

**Paratransit Performance Indicators**  
**May, 2015**

		<b>Metro Plus</b>		
	<b>May, 2014</b>	<b>May, 2015</b>	<b>YTD 2014</b>	<b>YTD 2015</b>
<b>Operations</b>				
Total Trips	22,503	22,010	112,156	115,554
Rides Cancelled	4,942	5,783	19,994	26,049
Cancellation Rate	22.0%	26.3%	17.8%	22.5%
No Shows (1)	456	644	2,525	3,044
No Shows/Rides Provided	2.0%	2.9%	2.3%	2.6%
Number of Clients Provided Service	1,105	1,064	1,419	1,407
Average Trips/Client	20.4	20.7	79.0	82.1
DDS Trips	14,936	15,355	73,642	80,728
Subscription Trips	13,498	16,765	67,393	89,084
DDS Subscription Trips	9,751	13,557	48,590	72,238
D2D Trips	15,264	21,052	74,977	110,606
Lv Attended Trips	6,769	6,672	32,614	34,462
Maintenance Inspections Conducted/Scheduled	90.9%	100.0%	98.1%	100.0%

<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	14,040	27,350	28,438	16,211	86,039
Non-Ambulatory	7,574	874	4,391	16,676	29,515
Percentage	18.70%	24.42%	28.41%	28.46%	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	21,614	28,224	32,829	32,887	115,554
Customer Complaints	46	140	51	101	338
Customer Compliments	11	1	2	8	22
Customer Suggestions	4	0	0	2	6
Complaints/1000 passenger trips - 2014	1.89	3.40	1.86	1.63	2.06
Complaints/1000 passenger trips - 2015	2.13	4.96	1.55	3.07	2.93
Late Service Reports (1)	0	60	28	52	140
Late Service Reports/1000 passenger trips - 2014	0.09	3.99	5.05	1.47	2.42
Late Service Reports/1000 passenger trips - 2015	-	2.13	0.85	1.58	1.21

<b>On-Time Performance</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
May, 2015	95%	96%	94%	94%
YTD - 2014	91%	96%	95%	97%
YTD - 2015	93%	97%	94%	95%

<b>ADA Certifications, May 2015</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	1,580	295	222	156	16,957
Category 2	9	0	0	0	0
Category 2/3	41	2	0	0	11
Category 3	2,335	299	69	24	4,990
<b>Total</b>	<b>3,965</b>				<b>21,958</b>

Monthly New Certification	22
Monthly Denied Applications	0
Fixed Route Trips Using Lifts (YTD)	11,789

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