

**Fixed Route Performance Indicators**  
**Year to Date as of 6/30/07**

	<b>YTD June. 2006</b>	<b>YTD June. 2007</b>	<b>Peer Comparison</b>
<b><u>Revenue Indicators</u></b>			
Revenue Sources			
Passenger Revenue	20.2%	21.8%	
Other System Generated Revenue	1.0%	0.9%	
County	0.1%	1.6%	
<b>Operating Revenue: Sub-Total</b>	<b>21.2%</b>	<b>24.2%</b>	36.1%
Local - Madison	22.8%	18.2%	
Local - Other Municipalities/Entities	5.9%	6.9%	
<b>Local Sub-Total</b>	<b>28.6%</b>	<b>25.1%</b>	9.2%
State	38.4%	39.3%	28.8%
Federal	11.8%	11.4%	25.9%
<b>State/Federal: Sub-Total</b>	<b>50.1%</b>	<b>50.6%</b>	54.7%
<b>Total Revenue</b>	<b>100.0%</b>	<b>100.0%</b>	100.0%
Operating Revenue/Operating Cost	22.1%	24.5%	21.4%
Passenger Revenue/ Total Passenger Trips	\$ 0.61	\$ 0.63	\$ 0.77
<b><u>Expense Indicators</u></b>			
Operating Cost/ Revenue Hour	\$ 97.11	\$ 99.86	\$ 85.34
Operating Cost/Passenger Trip	\$ 2.92	\$ 2.87	\$ 3.62
<b><u>Operations</u></b>			
Trips / Revenue Hour	33.26	34.76	23.60
Number of Trips using Lifts	18,781	16,241	NA
<b><u>Maintenance</u></b>			
Maintenance Inspections Conducted/Scheduled	99.8%	100.2%	NA
Miles per Road Call	4,392	4,206	3,773
<b><u>Customer Service</u></b>			
Customer Complaints	694	964	NA
Customer Compliments	62	90	NA
Customer Suggestions	80	103	NA
# Complaints/1000 Passenger Trips	0.11	0.15	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 6/30/2006 & 6/30/2007**

