

**Paratransit Performance Indicators
August, 2011**

Revenue Indicators	Metro Plus YTD		Fixed Route YTD	
	Aug. 2010	Aug. 2011	Aug. 2010	Aug. 2011
Operating Revenue/ Operating Cost	42.1%	43.7%	24.6%	26.2%
Passenger Revenue/ Total Passenger Trips	\$1.26	\$1.48	\$0.77	\$0.79

Expense Indicators				
Operating Cost/Passenger Trip	\$27.48	\$28.07	\$3.15	\$3.03

Operations	Metro Plus			
	Aug. 2010	Aug. 2011	YTD Aug. 2010	YTD Aug. 2011
Total Trips	21,789	22,405	180,958	179,001
Rides Cancelled	3,096	NA	26,900	NA
Cancellation Rate	14.2%	NA	14.9%	NA
No Shows	459	566	3,337	3,921
No Shows/Rides Provided	2.1%	2.5%	1.8%	2.2%
Number of Clients Provided Service	1112	1,090	1,659	1,642
Average Trips/Client	19.6	20.6	109.1	109.0
DDS Trips	13,899	14,714	111,683	109,603
Subscription Trips	11,964	12,918	106,288	106,047
DDS Subscription Trips	8,490	9,312	72,840	68,475
D2D Trips	16,424	15,409	136,599	125,824
Lv Attended Trips	6,561	7,346	51,892	53,814
Maintenance Inspections Conducted/Scheduled	90.0%	100.0%	96.6%	100.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	21,534	30,845	33,373	39,920	125,672
Non-Ambulatory	14,188	787	5,932	32,422	53,329
Percentage	19.96%	17.67%	21.96%	40.41%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	35,722	31,632	39,305	72,342	179,001
Customer Complaints	117	184	52	61	414
Customer Compliments	11	10	2	2	25
Customer Suggestions	7	2	2	2	13
Complaints/1000 passenger trips	3.28	5.82	1.32	0.84	2.31
Late Service Reports (2)	28	211	98	100	437
Late Service Reports/1000 passenger trips	0.78	6.67	2.49	1.38	2.44

On-Time Performance, June. 2011	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	90%	94%	95%	95%

ADA Certifications, June 2011	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,546	261	185	175	16,020
Category 2	24	0	0	0	0
Category 2/3	68	5	0	0	15
Category 3	2,639	385	89	33	6,318
Total	4,277				22,353

Monthly New Certification	14
Monthly Denied Applications	0
Fixed Route Trips Using Lifts (YTD)	NA

(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.