

**Paratransit Performance Indicators**  
**April, 2012**

	<b>Metro Plus YTD</b>		<b>Fixed Route YTD</b>	
	Apr. 2011	Apr. 2012	Apr. 2011	Apr. 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

	<b>Metro Plus</b>			
	<b>Apr. 2011</b>	<b>Apr. 2012</b>	<b>YTD 2011</b>	<b>YTD 2012</b>
<b>Operations</b>				
Total Trips	22,559	21,937	91,194	90,281
Rides Cancelled	3,326	3,036	15,190	12,808
Cancellation Rate	14.7%	13.8%	16.7%	14.2%
No Shows	489	261	1,853	1,151
No Shows/Rides Provided	2.2%	1.2%	2.0%	1.3%
Number of Clients Provided Service	1,136	1,090	1,456	1,349
Average Trips/Client	19.9	20.1	62.6	66.9
DDS Trips	13,404	13,847	54,117	55,864
Subscription Trips	16,604	12,587	55,813	52,398
DDS Subscription Trips	8,168	8,559	33,596	35,181
D2D Trips	15,872	14,623	64,616	62,042
Lv Attended Trips	6,616	6,796	26,093	28,110
Maintenance Inspections Conducted/Scheduled	100.0%	122.2%	102.3%	111.1%

<b>Number of Trips by Provider YTD</b>	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	10,902	13,998	16,745	22,392	64,037
Non-Ambulatory	6,203	713	3,615	15,713	26,244
Percentage	18.95%	16.29%	22.55%	42.21%	100.00%

<b>Customer Service YTD</b>	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	17,105	14,711	20,360	38,105	90,281
Customer Complaints	61	46	38	78	223
Customer Compliments	8	5	4	0	17
Customer Suggestions	6	0	1	4	11
Complaints/1000 passenger trips	3.57	3.13	1.87	2.05	2.47
Late Service Reports (2)	25	74	115	150	364
Late Service Reports/1000 passenger trips	1.46	5.03	5.65	3.94	4.03

<b>On-Time Performance, Apr. 2012</b>	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	91%	98%	96%	95%

<b>ADA Certifications, Apr 2012</b>	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,617	303	225	134	15,784
Category 2	23	0	0	0	0
Category 2/3	68	5	0	0	46
Category 3	2,759	355	95	23	5,992
<b>Total</b>	4,467				21,822

Monthly New Certification	33
Monthly Denied Applications	2

Fixed Route Trips Using Lift	3,040
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(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.**