

**Paratransit Performance Indicators
November, 2009**

Metro Plus YTD Fixed Route YTD
Nov, 2008 Nov, 2009 Nov, 2008 Nov, 2009

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

Operations	Metro Plus			
	Nov, 2008	Nov, 2009	YTD Nov, 2008	YTD Nov, 2009
Total Trips	21,732	21,421	247,235	249,349
Rides Cancelled	3,312	3,313	41,234	40,683
Cancellation Rate	15.2%	15.5%	16.7%	16.3%
No Shows	465	454	5,338	5,209
No Shows/Rides Provided	2.1%	2.1%	2.2%	2.1%
Number of Clients Provided Service	1,167	1,172	1,732	1,808
Average Trips/Client	18.6	18.3	142.7	137.9
DDS Trips	12,373	13,044	144,029	145,915
Subscription Trips	12,315	12,782	141,074	147,810
DDS Subscription Trips	7,866	8,847	91,660	96,536
D2D Trips	15,881	16,136	181,212	190,449
Lv Attended Trips	5,430	5,587	66,333	65,266
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.8%	100.0%

Number of Trips by Provider YTD	Metro Direct	Capitol Exp.	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	28,316	742	45,491	48,649	46,496	169,694
Non-Ambulatory	30,655	756	-	5,988	42,256	79,655
Percentage	23.65%	0.60%	18.24%	21.91%	35.59%	100.00%

Customer Service YTD	Metro Direct	Capitol Exp.	Badger	Transit Sol	Badger Bus	Total
Rides Provided	58,971	1,498	45,491	54,637	88,752	249,349
Customer Complaints	162	1	113	81	163	520
Customer Compliments	18	2	2	7	12	41
Customer Suggestions	10	0	0	0	6	16
Complaints/1000 passenger trips	2.75	0.67	2.48	1.48	1.84	2.09
Late Service Reports (2)	29	9	359	170	203	770
Late Service Reports/1000 passenger trips	0.49	6.01	7.89	3.11	2.29	3.09

On-Time Performance, Nov. 2009	Metro Direct	Capitol Exp.	Badger	Transit Sol.	Badger Bus
	86%	97%	95%	97%	95%

ADA Certifications, November 2009	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,400	303	231	102	14,532
Category 2	39	1	0	0	3
Category 2/3	87	15	2	0	180
Category 3	2,354	432	107	21	6,658
Total	3,880				21,373

Monthly New Certification	40
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.