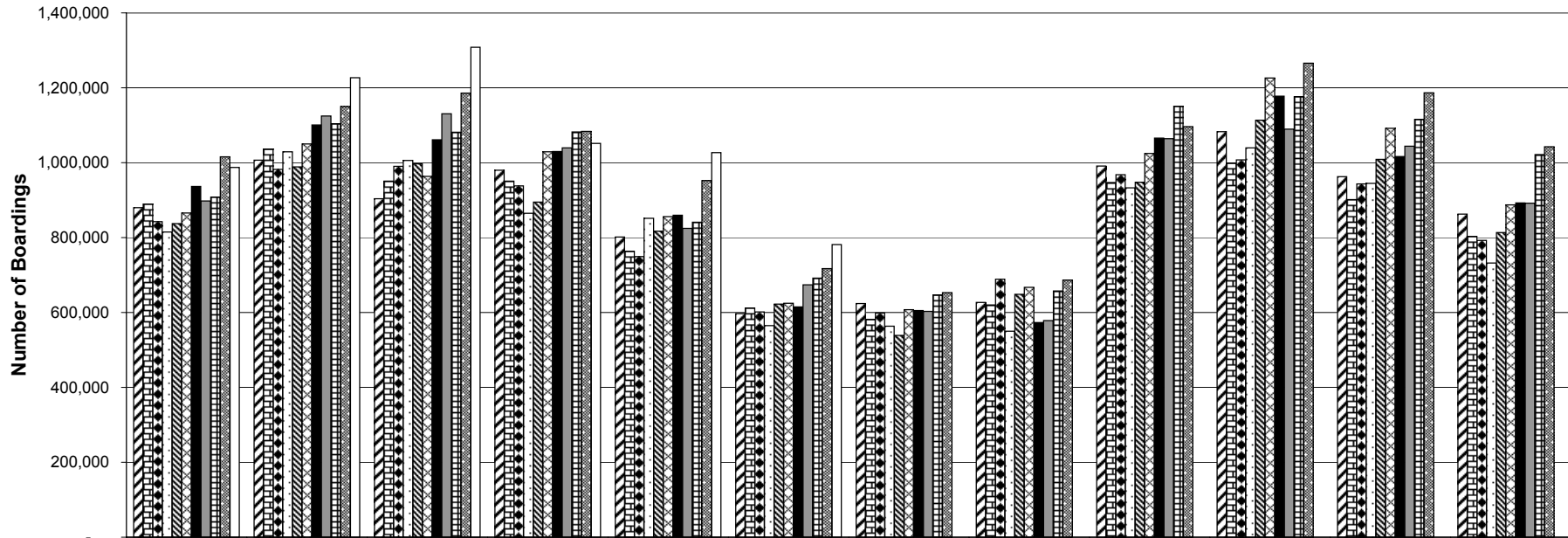
CURRENT MONTH			YEAR TO DATE			
Actual 2006	Actual 2007	Variance 2006 to 2007		Actual 2006	Actual 2007	Variance 2006 to 2007
			<b>Service Supplied</b>			
433,237	<b>419,388</b>	(13,849)	Total (Vehicle) Miles *	2,771,217	<b>2,746,296</b>	(24,921)
29,061	<b>28,657</b>	(404)	Revenue Hours	183,535	<b>183,573</b>	38
31,562	<b>31,411</b>	(151)	Total (Vehicle) Hours *	204,157	<b>204,250</b>	93
			<i>Ridership</i>			
615,740	<b>674,107</b>	<b>58,367</b>	Revenue Passengers **	5,576,699	<b>5,825,723</b>	<b>249,024</b>
89,704	<b>92,266</b>	<b>2,562</b>	Transfers	468,917	<b>488,049</b>	<b>19,132</b>
<u>11,797</u>	<u><b>15,233</b></u>	<u><b>3,436</b></u>	Non-Revenue Rides	<u>58,318</u>	<u><b>67,782</b></u>	<u><b>9,464</b></u>
717,241	<b>781,606</b>	64,365	Total Passengers	6,103,934	<b>6,381,554</b>	277,620
			<b>Service Quality</b>			
3,599	<b>2,342</b>	(1,257)	Trips using Lifts	18,781	<b>16,241</b>	(2,540)
8	<b>5</b>	(3)	Passenger Accidents	40	<b>61</b>	21
19	<b>13</b>	(6)	Vehicle Accidents	122	<b>119</b>	(3)
			<b>Fleet/Maintenance</b>			
130	<b>115</b>	(15)	Road Calls	631	<b>653</b>	22
72	<b>70</b>	(2)	Actual Inspections	460	<b>459</b>	(1)
72	<b>70</b>	(2)	Scheduled Inspections	461	<b>458</b>	(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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1997	879,508	1,006,367	903,825	979,881	801,527	596,734	624,112	627,090	991,131	1,082,706	962,549	862,351
1998	889,534	1,035,689	950,862	950,862	763,136	611,605	581,591	620,431	946,731	998,817	901,334	803,185
1999	842,320	982,443	990,202	938,413	749,457	601,421	598,376	689,113	968,099	1,007,681	943,109	792,396
2000	814,750	1,029,307	1,005,882	865,026	851,741	565,291	563,084	550,100	932,491	1,039,554	944,560	731,742
2001	837,154	988,685	996,866	894,681	816,879	622,695	539,129	648,253	947,811	1,113,786	1,009,097	813,671
2002	865,836	1,050,347	963,482	1,029,092	855,918	624,723	607,808	667,377	1,024,708	1,226,392	1,092,108	887,298
2003	936,445	1,100,676	1,061,166	1,030,032	859,997	614,850	605,111	573,030	1,065,881	1,177,974	1,016,353	892,610
2004	898,093	1,124,417	1,130,633	1,039,883	824,571	674,055	603,195	577,986	1,064,175	1,089,722	1,043,753	891,862
2005	908,041	1,103,864	1,081,452	1,081,774	841,309	691,503	646,554	657,479	1,150,617	1,176,126	1,115,398	1,021,480
2006	1,015,533	1,149,708	1,185,534	1,083,645	952,273	717,241	652,702	686,778	1,096,245	1,265,901	1,186,367	1,042,541
2007	987,020	1,227,229	1,307,864	1,051,145	1,026,690	781,606						

