

**Paratransit Performance Indicators  
April, 2011**

**Revenue Indicators**

Operating Revenue/ Operating Cost  
Passenger Revenue/ Total Passenger Trips

	<b>Metro Plus YTD</b>		<b>Fixed Route YTD</b>	
	Apr. 2010	Apr. 2011	Apr. 2010	Apr. 2011

*Financial Data not available at time of printing*

**Expense Indicators**

Operating Cost/Passenger Trip

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Apr. 2010</b>	<b>Apr. 2011</b>	<b>YTD 2010</b>	<b>YTD 2011</b>
Total Trips	23,585	22,559	93,444	91,194
Rides Cancelled	3,451	3,326	14,377	15,190
Cancellation Rate	14.6%	14.7%	15.4%	16.7%
No Shows	450	489	1,706	1,853
No Shows/Rides Provided	1.9%	2.2%	1.8%	2.0%
Number of Clients Provided Service	1,183	1,136	1,464	1,456
Average Trips/Client	19.9	19.9	63.8	62.6
DDS Trips	14,227	13,404	56,992	54,117
Subscription Trips	14,203	16,604	56,497	55,813
DDS Subscription Trips	9,499	8,168	38,275	33,596
D2D Trips	18,145	15,872	70,475	64,616
Lv Attended Trips	6,204	6,616	24,171	26,093
Maintenance Inspections Conducted/Scheduled	90.9%	100.0%	95.3%	100.0%

**Number of Trips by Provider YTD**

	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Ambulatory	11,517	14,852	17,274	20,308	63,951
Non-Ambulatory	7,691	129	2,916	16,507	27,243
Percentage	21.06%	16.43%	22.14%	40.37%	100.00%

**Customer Service YTD**

	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Rides Provided	19,208	14,981	20,190	36,815	91,194
Customer Complaints	55	67	26	29	177
Customer Compliments	7	8	1	2	18
Customer Suggestions	5	1	1	1	8
Complaints/1000 passenger trips	2.86	4.47	1.29	0.79	1.94
Late Service Reports (2)	4	64	51	58	177
Late Service Reports/1000 passenger trips	0.21	4.27	2.53	1.58	1.94

**On-Time Performance, Apr. 2011**

	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
	91%	95%	95%	97%

**ADA Certifications, Apr 2011**

	<b>Clients</b>	<b>1-19 Trips</b>	<b>&gt;20 - 40&lt;</b>	<b>&lt;40 Trips/mo</b>	<b>TTL Trips</b>
Category 1	1,521	277	214	141	11,729
Category 2	27	0	0	0	0
Category 2/3	74	4	4	0	122
Category 3	2,606	402	106	145	6,864
<b>Total</b>	4,228				18,715

Monthly New Certification	57
Monthly Denied Applications	0

Fixed Route Trips Using Lift	3,020
------------------------------	-------

(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.**