

**Paratransit Performance Indicators
July, 2016**

Operations	Metro Plus			
	Jul, 2015	Jul, 2016	YTD 2015	YTD 2016
Total Trips	23,112	21,580	161,065	161,358
Rides Cancelled	6,019	5,725	37,457	37,100
Cancellation Rate	26.0%	26.5%	23.3%	23.0%
No Shows (1)	657	516	4,388	4,254
No Shows/Rides Provided	2.8%	2.4%	2.7%	2.6%
Number of Clients Provided Service	1,061	1,075	1,498	1,495
Average Trips/Client	21.8	20.1	107.5	107.9
DDS Trips	16,398	15,401	113,011	113,054
Subscription Trips	17,987	16,434	124,484	123,538
DDS Subscription Trips	14,824	13,718	101,406	101,093
D2D Trips	22,296	20,652	154,377	154,248
Lv Attended Trips	7,153	6,469	48,380	47,093
Maintenance Inspections Conducted/Scheduled	100.0%	133.3%	100.0%	102.7%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	16,626	18,913	29,698	33,211	21,176	119,624
Non-Ambulatory	1	13,420	1,104	6,423	20,786	41,734
Percentage	10.30%	20.04%	19.09%	24.56%	26.01%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	16,627	32,333	30,802	39,634	41,962	161,358
Customer Complaints	70	56	68	78	161	433
Customer Compliments	5	18	2	5	11	41
Customer Suggestions	1	5	1	0	1	8
Complaints/1000 passenger trips - 2015	4.54	2.09	4.10	1.70	3.14	2.78
Complaints/1000 passenger trips - 2016	4.21	1.73	2.21	1.97	3.84	2.68
Late Service Reports (2)	35	0	35	19	76	165
Late Service Reports/1000 passenger trips-2015	1.70	0.03	1.82	0.89	1.87	1.23
Late Service Reports/1000 passenger trips-2016	2.11	-	1.14	0.48	1.81	1.02

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
July, 2016	97%	94%	97%	95%	95%
YTD - 2015	93%	93%	97%	94%	94%
YTD - 2016	95%	94%	97%	93%	95%

ADA Certifications, July 2016	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,577	281	245	146	16,875
Category 2	9	0	0	0	0
Category 2/3	22	1	0	0	10
Category 3	2,135	315	74	18	4,668
Total	3,743				21,553

Monthly New Certification	32
Monthly Denied Applications	0

(1) No-shows now include late cancels (late cancels used to be reported separately).

(2) Late Service Reports are based on passenger feedback. Not all late reports are chargeable to the vendor.