Paratransit Performance Indicators Year to Date as of Jan 31, 2006

Note: January 2006 financial data not available at time of printing.

			Metro	Plus YTD	Fixed Rout	e YTD
Revenue Indicators			Jan. 2005	Jan. 2006	Jan. 2005	Jan. 200
Operating Revenue/ Operating Cost			38.9%	NA	24.3%	NA
Passenger Revenue/ Total Passenger Trips			\$ 1.00	NA	\$ 0.76	NA
Expense Indicators						
Operating Cost/Passenger Trip			\$ 27.74	NA	\$ 3.21	NA
				Metro	Plus	
Operations			Jan. 2005	Jan. 2006	YTD 2005	YTD 2006
Total Trips			19,278	20,331	19,278	20,331
Rides Cancelled			3,409	3,148	3,409	3,148
Cancellation Rate			17.7%	15.5%	17.7%	15.5%
No Shows			551	436	551	436
No Shows/Rides Provided			2.9%	2.1%	2.9%	2.1%
Number of Clients Provided Service			959	981	959	981
Average Trips/Client			20.1	20.7	20.1	20.7
DDS Trips			10,732	11,534	10,732	11,534
Subscription Trips			10,193	11,164	10,193	11,164
DDS Subscription Trips			7,185	7,112	7,185	7,112
D2D Trips			13,983	11,718	13,983	11,718
Lv Attended Trips			3,489	2,391	3,489	2,391
Maintenance Inspections Conducted/Schedule			90.0%	100.0%	90.0%	100.0%
Maintenance Inspections Conducted/Schedule Number of Trips by Provider YTD	Metro Direct	Laidlaw 4 115	Badger	Trans. Sol.	Badger Bus	Tota
Maintenance Inspections Conducted/Schedule Number of Trips by Provider YTD Ambulatory	Metro Direct 1,801	4,115		Trans. Sol.	Badger Bus 43	100.0% Tota 13,004
Maintenance Inspections Conducted/Schedule Number of Trips by Provider YTD	Metro Direct		Badger	Trans. Sol.	Badger Bus	Tota
Maintenance Inspections Conducted/Schedule Number of Trips by Provider YTD Ambulatory Non-Ambulatory Percentage	Metro Direct 1,801 2,513 21.22%	4,115 4,575 42.74%	Badger 5,185 - 25.50%	Trans. Sol. 1,860 209 10.18%	Badger Bus 43 30 0.36%	Tota 13,004 7,327 100.00%
Maintenance Inspections Conducted/Schedule Number of Trips by Provider YTD Ambulatory Non-Ambulatory Percentage Customer Service YTD	Metro Direct 1,801 2,513 21.22% Metro Direct	4,115 4,575 42.74% Laidlaw	Badger 5,185 - 25.50% Badger	Trans. Sol. 1,860 209 10.18% Transit Sol	Badger Bus 43 30 0.36% Badger Bus	Tota 13,004 7,327 100.00% Tota
Maintenance Inspections Conducted/Schedule Number of Trips by Provider YTD Ambulatory Non-Ambulatory Percentage Customer Service YTD Rides Provided	Metro Direct 1,801 2,513 21.22% Metro Direct 4,314	4,115 4,575 42.74% Laidlaw 8,690	Badger 5,185 - 25.50% Badger 5,185	Trans. Sol. 1,860 209 10.18%	Badger Bus 43 30 0.36% Badger Bus 73	Tota 13,004 7,327 100.00% Tota 20,258
Maintenance Inspections Conducted/Schedule Number of Trips by Provider YTD Ambulatory Non-Ambulatory Percentage Customer Service YTD Rides Provided Customer Complaints	Metro Direct 1,801 2,513 21.22% Metro Direct	4,115 4,575 42.74% Laidlaw 8,690 10	Badger 5,185 - 25.50% Badger 5,185 12	Trans. Sol. 1,860 209 10.18% Transit Sol 2,069 4	Badger Bus 43 30 0.36% Badger Bus 73 0	Tota 13,004 7,327 100.00% Tota 20,258 35
