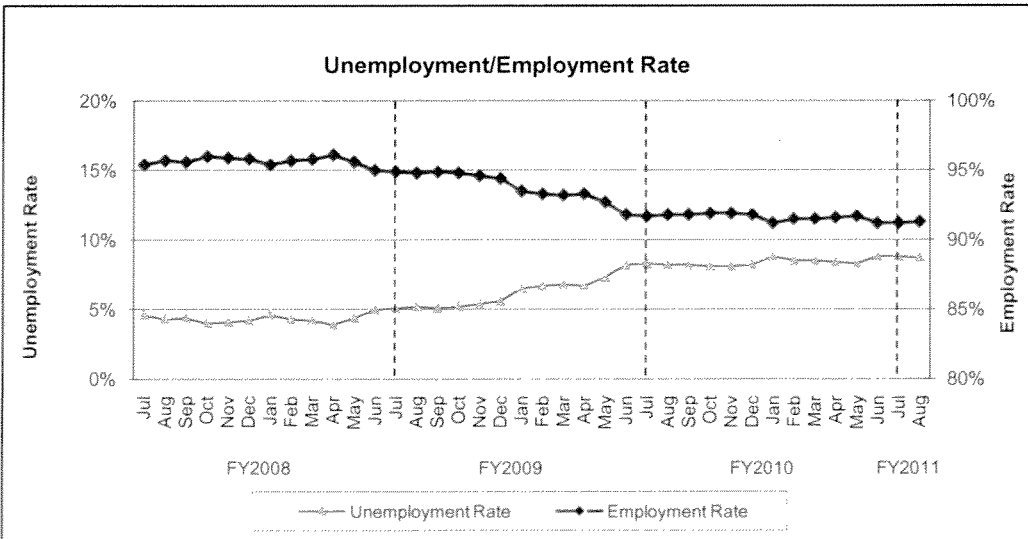
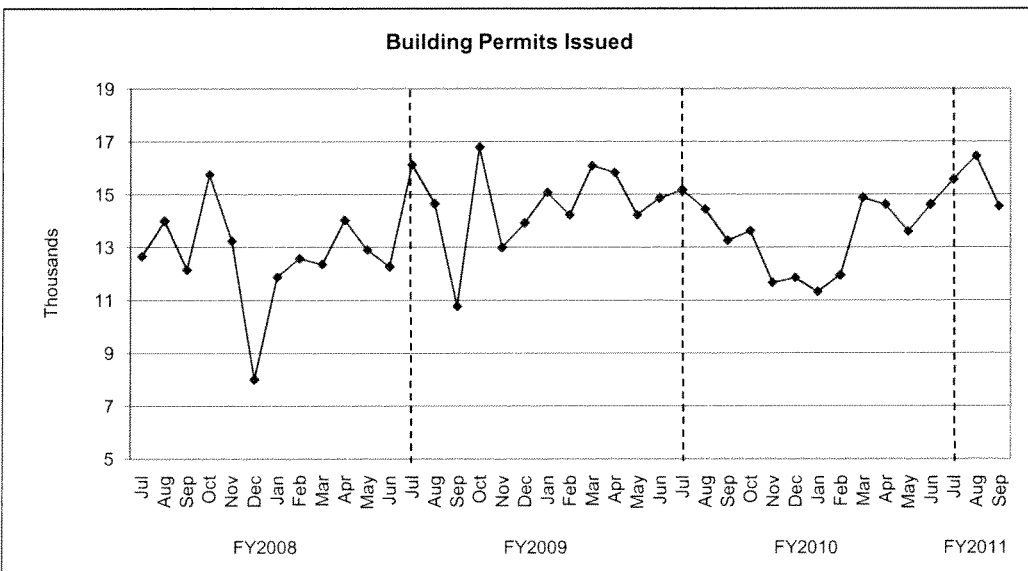
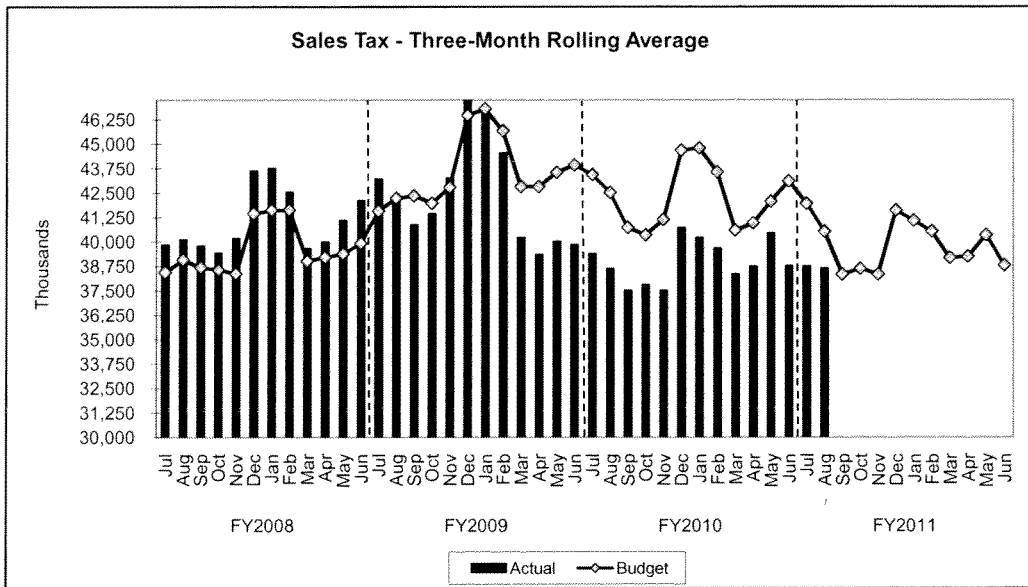
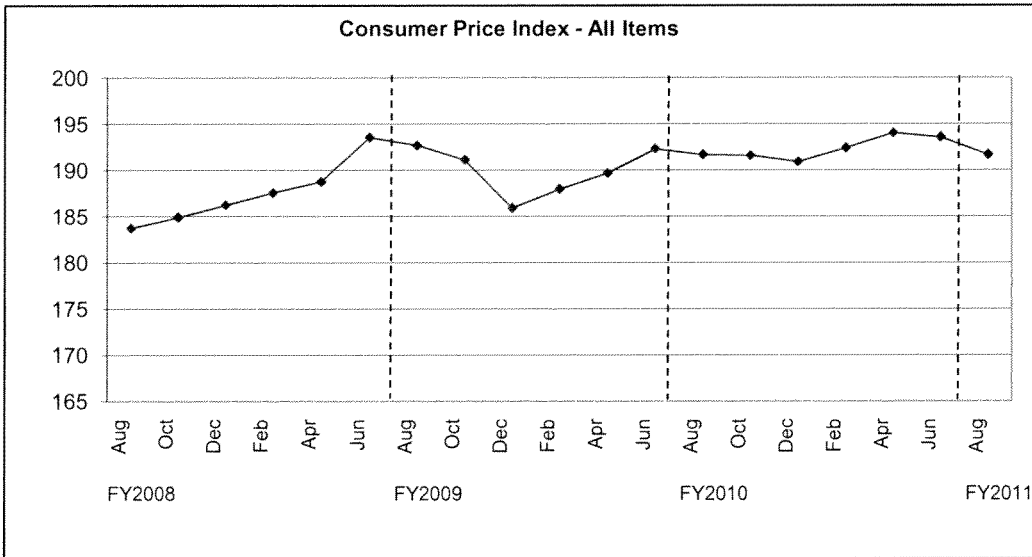


