

Paratransit Performance Indicators
April, 2009
Note: Revenue & Expense Indicators are for March.

Revenue Indicators	Metro Plus YTD		Fixed Route YTD	
	Mar. 2008	Mar. 2009	Mar. 2008	Mar. 2009
Operating Revenue/ Operating Cost	44.5%	44.6%	24.2%	24.6%
Passenger Revenue/ Total Passenger Trips	\$1.17	\$1.18	\$0.74	\$0.72

Expense Indicators	Metro Plus	Fixed Route
Operating Cost/Passenger Trip	\$25.54	\$2.85

Operations	Metro Plus		YTD	YTD
	Apr. 2008	Apr. 2009	2008	2009
Total Trips	24,591	23,959	89,921	94,125
Rides Cancelled	3,539	4,152	16,945	16,328
Cancellation Rate	14.4%	17.3%	18.8%	17.3%
No Shows	447	519	2,082	2,115
No Shows/Rides Provided	1.8%	2.2%	2.3%	2.2%
Number of Clients Provided Service	1131	1,189	1,401	1,476
Average Trips/Client	21.7	20.2	64.2	63.8
DDS Trips	14,515	13,733	52,175	52,463
Subscription Trips	14,278	14,384	50,611	55,009
DDS Subscription Trips	9,233	8,978	32,790	34,285
D2D Trips	17,838	18,343	64,901	70,720
Lv Attended Trips	6,682	6,157	24,207	23,314
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	102.4%	100.0%

Number of Trips by Provider YTD	Metro Direct	Cap. Express	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	10,192	81	19,979	17,193	16,219	63,664
Non-Ambulatory	12,321	98	-	2,430	15,612	30,461
Percentage	23.92%	0.19%	21.23%	20.85%	33.82%	100.00%

Customer Service YTD	Metro Direct	Cap. Express	Badger	Transit Sol	Badger Bus	Total
Rides Provided	22,513	179	19,979	19,623	31,831	94,125
Customer Complaints	76	1	66	37	72	252
Customer Compliments	3	0	2	3	4	12
Customer Suggestions	3	0	0	0	3	6
Complaints/1000 passenger trips	3.38	5.59	3.30	1.89	2.26	2.68
Late Service Reports (2)	18	0	240	109	111	478
Late Service Reports/1000 passenger trips	0.80	-	12.01	5.55	3.49	5.08

On-Time Performance, Apr. 2009	Metro Direct	Cap. Express	Badger	Transit Sol.	Badger Bus
	89%	98%	94%	96%	97%

ADA Certifications, April 2009	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,336	271	178	164	12,305
Category 2	40	2	0	0	4
Category 2/3	88	16	4	1	244
Category 3	2,246	428	115	46	7,911
Total	3,710				20,464

Monthly New Certification	76
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.