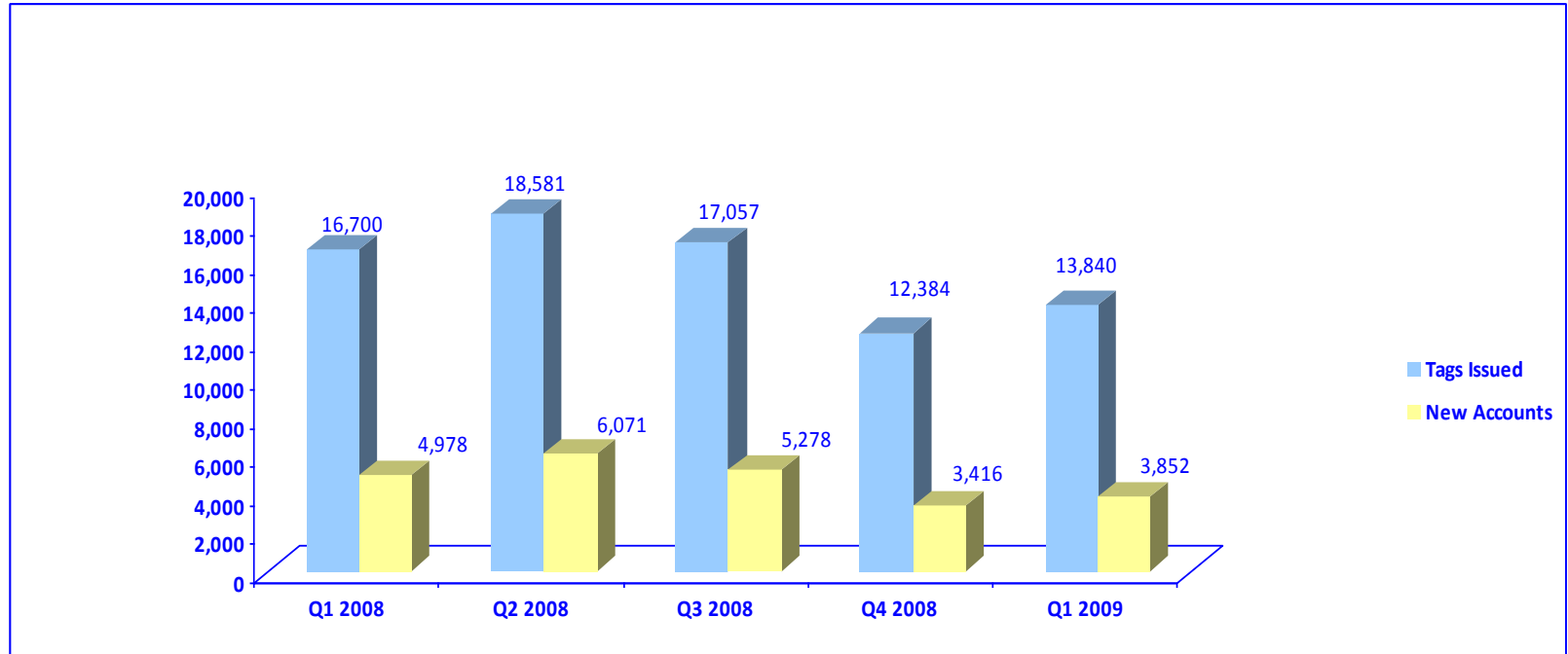
Q1 2009 Issued Transponders and New Accounts



Month	Jan-09	Feb-09	Mar-09	Totals
Tags Issued	4,662	4,454	4,724	13,840
New Accounts	1,274	1,257	1,321	3,852

Good to Go!

Issued Transponders and New Accounts by Quarter 2008 - 2009

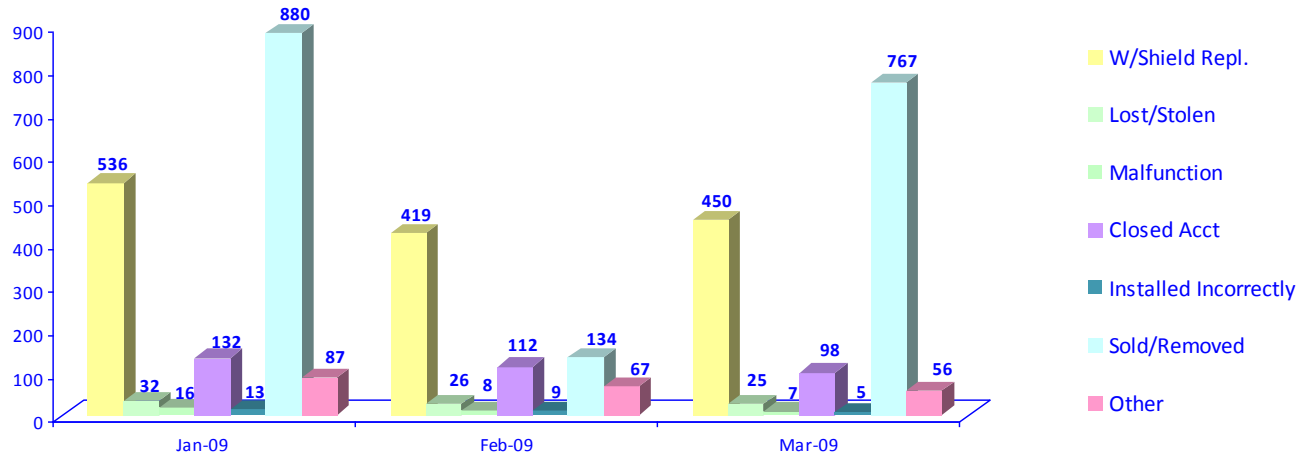


	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Totals
Tags Issued	16,700	18,581	17,057	12,384	13,840	78,562
New Accounts	4,978	6,071	5,278	3,416	3,852	23,595

Good to Go!

