

Fixed Route Performance Indicators

Year to Date as of 10/31/08

NOTE: Financial Comparison uses YTD September 2007 vs. YTD September 2008 data.

	YTD Sept. 2007 (Financials)	YTD Sept. 2008 (Financials)	Peer Comparison Average
Revenue Indicators			
Revenue Sources			
Passenger Revenue	23.5%	23.1%	
Other System Generated Revenue	1.0%	1.0%	
County	0.1%	0.1%	
Operating Revenue: Sub-Total	24.6%	24.2%	36.1%
Local - Madison	18.2%	20.2%	
Local - Other Municipalities/Entities	6.8%	6.6%	
Local Sub-Total	25.1%	26.8%	9.2%
State	38.1%	37.2%	28.8%
Federal	12.3%	11.8%	25.9%
State/Federal: Sub-Total	50.4%	49.0%	54.7%
Total Revenue	100.0%	100.0%	100.0%
Operating Revenue/Operating Cost	22.2%	21.7%	21.4%
Passenger Revenue/ Total Passenger Trips	\$ 0.67	\$ 0.68	\$ 0.77
Expense Indicators			
Operating Cost/ Revenue Hour	\$ 100.21	\$ 110.52	\$ 85.34
Operating Cost/Passenger Trip	\$ 3.01	\$ 3.14	\$ 3.62

Indicators below show comparison between YTD October 2007 and YTD October 2008.

	YTD Oct. 2007	YTD Oct. 2008	Peer Comparison Average
Operations			
Trips / Revenue Hour	34.04	36.05	23.60
Number of Trips using Lifts			NA
Maintenance			
Maintenance Inspections Conducted/Scheduled	100.8%	100.0%	NA
Miles per Road Call	5,944	5,321	3,773
Customer Service			
Customer Complaints	1804	1892	NA
Customer Compliments	136	175	NA
Customer Suggestions	219	308	NA
# Complaints/1000 Passenger Trips	0.17	0.17	NA

- Notes:
- (1) Trips per route are included in a separate monthly report.
 - (2) Reported Expenses do not include depreciation, debt principal, or fixed assets.
 - (3) Peer Comparison data from **2004** NTD database for Peer Service Level systems..

