

Fixed Route Performance Indicators
Year to Date as of 11/30/07

	YTD Nov. 2006	YTD Nov. 2007	Peer Comparison
<u>Revenue Indicators</u>			
Revenue Sources			
Passenger Revenue	21.7%	23.5%	
Other System Generated Revenue	1.2%	1.0%	
County	0.1%	0.1%	
Operating Revenue: Sub-Total	23.0%	24.5%	36.1%
Local - Madison	20.7%	18.6%	
Local - Other Municipalities/Entities	5.7%	6.8%	
Local Sub-Total	26.4%	25.4%	9.2%
State	38.1%	37.8%	28.8%
Federal	12.5%	12.3%	25.9%
State/Federal: Sub-Total	50.6%	50.1%	54.7%
Total Revenue	100.0%	100.0%	100.0%
Operating Revenue/Operating Cost	23.4%	25.1%	21.4%
Passenger Revenue/ Total Passenger Trips	\$ 0.65	\$ 0.70	\$ 0.77
<u>Expense Indicators</u>			
Operating Cost/ Revenue Hour	\$ 96.92	\$ 99.95	\$ 85.34
Operating Cost/Passenger Trip	\$ 2.96	\$ 2.89	\$ 3.62
<u>Operations</u>			
Trips / Revenue Hour	32.79	34.54	23.60
Number of Trips using Lifts	35,466	32,985	NA
<u>Maintenance</u>			
Maintenance Inspections Conducted/Scheduled	100.5%	100.7%	NA
Miles per Road Call	6,681	5,904	3,773
<u>Customer Service</u>			
Customer Complaints	1587	1988	NA
Customer Compliments	123	156	NA
Customer Suggestions	188	241	NA
# Complaints/1000 Passenger Trips	0.14	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 11/30/2006 & 11/30/2007

