

FIXED ROUTE
Operating Statistics For Periods Ending 8/31/2007 & 8/31/2008

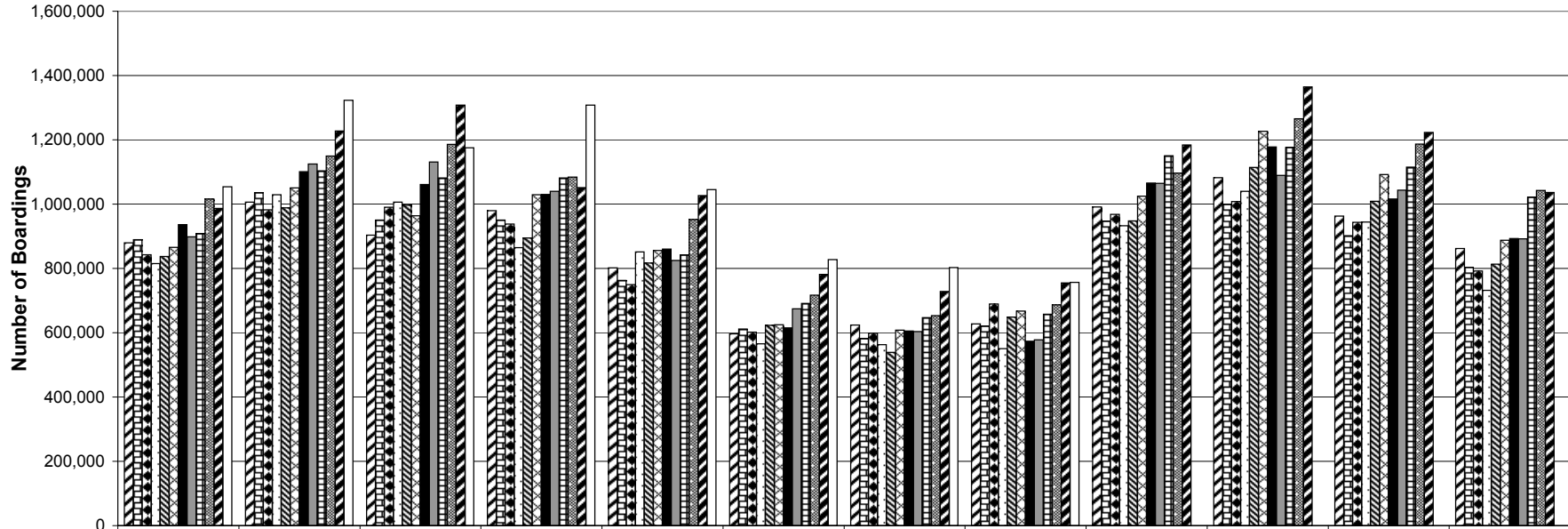
| CURRENT MONTH | | | YEAR TO DATE | | | |
|----------------|----------------------|--------------------------|--------------------------|----------------|-----------------------|--------------------------|
| Actual 2007 | Actual 2008 | Variance 2007 to 2008 | | Actual 2007 | Actual 2008 | Variance 2007 to 2008 |
| | | | Service Supplied | | | |
| 422,035 | 412,580 | (9,455) | Total (Vehicle) Miles | 3,563,799 | 3,580,222 | 16,423 |
| 29,188 | 28,377 | (811) | Revenue Hours | 241,823 | 241,143 | (680) |
| 31,231 | 30,332 | (899) | Total (Vehicle) Hours | 266,524 | 266,343 | (182) |
| | | | <i>Ridership</i> | | | |
| 648,601 | 645,995 | (2,606) | Revenue Passengers ** | 7,092,763 | 7,462,060 | 369,297 |
| 90,093 | 92,147 | 2,054 | Transfers | 673,587 | 710,197 | 36,610 |
| <u>16,006</u> | <u>18,702</u> | <u>2,696</u> | Non-Revenue Rides | <u>98,354</u> | <u>119,775</u> | <u>21,421</u> |
| 754,700 | 756,844 | 2,144 | Total Passengers | 7,864,704 | 8,292,032 | 427,328 |
| | | | Service Quality | | | |
| 3,547 | 3,437 | (110) | Trips using Lifts | 23,212 | 21,995 | (1,217) |
| 11 | 7 | (4) | Passenger Accidents | 78 | 85 | 7 |
| 13 | 16 | 3 | Vehicle Accidents | 151 | 193 | 42 |
| | | | Fleet/Maintenance | | | |
| 95 | 95 | 0 | Road Calls | 606 | 729 | 123 |
| 70 | 69 | (1) | Actual Inspections | 595 | 597 | 2 |
| 70 | 69 | (1) | Scheduled Inspections | 594 | 597 | 3 |

Note: NA means the information was not available at the time of this report. YTD would also be incorrect.