FIXED ROUTE

Operating Statistics For Periods Ending 10/31/2007 & 10/31/2008

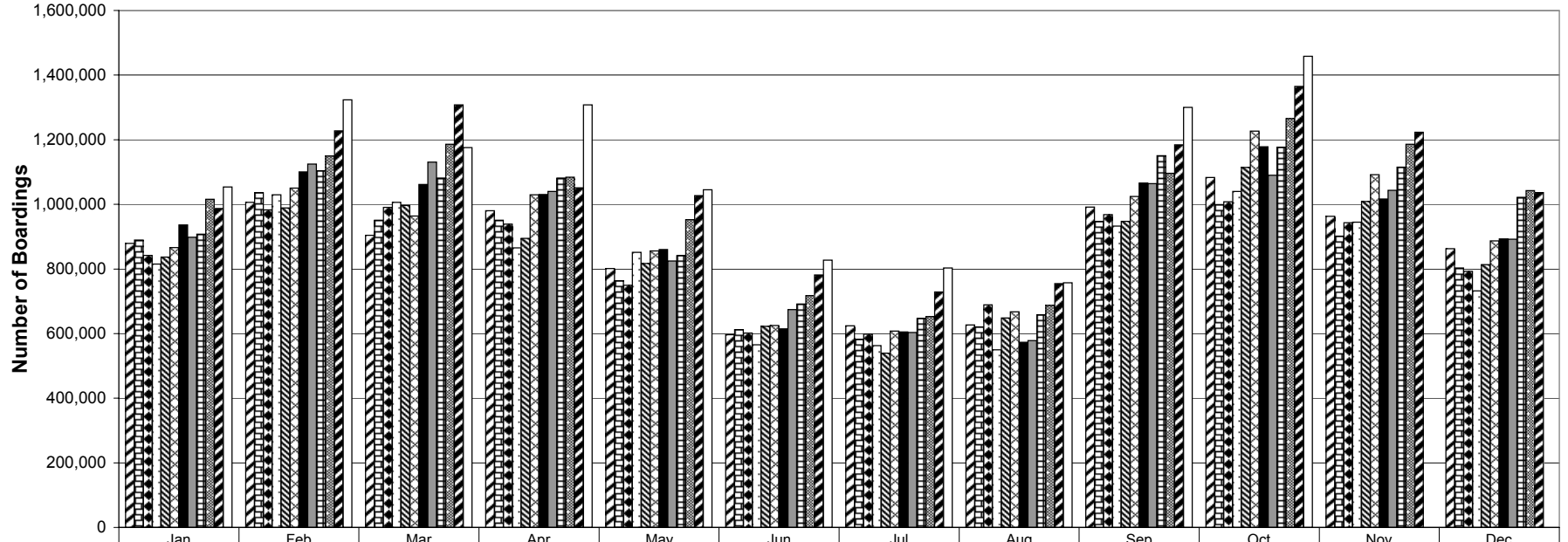
CURRENT MONTH			YEAR TO DATE			
Actual 2007	Actual 2008	Variance 2007 to 2008		Actual 2007	Actual 2008	Variance 2007 to 2008
			Service Supplied			
487,883	498,447	10,564	Total (Vehicle) Miles	4,499,327	4,549,462	50,135
33,943	33,947	4	Revenue Hours	305,913	306,527	614
38,365	38,234	(131)	Total (Vehicle) Hours	338,835	340,003	1,168
			<i>Ridership</i>			
1,263,082	1,352,154	1,352,154	Revenue Passengers **	9,444,607	10,007,009	562,402
87,715	89,358	89,358	Transfers	842,916	890,420	47,504
<u>13,794</u>	<u>16,709</u>	<u>16,709</u>	Non-Revenue Rides	<u>125,690</u>	<u>152,692</u>	27,002
1,364,591	1,458,221	93,630	Total Passengers	10,413,213	11,050,121	636,908
			Service Quality			
3,614	3,111	NA	Trips using Lifts	34,995	28,246	NA
11	10	(1)	Passenger Accidents	95	111	16
13	13	0	Vehicle Accidents	180	225	45
			Fleet/Maintenance			
77	58	(19)	Road Calls	757	855	98
86	83	(3)	Actual Inspections	756	758	2
81	83	2	Scheduled Inspections	750	758	8

