

**Paratransit Performance Indicators
Year to Date as of Jun 30, 2005**

Revenue Indicators	Metro Plus YTD		Fixed Route YTD	
	Jun, 2004	Jun, 2005	Jun, 2004	Jun, 2005
Operating Revenue/ Operating Cost	38.0%	38.9%	21.1%	21.5%
Passenger Revenue/ Total Passenger Trips	\$ 1.07	\$ 1.01	\$ 0.55	\$ 0.63

Expense Indicators				
Operating Cost/Passenger Trip	\$ 26.13	\$ 25.61	\$ 2.80	\$ 2.91

Operations	Metro Plus			
	Jun, 2004	Jun, 2005	YTD 2004	YTD 2005
Total Trips	20,063	21,239	120,148	128,300
Rides Cancelled	2,382	3,213	15,002	19,263
Cancellation Rate	11.9%	15.1%	12.5%	15.0%
No Shows	436	462	2,600	2,885
No Shows/Rides Provided	2.2%	2.2%	2.2%	2.2%
Number of Clients Provided Service	994	967	1,353	1,363
Average Trips/Client	20.2	22.0	88.8	94.1
DDS Trips	10,895	11,427	66,117	69,827
Subscription Trips	13,349	14,263	83,503	85,280
DDS Subscription Trips	9,480	10,105	57,411	60,170
D2D Trips	13,767	15,075	84,693	92,517
Lv Attended Trips	3,493	3,870	19,428	23,237
Maintenance Inspections Conducted/Scheduled	92.3%	100.0%	97.3%	101.4%

Number of Trips by Provider YTD	Metro Direct	Laidlaw	Badger	Trans. Sol.	Total
Ambulatory	12,240	20,794	45,481	6,618	85,133
Non-Ambulatory	20,332	21,286	-	1,549	43,167
Percentage	25.39%	32.80%	35.45%	6.37%	100.00%

Customer Service YTD	Metro Direct	Laidlaw	Badger	Transit Sol	Total
Rides Provided	32,572	42,080	45,481	8,167	128,300
Customer Complaints	87	111	172	12	382
Customer Compliments	10	10	5	1	26
Customer Suggestions	3	1	0	1	5
Complaints/1000 passenger trips	2.67	2.64	3.78	1.47	2.98
Late Service Reports (2)	20	247	758	30	1,055
Late Service Reports/1000 passenger trips	0.61	5.87	16.67	3.67	8.22

ADA Certifications, June 2005	Clients	1-19 Trips	>20 - 40<	<40 Trips/mc	TTL Trips
Category 1	1,218	208	172	118	12,843
Category 2	33	0	0	0	0
Category 2/3	83	7	5	0	185
Category 3	1,864	263	102	32	7,096
Total	3,198				20,124

Monthly New Certification	28
Monthly Denied Applications	2