CURRENT MONTH

YEAR TO DATE

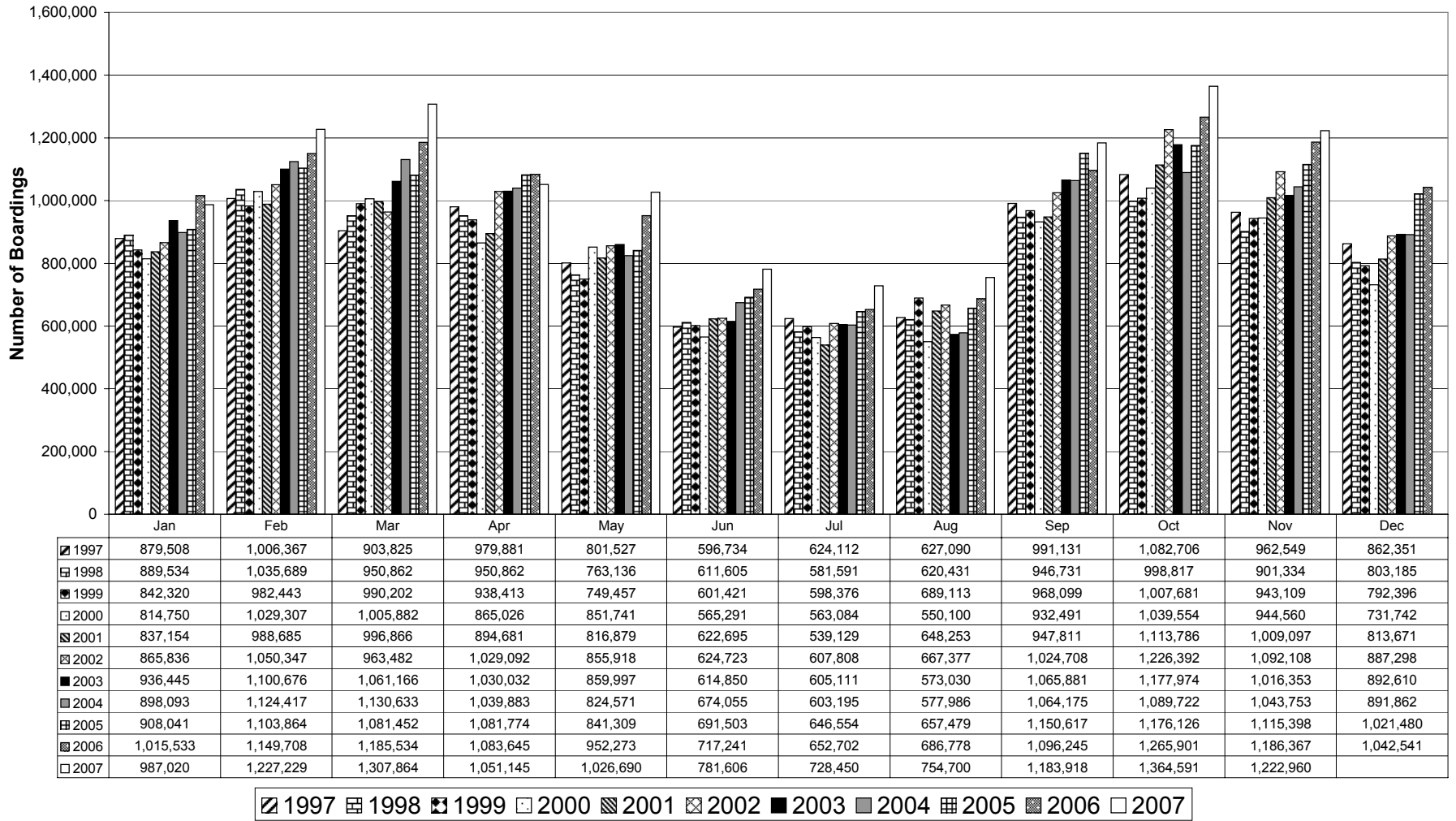
Actual 2006	Actual 2007	Variance 2006 to 2007		Actual 2006	Actual 2007	Variance 2006 to 2007
Service Supplied						
459,834	460,240	406	Total (Vehicle) Miles	4,984,081	4,959,567	(24,514)
30,692	30,933	241	Revenue Hours	335,258	336,845	1,587
34,512	34,886	375	Total (Vehicle) Hours	338,835	373,722	34,886
<i>Ridership</i>						
1,100,564	1,132,895	32,331	Revenue Passengers **	9,997,083	10,577,502	580,419
75,318	79,224	3,906	Transfers	880,014	922,140	42,126
<u>10,485</u>	<u>10,841</u>	356	Non-Revenue Rides	<u>114,830</u>	<u>136,531</u>	21,701
1,186,367	1,222,960	36,593	Total Passengers	10,991,927	11,636,173	644,246
Service Quality						
3,715	2,960	(756)	Trips using Lifts	35,466	32,985	(2,481)
8	15	7	Passenger Accidents	72	110	38
17	16	(1)	Vehicle Accidents	209	196	(13)
Fleet/Maintenance						
90	83	(7)	Road Calls	746	840	94
77	77	0	Actual Inspections	834	833	(1)
77	77	0	Scheduled Inspections	830	827	(3)

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 2006.
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Fixed Route Monthly Ridership Comparison 1997 - 2007



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

Transfer Center-based system began July 19, 1998.

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE
November 2007 vs. November 2006
(Routes sorted in order of 2007 passengers per revenue hour productivity)

