## Paratransit Performance Indicators August, 2008

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

Customer Compliments 4 Customer Suggestions 3	Aug. 2007 Financial Info Not Available  Aug. 2007  21,693 3,387 15.6% 477 2.2% 1101 19.7 12,788 11,900 7,864 15,835 6,394 100.0%	3,271 15.4% 460 2.2% 1,084 19.6 12,648 12,239 8,109 16,044 5,916	Financial Info Not Available	Aug. 2008 Financial Info Not Available  YTD 2008 176,911 30,907 17.5% 3,982 2.3% 1,574 112.4 102,934 100,572 65,356 129,355 47,740 101.1%
Passenger Revenue/ Total Passenger Trips  Expense Indicators Operating Cost/Passenger Trip  Operations Total Trips Rides Cancelled Cancellation Rate No Shows No Shows/Rides Provided Number of Clients Provided Service Average Trips/Client DDS Trips Subscription Trips DDS Subscription Trips DDS Subscription Trips DDS Day Trips Lv Attended Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD  Metro Direct Laidle Ambulatory 18,658 14,86 Non-Ambulatory 20,778 18,86 Percentage 22.29% 19.10  Customer Service YTD  Metro Direct Laidle Rides Provided 39,436 33,79 Rides Provided Customer Complaints 4 Customer Suggestions 3	Info Not Available  Aug. 2007  21,693 3,387 15.6% 477 2.2% 1101 19.7 12,788 11,900 7,864 15,835 6,394	Info Not Available  Metro Aug. 2008  21,263 3,271 15.4% 460 2.2% 1,084 19.6 12,648 12,239 8,109 16,044 5,916	Info Not Available  Plus YTD 2007  175,540 28,929 16.5% 3,549 2.0% 1,629 107.8 100,157 95,941 61,662 127,129 46,729	Info Not Available YTD 2008 176,911 30,907 17.5% 3,982 2.3% 1,574 112.4 102,934 100,572 65,356 129,355 47,740
Expense Indicators Operating Cost/Passenger Trip  Operations Total Trips Rides Cancelled Cancellation Rate No Shows No Shows/Rides Provided Number of Clients Provided Service Average Trips/Client DDS Trips Subscription Trips DDS Subscription Trips DDS Subscription Trips DDS Trips Lv Attended Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD Metro Direct Laidle Ambulatory 18,658 14,86 Non-Ambulatory 20,778 18,89 Percentage 22.29% 19.10  Customer Service YTD Metro Direct Laidle Rides Provided 39,436 33,79 Customer Complaints 4 Customer Suggestions 3	Not Available  Aug. 2007  21,693 3,387 15.6% 477 2.2% 1101 19.7 12,788 11,900 7,864 15,835 6,394	Not Available  Metro Aug. 2008  21,263 3,271 15.4% 460 2.2% 1,084 19.6 12,648 12,239 8,109 16,044 5,916	Not Available  Plus YTD 2007  175,540 28,929 16.5% 3,549 2.0% 1,629 107.8 100,157 95,941 61,662 127,129 46,729	Not Available  YTD 2008  176,911 30,907 17.5% 3,982 2.3% 1,574 112.4 102,934 100,572 65,356 129,355 47,740
Operating Cost/Passenger Trip  Operations Total Trips Rides Cancelled Cancellation Rate No Shows No Shows/Rides Provided Number of Clients Provided Service Average Trips/Client DDS Trips Subscription Trips DDS Subscription Trips DDS Subscription Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD Metro Direct Ambulatory Non-Ambulatory 18,658 14,85 Non-Ambulatory 18,658 Percentage 22,29% 19,10  Customer Service YTD Metro Direct Laidle Rides Provided 39,436 33,75 Customer Complaints 80 Customer Compliments 4 Customer Suggestions	Available  Aug. 2007  21,693 3,387 15.6% 477 2.2% 1101 19.7 12,788 11,900 7,864 15,835 6,394	Available  Metro Aug. 2008  21,263 3,271 15.4% 460 2.2% 1,084 19.6 12,648 12,239 8,109 16,044 5,916	Available  Plus YTD 2007  175,540 28,929 16.5% 3,549 2.0% 1,629 107.8 100,157 95,941 61,662 127,129 46,729	YTD 2008 176,911 30,907 17.5% 3,982 2.3% 1,574 112.4 102,934 100,572 65,356 129,355 47,740
