

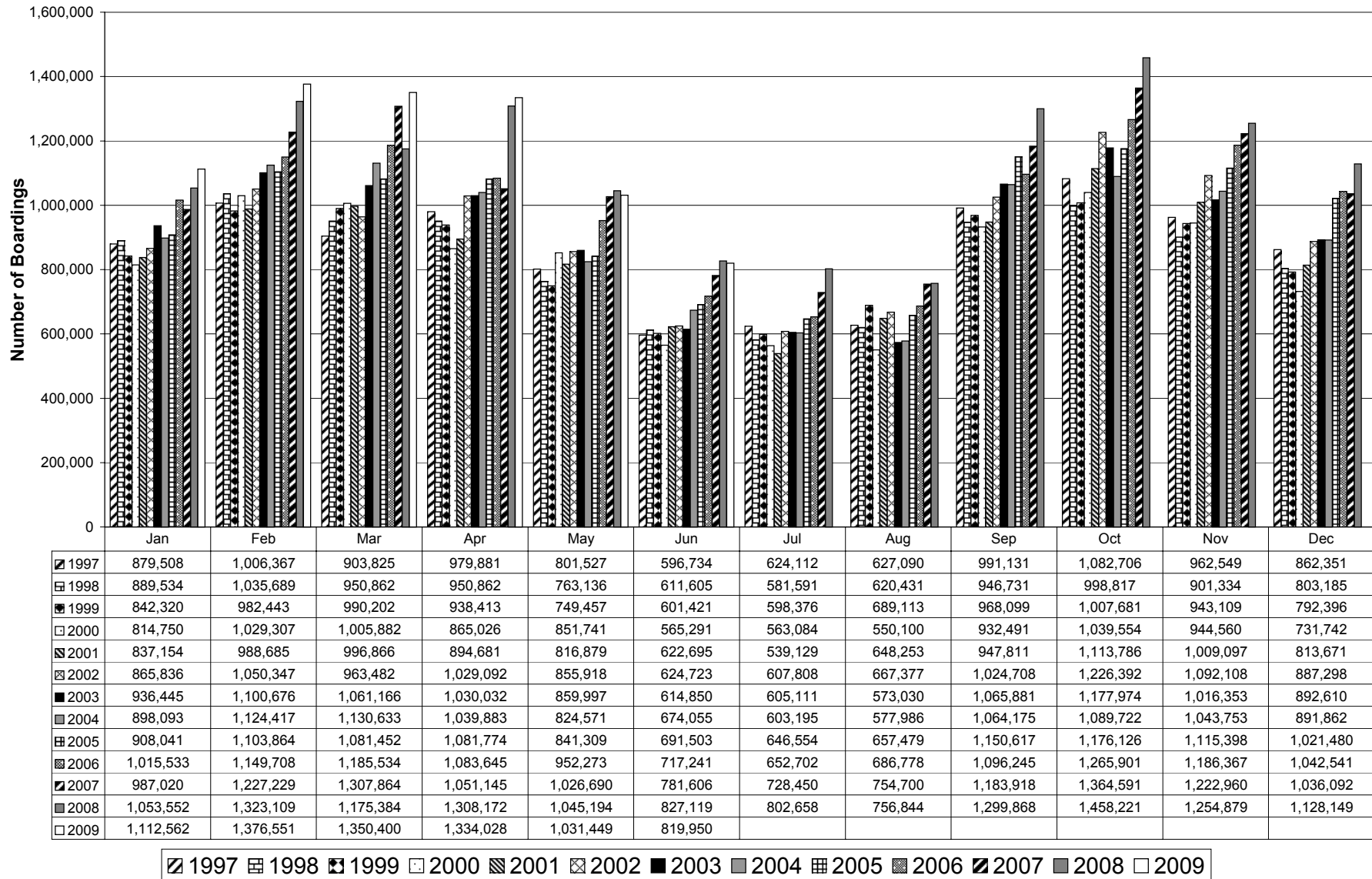
FIXED ROUTE
Operating Statistics For Periods Ending 6/30/2008 & 6/30/2009