REGULAR ROUTES	RIDERSHIP, 2007 vs. 2006 Year to Date			Productivity, Trips per Revenue Hour				ROUTE KEY
	2007	2006	% Change	2007	2006	% Change	Routes < 60% of system avg.	
80 UW CAMPUS	1,609,658	1,619,484	-0.6%	87.24	87.01	0.3%		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 weekends only). 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 Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 24, 30, 32, 33, 40, 50, 51, 52, 73 Connector Routes connect transfer points throughout the day: 16, 17, 18 . Circulator Routes operate midday only: 1, 9, 34 Other routes: 7 operates between the East and West Transfer Point on weekends. 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 on weekdays. 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. UW Campus Circulators 80, 81, 82, 85 School Day Supplemental Routes 90, 91, 92, 93
85 UW CAMPUS-PARK ST CIRCULATOR (began July 31, 2006)	291,418	116,099	151.0%	70.23	70.92	-1.0%		
90-93 SUPPLEMENTARY SCHOOL SERVICE	874,963	906,073	-3.4%	66.94	73.31	-8.7%		
81-82 UW LATE NITE CIRCULATORS	285,741	204,910	39.4%	58.84	43.43	35.5%		
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	512,649	476,422	7.6%	46.08	44.31	4.0%		
2 WTP-NTP	953,779	857,895	11.2%	40.41	38.44	5.1%		
4 NTP-STP	685,921	644,998	6.3%	39.06	34.98	11.6%		
50 WTP-SCHROEDER-RAYMOND LOOP	128,844	124,697	3.3%	34.67	33.08	4.8%		
29 SHERMAN COMMUTER	34,244	32,758	4.5%	34.17	33.24	2.8%		
SPECIAL EVENT SERVICE	52,364	55,817	-6.2%	33.00	29.87	10.5%		
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE (67 began Aug. 27, 2006)	1,187,789	1,213,715	-2.1%	32.52	28.77	13.0%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	93,057	29,830	212.0%	31.76	38.27	-17.0%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	84,575	28,315	198.7%	31.66	37.27	-15.1%		
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER	328,208	239,197	37.2%	30.47	25.39	20.0%		
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	216,599	203,205	6.6%	30.46	27.95	9.0%		
21 LAKEVIEW LOOP (was interlined with route 27 until August 27, 2006)	135,688	84,992	59.6%	28.96	26.81	8.0%		
40 STP - ARBOR HILLS LOOP (expanded August 27, 2006)	128,819	83,660	54.0%	28.53	24.79	15.1%		
1 CAP SQUARE - UW (service reduced August 27, 2006)	24,979	35,414	-29.5%	28.36	28.22	0.5%		
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	666,540	631,026	5.6%	27.74	28.76	-3.6%		
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP (13 began Aug. 27, 2006)	865,451	787,709	9.9%	27.42	25.78	6.4%		
3 WTP-ETP & 7 WTP-ETP (route 7 weekend route began Aug. 27, 2006)	581,904	541,545	7.5%	26.54	25.40	4.5%		
44 (began Aug. 27, 2006) & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	88,895	40,436	119.8%	25.41	25.30	0.4%		