1997
  1998
  1999
  2000
  2001
  2002
  2003
  2004
  2005
  2006
  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**  
**June 2007 vs. June 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	905,783	940,167	-3.7%	87.09	91.42	-5.0%		<b>Core Routes</b> operate every day, from early a.m. to late p.m.: <b>2, 3, 4, 5, 6, 7, 13</b> (3 operates weekdays only; 7 operates weekends only).
85 UW CAMPUS-PARK ST CIRCULATOR (began July 31, 2006)	168,343	NA	NA	72.76	NA	NA		
90-93 SUPPLEMENTARY SCHOOL SERVICE	534,989	571,509	-6.4%	65.11	71.86	-10.4%		
81-82 UW LATE NITE CIRCULATORS	154,225	147,260	4.7%	54.29	58.02	-6.9%		
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	275,243	259,079	6.2%	45.80	44.95	1.9%		
4 NTP-STP	380,052	355,425	6.9%	39.81	34.72	12.8%		
2 WTP-NTP	506,665	444,292	14.0%	39.41	37.78	4.1%		
3 WTP-ETP & 7 WTP-ETP (route 7 weekend route began Aug. 27, 2006)	322,405	300,783	7.2%	36.19	26.36	27.2%		
29 SHERMAN COMMUTER	20,388	17,507	16.5%	35.85	31.37	12.5%		
50 WTP-SCHROEDER-RAYMOND LOOP	66,186	73,164	-9.5%	32.73	35.50	-8.4%		
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE (67 began Aug. 27, 2006)	638,960	663,283	-3.7%	32.22	27.35	15.1%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	47,450	NA	NA	31.64	NA	NA		<b>Commuter Routes</b> operate on weekdays during peak hours: <b>11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 53, 55, 56, 57, 58, 71, 72, 74</b>
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER	185,072	118,105	56.7%	31.51	24.34	22.8%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	45,893	NA	NA	31.40	NA	NA		
56 PILGRIM-REETZ COMMUTER & 57 MUIR FIELD COMMUTER	120,809	111,234	8.6%	31.07	27.69	10.9%		
21 LAKEVIEW LOOP (was interlined with route 27 until August 27, 2006)	76,870	33,108	132.2%	30.10	23.47	22.0%		
1 CAP SQUARE - UW (service reduced August 27, 2006)	13,634	24,379	-44.1%	29.01	31.52	-8.6%		<b>Peripheral Routes</b> operate from transfer points to outlying areas: <b>20, 21, 22, 24, 30, 32, 33, 40, 50, 51, 73</b>
40 STP - ARBOR HILLS LOOP (expanded August 27, 2006)	68,230	35,973	89.7%	27.79	22.65	18.5%		
73 WTP-OLD SAUK TRAILS (began Aug. 27, 2006)	75,921	NA	NA	27.68	NA	NA		
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	360,724	344,544	4.7%	27.61	29.58	-7.2%		
44 STP - UW CAMPUS COMMUTER (began Aug. 27, 2006)	39,527	NA	NA	27.57	NA	NA		
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP (13 began Aug. 27, 2006)	459,910	429,104	7.2%	26.85	26.12	2.7%		<b>Connector Routes</b> connect transfer points throughout the day: <b>16, 17, 18</b> .
58 GREENTREE COMMUTER	38,510	37,406	3.0%	26.01	22.01	15.4%		
9 ETP - UW CAMPUS & 33 HIESTAND LOOP (Rte 9 expanded Aug. 27, 2006)	59,622	63,310	-5.8%	25.71	32.59	-26.8%		