| CURRENT MONTH | | | | YEAR TO DATE | | |
|----------------|----------------------|--------------------------|----------------------------|----------------|----------------------|--------------------------|
| Actual 2008 | Actual 2009 | Variance 2008 to 2009 | | Actual 2008 | Actual 2009 | Variance 2008 to 2009 |
| | | | Service Supplied | | | |
| 421,963 | 433,740 | 11,777 | Total (Vehicle) Miles * | 2,751,241 | 2,738,666 | (12,575) |
| 28,469 | 29,480 | 1,011 | Revenue Hours | 184,225 | 184,872 | 647 |
| 31,232 | 32,371 | 1,139 | Total (Vehicle) Hours * | 205,462 | 206,868 | 1,406 |
| | | | <i>Ridership</i> | | | |
| 714,467 | 720,917 | 6,450 | Revenue Passengers ** | 6,135,413 | 6,487,034 | 351,621 |
| 95,515 | 84,702 | (10,813) | Transfers | 514,970 | 459,488 | (55,482) |
| <u>17,137</u> | <u>14,331</u> | <u>(2,806)</u> | Non-Revenue Rides | <u>82,147</u> | <u>78,418</u> | <u>(3,729)</u> |
| 827,119 | 819,950 | (7,169) | Total Passengers | 6,732,530 | 7,024,940 | 292,410 |
| | | | Service Quality | | | |
| 2,068 | 3,098 | 1,030 | Trips using Lifts | 15,220 | 15,753 | 533 |
| 9 | 3 | (6) | Passenger Accidents | 67 | 52 | (15) |
| | | | Vehicle Accidents | | | |
| 8 | 5 | (3) | Chargeable ** | 61 | 27 | (34) |
| 7 | 8 | 1 | Non-chargeable ** | 92 | 76 | (16) |
| 2 | 2 | 0 | Preventable ** | 4 | 10 | 6 |
| | | | Total Vehicle Accidents ** | | | |
| | | | Fleet/Maintenance | | | |
| 91 | 66 | (25) | Road Calls | 559 | 416 | (143) |
| 70 | 73 | 3 | Actual Inspections | 459 | 458 | (1) |
| 70 | 72 | 2 | Scheduled Inspections | 459 | 458 | (1) |

Note: NA means the information was not available at the time of this report. YTD would also be incorrect.

** Includes special events.

Fixed Route Monthly Ridership Comparison 1997 - 2009



| 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 |
| 2007 | 12,672,265 |
| 2008 | 13,433,149 |

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--June 2009 vs. June 2008
(Routes sorted in order of 2009 passengers per revenue hour productivity)