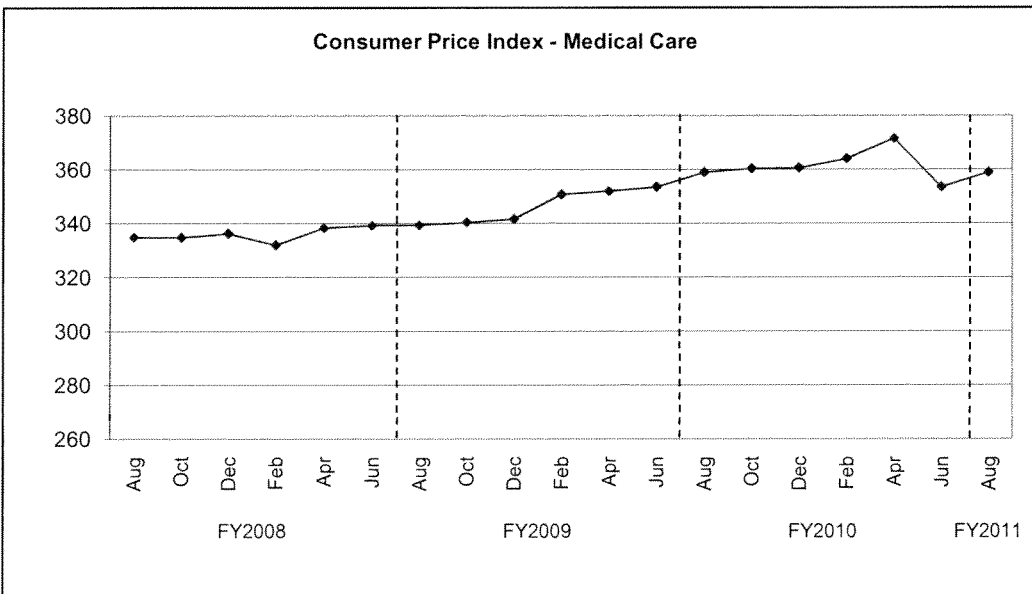
TREND INDICATORS - LOCAL ECONOMY



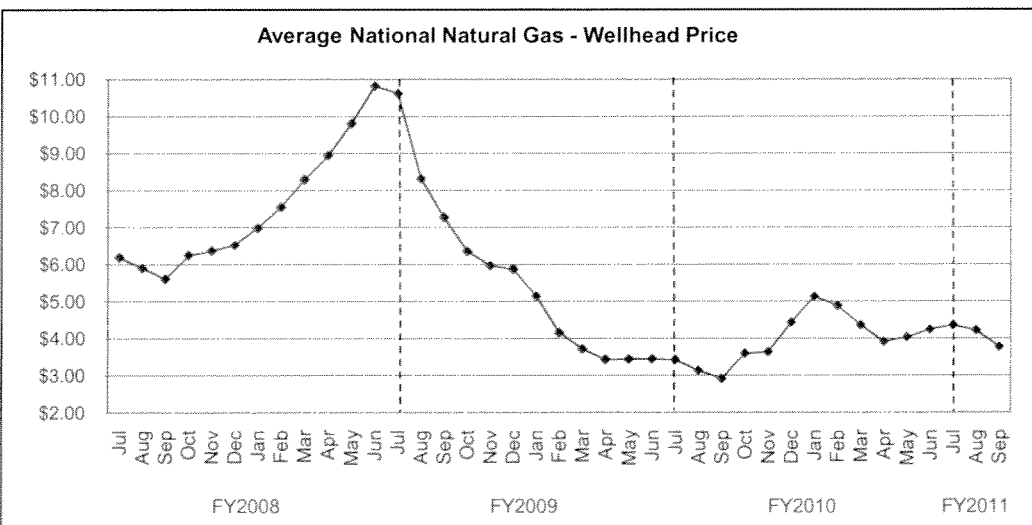
TREND INDICATORS - LOCAL ECONOMY



Source: Bureau of Labor Statistics - Houston, Galveston, Brazoria TX

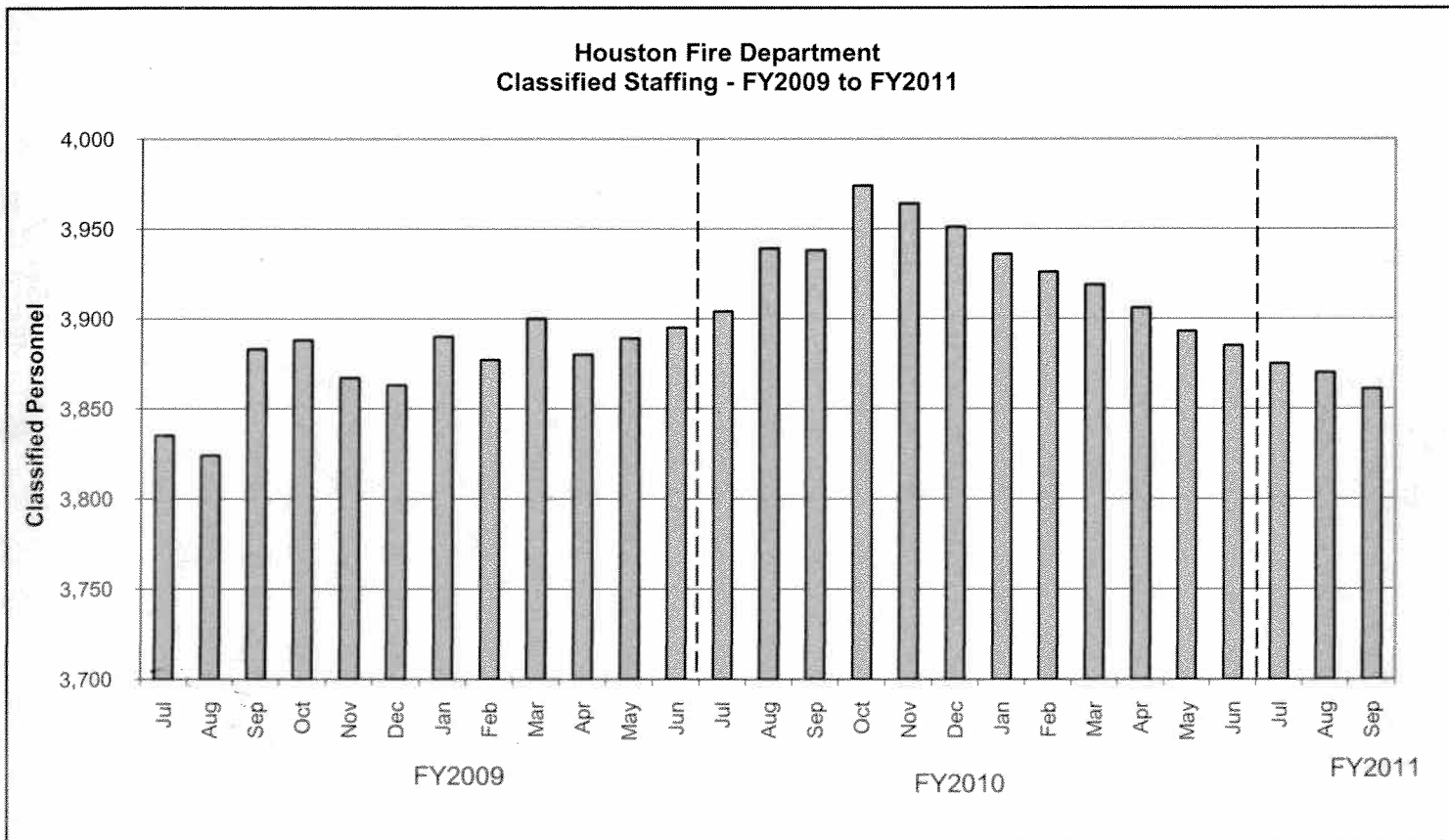
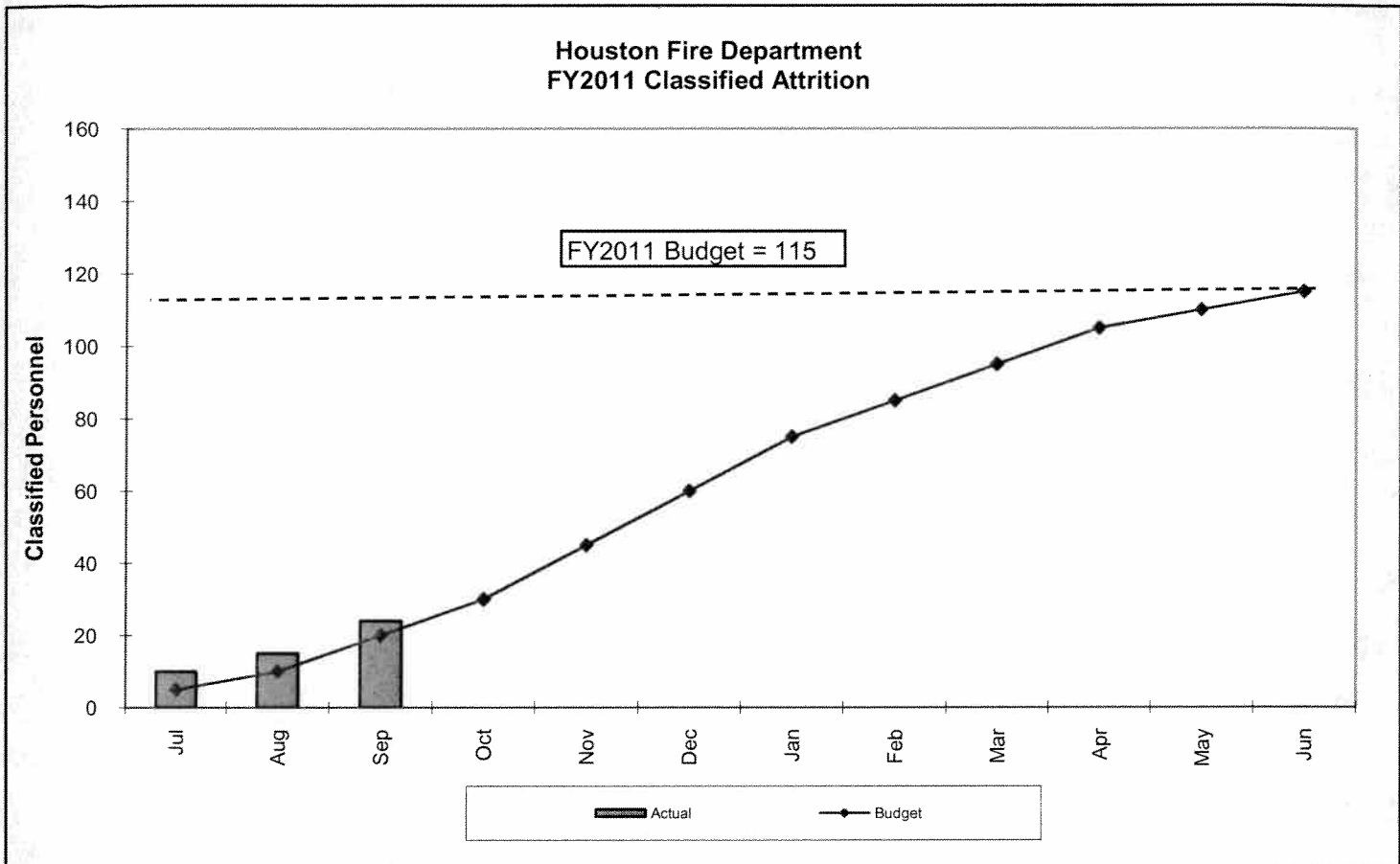