51 WTP-MUIR FIELD LOOP	31,078	24,340	27.7%	25.02	20.34	18.7%		
16 STP - ETP (began Aug. 27, 2006; replaces routes 31, 41, 42 & 43)	140,689	NA	NA	23.42	NA	NA		
70 MIDDLETON-CAPITOL SQUARE (routes 70-74 began Aug. 27, 2006)	78,153	NA	NA	23.09	NA	NA		<b>Circulator Routes</b> operate midday only: <b>1, 9, 34</b>
19 RED ARROW TR-CAP SQUARE (revised Aug. 27, 2006)	92,523	98,569	-6.1%	22.84	24.32	-6.5%		
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	222,966	213,398	4.5%	21.17	20.24	4.4%		
11 & 12 WTP-DUTCH MILL-CAP SQUARE (11 added & route expanded Aug. 27, 2006)	53,021	24,400	117.3%	20.23	18.07	10.7%	X	
48 FITCHBURG COMMUTER (reconfigured August 27, 2006)	9,487	11,369	-16.6%	19.30	24.87	-28.8%	X	
27 NTP - UW CAMPUS COMMUTER (serviced reduced August 27, 2006)	20,100	81,220	-75.3%	18.91	20.58	-8.8%	X	
25 AMERICAN CENTER	5,140	5,475	-6.1%	18.79	19.79	-5.4%	X	
SPECIAL EVENT SERVICE	14,225	8,432	68.7%	18.30	17.65	3.5%	X	
47 ARBOR HILLS COMMUTER (service reduced Aug. 27, 2006)	29,846	90,369	-67.0%	17.90	23.70	-32.4%	X	
53 SCIENCE DR-UW HOSP COMMUTER (service reduced Aug. 27, 2006)	15,373	34,480	-55.4%	17.42	24.05	-38.1%	X	
32 ACEWOOD-THOMPSON LOOP	17,258	14,949	15.4%	16.51	14.19	14.1%	X	<b>Other routes:</b> 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.
8 CAP SQUARE-SPRING HARBOR (reduced to weekend route only Aug. 27, 2006)	12,504	171,961	-92.7%	15.35	22.90	-49.2%	X	
63 WTP-PRAIRIE TOWNE CTR & 68 WTP-PRAIRIE TOWN CTR (began Aug. 27, 2006)	24,356	NA	NA	14.45	NA	NA	X	
34 ETP-MATC & 39 ETP - DAIRY DRIVE	18,050	12,992	38.9%	13.42	10.19	24.1%	X	
55 VERONA- WTP COMMUTER (began Sept. 19, 2005)	9,098	6,609	37.7%	12.75	9.00	29.4%	X	
24 AIRPORT LOOP	16,192	19,095	-15.2%	11.82	14.32	-21.2%	X	
74 MIDDLETON LOOP	4,129	NA	NA	5.42	NA	NA	X	
89 PARKING RAMP SHUTTLE	1,316	NA	NA	1.01	NA	NA	X	
UNKNOWN ROUTE & ROAD BUS *	640	1,345	-52.4%	NA	NA	NA	NA	
<b>ROUTES DISCONTINUED AFTER AUGUST 26, 2006:</b>								
31 TURNER-MONONA LOOP	NA	53,405	NA	NA	26.33	NA		
41 STP-LAKE POINT, 42 STP-MOORLAND & 43 MOORLAND-LAKEPOINT	NA	63,942	NA	NA	20.24	NA		
60 MIDDLETON-WTP (discontinued August 25, 2006)	NA	120,290	NA	NA	26.76	NA		
61 MIDDLETON OFFICE PARK (discontinued August 25, 2006)	NA	34,441	NA	NA	31.67	NA		
62 GREENWAY BLVD	NA	17,451	NA	NA	16.58	NA		<b>School Supplemental Routes</b> <b>90, 91, 92, 93</b>
65 WALNUT GROVE COMMUTER	NA	25,771	NA	NA	23.85	NA		
<b>SYSTEM TOTAL</b>	<b>6,381,554</b>	<b>6,103,934</b>	<b>4.5%</b>	<b>34.76</b>	<b>33.26</b>	<b>4.5%</b>	<b>20.86</b>	
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)</b>	<b>5,153,203</b>	<b>5,016,507</b>	<b>2.7%</b>	<b>30.67</b>	<b>29.39</b>	<b>4.4%</b>	<b>18.40</b>	