** Includes special events.

| |
|---|
| Key: A (negative variance) denotes a decrease in activity over 2007. |
|---|

Fixed Route Monthly Ridership Comparison 1997 - 2008



| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|-----------|-----------|-----------|-----------|-----------|---------|---------|---------|-----------|-----------|-----------|-----------|
| 1997 | 879,508 | 1,006,367 | 903,825 | 979,881 | 801,527 | 596,734 | 624,112 | 627,090 | 991,131 | 1,082,706 | 962,549 | 862,351 |
| 1998 | 889,534 | 1,035,689 | 950,862 | 950,862 | 763,136 | 611,605 | 581,591 | 620,431 | 946,731 | 998,817 | 901,334 | 803,185 |
| 1999 | 842,320 | 982,443 | 990,202 | 938,413 | 749,457 | 601,421 | 598,376 | 689,113 | 968,099 | 1,007,681 | 943,109 | 792,396 |
| 2000 | 814,750 | 1,029,307 | 1,005,882 | 865,026 | 851,741 | 565,291 | 563,084 | 550,100 | 932,491 | 1,039,554 | 944,560 | 731,742 |
| 2001 | 837,154 | 988,685 | 996,866 | 894,681 | 816,879 | 622,695 | 539,129 | 648,253 | 947,811 | 1,113,786 | 1,009,097 | 813,671 |
| 2002 | 865,836 | 1,050,347 | 963,482 | 1,029,092 | 855,918 | 624,723 | 607,808 | 667,377 | 1,024,708 | 1,226,392 | 1,092,108 | 887,298 |
| 2003 | 936,445 | 1,100,676 | 1,061,166 | 1,030,032 | 859,997 | 614,850 | 605,111 | 573,030 | 1,065,881 | 1,177,974 | 1,016,353 | 892,610 |
| 2004 | 898,093 | 1,124,417 | 1,130,633 | 1,039,883 | 824,571 | 674,055 | 603,195 | 577,986 | 1,064,175 | 1,089,722 | 1,043,753 | 891,862 |
| 2005 | 908,041 | 1,103,864 | 1,081,452 | 1,081,774 | 841,309 | 691,503 | 646,554 | 657,479 | 1,150,617 | 1,176,126 | 1,115,398 | 1,021,480 |
| 2006 | 1,015,533 | 1,149,708 | 1,185,534 | 1,083,645 | 952,273 | 717,241 | 652,702 | 686,778 | 1,096,245 | 1,265,901 | 1,186,367 | 1,042,541 |
| 2007 | 987,020 | 1,227,229 | 1,307,864 | 1,051,145 | 1,026,690 | 781,606 | 728,450 | 754,700 | 1,183,918 | 1,364,591 | 1,222,960 | 1,036,092 |
| 2008 | 1,053,552 | 1,323,109 | 1,175,384 | 1,308,172 | 1,045,194 | 827,119 | 802,658 | 756,844 | | | | |

1997
 1998
 1999
 2000
 2001
 2002
 2003
 2004
 2005
 2006
 2007
 2008

| Year | Annual Ridership |
|------|------------------|
| 1997 | 10,370,107 |
| 1998 | 10,097,867 |
| 1999 | 10,110,441 |
| 2000 | 10,065,495 |
| 2001 | 10,210,834 |
| 2002 | 10,895,089 |
| 2003 | 10,934,125 |
| 2004 | 10,962,345 |
| 2005 | 11,475,597 |
| 2006 | 12,034,468 |
| 2007 | 12,672,265 |