Operating Cost/Passenger Trip  Operations Total Trips Rides Cancelled Cancellation Rate No Shows No Shows/Rides Provided Number of Clients Provided Service Average Trips/Client DDS Trips Subscription Trips DDS Subscription Trips DDS Subscription Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD Metro Direct Ambulatory Non-Ambulatory 18,658 14,85 Non-Ambulatory 18,658 Percentage 22,29% 19,10  Customer Service YTD Metro Direct Laidle Rides Provided 39,436 33,75 Customer Complaints 80 Customer Compliments 4 Customer Suggestions	Aug. 2007 21,693 3,387 15.6% 477 2.2% 1101 19.7 12,788 11,900 7,864 15,835 6,394	Metro Aug. 2008  21,263 3,271 15.4% 460 2.2% 1,084 19.6 12,648 12,239 8,109 16,044 5,916	Plus YTD 2007 175,540 28,929 16.5% 3,549 2.0% 1,629 107.8 100,157 95,941 61,662 127,129 46,729	YTD 2008 176,911 30,907 17.5% 3,982 2.3% 1,574 112.4 102,934 100,572 65,356 129,355 47,740
Operations Total Trips Rides Cancelled Cancellation Rate No Shows No Shows/Rides Provided Number of Clients Provided Service Average Trips/Client DDS Trips Subscription Trips DDS Subscription Trips DDS Trips Lv Attended Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD Metro Direct Ambulatory 18,658 14,86 Non-Ambulatory 20,778 18,86 Percentage 22.29% 19.10  Customer Service YTD Metro Direct Laidle Rides Provided 39,436 33,75 Customer Complaints 80 Customer Compliments 4 Customer Suggestions	21,693 3,387 15.6% 477 2.2% 1101 19.7 12,788 11,900 7,864 15,835 6,394	21,263 3,271 15.4% 460 2.2% 1,084 19.6 12,648 12,239 8,109 16,044 5,916	YTD 2007 175,540 28,929 16.5% 3,549 2.0% 1,629 107.8 100,157 95,941 61,662 127,129 46,729	2008 176,911 30,907 17.5% 3,982 2.3% 1,574 112.4 102,934 100,572 65,356 129,355 47,740
Total Trips Rides Cancelled Cancellation Rate No Shows No Shows/Rides Provided Number of Clients Provided Service Average Trips/Client DDS Trips Subscription Trips DDS Subscription Trips D2D Trips Lv Attended Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD  Metro Direct Laidle Ambulatory 18,658 14,88 Non-Ambulatory 20,778 18,88 Percentage 22.29% 19.10  Customer Service YTD Metro Direct Laidle Rides Provided 39,436 33,79 Customer Complaints 80 Customer Compliments 4 Customer Suggestions	21,693 3,387 15.6% 477 2.2% 1101 19.7 12,788 11,900 7,864 15,835 6,394	21,263 3,271 15.4% 460 2.2% 1,084 19.6 12,648 12,239 8,109 16,044 5,916	YTD 2007 175,540 28,929 16.5% 3,549 2.0% 1,629 107.8 100,157 95,941 61,662 127,129 46,729	2008 176,911 30,907 17.5% 3,982 2.3% 1,574 112.4 102,934 100,572 65,356 129,355 47,740
Total Trips Rides Cancelled Cancellation Rate No Shows No Shows/Rides Provided Number of Clients Provided Service Average Trips/Client DDS Trips Subscription Trips DDS Subscription Trips D2D Trips Lv Attended Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD  Metro Direct Laidle Ambulatory 18,658 14,88 Non-Ambulatory 20,778 18,88 Percentage 22.29% 19.10  Customer Service YTD Metro Direct Laidle Rides Provided 39,436 33,79 Customer Complaints 80 Customer Compliments 4 Customer Suggestions	21,693 3,387 15.6% 477 2.2% 1101 19.7 12,788 11,900 7,864 15,835 6,394	21,263 3,271 15.4% 460 2.2% 1,084 19.6 12,648 12,239 8,109 16,044 5,916	2007 175,540 28,929 16.5% 3,549 2.0% 1,629 107.8 100,157 95,941 61,662 127,129 46,729	2008 176,911 30,907 17.5% 3,982 2.3% 1,574 112.4 102,934 100,572 65,356 129,355 47,740
