

**Paratransit Performance Indicators
July, 2009**

Revenue Indicators	Metro Plus YTD		Fixed Route YTD	
	July. 2008	July. 2009	July. 2008	July. 2009
Operating Revenue/ Operating Cost	38.1%	40.2%	21.7%	23.5%
Passenger Revenue/ Total Passenger Trips	\$1.11	\$1.09	\$0.67	\$0.72

Expense Indicators	Metro Plus	Fixed Route
Operating Cost/Passenger Trip	\$28.83	\$3.10

Operations	Metro Plus			
	July. 2008	July. 2009	YTD July, 2008	YTD July, 2009
Total Trips	21,934	22,344	155,648	161,159
Rides Cancelled	3,557	3,697	27,636	27,051
Cancellation Rate	16.2%	16.5%	17.8%	16.8%
No Shows	497	444	3,522	3,484
No Shows/Rides Provided	2.3%	2.0%	2.3%	2.2%
Number of Clients Provided Service	1,089	1,151	1,539	1,653
Average Trips/Client	20.1	19.4	101.1	97.5
DDS Trips	12,888	13,372	90,286	91,885
Subscription Trips	12,789	13,268	88,333	95,014
DDS Subscription Trips	8,487	8,920	57,247	60,381
D2D Trips	16,216	17,280	113,311	122,558
Lv Attended Trips	5,811	6,087	41,824	41,164
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	101.3%	100.0%

Number of Trips by Provider YTD	Metro Direct	Cap. Express	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	17,927	355	31,272	30,802	28,828	109,184
Non-Ambulatory	20,813	386	-	3,790	26,986	51,975
Percentage	24.04%	0.46%	19.40%	21.46%	34.63%	100.00%

Customer Service YTD	Metro Direct	Cap. Express	Badger	Transit Sol	Badger Bus	Total
Rides Provided	38,740	741	31,272	34,592	55,814	161,159
Customer Complaints	123	1	88	66	111	389
Customer Compliments	11	2	2	6	7	28
Customer Suggestions	4	0	0	0	4	8
Complaints/1000 passenger trips	3.18	1.35	2.81	1.91	1.99	2.41
Late Service Reports (2)	22	5	277	127	145	576
Late Service Reports/1000 passenger trips	0.57	6.75	8.86	3.67	2.60	3.57

On-Time Performance, July. 2009	Metro Direct	Cap. Express	Badger	Transit Sol.	Badger Bus
	91%	96%	94%	98%	95%

ADA Certifications, July 2009	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,361	260	178	149	14,459
Category 2	38	0	0	0	0
Category 2/3	86	13	3	0	173
Category 3	2,290	439	95	43	7,664
Total	3,775				22,296

Monthly New Certification	54
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.