ROUTE PERFORMANCE, Year to Date through August 2008

| ROUTE | RIDERSHIP | | | Passengers/revenue hour | |
|--|------------------|------------------|-------------|-------------------------|--------------|
| | 2008 | 2007 | % change | 2008 | 2007 |
| 1 CAP SQUARE - UW | 18,754 | 15,330 | 22.3% | 27.42 | 24.23 |
| 2 WTP-NTP | 702,557 | 653,914 | 7.4% | 41.60 | 38.06 |
| 3 WTP-ETP | 360,554 | 337,949 | 6.7% | 30.20 | 28.17 |
| 4 NTP-STP | 474,845 | 488,572 | -2.8% | 37.22 | 38.17 |
| 5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP | 680,342 | 611,274 | 11.3% | 29.49 | 26.55 |
| 6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE | 869,495 | 825,075 | 5.4% | 32.91 | 31.07 |
| 7 WTP-ETP (Weekends & Holidays Only) | 75,127 | 70,311 | 6.8% | 19.13 | 17.96 |
| 8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only) | 18,717 | 15,893 | 17.8% | 17.24 | 14.65 |
| 9 ETP - UW CAMPUS & 33 HIESTAND LOOP | 79,622 | 72,561 | 9.7% | 25.35 | 23.24 |
| 11 & 12 WTP-DUTCH MILL-CAP SQUARE | 79,043 | 68,754 | 15.0% | 23.03 | 19.55 |
| 14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE | 500,851 | 463,104 | 8.2% | 28.44 | 26.37 |
| 16 STP - ETP | 239,169 | 180,163 | 32.8% | 29.69 | 22.33 |
| 17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE | 328,166 | 297,344 | 10.4% | 23.18 | 21.01 |
| 19 RED ARROW TR-CAP SQUARE | 108,334 | 109,549 | -1.1% | 20.87 | 20.21 |
| 21 LAKEVIEW LOOP | 91,859 | 98,040 | -6.3% | 26.80 | 28.78 |
| 22 MENDOTA LOOP & 28 NTP-WTP COMMUTER | 373,291 | 353,351 | 5.6% | 46.26 | 44.58 |
| 24 AIRPORT LOOP | 26,642 | 21,674 | 22.9% | 14.38 | 11.75 |
| 25 AMERICAN CENTER | 7,671 | 6,798 | 12.8% | 20.35 | 18.64 |
| 27 NTP - UW CAMPUS COMMUTER | 28,151 | 25,106 | 12.1% | 21.05 | 17.54 |
| 29 SHERMAN COMMUTER | 23,419 | 24,423 | -4.1% | 33.03 | 34.00 |
| 32 ACEWOOD-THOMPSON LOOP | 26,608 | 23,049 | 15.4% | 19.00 | 16.45 |
| 34 ETP-MATC & 39 ETP - DAIRY DRIVE | 28,486 | 24,184 | 17.8% | 15.88 | 13.35 |
| 37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER | 240,867 | 228,274 | 5.5% | 30.97 | 29.15 |
| 40 STP - ARBOR HILLS LOOP | 114,678 | 90,704 | 26.4% | 34.83 | 27.50 |
| 44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES | 71,540 | 61,518 | 16.3% | 28.64 | 23.73 |
| 47 ARBOR HILLS COMMUTER | 50,564 | 40,098 | 26.1% | 22.52 | 17.86 |
| 50 WTP-SCHROEDER-RAYMOND LOOP | 111,108 | 89,262 | 24.5% | 41.15 | 32.87 |
| 51 WTP-MUIR FIELD LOOP | 38,670 | 41,470 | -6.8% | 23.16 | 24.90 |
| 52 WTP-FITCHBURG (began operating Sept. 4, 2007) | 43,711 | NA | NA | 24.49 | NA |
| 53 UW HOSP COMMUTER (service reduced 8/27/06-discontinued 8/31/07) | NA | 18,978 | NA | NA | 15.97 |
| 55 VERONA- WTP COMMUTER (began Sept. 19, 2005) | 19,738 | 12,621 | 56.4% | 20.07 | 13.13 |
| 56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER | 150,048 | 153,319 | -2.1% | 29.01 | 29.28 |
| 58 GREENTREE COMMUTER | 47,972 | 48,756 | -1.6% | 23.75 | 24.45 |
| 70 MIDDLETON-CAPITOL SQUARE | 94,426 | 99,827 | -5.4% | 21.54 | 21.91 |
| 71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER | 57,334 | 61,291 | -6.5% | 30.50 | 31.14 |
| 72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER | 81,043 | 62,286 | 30.1% | 32.26 | 30.84 |
| 73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07) | 92,458 | 99,459 | -7.0% | 16.96 | 26.93 |
| 74 MIDDLETON LOOP | 16,948 | 5,541 | 205.9% | 15.20 | 5.40 |
| MIDDLETON ROUTES TOTAL | 342,209 | 328,404 | 4.2% | 22.31 | 24.76 |
| 63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only) | 35,520 | 32,528 | 9.2% | 15.82 | 14.50 |
| 89 PARKING RAMP SHUTTLE (operated January 2 - June 15, 2007) | NA | 1,316 | NA | NA | 1.01 |
| 90-93 SUPPLEMENTARY SCHOOL SERVICE | 594,134 | 535,603 | 10.9% | 70.80 | 65.08 |
| 80 UW CAMPUS (Schedule changed September 2, 2007) | 947,479 | 1,038,219 | -8.7% | 80.61 | 81.66 |
| 81-82 UW LATE NITE CIRCULATORS | 139,552 | 159,468 | -12.5% | 48.74 | 56.14 |
| 84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008) | 676 | NA | NA | 60.63 | NA |
| 85 UW CAMPUS-PARK ST CIRCULATOR | 187,219 | 182,805 | 2.4% | 71.96 | 65.37 |
| SPECIAL EVENT SERVICE | 14,106 | 14,225 | -0.8% | 30.07 | 18.30 |
| UNKNOWN ROUTE & ROAD BUS ** | 537 | 719 | -25.3% | NA | NA |
| SYSTEM TOTAL | 8,292,032 | 7,864,704 | 5.4% | 34.39 | 32.52 |
| TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85) | 7,017,106 | 6,484,212 | 8.2% | 31.34 | 29.02 |