Q1 2009 Removed Transponders by Reason

NOTE: DATA IS COMPILED FROM MANUAL LOGS

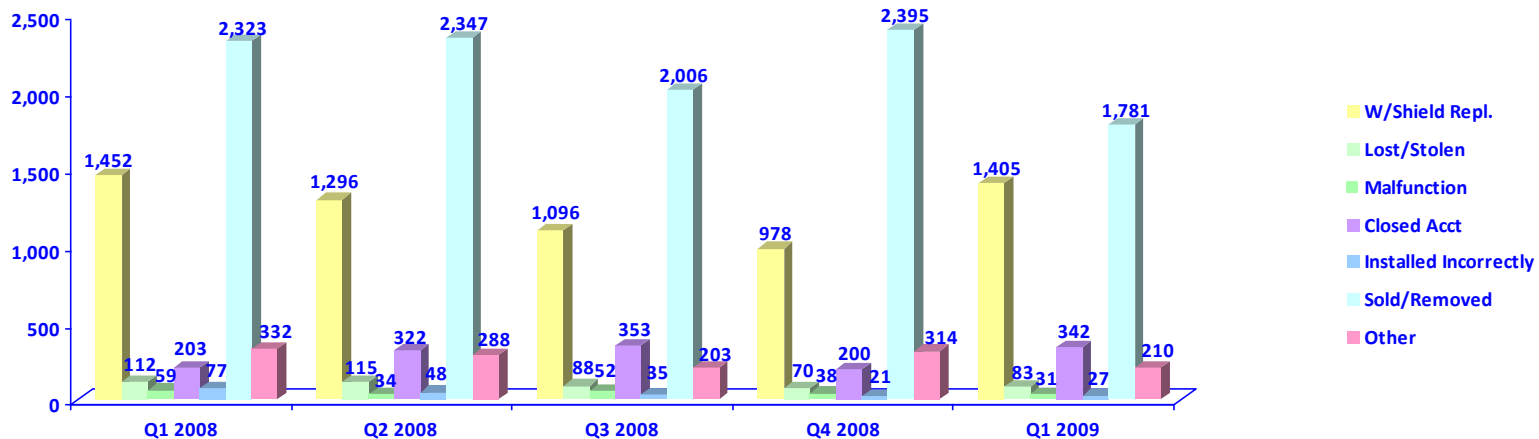


	Jan-09	Feb-09	Mar-09	Totals	%
W/Shield Repl.	536	419	450	1,405	36%
Lost/Stolen	32	26	25	83	2%
Malfunction	16	8	7	31	1%
Closed Acct	132	112	98	342	9%
Installed Incorrectly	13	9	5	27	1%
Sold/Removed	880	134	767	1,781	46%
Other	87	67	56	210	5%
Total	1,696	775	1,408	3,879	100%

Good To Go!

Removed Transponders by Reason by Quarter 2008 - 2009

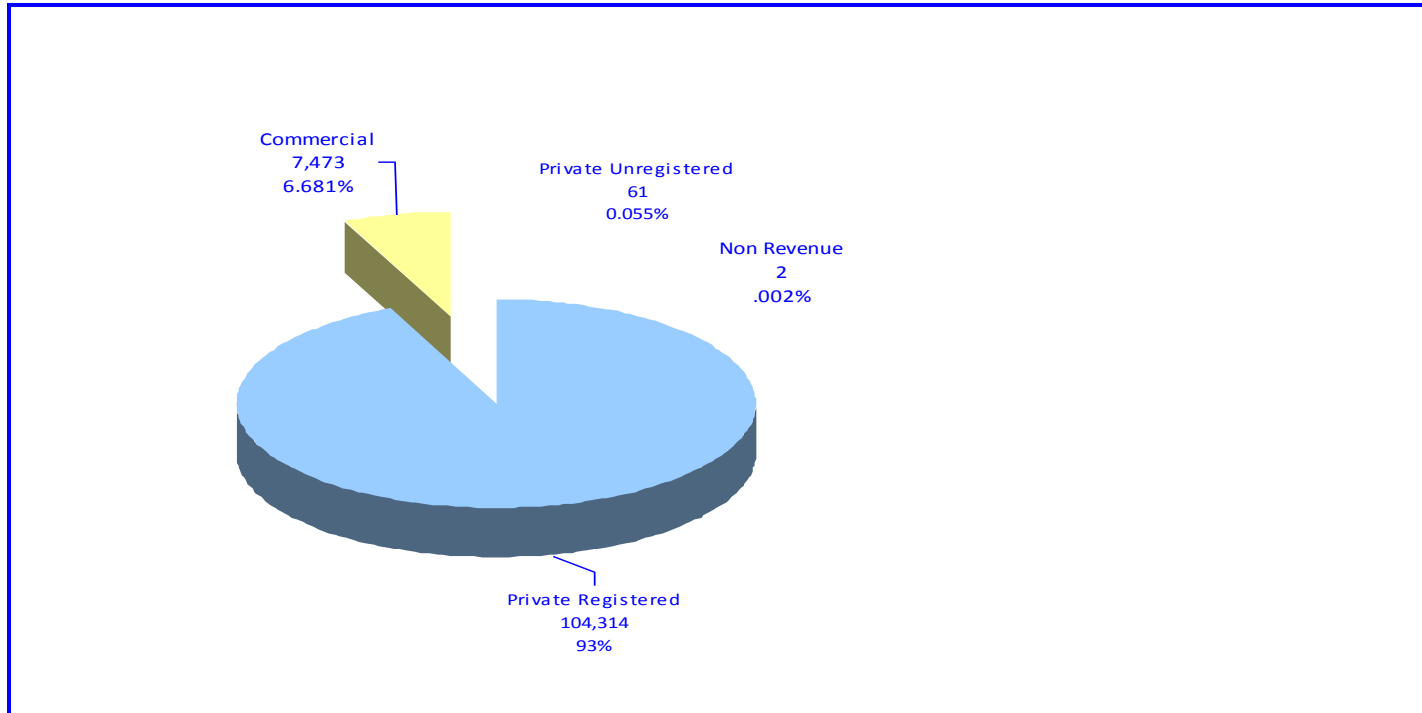
NOTE: DATA IS COMPILED FROM MANUAL LOGS



	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Cumulative Average
W/Shield Repl.	32%	29%	29%	24%	36%	30%
Lost/Stolen	2%	3%	2%	2%	2%	2%
Malfunction	1%	1%	1%	1%	1%	1%
Closed Acct	4%	7%	9%	5%	9%	7%
Installed Incorrectly	2%	1%	1%	1%	1%	1%
Sold/Removed	51%	53%	52%	60%	46%	52%
Other	7%	6%	5%	8%	5%	6%
Total	100%	100%	100%	100%	100%	100%

Good To Go!

