

**Paratransit Performance Indicators**  
Year to Date as of Jan 31, 2012

**Metro Plus YTD**      **Fixed Route YTD**  
Jan. 2011   Jan. 2012      Jan. 2011   Jan. 2012

**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			
	Jan. 2011	Jan. 2012	YTD 2011	YTD 2012
Total Trips	21,732	21,323	21,732	21,323
Rides Cancelled	3,253	3,239	3,253	3,239
Cancellation Rate	15.0%	15.2%	15.0%	15.2%
No Shows	434	326	434	326
No Shows/Rides Provided	2.0%	1.5%	2.0%	1.5%
Number of Clients Provided Service	1,133	1,083	1,133	1,083
Average Trips/Client	19.2	19.7	19.2	19.7
DDS Trips	12,667	12,790	12,667	12,790
Subscription Trips	12,132	12,107	12,132	12,107
DDS Subscription Trips	7,884	8,250	7,884	8,250
D2D Trips	15,531	14,587	15,531	14,587
Lv Attended Trips	6,181	6,606	6,181	6,606
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	2,687	3,440	3,722	5,411	15,260
Non-Ambulatory	1,476	117	820	3,650	6,063
Percentage	19.52%	16.68%	21.30%	42.49%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Transit Sol	Badger Bus	Total
Rides Provided	4,163	3,557	4,542	9,061	21,323
Customer Complaints	17	19	8	10	54
Customer Compliments	3	1	1	0	5
Customer Suggestions	1	0	0	0	1
Complaints/1000 passenger trips	4.1	5.3	1.8	1.1	2.5
Late Service Reports (2)	7	17	22	40	86
Late Service Reports/1000 passenger trips	1.7	4.8	4.8	4.4	4.0

On-Time Performance, Jan 2012	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	87%	96%	92%	93%

ADA Certifications, Jan 2012	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,587	288	239	120	15,302
Category 2	23	0	0	0	0
Category 2/3	68	8	1	0	74
Category 3	2724	350	113	18	5,926
<b>Total</b>	4,402				21,302

Monthly New Certification 53  
 Monthly Denied Applications 2  
 Fixed Route Trips Using Lift 2,447

(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.**