

Paratransit Performance Indicators

September, 2008

NOTE: Financial Comparison uses YTD August 2007 vs. YTD August 2008 data.

	Metro Plus YTD		Fixed Route YTD	
	Aug. 2007	Aug. 2008	Aug. 2007	Aug. 2008
Revenue Indicators				
Operating Revenue/ Operating Cost	46.8%	45.7%	22.3%	23.6%
Passenger Revenue/ Total Passenger Trips	\$ 1.21	\$1.21	\$0.67	\$0.73

	Metro Plus			
	Sep. 2007	Sep. 2008	YTD 2007	YTD 2008
Expense Indicators				
Operating Cost/Passenger Trip	\$ 27.29	\$28.61	\$2.99	\$3.11

	Metro Plus			
	Sep. 2007	Sep. 2008	YTD 2007	YTD 2008
Operations				
Total Trips	20,600	23,062	196,140	199,973
Rides Cancelled	2,898	3,400	31,827	34,307
Cancellation Rate	14.1%	14.7%	16.2%	17.2%
No Shows	467	382	4,016	4,364
No Shows/Rides Provided	2.3%	1.7%	2.0%	2.2%
Number of Clients Provided Service	1,083	1,153	1,668	1,641
Average Trips/Client	19.0	20.0	117.6	121.9
DDS Trips	11,794	13,643	111,951	116,577
Subscription Trips	11,253	13,202	107,194	113,774
DDS Subscription Trips	7,315	8,760	68,977	74,116
D2D Trips	14,747	17,215	141,876	146,570
Lv Attended Trips	5,622	6,306	52,351	54,046
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	101.2%	101.0%

Number of Trips by Provider YTD	Metro Direct	Laidlaw	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	21,348	16,591	45,832	31,037	22,715	137,523
Non-Ambulatory	23,498	21,161	-	1,741	16,050	62,450
Percentage	22.43%	18.88%	22.92%	16.39%	19.39%	100.00%

Customer Service YTD	Metro Direct	Laidlaw	Badger	Transit Sol	Badger Bus	Total
Rides Provided	44,846	37,752	45,832	32,778	38,765	199,973
Customer Complaints	96	67	100	56	18	337
Customer Compliments	5	0	3	1	0	9
Customer Suggestions	4	0	2	0	2	8
Complaints/1000 passenger trips	2.14	1.77	2.18	1.71	0.46	1.69
Late Service Reports (2)	49	237	709	140	34	1,169
Late Service Reports/1000 passenger trips	1.09	6.28	15.47	4.27	0.88	5.85

On-Time Performance, Sept. 2008	Metro Direct	Laidlaw	Badger	Transit Sol.	Badger Bus

ADA Certifications, September 2008	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,267	274	174	164	15260
Category 2	42	0	0	0	0
Category 2/3	93	14	0	1	150
Category 3	2,054	429	104	38	7,629
Total	3,456				23,039

Monthly New Certification	42
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.

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