

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

	Metro Plus YTD		Fixed Route YTD	
	Oct. 2004	Oct. 2005	Oct. 2004	Oct. 2005
<b>Revenue Indicators</b>				
Operating Revenue/ Operating Cost	40.1%	40.4%	21.6%	23.4%
Passenger Revenue/ Total Passenger Trips	\$ 1.05	\$ 0.98	\$ 0.59	\$ 0.66

<b>Expense Indicators</b>				
Operating Cost/Passenger Trip	\$ 26.61	\$ 25.69	\$ 2.94	\$ 2.97

	Metro Plus			
	Oct. 2004	Oct. 2005	YTD 2004	YTD 2005
<b>Operations</b>				
Total Trips	20,824	23,565	197,365	216,537
Rides Cancelled	3,190	3,193	26,930	31,874
Cancellation Rate	15.3%	13.5%	13.6%	14.7%
No Shows	535	450	4,648	4,802
No Shows/Rides Provided	2.6%	1.9%	2.4%	2.2%
Number of Clients Provided Service	1,030	997	1,527	1,539
Average Trips/Client	20.2	23.6	129.3	140.7
DDS Trips	11,569	11,940	110,419	116,265
Subscription Trips	14,648	15,377	138,734	143,664
DDS Subscription Trips	10,091	10,540	96,102	101,242
D2D Trips	15,025	16,130	141,126	153,626
Lv Attended Trips	3,565	4,187	33,670	39,504
Maintenance Inspections Conducted/Scheduled	100.0%	118.2%	98.4%	102.8%

Number of Trips by Provider YTD	Metro Direct	Laidlaw	Badger	Trans. Sol.	Total
Ambulatory	20,990	35,273	76,851	11,636	144,750
Non-Ambulatory	33,709	35,469	-	2,609	71,787
Percentage	25.26%	32.67%	35.49%	6.58%	100.00%

Customer Service YTD	Metro Direct	Laidlaw	Badger	Transit Sol	Total
Rides Provided	54,699	70,742	76,851	14,245	216,537
Customer Complaints	143	141	216	24	524
Customer Compliments	13	11	6	1	31
Customer Suggestions	5	1	1	1	8
Complaints/1000 passenger trips	2.61	1.99	2.81	1.68	2.42
Late Service Reports (2)	31	348	936	45	1,360
Late Service Reports/1000 passenger trips	0.57	4.92	12.18	3.16	6.28

ADA Certifications, September 2005	Clients	1-19 Trips	>20 - 40<	<40 Trips/mc	TTL Trips
Category 1	1,145	207	192	112	13,407
Category 2	36	1	1	0	37
Category 2/3	81	7	4	0	163
Category 3	1,775	343	121	43	7,987
<b>Total</b>	3,037				21,594

Monthly New Certification	63
Monthly Denied Applications	2

**Paratransit Performance Indicators  
Year to Date as of Nov 30, 2005**

(PRELIMINARY)

	Metro Plus YTD		Fixed Route YTD	
	Nov. 2004	Nov. 2005	Nov. 2004	Nov. 2005
<u>Revenue Indicators</u>				
Operating Revenue/ Operating Cost	39.9%	40.4%	21.3%	23.1%
Passenger Revenue/ Total Passenger Trips	\$ 1.05	\$ 0.99	\$ 0.58	\$ 0.64

<u>Expense Indicators</u>				
Operating Cost/Passenger Trip	\$ 26.44	\$ 25.64	\$ 2.91	\$ 2.92

	Metro Plus			
	Nov. 2004	Nov. 2005	YTD 2004	YTD 2005
<u>Operations</u>				
Total Trips	20,385	22,626	217,750	239,163
Rides Cancelled	2,751	3,154	29,681	35,028
Cancellation Rate	13.5%	13.9%	13.6%	14.6%
No Shows	490	438	5,138	5,240
No Shows/Rides Provided	2.4%	1.9%	2.4%	2.2%
Number of Clients Provided Service	1,038	995	1,567	1,574
Average Trips/Client	19.6	22.7	139.0	151.9
DDS Trips	11,539	NA	121,958	NA
Subscription Trips	14,271	14,463	153,005	158,127
DDS Subscription Trips	10,916	13,082	107,018	114,324
D2D Trips	14,661	15,374	155,787	169,000
Lv Attended Trips	3,543	2,383	37,213	41,887
Maintenance Inspections Conducted/Scheduled	109.1%	110.0%	99.2%	103.4%

