

**Paratransit Performance Indicators
September, 2011**

Revenue Indicators	Metro Plus YTD		Fixed Route YTD	
	Sept. 2010	Sept. 2011	Sept. 2010	Sept. 2011
Operating Revenue/ Operating Cost	40.8%	41.1%	25.2%	26.6%
Passenger Revenue/ Total Passenger Trips	\$1.23	\$1.42	\$0.77	\$0.77

Expense Indicators	Sept. 2010	Sept. 2011	Sept. 2010	Sept. 2011
Operating Cost/Passenger Trip	\$28.25	\$29.73	\$3.06	\$2.91

Operations	Metro Plus			
	Sept. 2010	Sept. 2011	YTD 2010	YTD 2011
Total Trips	22,725	22,678	203,683	201,679
Rides Cancelled	2,924	3,526	29,824	31,903
Cancellation Rate	12.9%	15.5%	14.6%	15.8%
No Shows	361	553	3,698	4,474
No Shows/Rides Provided	1.6%	2.4%	1.8%	2.2%
Number of Clients Provided Service	1,130	1,118	1,708	1,671
Average Trips/Client	20.1	20.3	119.3	120.7
DDS Trips	14,114	14,261	125,797	123,864
Subscription Trips	12,511	12,939	118,799	118,986
DDS Subscription Trips	8,440	8,913	81,280	77,388
D2D Trips	16,874	15,364	153,473	141,188
Lv Attended Trips	6,735	7,077	58,627	60,891
Maintenance Inspections Conducted/Scheduled	90.9%	100.0%	96.0%	100.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	24,206	34,580	37,471	45,188	141,445
Non-Ambulatory	15,800	988	6,837	36,609	60,234
Percentage	19.84%	17.64%	21.97%	40.56%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	40,006	35,568	44,308	81,797	201,679
Customer Complaints	135	198	59	66	458
Customer Compliments	12	11	3	2	28
Customer Suggestions	7	3	2	2	14
Complaints/1000 passenger trips	3.37	5.57	1.33	0.81	2.27
Late Service Reports (2)	32	269	126	127	554
Late Service Reports/1000 passenger trips	0.80	7.56	2.84	1.55	2.75

On-Time Performance, June. 2011	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	91%	95%	95%	94%

ADA Certifications, June 2011	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,554	269	205	162	16,220
Category 2	24	0	0	0	0
Category 2/3	68	5	0	0	23
Category 3	2,663	394	102	26	6,423
Total	4,309				22,666

Monthly New Certification	39
Monthly Denied Applications	0

Fixed Route Trips Using Lifts 3,220

(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.