

**Paratransit Performance Indicators
August, 2012**

Operations	Metro Plus			
	Aug, 2011	Aug, 2012	YTD Aug, 2011	YTD Aug, 2012
Total Trips	22,405	21,945	179,001	176,190
Rides Cancelled	3,519	2,849	28,377	24,723
Cancellation Rate	15.7%	13.0%	15.9%	14.0%
No Shows	566	277	3,921	2,258
No Shows/Rides Provided	2.5%	1.3%	2.2%	1.3%
Number of Clients Provided Service	1090	1,067	1,642	1,521
Average Trips/Client	20.6	20.6	109.0	115.8
DDS Trips	14,714	14,595	109,603	111,425
Subscription Trips	12,918	12,914	106,047	102,796
DDS Subscription Trips	9,312	9,271	68,475	70,397
D2D Trips	15,409	15,258	125,824	121,936
Lv Attended Trips	7,346	7,050	53,814	55,216
Maintenance Inspections Conducted/Scheduled	90.0%	100.0%	100.0%	104.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	22,210	29,371	32,322	42,086	125,989
Non-Ambulatory	11,837	1,508	7,228	29,628	50,201
Percentage	19.32%	17.53%	22.45%	40.70%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	34,047	30,879	39,550	71,714	176,190
Customer Complaints	98	100	80	124	402
Customer Compliments	11	8	8	1	28
Customer Suggestions	10	1	1	9	21
Complaints/1000 passenger trips	2.88	3.24	2.02	1.73	2.28
Late Service Reports (2)	32	146	189	218	585
Late Service Reports/1000 passenger trips	0.94	4.73	4.78	3.04	3.32

On-Time Performance, August 2012	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	91%	96%	96%	96%

ADA Certifications, August 2012	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,644	271	193	170	16,211
Category 2	23	0	0	0	0
Category 2/3	65	2	1	0	30
Category 3	2,797	370	78	27	5,694
Total	4,529				21,935

Monthly New Certification	31
Monthly Denied Applications	0
Fixed Route Trips Using Lifts (YTD)	24,641

(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.