

Paratransit Performance Indicators
September, 2010

	Metro Plus YTD		Fixed Route YTD			
	Sept. 2009	Sept. 2010	Sept. 2009	Sept. 2010		
Revenue Indicators						
Operating Revenue/ Operating Cost	39.3%	40.8%	23.6%	25.2%		
Passenger Revenue/ Total Passenger Trips	\$1.17	\$1.23	\$0.73	\$0.77		
Expense Indicators						
Operating Cost/Passenger Trip	\$28.55	\$28.25	\$3.07	\$3.06		
Metro Plus						
Operations	Sept. 2009	Sept. 2010	YTD 2009	YTD 2010		
Total Trips	22,550	22,725	204,380	203,683		
Rides Cancelled	3,205	2,924	33,537	29,824		
Cancellation Rate	14.2%	12.9%	16.4%	14.6%		
No Shows	410	361	4,326	3,698		
No Shows/Rides Provided	1.8%	1.6%	2.1%	1.8%		
Number of Clients Provided Service	1,166	1,130	1,743	1,708		
Average Trips/Client	19.3	20.1	117.3	119.3		
DDS Trips	13,637	14,114	118,337	125,797		
Subscription Trips	13,262	12,511	120,629	118,799		
DDS Subscription Trips	9,039	8,440	77,932	81,280		
D2D Trips	17,333	16,874	156,289	153,473		
Lv Attended Trips	6,130	6,735	53,252	58,627		
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	96.4%		
Number of Trips by Provider YTD	Metro Direct	Cap. Express	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	24,381	747	33,254	41,601	41,370	141,353
Non-Ambulatory	18,627	1,477	-	5,890	36,336	62,330
Percentage	21.12%	1.09%	16.33%	23.32%	38.15%	100.00%
Customer Service YTD	Metro Direct	Cap. Express	Badger	Transit Sol	Badger Bus	Total
Rides Provided	43,008	2,224	33,254	47,491	77,706	203,683
Customer Complaints	119	5	83	36	87	330
Customer Compliments	12	1	2	4	8	27
Customer Suggestions	7	0	0	1	0	8
Complaints/1000 passenger trips	2.77	2.25	2.50	0.76	1.12	1.62
Late Service Reports (2)	117	22	323	98	245	805
Late Service Reports/1000 passenger trips	2.72	9.89	9.71	2.06	3.15	3.95
On-Time Performance, Sept. 2010	Metro Direct	Cap. Express	Badger	Transit Sol.	Badger Bus	
	91%	96%	94%	97%	95%	
ADA Certifications, September 2010	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips	
Category 1	1,454	281	201	161	15,636	
Category 2	30	0	0	0	0	
Category 2/3	77	6	0	1	98	
Category 3	2,489	384	109	31	6,953	
Total	4,050				22,687	
Monthly New Certification					57	
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.