

Paratransit Performance Indicators

August, 2008

(Note: Financial data not available for August 2007 or 2008)

Revenue Indicators

Operating Revenue/ Operating Cost
 Passenger Revenue/ Total Passenger Trips

Metro Plus YTD		Fixed Route YTD	
Aug. 2007	Aug. 2008	Aug. 2007	Aug. 2008
<i>Financial</i>	<i>Financial</i>	<i>Financial</i>	<i>Financial</i>
<i>Info</i>	<i>Info</i>	<i>Info</i>	<i>Info</i>
<i>Not</i>	<i>Not</i>	<i>Not</i>	<i>Not</i>
<i>Available</i>	<i>Available</i>	<i>Available</i>	<i>Available</i>

Expense Indicators

Operating Cost/Passenger Trip

Operations	Metro Plus			
	Aug. 2007	Aug. 2008	YTD 2007	YTD 2008
Total Trips	21,693	21,263	175,540	176,911
Rides Cancelled	3,387	3,271	28,929	30,907
Cancellation Rate	15.6%	15.4%	16.5%	17.5%
No Shows	477	460	3,549	3,982
No Shows/Rides Provided	2.2%	2.2%	2.0%	2.3%
Number of Clients Provided Service	1101	1,084	1,629	1,574
Average Trips/Client	19.7	19.6	107.8	112.4
DDS Trips	12,788	12,648	100,157	102,934
Subscription Trips	11,900	12,239	95,941	100,572
DDS Subscription Trips	7,864	8,109	61,662	65,356
D2D Trips	15,835	16,044	127,129	129,355
Lv Attended Trips	6,394	5,916	46,729	47,740
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	101.3%	101.1%

Number of Trips by Provider YTD

	Metro Direct	Laidlaw	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	18,658	14,899	40,847	26,946	20,161	121,511
Non-Ambulatory	20,778	18,896	-	1,536	14,190	55,400
Percentage	22.29%	19.10%	23.09%	16.10%	19.42%	100.00%

Customer Service YTD

	Metro Direct	Laidlaw	Badger	Transit Sol	Badger Bus	Total
Rides Provided	39,436	33,795	40,847	28,482	34,351	176,911
Customer Complaints	80	59	97	47	17	300
Customer Compliments	4	0	2	0	0	6
Customer Suggestions	3	0	2	0	2	7
Complaints/1000 passenger trips	2.03	1.75	2.37	1.65	0.49	1.70
Late Service Reports (2)	46	212	682	121	32	1,093
Late Service Reports/1000 passenger trips	1.17	6.27	16.70	4.25	0.93	6.18

On-Time Performance, August 2008

	Metro Direct	Laidlaw	Badger	Transit Sol.	Badger Bus
	88%	95%	95%	95%	99%

ADA Certifications, August 2008

	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,262	270	188	122	13,923
Category 2	43	0	0	0	0
Category 2/3	95	12	1	1	153
Category 3	2,037	385	111	30	7,085
Total	3,437				21,161

Monthly New Certifications

62

Monthly Denied Applications

1

(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.