

**Paratransit Performance Indicators
June, 2009**

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

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

Financial Stats not available for June

Expense Indicators

Operating Cost/Passenger Trip

Operations	Metro Plus			
	June, 2008	June, 2009	YTD 2008	YTD 2009
Total Trips	21,143	22,294	133,714	138,815
Rides Cancelled	3,467	3,503	24,079	23,354
Cancellation Rate	16.4%	15.7%	18.0%	16.8%
No Shows	434	455	3,025	3,040
No Shows/Rides Provided	2.1%	2.0%	2.3%	2.2%
Number of Clients Provided Service	1,109	1,147	1,500	1,599
Average Trips/Client	19.1	19.4	89.1	86.8
DDS Trips	12,296	13,182	77,398	78,513
Subscription Trips	12,168	13,569	75,544	81,746
DDS Subscription Trips	7,907	8,830	48,760	51,461
D2D Trips	15,529	17,274	97,095	105,278
Lv Attended Trips	5,680	5,922	36,013	35,077
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	101.5%	100.0%

Number of Trips by Provider YTD	Metro Direct	Cap. Express	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	15,509	255	27,742	26,238	24,355	94,099
Non-Ambulatory	18,065	290	-	3,316	23,045	44,716
Percentage	24.19%	0.39%	19.98%	21.29%	34.15%	100.00%

Customer Service YTD	Metro Direct	Cap. Express	Badger	Transit Sol	Badger Bus	Total
Rides Provided	33,574	545	27,742	29,554	47,400	138,815
Customer Complaints	109	1	81	52	101	344
Customer Compliments	9	1	2	4	6	22
Customer Suggestions	3	0	0	0	4	7
Complaints/1000 passenger trips	3.25	1.83	2.92	1.76	2.13	2.48
Late Service Reports (2)	19	2	261	118	123	523
Late Service Reports/1000 passenger trips	0.57	3.67	9.41	3.99	2.59	3.77

On-Time Performance, June, 2009	Metro Direct	Cap. Express	Badger	Transit Sol.	Badger Bus
	90%	98%	95%	98%	96%

ADA Certifications, June 2009	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,356	282	167	155	14,590
Category 2	39	0	0	0	0
Category 2/3	88	13	2	0	166
Category 3	2,267	411	110	39	7,502
Total	3,750				22,258

Monthly New Certification	48
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.

NOTE: Reported expenses do not include depreciation, debt principal, or fixed assets.