Source: Bureau of Labor Statistics - Houston, Galveston, Brazoria TX



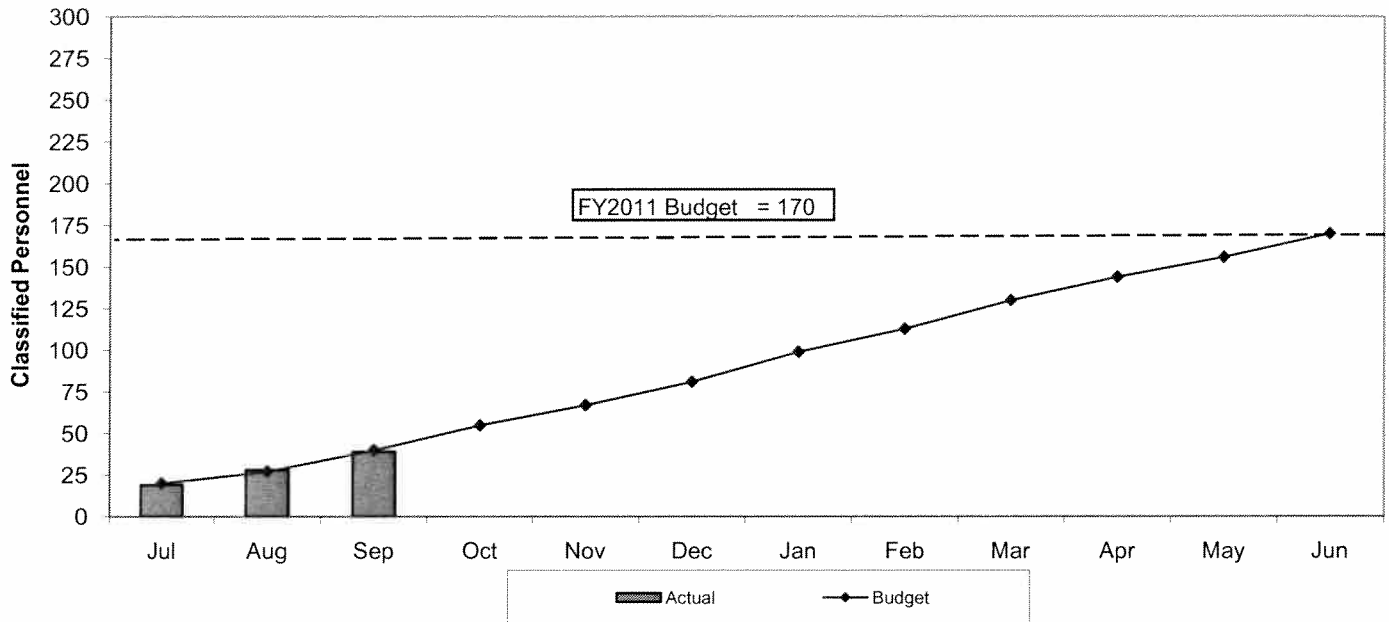
Source: Energy Information Administration/Natural Gas Monthly

TREND INDICATORS - HOUSTON FIRE DEPARTMENT

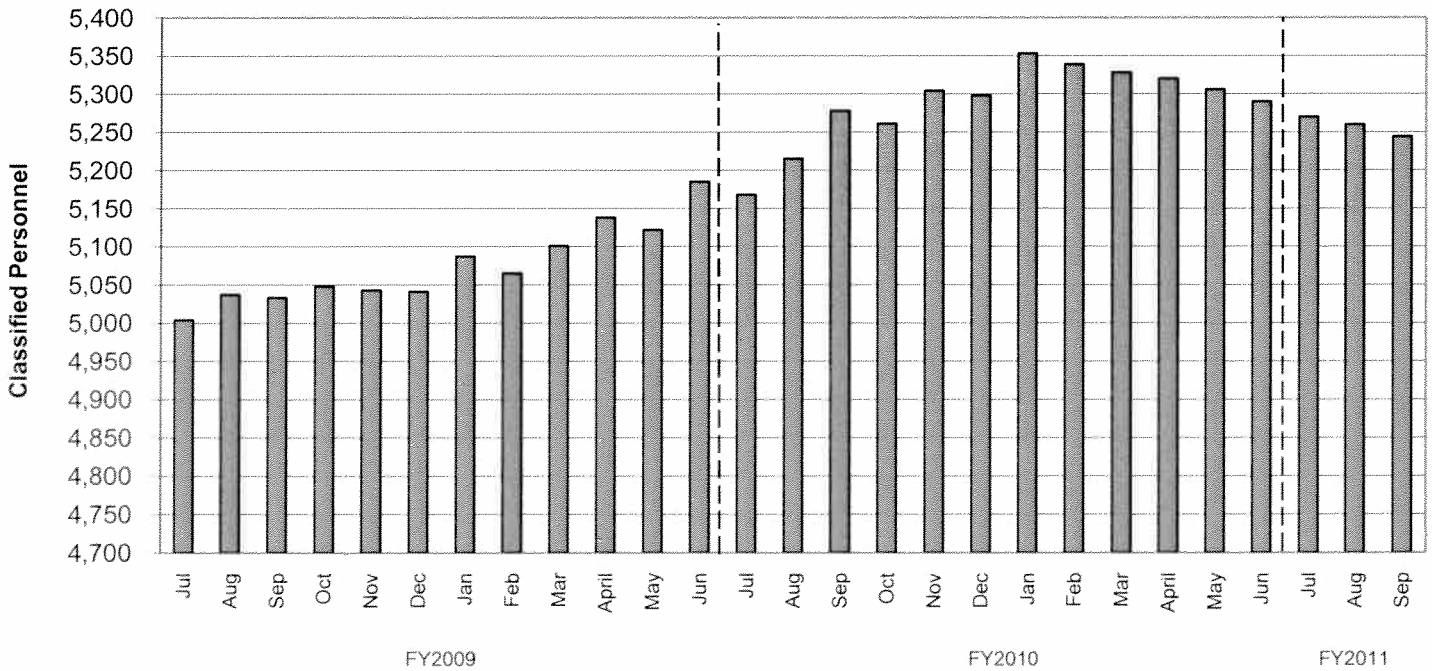


TREND INDICATORS - HOUSTON POLICE DEPARTMENT

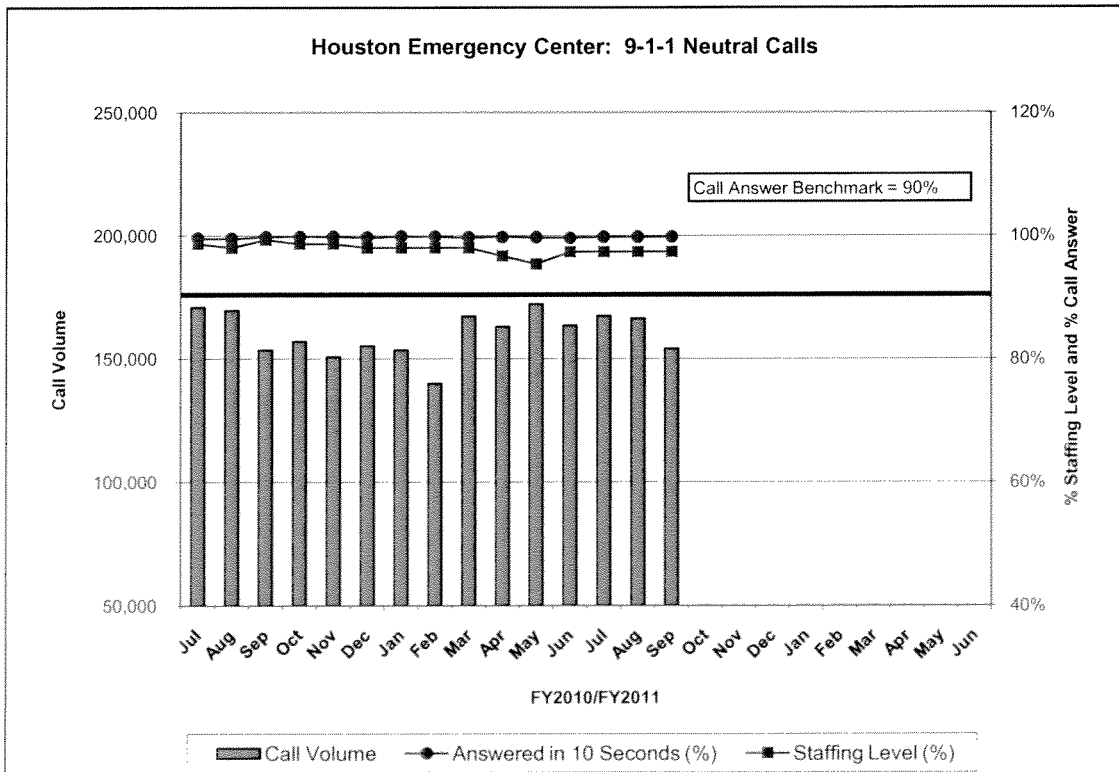
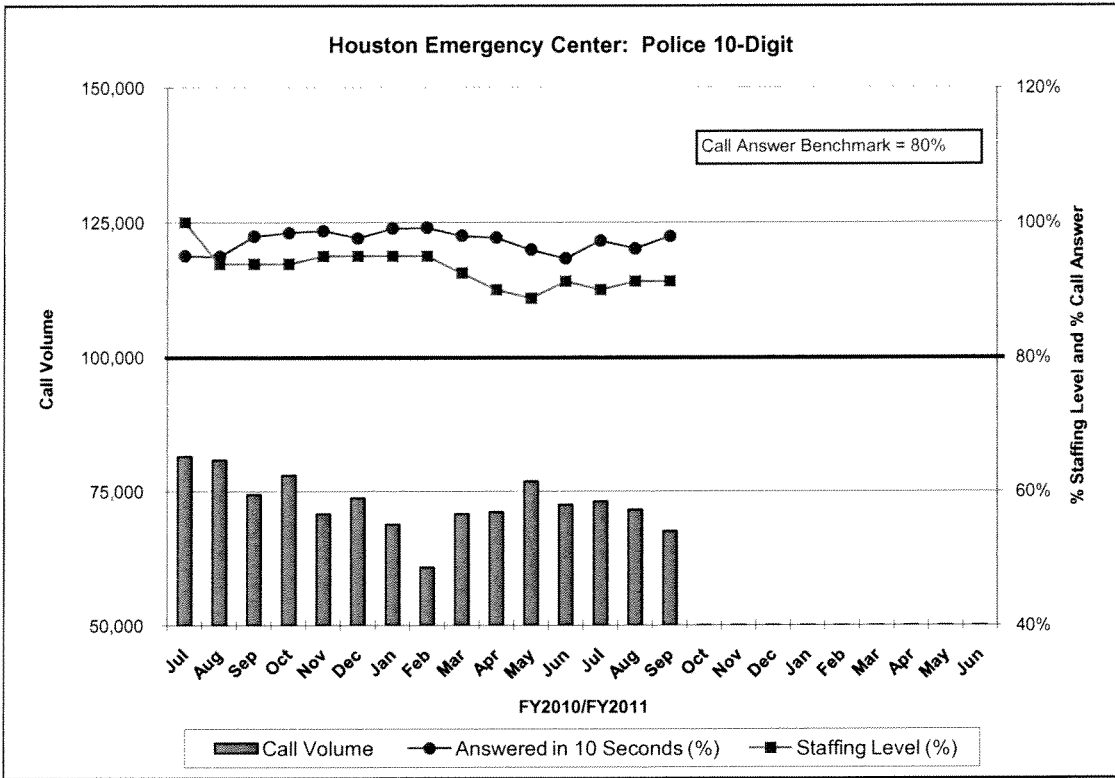
Houston Police Department FY2011 Classified Attrition



