

**Paratransit Performance Indicators
March, 2009**

Revenue Indicators	Metro Plus YTD		Fixed Route YTD	
	Mar. 2008	Mar. 2009	Mar. 2008	Mar. 2009
Operating Revenue/ Operating Cost	44.5%	44.6%	24.2%	24.6%
Passenger Revenue/ Total Passenger Trips	\$1.17	\$1.18	\$0.74	\$0.72

Expense Indicators	Mar. 2008	Mar. 2009	Mar. 2008	Mar. 2009
Operating Cost/Passenger Trip	\$25.54	\$25.63	\$2.85	\$2.80

Operations	Metro Plus			
	Mar. 2008	Mar. 2009	YTD 2008	YTD 2009
Total Trips	22,634	25,239	65,330	70,166
Rides Cancelled	3,934	3,842	13,406	12,176
Cancellation Rate	17.4%	15.2%	20.5%	17.4%
No Shows	578	557	1,635	1,596
No Shows/Rides Provided	2.6%	2.2%	2.5%	2.3%
Number of Clients Provided Service	1,161	1,168	1,337	1,404
Average Trips/Client	19.5	21.6	48.9	50.0
DDS Trips	13,043	14,318	37,660	38,730
Subscription Trips	12,622	15,312	36,333	40,625
DDS Subscription Trips	8,144	9,557	23,557	25,307
D2D Trips	16,293	19,179	47,063	52,377
Lv Attended Trips	5,923	6,275	17,525	17,157
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	103.4%	100.0%

Number of Trips by Provider YTD	Metro Direct	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	7,549	15,308	12,518	12,152	47,527
Non-Ambulatory	9,016	-	1,895	11,728	22,639
Percentage	23.61%	21.82%	20.54%	34.03%	100.00%

Customer Service YTD	Metro Direct	Badger	Transit Sol	Badger Bus	Total
Rides Provided	16,565	15,308	14,413	23,880	70,166
Customer Complaints	69	59	28	67	223
Customer Compliments	2	2	2	3	9
Customer Suggestions	3	0	0	2	5
Complaints/1000 passenger trips	4.17	3.85	1.94	2.81	3.18
Late Service Reports (2)	17	193	93	101	404
Late Service Reports/1000 passenger trips	1.03	12.61	6.45	4.23	5.76

On-Time Performance, Mar. 2009	Metro Direct	Badger	Transit Sol.	Badger Bus
	88%	92%	95%	95%

ADA Certifications, March 2009	Clients	1-19 Trips	>20 - 40<	<40 Trips/mc	TTL Trips
Category 1	1,327	272	161	186	16,361
Category 2	40	1	0	0	6
Category 2/3	88	12	5	1	298
Category 3	2,201	410	117	52	8,538
Total	3,656				25,203

Monthly New Certification	60
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.