

ParaTransit
Operating Statistics For Periods Ending 2/28/2009 & 2/29/2010

CURRENT MONTH			YEAR TO DATE			
Actual 2009	Actual 2010	Variance 2009 to 2010		Actual 2009	Actual 2010	Variance 2009 to 2010
			Service Supplied Data			
1,188	1,182	(6)	No. of Clients riding the System	1,312	2,446	1,134
			<i>Ridership</i>			
5,313	5,077	(236)	Directly Operated Service	10,209	9,638	(571)
18,100	17,995	(105)	ADA Contracted Services	34,321	34,952	631
23,413	23,072	(341)	Total ADA Ridership *	44,530	44,590	60
1,296	1,751	455	Group Access *	2,855	3,534	679
472	379	(93)	Total No-shows	1,039	773	(266)
			Service Quality Data			
3	379	376	Passenger Accidents	3	0	(3)
			Vehicle Accidents			
3	1	(2)	Chargeable	2	2	0
2	0	(2)	Non-chargeable	1	2	1
0	1	1	Preventable	1	1	0
5	2	(3)	Total Vehicle Accidents	4	5	1
			Fleet/Maintenance Data			
4	6	2	Road Calls	4	8	4
11	9	(2)	Actual Inspections	22	18	(4)
11	9	(2)	Scheduled Inspections	22	18	(4)

* ADA Ridership does not include Group Access.

**Paratransit Performance Indicators
February, 2010**

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

	Metro Plus YTD		Fixed Route YTD	
	Feb. 2009	Feb. 2010	Feb. 2009	Feb. 2010

Financial Data not available at time of printing

Expense Indicators

Operating Cost/Passenger Trip

	Metro Plus			
	Feb. 2009	Feb. 2010	YTD 2009	YTD 2010
Operations				
Total Trips	23,413	23,072	44,530	44,590
Rides Cancelled	3,702	3,697	8,334	7,000
Cancellation Rate	15.8%	16.0%	18.7%	15.7%
No Shows	472	379	1,039	773
No Shows/Rides Provided	2.0%	1.6%	2.3%	1.7%
Number of Clients Provided Service	1,188	1,182	1,312	1,293
Average Trips/Client	19.7	19.5	33.9	34.5
DDS Trips	13,069	14,043	24,412	27,127
Subscription Trips	13,626	14,110	25,313	26,703
DDS Subscription Trips	8,496	9,522	15,750	18,172
D2D Trips	17,453	17,053	33,198	33,258
Lv Attended Trips	5,829	5,920	10,882	11,436
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD	Metro Direct	Cap. Express	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	5,237	172	8,420	8,411	8,554	30,794
Non-Ambulatory	4,401	267	-	1,421	7,707	13,796
Percentage	21.61%	0.98%	18.88%	22.05%	36.47%	100.00%

Customer Service YTD	Metro Direct	Cap. Express	Badger	Transit Sol	Badger Bus	Total
Rides Provided	9,638	439	8,420	9,832	16,261	44,590
Customer Complaints	30	0	20	10	25	85
Customer Compliments	6	0	1	1	2	10
Customer Suggestions	2	0	0	0	0	2
Complaints/1000 passenger trips	3.1	-	2.38	1.02	1.54	1.91
Late Service Reports (2)	1	2	107	31	37	178
Late Service Reports/1000 passenger trips	0.1	4.56	12.71	3.15	2.28	3.99

On-Time Performance, Feb. 2010	Metro Direct	Cap. Express	Badger	Transit Sol.	Badger Bus
	87%	98%	95%	97%	95%

ADA Certifications, Feb. 2010	Clients	1-19 Trips	>20 - 40<	<40 Trips/mc	TTL Trips
Category 1	1,415	270	229	135	15,705
Category 2	38	3	0	0	18
Category 2/3	86	13	3	2	270
Category 3	2,398	425	111	29	7,045
Total	3,937				23,038

Monthly New Certification	32
Monthly Denied Applications	0

(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.