

**Paratransit Performance Indicators  
March, 2010**

**Metro Plus YTD**                      **Fixed Route YTD**  
**Mar. 2009**    **Mar. 2010**                      **Mar. 2009**    **Mar. 2010**

**Revenue Indicators**

Operating Revenue/ Operating Cost  
Passenger Revenue/ Total Passenger Trips

*Financial Data not available at time of printing*

**Expense Indicators**

Operating Cost/Passenger Trip

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Mar. 2009</b>	<b>Mar. 2010</b>	<b>YTD 2009</b>	<b>YTD 2010</b>
Total Trips	25,239	25,269	69,769	69,859
Rides Cancelled	3,842	3,926	12,176	10,926
Cancellation Rate	15.2%	15.5%	17.5%	15.6%
No Shows	557	483	1,596	1,256
No Shows/Rides Provided	2.2%	1.9%	2.3%	1.8%
Number of Clients Provided Service	1,168	1,158	1,404	1,381
Average Trips/Client	21.6	21.8	49.7	50.6
DDS Trips	14,318	15,638	38,730	42,765
Subscription Trips	15,312	15,591	40,625	42,294
DDS Subscription Trips	9,557	10,604	25,307	28,776
D2D Trips	19,179	19,072	52,377	52,330
Lv Attended Trips	6,275	6,531	17,157	17,967
Maintenance Inspections Conducted/Scheduled	92.9%	100.0%	97.2%	100.0%

<b>Number of Trips by Provider YTD</b>	<b>Metro Direct</b>	<b>Cap. Express</b>	<b>Badger</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Ambulatory	8,624	267	12,728	13,432	13,408	48,459
Non-Ambulatory	6,952	470	-	2,265	11,713	21,400
Percentage	22.30%	1.05%	18.22%	22.47%	35.96%	100.00%

<b>Customer Service YTD</b>	<b>Metro Direct</b>	<b>Cap. Express</b>	<b>Badger</b>	<b>Transit Sol</b>	<b>Badger Bus</b>	<b>Total</b>
Rides Provided	15,576	737	12,728	15,697	25,121	69,859
Customer Complaints	31	11	11	29	101	152
Customer Compliments	2	1	0	4	14	19
Customer Suggestions	0	0	0	0	2	2
Complaints/1000 passenger trips	1.99	14.93	0.86	1.85	4.02	2.18
Late Service Reports (2)	108	35	33	44	189	301
Late Service Reports/1000 passenger trips	6.93	47.49	2.59	2.80	7.52	4.31

<b>On-Time Performance, Mar. 2010</b>	<b>Metro Direct</b>	<b>Cap. Express</b>	<b>Badger</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
	92%	96%	96%	98%	96%

<b>ADA Certifications, March 2010</b>	<b>Clients</b>	<b>1-19 Trips</b>	<b>&gt;20 - 40&lt;</b>	<b>&lt;40 Trips/mc</b>	<b>TTL Trips</b>
Category 1	1,417	235	180	210	17,569
Category 2	37	0	0	0	0
Category 2/3	84	13	2	1	236
Category 3	2,402	415	91	46	7,441
<b>Total</b>	<b>3,940</b>				<b>25,246</b>

Monthly New Certification 46  
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.**