NOTE: Substantial changes were made across the system effective September 2, 2007. This will affect comparisons of current service to previous.

* Unknown Route refers to ridership data that isn't assigned to a route by the farebox (generally seen when farebox goes into "fallback mode").

Road buses are "extras" put into service to handle overloads.

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--August 2008 vs. August 2007
(Routes sorted in order of 2008 passengers per revenue hour productivity)

| ROUTES | RIDERSHIP, 2008 vs. 2007 Year to Date | | | Productivity, Trips per Revenue Hour | | | | ROUTES KEY |
|--|--|------------------|-------------|--------------------------------------|--------------|-------------|-----------------------------------|--|
| | 2008 | 2007 | % Change | 2008 | 2007 | % Change | Routes < 60% of system avg. | |
| 80 UW CAMPUS (Schedule changed September 2, 2007) | 947,479 | 1,038,219 | -8.7% | 80.61 | 81.66 | -1.3% | | Core Routes operate every day, from early a.m. to late p.m.: 2, 3, 4, 5, 6, 7, 13 (3 operates weekdays only; 7 operates wkends & holidays only). |
| 85 UW CAMPUS-PARK ST CIRCULATOR | 187,219 | 182,805 | 2.4% | 71.96 | 65.37 | 10.1% | | |
| 90-93 SUPPLEMENTARY SCHOOL SERVICE | 594,134 | 535,603 | 10.9% | 70.80 | 65.08 | 8.8% | | |
| 84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008) | 676 | NA | NA | 60.63 | NA | NA | | |
| 81-82 UW LATE NITE CIRCULATORS | 139,552 | 159,468 | -12.5% | 48.74 | 56.14 | -13.2% | | |
| 22 MENDOTA LOOP & 28 NTP-WTP COMMUTER | 373,291 | 353,351 | 5.6% | 46.26 | 44.58 | 3.8% | | |
| 2 WTP-NTP | 702,557 | 653,914 | 7.4% | 41.60 | 38.06 | 9.3% | | |
| 50 WTP-SCHROEDER-RAYMOND LOOP | 111,108 | 89,262 | 24.5% | 41.15 | 32.87 | 25.2% | | |
| 4 NTP-STP | 474,845 | 488,572 | -2.8% | 37.22 | 38.17 | -2.5% | | |
| 40 STP - ARBOR HILLS LOOP | 114,678 | 90,704 | 26.4% | 34.83 | 27.50 | 26.7% | | |
| 29 SHERMAN COMMUTER | 23,419 | 24,423 | -4.1% | 33.03 | 34.00 | -2.8% | | Commuter Routes operate on weekdays during peak hours: 11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 55, 56, 57, 58, 71, 72, 74 |
| 6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE | 869,495 | 825,075 | 5.4% | 32.91 | 31.07 | 5.9% | | |
| 72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER | 81,043 | 62,286 | 30.1% | 32.26 | 30.84 | 4.6% | | |
| 37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER | 240,867 | 228,274 | 5.5% | 30.97 | 29.15 | 6.3% | | |
| 71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER | 57,334 | 61,291 | -6.5% | 30.50 | 31.14 | -2.1% | | |
| 3 WTP-ETP | 360,554 | 337,949 | 6.7% | 30.20 | 28.17 | 7.2% | | Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 24, 30, 32, 33, 40, 50, 51, 52, 73 |
| SPECIAL EVENT SERVICE | 14,106 | 14,225 | -0.8% | 30.07 | 18.30 | 64.3% | | |
| 16 STP - ETP | 239,169 | 180,163 | 32.8% | 29.69 | 22.33 | 32.9% | | |
| 5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP | 680,342 | 611,274 | 11.3% | 29.49 | 26.55 | 11.1% | | |
| 56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER | 150,048 | 153,319 | -2.1% | 29.01 | 29.28 | -0.9% | | |
