

**Paratransit Performance Indicators
April, 2008**

<u>Revenue Indicators</u>	Metro Plus YTD		Fixed Route YTD	
	Apr. 2007	Apr. 2008	Apr. 2007	Apr. 2008
Operating Revenue/ Operating Cost	42.0%	<i>Financial</i>	21.8%	<i>Financial</i>
Passenger Revenue/ Total Passenger Trips	\$1.01	<i>info</i>	\$0.58	<i>info</i>
		<i>not available</i>		<i>not available</i>
		<i>for April</i>		<i>for April</i>
<u>Expense Indicators</u>		<i>2008</i>		<i>2008</i>
Operating Cost/Passenger Trip	\$27.28		\$2.74	

<u>Operations</u>	Metro Plus			
	Apr. 2007	Apr. 2008	YTD 2007	YTD 2008
Total Trips	22,032	24,591	90,135	89,921
Rides Cancelled	3,696	3,539	15,676	16,945
Cancellation Rate	16.8%	14.4%	17.4%	18.8%
No Shows	426	447	1,855	2,082
No Shows/Rides Provided	1.9%	1.8%	2.1%	2.3%
Number of Clients Provided Service	1133	1,131	1,434	1,401
Average Trips/Client	19.4	21.7	62.9	64.2
DDS Trips	12,544	14,515	50,890	52,175
Subscription Trips	12,104	14,278	49,278	50,611
DDS Subscription Trips	7,750	9,233	31,316	32,790
D2D Trips	16,089	17,838	64,953	64,901
Lv Attended Trips	5,684	6,682	23,007	24,207
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	97.2%	102.4%

<u>Number of Trips by Provider YTD</u>	Metro Direct	Laidlaw	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	9,023	7,713	22,559	12,248	10,414	61,957
Non-Ambulatory	10,003	9,804	-	806	7,351	27,964
Percentage	21.16%	19.48%	25.09%	14.52%	19.76%	100.00%

<u>Customer Service YTD</u>	Metro Direct	Laidlaw	Badger	Transit Sol	Badger Bus	Total
Rides Provided	19,026	17,517	22,559	13,054	17,765	89,921
Customer Complaints	36	32	71	12	11	162
Customer Compliments	3	0	1	0	0	4
Customer Suggestions	3	0	2	0	1	6
Complaints/1000 passenger trips	1.89	1.83	3.15	0.92	0.62	1.80
Late Service Reports (2)	20	125	538	65	22	770
Late Service Reports/1000 passenger trips	1.05	7.14	23.85	4.98	1.24	8.56

<u>On-Time Performance, Apr. 2008</u>	Metro Direct	Laidlaw	Badger	Transit Sol.	Badger Bus
	90%	94%	96%	96%	98%

<u>ADA Certifications, April 2008</u>	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,244	247	155	204	16,531
Category 2	45	2	0	0	8
Category 2/3	97	16	2	3	273
Category 3	1,986	396	108	42	7,741
Total		3,372			24,553

Monthly New Certification	30
Monthly Denied Applications	0

(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.