

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

Operations	Metro Plus			
	Jan. 2009	Jan. 2010	YTD 2009	YTD 2010
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%

Number of Trips by Provider YTD	Metro Direct	Cap. Express	Badger	Trans. Sol.	Badger Bus	Total
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%

Customer Service YTD	Metro Direct	Cap. Express	Badger	Transit Sol	Badger Bus	Total
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

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

ADA Certifications, Jan. 2010	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
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
Total	3,921				21,486

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.