

**Paratransit Performance Indicators
October, 2010**

Revenue Indicators	Metro Plus YTD		Fixed Route YTD	
	Oct. 2009	Oct. 2010	Oct. 2009	Oct. 2010
Operating Revenue/ Operating Cost	0.0%	0.0%	0.0%	0.0%
Passenger Revenue/ Total Passenger Trips	\$0.00	\$0.00	\$0.00	\$0.00

Expense Indicators				
Operating Cost/Passenger Trip	\$0.00	\$0.00	\$0.00	\$0.00

Operations	Metro Plus			
	Oct. 2008	Oct. 2009	YTD Oct. 2009	YTD Oct. 2010
Total Trips	23,548	23,324	227,928	227,007
Rides Cancelled	3,833	-	37,370	29,824
Cancellation Rate	16.3%	0.0%	16.4%	13.1%
No Shows	429	383	4,755	4,081
No Shows/Rides Provided	1.8%	1.6%	2.1%	1.8%
Number of Clients Provided Service	1,116	1,148	1,770	1,749
Average Trips/Client	21.1	20.3	128.8	129.8
DDS Trips	14,534	14,381	132,871	140,178
Subscription Trips	14,399	13,213	135,028	132,012
DDS Subscription Trips	9,757	8,775	87,689	90,055
D2D Trips	18,024	17,050	174,313	170,523
Lv Attended Trips	6,427	6,709	59,679	65,336
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD	Metro Direct	Capitol Exp.	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	27,100	805	37,051	46,044	46,450	157,450
Non-Ambulatory	20,561	1,688	-	6,526	40,782	69,557
Percentage	21.00%	1.10%	16.32%	23.16%	38.43%	100.00%

Customer Service YTD	Metro Direct	Capitol Exp.	Badger	Transit Sol	Badger Bus	Total
Rides Provided	47,661	2,493	37,051	52,570	87,232	227,007
Customer Complaints	124	6	90	44	94	358
Customer Compliments	14	1	2	6	8	31
Customer Suggestions	8	0	0	1	1	10
Complaints/1000 passenger trips	2.60	2.41	2.43	0.84	1.08	1.58
Late Service Reports (2)	117	23	359	109	258	866
Late Service Reports/1000 passenger trips	2.45	9.23	9.69	2.07	2.96	3.81

On-Time Performance, Oct. 2010	Metro Direct	Capitol Exp.	Badger	Transit Sol.	Badger Bus
	92%	97%	95%	96%	95%

ADA Certifications, October 2010	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,465	283	215	153	16,069
Category 2	28	0	0	0	0
Category 2/3	76	5	1	1	88
Category 3	2,514	391	103	41	7,115
Total	4,083				23,272

Monthly New Certifications	44
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.