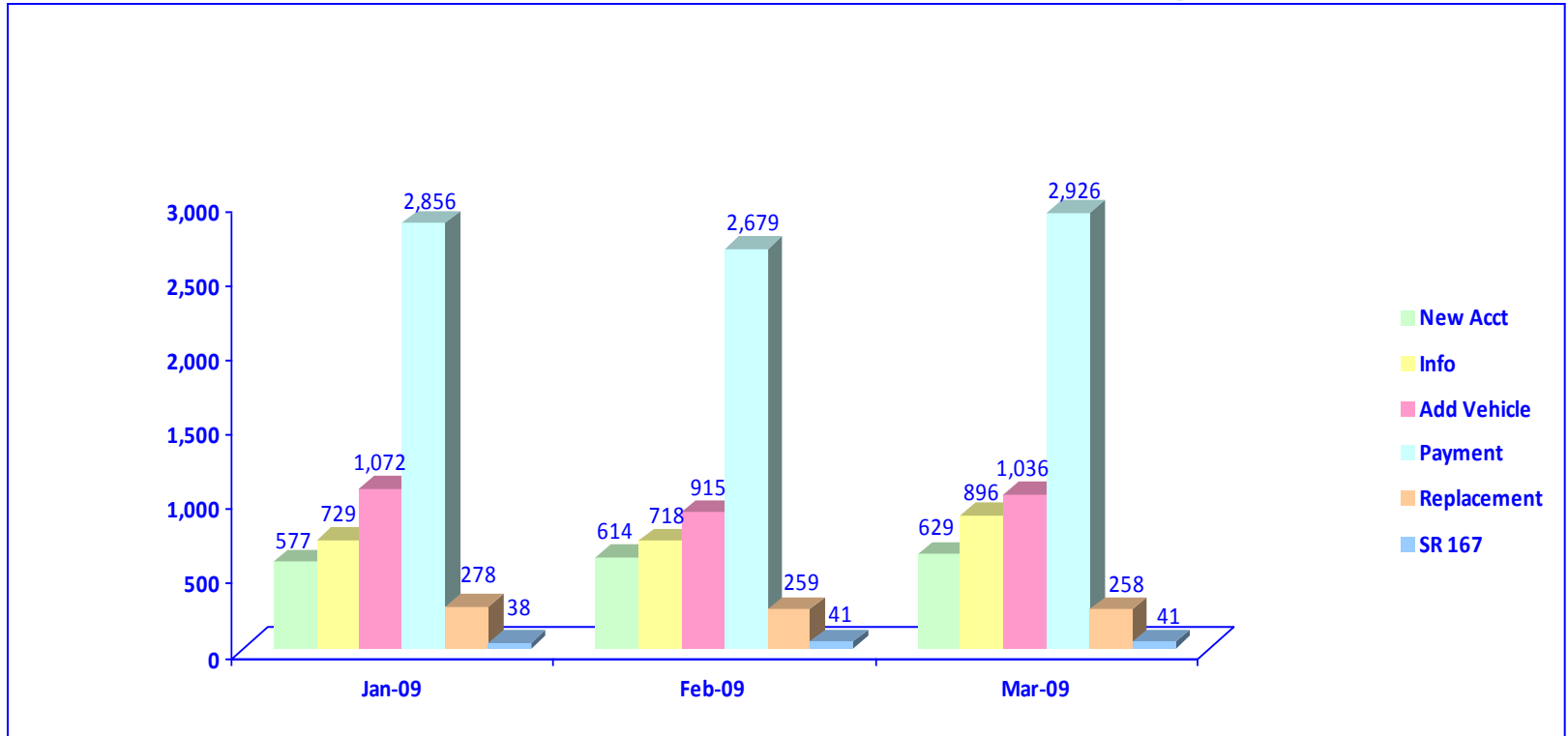
Active Account Types Distribution as of 03/31/2009



Account Type	Total	Percentage
Private Registered	104,314	93.262%
Commercial	7,473	6.681%
Private Unregistered	61	0.055%
Non Revenue	2	0.002%

Good To Go!

