

**Paratransit Performance Indicators
February, 2011**

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

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

Financial Data not available at time of printing

Expense Indicators

Operating Cost/Passenger Trip

Operations	Metro Plus			
	Feb. 2010	Feb. 2011	YTD 2010	YTD 2011
Total Trips	23,072	21,267	44,590	42,999
Rides Cancelled	3,697	4,619	7,000	7,872
Cancellation Rate	16.0%	21.7%	15.7%	18.3%
No Shows	379	434	773	868
No Shows/Rides Provided	1.6%	2.0%	1.7%	2.0%
Number of Clients Provided Service	1,182	1,132	1,293	1,263
Average Trips/Client	19.5	18.8	34.5	34.0
DDS Trips	14,043	12,690	27,127	25,357
Subscription Trips	14,110	12,145	26,703	24,277
DDS Subscription Trips	9,522	7,945	18,172	15,829
D2D Trips	17,053	15,016	33,258	30,547
Lv Attended Trips	5,920	6,010	11,436	12,191
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	94.7%	100.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	2,407	3,735	4,110	4,598	14,850
Non-Ambulatory	1,715	-	738	3,964	6,417
Percentage	19.38%	17.56%	22.80%	40.26%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Transit Sol	Badger Bus	Total
Rides Provided	8738	6850	9826	17585	42999
Customer Complaints	22	32	15	17	86
Customer Compliments	3	3	0	0	6
Customer Suggestions	3	1	1	1	6
Complaints/1000 passenger trips	2.5	4.7	1.5	1.0	2
Late Service Reports (2)	2	43	25	29	99
Late Service Reports/1000 passenger trips	0.2	6.3	2.5	1.6	2.3

On-Time Performance, Jan. 2010	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	88%	95%	94%	94%

ADA Certifications, Feb. 2010	Clients	1-19 Trips	>20 - 40<	<40 Trips/mc	TTL Trips
Category 1	1,495	282	251	98	14,509
Category 2	25	0	0	0	0
Category 2/3	76	8	4	1	207
Category 3	2,593	399	108	27	6,514
Total	4,189				21,230

Monthly New Certification	38
Monthly Denied Applications	4
Fixed Route Trips Using Lift	2,284

(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.