

**Paratransit Performance Indicators Comparison
2004, 2005, 2006, 2007**

Metro Plus YTD

Revenue Indicators	Dec-04	Dec-05	Dec-06	Oct-07
Operating Revenue/ Operating Cost	39.3%	40.0%	39.6%	43.5%
Passenger Revenue/ Total Passenger Trips	\$ 1.08	\$1.01	\$0.78	\$1.05
Expense Indicators				
Operating Cost/Passenger Trip	\$ 27.08	\$26.04	\$28.40	\$27.55

Metro Plus

Operations	Dec-04	Dec-05	Dec-06	Dec-07
Total Trips	237,625	260,949	252,690	261,521
Rides Cancelled	33,225	39,223	41,978	43,660
Cancellation Rate	14.0%	15.0%	16.6%	16.7%
No Shows	5747	5,754	5,210	5,701
No Shows/Rides Provided	2.4%	2.2%	2.1%	2.2%
Number of Clients Provided Service	1,604	1,601	1,722	
Average Trips/Client	148.1	163.0	146.7	
DDS Trips	132,415	138,437	149,297	149,783
Lv Attended Trips	40,722	44,168	29,108	69,797
Maintenance Inspections Conducted/Schedul	99.3%	103.9%	108.1%	

Percentage of Trips by Provider YTD	2004	2005	2006	2007
Metro	26.69%	24.88%	21.91%	19.72%
Badger Bus	0.00%	0.00%	7.98%	19.91%
Badger Cab	38.35%	33.79%	23.36%	25.02%
Laidlaw	30.15%	34.91%	35.19%	20.92%
Transit Solutions	4.81%	6.42%	11.56%	14.66%

Customer Service YTD	2004	2005	2006	2007
Rides Provided	237,625	260,949	252,690	261,521
Complaints/1000 passenger trips	2.46	2.37	1.59	~ 1.7
Late Service Reports/1000 passenger trips	8.35	5.38	2.65	~ 4.7

Certifications	2004	2005	2006	2007
Applications Reviewed	459	458	614	549
Denied Eligibility	17	13	28	46

(1) Passenger Revenue does not include Group Access revenue.

(2) Late Service Reports are based on passenger feedback. Not all late reports are chargeable to the vendor.

NOTE: Reported expenses do not include depreciation, debt principal, or fixed assets.

