

**Paratransit Performance Indicators  
July, 2008**

<u>Revenue Indicators</u>	Metro Plus YTD		Fixed Route YTD	
	July. 2007	July. 2008	July. 2007	July. 2008
Operating Revenue/ Operating Cost	NA	Financial	23.4%	Financial
Passenger Revenue/ Total Passenger Trips	\$1.05	info	\$0.67	info
		not available		not available
		for July		for July
		2008	\$3.00	2008

<u>Expense Indicators</u>	Metro Plus			
	July. 2007	July. 2008	YTD July, 2007	YTD July, 2008
Operating Cost/Passenger Trip	\$27.58			

  

<u>Operations</u>	Metro Plus			
	July. 2007	July. 2008	YTD July, 2007	YTD July, 2008
Total Trips	19,958	21,934	153,847	155,648
Rides Cancelled	3,290	3,560	25,542	27,639
Cancellation Rate	16.5%	16.2%	16.6%	17.8%
No Shows	480	497	3,072	3,522
No Shows/Rides Provided	2.4%	2.3%	2.0%	2.3%
Number of Clients Provided Service	1,080	1,089	1,591	1,539
Average Trips/Client	18.5	20.1	96.7	101.1
DDS Trips	11,596	12,888	87,369	90,286
Subscription Trips	10,920	12,789	84,041	88,333
DDS Subscription Trips	7,073	8,487	53,798	57,247
D2D Trips	14,298	16,216	111,294	113,311
Lv Attended Trips	5,508	5,811	40,335	41,824
Maintenance Inspections Conducted/Scheduled	101.6%	100.0%	101.6%	101.3%

<u>Number of Trips by Provider YTD</u>	Metro Direct	Laidlaw	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	16,498	13,194	36,405	23,053	17,829	106,979
Non-Ambulatory	18,353	16,542	-	1,356	12,418	48,669
Percentage	22.39%	19.10%	23.39%	15.68%	19.43%	100.00%

<u>Customer Service YTD</u>	Metro Direct	Laidlaw	Badger	Transit Sol	Badger Bus	Total
Rides Provided	34,851	29,736	36,405	24,409	30,247	155,648
Customer Complaints	66	53	90	39	15	263
Customer Compliments	4	0	2	0	0	6
Customer Suggestions	3	0	2	0	2	7
Complaints/1000 passenger trips	1.89	1.78	2.47	1.60	0.50	1.69
Late Service Reports (2)	37	191	649	104	32	1,013
Late Service Reports/1000 passenger trips	1.06	6.42	17.83	4.26	1.06	6.51

<u>On-Time Performance, July. 2008</u>	Metro Direct	Laidlaw	Badger	Transit Sol.	Badger Bus
	89%	94%	96%	94%	96%

<u>ADA Certifications, July 2008</u>	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,253	262	187	138	14,371
Category 2	44	1	0	0	2
Category 2/3	96	17	2	0	166
Category 3	2,021	375	117	35	7,436
<b>Total</b>		3,414			21,975

Monthly New Certification	28
Monthly Denied Applications	3

(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.**