

**Paratransit Performance Indicators
March, 2011**

<u>Revenue Indicators</u>	Metro Plus YTD		Fixed Route YTD	
	Mar. 2010	Mar. 2011	Mar. 2010	Mar. 2011
Operating Revenue/ Operating Cost	45.9%	—	27.5%	—
Passenger Revenue/ Total Passenger Trips	\$1.22	—	\$0.74	—

<u>Expense Indicators</u>				
Operating Cost/Passenger Trip	\$24.51	—	\$2.71	—

<u>Operations</u>	Metro Plus			
	Mar. 2010	Mar. 2011	YTD 2010	YTD 2011
Total Trips	25,269	25,636	69,859	68,635
Rides Cancelled	3,926	3,992	10,926	11,864
Cancellation Rate	15.5%	15.6%	15.6%	17.3%
No Shows	483	496	1,256	1,364
No Shows/Rides Provided	1.9%	1.9%	1.8%	2.0%
Number of Clients Provided Service	1,158	1,176	1,381	1,379
Average Trips/Client	21.8	21.8	50.6	49.8
DDS Trips	15,638	15,356	42,765	40,713
Subscription Trips	15,591	14,932	42,294	39,209
DDS Subscription Trips	10,604	9,599	28,776	25,428
D2D Trips	19,072	18,197	52,330	48,744
Lv Attended Trips	6,531	7,286	17,967	19,477
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	96.9%	100.0%

<u>Number of Trips by Provider YTD</u>	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	8,657	11,175	13,148	15,119	48,099
Non-Ambulatory	5,802	16	2,296	12,422	20,536
Percentage	21.07%	16.31%	22.50%	40.13%	100.00%

<u>Customer Service YTD</u>	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	14,459	11,191	15,444	27,541	68,635
Customer Complaints	38	57	21	20	136
Customer Compliments	6	6	0	2	14
Customer Suggestions	4	1	1	1	7
Complaints/1000 passenger trips	2.63	5.09	1.36	0.73	1.98
Late Service Reports (2)	3	53	37	43	136
Late Service Reports/1000 passenger trips	0.21	4.74	2.40	1.56	1.98

<u>On-Time Performance, Mar. 2011</u>	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	88%	96%	96%	96%

<u>ADA Certifications, March 2011</u>	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,501	273	178	210	17,814
Category 2	25	0	0	0	0
Category 2/3	75	6	3	1	167
Category 3	2,592	405	103	45	7,577
Total	4,193				25,558

Monthly New Certification	42
Monthly Denied Applications	2
Fixed Route Trips Using Lift	3,095

** 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.