

**Paratransit Performance Indicators
July, 2011**

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

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

Financial Data not available at time of printing

Expense Indicators

Operating Cost/Passenger Trip

Operations	Metro Plus			
	July, 2010	July, 2011	YTD July, 2010	YTD July, 2011
Total Trips	21,410	20,275	159,169	156,596
Rides Cancelled	2,881	3,087	23,804	24,858
Cancellation Rate	13.5%	15.2%	15.0%	15.9%
No Shows	421	517	2,878	3,355
No Shows/Rides Provided	2.0%	2.5%	1.8%	2.1%
Number of Clients Provided Service	1,112	1,098	1,619	1,603
Average Trips/Client	19.3	18.5	98.3	97.7
DDS Trips	13,465	12,970	97,784	94,889
Subscription Trips	11,674	11,520	94,324	93,129
DDS Subscription Trips	8,104	8,140	64,350	59,163
D2D Trips	16,083	13,870	120,175	110,415
Lv Attended Trips	8,805	6,405	45,331	46,468
Maintenance Inspections Conducted/Scheduled	83.3%	100.0%	97.4%	100.0%

Number of Trips by Provider YTD

	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	19,151	26,885	28,984	34,845	109,865
Non-Ambulatory	12,667	586	5,053	28,425	46,731
Percentage	20.32%	17.54%	21.74%	40.40%	100.00%

Customer Service YTD

	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	31,818	27,471	34,037	63,270	156,596
Customer Complaints	104	160	44	48	356
Customer Compliments	11	9	2	2	24
Customer Suggestions	6	2	2	2	12
Complaints/1000 passenger trips	3.27	5.82	1.29	0.76	2.27
Late Service Reports (2)	17	181	76	85	359
Late Service Reports/1000 passenger trips	0.53	6.59	2.23	1.34	2.29

On-Time Performance, July 2011

	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	88%	88%	95%	95%

ADA Certifications, July 2011

	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,538	292	227	107	14,224
Category 2	24	0	0	0	0
Category 2/3	70	5	0	0	35
Category 3	2,616	399	95	17	5,953
Total	4,248				20,212

Monthly New Certification	42
Monthly Denied Applications	1
Fixed Route Trips Using Lifts or Ramps	0

(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.