Q1 2009 Walk-In Visits by Category

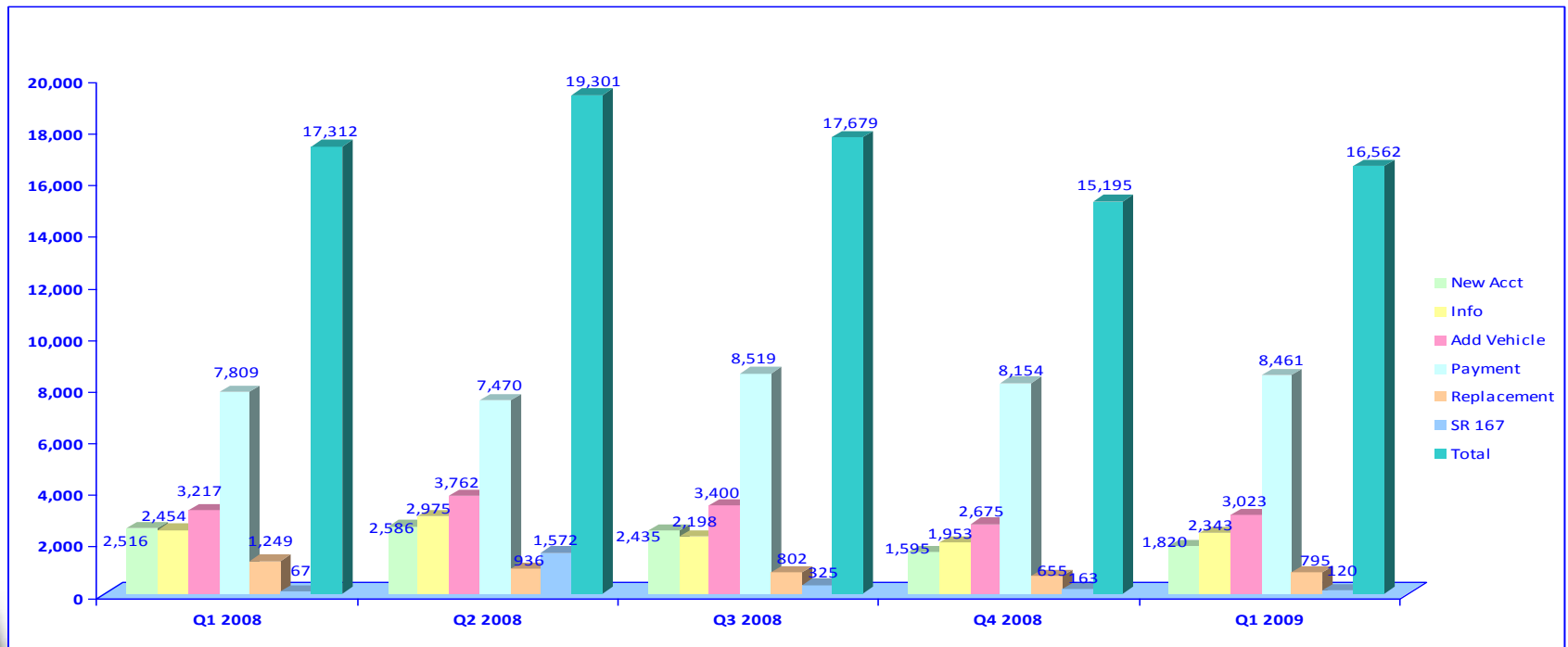


	Jan-09	Feb-09	Mar-09	Totals	%
New Acct	577	614	629	1,820	11%
Info	729	718	896	2,343	14%
Add Vehicle	1,072	915	1,036	3,023	18%
Payment	2,856	2,679	2,926	8,461	51%
Replacement	278	259	258	795	5%
SR 167	38	41	41	120	1%
Total	5,550	5,226	5,786	16,562	100%

Disclaimer: Data is compiled from manual logs. Manual data is underreported by about 5%.

Good to Go!

Walk-In Visits by Category by Quarter 2008 - 2009

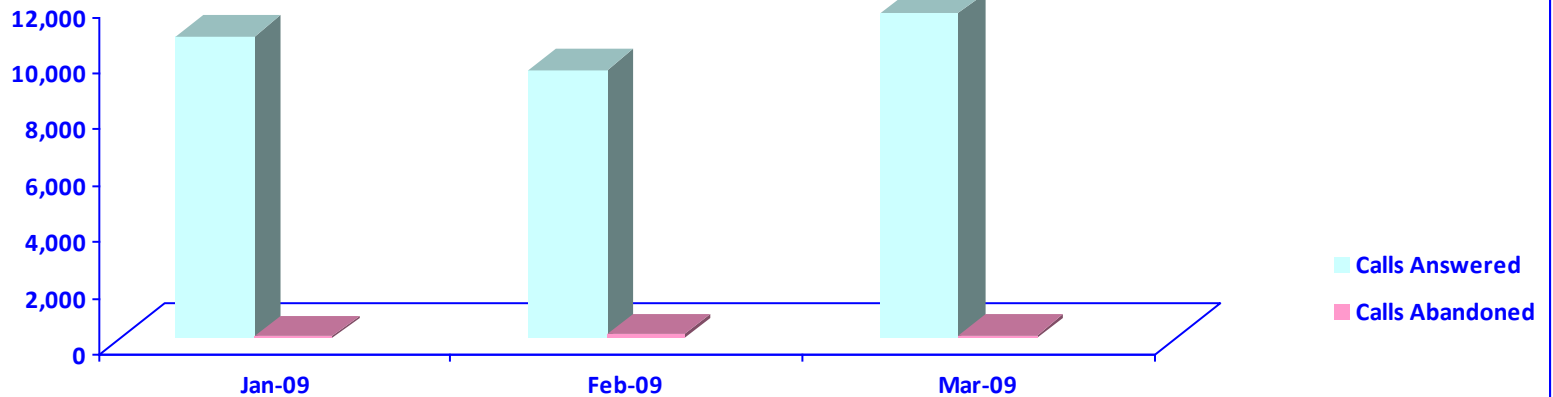


	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Totals
New Acct	15%	13%	14%	10%	11%	13%
Info	14%	15%	12%	13%	14%	14%
Add Vehicle	19%	19%	19%	18%	18%	19%
Payment	45%	39%	48%	54%	51%	47%
Replacement	7%	5%	5%	4%	5%	5%
SR 167	0%	8%	2%	1%	1%	3%
Total	100%	100%	100%	100%	100%	100%

Disclaimer: Data is compiled from manual logs. Manual data is underreported by about 5%.

Good To Go!