| ROUTES | RIDERSHIP, 2009 vs. 2008 Year to Date | | | Productivity, Trips per Revenue Hour | | | | ROUTE KEY |
|---|--|-----------|----------|--------------------------------------|-------|----------|-----------------------------------|---|
| | 2009 | 2008 | % Change | 2009 | 2008 | % Change | Routes < 60% of system avg. | |
| 80 UW CAMPUS | 1,024,292 | 818,116 | 25.2% | 111.31 | 84.31 | 32.0% | | Core Routes operate every day, from early a.m. to late p.m.: 2, 3, 4, 5, 6, 7, 13 (3 operates weekdays only; 7 operates wkends & holidays only). |
| 85 UW CAMPUS-PARK ST CIRCULATOR | 173,073 | 174,236 | -0.7% | 76.04 | 79.71 | -4.6% | | |
| 90-93 SUPPLEMENTARY SCHOOL SERVICE | 613,355 | 593,525 | 3.3% | 67.00 | 70.73 | -5.3% | | |
| 81-82 UW LATE NITE CIRCULATORS | 159,432 | 134,807 | 18.3% | 63.00 | 57.88 | 8.8% | | Commuter Routes operate on weekdays during peak hours: 11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 55, 56, 57 58, 71, 72, 74 |
| 84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008) | 14,962 | NA | NA | 52.83 | NA | NA | | |
| 22 MENDOTA LOOP & 28 NTP-WTP COMMUTER | 297,538 | 298,497 | -0.3% | 47.38 | 48.72 | -2.8% | | |
| 71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER | 43,527 | 44,216 | -1.6% | 44.52 | 45.16 | -1.4% | | Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 24, 26, 30, 32, 33, 36, 40, 50, 51, 52, 73, 78 |
| 2 WTP-NTP | 562,301 | 545,680 | 3.0% | 44.22 | 43.17 | 2.4% | | |
| 50 WTP-SCHROEDER-RAYMOND LOOP | 84,929 | 83,728 | 1.4% | 42.11 | 41.57 | 1.3% | | |
| 4 NTP-STP | 385,415 | 374,903 | 2.8% | 39.92 | 39.30 | 1.6% | | Connector Routes connect transfer points throughout the day: 16, 17, 18. |
| 9 ETP - UW CAMPUS & 33 HIESTAND LOOP | 85,721 | 67,986 | 26.1% | 39.62 | 28.78 | 37.7% | | |
| 1 CAP SQUARE - UW | 19,497 | 16,653 | 17.1% | 37.74 | 32.53 | 16.0% | | |
| 29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008) | 14,575 | 19,702 | -26.0% | 37.56 | 34.90 | 7.6% | | Circulator Routes operate midday only: 1, 9, 34 |
| 72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER | 66,424 | 62,415 | 6.4% | 34.73 | 33.19 | 4.6% | | |
| 21 LAKEVIEW LOOP | 97,153 | 73,228 | 32.7% | 34.52 | 28.42 | 21.5% | | |
| 6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE | 680,249 | 673,405 | 1.0% | 34.39 | 34.05 | 1.0% | | Other routes: 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. 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 on weekdays. |
| 40 STP - ARBOR HILLS LOOP | 82,832 | 86,906 | -4.7% | 34.33 | 35.37 | -2.9% | | |
| 3 WTP-ETP | 288,813 | 285,225 | 1.3% | 32.91 | 31.93 | 3.1% | | |
| 56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER | 125,381 | 116,745 | 7.4% | 32.43 | 30.15 | 7.6% | | UW Campus Circulators 80, 81, 82, 84, 85 |
| 16 STP - ETP | 184,631 | 185,651 | -0.5% | 31.04 | 30.90 | 0.5% | | |
| 37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER | 186,384 | 196,674 | -5.2% | 30.93 | 33.53 | -7.7% | | |