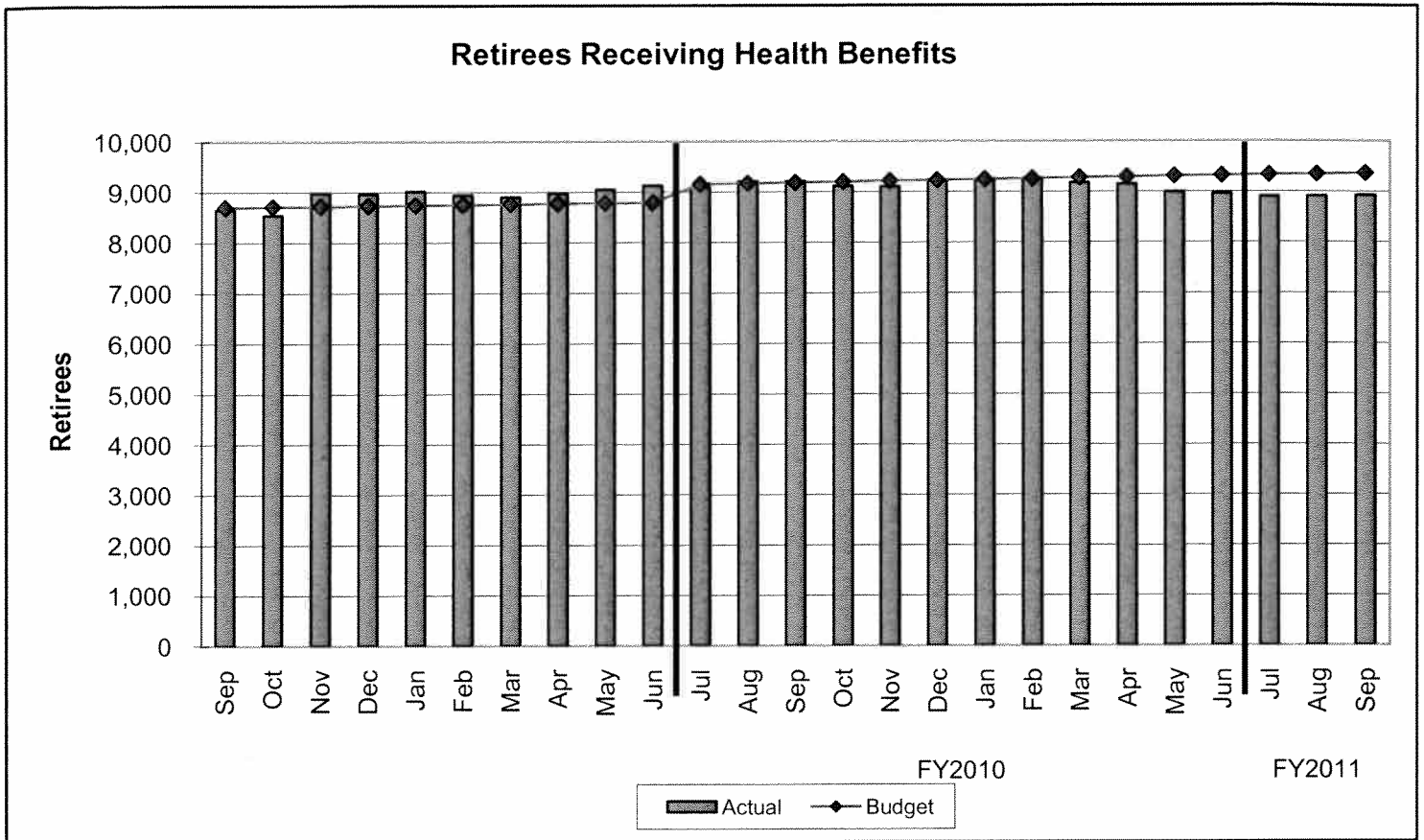
Houston Police Department Classified Staffing - FY2009 to FY2011



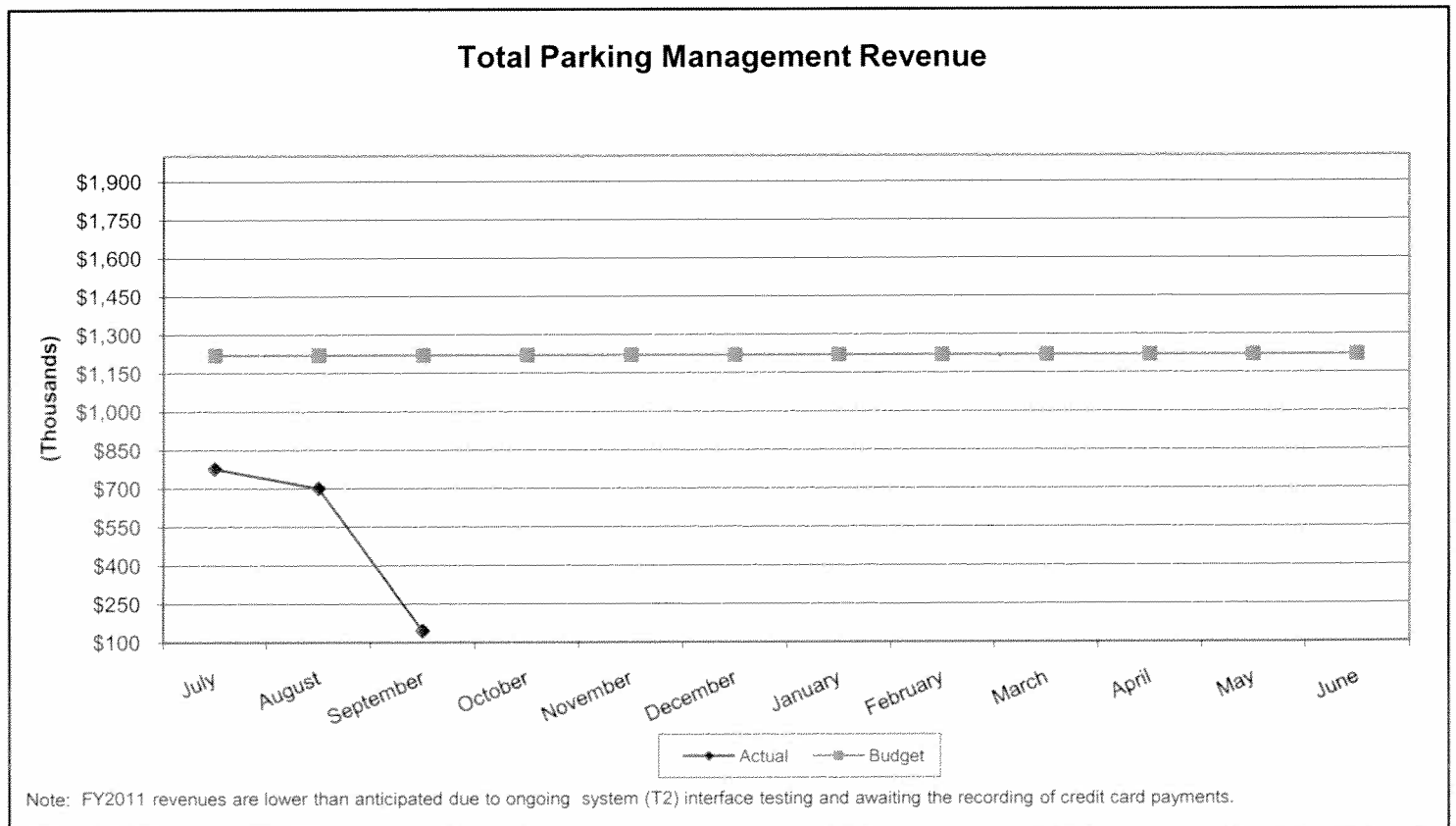
TREND INDICATORS - HOUSTON EMERGENCY CENTER



