

**Paratransit Performance Indicators
May, 2010**

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

	Metro Plus YTD		Fixed Route YTD	
	May, 2009	May, 2010	May, 2009	May, 2010

Financial Stats not available for May

Expense Indicators

Operating Cost/Passenger Trip

Operations	Metro Plus			
	May. 2009	May. 2010	YTD 2009	YTD 2010
Total Trips	22,396	22,428	116,124	115,872
Rides Cancelled	3,523	3,243	19,851	17,620
Cancellation Rate	15.7%	14.5%	17.1%	15.2%
No Shows	470	380	2,585	2,086
No Shows/Rides Provided	2.1%	1.7%	2.2%	1.8%
Number of Clients Provided Service	1,175	1,156	1,538	1,527
Average Trips/Client	19.1	19.4	75.5	75.9
DDS Trips	12,868	13,536	65,331	70,528
Subscription Trips	13,168	13,381	68,177	69,878
DDS Subscription Trips	8,346	8,983	42,631	47,258
D2D Trips	17,284	17,093	88,004	87,568
Lv Attended Trips	5,841	6,022	29,155	30,193
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD	Metro Direct	Cap. Express	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	14,260	445	20,881	22,662	22,029	80,277
Non-Ambulatory	11,370	802	-	3,593	19,830	35,595
Percentage	22.12%	1.08%	18.02%	22.66%	36.13%	100.00%

Customer Service YTD	Metro Direct	Cap. Express	Badger	Transit Sol	Badger Bus	Total
Rides Provided	25,630	1,247	20,881	26,255	41,859	115,872
Customer Complaints	69	1	52	21	51	194
Customer Compliments	8	0	2	3	6	19
Customer Suggestions	4	0	0	0	0	4
Complaints/1000 passenger trips	2.69	0.80	2.49	0.80	1.22	1.67
Late Service Reports (2)	5	9	231	65	79	389
Late Service Reports/1000 passenger trips	0.20	7.22	11.06	2.48	1.89	3.36

On-Time Performance, May 2010	Metro Direct	Cap. Express	Badger	Transit Sol.	Badger Bus
	91%	96%	95%	97%	96%

ADA Certifications, May 2010	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,427	270	217	140	15,422
Category 2	35	0	0	0	0
Category 2/3	83	7	2	1	151
Category 3	2,426	429	107	25	6,836
Total	3,971				22,409

Monthly New Certification	40
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.

NOTE: Reported expenses do not include depreciation, debt principal, or fixed assets.