

**Paratransit Performance Indicators**  
**April, 2013**

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Apr. 2012</b>	<b>Apr. 2013</b>	<b>YTD 2012</b>	<b>YTD 2013</b>
Total Trips	21,937	23,433	90,281	87,388
Rides Cancelled	3,036	3,339	12,808	13,601
Cancellation Rate	13.8%	14.2%	14.2%	15.6%
No Shows	261	518	1,151	1,827
No Shows/Rides Provided	1.2%	2.2%	1.3%	2.1%
Number of Clients Provided Service	1,090	1,097	1,349	1,351
Average Trips/Client	20.1	21.4	66.9	64.7
DDS Trips	13,847	15,174	56,564	56,176
Subscription Trips	12,587	14,210	52,398	51,855
DDS Subscription Trips	8,559	9,805	35,181	36,033
D2D Trips	14,623	16,185	62,042	60,081
Lv Attended Trips	6,796	7,214	28,110	26,664
Maintenance Inspections Conducted/Scheduled	122.2%	80.0%	111.1%	91.2%

<b>Number of Trips by Provider YTD</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Ambulatory	10,776	16,199	14,410	21,738	63,123
Non-Ambulatory	5,655	720	3,469	14,421	24,265
Percentage	18.80%	19.36%	20.46%	41.38%	100.00%

<b>Customer Service YTD</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Rides Provided	16,431	16,919	17,879	36,159	87,388
Customer Complaints	43	56	45	77	221
Customer Compliments	2	6	4	6	18
Customer Suggestions	3	0	1	1	5
Complaints/1000 passenger trips - 2012	3.57	3.13	1.87	2.05	2.47
Complaints/1000 passenger trips - 2013	2.62	3.31	2.52	2.13	2.53
Late Service Reports (1)	6	116	124	68	314
Late Service Reports/1000 passenger trips - 2012	1.46	5.03	5.65	3.94	4.03
Late Service Reports/1000 passenger trips - 2013	0.37	6.86	6.94	1.88	3.59

<b>On-Time Performance, Apr. 2013</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
April, 2013	93%	97%	95%	96%
YTD - 2012	89%	97%	94%	94%
YTD - 2013	91%	95%	95%	96%

<b>ADA Certifications, Apr 2013</b>	<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	1,442	295	180	199	17,324
Category 2	15	0	0	0	0
Category 2/3	44	6	0	0	24
Category 3	2,151	340	91	27	6,036
<b>Total</b>	<b>3,652</b>				<b>23,384</b>

Monthly New Certification	36
Monthly Denied Applications	0
Fixed Route Trips Using Lift (YTD)	10,844

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