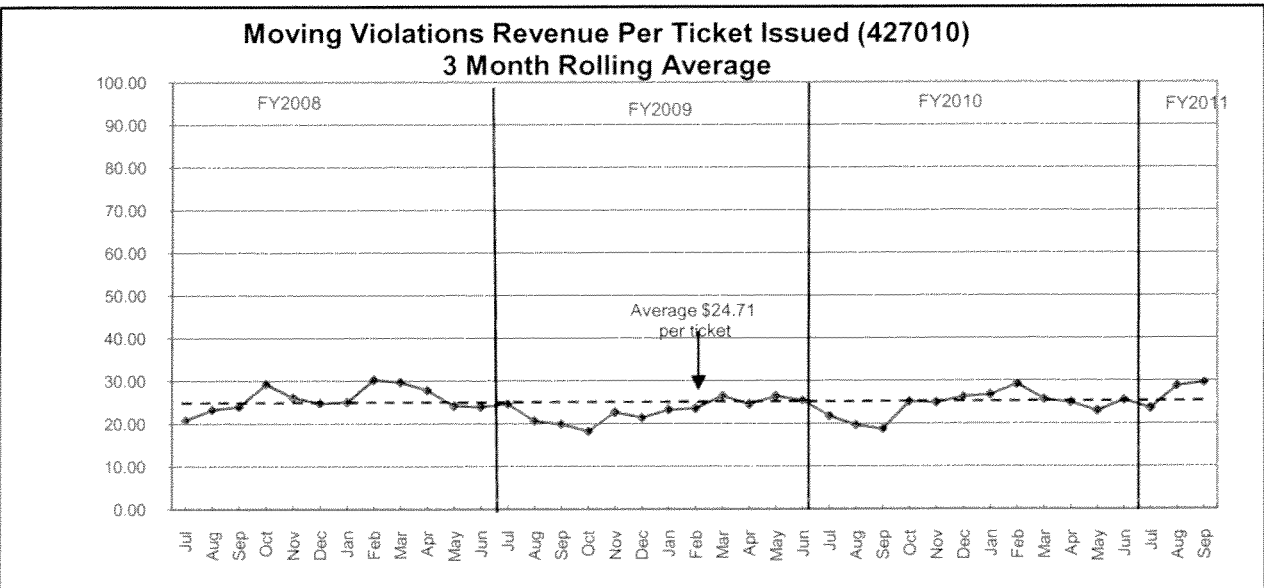
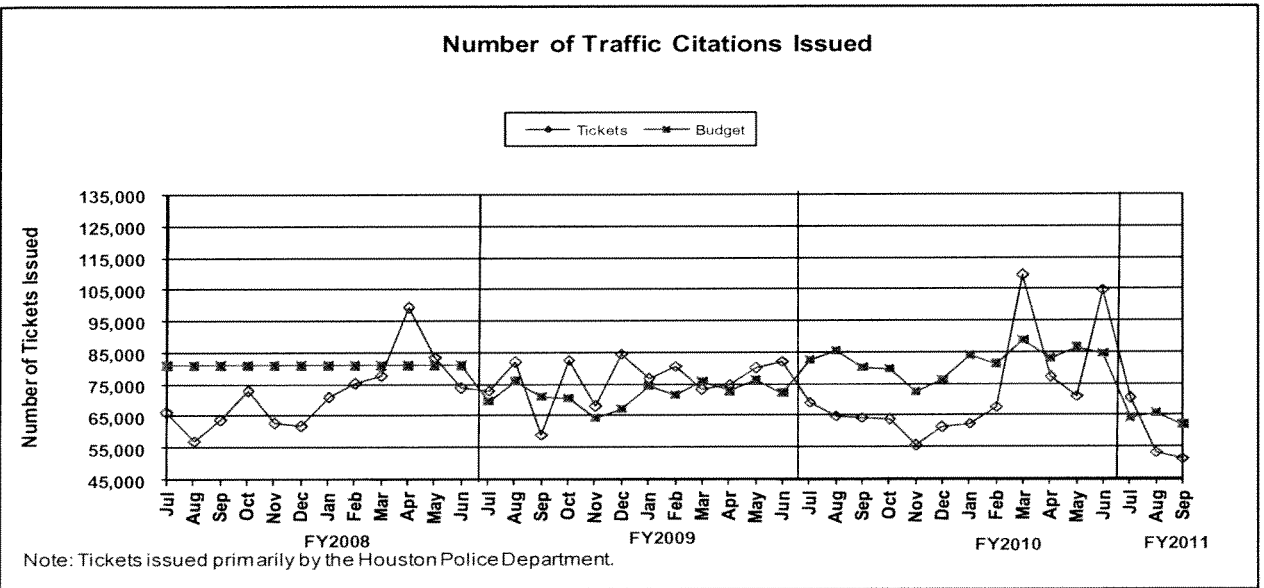
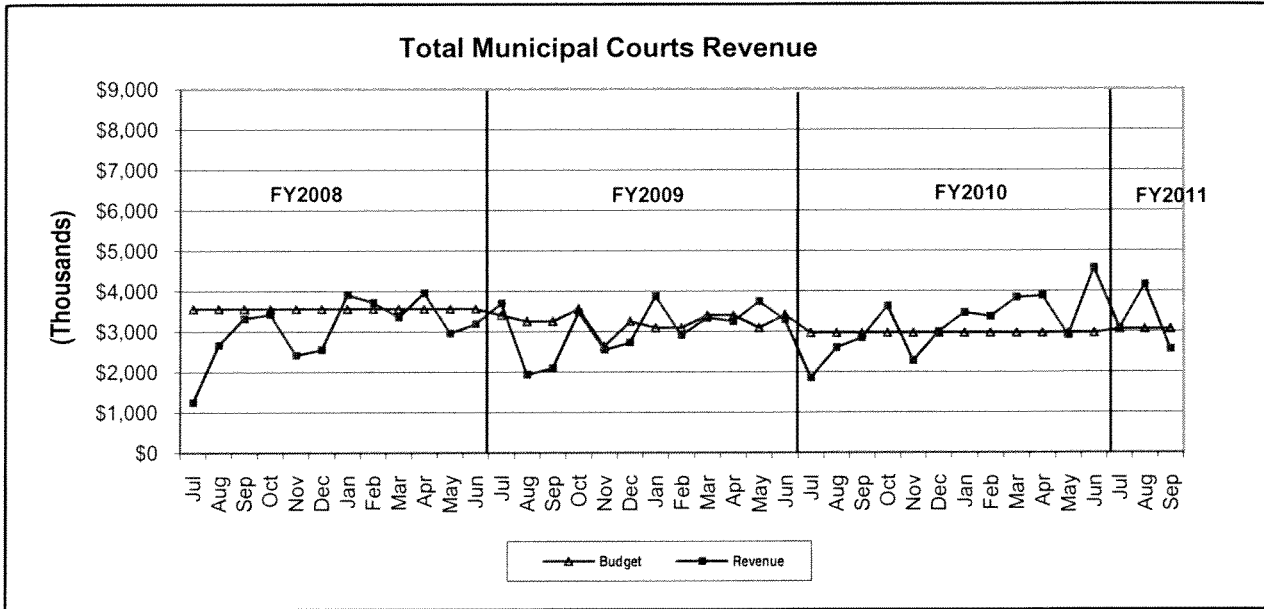
TREND INDICATORS - RETIREMENTS



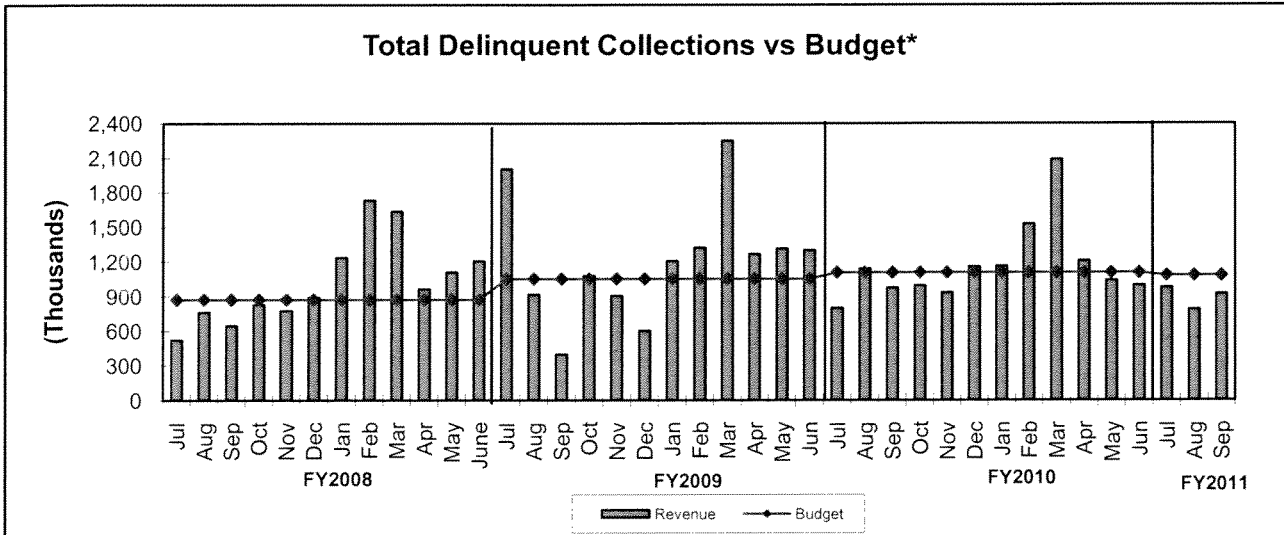
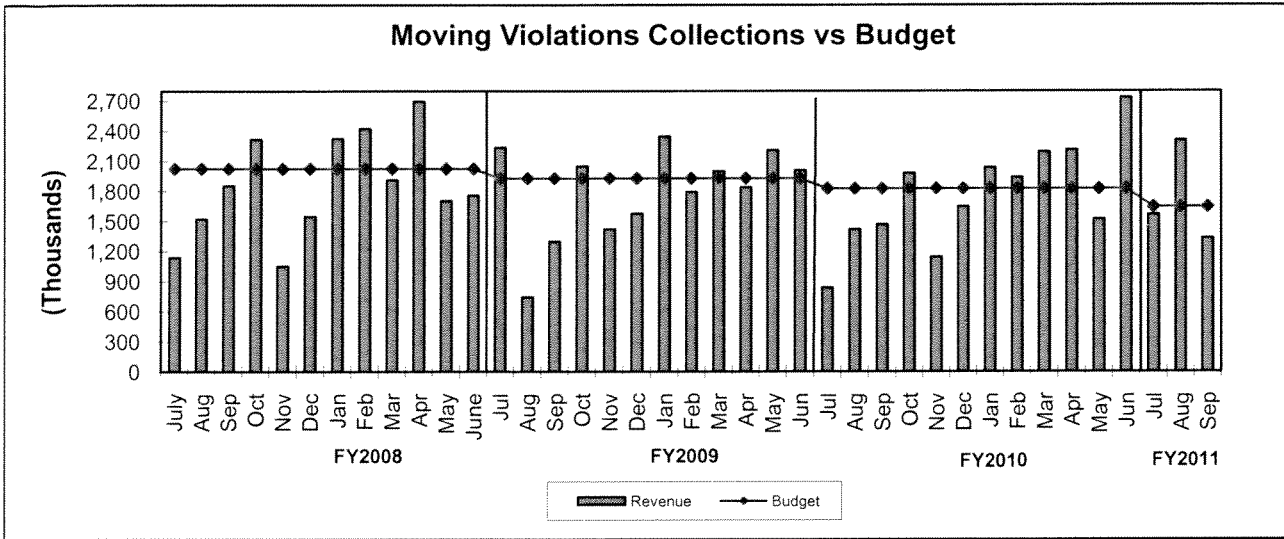
TREND INDICATORS - PARKING MANAGEMENT