| 44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES | 71,540 | 61,518 | 16.3% | 28.64 | 23.73 | 20.7% | | Connector Routes connect transfer points throughout the day: 16, 17, 18. |
| 14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE | 500,851 | 463,104 | 8.2% | 28.44 | 26.37 | 7.8% | | |
| 1 CAP SQUARE - UW | 18,754 | 15,330 | 22.3% | 27.42 | 24.23 | 13.2% | | |
| 21 LAKEVIEW LOOP | 91,859 | 98,040 | -6.3% | 26.80 | 28.78 | -6.9% | | |
| 9 ETP - UW CAMPUS & 33 HIESTAND LOOP | 79,622 | 72,561 | 9.7% | 25.35 | 23.24 | 9.1% | | |
| 52 WTP-FITCHBURG (began operating Sept. 4, 2007) | 43,711 | NA | NA | 24.49 | NA | NA | | Circulator Routes operate midday only: 1, 9, 34 |
| 58 GREENTREE COMMUTER | 47,972 | 48,756 | -1.6% | 23.75 | 24.45 | -2.9% | | |
| 17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE | 328,166 | 297,344 | 10.4% | 23.18 | 21.01 | 10.4% | | |
| 51 WTP-MUIR FIELD LOOP | 38,670 | 41,470 | -6.8% | 23.16 | 24.90 | -7.0% | | |
| 11 & 12 WTP-DUTCH MILL-CAP SQUARE | 79,043 | 68,754 | 15.0% | 23.03 | 19.55 | 17.8% | | |
| 47 ARBOR HILLS COMMUTER | 50,564 | 40,098 | 26.1% | 22.52 | 17.86 | 26.1% | | |
| 70 MIDDLETON-CAPITOL SQUARE | 94,426 | 99,827 | -5.4% | 21.54 | 21.91 | -1.7% | | |
| 27 NTP - UW CAMPUS COMMUTER | 28,151 | 25,106 | 12.1% | 21.05 | 17.54 | 20.0% | | |
| 19 RED ARROW TR-CAP SQUARE | 108,334 | 109,549 | -1.1% | 20.87 | 20.21 | 3.3% | | |
| 25 AMERICAN CENTER | 7,671 | 6,798 | 12.8% | 20.35 | 18.64 | 9.1% | X | |
| 55 VERONA- WTP COMMUTER (began Sept. 19, 2005) | 19,738 | 12,621 | 56.4% | 20.07 | 13.13 | 52.9% | X | |
| 7 WTP-ETP (Weekends & Holidays Only) | 75,127 | 70,311 | 6.8% | 19.13 | 17.96 | 6.5% | X | |
| 32 ACEWOOD-THOMPSON LOOP | 26,608 | 23,049 | 15.4% | 19.00 | 16.45 | 15.5% | X | |
| 8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only) | 18,717 | 15,893 | 17.8% | 17.24 | 14.65 | 17.7% | X | |
| 73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07) | 92,458 | 99,459 | -7.0% | 16.96 | 26.93 | -37.0% | X | |
| 34 ETP-MATC & 39 ETP - DAIRY DRIVE | 28,486 | 24,184 | 17.8% | 15.88 | 13.35 | 18.9% | X | |
| 63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only) | 35,520 | 32,528 | 9.2% | 15.82 | 14.50 | 9.1% | X | |
| 74 MIDDLETON LOOP | 16,948 | 5,541 | 205.9% | 15.20 | 5.40 | 181.5% | X | |
| 24 AIRPORT LOOP | 26,642 | 21,674 | 22.9% | 14.38 | 11.75 | 22.4% | X | |
| UNKNOWN ROUTE & ROAD BUS ** | 537 | 719 | -25.3% | NA | NA | NA | | UW Campus Circulators 80, 81, 82, 84, 85 |
| ROUTES DISCONTINUED DURING 2007: | | | | | | | | |
| 53 UW HOSP COMMUTER (service reduced 8/27/06-discontinued 8/31/07) | NA | 18,978 | NA | NA | 15.97 | NA | | |
| 89 PARKING RAMP SHUTTLE (operated January 2 - June 15, 2007) | NA | 1,316 | NA | NA | 1.01 | NA | | |
| SYSTEM TOTAL | 8,292,032 | 7,864,704 | 5.4% | 34.39 | 32.52 | 5.7% | 20.63 | |
| TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85) | 7,017,106 | 6,484,212 | 8.2% | 31.34 | 29.02 | 8.0% | 18.80 | School Day Supplemental Routes 90, 91, 92, 93 |

