

**Paratransit Performance Indicators
April, 2010**

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

	Metro Plus YTD		Fixed Route YTD	
	Apr. 2009	Apr. 2010	Apr. 2009	Apr. 2010

Financial Data not available at time of printing

Expense Indicators

Operating Cost/Passenger Trip

Operations	Metro Plus			
	Apr. 2009	Apr. 2010	YTD 2009	YTD 2010
Total Trips	23,959	23,585	93,728	93,444
Rides Cancelled	4,152	3,451	16,328	14,377
Cancellation Rate	17.3%	14.6%	17.4%	15.4%
No Shows	519	450	2,115	1,706
No Shows/Rides Provided	2.2%	1.9%	2.3%	1.8%
Number of Clients Provided Service	1,189	1,183	1,476	1,464
Average Trips/Client	20.2	19.9	63.5	63.8
DDS Trips	13,733	14,227	52,463	56,992
Subscription Trips	14,384	14,203	55,009	56,497
DDS Subscription Trips	8,978	9,499	34,285	38,275
D2D Trips	18,343	18,145	70,720	70,475
Lv Attended Trips	6,157	6,204	23,314	24,171
Maintenance Inspections Conducted/Scheduled	108.3%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD	Metro Direct	Cap. Express	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	11,453	356	17,012	18,122	17,847	64,790
Non-Ambulatory	9,182	664	-	3,019	15,789	28,654
Percentage	22.08%	1.09%	18.21%	22.62%	36.00%	100.00%

Customer Service YTD	Metro Direct	Cap. Express	Badger	Transit Sol	Badger Bus	Total
Rides Provided	20,635	1,020	17,012	21,141	33,636	93,444
Customer Complaints	57	1	45	20	49	172
Customer Compliments	7	0	2	3	6	18
Customer Suggestions	4	0	0	0	0	4
Complaints/1000 passenger trips	2.76	0.98	2.65	0.95	1.46	1.84
Late Service Reports (2)	4	7	186	48	64	309
Late Service Reports/1000 passenger trips	0.19	6.86	10.93	2.27	1.90	3.31

On-Time Performance, Apr. 2010	Metro Direct	Cap. Express	Badger	Transit Sol.	Badger Bus
	92%	97%	96%	97%	96%

ADA Certifications, April 2010	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,421	266	208	164	16,135
Category 2	36	0	0	0	0
Category 2/3	83	12	2	1	165
Category 3	2,435	441	116	29	7,269
Total	3,975				23,569

Monthly New Certification	83
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.