

Paratransit Performance Indicators
Year to Date as of Jan 31, 2011

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

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

Financial Data not available at time of printing

Expense Indicators

Operating Cost/Passenger Trip

Operations	Metro Plus			
	Jan. 2010	Jan. 2011	YTD 2010	YTD 2011
Total Trips	21,518	21,732	21,518	21,732
Rides Cancelled	4,632	3,253	4,632	3,253
Cancellation Rate	21.5%	15.0%	21.5%	15.0%
No Shows	394	434	394	434
No Shows/Rides Provided	1.8%	2.0%	1.8%	2.0%
Number of Clients Provided Service	1,153	1,153	1,153	1,153
Average Trips/Client	18.7	18.8	18.7	18.8
DDS Trips	13,084	12,667	13,084	12,667
Subscription Trips	12,593	12,132	12,593	12,132
DDS Subscription Trips	8,650	7,884	8,650	7,884
D2D Trips	16,205	15,531	16,205	15,531
Lv Attended Trips	5,516	6,181	5,516	6,181
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD

	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	2,784	3,115	4,321	5,051	15,271
Non-Ambulatory	1,832	-	657	3,972	6,461
Percentage	21.24%	14.33%	22.91%	41.52%	100.00%

Customer Service YTD

	Metro Direct	AbbyVans	Transit Sol	Badger Bus	Total
Rides Provided	4,616	3,115	4,978	9,023	21,732
Customer Complaints	14	19	7	9	49
Customer Compliments	1	2	0	0	3
Customer Suggestions	3	0	1	0	4
Complaints/1000 passenger trips	3.0	6.1	1.4	1.0	2.3
Late Service Reports (2)	1	24	17	19	61
Late Service Reports/1000 passenger trips	0.2	7.7	3.4	2.1	2.8

On-Time Performance, Jan. 2010

	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	88%	90%	95%	95%

ADA Certifications, Jan. 2010

	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,488	284	240	113	14,951
Category 2	25	0	0	0	0
Category 2/3	76	7	3	1	199
Category 3	2578	416	96	26	6,535
Total	4,167				21,685

Monthly New Certification	56
Monthly Denied Applications	1

(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.