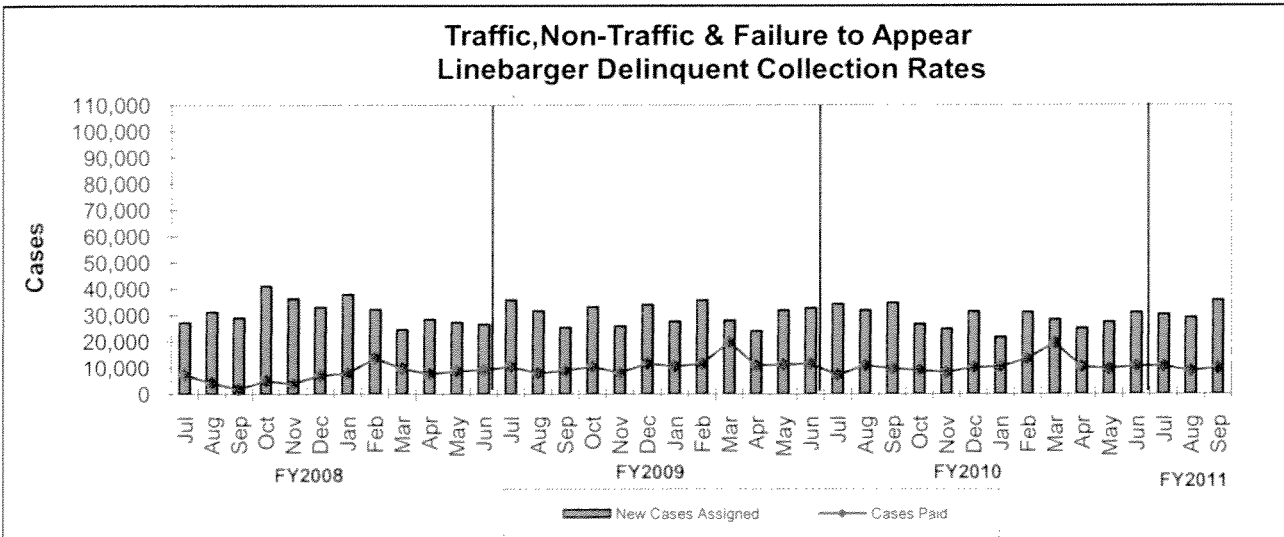
TREND INDICATORS - MUNICIPAL COURTS



TREND INDICATORS - MUNICIPAL COURTS

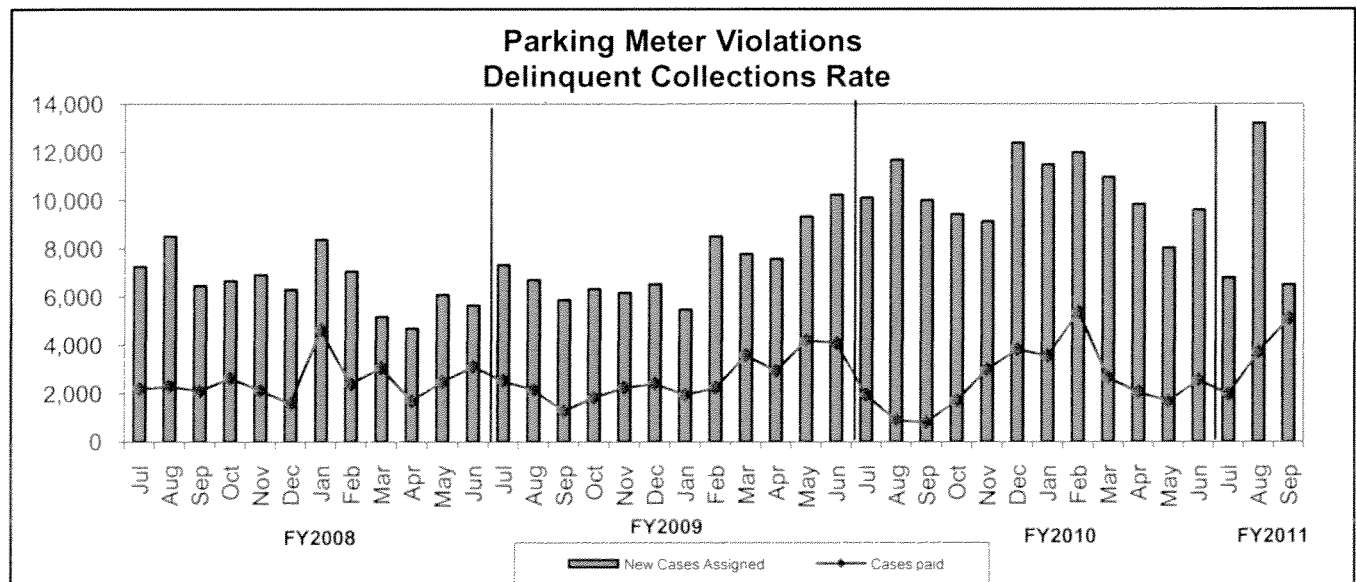
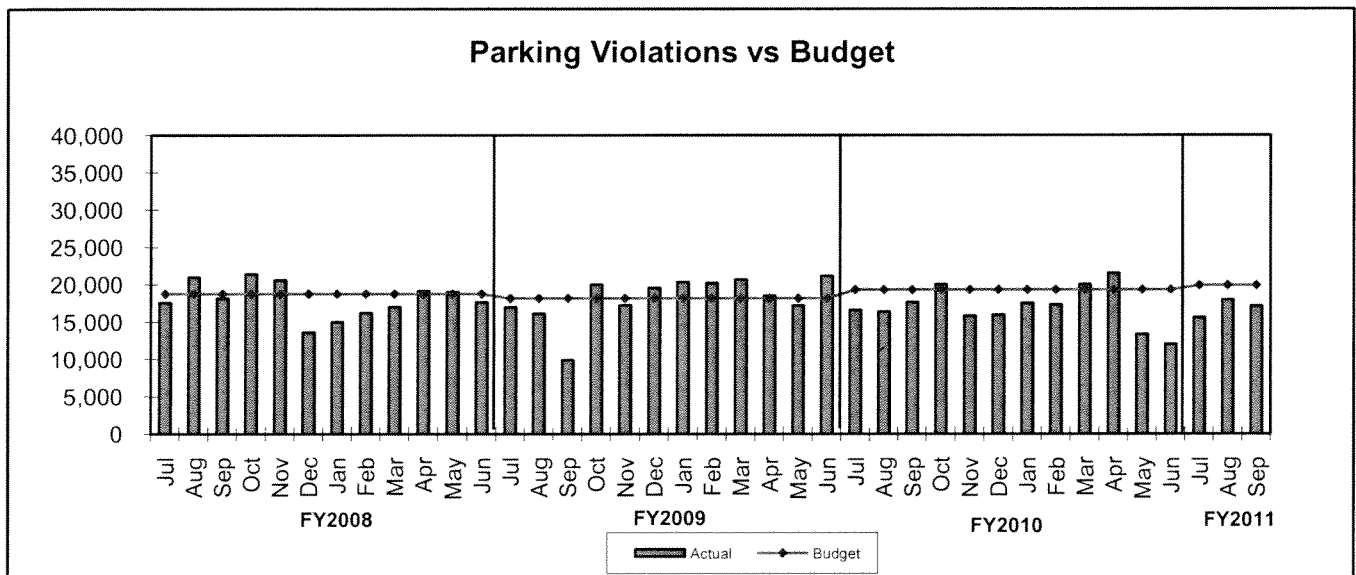
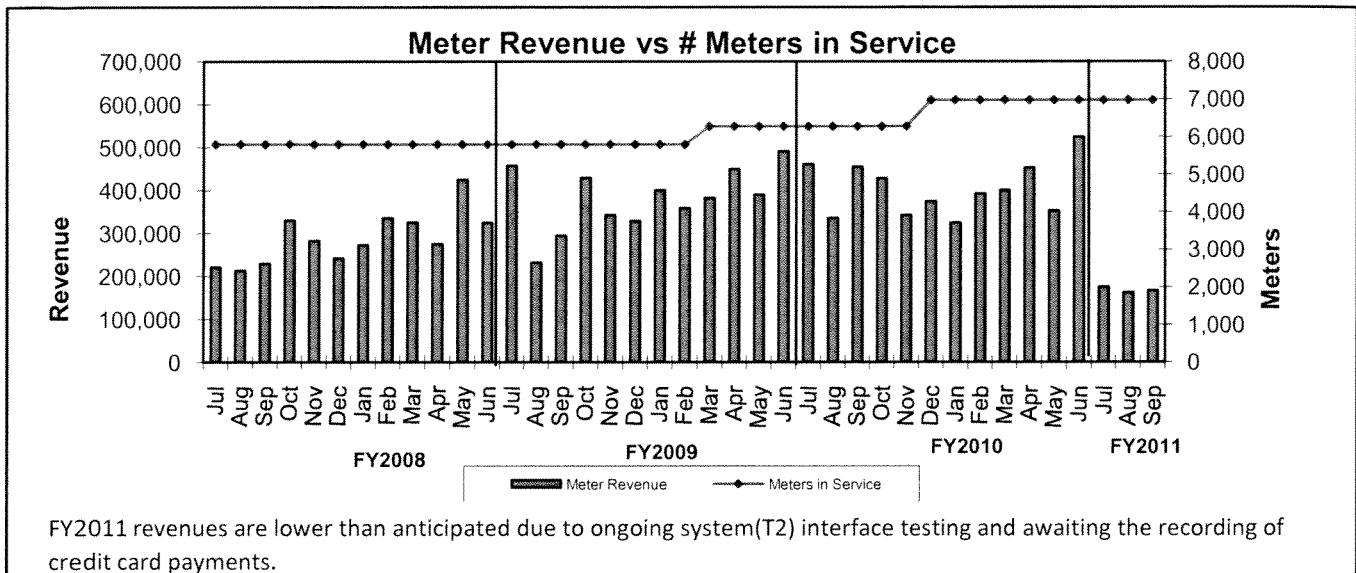