NOTE: Substantial changes were made across the system effective September 2, 2007. This will affect comparisons of current service to previous.

* Unknown Route refers to ridership data that isn't assigned to a route by the farebox (generally seen when farebox goes into "fallback mode").

Road buses are "extras" put into service to handle overloads.

Paratransit Performance Indicators

August, 2008

(Note: Financial data not available for August 2007 or 2008)

| | | | | |
|--|-----------------------|----------------------|------------------------|----------------------|
| | Metro Plus YTD | | Fixed Route YTD | |
| Revenue Indicators | Aug. 2007 | Aug. 2008 | Aug. 2007 | Aug. 2008 |
| Operating Revenue/ Operating Cost | <i>Financial</i> | <i>Financial</i> | <i>Financial</i> | <i>Financial</i> |
| Passenger Revenue/ Total Passenger Trips | <i>Info</i> | <i>Info</i> | <i>Info</i> | <i>Info</i> |
| | <i>Not Available</i> | <i>Not Available</i> | <i>Not Available</i> | <i>Not Available</i> |
| Expense Indicators | | | | |
| Operating Cost/Passenger Trip | | | | |

| Operations | Metro Plus | | | |
|---|-------------------|------------------|-----------------|-----------------|
| | Aug. 2007 | Aug. 2008 | YTD 2007 | YTD 2008 |
| Total Trips | 21,693 | 21,263 | 175,540 | 176,911 |
| Rides Cancelled | 3,387 | 3,271 | 28,929 | 30,907 |
| Cancellation Rate | 15.6% | 15.4% | 16.5% | 17.5% |
| No Shows | 477 | 460 | 3,549 | 3,982 |
| No Shows/Rides Provided | 2.2% | 2.2% | 2.0% | 2.3% |
| Number of Clients Provided Service | 1101 | 1,084 | 1,629 | 1,574 |
| Average Trips/Client | 19.7 | 19.6 | 107.8 | 112.4 |
| DDS Trips | 12,788 | 12,648 | 100,157 | 102,934 |
| Subscription Trips | 11,900 | 12,239 | 95,941 | 100,572 |
| DDS Subscription Trips | 7,864 | 8,109 | 61,662 | 65,356 |
| D2D Trips | 15,835 | 16,044 | 127,129 | 129,355 |
| Lv Attended Trips | 6,394 | 5,916 | 46,729 | 47,740 |
| Maintenance Inspections Conducted/Scheduled | 100.0% | 100.0% | 101.3% | 101.1% |

| Number of Trips by Provider YTD | Metro Direct | Laidlaw | Badger | Trans. Sol. | Badger Bus | Total |
|--|--------------|---------|--------|-------------|------------|---------|
| Ambulatory | 18,658 | 14,899 | 40,847 | 26,946 | 20,161 | 121,511 |
| Non-Ambulatory | 20,778 | 18,896 | - | 1,536 | 14,190 | 55,400 |
| Percentage | 22.29% | 19.10% | 23.09% | 16.10% | 19.42% | 100.00% |