Maintenance Inspections Conducted/Schedule Number of Trips by Provider YTD Ambulatory Non-Ambulatory Percentage Customer Service YTD Rides Provided Customer Complaints Customer Compliments	Metro Direct 1,801 2,513 21.22% Metro Direct 4,314	4,115 4,575 42.74% Laidlaw 8,690	Badger 5,185 - 25.50% Badger 5,185	Trans. Sol. 1,860 209 10.18% Transit Sol 2,069	Badger Bus 43 30 0.36% Badger Bus 73	Tota 13,004 7,327 100.00% Tota 20,258 35
Maintenance Inspections Conducted/Schedule Number of Trips by Provider YTD Ambulatory Non-Ambulatory Percentage Customer Service YTD Rides Provided Customer Complaints Customer Compliments Customer Suggestions	Metro Direct 1,801 2,513 21.22% Metro Direct 4,314 9 1 0	4,115 4,575 42.74% Laidlaw 8,690 10 0	Badger 5,185 - 25.50% Badger 5,185 12 0 0	Trans. Sol. 1,860 209 10.18% Transit Sol 2,069 4 0	Badger Bus 43 30 0.36% Badger Bus 73 0 0	Tota 13,004 7,327 100.00% Tota 20,258 35 1
Number of Trips by Provider YTD Ambulatory Non-Ambulatory Percentage Customer Service YTD Rides Provided Customer Complaints Customer Compliments Customer Suggestions Complaints/1000 passenger trips	Metro Direct 1,801 2,513 21.22% Metro Direct 4,314 9 1	4,115 4,575 42.74% Laidlaw 8,690 10 0 0	Badger 5,185 - 25.50% Badger 5,185 12 0 0 2.31	Trans. Sol. 1,860 209 10.18% Transit Sol 2,069 4 0 0 1.93	Badger Bus 43 30 0.36% Badger Bus 73 0 0 0 -	Tota 13,004 7,327 100.00% Tota 20,258 35 1
Number of Trips by Provider YTD Ambulatory Non-Ambulatory Percentage Customer Service YTD Rides Provided Customer Complaints Customer Compliments Customer Suggestions Complaints/1000 passenger trips Late Service Reports (2)	Metro Direct 1,801 2,513 21.22% Metro Direct 4,314 9 1 0 2.09	4,115 4,575 42.74% Laidlaw 8,690 10 0	Badger 5,185 - 25.50% Badger 5,185 12 0 0	Trans. Sol. 1,860 209 10.18% Transit Sol 2,069 4 0	Badger Bus 43 30 0.36% Badger Bus 73 0 0	Tota 13,004 7,327 100.00% Tota 20,258 35 1 - 1.73 51
Number of Trips by Provider YTD Ambulatory Non-Ambulatory Percentage Customer Service YTD Rides Provided Customer Complaints Customer Compliments Customer Suggestions Complaints/1000 passenger trips Late Service Reports/1000 passenger trips	Metro Direct 1,801 2,513 21.22% Metro Direct 4,314 9 1 0 2.09 5	4,115 4,575 42.74% Laidlaw 8,690 10 0 0 1.15	Badger 5,185 - 25.50% Badger 5,185 12 0 0 2.31 33	Trans. Sol. 1,860 209 10.18% Transit Sol 2,069 4 0 0 1.93 5 2.42	Badger Bus 43 30 0.36% Badger Bus 73 0 0 0 -	Tota 13,004 7,327 100.00% Tota 20,258 35 1 - 1.73 51 2.52
Number of Trips by Provider YTD Ambulatory Non-Ambulatory Percentage Customer Service YTD Rides Provided Customer Complaints Customer Complaints Customer Suggestions Complaints/1000 passenger trips Late Service Reports (2) Late Service Reports/1000 passenger trips ADA Certifications, Jan. 2006	Metro Direct 1,801 2,513 21.22% Metro Direct 4,314 9 1 0 2.09 5	4,115 4,575 42.74% Laidlaw 8,690 10 0 1.15 8 0.92	Badger 5,185 - 25.50% Badger 5,185 12 0 0 2.31 33 6.36	Trans. Sol. 1,860 209 10.18% Transit Sol 2,069 4 0 0 1.93 5 2.42	Badger Bus 43 30 0.36% Badger Bus 73 0 0 0 - 0 - < 40 Trips/mo	Tota 13,004 7,327 100.00% Tota 20,258 35 1 - 1.73 51 2.52 TTL Trips
