

**Paratransit Performance Indicators
November, 2011**

Metro Plus YTD **Fixed Route YTD**
Nov, 2010 **Nov, 2011** **Nov, 2010** **Nov, 2011**

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			
	Nov, 2010	Nov, 2011	YTD Nov, 2010	YTD Nov, 2011
Total Trips	22,757	22,570	249,764	247,665
Rides Cancelled	3,351	3,492	36,426	38,986
Cancellation Rate	14.7%	15.5%	14.6%	15.7%
No Shows	470	412	4,551	5,343
No Shows/Rides Provided	2.1%	1.8%	1.8%	2.2%
Number of Clients Provided Service	1,152	1,121	1,781	1,718
Average Trips/Client	19.8	20.1	140.2	144.2
DDS Trips	13,974	13,828	154,152	152,164
Subscription Trips	12,655	13,142	144,667	145,759
DDS Subscription Trips	8,469	8,718	98,524	95,244
D2D Trips	16,559	15,435	187,082	172,544
Lv Attended Trips	6,566	6,853	71,902	74,819
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD

	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	30,184	42,489	44,810	55,852	173,335
Non-Ambulatory	19,454	1,365	8,602	44,909	74,330
Percentage	20.04%	17.71%	21.57%	40.68%	100.00%

Customer Service YTD

	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	49,638	43,854	53,412	100,761	247,665
Customer Complaints	175	233	74	91	573
Customer Compliments	16	15	3	2	36
Customer Suggestions	9	4	2	2	17
Complaints/1000 passenger trips	3.53	5.31	1.39	0.90	2.31
Late Service Reports (2)	42	339	154	161	696
Late Service Reports/1000 passenger trips	0.85	7.73	2.88	1.60	2.81

On-Time Performance, November 2011

	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	90%	96%	95%	95%

ADA Certifications, November 2011

	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1580	195	205	148	15,780
Category 2	24	0	0	0	0
Category 2/3	67	4	2	0	70
Category 3	2707	375	121	23	6,716
Total	4,378				22,566

Monthly New Certification	39
Monthly Denied Applications	0
Fixed Route Trips Using Lift	2,890

(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.