

**Paratransit Performance Indicators  
February, 2012**

**Revenue Indicators**

Operating Revenue/ Operating Cost  
Passenger Revenue/ Total Passenger Trips

	<b>Metro Plus YTD</b>		<b>Fixed Route YTD</b>	
	Feb. 2011	Feb. 2012	Feb. 2011	Feb. 2012

*Financial Data not available at time of printing*

**Expense Indicators**

Operating Cost/Passenger Trip

Operations	Metro Plus			
	Feb. 2011	Feb. 2012	YTD 2011	YTD 2012
Total Trips	21,267	23,174	42,999	44,497
Rides Cancelled	4,619	3,156	7,872	6,395
Cancellation Rate	21.7%	13.6%	18.3%	14.4%
No Shows	434	285	868	611
No Shows/Rides Provided	2.0%	1.2%	2.0%	1.4%
Number of Clients Provided Service	1,132	1,122	1,263	1,236
Average Trips/Client	18.8	20.7	34.0	36.0
DDS Trips	12,690	14,385	25,357	27,175
Subscription Trips	12,145	13,744	24,277	25,851
DDS Subscription Trips	7,945	9,080	15,829	17,330
D2D Trips	15,016	16,194	30,547	30,781
Lv Attended Trips	6,010	7,254	12,191	13,860
Maintenance Inspections Conducted/Scheduled	100.0%	111.1%	100.0%	100.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	2,723	3,540	4,431	5,675	16,369
Non-Ambulatory	1,583	202	955	4,065	6,805
Percentage	18.58%	16.15%	23.24%	42.03%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Transit Sol	Badger Bus	Total
Rides Provided	8469	7299	9928	18801	44497
Customer Complaints	34	24	17	45	120
Customer Compliments	5	1	3	0	9
Customer Suggestions	2	0	0	1	3
Complaints/1000 passenger trips	4.0	3.3	1.7	2.4	3
Late Service Reports (2)	14	37	65	85	201
Late Service Reports/1000 passenger trips	1.7	5.1	6.5	4.5	4.5

On-Time Performance, Feb 2012	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	88%	95%	93%	93%

ADA Certifications, Feb 2012	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,600	289	204	165	16,544
Category 2	23	0	0	0	0
Category 2/3	68	6	2	0	95
Category 3	2,740	364	104	30	6,495
<b>Total</b>	4,431				23,134

Monthly New Certification	36
Monthly Denied Applications	0
Fixed Route Trips Using Lift	3,013

(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.**