Number of Trips by Provider YTD Ambulatory Non-Ambulatory Percentage Customer Service YTD Rides Provided Customer Complaints Customer Complaints Customer Suggestions Complaints/1000 passenger trips Late Service Reports (2) Late Service Reports/1000 passenger trips ADA Certifications, Jan. 2006 Category 1	Metro Direct 1,801 2,513 21.22% Metro Direct 4,314 9 1 0 2.09 5	4,115 4,575 42.74% Laidlaw 8,690 10 0 0 1.15 8 0.92	Badger 5,185 - 25.50% Badger 5,185 12 0 2.31 33 6.36 1-19 Trips	Trans. Sol. 1,860 209 10.18% Transit Sol 2,069 4 0 0 1.93 5 2.42 >20 - 40<	Badger Bus 43 30 0.36% Badger Bus 73 0 0 - 0 -	Tota 13,004 7,327 100.00% Tota 20,258 35 1 - 1.73 51 2.52 TTL Trips
Number of Trips by Provider YTD Ambulatory Non-Ambulatory Percentage Customer Service YTD Rides Provided Customer Complaints Customer Complaints Customer Suggestions Complaints/1000 passenger trips Late Service Reports (2) Late Service Reports/1000 passenger trips ADA Certifications, Jan. 2006 Category 1 Category 2	Metro Direct 1,801 2,513 21.22% Metro Direct 4,314 9 1 0 2.09 5	4,115 4,575 42.74% Laidlaw 8,690 10 0 1.15 8 0.92 Clients 1,156 45	Badger 5,185 - 25.50% Badger 5,185 12 0 2.31 33 6.36 1-19 Trips 272 2	Trans. Sol. 1,860 209 10.18% Transit Sol 2,069 4 0 1.93 5 2.42 >20 - 40 <	Badger Bus 43 30 0.36% Badger Bus 73 0 0 0 - 0 - 40 Trips/mo 68 1	Tota 13,004 7,327 100.00% Tota 20,258 35 1 - 1.73 51 2.52 TTL Trips 9,693
Number of Trips by Provider YTD Ambulatory Non-Ambulatory Percentage Customer Service YTD Rides Provided Customer Complaints Customer Compliments Customer Suggestions Complaints/1000 passenger trips Late Service Reports (2) Late Service Reports/1000 passenger trips ADA Certifications, Jan. 2006 Category 1 Category 2 Category 2/3	Metro Direct 1,801 2,513 21.22% Metro Direct 4,314 9 1 0 2.09 5	4,115 4,575 42.74% Laidlaw 8,690 10 0 1.15 8 0.92 Clients 1,156 45 89	Badger 5,185	Trans. Sol. 1,860 209 10.18% Transit Sol 2,069 4 0 1.93 5 2.42 >20 - 40 < 140 0 7	Badger Bus 43 30 0.36% Badger Bus 73 0 0 0 - 0 - <40 Trips/mo 68 1 2	Tota 13,004 7,327 100.00% Tota 20,258 35 1 - 1.73 51 2.52 TTL Trips 9,693 100 378
Number of Trips by Provider YTD Ambulatory Non-Ambulatory Percentage Customer Service YTD Rides Provided Customer Complaints Customer Complaints Customer Suggestions Complaints/1000 passenger trips Late Service Reports (2) Late Service Reports/1000 passenger trips ADA Certifications, Jan. 2006 Category 1 Category 2	Metro Direct 1,801 2,513 21.22% Metro Direct 4,314 9 1 0 2.09 5	4,115 4,575 42.74% Laidlaw 8,690 10 0 1.15 8 0.92 Clients 1,156 45	Badger 5,185 - 25.50% Badger 5,185 12 0 2.31 33 6.36 1-19 Trips 272 2	Trans. Sol. 1,860 209 10.18% Transit Sol 2,069 4 0 1.93 5 2.42 >20 - 40 <	Badger Bus 43 30 0.36% Badger Bus 73 0 0 0 - 0 - 40 Trips/mo 68 1	Tota 13,004 7,327 100.009 Tota 20,258 35 1 - 1.73 51 2.52 TTL Trips 9,69 10

