

**Paratransit Performance Indicators
October, 2015**

Operations	Metro Plus			
	Oct, 2014	Oct, 2015	YTD Oct, 2014	YTD Oct, 2015
Total Trips	25,164	24,296	226,040	229,981
Rides Cancelled	3,261	4,590	34,796	52,090
Cancellation Rate	13.0%	18.9%	15.4%	22.6%
No Shows (1)	538	606	5,150	6,132
No Shows/Rides Provided	2.1%	2.5%	2.3%	2.7%
Number of Clients Provided Service	1,117	1,111	1,617	1,620
Average Trips/Client	22.5	21.9	139.8	142.0
DDS Trips	17,293	17,176	151,782	161,891
Subscription Trips	19,742	18,770	144,944	177,780
DDS Subscription Trips	15,563	15,380	108,580	145,259
D2D Trips	13,034	23,155	143,723	220,906
Lv Attended Trips	4,091	7,321	61,576	69,446
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	99.0%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	7,482	27,910	50,203	54,465	30,580	170,640
Non-Ambulatory	-	16,369	1,805	8,682	32,485	59,341
Percentage	3.25%	19.25%	22.61%	27.46%	27.42%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	7,482	44,279	52,008	63,147	63,065	229,981
Customer Complaints	27	90	201	110	203	631
Customer Compliments	2	23	5	5	12	47
Customer Suggestions	0	7	2	2	3	14
Complaints/1000 passenger trips - 2014	NA	2.74	4.66	2.05	1.81	2.61
Complaints/1000 passenger trips - 2015	3.61	2.03	3.86	1.74	3.22	2.74
Late Service Reports (2)	7	1	97	48	110	263
Late Service Reports/1000 passenger trips-2014	NA	0.11	3.55	3.27	1.19	1.91
Late Service Reports/1000 passenger trips-2015	0.94	0.02	1.87	0.76	1.74	1.14

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
October, 2015	94%	94%	95%	91%	95%
YTD - 2014	NA	92%	96%	95%	96%
YTD - 2015	94%	94%	96%	93%	94%

ADA Certifications, October 2015	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,598	286	186	213	18,975
Category 2	9	0	0	0	0
Category 2/3	37	2	0	0	3
Category 3	2,311	328	65	28	5,244
Total	3,955				24,222

Monthly New Certification	42
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.