

**Paratransit Performance Indicators  
June, 2012**

**Revenue Indicators**

Operating Revenue/ Operating Cost  
Passenger Revenue/ Total Passenger Trips

<b>Metro Plus YTD</b>		<b>Fixed Route YTD</b>	
June, 2011	June, 2012	June, 2011	June, 2012

*Financial Stats not available for June*

**Expense Indicators**

Operating Cost/Passenger Trip

<b>Operations</b>	<b>Metro Plus</b>		<b>YTD</b>	<b>YTD</b>
	<b>June, 2011</b>	<b>June, 2012</b>	<b>2011</b>	<b>2012</b>
Total Trips	22,237	20,561	136,321	133,973
Rides Cancelled	3,341	3,053	21,771	18,850
Cancellation Rate	15.0%	14.8%	16.0%	14.1%
No Shows	502	296	2,838	1,686
No Shows/Rides Provided	2.3%	1.4%	2.1%	1.3%
Number of Clients Provided Service	1,141	1,082	1,569	1,451
Average Trips/Client	19.5	19.0	86.9	92.3
DDS Trips	13,869	13,190	81,919	83,646
Subscription Trips	12,732	11,946	81,609	77,938
DDS Subscription Trips	8,773	8,343	51,023	52,700
D2D Trips	15,493	14,346	96,545	92,787
Lv Attended Trips	6,934	6,368	40,063	41,880
Maintenance Inspections Conducted/Scheduled	100.0%	88.9%	101.5%	105.5%

**Number of Trips by Provider YTD**

	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Ambulatory	16,604	21,549	24,746	32,623	95,522
Non-Ambulatory	9,111	1,108	5,415	22,817	38,451
Percentage	19.19%	16.91%	22.51%	41.38%	100.00%

**Customer Service YTD**

	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Rides Provided	25,715	22,657	30,161	55,440	133,973
Customer Complaints	81	68	57	102	308
Customer Compliments	10	7	8	1	26
Customer Suggestions	7	1	1	7	16
Complaints/1000 passenger trips	3.15	3.00	1.89	1.84	2.30
Late Service Reports (2)	29	106	141	190	466
Late Service Reports/1000 passenger trips	1.13	4.68	4.67	3.43	3.48

**On-Time Performance, June 2012**

	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
	90%	98%	96%	95%

**ADA Certifications, June 2012**

	<b>Clients</b>	<b>1-19 Trips</b>	<b>&gt;20 - 40&lt;</b>	<b>&lt;40 Trips/mo</b>	<b>TTL Trips</b>
Category 1	1,632	304	230	120	14,865
Category 2	23	0	0	0	0
Category 2/3	66	4	0	0	16
Category 3	2,775	366	87	22	5,646
<b>Total</b>	4,496				20,527

Monthly New Certification	32
Monthly Denied Applications	2

Fixed Route Trips Using Lifts (YTD)	18,683
-------------------------------------	--------

(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.**