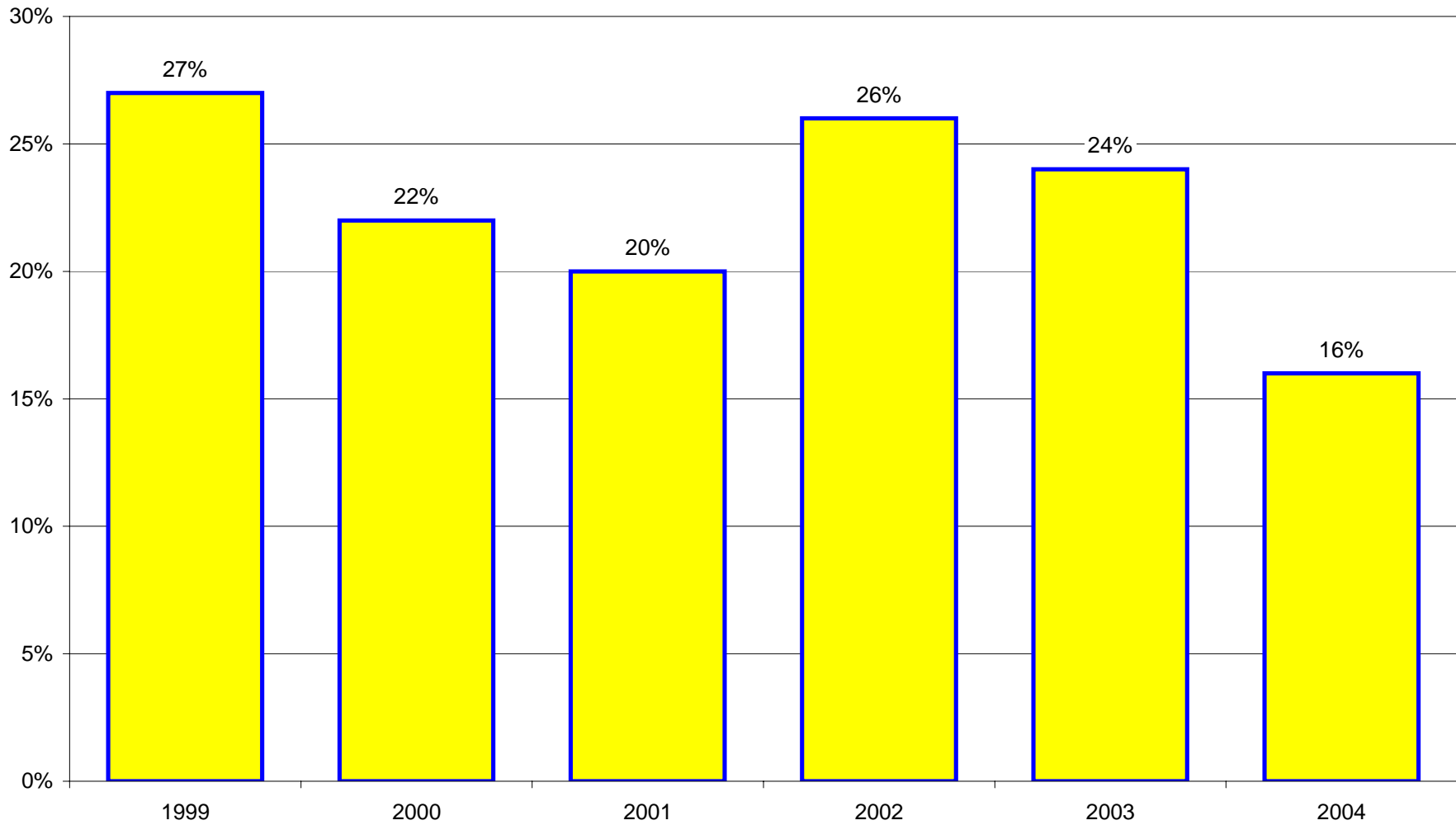


Chart One:  
Percentage of Clear and Useful Announcements of Delays and Service Changes, 1999-2004\*



\*Differences among yearly data not statistically significant at the .05 level.