

**Paratransit Performance Indicators
November, 2010**

Metro Plus YTD **Fixed Route YTD**
Nov, 2009 **Nov, 2010** **Nov, 2009** **Nov, 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

Operations	Metro Plus			
	Nov, 2009	Nov, 2010	YTD Nov, 2009	YTD Nov, 2010
Total Trips	21,421	22,757	249,349	249,764
Rides Cancelled	3,313	3,351	40,683	36,426
Cancellation Rate	15.5%	14.7%	16.3%	14.6%
No Shows	454	470	5,209	4,551
No Shows/Rides Provided	2.1%	2.1%	2.1%	1.8%
Number of Clients Provided Service	1,172	1,152	1,808	1,781
Average Trips/Client	18.3	19.8	137.9	140.2
DDS Trips	13,044	13,974	145,915	154,152
Subscription Trips	12,782	12,655	147,810	144,667
DDS Subscription Trips	8,847	8,469	96,536	98,524
D2D Trips	16,136	16,559	190,449	187,082
Lv Attended Trips	5,587	6,566	65,266	71,902
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	29,962	893	40,458	50,454	51,485	173,252
Non-Ambulatory	22,400	1,860	-	7,184	45,068	76,512
Percentage	20.96%	1.10%	16.20%	23.08%	38.66%	100.00%

Customer Service YTD	Metro Direct	Capitol Exp.	Badger	Transit Sol	Badger Bus	Total
Rides Provided	52,362	2,753	40,458	57,638	96,553	249,764
Customer Complaints	145	6	93	48	110	402
Customer Compliments	14	1	2	6	8	31
Customer Suggestions	8	0	0	1	1	10
Complaints/1000 passenger trips	2.77	2.18	2.30	0.83	1.14	1.61
Late Service Reports (2)	117	25	387	122	279	930
Late Service Reports/1000 passenger trips	2.23	9.08	9.57	2.12	2.89	3.72

On-Time Performance, Nov. 2009	Metro Direct	Capitol Exp.	Badger	Transit Sol.	Badger Bus
	88%	95%	95%	97%	94%

ADA Certifications, November 2009	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,465	277	221	141	15,741
Category 2	28	1	0	0	5
Category 2/3	76	8	3	0	149
Category 3	2,509	406	113	27	6,838
Total		4,078			22,733

Monthly New Certification	31
Monthly Denied Applications	2

(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.