

Paratransit Performance Indicators

December, 2009

Unaudited

Revenue Indicators	Metro Plus YTD		Fixed Route YTD	
	Dec. 2008	Dec. 2009	Dec. 2008	Dec. 2009
Operating Revenue/ Operating Cost	41.1%	40.7%	22.8%	24.3%
Passenger Revenue/ Total Passenger Trips	\$1.03	\$1.20	\$0.68	\$0.74

Expense Indicators	Dec. 2008	Dec. 2009	Dec. 2008	Dec. 2009
Operating Cost/Passenger Trip	\$28.14	\$28.43	\$2.97	\$3.04

Operations	Metro Plus			
	Dec. 2008	Dec. 2009	YTD 2008	YTD 2009
Total Trips	19,847	19,888	267,082	269,237
Rides Cancelled	6,171	5,263	47,405	45,946
Cancellation Rate	31.1%	26.5%	17.7%	17.1%
No Shows	662	664	6,000	5,873
No Shows/Rides Provided	3.3%	3.3%	2.2%	2.2%
Number of Clients Provided Service	1,154	1,150	1,767	1,849
Average Trips/Client	17.2	17.3	151.1	145.6
DDS Trips	10,903	12,198	154,932	158,113
Subscription Trips	10,888	11,100	151,962	158,910
DDS Subscription Trips	6,823	7,701	98,483	104,237
D2D Trips	14,721	15,002	195,933	205,451
Lv Attended Trips	4,957	5,270	71,290	70,536
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.7%	100.0%

Number of Trips by Provider YTD	Metro Direct	Capitol Exp	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	30,387	830	48,967	52,592	50,476	183,252
Non-Ambulatory	32,765	836	-	6,619	45,765	85,985
Percentage	23.46%	0.62%	18.19%	21.99%	35.75%	100.00%

Customer Service YTD	Metro Direct	Capitol Exp	Badger	Transit Sol	Badger Bus	Total
Rides Provided	63,152	1,666	48,967	59,211	96,241	269,237
Customer Complaints	175	1	124	86	177	563
Customer Compliments	21	2	2	7	14	46
Customer Suggestions	10	0	0	0	6	16
Complaints/1000 passenger trips	2.77	0.60	2.53	1.45	1.84	2.09
Late Service Reports (2)	30	9	388	176	216	819
Late Service Reports/1000 passenger tr	0.48	5.40	7.92	2.97	2.24	3.04

On-Time Performance, Dec. 2008	Metro Direct	Capitol Exp	Badger	Transit Sol.	Badger Bus
	86%	97%	88%	93%	92%

ADA Certifications, December 2008	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,408	308	230	85	13,381
Category 2	39	2	0	0	16
Category 2/3	88	13	3	0	195
Category 3	2,366	429	101	19	6,268
Total	3,901				19,860

Monthly New Certification	51
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.