Total Trips Rides Cancelled Cancellation Rate No Shows No Shows/Rides Provided Number of Clients Provided Service Average Trips/Client DDS Trips Subscription Trips DDS Subscription Trips D2D Trips Lv Attended Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD  Metro Direct Laidle Ambulatory 18,658 14,88 Non-Ambulatory 20,778 18,88 Percentage 22.29% 19.10  Customer Service YTD Metro Direct Laidle Rides Provided 39,436 33,79 Customer Complaints 80 Customer Compliments 4 Customer Suggestions	3,387 15.6% 477 2.2% 1101 19.7 12,788 11,900 7,864 15,835 6,394	3,271 15.4% 460 2.2% 1,084 19.6 12,648 12,239 8,109 16,044 5,916	175,540 28,929 16.5% 3,549 2.0% 1,629 107.8 100,157 95,941 61,662 127,129 46,729	176,911 30,907 17.5% 3,982 2.3% 1,574 112.4 102,934 100,572 65,356 129,355 47,740
Rides Cancelled Cancellation Rate No Shows No Shows/Rides Provided Number of Clients Provided Service Average Trips/Client DDS Trips Subscription Trips DDS Subscription Trips DDS Trips Lv Attended Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD  Metro Direct Ambulatory 18,658 14,89 Non-Ambulatory 20,778 18,89 Percentage 22.29% 19.10  Customer Service YTD  Metro Direct Laidle Rides Provided 39,436 33,79 Customer Complaints 80 Customer Compliments 4 Customer Suggestions	3,387 15.6% 477 2.2% 1101 19.7 12,788 11,900 7,864 15,835 6,394	3,271 15.4% 460 2.2% 1,084 19.6 12,648 12,239 8,109 16,044 5,916	28,929 16.5% 3,549 2.0% 1,629 107.8 100,157 95,941 61,662 127,129 46,729	30,907 17.5% 3,982 2.3% 1,574 112.4 102,934 100,572 65,356 129,355 47,740
Cancellation Rate No Shows No Shows/Rides Provided Number of Clients Provided Service Average Trips/Client DDS Trips Subscription Trips DDS Subscription Trips DDS Trips Lv Attended Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD Metro Direct Ambulatory 18,658 14,89 Non-Ambulatory 20,778 18,89 Percentage 22,29% 19,10  Customer Service YTD Metro Direct Laidle Rides Provided 39,436 33,79 Customer Complaints 80 Customer Compliments 4 Customer Suggestions	15.6% 477 2.2% 1101 19.7 12,788 11,900 7,864 15,835 6,394	15.4% 460 2.2% 1,084 19.6 12,648 12,239 8,109 16,044 5,916	16.5% 3,549 2.0% 1,629 107.8 100,157 95,941 61,662 127,129 46,729	17.5% 3,982 2.3% 1,574 112.4 102,934 100,572 65,356 129,355 47,740
No Shows No Shows/Rides Provided Number of Clients Provided Service Average Trips/Client DDS Trips Subscription Trips DDS Subscription Trips D2D Trips Lv Attended Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD  Metro Direct Laidle Ambulatory 18,658 14,89 Non-Ambulatory 20,778 18,89 Percentage 22.29% 19.10  Customer Service YTD  Metro Direct Laidle Rides Provided 39,436 33,75 Customer Complaints 80 Customer Compliments 4 Customer Suggestions	477 2.2% 1101 19.7 12,788 11,900 7,864 15,835 6,394	460 2.2% 1,084 19.6 12,648 12,239 8,109 16,044 5,916	3,549 2.0% 1,629 107.8 100,157 95,941 61,662 127,129 46,729	3,982 2.3% 1,574 112. 102,934 100,572 65,356 129,355 47,740