(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

(1) I Monthly Denied Applications

ParaTransit Operating Statistics For Periods Ending 1/31/2005 & 1/31/2006

CURRENT MONTH

YEAR TO DATE

Actual	Actual	Variance		Actual	Actual	Variance
2005	2006	2005 to 2006		2005	2006	2005 to 2006
			Service Supplied Data			
			No. of Clients riding the			
959	981	22	System	959	981	22
			Ridership			
4,774	4,314	(460)	Directly Operated Service	4,774	4,314	(460)
1,542	1,756	214	Group Access *	1,542	1,756	214
<u>14,504</u>	<u>16,017</u>	1,513	ADA Contracted Services	<u>14,504</u>	<u>16,017</u>	1,513
19,278	20,331	1,053	Total ADA Ridership *	19,278	20,331	1,053
551	436	(115)	Total No-shows	551	436	(115)
			Service Quality Data			
2	1	(1)	Passenger Accidents	2	1	(1)
0	2	2	Vehicle Accidents	0	2	2
			Fleet/Maintenance Data			
3	3	0	Road Calls	3	3	0
9	10	1	Actual Inspections	9	10	1
10	10	0	Scheduled Inspections	10	10	0

Note: N/A means the information was not available at the time of this report. The YTD would also be incorrect as it only reflects the information that was available from previous months.

Key: A (negative variance) denotes a decrease in activity over 2005.

^{*} ADA Ridership does not include Group Access.

Monthly Paratransit Ridership, 1997 - 2005 (includes Group Access) 30,000 25,000 20,000 **Monthly Ridership** 15,000 10,000 5,000 Feb May Sep Oct Dec Apr Aug Nov Jan Mar Jun Jul **2** 1997 20,102 20,518 20,683 21,948 20,247 18,885 17,982 15,323 17,151 18,914 16,250 16,370 18,705 18,406 20,742 ⊞ 1998 16,897 18,293 19,204 17,571 17,275 18,164 17,526 18,367 19,900 21,272 20,582 21,591 **1999** 18,698 19,550 18,839 19,366 18,995 19,847 20,416 21,173 19,710 2000 19,970 21,748 23,433 20,110 21,097 19,040 23,548 19,447 18,333 20,495 26,681 22,374 № 2001 19,676 18,866 21,482 20,567 20,649 18,145 18,656 19,606 23,657 20,156 20,689 18,918 21,563 21,173 21,377 22,386 22,436 20,644 20,208 20,191 23,681 20,126 19,180 ⊠ 2002 18,910 **2003** 21,401 21,223 22,043 22,012 20,902 19,352 20,030 19,175 21,012 23,082 19,881 20,238 ■2004 20,435 21,770 24,126 21,831 20,117 20,575 19,902 20,429 21,571 22,395 22,009 21,378 **⊞2005** 20,820 22,210 24,549 24,509 23,734 22,976 21,758 23,872 24,425 25,457 24,465 23,460 22,087 □2006

	Annual
Year	Ridership
1997	224,373
1998	221,050
1999	240,039
2000	256,276
2001	241,067
2002	251,875
2003	250,351
2004	256,538
2005	282,235

☑ 1997 **□** 1998 **□** 1999 **□** 2000 **□** 2001 **□** 2002 **■** 2003 **□** 2004 **□** 2005 **□** 2006