

**Paratransit Performance Indicators
March, 2012**

Metro Plus YTD **Fixed Route YTD**
Mar. 2011 Mar. 2012 Mar. 2011 Mar. 2012

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			
	Mar. 2011	Mar. 2012	YTD 2011	YTD 2012
Total Trips	25,636	23,842	68,635	68,339
Rides Cancelled	3,992	3,377	11,864	9,772
Cancellation Rate	15.6%	14.2%	17.3%	14.3%
No Shows	496	279	1,364	890
No Shows/Rides Provided	1.9%	1.2%	2.0%	1.3%
Number of Clients Provided Service	1,176	1,108	1,379	1,307
Average Trips/Client	21.8	21.5	49.8	52.3
DDS Trips	15,356	14,842	40,713	42,017
Subscription Trips	14,932	13,960	39,209	39,811
DDS Subscription Trips	9,599	9,292	25,428	26,622
D2D Trips	18,197	16,638	48,744	47,419
Lv Attended Trips	7,286	7,454	19,477	21,314
Maintenance Inspections Conducted/Scheduled	100.0%	111.1%	100.0%	107.4%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	2,898	3,559	4,518	5,855	16,830
Non-Ambulatory	1,654	209	967	4,182	7,012
Percentage	19.09%	15.80%	23.01%	42.10%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	4,552	3,768	5,485	10,037	23,842
Customer Complaints	50	36	25	62	173
Customer Compliments	7	4	3	0	14
Customer Suggestions	4	0	0	3	7
Complaints/1000 passenger trips	10.98	9.55	4.56	6.18	7.26
Late Service Reports (2)	24	64	97	130	315
Late Service Reports/1000 passenger trips	5.27	16.99	17.68	12.95	13.21

On-Time Performance, Mar. 2012	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	90%	98%	94%	94%

ADA Certifications, March 2012	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,606	288	189	189	17,223
Category 2	23	0	0	0	0
Category 2/3	68	6	1	0	70
Category 3	2,784	347	103	30	6,525
Total	4,481				23,818

Monthly New Certification 29
Monthly Denied Applications 0

Fixed Route Trips Using Lift 3,685

** 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.