

**Paratransit Performance Indicators
October, 2011**

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

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

Financial Data not available at time of printing

Expense Indicators

Operating Cost/Passenger Trip

Operations	Metro Plus			
	Oct. 2010	Oct. 2011	YTD Oct. 2010	YTD Oct. 2011
Total Trips	23,324	23,416	227,007	225,095
Rides Cancelled	3,251	3,591	33,075	35,494
Cancellation Rate	13.9%	15.3%	14.6%	15.8%
No Shows	383	457	4,081	4,931
No Shows/Rides Provided	1.6%	2.0%	1.8%	2.2%
Number of Clients Provided Service	1,148	1,120	1,749	1,714
Average Trips/Client	20.3	20.9	129.8	131.3
DDS Trips	14,381	14,472	140,178	138,336
Subscription Trips	13,213	13,631	132,012	132,617
DDS Subscription Trips	8,775	9,138	90,055	86,526
D2D Trips	17,050	15,921	170,523	157,109
Lv Attended Trips	6,709	7,075	65,336	67,966
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	27,120	38,806	41,171	50,579	157,676
Non-Ambulatory	17,650	1,174	7,728	40,867	67,419
Percentage	19.89%	17.76%	21.72%	40.63%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	44,770	39,980	48,899	91,446	225,095
Customer Complaints	150	222	64	77	513
Customer Compliments	15	14	3	2	34
Customer Suggestions	8	3	2	2	15
Complaints/1000 passenger trips	3.35	5.55	1.31	0.84	2.28
Late Service Reports (2)	37	304	140	144	625
Late Service Reports/1000 passenger trips	0.83	7.60	2.86	1.57	2.78

On-Time Performance, October 2011	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	91%	96%	96%	94%

ADA Certifications, October 2011	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1564	265	171	114	16,513
Category 2	24	0	0	0	0
Category 2/3	67	5	0	0	31
Category 3	2,670	386	104	29	6,861
Total	4,325				23,405

Monthly New Certification	28
Monthly Denied Applications	1
Fixed Route Trips Using Lift	3,145

(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.