<u>Number of Trips by Provider YTD</u>	Metro Direct	Laidlaw	Badger	Trans. Sol.	Total
Ambulatory	23,289	41,466	82,526	12,674	159,955
Non-Ambulatory	36,784	39,576	-	2,848	79,208
Percentage	25.12%	33.89%	34.51%	6.49%	100.00%

<u>Customer Service YTD</u>	Metro Direct	Laidlaw	Badger	Transit Sol	Total
Rides Provided	60,073	81,042	82,526	15,522	239,163
Customer Complaints	155	174	229	26	584
Customer Compliments	14	12	6	1	33
Customer Suggestions	5	1	1	1	8
Complaints/1000 passenger trips	2.58	2.15	2.77	1.68	2.44
Late Service Reports (2)	32	374	952	47	1,405
Late Service Reports/1000 passenger trips	0.53	4.61	11.54	3.03	5.87

<u>ADA Certifications, September 2005</u>	Clients	1-19 Trips	>20 - 40<	<40 Trips/mc	TTL Trips
Category 1					
Category 2					
Category 2/3					
Category 3					
<b>Total</b>	NA				NA

Data not available at time of printing

Monthly New Certification	41
Monthly Denied Applications	2

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

(Pre NTD Audit)

	Metro Plus YTD		Fixed Route YTD	
	Dec. 2004	Dec. 2005	Dec. 2004	Dec. 2005
<u>Revenue Indicators</u>				
Operating Revenue/ Operating Cost	39.3%	40.0%	20.6%	23.0%
Passenger Revenue/ Total Passenger Trips	\$ 1.08	\$ 1.01	\$ 0.57	\$ 0.64

<u>Expense Indicators</u>				
Operating Cost/Passenger Trip	\$ 27.08	\$ 26.04	\$ 2.98	\$ 2.98

Operations	Metro Plus			
	Dec. 2004	Dec. 2005	YTD 2004	YTD 2005
Total Trips	19,875	21,786	237,625	260,949
Rides Cancelled	3,544	4,195	33,225	39,223
Cancellation Rate	17.8%	19.3%	14.0%	15.0%
No Shows	609	514	5,747	5,754
No Shows/Rides Provided	3.1%	2.4%	2.4%	2.2%
Number of Clients Provided Service	1,016	986	1,604	1,601
Average Trips/Client	19.6	22.1	148.1	163.0
DDS Trips	9,860	10,670	132,415	138,437
Subscription Trips	12,094	10,548	165,099	168,675
DDS Subscription Trips	8,439	1,270	115,457	115,594
D2D Trips	14,508	14,065	170,295	183,065
Lv Attended Trips	3,509	2,281	40,722	44,168
Maintenance Inspections Conducted/Scheduled	100.0%	110.0%	99.3%	103.9%

Number of Trips by Provider YTD	Metro Direct	Laidlaw	Badger	Trans. Sol.	Total
Ambulatory	25,191	47,307	88,168	13,667	174,333
Non-Ambulatory	39,738	43,786	-	3,092	86,616
Percentage	24.88%	34.91%	33.79%	6.42%	100.00%

Customer Service YTD	Metro Direct	Laidlaw	Badger	Transit Sol	Total
Rides Provided	64,929	91,093	88,168	16,759	260,949
Customer Complaints	161	195	237	26	619
Customer Compliments	14	13	6	1	34
Customer Suggestions	5	1	1	1	8
Complaints/1000 passenger trips	2.48	2.14	2.69	1.55	2.37
Late Service Reports (2)	32	374	952	47	1,405
Late Service Reports/1000 passenger trips	0.49	4.11	10.80	2.80	5.38

ADA Certifications, September 2005	Clients	1-19 Trips	>20 - 40<	<40 Trips/mc	TTL Trips
Category 1	1,158	261	154	54	9,261
Category 2	41	5	0	0	34
Category 2/3	87	15	7	1	326
Category 3	1,815	366	118	33	7,473
<b>Total</b>	3,102				17,094

Monthly New Certification	41
Monthly Denied Applications	2

**Paratransit Performance Indicators  
Year to Date as of Jan 31, 2006**

Note: January 2006 financial data  
not available at time of printing.