No Shows/Rides Provided Number of Clients Provided Service Average Trips/Client DDS Trips Subscription Trips DDS Subscription Trips D2D Trips Lv Attended Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD Metro Direct Ambulatory 18,658 14,88 Non-Ambulatory 20,778 18,89 Percentage 22.29% 19.10  Customer Service YTD Metro Direct Laidle Aidles Provided 39,436 33,78 Customer Complaints 80 Customer Compliments 4 Customer Suggestions	2.2% 1101 19.7 12,788 11,900 7,864 15,835 6,394	2.2% 1,084 19.6 12,648 12,239 8,109 16,044 5,916	2.0% 1,629 107.8 100,157 95,941 61,662 127,129 46,729	2.3% 1,574 112.4 102,934 100,572 65,356 129,355 47,740
Number of Clients Provided Service  Average Trips/Client  DDS Trips  Subscription Trips  DDS Subscription Trips  DDS Trips  Lv Attended Trips  Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD  Ambulatory  Non-Ambulatory  Percentage  Customer Service YTD  Metro Direct  Laidla  22.29%  Metro Direct  Laidla  39.436  33.79  Customer Complaints  80  Customer Compliments  4  Customer Suggestions	1101 19.7 12,788 11,900 7,864 15,835 6,394	1,084 19.6 12,648 12,239 8,109 16,044 5,916	1,629 107.8 100,157 95,941 61,662 127,129 46,729	1,574 112.4 102,934 100,572 65,356 129,355 47,740
Average Trips/Client DDS Trips Subscription Trips DDS Subscription Trips D2D Trips Lv Attended Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD Metro Direct Ambulatory 18,658 14,89 Non-Ambulatory 20,778 18,89 Percentage 22.29% 19.10  Customer Service YTD Metro Direct Laidla Rides Provided 39,436 33,79 Customer Complaints 80 Customer Compliments 4 Customer Suggestions	19.7 12,788 11,900 7,864 15,835 6,394	19.6 12,648 12,239 8,109 16,044 5,916	107.8 100,157 95,941 61,662 127,129 46,729	112.4 102,934 100,572 65,356 129,355 47,740
DDS Trips Subscription Trips DDS Subscription Trips DDD Trips Lv Attended Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD Metro Direct Laidle Ambulatory 18,658 14,89 Non-Ambulatory 20,778 18,89 Percentage 22.29% 19.10  Customer Service YTD Metro Direct Laidle Rides Provided 39,436 33,79 Customer Complaints 80 Customer Compliments 4 Customer Suggestions 3	12,788 11,900 7,864 15,835 6,394	12,648 12,239 8,109 16,044 5,916	100,157 95,941 61,662 127,129 46,729	102,934 100,572 65,356 129,355 47,740
Subscription Trips DDS Subscription Trips DDD Trips Lv Attended Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD Metro Direct Laidle Ambulatory 18,658 14,89 Non-Ambulatory 20,778 18,89 Percentage 22.29% 19.10  Customer Service YTD Metro Direct Laidle Rides Provided 39,436 33,79 Customer Complaints 80 Customer Compliments 4 Customer Suggestions 3	11,900 7,864 15,835 6,394	12,239 8,109 16,044 5,916	95,941 61,662 127,129 46,729	100,572 65,356 129,355 47,740
DDS Subscription Trips D2D Trips Lv Attended Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD Metro Direct Laidla Ambulatory 18,658 14,89 Non-Ambulatory 20,778 18,89 Percentage 22.29% 19.10  Customer Service YTD Metro Direct Laidla Rides Provided 39,436 33,79 Customer Complaints 80 Customer Compliments 4 Customer Suggestions 3	7,864 15,835 6,394	8,109 16,044 5,916	61,662 127,129 46,729	65,356 129,355 47,740
D2D Trips Lv Attended Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD Metro Direct Laidle Ambulatory 18,658 14,89 Non-Ambulatory 20,778 18,89 Percentage 22.29% 19.10  Customer Service YTD Metro Direct Laidle Rides Provided 39,436 33,79 Customer Complaints 80 Customer Compliments 4 Customer Suggestions 3	15,835 6,394	16,044 5,916	127,129 46,729	129,355 47,740