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	1,299,868	1,458,221		

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 PRODUCTIVITY COMPARISON--YEAR TO DATE--October 2008 vs. October 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				ROUTE KEY
	2008	2007	% Change	2008	2007	% Change	Routes < 60% of system avg.	
80 UW CAMPUS (Schedule changed September 2, 2007)	1,361,988	1,412,248	-3.6%	86.88	85.19	2.0%		<p>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).</p> <p>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</p> <p>Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 24, 26, 30, 32, 33, 36, 40, 50, 51, 52, 73, 78</p> <p>Connector Routes connect transfer points throughout the day: 16, 17, 18.</p> <p>Circulator Routes operate midday only: 1, 9, 34</p> <p>Other routes: 8 operates between the Capitol Square and Spring Harbor, weekends only. 19 operates like a core route between the Capitol Square and Allied Drive on weekdays. 39 operates as a commuter route during peak hours; operates like a circulator route midday. 67 connects with route 6 at the West Transfer Point; operates to/from West Towne Mall. 63 and 68 operate between the West Transfer Point and Prairie Town Center on weekends. 70 operates like a core route between the Capitol Square, Middleton & the West Transfer Point on weekdays.</p> <p>UW Campus Circulators 80, 81, 82, 84, 85</p> <p>School Day Supplemental Routes 90, 91, 92, 93</p>
90-93 SUPPLEMENTARY SCHOOL SERVICE	861,983	766,487	12.5%	85.18	66.67	27.8%		
85 UW CAMPUS-PARK ST CIRCULATOR	257,954	250,450	3.0%	72.56	67.57	7.4%		
81-82 UW LATE NITE CIRCULATORS	207,005	250,979	-17.5%	48.48	59.08	-18.0%		
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	489,136	460,190	6.3%	47.32	45.63	3.7%		
2 WTP-NTP	920,441	858,701	7.2%	43.34	39.96	8.5%		
50 WTP-SCHROEDER-RAYMOND LOOP	143,635	116,705	23.1%	42.44	34.43	23.2%		
4 NTP-STP	613,866	622,320	-1.4%	38.24	38.88	-1.7%		
40 STP - ARBOR HILLS LOOP	148,553	116,884	27.1%	36.03	28.38	27.0%		
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	1,133,727	1,072,992	5.7%	34.14	32.25	5.9%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	107,033	83,501	28.2%	33.78	31.67	6.7%		
29 SHERMAN COMMUTER	28,671	31,184	-8.1%	32.56	34.24	-4.9%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	73,896	77,393	-4.5%	32.12	31.76	1.1%		
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER	312,783	294,464	6.2%	31.58	29.98	5.3%		
3 WTP-ETP	472,735	432,435	9.3%	31.50	28.96	8.8%		
16 STP - ETP	312,425	239,690	30.3%	30.98	23.79	30.2%		
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	200,284	196,601	1.9%	30.75	30.22	1.8%		
SPECIAL EVENT SERVICE	14,106	42,576	-66.9%	30.07	32.43	-7.3%		
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	864,797	785,213	10.1%	29.90	27.29	9.5%		
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	660,095	600,268	10.0%	29.73	27.37	8.6%		
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	93,121	79,663	16.9%	29.53	24.85	18.9%		
1 CAP SQUARE - UW	24,935	21,459	16.2%	28.93	26.80	7.9%		
21 LAKEVIEW LOOP	122,802	123,608	-0.7%	28.25	28.96	-2.4%		
9 ETP - UW CAMPUS & 33 HIESTAND LOOP	107,875	95,176	13.3%	27.39	24.40	12.3%		
52 WTP-FITCHBURG (began operating Sept. 4, 2007)	57,192	8,029	612.3%	25.47	18.29	39.2%		
58 GREENTREE COMMUTER	61,192	59,960	2.1%	24.08	24.08	0.0%		
51 WTP-MUIR FIELD LOOP	49,602	51,836	-4.3%	23.78	24.85	-4.3%		
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	420,008	390,002	7.7%	23.59	22.04	7.0%		
11 & 12 WTP-DUTCH MILL-CAP SQUARE	101,407	88,782	14.2%	23.40	20.33	15.1%		
47 ARBOR HILLS COMMUTER	65,819	53,448	23.1%	23.35	19.11	22.2%		
70 MIDDLETON-CAPITOL SQUARE	123,355	125,127	-1.4%	22.41	22.20	0.9%		
19 RED ARROW TR-CAP SQUARE	143,775	144,267	-0.3%	22.03	21.50	2.5%		
27 NTP - UW CAMPUS COMMUTER	36,336	32,429	12.0%	21.73	18.43	17.9%		
55 VERONA- WTP COMMUTER (began Sept. 19, 2005)	25,253	16,590	52.2%	20.55	13.80	48.9%	X	
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	2,242	NA	NA	20.52	NA	NA	X	
25 AMERICAN CENTER COMMUTER	9,622	8,175	17.7%	20.25	17.93	12.9%	X	
7 WTP-ETP (Weekends & Holidays Only)	97,410	94,020	3.6%	20.10	18.66	7.7%	X	
32 ACEWOOD-THOMPSON LOOP	33,793	29,885	13.1%	19.33	17.03	13.5%	X	
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	24,441	22,118	10.5%	18.24	16.15	12.9%	X	
73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07)	121,633	123,450	-1.5%	17.91	24.52	-27.0%	X	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	3,998	NA	NA	17.18	NA	NA	X	
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	46,349	43,176	7.3%	16.72	15.24	9.7%	X	
34 ETP-MATC & 39 ETP - DAIRY DRIVE	36,913	31,113	18.6%	16.21	13.82	17.3%	X	
74 MIDDLETON LOOP	21,476	9,837	118.3%	15.11	7.57	99.6%	X	
24 AIRPORT LOOP (Discontinued October 3, 2008)	30,992	28,584	8.4%	14.66	12.42	18.0%	X	
78 MIDDLETON-WTP (Began as separate route on Oct. 5, 2008; Saturdays only)	605	NA	NA	12.19	NA	NA	X	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	411	NA	NA	8.82	NA	NA	X	
UNKNOWN ROUTE & ROAD BUS **	627	902	-30.5%	NA	NA	NA		
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	11,050,121	10,413,213	6.1%	36.05	34.04	5.9%	21.63	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	9,220,932	8,499,536	8.5%	32.59	30.21	7.9%	19.56	