| Customer Service YTD | Metro Direct | Laidlaw | Badger | Transit Sol | Badger Bus | Total |
|---|--------------|---------|--------|-------------|------------|---------|
| Rides Provided | 39,436 | 33,795 | 40,847 | 28,482 | 34,351 | 176,911 |
| Customer Complaints | 80 | 59 | 97 | 47 | 17 | 300 |
| Customer Compliments | 4 | 0 | 2 | 0 | 0 | 6 |
| Customer Suggestions | 3 | 0 | 2 | 0 | 2 | 7 |
| Complaints/1000 passenger trips | 2.03 | 1.75 | 2.37 | 1.65 | 0.49 | 1.70 |
| Late Service Reports (2) | 46 | 212 | 682 | 121 | 32 | 1,093 |
| Late Service Reports/1000 passenger trips | 1.17 | 6.27 | 16.70 | 4.25 | 0.93 | 6.18 |

| On-Time Performance, August 2008 | Metro Direct | Laidlaw | Badger | Transit Sol. | Badger Bus |
|---|--------------|---------|--------|--------------|------------|
| | 88% | 95% | 95% | 95% | 99% |

| ADA Certifications, August 2008 | Clients | 1-19 Trips | >20 - 40< | <40 Trips/mo | TTL Trips |
|--|----------------|-------------------|------------------------|------------------------|------------------|
| Category 1 | 1,262 | 270 | 188 | 122 | 13,923 |
| Category 2 | 43 | 0 | 0 | 0 | 0 |
| Category 2/3 | 95 | 12 | 1 | 1 | 153 |
| Category 3 | 2,037 | 385 | 111 | 30 | 7,085 |
| Total | 3,437 | | | | 21,161 |

| | |
|-----------------------------|----|
| Monthly New Certifications | 62 |
| Monthly Denied Applications | 1 |

(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.

