

**Paratransit Performance Indicators  
December, 2011**

<u>Revenue Indicators</u>	Metro Plus YTD		Fixed Route YTD	
	Dec. 2010	Dec. 2011	Dec. 2010	Dec. 2011
Operating Revenue/ Operating Cost				
Passenger Revenue/ Total Passenger Trips				

*Financial stats not available at time of printing.*

Expense Indicators

Operating Cost/Passenger Trip

Operations	Metro Plus			
	Dec. 2010	Dec. 2011	YTD Dec. 2010	YTD Dec. 2011
Total Trips	21,583	21,276	271,347	268,941
Rides Cancelled	4,150	3,671	40,576	42,657
Cancellation Rate	19.2%	17.3%	15.0%	15.9%
No Shows	693	388	5,244	5,731
No Shows/Rides Provided	3.2%	1.8%	1.9%	2.1%
Number of Clients Provided Service	1,156	1,112	1,826	1,765
Average Trips/Client	18.7	19.1	148.6	152.4
DDS Trips	13,236	12,958	167,388	165,122
Subscription Trips	11,765	11,863	156,432	157,622
DDS Subscription Trips	7,906	7,879	106,430	103,123
D2D Trips	15,755	14,605	202,837	187,149
Lv Attended Trips	6,336	6,397	78,238	81,216
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	96.9%	100.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	32,978	45,970	48,112	60,946	188,006
Non-Ambulatory	21,158	1,525	9,383	48,869	80,935
Percentage	20.13%	17.66%	21.38%	40.83%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	54,136	47,495	57,495	109,815	268,941
Customer Complaints	189	248	77	101	615
Customer Compliments	16	16	3	2	37
Customer Suggestions	9	4	2	2	17
Complaints/1000 passenger trips	3.49	5.22	1.34	0.92	2.29
Late Service Reports (2)	50	354	160	187	751
Late Service Reports/1000 passenger trips	0.92	7.45	2.78	1.70	2.79

On-Time Performance, December, 2011	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	87%	98%	96%	94%

ADA Certifications, December 2011	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,585	300	241	1	14,738
Category 2	24	0	0	0	0
Category 2/3	67	4	1	0	60
Category 3	2,719	387	92	31	6,388
<b>Total</b>	<b>4,395</b>				<b>21,186</b>

Monthly New Certification	39
Monthly Denied Applications	0

Fixed Route Trips Using Lift	2,710
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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.**

**Paratransit Performance Indicators  
December, 2012**

Operations	Metro Plus			
	Dec, 2011	Dec, 2012	YTD 2011	YTD 2012
Total Trips	21,277	17,459	268,942	259,945
Rides Cancelled	3,671	5,069	42,657	38,696
Cancellation Rate	17.3%	29.0%	15.9%	14.9%
No Shows	388	330	5,731	3,430
No Shows/Rides Provided	1.8%	1.9%	2.1%	1.3%
Number of Clients Provided Service	1,112	1,051	1,765	1,670
Average Trips/Client	19.1	16.6	152.4	155.7
DDS Trips	12,958	11,149	165,122	165,845
Subscription Trips	11,863	9,862	157,622	151,801
DDS Subscription Trips	7,879	6,916	103,123	104,488
D2D Trips	14,605	12,008	187,149	178,562
Lv Attended Trips	6,397	5,273	81,216	80,440
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	99.2%	103.6%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	32,705	44,456	46,299	63,007	186,467
Non-Ambulatory	16,991	2,232	10,395	43,860	73,478
Percentage	19.12%	17.96%	21.81%	41.11%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	49,696	46,688	56,694	106,867	259,945
Customer Complaints	126	142	115	163	546
Customer Compliments	17	9	8	3	37
Customer Suggestions	13	2	1	9	25
Complaints/1000 passenger trips - 2011	3.49	5.22	1.34	0.92	2.29
Complaints/1000 passenger trips - 2012	2.54	3.04	2.03	1.53	2.10
Late Service Reports (1)	54	210	245	305	814
Late Service Reports/1000 passenger trips - 2011	0.92	7.45	2.78	1.70	2.79
Late Service Reports/1000 passenger trips - 2012	1.09	4.50	4.32	2.85	3.13

On-Time Performance	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
December, 2012	91%	93%	95%	95%
YTD - 2011	89%	94%	95%	95%
YTD - 2012	91%	96%	95%	95%

ADA Certifications, December 2012	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,679	348	265	42	12,557
Category 2	22	0	0	0	0
Category 2/3	64	4	0	0	31
Category 3	2,851	352	75	11	4,837
<b>Total</b>	<b>4,616</b>				<b>17,425</b>

Monthly New Certification	29
Monthly Denied Applications	0

Fixed Route Trips Using Lift (YTD) 36,260

(1) Late Service Reports are based on passenger feedback. Not all late reports are chargeable to the vendor.