| 14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE | 384,123 | 392,017 | -2.0% | 29.77 | 29.67 | 0.4% | | School Day Supplemental Routes 90, 91, 92, 93 |
| 5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP | 497,993 | 516,907 | -3.7% | 28.67 | 30.03 | -4.5% | | |
| 44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES | 52,882 | 58,761 | -10.0% | 27.61 | 31.42 | -12.1% | | |
| 19 RED ARROW TR-CAP SQUARE | 100,797 | 91,302 | 10.4% | 26.82 | 23.34 | 14.9% | | |
| 55 VERONA - WTP COMMUTER (began Sept. 19, 2005) | 17,641 | 14,295 | 23.4% | 25.77 | 19.42 | 32.7% | | |
| 27 NTP - UW CAMPUS COMMUTER | 22,803 | 23,403 | -2.6% | 24.52 | 23.38 | 4.9% | | |
| 51 WTP-MUIR FIELD LOOP | 30,165 | 27,973 | 7.8% | 24.28 | 22.50 | 7.9% | | |
| 58 GREENTREE COMMUTER | 36,177 | 38,305 | -5.6% | 24.13 | 25.34 | -4.8% | | |
| 11 & 12 WTP-DUTCH MILL-CAP SQUARE | 62,470 | 62,342 | 0.2% | 23.60 | 24.27 | -2.8% | | |
| 47 ARBOR HILLS COMMUTER | 37,819 | 39,860 | -5.1% | 23.23 | 23.72 | -2.0% | | |
| 70 MIDDLETON-CAPITOL SQUARE | 70,869 | 71,872 | -1.4% | 22.28 | 19.40 | 14.8% | X | |
| 52 WTP-FITCHBURG (began operating Sept. 4, 2007) | 28,740 | 33,150 | -13.3% | 21.72 | 24.82 | -12.5% | X | |
| 17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE | 236,048 | 251,261 | -6.1% | 21.59 | 23.81 | -9.3% | X | |
| 7 WTP-ETP (Weekends & Holidays Only) | 62,251 | 55,856 | 11.4% | 20.71 | 19.27 | 7.5% | X | |
| 32 ACEWOOD-THOMPSON LOOP | 20,452 | 20,230 | 1.1% | 19.52 | 19.42 | 0.5% | X | |
| 8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only) | 14,985 | 13,902 | 7.8% | 18.09 | 17.37 | 4.1% | X | |
| 73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07) | 60,781 | 67,842 | -10.4% | 16.76 | 16.64 | 0.7% | X | |
| 34 ETP-MATC & 39 ETP - DAIRY DRIVE | 23,717 | 22,050 | 7.6% | 16.30 | 16.42 | -0.8% | X | |
| 25 AMERICAN CENTER COMMUTER | 4,584 | 5,315 | -13.8% | 15.82 | 18.99 | -16.7% | X | |
| 63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only) | 26,919 | 25,564 | 5.3% | 15.68 | 15.44 | 1.6% | X | |
| 74 MIDDLETON LOOP | 14,278 | 12,863 | 11.0% | 15.11 | 15.41 | -2.0% | X | |
| 36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6) | 22,533 | NA | NA | 14.78 | NA | NA | X | |
| 78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only) | 4,175 | NA | NA | 9.70 | NA | NA | X | |
| 26 AMERICAN CENTER LOOP (Began Oct. 5, 2008) | 1,148 | NA | NA | 3.91 | NA | NA | X | |
| UNKNOWN ROUTE & ROAD BUS ** | 105 | 469 | -77.6% | NA | NA | NA | X | |
| ROUTES DISCONTINUED DURING 2008: | | | | | | | | |
| 24 AIRPORT LOOP (Discontinued October 2, 2008; Route 20 begins serving airport) | - | 20,586 | NA | NA | 14.85 | NA | | |
| SPECIAL EVENT SERVICE | - | 14,106 | -100.0% | NA | 30.07 | NA | | |
| SYSTEM TOTAL | 7,024,940 | 6,732,530 | 4.3% | 38.00 | 36.55 | 4.0% | 22.80 | |
| TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85) | 5,653,181 | 5,605,371 | 0.9% | 33.14 | 33.01 | 0.4% | 19.88 | |

