

**Paratransit Performance Indicators
June, 2011**

Revenue Indicators	Metro Plus YTD		Fixed Route YTD	
	June, 2010	June, 2011	June, 2010	June, 2011
Operating Revenue/ Operating Cost	45.1%	44.9%	25.9%	27.2%
Passenger Revenue/ Total Passenger Trips	\$1.29	\$1.27	\$0.76	\$0.77

Expense Indicators				
Operating Cost/Passenger Trip	\$25.40	\$26.53	\$2.93	\$2.84

Operations	Metro Plus			
	June, 2010	June, 2011	YTD 2010	YTD 2011
Total Trips	21,887	22,237	137,759	136,321
Rides Cancelled	3,303	3,341	20,923	21,771
Cancellation Rate	15.1%	15.0%	15.2%	16.0%
No Shows	371	502	2,457	2,838
No Shows/Rides Provided	1.7%	2.3%	1.8%	2.1%
Number of Clients Provided Service	1,145	1,141	1,591	1,569
Average Trips/Client	19.1	19.5	86.6	86.9
DDS Trips	13,791	13,869	84,319	81,919
Subscription Trips	12,772	12,732	82,650	81,609
DDS Subscription Trips	8,988	8,773	56,246	51,023
D2D Trips	16,524	15,493	104,092	96,545
Lv Attended Trips	6,333	6,934	36,526	40,063
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	17,116	23,196	25,183	30,218	95,713
Non-Ambulatory	11,293	425	4,365	24,525	40,608
Percentage	20.84%	17.33%	21.68%	40.16%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	28,409	23,621	29,548	54,743	136,321
Customer Complaints	91	110	38	39	278
Customer Compliments	10	8	2	2	22
Customer Suggestions	6	1	2	2	11
Complaints/1000 passenger trips	3.20	4.66	1.29	0.71	2.04
Late Service Reports (2)	7	81	64	70	222
Late Service Reports/1000 passenger trips	0.25	3.43	2.17	1.28	1.63

On-Time Performance, June, 2011	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	90%	94%	96%	96%

ADA Certifications, June 2011	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,536	302	192	153	15,540
Category 2	25	0	0	0	0
Category 2/3	72	6	0	0	59
Category 3	2,628	412	94	33	6,614
Total	4,261				22,213

Monthly New Certification	43
Monthly Denied Applications	0

Fixed Route Trips Using Lifts (YTD)	16,914
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(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.