<b>Revenue Indicators</b>	<b>Metro Plus YTD</b>		<b>Fixed Route YTD</b>	
	<b>Jan. 2005</b>	<b>Jan. 2006</b>	<b>Jan. 2005</b>	<b>Jan. 2006</b>
Operating Revenue/ Operating Cost	38.9%	NA	24.3%	NA
Passenger Revenue/ Total Passenger Trips	\$ 1.00	NA	\$ 0.76	NA
<b>Expense Indicators</b>				
Operating Cost/Passenger Trip	\$ 27.74	NA	\$ 3.21	NA

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Jan. 2005</b>	<b>Jan. 2006</b>	<b>YTD 2005</b>	<b>YTD 2006</b>
Total Trips	19,278	20,331	19,278	20,331
Rides Cancelled	3,409	3,148	3,409	3,148
Cancellation Rate	17.7%	15.5%	17.7%	15.5%
No Shows	551	436	551	436
No Shows/Rides Provided	2.9%	2.1%	2.9%	2.1%
Number of Clients Provided Service	959	981	959	981
Average Trips/Client	20.1	20.7	20.1	20.7
DDS Trips	10,732	11,534	10,732	11,534
Subscription Trips	10,193	11,164	10,193	11,164
DDS Subscription Trips	7,185	7,112	7,185	7,112
D2D Trips	13,983	11,718	13,983	11,718
Lv Attended Trips	3,489	2,391	3,489	2,391
Maintenance Inspections Conducted/Scheduled	90.0%	100.0%	90.0%	100.0%

<b>Number of Trips by Provider YTD</b>	<b>Metro Direct</b>	<b>Laidlaw</b>	<b>Badger</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Ambulatory	1,801	4,115	5,185	1,860	43	13,004
Non-Ambulatory	2,513	4,575	-	209	30	7,327
Percentage	21.22%	42.74%	25.50%	10.18%	0.36%	100.00%

<b>Customer Service YTD</b>	<b>Metro Direct</b>	<b>Laidlaw</b>	<b>Badger</b>	<b>Transit Sol</b>	<b>Badger Bus</b>	<b>Total</b>
Rides Provided	4,314	8,690	5,185	2,069	73	20,258
Customer Complaints	9	10	12	4	0	35
Customer Compliments	1	0	0	0	0	1
Customer Suggestions	0	0	0	0	0	-
Complaints/1000 passenger trips	2.09	1.15	2.31	1.93	-	1.73
Late Service Reports (2)	5	8	33	5	0	51
Late Service Reports/1000 passenger trips	1.16	0.92	6.36	2.42	-	2.52

<b>ADA Certifications, Jan. 2006</b>	<b>Clients</b>	<b>1-19 Trips</b>	<b>&gt;20 - 40&lt;</b>	<b>&lt;40 Trips/mo</b>	<b>TTL Trips</b>
Category 1	1,156	272	140	68	9,693
Category 2	45	2	0	1	100
Category 2/3	89	14	7	2	378
Category 3	1,777	360	113	26	6,820
<b>Total</b>	3,067				16,991

Monthly New Certification 58

(1) Monthly Denied Applications 1

(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 Performance Indicators**  
**February, 2006**  
(NOTE: Financial data were not reported for February, 2005)

<u>Revenue Indicators</u>	Metro Plus YTD		Fixed Route YTD	
	Feb. 2005	Feb. 2006	Feb. 2005	Feb. 2006
Operating Revenue/ Operating Cost	NA	43.4%	NA	25.8%
Passenger Revenue/ Total Passenger Trips	NA	\$ 1.05	NA	\$ 0.68

<u>Expense Indicators</u>	Feb. 2005	Feb. 2006	Feb. 2005	Feb. 2006
Operating Cost/Passenger Trip	NA	\$ 28.20	NA	\$ 2.77

<u>Operations</u>	Metro Plus			
	Feb. 2005	Feb. 2006	YTD 2005	YTD 2006
Total Trips	20,718	19,942	39,996	40,273
Rides Cancelled	2,989	3,955	6,398	7,103
Cancellation Rate	14.4%	19.8%	16.0%	17.6%
No Shows	519	422	1,070	858
No Shows/Rides Provided	2.5%	2.1%	2.7%	2.1%
Number of Clients Provided Service	999	1,075	1,098	1,191
Average Trips/Client	20.7	18.6	36.4	33.8
DDS Trips	11,560	14,480	22,292	26,014
Subscription Trips	14,575	11,115	24,768	22,279
DDS Subscription Trips	11,041	6,791	18,226	13,903
D2D Trips	15,233	14,045	29,216	14,045
Lv Attended Trips	3,768	2,239	7,257	4,630
Maintenance Inspections Conducted/Scheduled	109.1%	100.0%	100.0%	100.0%