NOTE: Substantial changes were made across the system effective September 2, 2007, and again on October 4, 2008. 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 PERFORMANCE, Year to Date through October 2008

ROUTE	RIDERSHIP			Passengers/revenue hour	
	2008	2007	% change	2008	2007
1 CAP SQUARE - UW	24,935	21,459	16.2%	28.93	26.80
2 WTP-NTP	920,441	858,701	7.2%	43.34	39.96
3 WTP-ETP	472,735	432,435	9.3%	31.50	28.96
4 NTP-STP	613,866	622,320	-1.4%	38.24	38.88
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	864,797	785,213	10.1%	29.90	27.29
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	1,133,727	1,072,992	5.7%	34.14	32.25
7 WTP-ETP (Weekends & Holidays Only)	97,410	94,020	3.6%	20.10	18.66
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	24,441	22,118	10.5%	18.24	16.15
9 ETP - UW CAMPUS & 33 HIESTAND LOOP	107,875	95,176	13.3%	27.39	24.40
11 & 12 WTP-DUTCH MILL-CAP SQUARE	101,407	88,782	14.2%	23.40	20.33
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	660,095	600,268	10.0%	29.73	27.37
16 STP - ETP	312,425	239,690	30.3%	30.98	23.79
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	420,008	390,002	7.7%	23.59	22.04
19 RED ARROW TR-CAP SQUARE	143,775	144,267	-0.3%	22.03	21.50
21 LAKEVIEW LOOP	122,802	123,608	-0.7%	28.25	28.96
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	489,136	460,190	6.3%	47.32	45.63
24 AIRPORT LOOP (Discontinued October 2, 2008)	30,992	28,584	8.4%	14.66	12.42
25 AMERICAN CENTER COMMUTER	9,622	8,175	17.7%	20.25	17.93
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	411	NA	NA	8.82	NA
27 NTP - UW CAMPUS COMMUTER	36,336	32,429	12.0%	21.73	18.43
29 SHERMAN COMMUTER	28,671	31,184	-8.1%	32.56	34.24
32 ACEWOOD-THOMPSON LOOP	33,793	29,885	13.1%	19.33	17.03
34 ETP-MATC & 39 ETP - DAIRY DRIVE	36,913	31,113	18.6%	16.21	13.82
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	3,998	NA	NA	17.18	NA
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER	312,783	294,464	6.2%	31.58	29.98
40 STP - ARBOR HILLS LOOP	148,553	116,884	27.1%	36.03	28.38
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	93,121	79,663	16.9%	29.53	24.85
47 ARBOR HILLS COMMUTER	65,819	53,448	23.1%	23.35	19.11
50 WTP-SCHROEDER-RAYMOND LOOP	143,635	116,705	23.1%	42.44	34.43
51 WTP-MUIR FIELD LOOP	49,602	51,836	-4.3%	23.78	24.85
52 WTP-FITCHBURG (began operating Sept. 4, 2007)	57,192	8,029	612.3%	25.47	18.29
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)	25,253	16,590	52.2%	20.55	13.80
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	200,284	196,601	1.9%	30.75	30.22
58 GREENTREE COMMUTER	61,192	59,960	2.1%	24.08	24.08
70 MIDDLETON-CAPITOL SQUARE	123,355	125,127	-1.4%	22.41	22.20
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	73,896	77,393	-4.5%	32.12	31.76
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	107,033	83,501	28.2%	33.78	31.67
73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07)	121,633	123,450	-1.5%	17.91	24.52
74 MIDDLETON LOOP	21,476	9,837	118.3%	15.11	7.57
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	605	NA	NA	12.19	NA
MIDDLETON ROUTES TOTAL	447,998	419,308	6.8%	23.29	24.60
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	46,349	43,176	7.3%	16.72	15.24
89 PARKING RAMP SHUTTLE (operated January 2 - June 15, 2007)	NA	1,316	NA	NA	1.01
90-93 SUPPLEMENTARY SCHOOL SERVICE	861,983	766,487	12.5%	85.18	66.67
80 UW CAMPUS (Schedule changed September 2, 2007)	1,361,988	1,412,248	-3.6%	86.88	85.19
81-82 UW LATE NITE CIRCULATORS	207,005	250,979	-17.5%	48.48	59.08
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	2,242	NA	NA	20.52	NA
85 UW CAMPUS-PARK ST CIRCULATOR	257,954	250,450	3.0%	72.56	67.57
SPECIAL EVENT SERVICE	14,106	42,576	-66.9%	30.07	32.43
UNKNOWN ROUTE & ROAD BUS **	627	902	-30.5%	NA	NA
SYSTEM TOTAL	11,050,121	10,413,213	6.1%	36.05	34.04
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	9,220,932	8,499,536	8.5%	32.59	30.21