9 ETP - UW CAMPUS & 33 HIESTAND LOOP (Rte 9 expanded Aug. 27, 2006)	108,269	107,084	1.1%	25.30	28.68	-11.8%		
51 WTP-MUIR FIELD LOOP	56,286	47,519	18.4%	24.55	21.28	15.3%		
16 STP - ETP (began Aug. 27, 2006; replaces routes 31, 41, 42 & 43)	268,878	76,278	252.5%	24.32	24.13	0.8%		
58 GREENTREE COMMUTER	65,956	65,182	1.2%	24.19	21.80	11.0%		
73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07)	134,275	37,702	256.1%	23.67	26.45	-10.5%		
70 MIDDLETON-CAPITOL SQUARE (routes 70-74 began Aug. 27, 2006)	137,558	41,097	234.7%	22.37	23.37	-4.3%		
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	431,975	403,198	7.1%	22.23	20.77	7.0%		
19 RED ARROW TR-CAP SQUARE (revised Aug. 27, 2006)	160,648	164,716	-2.5%	21.93	22.35	-1.9%		
11 & 12 WTP-DUTCH MILL-CAP SQUARE (11 added & route expanded Aug. 27, 2006)	98,759	56,304	75.4%	20.71	17.96	15.3%	X	
52 WTP-FITCHBURG (began operating Sept. 4, 2007)	12,875	NA	NA	19.87	NA	NA	X	
47 ARBOR HILLS COMMUTER (service reduced Aug. 27, 2006)	59,316	132,032	-55.1%	19.39	22.56	-14.1%	X	
27 NTP - UW CAMPUS COMMUTER (serviced reduced August 27, 2006)	36,125	108,021	-66.6%	18.85	18.91	-0.3%	X	
25 AMERICAN CENTER	8,832	9,731	-9.2%	17.68	19.32	-8.5%	X	
32 ACEWOOD-THOMPSON LOOP	33,218	28,160	18.0%	17.22	14.49	18.8%	X	
8 CAP SQUARE-SPRING HARBOR (reduced to weekend route only Aug. 27, 2006)	24,657	219,017	-88.7%	16.24	21.30	-23.8%	X	
53 UW HOSP COMMUTER (service reduced 8/27/06-discontinued 8/31/07)	18,978	49,732	-61.8%	15.97	21.35	-25.2%	X	
63 WTP-PRAIRIE TOWNE CTR & 68 WTP-PRAIRIE TOWN CTR (began Aug. 27, 2006)	48,382	16,438	194.3%	15.40	17.71	-13.0%	X	
55 VERONA- WTP COMMUTER (began Sept. 19, 2005)	18,577	11,880	56.4%	14.10	8.93	57.9%	X	
34 ETP-MATC & 39 ETP - DAIRY DRIVE	34,298	26,296	30.4%	13.94	11.12	25.4%	X	
24 AIRPORT LOOP	31,750	33,115	-4.1%	12.61	13.49	-6.5%	X	
74 MIDDLETON LOOP	12,189	3,130	289.4%	8.52	7.90	7.8%	X	
89 PARKING RAMP SHUTTLE (operated January 2 - June 15, 2007)	1,316	NA	NA	1.01	NA	NA	X	
UNKNOWN ROUTE & ROAD BUS **	971	2,485	-60.9%	NA	NA	NA		
ROUTES DISCONTINUED AFTER AUGUST 26, 2006:								
31 TURNER-MONONA LOOP	NA	63,689	NA	NA	24.01	NA		
41 STP-LAKE POINT, 42 STP-MOORLAND & 43 MOORLAND-LAKEPOINT	NA	85,055	NA	NA	20.55	NA		
60 MIDDLETON-WTP (discontinued August 25, 2006)	NA	149,503	NA	NA	25.58	NA		
61 MIDDLETON OFFICE PARK (discontinued August 25, 2006)	NA	43,173	NA	NA	30.43	NA		
62 GREENWAY BLVD	NA	21,461	NA	NA	15.60	NA		
65 WALNUT GROVE COMMUTER	NA	31,734	NA	NA	22.46	NA		
SYSTEM TOTAL	11,636,173	10,991,927	5.9%	34.54	32.79	5.4%	20.73	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	9,449,356	9,167,533	3.1%	30.54	29.54	3.4%	18.33	

