

**Paratransit Performance Indicators  
July, 2010**

**Metro Plus YTD**                      **Fixed Route YTD**  
**July. 2009**    **July. 2010**            **July. 2009**    **July. 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>July. 2009</b>	<b>July. 2010</b>	<b>YTD July, 2009</b>	<b>YTD July, 2010</b>
Total Trips	22,344	21,410	160,762	159,169
Rides Cancelled	3,697	2,881	27,051	23,804
Cancellation Rate	16.5%	13.5%	16.8%	15.0%
No Shows	444	421	3,484	2,878
No Shows/Rides Provided	2.0%	2.0%	2.2%	1.8%
Number of Clients Provided Service	1,151	1,112	1,653	1,619
Average Trips/Client	19.4	19.3	97.3	98.3
DDS Trips	13,372	13,465	91,885	97,784
Subscription Trips	13,268	11,674	95,014	94,324
DDS Subscription Trips	8,920	8,104	60,381	64,350
D2D Trips	17,280	16,083	122,558	120,175
Lv Attended Trips	6,087	8,805	41,164	45,331
Maintenance Inspections Conducted/Scheduled	100.0%	80.0%	100.0%	95.5%

<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	19,294	606	26,895	32,168	31,369	110,332
Non-Ambulatory	15,168	1,109	-	4,654	27,906	48,837
Percentage	21.65%	1.08%	16.90%	23.13%	37.24%	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	34,462	1,715	26,895	36,822	59,275	159,169
Customer Complaints	95	5	62	31	71	264
Customer Compliments	9	1	2	4	7	23
Customer Suggestions	4	0	0	1	0	5
Complaints/1000 passenger trips	2.76	2.92	2.31	0.84	1.20	1.66
Late Service Reports (2)	116	21	277	76	212	702
Late Service Reports/1000 passenger trips	3.37	12.24	10.30	2.06	3.58	4.41

<b>On-Time Performance, July. 2010</b>	<b>Metro Direct</b>	<b>Cap. Express</b>	<b>Badger</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
	90%	91%	96%	98%	96%

<b>ADA Certifications, July 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	1,431	279	197	132	14,499
Category 2	31	0	0	1	45
Category 2/3	80	10	3	0	124
Category 3	2,465	407	98	30	6,682
<b>Total</b>	<b>4,007</b>				<b>21,350</b>

Monthly New Certification	37
Monthly Denied Applications	3

(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.**