

Paratransit Performance Indicators
October, 2007

<u>Revenue Indicators</u>	Metro Plus YTD		Fixed Route YTD	
	Oct, 2006	Oct, 2007	Oct, 2006	Oct, 2007
Operating Revenue/ Operating Cost	42.4%	43.5%	23.9%	25.2%
Passenger Revenue/ Total Passenger Trips	\$1.03	\$1.05	\$0.68	\$0.71

<u>Expense Indicators</u>				
Operating Cost/Passenger Trip	\$27.78	\$27.55	\$3.01	\$2.92

<u>Operations</u>	Metro Plus			
	Oct, 2006	Oct, 2007	YTD 2006	YTD 2007
Total Trips	23,282	24,298	210,395	220,438
Rides Cancelled	3,455	3,677	34,500	35,504
Cancellation Rate	14.8%	15.1%	16.4%	16.1%
No Shows	411	567	4,228	4,583
No Shows/Rides Provided	1.8%	2.3%	2.0%	2.1%
Number of Clients Provided Service	1,105	NA	1,617	NA
Average Trips/Client	21.1	NA	130.1	NA
DDS Trips	13,502	14,210	120,074	126,161
Subscription Trips	13,080	13,916	117,971	121,110
DDS Subscription Trips	8,327	9,008	75,813	77,985
D2D Trips	16,858	17,297	148,330	159,173
Lv Attended Trips	2,399	6,561	24,768	58,912
Maintenance Inspections Conducted/Scheduled	125.0%	100.0%	109.9%	101.1%

<u>Number of Trips by Provider YTD</u>	Metro Direct	Laidlaw	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	18,766	18,140	54,922	30,081	25,022	146,931
Non-Ambulatory	24,725	27,523	-	2,046	19,213	73,507
Percentage	19.73%	20.71%	24.91%	14.57%	20.07%	100.00%

<u>Customer Service YTD</u>	Metro Direct	Laidlaw	Badger	Transit Sol	Badger Bus	Total
Rides Provided	43,491	45,663	54,922	32,127	44,235	220,438
Customer Complaints	108	74	137	33	23	375
Customer Compliments	8	6	1	2	5	22
Customer Suggestions	8	0	2	1	1	12
Complaints/1000 passenger trips	2.48	1.62	2.49	1.03	0.52	1.70
Late Service Reports (2)	25	187	674	110	41	1,037
Late Service Reports/1000 passenger trips	0.57	4.10	12.27	3.42	0.93	4.70

<u>On-Time Performance, Oct. 2007</u>	Metro Direct	Laidlaw	Badger	Transit Sol.	Badger Bus
	93%	94%	94%	95%	96%

<u>ADA Certifications, October 2007</u>	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,220	237	162	191	15954
Category 2	44	0	0	0	0
Category 2/3	93	14	2	0	164
Category 3	1,903	405	112	44	8,138
Total	3,260				24,256

Monthly New Certification	78
Monthly Denied Applications	7

(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.