ParaTransit
Operating Statistics For Periods Ending 8/31/2007 & 8/31/2008

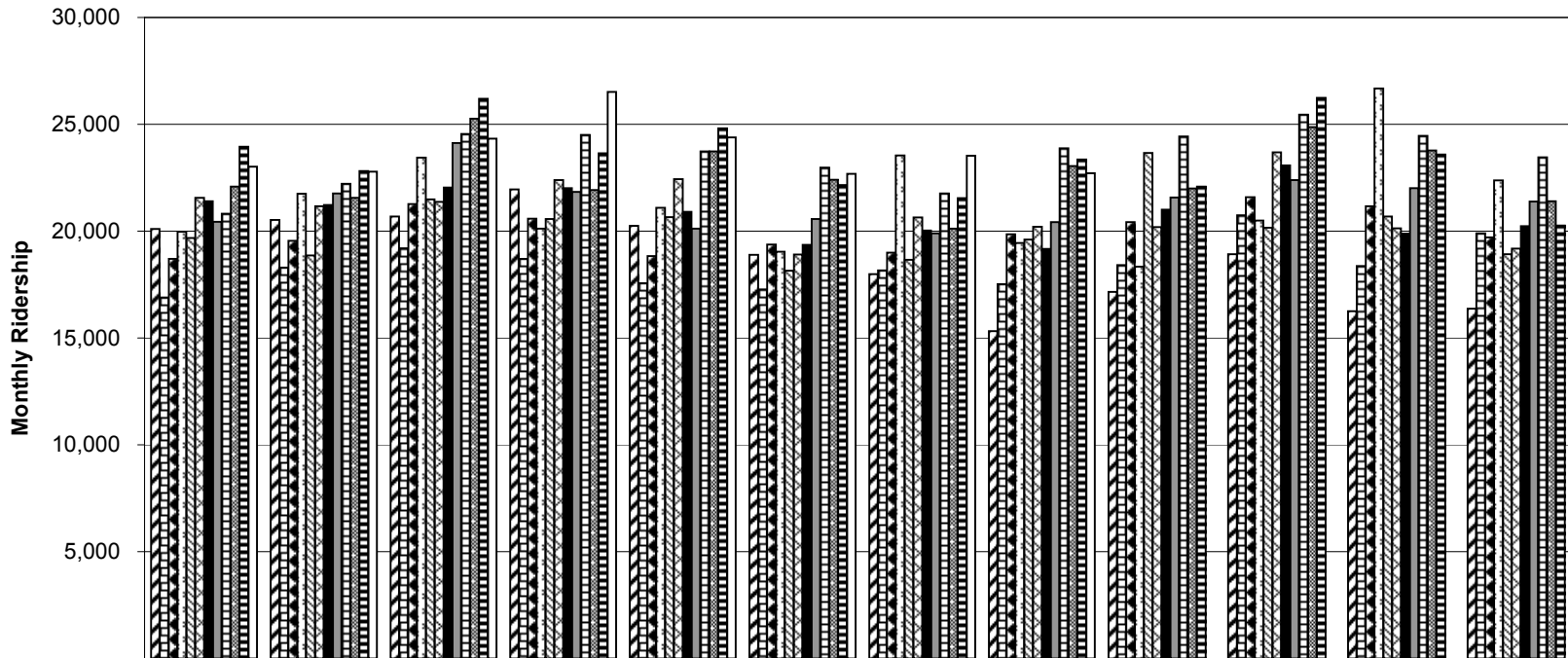
| CURRENT MONTH | | | YEAR TO DATE | | | |
|----------------|----------------------|--------------------------|----------------------------------|----------------|-----------------------|--------------------------|
| Actual 2007 | Actual 2008 | Variance 2007 to 2008 | | Actual 2007 | Actual 2008 | Variance 2007 to 2008 |
| | | | Service Supplied Data | | | |
| 1,101 | 1,084 | (17) | No. of Clients riding the System | 1,629 | 1,574 | (55) |
| | | | <i>Ridership</i> | | | |
| 4,258 | 4,585 | 327 | Directly Operated Service | 34,761 | 39,436 | 4,675 |
| <u>17,435</u> | <u>16,678</u> | (757) | ADA Contracted Services | <u>140,779</u> | <u>137,475</u> | (3,304) |
| 21,693 | 21,263 | (430) | Total ADA Ridership * | 175,540 | 176,911 | 1,371 |
| 1,660 | 1,444 | (216) | Group Access * | 12,893 | 13,020 | 127 |
| 477 | 460 | (17) | Total No-shows | 3,549 | 3,982 | 433 |
| | | | Service Quality Data | | | |
| 2 | 0 | (2) | Passenger Accidents | 21 | 13 | (8) |
| 0 | 0 | 0 | Vehicle Accidents | 8 | 16 | 8 |
| | | | Fleet/Maintenance Data | | | |
| 5 | 5 | 0 | Road Calls | 16 | 22 | 6 |
| 11 | 11 | 0 | Actual Inspections | 76 | 91 | 15 |
| 11 | 11 | 0 | Scheduled Inspections | 75 | 90 | 15 |

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.

* ADA Ridership does not include Group Access.

Key: A (negative variance) denotes a decrease in activity over 2007.

Monthly Paratransit Ridership, 1997 - 2008 (includes Group Access)



| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 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 |
| 1998 | 16,897 | 18,293 | 19,204 | 18,705 | 17,571 | 17,275 | 18,164 | 17,526 | 18,406 | 20,742 | 18,367 | 19,900 |
| 1999 | 18,698 | 19,550 | 21,272 | 20,582 | 18,839 | 19,366 | 18,995 | 19,847 | 20,416 | 21,591 | 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 |
| 2002 | 21,563 | 21,173 | 21,377 | 22,386 | 22,436 | 18,910 | 20,644 | 20,208 | 20,191 | 23,681 | 20,126 | 19,180 |
| 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 |
| 2006 | 22,087 | 21,553 | 25,257 | 21,923 | 23,725 | 22,409 | 20,115 | 23,047 | 22,000 | 24,873 | 23,779 | 21,405 |
| 2007 | 23,945 | 22,814 | 26,194 | 23,641 | 24,806 | 22,155 | 21,549 | 23,353 | 22,078 | 26,239 | 23,590 | 20,269 |
| 2008 | 23,015 | 22,787 | 24,327 | 26,509 | 24,386 | 22,681 | 23,530 | 22,707 | | | | |

1997
 1998
 1999
 2000
 2001
 2002
 2003
 2004
 2005
 2006
 2007
 2008

| Year | Annual 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 |
| 2006 | 272,173 |
| 2007 | 280,633 |

Note: Annual Ridership includes Group Access.