NOTE: Substantial changes were made across the system effective August 27, 2006. 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 June 2007**

ROUTE	RIDERSHIP			Passengers/revenue hour	
	2007	2006	% change	2007	2006
1 CAP SQUARE - UW (service reduced August 27, 2006)	13,634	24,379	-44.1%	29.01	31.52
2 WTP-NTP	506,665	444,292	14.0%	39.41	37.78
3 WTP-ETP & 7 WTP-ETP (route 7 weekend route began Aug. 27, 2006)	322,405	300,783	7.2%	36.19	26.36
4 NTP-STP	380,052	355,425	6.9%	39.81	34.72
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP (13 began Aug. 27, 2006)	459,910	429,104	7.2%	26.85	26.12
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE (67 began Aug. 27, 2006)	638,960	663,283	-3.7%	32.22	27.35
8 CAP SQUARE-SPRING HARBOR (reduced to weekend route only Aug. 27, 2006)	12,504	171,961	-92.7%	15.35	22.90
9 ETP - UW CAMPUS & 33 HIESTAND LOOP (Rte 9 expanded Aug. 27, 2006)	59,622	63,310	-5.8%	25.71	32.59
11 & 12 WTP-DUTCH MILL-CAP SQUARE (11 added & route expanded Aug. 27, 2006)	53,021	24,400	117.3%	20.23	18.07
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	360,724	344,544	4.7%	27.61	29.58
16 STP - ETP (began Aug. 27, 2006; replaces routes 31, 41, 42 & 43)	140,689	NA	NA	23.42	NA
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	222,966	213,398	4.5%	21.17	20.24
19 RED ARROW TR-CAP SQUARE (revised Aug. 27, 2006)	92,523	98,569	-6.1%	22.84	24.32
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22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	275,243	259,079	6.2%	45.80	44.95
24 AIRPORT LOOP	16,192	19,095	-15.2%	11.82	14.32
25 AMERICAN CENTER	5,140	5,475	-6.1%	18.79	19.79
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29 SHERMAN COMMUTER	20,388	17,507	16.5%	35.85	31.37
32 ACEWOOD-THOMPSON LOOP	17,258	14,949	15.4%	16.51	14.19
34 ETP-MATC & 39 ETP - DAIRY DRIVE	18,050	12,992	38.9%	13.42	10.19
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER	185,072	118,105	56.7%	31.51	24.34
40 STP - ARBOR HILLS LOOP (expanded August 27, 2006)	68,230	35,973	89.7%	27.79	22.65
44 STP - UW CAMPUS COMMUTER (began Aug. 27, 2006)	39,527	NA	NA	27.57	NA
47 ARBOR HILLS COMMUTER (service reduced Aug. 27, 2006)	29,846	90,369	-67.0%	17.90	23.70
48 FITCHBURG COMMUTER (reconfigured August 27, 2006)	9,487	11,369	-16.6%	19.30	24.87
50 WTP-SCHROEDER-RAYMOND LOOP	66,186	73,164	-9.5%	32.73	35.50
51 WTP-MUIR FIELD LOOP	31,078	24,340	27.7%	25.02	20.34
53 SCIENCE DR-UW HOSP COMMUTER (service reduced Aug. 27, 2006)	15,373	34,480	-55.4%	17.42	24.05
55 VERONA- WTP COMMUTER (began Sept. 19, 2005)	9,098	6,609	37.7%	12.75	9.00
56 PILGRIM-REETZ COMMUTER & 57 MUIR FIELD COMMUTER	120,809	111,234	8.6%	31.07	27.69
58 GREENTREE COMMUTER	38,510	37,406	3.0%	26.01	22.01
60 MIDDLETON-WTP (discontinued August 25, 2006)	NA	120,290	NA	NA	26.76
61 MIDDLETON OFFICE PARK (discontinued August 25, 2006)	NA	34,441	NA	NA	31.67
70 MIDDLETON-CAPITOL SQUARE (routes 70-74 began Aug. 27, 2006)	78,153	NA	NA	23.09	NA
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	45,893	NA	NA	31.40	NA
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	47,450	NA	NA	31.64	NA
74 MIDDLETON LOOP	4,129	NA	NA	5.42	NA
<b>MIDDLETON ROUTES TOTAL</b>	<b>175,625</b>	<b>154,731</b>	<b>13.5%</b>	<b>24.71</b>	<b>27.72</b>
63 WTP-PRAIRIE TOWNE CTR & 68 WTP-PRAIRIE TWN CTR (began Aug. 27, 2006)	24,356	NA	NA	14.45	NA
73 WTP-OLD SAUK TRAILS (began Aug. 27, 2006)	75,921	NA	NA	27.68	NA
89 PARKING RAMP SHUTTLE	1,316	NA	NA	1.01	NA
90-93 SUPPLEMENTARY SCHOOL SERVICE	534,989	571,509	-6.4%	65.11	71.86
80 UW CAMPUS	905,783	940,167	-3.7%	87.09	91.42
81-82 UW LATE NITE CIRCULATORS	154,225	147,260	4.7%	54.29	58.02
85 UW CAMPUS-PARK ST CIRCULATOR (began July 31, 2006)	168,343	NA	NA	72.76	NA
SPECIAL EVENT SERVICE	14,225	8,432	68.7%	18.30	17.65
UNKNOWN ROUTE & ROAD BUS *	640	1,345	-52.4%	NA	NA
<b>ROUTES DISCONTINUED AFTER AUGUST 26, 2006:</b>					
31 TURNER-MONONA LOOP	NA	53,405	NA	NA	26.33
41 STP-LAKE POINT, 42 STP-MOORLAND & 43 MOORLAND-LAKEPOINT	NA	63,942	NA	NA	20.24
62 GREENWAY BLVD	NA	17,451	NA	NA	16.58
65 WALNUT GROVE COMMUTER	NA	25,771	NA	NA	23.85
<b>SYSTEM TOTAL</b>	<b>6,381,554</b>	<b>6,103,934</b>	<b>4.5%</b>	<b>34.76</b>	<b>33.26</b>
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)</b>	<b>5,153,203</b>	<b>5,016,507</b>	<b>2.7%</b>	<b>30.67</b>	<b>29.39</b>

