

**Paratransit Performance Indicators  
June, 2008**

<u>Revenue Indicators</u>	<b>Metro Plus YTD</b>		<b>Fixed Route YTD</b>	
	<b>June. 2007</b>	<b>June, 2008</b>	<b>June. 2007</b>	<b>June, 2008</b>
Operating Revenue/ Operating Cost	NA	<i>Financial</i>	24.5%	<i>Financial</i>
Passenger Revenue/ Total Passenger Trips	\$1.05	<i>info</i>	\$0.63	<i>info</i>
		<i>not available</i>		<i>not available</i>
		<i>for June</i>		<i>for June</i>
<u>Expense Indicators</u>		<b>2008</b>		<b>2008</b>
Operating Cost/Passenger Trip	\$27.35		\$2.87	

<u>Operations</u>	<b>Metro Plus</b>			
	<b>June. 2007</b>	<b>June, 2008</b>	<b>YTD 2007</b>	<b>YTD 2008</b>
Total Trips	20,621	21,143	133,889	133,714
Rides Cancelled	3,183	3,467	22,252	24,079
Cancellation Rate	15.4%	16.4%	16.6%	18.0%
No Shows	405	434	2,592	3,025
No Shows/Rides Provided	2.0%	2.1%	1.9%	2.3%
Number of Clients Provided Service	1,117	1,109	1,550	1,500
Average Trips/Client	18.5	19.1	86.4	89.1
DDS Trips	11,745	12,296	75,773	77,398
Subscription Trips	11,143	12,168	73,121	75,544
DDS Subscription Trips	7,230	7,907	46,725	48,760
D2D Trips	14,983	15,529	96,996	97,095
Lv Attended Trips	5,567	5,680	34,827	36,013
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	101.8%	101.5%

<u>Number of Trips by Provider YTD</u>	Metro Direct	Laidlaw	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	14,459	11,308	31,867	19,178	15,451	92,263
Non-Ambulatory	15,135	14,395	-	1,176	10,745	41,451
Percentage	22.13%	19.22%	23.83%	15.22%	19.59%	100.00%

<u>Customer Service YTD</u>	Metro Direct	Laidlaw	Badger	Transit Sol	Badger Bus	Total
Rides Provided	29,594	25,703	31,867	20,354	26,196	133,714
Customer Complaints	62	47	84	30	14	237
Customer Compliments	3	0	2	0	0	5
Customer Suggestions	3	0	2	0	2	7
Complaints/1000 passenger trips	2.10	1.83	2.64	1.47	0.53	1.77
Late Service Reports (2)	32	175	620	93	27	947
Late Service Reports/1000 passenger trips	1.08	6.81	19.46	4.57	1.03	7.08

<u>On-Time Performance, June, 2008</u>	Metro Direct	Laidlaw	Badger	Transit Sol.	Badger Bus
	89%	94%	96%	95%	99%

<u>ADA Certifications, June 2008</u>	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,258	289	186	132	13,862
Category 2	44	1	0	0	2
Category 2/3	97	12	2	0	168
Category 3	2,013	394	106	32	7,045
<b>Total</b>	<b>3,412</b>				<b>21,077</b>

Monthly New Certification	35
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.**