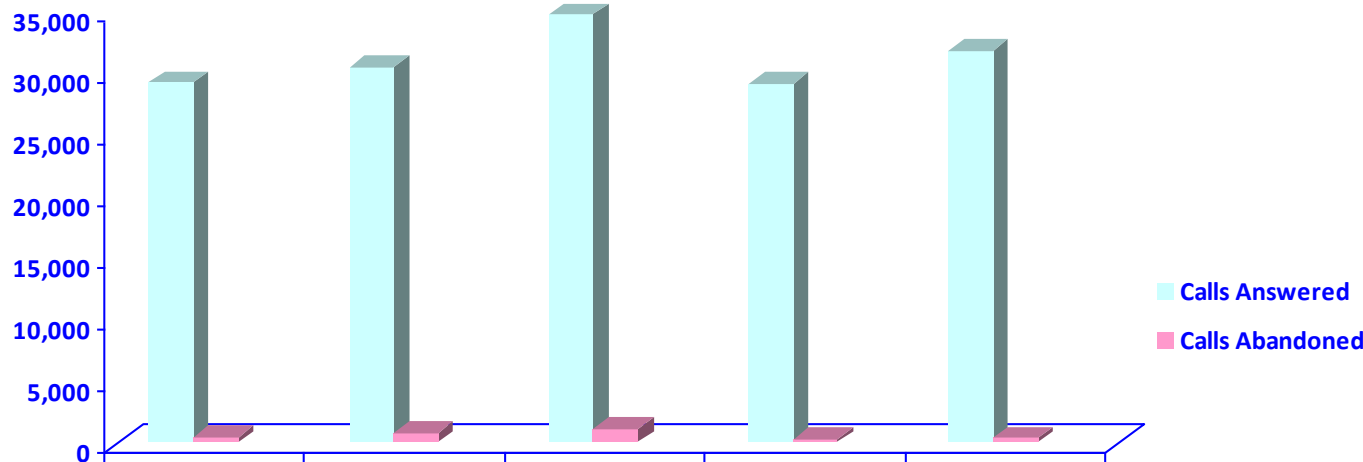
Call Volume By Quarter 2008 - 2009



	Jan-09	Feb-09	Mar-09
Calls Answered	10,754	9,553	11,546
Calls Abandoned	91	148	125
Avg Calls per Week Day	478	455	481

Good To Go!

Q1 2009 Call Volume

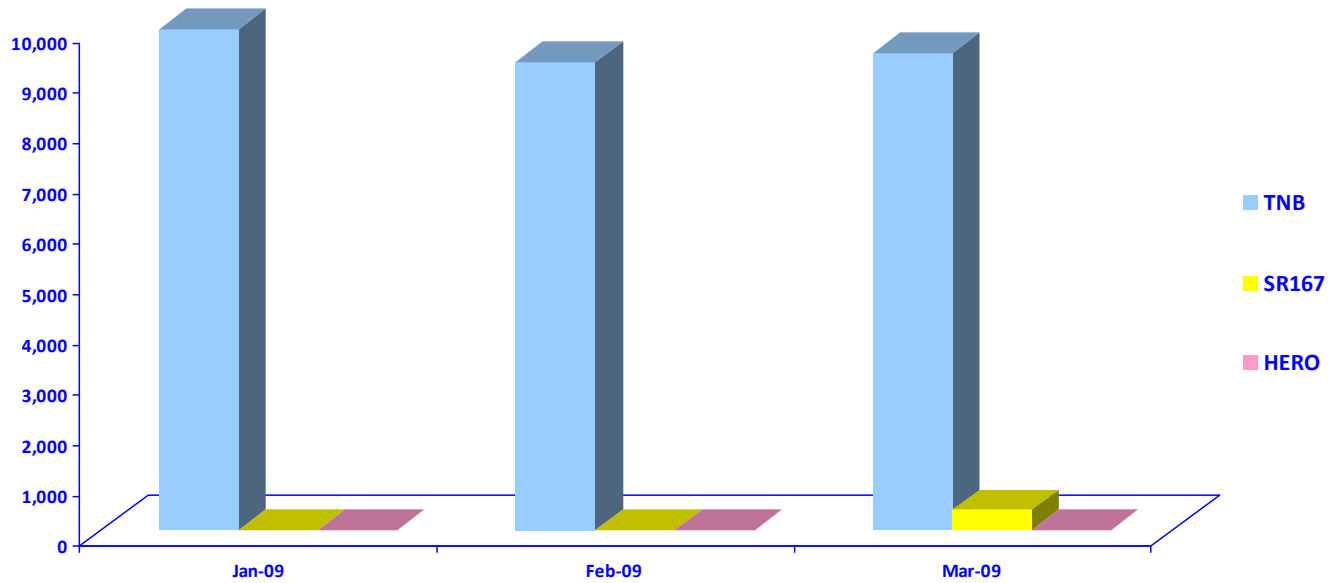


	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009
■ Calls Answered	29,319	30,591	34,838	29,238	31,853
■ Calls Abandoned	428	733	1,106	277	364
Avg Calls Per Week Day	434	434	494	421	472

Good To Go!

Q1 2009 Calls by Facility

NOTE: DATA IS COMPILED FROM MANUAL LOGS.