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\* Unknown Route refers to ridership data that isn't assigned to a route by the farebox (generally seen when farebox goes into "fallback mode").

**Paratransit Performance Indicators  
June, 2007**

<b>Revenue Indicators</b>	<b>Metro Plus YTD</b>		<b>Fixed Route YTD</b>	
	<b>June, 2006</b>	<b>June, 2007</b>	<b>June, 2006</b>	<b>June, 2007</b>
Operating Revenue/ Operating Cost	42.4%	NA	22.1%	24.5%
Passenger Revenue/ Total Passenger Trips	\$1.05	\$1.05	\$0.61	\$0.63

<b>Expense Indicators</b>	<b>June, 2006</b>	<b>June, 2007</b>	<b>June, 2006</b>	<b>June, 2007</b>
Operating Cost/Passenger Trip	\$27.71	\$27.35	\$2.92	\$2.87

<b>Operations</b>	<b>Metro Plus</b>		<b>YTD</b>	<b>YTD</b>
	<b>June, 2006</b>	<b>June, 2007</b>	<b>2006</b>	<b>2007</b>
Total Trips	20,697	20,621	126,481	133,889
Rides Cancelled	3,368	3,183	21,280	22,252
Cancellation Rate	16.3%	15.4%	16.8%	16.6%
No Shows	428	405	2,558	2,592
No Shows/Rides Provided	2.1%	2.0%	2.0%	1.9%
Number of Clients Provided Service	1,081	1,117	1,452	1,550
Average Trips/Client	19.1	18.5	87.1	86.4
DDS Trips	12,001	11,745	71,134	75,773
Subscription Trips	11,532	11,143	70,804	73,121
DDS Subscription Trips	7,600	7,230	44,660	46,725
D2D Trips	15,370	14,983	86,951	96,996
Lv Attended Trips	2,595	5,567	14,971	34,827
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	101.8%

<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	11,446	10,967	34,083	17,465	14,997	88,958
Non-Ambulatory	15,153	16,853	-	1,226	11,699	44,931
Percentage	19.87%	20.78%	25.46%	13.96%	19.94%	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	26,599	27,820	34,083	18,691	26,696	133,889
Customer Complaints	73	53	86	29	16	257
Customer Compliments	4	5	0	0	3	12
Customer Suggestions	4	0	0	0	0	4
Complaints/1000 passenger trips	2.74	1.91	2.52	1.55	0.60	1.92
Late Service Reports (2)	16	124	491	72	38	741
Late Service Reports/1000 passenger trips	0.60	4.46	14.41	3.85	1.42	5.53

<b>On-Time Performance, June, 2007</b>	<b>Metro Direct</b>	<b>Laidlaw</b>	<b>Badger</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
	91%	94%	92%	95%	95%

<b>ADA Certifications, June 2007</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	1,203	274	199	98	12,798
Category 2	46	0	0	0	0
Category 2/3	95	12	4	0	157
Category 3	1,877	418	108	38	7,586
<b>Total</b>	<b>3,221</b>				<b>20,541</b>

