

**Paratransit Performance Indicators  
December, 2011**

**Revenue Indicators**

Operating Revenue/ Operating Cost  
Passenger Revenue/ Total Passenger Trips

Metro Plus YTD		Fixed Route YTD	
Dec. 2010	Dec. 2011	Dec. 2010	Dec. 2011

*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

(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.**