

Paratransit Performance Indicators
May, 2009
Note: Revenue & Expense Indicators are for March.

Revenue Indicators

Operating Revenue/ Operating Cost
 Passenger Revenue/ Total Passenger Trips

	Metro Plus YTD		Fixed Route YTD	
	May, 2008	May, 2009	May, 2008	May, 2009

Financial Stats not available for May

Expense Indicators

Operating Cost/Passenger Trip

	Metro Plus			
	May. 2008	May. 2009	YTD 2008	YTD 2009
Operations				
Total Trips	22,650	22,396	112,571	116,521
Rides Cancelled	3,667	3,523	20,612	19,851
Cancellation Rate	16.2%	15.7%	18.3%	17.0%
No Shows	509	470	2,591	2,585
No Shows/Rides Provided	2.2%	2.1%	2.3%	2.2%
Number of Clients Provided Service	1,130	1,175	1,447	1,538
Average Trips/Client	20.0	19.1	77.8	75.8
DDS Trips	12,927	12,868	65,102	65,331
Subscription Trips	12,765	13,168	63,376	68,177
DDS Subscription Trips	8,063	8,346	40,853	42,631
D2D Trips	16,665	17,284	81,566	88,004
Lv Attended Trips	6,126	5,841	30,333	29,155
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	101.9%	100.0%

Number of Trips by Provider YTD

	Metro Direct	Cap. Express	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	12,875	156	24,008	21,597	20,279	78,915
Non-Ambulatory	15,160	195	-	2,874	19,377	37,606
Percentage	24.06%	0.30%	20.60%	21.00%	34.03%	100.00%

Customer Service YTD

	Metro Direct	Cap. Express	Badger	Transit Sol	Badger Bus	Total
Rides Provided	28,035	351	24,008	24,471	39,656	116,521
Customer Complaints	93	1	71	48	86	299
Customer Compliments	6	0	2	4	6	18
Customer Suggestions	3	0	0	0	3	6
Complaints/1000 passenger trips	3.32	2.85	2.96	1.96	2.17	2.57
Late Service Reports (2)	18	0	240	109	86	453
Late Service Reports/1000 passenger trips	0.64	-	10.00	4.45	2.17	3.89

On-Time Performance, May 2009

	Metro Direct	Cap. Express	Badger	Transit Sol.	Badger Bus
	89%	98%	92%	97%	95%

ADA Certifications, May 2009

	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,351	292	193	132	14,616
Category 2	39	0	0	0	0
Category 2/3	88	11	5	0	181
Category 3	2,254	442	108	35	7,560
Total	3,732				22,357

Monthly New Certification	33
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.