NOTE: Substantial changes were made across the system effective October 4, 2008. 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 2009

| ROUTE | RIDERSHIP | | | Passengers/revenue hour | |
|---|------------------|------------------|-------------|-------------------------|--------------|
| | 2009 | 2008 | % change | 2009 | 2008 |
| 1 CAP SQUARE - UW | 19,497 | 16,653 | 17.1% | 37.74 | 32.53 |
| 2 WTP-NTP | 562,301 | 545,680 | 3.0% | 44.22 | 43.17 |
| 3 WTP-ETP | 288,813 | 285,225 | 1.3% | 32.91 | 31.93 |
| 4 NTP-STP | 385,415 | 374,903 | 2.8% | 39.92 | 39.30 |
| 5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP | 497,993 | 516,907 | -3.7% | 28.67 | 30.03 |
| 6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE | 680,249 | 673,405 | 1.0% | 34.39 | 34.05 |
| 7 WTP-ETP (Weekends & Holidays Only) | 62,251 | 55,856 | 11.4% | 20.71 | 19.27 |
| 8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only) | 14,985 | 13,902 | 7.8% | 18.09 | 17.37 |
| 9 ETP - UW CAMPUS & 33 HIESTAND LOOP | 85,721 | 67,986 | 26.1% | 39.62 | 28.78 |
| 11 & 12 WTP-DUTCH MILL-CAP SQUARE | 62,470 | 62,342 | 0.2% | 23.60 | 24.27 |
| 14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE | 384,123 | 392,017 | -2.0% | 29.77 | 29.67 |
| 16 STP - ETP | 184,631 | 185,651 | -0.5% | 31.04 | 30.90 |
| 17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE | 236,048 | 251,261 | -6.1% | 21.59 | 23.81 |
| 19 RED ARROW TR-CAP SQUARE | 100,797 | 91,302 | 10.4% | 26.82 | 23.34 |
| 21 LAKEVIEW LOOP | 97,153 | 73,228 | 32.7% | 34.52 | 28.42 |
| 22 MENDOTA LOOP & 28 NTP-WTP COMMUTER | 297,538 | 298,497 | -0.3% | 47.38 | 48.72 |
| 24 AIRPORT LOOP (Discontinued October 2, 2008; Route 20 begins serving airport) | - | 20,586 | NA | NA | 14.85 |
| 25 AMERICAN CENTER COMMUTER | 4,584 | 5,315 | -13.8% | 15.82 | 18.99 |
| 26 AMERICAN CENTER LOOP (Began Oct. 5, 2008) | 1,148 | NA | NA | 3.91 | NA |
| 27 NTP - UW CAMPUS COMMUTER | 22,803 | 23,403 | -2.6% | 24.52 | 23.38 |
| 29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008) | 14,575 | 19,702 | -26.0% | 37.56 | 34.90 |
| 32 ACEWOOD-THOMPSON LOOP | 20,452 | 20,230 | 1.1% | 19.52 | 19.42 |
| 34 ETP-MATC & 39 ETP - DAIRY DRIVE | 23,717 | 22,050 | 7.6% | 16.30 | 16.42 |
| 36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6) | 22,533 | NA | NA | 14.78 | NA |
| 37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER | 186,384 | 196,674 | -5.2% | 30.93 | 33.53 |
| 40 STP - ARBOR HILLS LOOP | 82,832 | 86,906 | -4.7% | 34.33 | 35.37 |
| 44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES | 52,882 | 58,761 | -10.0% | 27.61 | 31.42 |
| 47 ARBOR HILLS COMMUTER | 37,819 | 39,860 | -5.1% | 23.23 | 23.72 |
| 50 WTP-SCHROEDER-RAYMOND LOOP | 84,929 | 83,728 | 1.4% | 42.11 | 41.57 |
| 51 WTP-MUIR FIELD LOOP | 30,165 | 27,973 | 7.8% | 24.28 | 22.50 |
| 52 WTP-FITCHBURG (began operating Sept. 4, 2007) | 28,740 | 33,150 | -13.3% | 21.72 | 24.82 |
| 55 VERONA- WTP COMMUTER (began Sept. 19, 2005) | 17,641 | 14,295 | 23.4% | 25.77 | 19.42 |
| 56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER | 125,381 | 116,745 | 7.4% | 32.43 | 30.15 |
| 58 GREENTREE COMMUTER | 36,177 | 38,305 | -5.6% | 24.13 | 25.34 |
| 70 MIDDLETON-CAPITOL SQUARE | 70,869 | 71,872 | -1.4% | 22.28 | 19.40 |
| 71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER | 43,527 | 44,216 | -1.6% | 44.52 | 45.16 |
| 72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER | 66,424 | 62,415 | 6.4% | 34.73 | 33.19 |
| 73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07) | 60,781 | 67,842 | -10.4% | 16.76 | 16.64 |
| 74 MIDDLETON LOOP | 14,278 | 12,863 | 11.0% | 15.11 | 15.41 |
| 78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only) | 4,175 | NA | NA | 9.70 | NA |
| MIDDLETON ROUTES TOTAL | 260,054 | 259,208 | 0.3% | 23.48 | 22.58 |
| 63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only) | 26,919 | 25,564 | 5.3% | 15.68 | 15.44 |
| 80 UW CAMPUS | 1,024,292 | 818,116 | 25.2% | 111.31 | 84.31 |
| 81-82 UW LATE NITE CIRCULATORS | 159,432 | 134,807 | 18.3% | 63.00 | 57.88 |
| 84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008) | 14,962 | NA | NA | 52.83 | NA |
| 85 UW CAMPUS-PARK ST CIRCULATOR | 173,073 | 174,236 | -0.7% | 76.04 | 79.71 |
| 90-93 SUPPLEMENTARY SCHOOL SERVICE | 613,355 | 593,525 | 3.3% | 67.00 | 70.73 |
| SPECIAL EVENT SERVICE | - | 14,106 | -100.0% | NA | 30.07 |
| UNKNOWN ROUTE & ROAD BUS ** | 105 | 469 | -77.6% | NA | NA |
| SYSTEM TOTAL | 7,024,940 | 6,732,530 | 4.3% | 38.00 | 36.55 |
| | | | | | |
| TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85) | 5,653,181 | 5,605,371 | 0.9% | 33.14 | 33.01 |

NOTE: Substantial changes were made across the system effective October 4, 2008. 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.

**Paratransit Performance Indicators
June, 2009**

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

| | | | |
|-----------------------|------------|------------------------|------------|
| Metro Plus YTD | | Fixed Route YTD | |
| June, 2008 | June, 2009 | June, 2008 | June, 2009 |

