

**Paratransit Performance Indicators
December, 2007**

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

Metro Plus YTD		Fixed Route YTD	
Dec. 2006	Dec. 2007	Dec. 2006	Dec. 2007

Financial Data not available at time of printing

Expense Indicators

Operating Cost/Passenger Trip

Operations	Metro Plus			
	Dec. 2006	Dec. 2007	YTD 2006	YTD 2007
Total Trips	20,011	18,919	252,690	261,361
Rides Cancelled	3,979	4,977	41,978	45,327
Cancellation Rate	19.9%	26.3%	16.6%	17.3%
No Shows	519	682	5,210	5,718
No Shows/Rides Provided	2.6%	3.6%	2.1%	2.2%
Number of Clients Provided Service	1,128	1,141	1,722	1,774
Average Trips/Client	17.7	16.6	146.7	147.3
DDS Trips	12,712	10,642	149,297	149,727
Subscription Trips	10,589	9,858	140,674	143,252
DDS Subscription Trips	6,475	6,313	89,932	92,460
D2D Trips	14,094	13,360	178,357	188,221
Lv Attended Trips	2,062	4,963	29,108	69,785
Maintenance Inspections Conducted/Scheduled	100.0%	112.5%	108.1%	101.7%

Number of Trips by Provider YTD	Metro Direct	Laidlaw	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	21,268	21,659	65,443	35,934	29,500	173,804
Non-Ambulatory	30,275	32,326	-	2,396	22,560	87,557
Percentage	19.72%	20.66%	25.04%	14.67%	19.92%	100.00%

Customer Service YTD	Metro Direct	Laidlaw	Badger	Transit Sol	Badger Bus	Total
Rides Provided	51,543	53,985	65,443	38,330	52,060	261,361
Customer Complaints	132	87	159	41	32	451
Customer Compliments	10	6	1	2	5	24
Customer Suggestions	9	0	2	1	1	13
Complaints/1000 passenger trips	2.56	1.61	2.43	1.07	0.61	1.73
Late Service Reports (2)	35	215	857	138	45	1,290
Late Service Reports/1000 passeng	0.68	3.98	13.10	3.60	0.86	4.94

On-Time Performance, Dec. 2007	Metro Direct	Laidlaw	Badger	Transit Sol.	Badger Bus
	84%	88%	89%	89%	92%

ADA Certifications, December 2006	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	3,901	312	232	53	11,890
Category 2	45	2	2	0	48
Category 2/3	96	19	3	2	314
Category 3	2,150	432	114	15	6,642
Total	6,192				18,894

Monthly New Certification	44
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.