*Net of fees and expenses paid to Linebarger



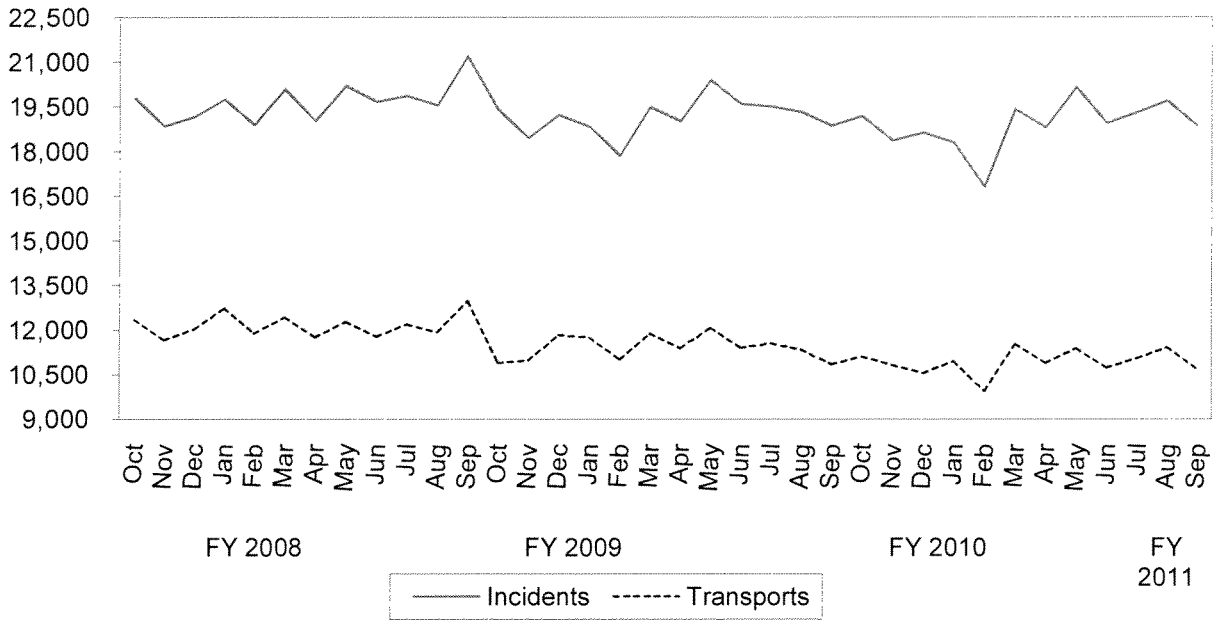
*Excludes Delinquent Parking Collections

