

**Paratransit Performance Indicators
August, 2010**

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

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

Financial Data not available at time of printing

Expense Indicators

Operating Cost/Passenger Trip

Operations	Metro Plus			
	Aug. 2009	Aug. 2010	YTD Aug. 2009	YTD Aug. 2010
Total Trips	21,068	21,789	181,830	180,958
Rides Cancelled	3,281	3,096	30,332	26,900
Cancellation Rate	15.6%	14.2%	16.7%	14.9%
No Shows	432	459	3,916	3,337
No Shows/Rides Provided	2.1%	2.1%	2.2%	1.8%
Number of Clients Provided Service	1,119	1,112	1,691	1,659
Average Trips/Client	18.8	19.6	107.5	109.1
DDS Trips	12,815	13,899	104,700	111,683
Subscription Trips	12,353	11,964	107,367	106,288
DDS Subscription Trips	8,512	8,490	68,893	72,840
D2D Trips	16,398	16,424	138,956	136,599
Lv Attended Trips	5,958	6,561	47,122	51,892
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	95.9%

Number of Trips by Provider YTD	Metro Direct	Cap. Express	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	21,656	681	29,952	36,960	36,273	125,522
Non-Ambulatory	16,770	1,293	-	5,248	32,125	55,436
Percentage	21.23%	1.09%	16.55%	23.32%	37.80%	100.00%

Customer Service YTD	Metro Direct	Cap. Express	Badger	Transit Sol	Badger Bus	Total
Rides Provided	38,426	1,974	29,952	42,208	68,398	180,958
Customer Complaints	103	5	73	34	78	293
Customer Compliments	10	1	2	4	7	24
Customer Suggestions	5	0	0	1	0	6
Complaints/1000 passenger trips	2.68	2.53	2.44	0.81	1.14	1.62
Late Service Reports (2)	117	21	293	86	230	747
Late Service Reports/1000 passenger trips	3.04	10.64	9.78	2.04	3.36	4.13

On-Time Performance, August 2009	Metro Direct	Cap. Express	Badger	Transit Sol.	Badger Bus
	91%	96%	95%	97%	95%

ADA Certifications, August 2009	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,449	277	183	150	14,835
Category 2	30	0	1	0	26
Category 2/3	77	3	3	0	114
Category 3	2,484	401	105	28	6,733
Total		4,040			21,708

Monthly New Certifications	57
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.