

**Paratransit Performance Indicators
October, 2012**

Operations	Metro Plus			
	Oct, 2011	Oct, 2012	YTD Oct, 2011	YTD Oct, 2012
Total Trips	23,416	24,194	225,095	221,047
Rides Cancelled	3,591	3,240	35,494	30,526
Cancellation Rate	15.3%	13.4%	15.8%	13.8%
No Shows	457	295	4,931	2,792
No Shows/Rides Provided	2.0%	1.2%	2.2%	1.3%
Number of Clients Provided Service	1,120	1,084	1,714	1,592
Average Trips/Client	20.9	22.3	131.3	138.8
DDS Trips	14,472	15,760	138,336	140,980
Subscription Trips	13,631	14,596	132,617	129,481
DDS Subscription Trips	9,138	10,076	86,526	88,808
D2D Trips	15,921	16,174	157,109	152,014
Lv Attended Trips	7,075	7,282	67,966	68,619
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	99.0%	103.2%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	28,180	37,650	39,528	53,214	158,572
Non-Ambulatory	14,788	1,886	8,838	36,963	62,475
Percentage	19.44%	17.89%	21.88%	40.80%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	42,968	39,536	48,366	90,177	221,047
Customer Complaints	113	122	96	143	474
Customer Compliments	15	8	8	1	32
Customer Suggestions	11	1	1	9	22
Complaints/1000 passenger trips	2.63	3.09	1.98	1.59	2.14
Late Service Reports (2)	46	183	226	274	729
Late Service Reports/1000 passenger trips	1.07	4.63	4.67	3.04	3.30

On-Time Performance, October 2012	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	92%	97%	96%	96%

ADA Certifications, October 2012	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,663	273	191	203	17,929
Category 2	23	0	0	0	0
Category 2/3	65	3	0	0	20
Category 3	2,830	351	89	30	6,197
Total	4,581				24,146

Monthly New Certification	38
Monthly Denied Applications	0

Fixed Route Trips Using Lifts (YTD) 30,922

(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.