<u>Number of Trips by Provider YTD</u>	Metro Direct	Laidlaw	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	3,846	7,932	9,977	3,663	428	25,846
Non-Ambulatory	4,843	8,683	-	430	471	14,427
Percentage	21.58%	41.26%	24.77%	10.16%	2.23%	100.00%

<u>Customer Service YTD</u>	Metro Direct	Laidlaw	Badger	Transit Sol	Badger Bus	Total
Rides Provided	8,689	16,615	9,977	4,093	899	40,273
Customer Complaints	17	19	20	5	6	67
Customer Compliments	2	0	0	0	0	2
Customer Suggestions	1	0	0	0	0	1
Complaints/1000 passenger trips	1.96	1.14	2.00	1.22	6.67	13
Late Service Reports (2)	11	16	64	10	0	101
Late Service Reports/1000 passenger trips	1.27	0.96	6.41	2.44	-	11

<u>ADA Certifications, Feb. 2006</u>	Clients	1-19 Trips	>20 - 40<	<40 Trips/mc	TTL Trips
Category 1	1,122	261	206	78	12,186
Category 2	44	6	0	1	94
Category 2/3	89	18	7	1	361
Category 3	1,737	380	110	31	7,159
<b>Total</b>	<b>2,992</b>				<b>19,800</b>

Monthly New Certification	50
Monthly Denied Applications	1

**Paratransit Performance Indicators  
March, 2006**

<u>Revenue Indicators</u>	Metro Plus YTD		Fixed Route YTD	
	Mar. 2005	Mar. 2006	Mar. 2005	Mar. 2006
Operating Revenue/ Operating Cost	38.3%	41.7%	23.7%	23.8%
Passenger Revenue/ Total Passenger Trips	\$0.99	\$1.00	\$0.62	\$0.61

<u>Expense Indicators</u>				
Operating Cost/Passenger Trip	\$26.17	\$27.64	\$2.70	\$2.70

<u>Operations</u>	Metro Plus			
	Mar. 2005	Mar. 2006	YTD 2005	YTD 2006
Total Trips	22,822	23,393	62,818	63,666
Rides Cancelled	3,535	4,089	9,933	11,192
Cancellation Rate	15.5%	17.5%	15.8%	17.6%
No Shows	510	436	1,580	1,294
No Shows/Rides Provided	2.2%	1.9%	2.5%	2.0%
Number of Clients Provided Service	1004	1,129	1,184	1,295
Average Trips/Client	22.7	20.7	53.1	49.2
DDS Trips	12,538	13,080	34,830	39,094
Subscription Trips	16,229	13,213	40,997	35,492
DDS Subscription Trips	11,154	8,332	29,380	22,235
D2D Trips	16,649	14,458	45,865	40,221
Lv Attended Trips	4,173	2,795	11,430	7,425
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

<u>Number of Trips by Provider YTD</u>	Metro Direct	Laidlaw	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	6,525	12,745	15,008	5,915	965	41,158
Non-Ambulatory	7,414	13,496	-	653	945	22,508
Percentage	21.89%	41.22%	23.57%	10.32%	3.00%	100.00%

<u>Customer Service YTD</u>	Metro Direct	Laidlaw	Badger	Transit Sol	Badger Bus	Total
Rides Provided	13,939	26,241	15,008	6,568	1,910	63,666
Customer Complaints	26	26	26	5	6	89
Customer Compliments	3	0	0	0	1	4
Customer Suggestions	1	0	1	0	0	2
Complaints/1000 passenger trips	1.87	0.99	1.73	0.76	3.14	1.40
Late Service Reports (2)	2	11	22	3	1	39
Late Service Reports/1000 passenger trips	0.14	0.42	1.47	0.46	0.52	0.61

<u>ADA Certifications, March 2006</u>	Clients	1-19 Trips	>20 - 40<	<40 Trips/mc	TTL Trips
Category 1	1,151	254	157	152	14,500
Category 2	47	7	0	1	87
Category 2/3	88	17	5	2	366
Category 3	1,787	381	123	46	8,320
<b>Total</b>	<b>3,073</b>				<b>23,273</b>

Monthly New Certification	51
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.