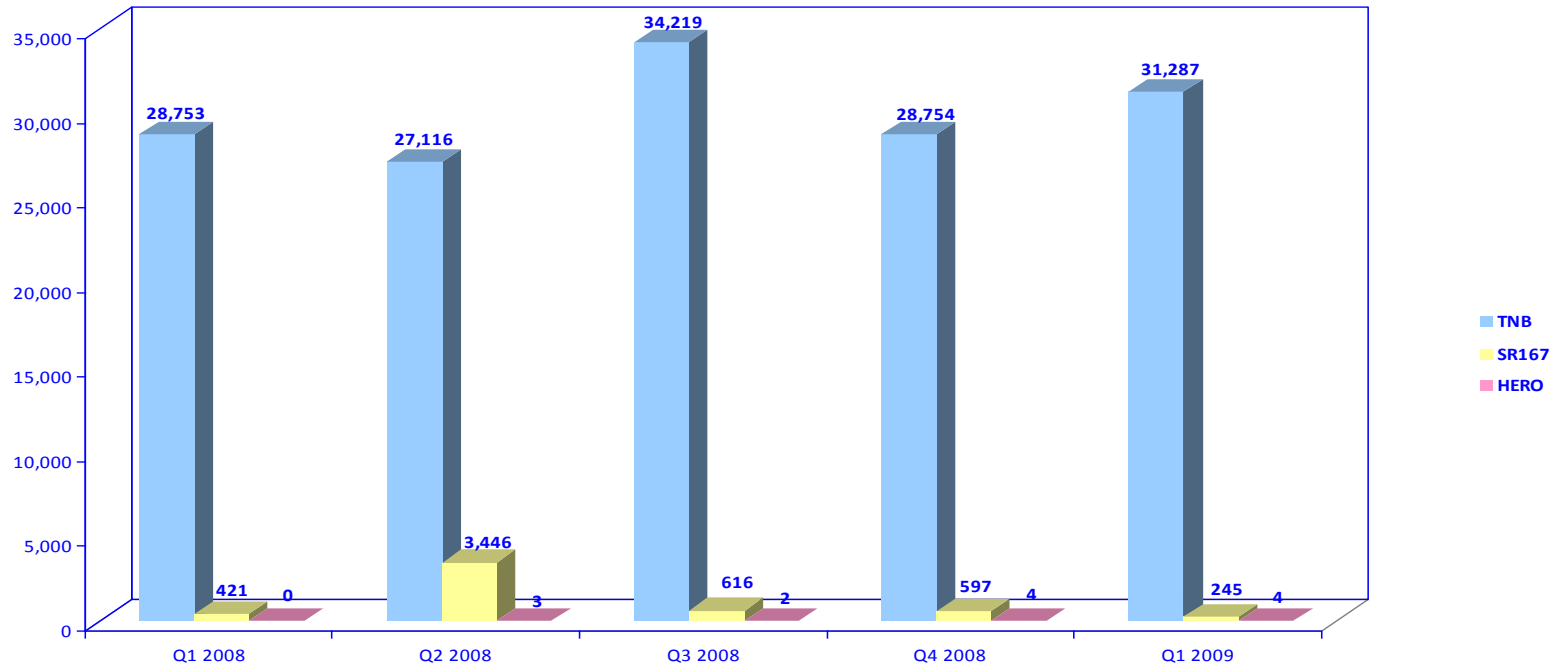


	Jan-09	Feb-09	Mar-09	Total	%
TNB	10,540	9,462	11,285	31,287	98.22%
SR167	80	81	84	245	0.77%
HERO	0	0	4	4	0.01%
Manual Errors	134	10	173	317	1.00%
Totals	10,754	9,553	11,546	31,853	100.00%

Good To Go!

Call Volume by Facility by Quarter 2008 - 2009

NOTE: DATA IS COMPILED FROM MANUAL LOGS.

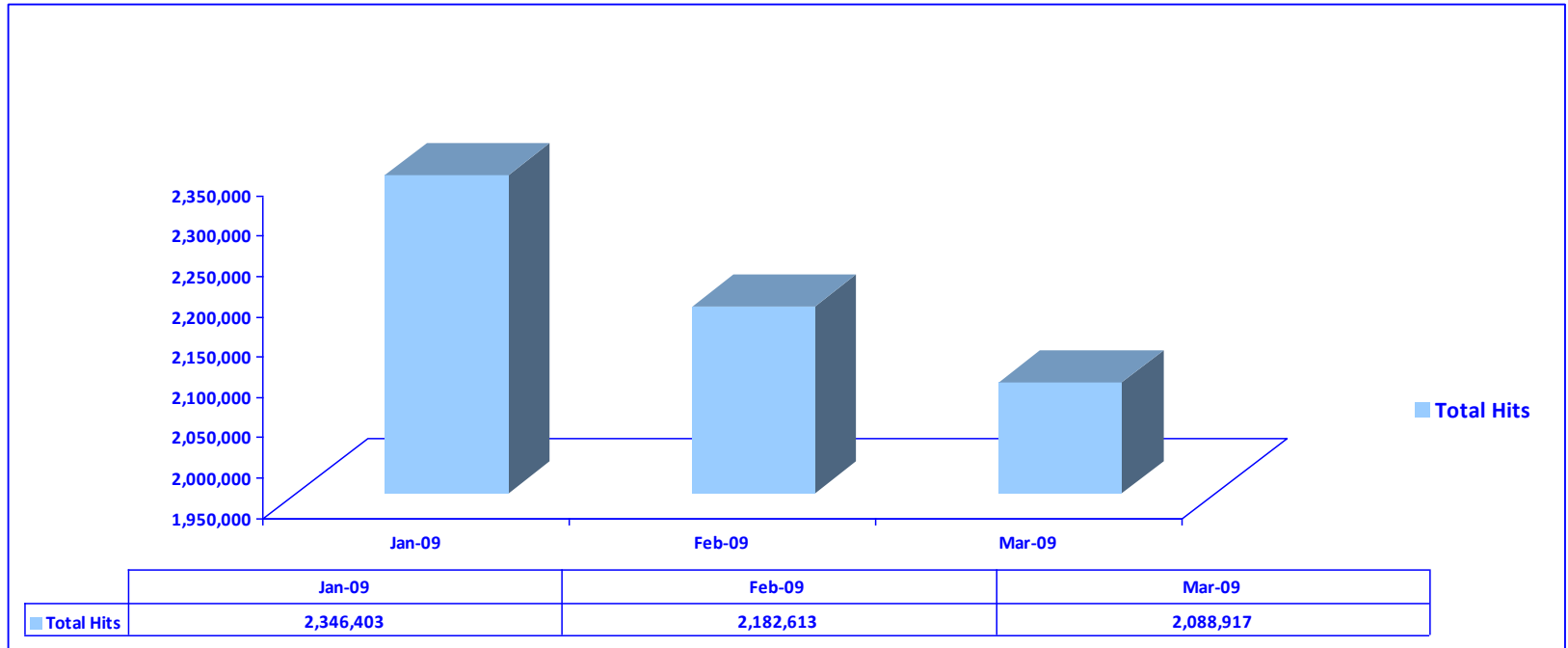


	Q1 2008	Q2 2008	Q3 2008	Q4 2008	Q1 2009	Cumulative Average
TNB	98.07%	88.64%	98.22%	98.34%	98.22%	96.34%
SR167	1.44%	11.26%	1.77%	2.04%	0.77%	3.42%
HERO	0.00%	0.01%	0.01%	0.01%	0.01%	0.01%
Manual Errors	0.49%	0.08%	0.00%	-0.40%	1.00%	0.24%
Totals	100%	100%	100%	100%	100%	100%

