

**Paratransit Performance Indicators
September, 2009**

Revenue Indicators

	Metro Plus YTD		Fixed Route YTD	
	Sept. 2008	Sept. 2009	Sept. 2008	Sept. 2009
Operating Revenue/ Operating Cost	37.9%	39.3%	22.1%	23.6%
Passenger Revenue/ Total Passenger Trips	\$1.04	\$1.17	\$0.69	\$0.73

Expense Indicators

Operating Cost/Passenger Trip	\$28.87	\$28.55	\$3.10	\$3.07
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	Metro Plus			
	Sept. 2008	Sept. 2009	YTD 2008	YTD 2009
Operations				
Total Trips	23,062	22,550	199,973	204,380
Rides Cancelled	3,400	3,205	34,307	33,537
Cancellation Rate	14.7%	14.2%	17.2%	16.4%
No Shows	382	410	4,364	4,326
No Shows/Rides Provided	1.7%	1.8%	2.2%	2.1%
Number of Clients Provided Service	1,153	1,166	1,641	1,743
Average Trips/Client	20.0	19.3	121.9	117.3
DDS Trips	13,643	13,637	116,577	118,337
Subscription Trips	13,202	13,262	113,774	120,629
DDS Subscription Trips	8,760	9,039	74,116	77,932
D2D Trips	17,215	17,333	146,570	156,289
Lv Attended Trips	6,306	6,130	54,046	53,252
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	101.0%	100.0%

Number of Trips by Provider YTD	Metro Direct	Cap. Express	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	23,180	535	37,884	39,465	37,589	138,653
Non-Ambulatory	25,757	579	-	4,747	34,644	65,727
Percentage	23.94%	0.55%	18.54%	21.63%	35.34%	100.00%

Customer Service YTD	Metro Direct	Cap. Express	Badger	Transit Sol	Badger Bus	Total
Rides Provided	48,937	1,114	37,884	44,212	72,233	204,380
Customer Complaints	140	1	99	74	140	454
Customer Compliments	17	2	2	7	11	39
Customer Suggestions	9	0	0	0	4	13
Complaints/1000 passenger trips	2.86	0.90	2.61	1.67	1.94	2.22
Late Service Reports (2)	26	8	307	138	169	648
Late Service Reports/1000 passenger trips	0.53	7.18	8.10	3.12	2.34	3.17

On-Time Performance, Sept. 2009	Metro Direct	Cap. Express	Badger	Transit Sol.	Badger Bus
	88%	96%	95%	97%	95%

ADA Certifications, September 2009	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,375	276	172	164	15,171
Category 2	38	0	0	0	0
Category 2/3	87	15	2	0	152
Category 3	2,322	439	108	36	7,186
Total	3,822				22,509

Monthly New Certification	48
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.