

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 12/31/2009 & 12/31/2010**

**CURRENT MONTH**

**YEAR TO DATE**

<b>Actual 2009</b>	<b>Actual 2010</b>	<b>Variance 2009 to 2010</b>		<b>Actual 2009</b>	<b>Actual 2010</b>	<b>Variance 2009 to 2010</b>
			<b>Service Supplied</b>			
449,584	<b>480,664</b>	31,080	Total (Vehicle) Miles	5,471,517	<b>5,648,866</b>	177,349
31,097	<b>33,194</b>	2,097	Revenue Hours	372,134	<b>381,693</b>	9,559
34,502	<b>36,781</b>	2,279	Total (Vehicle) Hours	413,772	<b>424,436</b>	10,664
			<b>Ridership</b>			
999,825	<b>1,095,178</b>	95,353	Revenue Passengers	12,526,299	<b>12,602,554</b>	76,255
58,126	<b>59,432</b>	1,306	Transfers	896,264	<b>822,273</b>	(73,991)
<u>14,855</u>	<u><b>17,969</b></u>	<u>3,114</u>	Non-Revenue Rides	<u>165,863</u>	<u><b>198,634</b></u>	<u>32,771</u>
1,072,806	<b>1,172,579</b>	99,773	Total Passengers	13,588,426	<b>13,623,461</b>	35,035
			<b>Service Quality</b>			
2,066	<b>2,504</b>	438	Trips using Lifts	33,474	<b>37,660</b>	4,186
10	<b>8</b>	(2)	Passenger Accidents	103	<b>123</b>	20
			Vehicle Accidents			
0	<b>4</b>	4	Chargeable	46	<b>57</b>	11
15	<b>12</b>	(3)	Non-chargeable	112	<b>98</b>	(14)
3	<b>0</b>	(3)	Preventable	19	<b>11</b>	(8)
18	<b>16</b>	(2)	Total Vehicle Accidents	177	<b>166</b>	(11)
			<b>Fleet/Maintenance</b>			
62	<b>71</b>	9	Road Calls	821	<b>837</b>	16
75	<b>80</b>	5	Actual Inspections	914	<b>942</b>	28
75	<b>80</b>	5	Scheduled Inspections	914	<b>941</b>	27

**ParaTransit**  
**Operating Statistics For Periods Ending 12/31/2009 & 12/31/2010**

CURRENT MONTH			YEAR TO DATE			
Actual 2009	Actual 2010	Variance 2009 to 2010		Actual 2009	Actual 2010	Variance 2009 to 2010
			<b>Service Supplied Data</b>			
1,154	1,167	13	No. of Clients riding the System	1,767	1,849	82
			<i>Ridership</i>			
4,459	4,649	190	Directly Operated Service	60,354	57,011	(3,343)
15,388	16,934	1,546	ADA Contracted Services	206,728	214,336	7,608
19,847	21,583	1,736	Total ADA Ridership *	267,082	271,347	4,265
1,234	1,761	527	Group Access *	18,955	21,413	2,458
662	693	31	Total No-shows	6,000	5,244	(756)
			<b>Service Quality Data</b>			
3	0	(3)	Passenger Accidents	18	12	(6)
			Vehicle Accidents:			
			0			0
1	1	0	Chargeable	10	4	(6)
1	2	1	Non-chargeable	10	6	(4)
0	0	0	Preventable	1	1	0
2	3	1	Total Vehicle Accidents	21	11	(10)
			<b>Fleet/Maintenance Data</b>			
1	2	1	Road Calls	31	33	2
10	9	(1)	Actual Inspections	136	105	(31)
10	9	(1)	Scheduled Inspections	135	108	(27)

\* ADA Ridership does not include Group Access.

**Paratransit Performance Indicators  
December, 2010**

**Revenue Indicators**

Operating Revenue/ Operating Cost  
Passenger Revenue/ Total Passenger Trips

	<b>Metro Plus YTD</b>		<b>Fixed Route YTD</b>	
	Dec. 2009	Dec. 2010	Dec. 2009	Dec. 2010

*Financial Statistics not available at time of printing.*

**Expense Indicators**

Operating Cost/Passenger Trip

Operations	Metro Plus			
	Dec. 2009	Dec. 2010	YTD Dec. 2009	YTD Dec. 2010
Total Trips	19,888	21,583	269,237	271,347
Rides Cancelled	5,263	4,150	45,946	40,576
Cancellation Rate	26.5%	19.2%	17.1%	15.0%
No Shows	664	693	5,873	5,244
No Shows/Rides Provided	3.3%	3.2%	2.2%	1.9%
Number of Clients Provided Service	1,150	467	1,849	1,756
Average Trips/Client	17.3	46.2	145.6	154.5
DDS Trips	12,198	13,236	158,113	167,388
Subscription Trips	11,100	11,765	158,910	156,432
DDS Subscription Trips	7,701	7,906	104,237	106,430
D2D Trips	15,002	15,755	205,451	202,837
Lv Attended Trips	5,270	6,336	70,536	78,238
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD	Metro Direct	Capitol Exp	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	32,750	947	43,704	54,734	56,170	188,305
Non-Ambulatory	24,261	2,034	-	7,732	49,015	83,042
Percentage	21.01%	1.10%	16.11%	23.02%	38.76%	100.00%

Customer Service YTD	Metro Direct	Capitol Exp	Badger	Transit Sol	Badger Bus	Total
Rides Provided	57,011	2,981	43,704	62,466	105,185	271,347
Customer Complaints	153	6	100	59	117	435
Customer Compliments	14	1	2	7	8	32
Customer Suggestions	9	0	0	1	1	11
Complaints/1000 passenger trips	2.68	2.01	2.29	0.94	1.11	1.60
Late Service Reports (2)	119	26	433	141	293	1,012
Late Service Reports/1000 passenger t	2.09	8.72	9.91	2.26	2.79	3.73

On-Time Performance, Dec. 2010	Metro Direct	Capitol Exp	Badger	Transit Sol.	Badger Bus
	85%	92%	92%	94%	93%

ADA Certifications, December 2010	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,473	288	238	120	14,992
Category 2	27	0	1	0	31
Category 2/3	75	8	3	1	218
Category 3	2,527	416	98	22	6,326
<b>Total</b>	4,102				21,567

Monthly New Certification	70
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.**