

**Paratransit Performance Indicators  
September, 2013**

Operations	Metro Plus			
	Sept, 2012	Sept, 2013	YTD	YTD
			Sept, 2012	Sept, 2013
Total Trips	20,663	21,596	196,853	194,381
Rides Cancelled	2,563	2,919	27,286	29,913
Cancellation Rate	12.4%	13.5%	13.9%	15.4%
No Shows	239	439	2,497	4,131
No Shows/Rides Provided	1.2%	2.0%	1.3%	2.1%
Number of Clients Provided Service	1,077	1,065	1,560	1,564
Average Trips/Client	19.2	20.3	126.2	124.3
DDS Trips	13,095	14,585	125,220	128,674
Subscription Trips	12,089	12,897	114,885	115,765
DDS Subscription Trips	8,335	9,491	78,732	87,194
D2D Trips	13,904	14,328	135,840	132,725
Lv Attended Trips	6,121	6,544	61,337	59,305
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	103.6%	93.8%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	24,134	36,202	34,041	45,452	139,829
Non-Ambulatory	12,815	1,728	7,892	32,117	54,552
Percentage	19.01%	19.51%	21.57%	39.91%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	36,949	37,930	41,933	77,569	194,381
Customer Complaints	80	115	94	128	417
Customer Compliments	5	10	8	12	35
Customer Suggestions	4	1	4	2	11
Complaints/1000 passenger trips - 2012	2.70	3.23	2.02	1.66	2.22
Complaints/1000 passenger trips - 2013	2.17	3.03	2.24	1.65	2.15
Late Service Reports (1)	24	203	264	176	667
Late Service Reports/1000 passenger trips - 2012	0.94	4.78	4.75	3.12	3.35
Late Service Reports/1000 passenger trips - 2013	0.65	5.35	6.30	2.27	3.43

On-Time Performance, Sept. 2013	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
September, 2013	91%	97%	96%	96%
YTD - 2012	90%	97%	95%	95%
YTD - 2013	91%	96%	95%	96%

ADA Certifications, Sept 2013	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,486	301	251	129	16,267
Category 2	13	0	0	0	0
Category 2/3	42	5	0	0	25
Category 3	2,181	316	81	19	5,258
<b>Total</b>	<b>3,722</b>				<b>21,550</b>

Monthly New Certification	12
Monthly Denied Applications	1

Fixed Route Trips Using Lifts (YTD)	29,003
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(1) Late Service Reports are based on passenger feedback. Not all late reports are chargeable to the vendor.