

**Paratransit Performance Indicators
October, 2009**

Revenue Indicators	Metro Plus YTD		Fixed Route YTD	
	Oct. 2008	Oct. 2009	Oct. 2008	Oct. 2009
Operating Revenue/ Operating Cost	39.1%	40.4%	22.9%	24.0%
Passenger Revenue/ Total Passenger Trips	\$1.20	\$1.17	\$0.68	\$0.73

Expense Indicators				
Operating Cost/Passenger Trip	\$28.05	\$28.17	\$2.98	\$3.02

Operations	Metro Plus			
	Oct. 2008	Oct. 2009	YTD Oct. 2008	YTD Oct. 2009
Total Trips	25,530	23,548	225,503	227,928
Rides Cancelled	3,615	3,833	37,922	37,370
Cancellation Rate	14.2%	16.3%	16.8%	16.4%
No Shows	509	429	4,873	4,755
No Shows/Rides Provided	2.0%	1.8%	2.2%	2.1%
Number of Clients Provided Service	1,176	1,116	1,693	1,770
Average Trips/Client	21.7	21.1	133.2	128.8
DDS Trips	15,079	14,534	131,656	132,871
Subscription Trips	14,985	14,399	128,759	135,028
DDS Subscription Trips	9,678	9,757	83,794	87,689
D2D Trips	18,761	18,024	165,331	174,313
Lv Attended Trips	6,857	6,427	60,903	59,679
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.9%	100.0%

Number of Trips by Provider YTD	Metro Direct	Capitol Exp.	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	25,892	659	41,891	44,285	42,190	154,917
Non-Ambulatory	28,371	677	-	5,368	38,595	73,011
Percentage	23.81%	0.59%	18.38%	21.78%	35.44%	100.00%

Customer Service YTD	Metro Direct	Capitol Exp.	Badger	Transit Sol	Badger Bus	Total
Rides Provided	54,263	1,336	41,891	49,653	80,785	227,928
Customer Complaints	148	1	109	78	154	490
Customer Compliments	18	2	2	7	11	40
Customer Suggestions	9	0	0	0	5	14
Complaints/1000 passenger trips	2.73	0.75	2.60	1.57	1.91	2.15
Late Service Reports (2)	27	8	330	152	189	706
Late Service Reports/1000 passenger trips	0.50	5.99	7.88	3.06	2.34	3.10

On-Time Performance, Oct. 2009	Metro Direct	Capitol Exp.	Badger	Transit Sol.	Badger Bus
	90%	98%	95%	97%	95%

ADA Certifications, October 2009	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,386	271	184	171	16,056
Category 2	39	1	0	0	3
Category 2/3	86	12	3	0	182
Category 3	2,331	410	103	37	7,259
Total	3,842				23,500

Monthly New Certifications	42
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.