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Paratransit Performance Indicators

October, 2008

NOTE: Financial Comparison uses YTD September 2007 vs. YTD September 2008 data.

<u>Revenue Indicators</u>	Metro Plus YTD		Fixed Route YTD	
	Sept. 2007	Sept. 2008	Sept. 2007	Sept. 2008
Operating Revenue/ Operating Cost	43.8%	45.5%	22.2%	21.7%
Passenger Revenue/ Total Passenger Trips	\$1.21	\$1.21	\$0.67	\$0.68

<u>Expense Indicators</u>				
Operating Cost/Passenger Trip	\$27.51	\$28.68	\$3.01	\$3.14

<u>Operations</u>	Metro Plus			
	Oct. 2007	Oct. 2008	YTD 2007	YTD 2008
Total Trips	24,298	25,530	220,438	225,503
Rides Cancelled	3,677	3,615	35,504	37,922
Cancellation Rate	15.1%	14.2%	16.1%	16.8%
No Shows	567	509	4,583	4,873
No Shows/Rides Provided	2.3%	2.0%	2.1%	2.2%
Number of Clients Provided Service	1,125	1,176	1,697	1,693
Average Trips/Client	21.6	21.7	129.9	133.2
DDS Trips	14,210	15,079	126,161	131,656
Subscription Trips	13,916	14,985	121,110	128,759
DDS Subscription Trips	9,008	9,678	77,985	83,794
D2D Trips	17,297	18,761	159,173	165,331
Lv Attended Trips	6,561	6,857	58,912	60,903
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	101.1%	100.9%

<u>Number of Trips by Provider YTD</u>	Metro Direct	Laidlaw	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	24,229	18,406	51,179	35,855	25,403	155,072
Non-Ambulatory	26,691	23,686	-	1,964	18,090	70,431
Percentage	22.58%	18.67%	22.70%	16.77%	19.29%	100.00%

<u>Customer Service YTD</u>	Metro Direct	Laidlaw	Badger	Transit Sol	Badger Bus	Total
Rides Provided	50,920	42,092	51,179	37,819	43,493	225,503
Customer Complaints	106	75	114	65	21	381
Customer Compliments	5	0	4	1	0	10
Customer Suggestions	4	1	2	0	2	9
Complaints/1000 passenger trips	2.08	1.78	2.23	1.72	0.48	1.69
Late Service Reports (2)	53	249	757	158	36	1,253
Late Service Reports/1000 passenger trips	1.04	5.92	14.79	4.18	0.83	5.56

<u>On-Time Performance, Oct. 2008</u>	Metro Direct	Laidlaw	Badger	Transit Sol.	Badger Bus
	89%	95%	95%	94%	98%

<u>ADA Certifications, October 2008</u>	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,280	274	155	205	17020
Category 2	41	1	0	0	2
Category 2/3	93	15	1	1	175
Category 3	2,069	415	108	50	8,218
Total	3,483				25,415