Monthly New Certification	48
Monthly Denied Applications	2

(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.**

**ParaTransit**  
**Operating Statistics For Periods Ending 6/30/2006 & 6/30/2007**

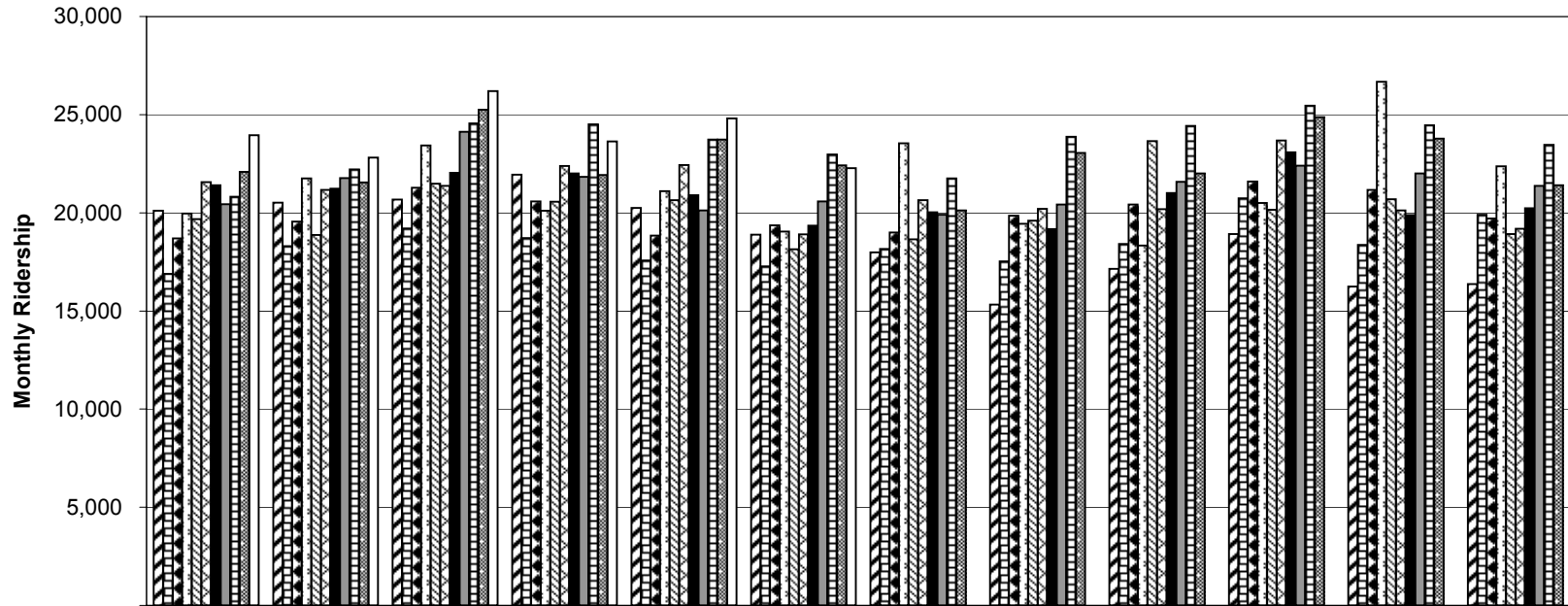
CURRENT MONTH			YEAR TO DATE			
Actual 2006	Actual 2007	Variance 2006 to 2007		Actual 2006	Actual 2007	Variance 2006 to 2007
			<b>Service Supplied Data</b>			
			No. of Clients riding the System	1,452	1,550	98
			<i>Ridership</i>			
1,081	1,117	36	Directly Operated Service	28,003	26,599	(1,404)
4,546	4,056	(490)	Group Access *	10,473	9,758	(715)
1,712	1,650	(62)	ADA Contracted Services	98,478	107,290	8,812
<u>16,151</u>	<u>16,565</u>	414	Total ADA Ridership *	126,481	133,889	7,408
20,697	20,621	(76)	Total No-shows	2,558	2,592	34
428	405	(23)				
			<b>Service Quality Data</b>			
0	3	3	Passenger Accidents	5	16	11
0	3	3	Vehicle Accidents	7	6	(1)
			<b>Fleet/Maintenance Data</b>			
4	2	(2)	Road Calls	18	12	(6)
11	9	(2)	Actual Inspections	67	56	(11)
11	9	(2)	Scheduled Inspections	63	55	(8)

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	22,271						

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.