NOTE: Substantial changes were made across the system effective August 27, 2006 and then again on September 2, 2007. 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 November 2007

ROUTE	RIDERSHIP			Passengers/revenue hour	
	2007	2006	% change	2007	2006
1 CAP SQUARE - UW (service reduced August 27, 2006)	24,979	35,414	-29.5%	28.36	28.22
2 WTP-NTP	953,779	857,895	11.2%	40.41	38.44
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74 MIDDLETON LOOP	12,189	3,130	289.4%	8.52	7.90
MIDDLETON ROUTES TOTAL	461,654	332,750	38.7%	24.49	26.87
63 WTP-PRAIRIE TOWNE CTR & 68 WTP-PRAIRIE TWN CTR (began Aug. 27, 2006)	48,382	16,438	194.3%	15.40	17.71
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62 GREENWAY BLVD	NA	21,461	NA	NA	15.60
65 WALNUT GROVE COMMUTER	NA	31,734	NA	NA	22.46
SYSTEM TOTAL	11,636,173	10,991,927	5.9%	34.54	32.79
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	9,449,356	9,167,533	3.1%	30.54	29.54

NOTE: Substantial changes were made across the system effective August 27, 2006. This will affect comparisons of current service to previous.

Additional changes made September 2, 2007 will also affect comparisons.

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**Paratransit Performance Indicators
November, 2007**

Revenue Indicators	Metro Plus YTD		Fixed Route YTD	
	Nov, 2006	Nov, 2007	Nov, 2006	Nov, 2007
Operating Revenue/ Operating Cost	42.2%	43.7%	23.4%	25.1%
Passenger Revenue/ Total Passenger Trips	\$ 1.03	\$ 1.05	\$ 0.65	\$ 0.70

Expense Indicators	Nov, 2006	Nov, 2007	Nov, 2006	Nov, 2007
Operating Cost/Passenger Trip	\$ 27.77	\$ 27.52	\$ 2.96	\$ 2.89

Operations	Metro Plus			
	Nov, 2006	Nov, 2007	YTD Nov, 2006	YTD Nov, 2007
Total Trips	22,284	22,004	232,679	242,442
Rides Cancelled	3,499	4,846	37,999	40,350
Cancellation Rate	15.7%	22.0%	16.3%	16.6%
No Shows	463	453	4,691	5,036
No Shows/Rides Provided	2.1%	2.1%	2.0%	2.1%
Number of Clients Provided Service	1,166	1,110	1,675	1,774
Average Trips/Client	19.1	19.8	138.9	136.7
DDS Trips	12,686	12,924	136,585	139,085
Subscription Trips	12,114	12,284	130,085	133,394
DDS Subscription Trips	7,644	8,162	83,457	86,147
D2D Trips	15,933	15,688	164,263	174,861
Lv Attended Trips	2,278	5,910	27,046	64,822
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	108.9%	100.9%

Number of Trips by Provider YTD	Metro Direct	Laidlaw	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	19,872	20,161	60,259	33,329	27,454	161,075
Non-Ambulatory	28,236	29,937	-	2,224	20,970	81,367
Percentage	19.84%	20.66%	24.86%	14.66%	19.97%	100.00%

Customer Service YTD	Metro Direct	Laidlaw	Badger	Transit Sol	Badger Bus	Total
Rides Provided	48,108	50,098	60,259	35,553	48,424	242,442
Customer Complaints	120	78	144	36	26	404
Customer Compliments	9	6	1	2	5	23
Customer Suggestions	8	0	2	1	1	12
Complaints/1000 passenger trips	2.49	1.56	2.39	1.01	0.54	1.67
Late Service Reports (2)	25	193	715	125	43	1,101
Late Service Reports/1000 passenger trips	0.52	3.85	11.87	3.52	0.89	4.54

On-Time Performance, Nov. 2007	Metro Direct	Laidlaw	Badger	Transit Sol.	Badger Bus
	91%	94%	95%	95%	96%

ADA Certifications, November 2007	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,217	2264	200	126	14,339
Category 2	43	1	0	0	7
Category 2/3	93	15	3	0	184
Category 3	1,896	401	114	26	7,409
Total	3,249				21,939

Monthly New Certification	48
Monthly Denied Applications	7

(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.

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Operating Statistics For Periods Ending 11/30/2006 & 11/30/2007