Financial Stats not available for June

Expense Indicators

Operating Cost/Passenger Trip

| Operations | Metro Plus | | YTD 2008 | YTD 2009 |
|---|------------|------------|-------------|-------------|
| | June, 2008 | June, 2009 | | |
| Total Trips | 21,143 | 22,294 | 133,714 | 138,815 |
| Rides Cancelled | 3,467 | 3,503 | 24,079 | 23,354 |
| Cancellation Rate | 16.4% | 15.7% | 18.0% | 16.8% |
| No Shows | 434 | 455 | 3,025 | 3,040 |
| No Shows/Rides Provided | 2.1% | 2.0% | 2.3% | 2.2% |
| Number of Clients Provided Service | 1,109 | 1,147 | 1,500 | 1,599 |
| Average Trips/Client | 19.1 | 19.4 | 89.1 | 86.8 |
| DDS Trips | 12,296 | 13,182 | 77,398 | 78,513 |
| Subscription Trips | 12,168 | 13,569 | 75,544 | 81,746 |
| DDS Subscription Trips | 7,907 | 8,830 | 48,760 | 51,461 |
| D2D Trips | 15,529 | 17,274 | 97,095 | 105,278 |
| Lv Attended Trips | 5,680 | 5,922 | 36,013 | 35,077 |
| Maintenance Inspections Conducted/Scheduled | 100.0% | 100.0% | 101.5% | 100.0% |

| Number of Trips by Provider YTD | Metro Direct | Cap. Express | Badger | Trans. Sol. | Badger Bus | Total |
|---------------------------------|--------------|--------------|--------|-------------|------------|---------|
| Ambulatory | 15,509 | 255 | 27,742 | 26,238 | 24,355 | 94,099 |
| Non-Ambulatory | 18,065 | 290 | - | 3,316 | 23,045 | 44,716 |
| Percentage | 24.19% | 0.39% | 19.98% | 21.29% | 34.15% | 100.00% |

| Customer Service YTD | Metro Direct | Cap. Express | Badger | Transit Sol | Badger Bus | Total |
|---|--------------|--------------|--------|-------------|------------|---------|
| Rides Provided | 33,574 | 545 | 27,742 | 29,554 | 47,400 | 138,815 |
| Customer Complaints | 109 | 1 | 81 | 52 | 101 | 344 |
| Customer Compliments | 9 | 1 | 2 | 4 | 6 | 22 |
| Customer Suggestions | 3 | 0 | 0 | 0 | 4 | 7 |
| Complaints/1000 passenger trips | 3.25 | 1.83 | 2.92 | 1.76 | 2.13 | 2.48 |
| Late Service Reports (2) | 19 | 2 | 261 | 118 | 123 | 523 |
| Late Service Reports/1000 passenger trips | 0.57 | 3.67 | 9.41 | 3.99 | 2.59 | 3.77 |

| On-Time Performance, June, 2009 | Metro Direct | Cap. Express | Badger | Transit Sol. | Badger Bus |
|---------------------------------|--------------|--------------|--------|--------------|------------|
| | 90% | 98% | 95% | 98% | 96% |

| ADA Certifications, June 2009 | Clients | 1-19 Trips | >20 - 40< | <40 Trips/mo | TTL Trips |
|-------------------------------|---------|------------|-----------|--------------|-----------|
| Category 1 | 1,356 | 282 | 167 | 155 | 14,590 |
| Category 2 | 39 | 0 | 0 | 0 | 0 |
| Category 2/3 | 88 | 13 | 2 | 0 | 166 |
| Category 3 | 2,267 | 411 | 110 | 39 | 7,502 |
| Total | 3,750 | | | | 22,258 |

| | |
|-----------------------------|----|
| 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 6/30/2008 & 6/30/2009

