

**Paratransit Performance Indicators
July, 2012**

Operations	Metro Plus			
	July, 2011	July, 2012	YTD July, 2011	YTD July, 2012
Total Trips	20,275	20,272	156,596	154,245
Rides Cancelled	3,087	3,024	24,858	21,874
Cancellation Rate	15.2%	14.9%	15.9%	14.2%
No Shows	517	295	3,355	1,981
No Shows/Rides Provided	2.5%	1.5%	2.1%	1.3%
Number of Clients Provided Service	1,098	1,054	1,603	1,485
Average Trips/Client	18.5	19.2	97.7	103.9
DDS Trips	12,970	13,184	94,889	96,830
Subscription Trips	11,520	11,944	93,129	89,882
DDS Subscription Trips	8,140	8,426	59,163	61,126
D2D Trips	13,870	13,891	110,415	106,678
Lv Attended Trips	6,405	6,286	46,468	48,166
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	101.4%	104.7%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	19,055	25,470	28,433	37,180	110,138
Non-Ambulatory	10,326	1,298	6,336	26,147	44,107
Percentage	19.05%	17.35%	22.54%	41.06%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	29,381	26,768	34,769	63,327	154,245
Customer Complaints	89	83	69	115	356
Customer Compliments	10	7	8	1	26
Customer Suggestions	10	1	1	8	20
Complaints/1000 passenger trips	3.03	3.10	1.98	1.82	2.31
Late Service Reports (2)	29	134	171	210	544
Late Service Reports/1000 passenger trips	0.99	5.01	4.92	3.32	3.53

On-Time Performance, July 2012	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	91%	97%	96%	95%

ADA Certifications, July 2012	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,643	292	214	125	14,702
Category 2	23	0	0	0	0
Category 2/3	65	4	0	0	14
Category 3	2786	356	85	18	5,560
Total	4,517				20,276

Monthly New Certification	46
Monthly Denied Applications	0
Fixed Route Trips Using Lifts (YTD)	21,547

(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.