Disclaimer:

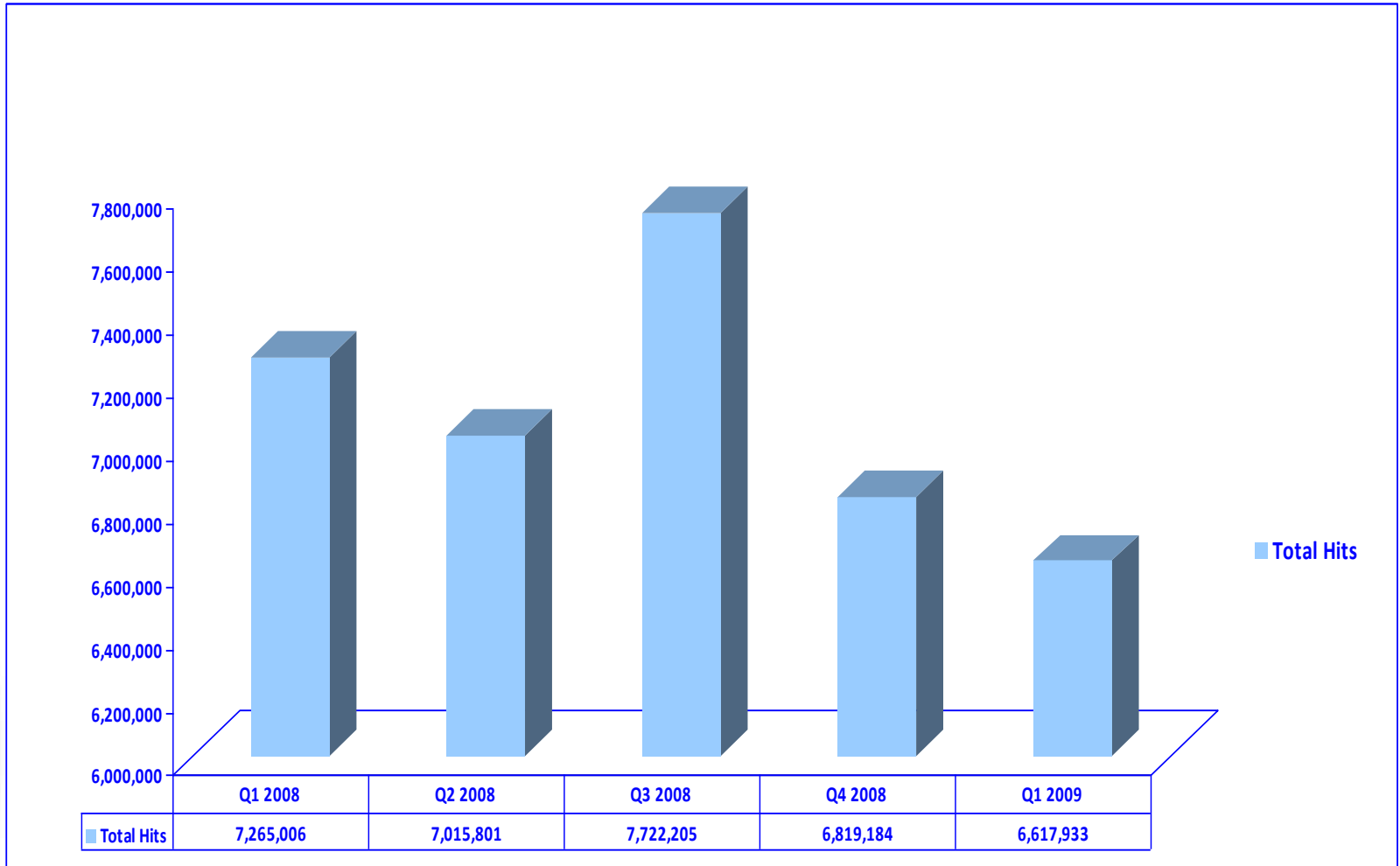
Good To Go!

Q1 2009 Customer Website Hits



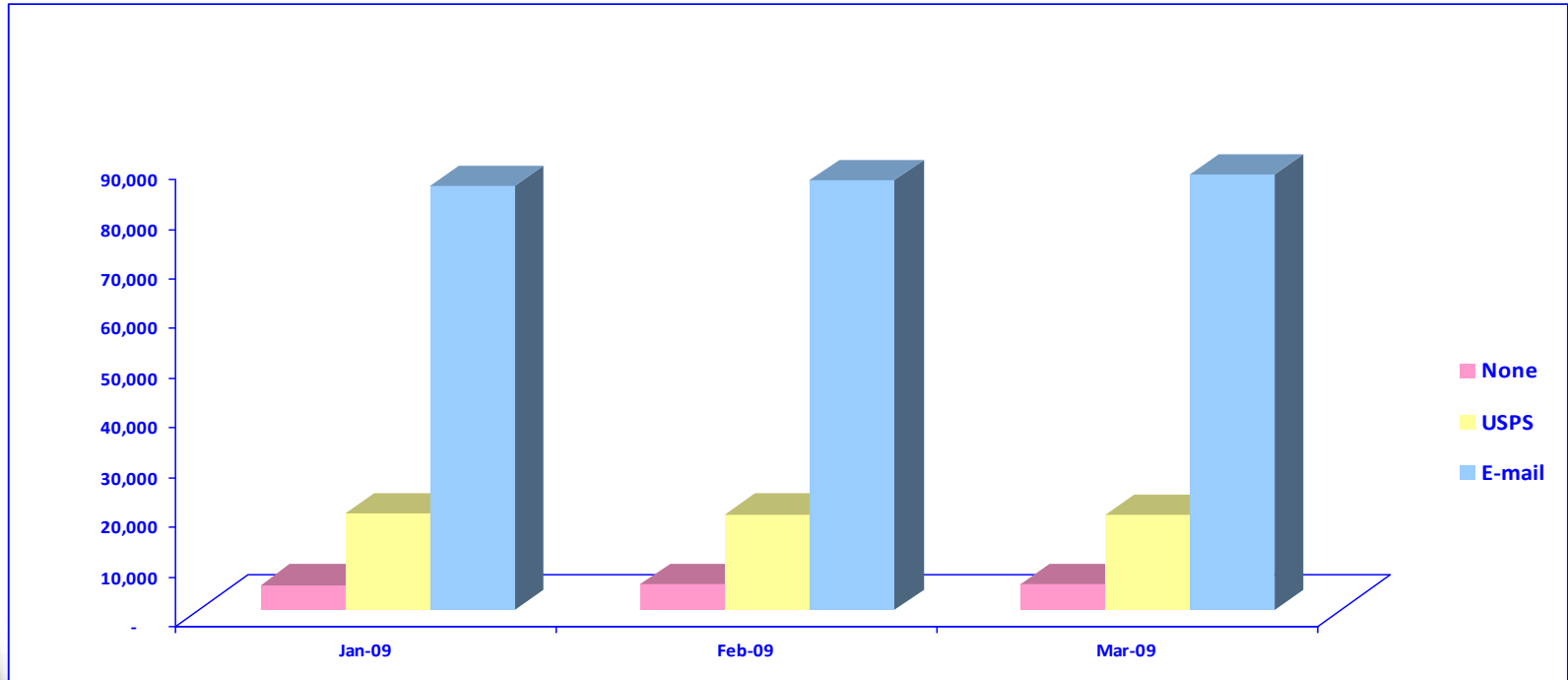
Good To Go!