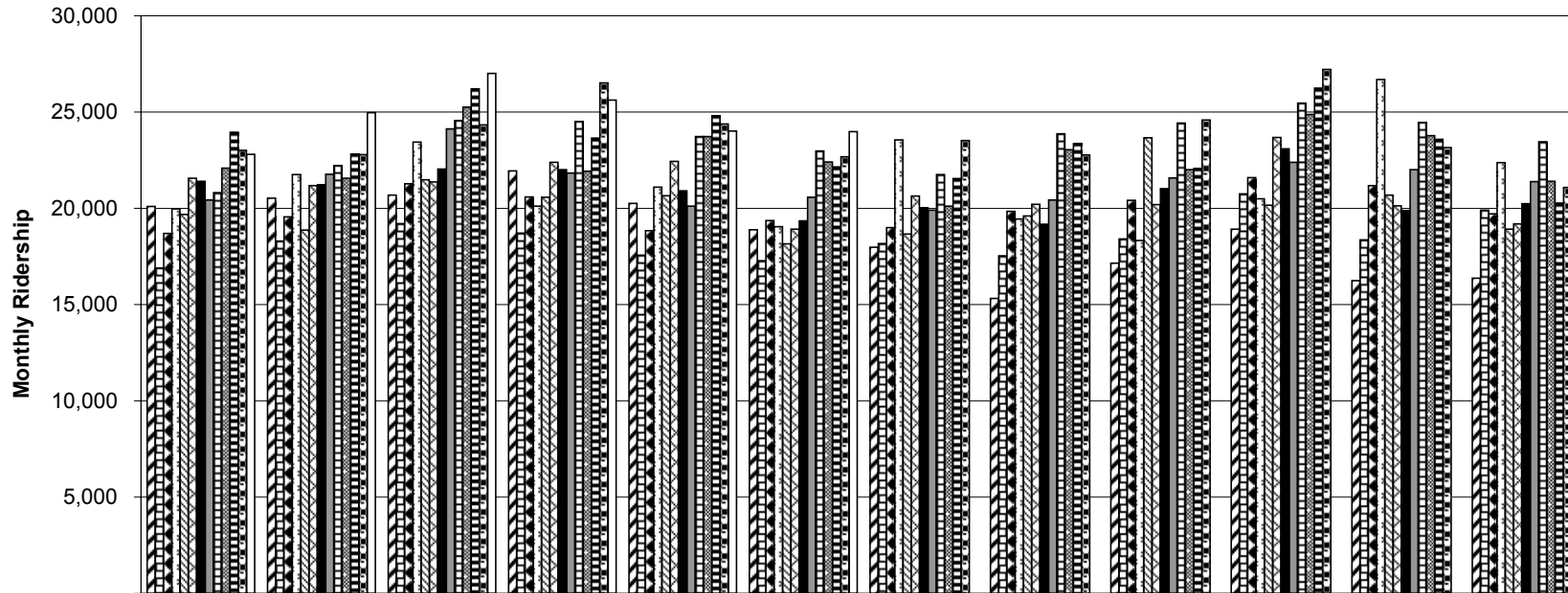
| CURRENT MONTH | | | | YEAR TO DATE | | |
|----------------|----------------------|--------------------------|----------------------------------|----------------|-----------------------|--------------------------|
| Actual 2008 | Actual 2009 | Variance 2008 to 2009 | | Actual 2008 | Actual 2009 | Variance 2008 to 2009 |
| | | | Service Supplied Data | | | |
| 1,109 | 1,147 | 38 | No. of Clients riding the System | 1,500 | 1,599 | 99 |
| | | | <i>Ridership</i> | | | |
| 5,262 | 5,539 | 277 | Directly Operated Service | 29,594 | 33,574 | 3,980 |
| <u>15,881</u> | <u>16,755</u> | 874 | ADA Contracted Services | <u>104,120</u> | <u>105,241</u> | 1,121 |
| 21,143 | 22,294 | 1,151 | Total ADA Ridership * | 133,714 | 138,815 | 5,101 |
| 1,538 | 1,688 | 150 | Group Access * | 9,991 | 9,592 | (399) |
| 434 | 455 | 21 | Total No-shows | 3,025 | 3,040 | 15 |
| | | | Service Quality Data | | | |
| 3 | 0 | (3) | Passenger Accidents | 12 | 7 | (5) |
| | | | Vehicle Accidents: | | | |
| 0 | 1 | 1 | Chargeable ** | 4 | 6 | 2 |
| 0 | 0 | 0 | Non-chargeable ** | 6 | 1 | (5) |
| 0 | 0 | 0 | Preventable ** | 2 | 0 | (2) |
| 0 | 1 | 1 | Total Vehicle Accidents ** | 14 | 7 | (7) |
| | | | Fleet/Maintenance Data | | | |
| 2 | 6 | 4 | Road Calls | 11 | 17 | 6 |
| 12 | 12 | 0 | Actual Inspections | 67 | 72 | 5 |
| 12 | 12 | 0 | Scheduled Inspections | 66 | 72 | 6 |

Note: N/A means the information was not available at the time of this report. The YTD would also be incorrect as it

* ADA Ridership does not include Group Access.

** Staff continues to refine updated accident reporting process.

Monthly Paratransit Ridership, 1997 - 2009 (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 | 22,155 | 21,549 | 23,353 | 22,078 | 26,239 | 23,590 | 20,269 |

1997 1998 1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009

| 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 |
| 2007 | 280,633 |
| 2008 | 286,037 |

Note: Annual Ridership includes Group Access.