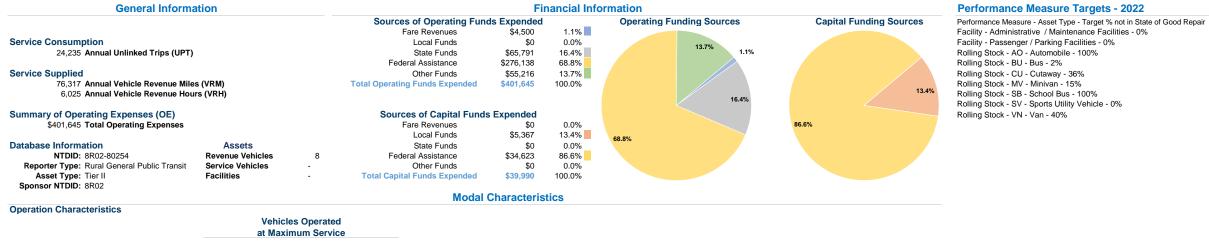
Glen-wood, Inc. 2021 Annual Agency Profile



| Mode Operated     | Transportation | Expenses  | Revenues | Funds Annual U | Jnlinked Trips | Revenue Miles | Revenue Hours |
|-------------------|----------------|-----------|----------|----------------|----------------|---------------|---------------|
| Demand Response 8 | -              | \$401,645 | \$4,500  | \$39,990       | 24,235         | 76,317        | 6,025         |
| Total 8           |                | \$401,645 | \$4,500  | \$39,990       | 24,235         | 76,317        | 6,025         |

| Performance Measures | Service Effi                                   | ciency   |                 |  | Service Effectiveness                      | 5  |
|----------------------|--|--|-----------------|--|--|--|
| Mode                 | Operating Expenses per<br>Vehicle Revenue Mile | Operating Expenses per<br>Vehicle Revenue Hour | Mode            | Operating Expenses<br>per Unlinked<br>Passenger Trip | Unlinked Trips per<br>Vehicle Revenue Mile | Unlinked Trips per<br>Vehicle Revenue Hour |
| Demand Response      | \$5.26   | \$66.66  | Demand Response | \$16.57  | 0.3  | 4.0  |
| Total                | \$5.26   | \$66.66  | Total           | \$16.57  | 0.3  | 4.0  |

Unlinked Passenger Trips per Vehicle Revenue Mile: Agency Total Operating Expense per Vehicle Revenue Mile: Agency Total 0.60 \$6.00 0.50 \$5.00 0.40 \$4.00 0.30 \$3.00 0.20 \$2.00 0.10 \$1.00 0.00 \$0.00 13 14 15 16 17 18 19 20 21 12 12 15 16 17 18 19 20 13 14 21

| Mode            | Operating Expenses<br>per Unlinked<br>Passenger Trip | Unlinked Trips per<br>Vehicle Revenue Mile | Unlinked Trips per<br>Vehicle Revenue Hour |
|-----------------|--|--|--|
| Demand Response | \$16.57  | 0.3  | 4.0  |
| Total           | \$16.57  | 0.3  | 4.0  |