Lv Attended Trips Maintenance Inspections Conducted/Scheduled  Number of Trips by Provider YTD  Ambulatory  Non-Ambulatory  Percentage  Customer Service YTD  Metro Direct  Laidle  20,778  18,89  19.10  Laidle  Rides Provided  39,436  Customer Complaints  80  Customer Compliments  4  Customer Suggestions  3	6,394	5,916	46,729	47,740
Number of Trips by Provider YTDMetro DirectLaidleAmbulatory18,65814,89Non-Ambulatory20,77818,89Percentage22.29%19.10Customer Service YTDMetro DirectLaidleRides Provided39,43633,79Customer Complaints80Customer Compliments4Customer Suggestions3			•	
Number of Trips by Provider YTDMetro DirectLaidleAmbulatory18,65814,89Non-Ambulatory20,77818,89Percentage22.29%19.10Customer Service YTDMetro DirectLaidleRides Provided39,43633,79Customer Complaints80Customer Compliments4Customer Suggestions3	100.0%	100.0%	101.3%	101.19
Ambulatory         18,658         14,85           Non-Ambulatory         20,778         18,85           Percentage         22.29%         19.10           Customer Service YTD         Metro Direct         Laidle           Rides Provided         39,436         33,75           Customer Complaints         80           Customer Compliments         4           Customer Suggestions         3				
Non-Ambulatory         20,778         18,89           Percentage         22.29%         19.10           Customer Service YTD         Metro Direct         Laids           Rides Provided         39,436         33,79           Customer Complaints         80           Customer Compliments         4           Customer Suggestions         3		Trans. Sol. 26,946	Badger Bus 20,161	Tota 121,511
Customer Service YTD         Metro Direct         Laids           Rides Provided         39,436         33,79           Customer Complaints         80           Customer Compliments         4           Customer Suggestions         3		1,536	14,190	55,400
Rides Provided 39,436 33,79 Customer Complaints 80 Customer Compliments 4 Customer Suggestions 3			19.42%	100.00%
Rides Provided 39,436 33,79 Customer Complaints 80 Customer Compliments 4 Customer Suggestions 3	w Badger	Transit Sol	Badger Bus	Tota
Customer Complaints80Customer Compliments4Customer Suggestions3		28,482	34,351	176,911
Customer Compliments 4 Customer Suggestions 3	9 97		17	300
Customer Suggestions 3	0 2		0	6
	0 2		2	7
Complaints/1000 passanger trips		1.65	0.49	1.70
Complaints/1000 passenger trips 2.03 1.7				
Late Service Reports (2) 46 2 Late Service Reports/1000 passenger trips 1.17 6.2	2 682 7 16.70	121 4.25	32 0.93	1,093 6.18
	. Dadaaa	T	Dadaa D	
On-Time Performance, August 2008Metro DirectLaidla88%95		Transit Sol. 95%	Badger Bu 99%	IS
3370		0070	0070	
ADA Certifications, August 2008 Clier			<40 Trips/mo	TTL Trips
Category 1 1,2			122	13,92
	3 0		0	(
	5 12		1	15
Category 3 2,0		111	30	7,08
Total 3,4	7			21,16
Monthly Now Cortifications				6
Monthly New Certifications Monthly Denied Applications				6

<sup>(1)</sup> Passenger Revenue does not include Group Access revenue.

NOTE: Reported expenses do not include depreciation, debt principal, or fixed assets.

<sup>(2)</sup> Late Service Reports are based on passenger feedback. Not all late reports are chargeable to the vendor.