

**ParaTransit**  
**Operating Statistics For Periods Ending 1/31/2009 & 1/31/2010**

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>			
1,174	1,153	(21)	No. of Clients riding the System	1,174	1,153	(21)
			<i>Ridership</i>			
4,896	4,561	(335)	Directly Operated Service	4,896	4,561	(335)
16,221	17,245	1,024	ADA Contracted Services	16,221	17,245	1,024
21,117	21,806	689	Total ADA Ridership *	21,117	21,806	689
1,296	NA	NA	Group Access *	1,296	NA	NA
567	394	(173)	Total No-shows	567	394	(173)
			<b>Service Quality Data</b>			
1	1	0	Passenger Accidents	1	1	0
		0	Vehicle Accidents:			0
3	1	(2)	Chargeable	3	1	(2)
1	1	0	Non-chargeable	1	1	0
0	0	0	Preventable	0	0	0
4	2	(2)	Total Vehicle Accidents	4	2	(2)
			<b>Fleet/Maintenance Data</b>			
0	2	2	Road Calls	0	2	2
11	9	(2)	Actual Inspections	11	9	(2)
11	9	(2)	Scheduled Inspections	11	9	(2)

Note: N/A means the information was not available at the time of this report. The YTD would also be incorrect as it

\* ADA Ridership does not include Group Access.

**Paratransit Performance Indicators**  
Year to Date as of Jan 31, 2010

**Metro Plus YTD**      **Fixed Route YTD**  
Jan. 2009    Jan. 2010      Jan. 2009    Jan. 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>Jan. 2009</b>	<b>Jan. 2010</b>	<b>YTD 2009</b>	<b>YTD 2010</b>
Total Trips	21,117	21,806	21,117	21,806
Rides Cancelled	4,632	3,303	4,632	3,303
Cancellation Rate	21.9%	15.1%	21.9%	15.1%
No Shows	567	394	567	394
No Shows/Rides Provided	2.7%	1.8%	2.7%	1.8%
Number of Clients Provided Service	1,174	1,153	1,174	1,153
Average Trips/Client	18.0	18.9	18.0	18.9
DDS Trips	11,343	13,084	11,343	13,084
Subscription Trips	11,687	12,593	11,687	12,593
DDS Subscription Trips	7,254	8,650	7,254	8,650
D2D Trips	15,745	16,205	15,745	16,205
Lv Attended Trips	5,053	5,516	5,053	5,516
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	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	2,452	83	4,251	4,127	4,251	15,164
Non-Ambulatory	2,109	102	-	664	3,767	6,642
Percentage	20.92%	0.85%	19.49%	21.97%	36.77%	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	4,561	185	4,251	4,791	8,018	21,806
Customer Complaints	21	0	3	3	12	39
Customer Compliments	4	0	0	1	1	6
Customer Suggestions	1	0	0	0	0	1
Complaints/1000 passenger trips	4.6	-	0.7	0.6	1.5	1.8
Late Service Reports (2)	0	0	37	13	21	71
Late Service Reports/1000 passenger trips	-	-	8.7	2.7	2.6	3.3

<b>On-Time Performance, Jan. 2010</b>	<b>Metro Direct</b>	<b>Cap. Express</b>	<b>Badger</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
	86%	97%	93%	97%	95%

<b>ADA Certifications, Jan. 2010</b>	<b>Clients</b>	<b>1-19 Trips</b>	<b>&gt;20 - 40&lt;</b>	<b>&lt;40 Trips/mo</b>	<b>TTL Trips</b>
Category 1	1,416	295	237	96	14,608
Category 2	39	2	0	0	19
Category 2/3	88	16	3	1	231
Category 3	2378	413	105	21	6,628
<b>Total</b>	<b>3,921</b>				<b>21,486</b>

Monthly New Certification	39
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.