

**Paratransit Performance Indicators  
Year to Date as of Jul 31, 2005**

<b>Revenue Indicators</b>	<b>Metro Plus YTD</b>		<b>Fixed Route YTD</b>	
	<b>July, 2004</b>	<b>July, 2005</b>	<b>July, 2004</b>	<b>July, 2005</b>
Operating Revenue/ Operating Cost	56.0%	38.8%	20.6%	22.3%
Passenger Revenue/ Total Passenger Trips	\$ 1.09	\$ 0.99	\$ 0.57	\$ 0.65

<b>Expense Indicators</b>				
Operating Cost/Passenger Trip	\$ 24.29	\$ 25.79	\$ 2.95	\$ 3.04

<b>Operations</b>	<b>Metro Plus</b>			
	<b>July, 2004</b>	<b>July, 2005</b>	<b>YTD 2004</b>	<b>YTD 2005</b>
Total Trips	18,435	20,084	137,499	148,384
Rides Cancelled	2,892	3,038	17,894	22,301
Cancellation Rate	15.7%	15.1%	13.0%	15.0%
No Shows	414	474	3,014	3,359
No Shows/Rides Provided	2.2%	2.4%	2.2%	2.3%
Number of Clients Provided Service	960	965	1,389	1,406
Average Trips/Client	19.2	20.8	99.0	105.5
DDS Trips	10,506	10,617	76,623	80,444
Subscription Trips	12,925	13,147	96,428	98,427
DDS Subscription Trips	9,166	9,418	66,577	69,588
D2D Trips	13,214	13,921	97,907	106,438
Lv Attended Trips	3,453	3,593	22,881	26,830
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	97.7%	101.3%

<b>Number of Trips by Provider YTD</b>	<b>Metro Direct</b>	<b>Laidlaw</b>	<b>Badger</b>	<b>Trans. Sol.</b>	<b>Total</b>
Ambulatory	14,156	24,160	52,719	7,764	98,799
Non-Ambulatory	23,337	24,480	-	1,768	49,585
Percentage	25.27%	32.78%	35.53%	6.42%	100.00%

<b>Customer Service YTD</b>	<b>Metro Direct</b>	<b>Laidlaw</b>	<b>Badger</b>	<b>Transit Sol</b>	<b>Total</b>
Rides Provided	37,493	48,640	52,719	9,532	148,384
Customer Complaints	103	117	183	15	418
Customer Compliments	11	11	6	1	29
Customer Suggestions	3	1	0	1	5
Complaints/1000 passenger trips	2.75	2.41	3.47	1.57	2.82
Late Service Reports (2)	25	272	798	36	1,131
Late Service Reports/1000 passenger trips	0.67	5.59	15.14	3.78	7.62

<b>ADA Certifications, June 2005</b>	<b>Clients</b>	<b>1-19 Trips</b>	<b>&gt;20 - 40&lt;</b>	<b>&lt;40 Trips/mc</b>	<b>TTL Trips</b>
Category 1	1,225	216	190	84	11,732
Category 2	33	0	0	0	0
Category 2/3	83	10	3	0	176
Category 3	1,868	370	57	65	6,808
<b>Total</b>	<b>3,209</b>				<b>18,716</b>

Monthly New Certification	28
Monthly Denied Applications	0