

**Paratransit Performance Indicators
May, 2012**

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

	Metro Plus YTD		Fixed Route YTD	
	May, 2011	May, 2012	May, 2011	May, 2012

Financial Stats not available for May

Expense Indicators

Operating Cost/Passenger Trip

Operations	Metro Plus			
	May. 2011	May. 2012	YTD 2011	YTD 2012
Total Trips	22,890	23,131	114,084	113,412
Rides Cancelled	3,240	2,989	18,430	15,797
Cancellation Rate	14.2%	12.9%	16.2%	13.9%
No Shows	483	239	2,336	1,390
No Shows/Rides Provided	2.1%	1.0%	2.0%	1.2%
Number of Clients Provided Service	1,142	1,098	1,519	1,407
Average Trips/Client	20.0	21.1	75.1	80.6
DDS Trips	13,933	14,592	68,050	70,456
Subscription Trips	13,064	13,594	68,877	65,992
DDS Subscription Trips	8,654	9,176	42,250	44,357
D2D Trips	16,436	16,399	81,052	78,441
Lv Attended Trips	7,036	7,402	33,129	35,512
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	108.7%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	13,955	17,569	21,115	27,958	80,597
Non-Ambulatory	7,820	907	4,554	19,534	32,815
Percentage	19.20%	16.29%	22.63%	41.88%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	21,775	18,476	25,669	47,492	113,412
Customer Complaints	69	53	51	89	262
Customer Compliments	9	6	6	0	21
Customer Suggestions	6	1	1	6	14
Complaints/1000 passenger trips	3.17	2.87	1.99	1.87	2.31
Late Service Reports (1)	28	90	130	178	426
Late Service Reports/1000 passenger trips	1.29	4.87	5.06	3.75	3.76

On-Time Performance, May 2012	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	90%	97%	97%	95%

ADA Certifications, May 2012	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,620	293	186	187	16,918
Category 2	23	0	0	0	0
Category 2/3	67	2	0	0	16
Category 3	2,759	365	99	26	6,182
Total	4,469				23,116

Monthly New Certification	25
Monthly Denied Applications	2

Fixed Route Trips Using Lifts	3,375
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(1) 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.