Customer Website Hits by Quarter 2008 - 2009



Good To Go!

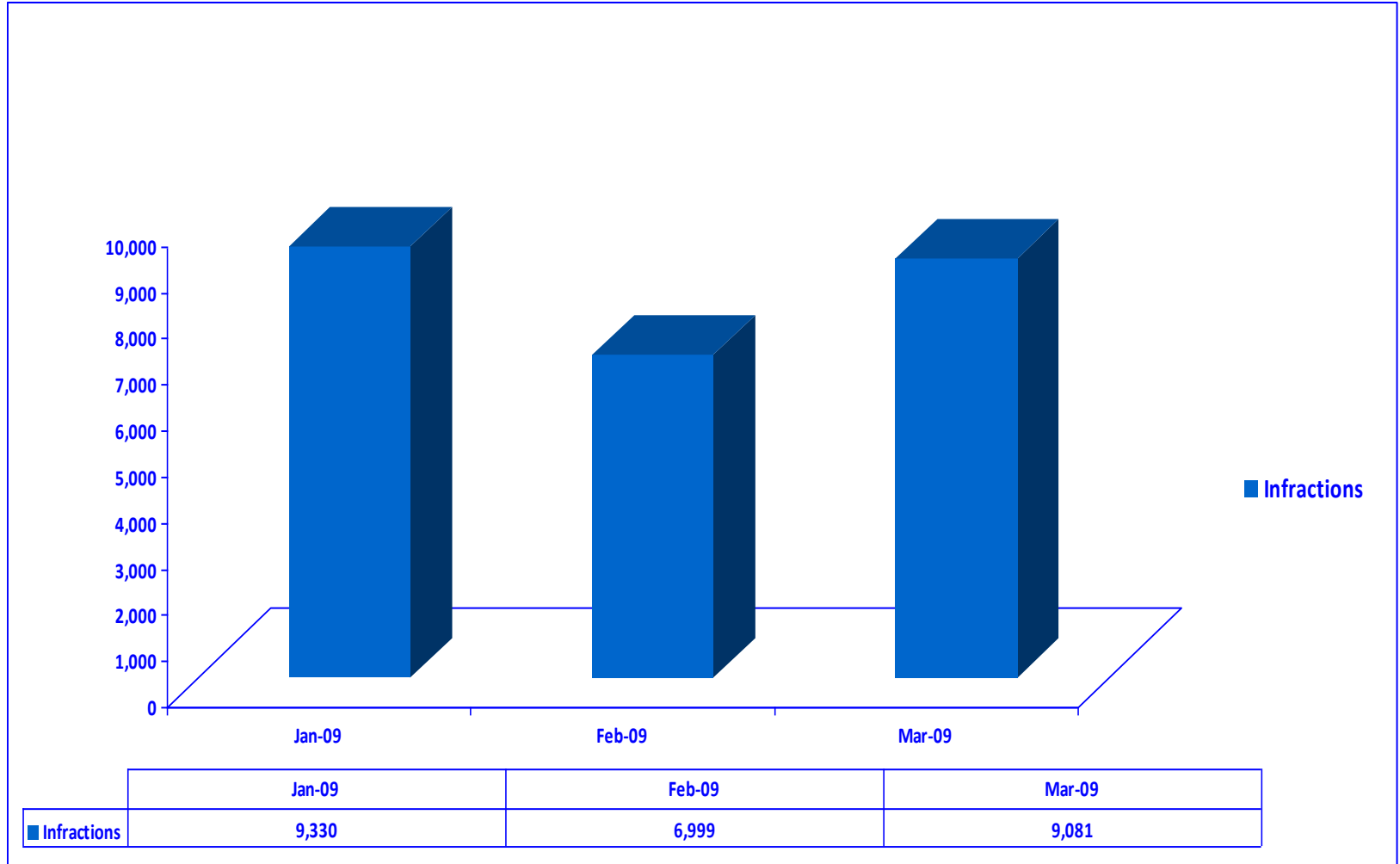
Q1 2009 Statement Delivery Methods



Statement Method	Jan-09	Feb-09	Mar-09	Totals	%
None	4,998	5,168	5,254	15,420	5%
USPS	19,471	19,278	19,126	57,875	17%
E-mail	85,329	86,473	87,660	259,462	78%
Total Statements	109,798	110,919	112,040	332,757	100%

Good To Go!

Q1 2009 VPS - Infraction Notices Mailed



Good To Go!

VPS - Infraction Notices Mailed by Quarter 2008 - 2009

