

**Paratransit Performance Indicators**  
**April, 2016**

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Apr. 2015</b>	<b>Apr. 2016</b>	<b>YTD 2015</b>	<b>YTD 2016</b>
Total Trips	23,843	23,672	93,544	94,382
Rides Cancelled	5,421	4,316	20,266	20,926
Cancellation Rate	22.7%	18.2%	21.7%	22.2%
No Shows (1)	585	538	2,400	2,462
No Shows/Rides Provided	2.5%	2.3%	2.6%	2.6%
Number of Clients Provided Service	1,089	1,103	1,363	1,329
Average Trips/Client	21.9	21.5	68.6	71.0
DDS Trips	16,726	16,468	65,373	65,497
Subscription Trips	18,662	18,290	72,319	72,332
DDS Subscription Trips	15,023	14,795	58,683	58,660
D2D Trips	22,979	22,651	89,554	89,936
Lv Attended Trips	7,246	6,935	27,790	26,957
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

<b>Number of Trips by Provider YTD</b>	<b>Badger Cab</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Ambulatory	9,664	11,279	17,363	19,059	12,912	70,277
Non-Ambulatory	-	7,733	647	3,641	12,084	24,105
Percentage	10.24%	20.14%	19.08%	24.05%	26.48%	100.00%

<b>Customer Service YTD</b>	<b>Badger Cab</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Rides Provided	9,664	19,012	18,010	22,700	24,996	94,382
Customer Complaints	47	33	37	55	107	279
Customer Compliments	2	7	0	3	7	19
Customer Suggestions	1	3	0	0	0	4
Complaints/1000 passenger trips - 2015	NA	1.99	5.07	1.67	3.26	3.01
Complaints/1000 passenger trips - 2016	4.86	1.74	2.05	2.42	4.28	2.96
Late Service Reports (2)	30	0	26	10	56	122
Late Service Reports/1000 passenger trips - 2015	NA	0.00	2.40	0.76	1.61	1.26
Late Service Reports/1000 passenger trips - 2016	3.10	-	1.44	0.44	2.24	1.29

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

<b>ADA Certifications, April 2016</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	1,606	276	206	200	18,522
Category 2	9	0	0	0	0
Category 2/3	24	2	0	0	10
Category 3	2,296	330	73	22	5,116
<b>Total</b>		3,935			23,648

Monthly New Certification	22
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.