Monthly New Certifications	50
Monthly Denied Applications	2

(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 10/31/2007 & 10/31/2008

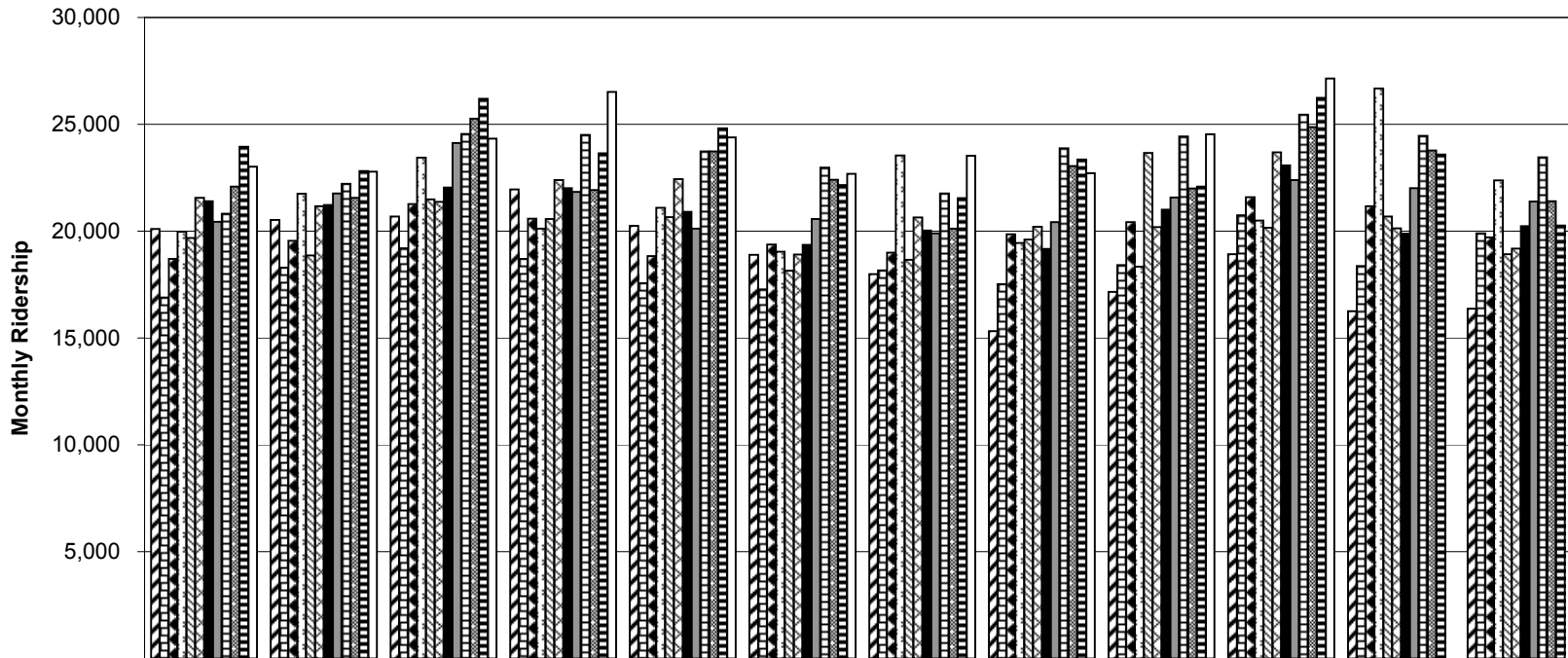
CURRENT MONTH				YEAR TO DATE		
Actual 2007	Actual 2008	Variance 2007 to 2008		Actual 2007	Actual 2008	Variance 2007 to 2008
			Service Supplied Data			
1,125	1,176	51	No. of Clients riding the System	1,697	1,693	(4)
			<i>Ridership</i>			
4,826	6,074	1,248	Directly Operated Service	43,491	50,920	7,429
<u>19,472</u>	<u>19,456</u>	(16)	ADA Contracted Services	<u>176,947</u>	<u>174,583</u>	(2,364)
24,298	25,530	1,232	Total ADA Ridership *	220,438	225,503	5,065
1,941	1,620	(321)	Group Access *	16,312	16,116	(196)
567	509	(58)	Total No-shows	4,583	4,873	290
			Service Quality Data			
3	0	(3)	Passenger Accidents	26	13	(13)
1	2	1	Vehicle Accidents	10	18	8
			Fleet/Maintenance Data			
1	4	3	Road Calls	18	28	10
11	13	2	Actual Inspections	96	116	20
11	13	2	Scheduled Inspections	95	115	20

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	24,538	27,150		

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.