TREND INDICATORS - ADMINISTRATION AND REGULATORY AFFAIRS

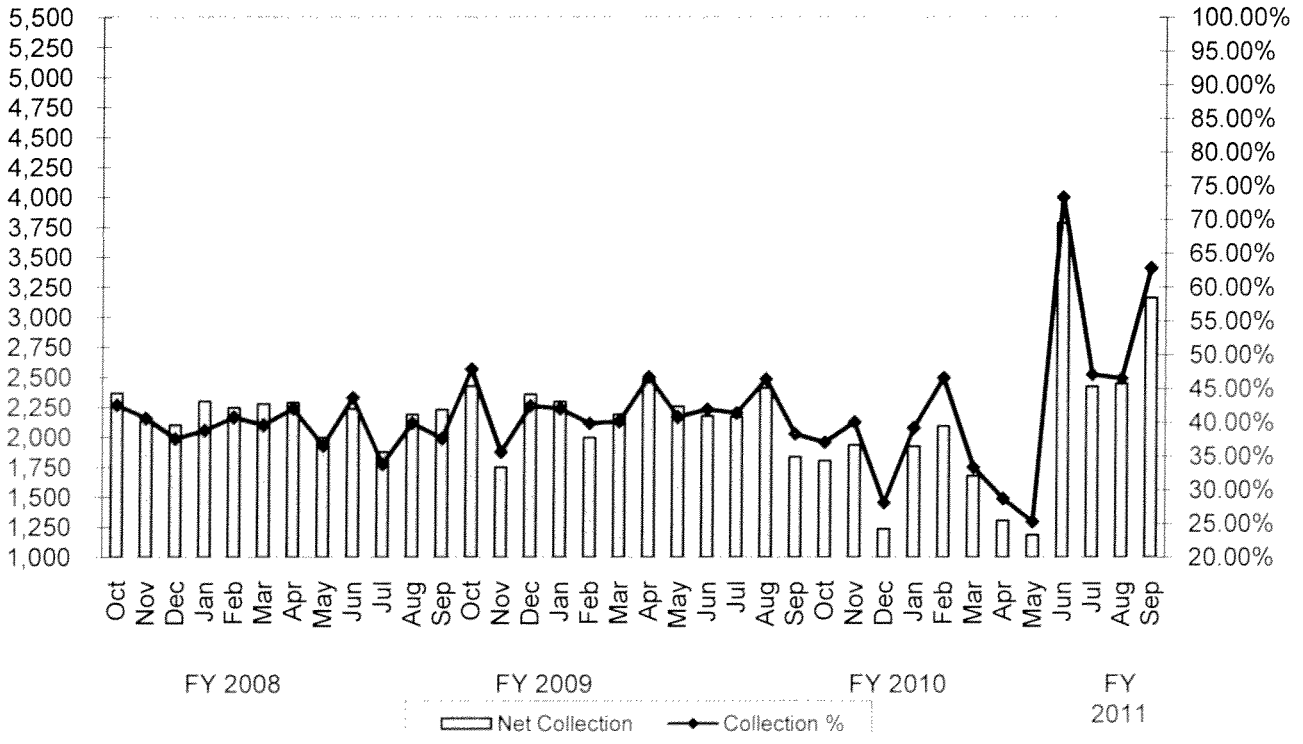


TREND INDICATORS - AMBULANCE SERVICES

EMS Incidents and Transports

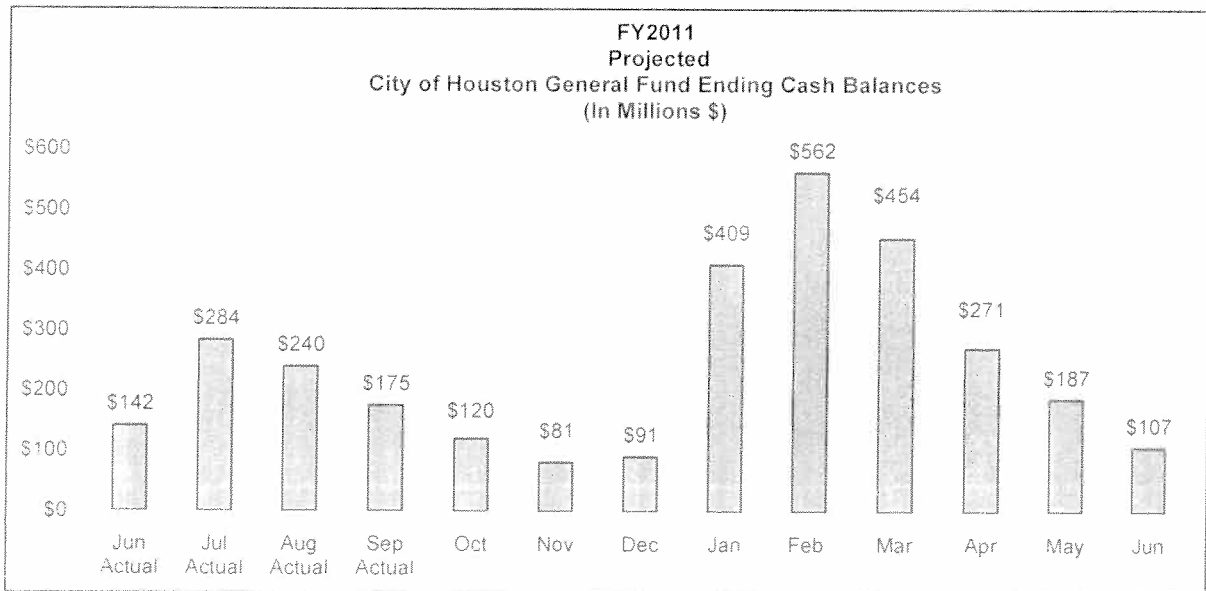
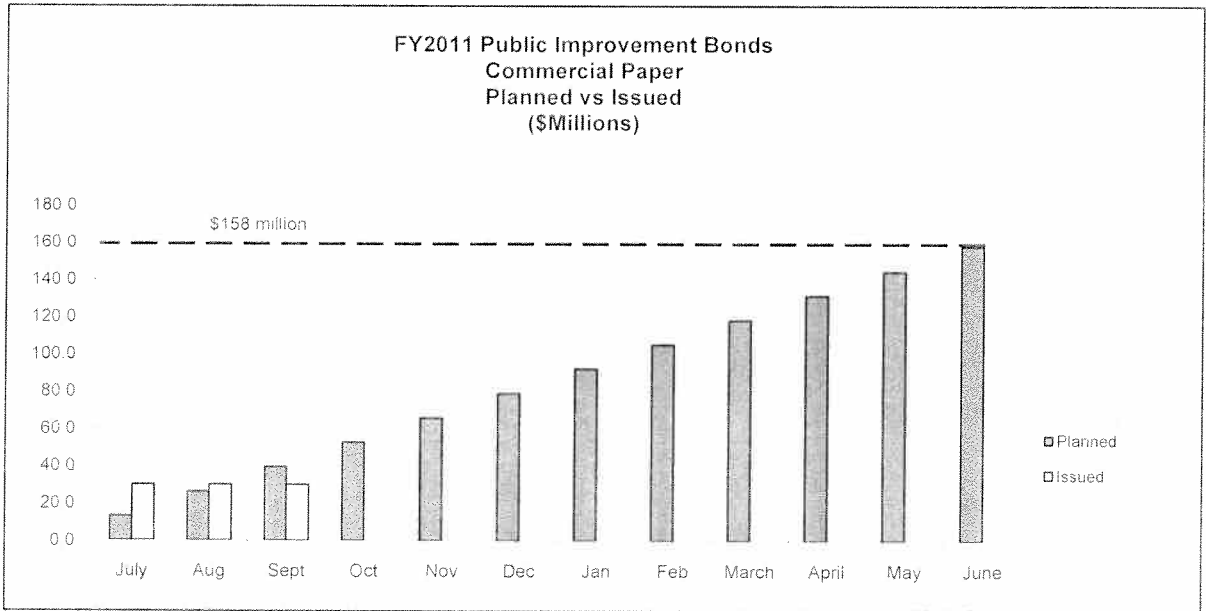
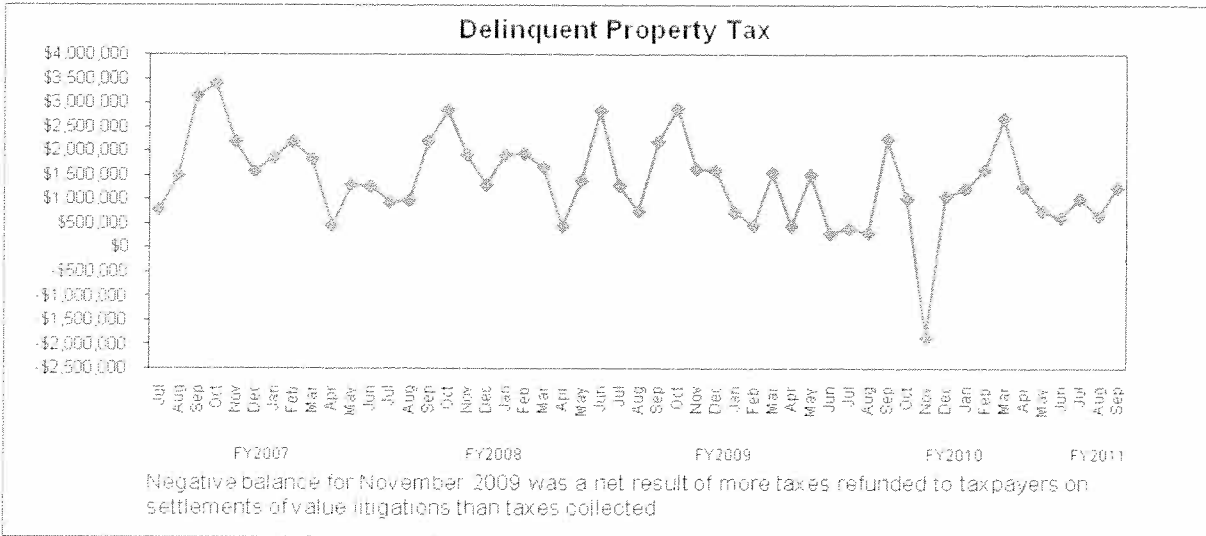


EMS Net Collections & Collection Percentage

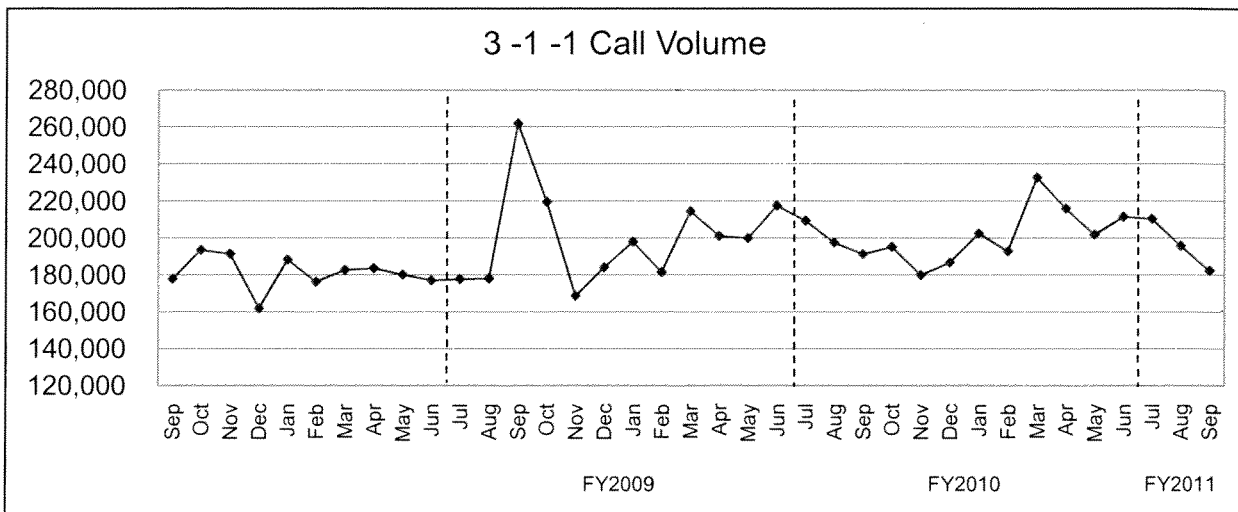


*The decline in collection in March-May 2010 results from delays in reimbursement from Medicare. The Medicare holdbacks of \$2.421M were received 7/2/10 and accrued back to FY10.

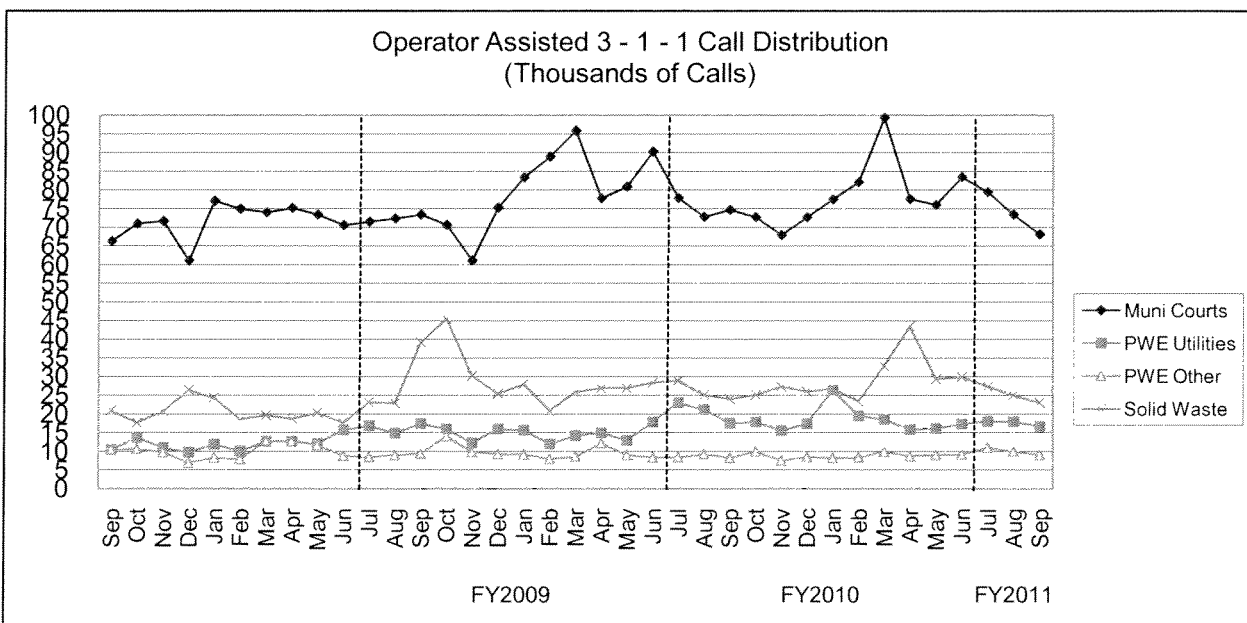
TREND INDICATORS - MISCELLANEOUS



TREND INDICATORS - MISCELLANEOUS



3-1-1 became fully operational in August 2001



4 largest users of operator assisted 3-1-1 calls.