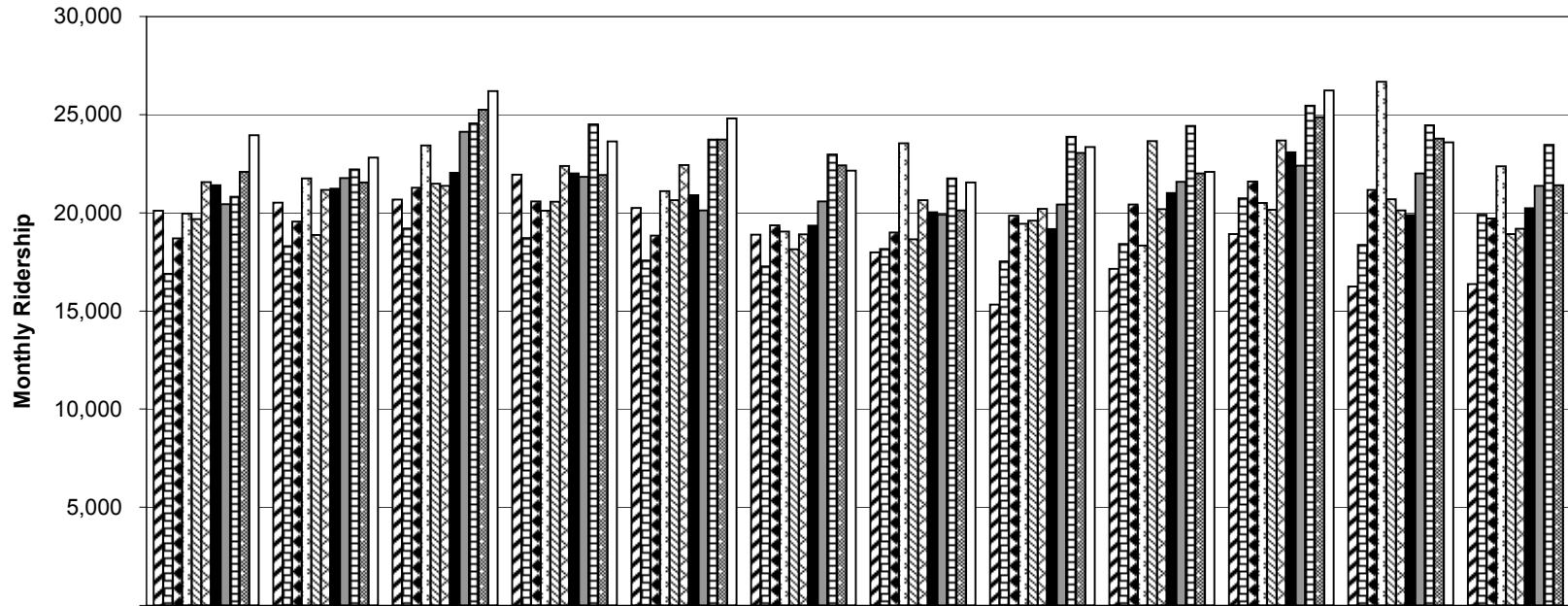
CURRENT MONTH				YEAR TO DATE		
Actual 2006	Actual 2007	Variance 2006 to 2007		Actual 2006	Actual 2007	Variance 2006 to 2007
			Service Supplied Data			
1,166	1,110	(56)	No. of Clients riding the System	1,675	1,731	56
			<i>Ridership</i>			
4,585	4,617	32	Directly Operated Service	51,069	48,108	(2,961)
1,495	1,586	91	Group Access *	18,089	17,898	(191)
<u>17,699</u>	<u>17,387</u>	(312)	ADA Contracted Services	<u>181,610</u>	<u>194,334</u>	12,724
22,284	22,004	(280)	Total ADA Ridership *	232,679	242,442	9,763
463	453	(10)	Total No-shows	4,691	5,036	345
			Service Quality Data			
0	2	2	Passenger Accidents	10	28	18
4	0	(4)	Vehicle Accidents	20	10	(10)
			Fleet/Maintenance Data			
3	2	(1)	Road Calls	29	20	(9)
11	12	1	Actual Inspections	122	108	(14)
11	12	1	Scheduled Inspections	112	107	(5)

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 2006.

Monthly Paratransit Ridership, 1997 - 2007 (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	

1997
 1998
 1999
 2000
 2001
 2002
 2003
 2004
 2005
 2006
 2007

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

Note: Annual Ridership includes Group Access.