

**Paratransit Performance Indicators
December, 2010**

<u>Revenue Indicators</u>	Metro Plus YTD		Fixed Route YTD	
	Dec. 2009	Dec. 2010	Dec. 2009	Dec. 2010
Operating Revenue/ Operating Cost	<i>Financial stats not available at time of printing.</i>			
Passenger Revenue/ Total Passenger Trips				
<u>Expense Indicators</u>				
Operating Cost/Passenger Trip				

<u>Operations</u>	Metro Plus			
	Dec. 2009	Dec. 2010	YTD Dec. 2009	YTD Dec. 2010
Total Trips	19,888	21,583	269,237	271,347
Rides Cancelled	5,263	4,150	45,946	40,576
Cancellation Rate	26.5%	19.2%	17.1%	15.0%
No Shows	664	693	5,873	5,244
No Shows/Rides Provided	3.3%	3.2%	2.2%	1.9%
Number of Clients Provided Service	1,150	1,156	1,849	1,826
Average Trips/Client	17.3	18.7	145.6	148.6
DDS Trips	12,198	13,236	158,113	167,388
Subscription Trips	11,100	11,765	158,910	156,432
DDS Subscription Trips	7,701	7,906	104,237	106,430
D2D Trips	15,002	15,755	205,451	202,837
Lv Attended Trips	5,270	6,336	70,536	78,238
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

<u>Number of Trips by Provider YTD</u>	Metro Direct	Capitol Exp	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	32,750	947	43,704	54,734	56,170	188,305
Non-Ambulatory	24,261	2,034	-	7,732	49,015	83,042
Percentage	21.01%	1.10%	16.11%	23.02%	38.76%	100.00%

<u>Customer Service YTD</u>	Metro Direct	Capitol Exp	Badger	Transit Sol	Badger Bus	Total
Rides Provided	57,011	2,981	43,704	62,466	105,185	271,347
Customer Complaints	153	6	100	59	117	435
Customer Compliments	14	1	2	7	8	32
Customer Suggestions	9	0	0	1	1	11
Complaints/1000 passenger trips	2.68	2.01	2.29	0.94	1.11	1.60
Late Service Reports (2)	119	26	433	141	293	1,012
Late Service Reports/1000 passenger t	2.09	8.72	9.91	2.26	2.79	3.73

<u>On-Time Performance, Dec. 2010</u>	Metro Direct	Capitol Exp	Badger	Transit Sol.	Badger Bus
	85%	92%	92%	94%	93%

<u>ADA Certifications, December 2010</u>	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,473	288	238	120	14,992
Category 2	27	0	1	0	31
Category 2/3	75	8	3	1	218
Category 3	2,527	416	98	22	6,326
Total	4,102				21,567

Monthly New Certification	70
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.