

Paratransit Performance Indicators
June, 2016

Operations	Metro Plus			
	Jun, 2015	Jun, 2016	YTD 2015	YTD 2016
Total Trips	22,399	22,883	137,953	139,778
Rides Cancelled	5,389	4,752	31,438	31,375
Cancellation Rate	24.1%	20.8%	22.8%	22.4%
No Shows (1)	687	697	3,731	3,738
No Shows/Rides Provided	3.1%	3.0%	2.7%	2.7%
Number of Clients Provided Service	1,089	1,084	1,465	1,445
Average Trips/Client	20.6	21.1	94.2	96.7
DDS Trips	15,885	16,586	96,613	97,653
Subscription Trips	17,413	17,800	106,497	107,104
DDS Subscription Trips	14,342	14,965	86,582	87,375
D2D Trips	21,475	22,083	132,081	133,596
Lv Attended Trips	6,765	7,035	41,227	40,624
Maintenance Inspections Conducted/Scheduled	100.0%	90.9%	100.0%	98.5%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	14,176	16,680	25,596	28,722	18,487	103,661
Non-Ambulatory	1	11,728	945	5,502	17,941	36,117
Percentage	10.14%	20.32%	18.99%	24.48%	26.06%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	14,177	28,408	26,541	34,224	36,428	139,778
Customer Complaints	62	48	59	70	147	386
Customer Compliments	3	14	2	5	9	33
Customer Suggestions	1	5	1	0	1	8
Complaints/1000 passenger trips - 2015	NA	2.03	4.33	1.69	3.27	2.84
Complaints/1000 passenger trips - 2016	4.37	1.69	2.22	2.05	4.04	2.76
Late Service Reports (2)	34	0	33	17	69	153
Late Service Reports/1000 passenger trips - 2015	NA	0.04	1.90	0.91	1.71	1.21
Late Service Reports/1000 passenger trips - 2016	2.40	-	1.24	0.50	1.89	1.09

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
June, 2016	97%	94%	97%	94%	94%
YTD - 2015	NA	93%	97%	94%	95%
YTD - 2016	95%	94%	97%	92%	95%

ADA Certifications, June 2016	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,565	276	219	186	18,191
Category 2	9	0	0	0	0
Category 2/3	22	1	0	0	2
Category 3	2,120	323	67	17	4,632
Total		3,716			22,825

Monthly New Certification	39
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.