

**Paratransit Performance Indicators
August, 2009**

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

Metro Plus YTD		Fixed Route YTD	
Aug. 2008	Aug. 2009	Aug. 2008	Aug. 2009
<i>Financial</i>	<i>Financial</i>	<i>Financial</i>	<i>Financial</i>
<i>Info</i>	<i>Info</i>	<i>Info</i>	<i>Info</i>
<i>Not Available</i>	<i>Not Available</i>	<i>Not Available</i>	<i>Not Available</i>

Expense Indicators

Operating Cost/Passenger Trip

Operations	Metro Plus			
	Aug. 2008	Aug. 2009	YTD Aug. 2008	YTD Aug. 2009
Total Trips	21,263	21,068	176,911	182,227
Rides Cancelled	3,271	3,281	30,907	30,332
Cancellation Rate	15.4%	15.6%	17.5%	16.6%
No Shows	460	432	3,982	3,916
No Shows/Rides Provided	2.2%	2.1%	2.3%	2.1%
Number of Clients Provided Service	1084	1,119	1,574	1,691
Average Trips/Client	19.6	18.8	112.4	107.8
DDS Trips	12,648	12,815	102,934	104,700
Subscription Trips	12,239	12,353	100,572	107,367
DDS Subscription Trips	8,109	8,512	65,356	68,893
D2D Trips	16,044	16,398	129,355	138,956
Lv Attended Trips	5,916	5,958	47,740	47,122
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	101.1%	100.0%

Number of Trips by Provider YTD

	Metro Direct	Cap. Express	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	20,305	440	34,562	35,007	33,129	123,443
Non-Ambulatory	23,219	492	-	4,248	30,825	58,784
Percentage	23.88%	0.51%	18.97%	21.54%	35.10%	100.00%

Customer Service YTD

	Metro Direct	Cap. Express	Badger	Transit Sol	Badger Bus	Total
Rides Provided	43,524	932	34,562	39,255	63,954	182,227
Customer Complaints	131	1	92	69	123	416
Customer Compliments	16	2	2	7	11	38
Customer Suggestions	6	0	0	0	4	10
Complaints/1000 passenger trips	3.01	1.07	2.66	1.76	1.92	2.28
Late Service Reports (2)	25	7	297	131	160	620
Late Service Reports/1000 passenger trips	0.57	7.51	8.59	3.34	2.50	3.40

On-Time Performance, August 2009

	Metro Direct	Cap. Express	Badger	Transit Sol.	Badger Bus
	90%	97%	94%	97%	95%

ADA Certifications, August 2009

	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,365	242	182	140	13,777
Category 2	38	0	0	0	0
Category 2/3	87	15	3	0	158
Category 3	2,308	435	101	32	7,099
Total	3,798				21,034

Monthly New Certifications	35
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.