

**Paratransit Performance Indicators
July, 2013**

	Metro Plus			
Operations	Jul, 2012	Jul, 2013	YTD 2012	YTD 2013
Total Trips	20,272	21,228	154,245	150,995
Rides Cancelled	3,024	3,221	21,874	24,230
Cancellation Rate	14.9%	15.2%	14.2%	16.0%
No Shows	295	499	1,981	3,240
No Shows/Rides Provided	1.5%	2.4%	1.3%	2.1%
Number of Clients Provided Service	1,054	1,047	1,485	1,493
Average Trips/Client	19.2	20.3	103.9	101.1
DDS Trips	13,184	14,548	97,530	99,051
Subscription Trips	11,944	12,852	89,882	90,068
DDS Subscription Trips	8,426	9,672	61,126	68,056
D2D Trips	13,891	14,563	106,678	103,663
Lv Attended Trips	6,286	6,431	48,166	46,013
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	104.7%	95.2%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	18,420	27,969	26,203	35,702	108,294
Non-Ambulatory	10,044	1,337	6,239	25,081	42,701
Percentage	18.85%	19.41%	21.49%	40.25%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	28,464	29,306	32,442	60,783	150,995
Customer Complaints	69	87	72	106	334
Customer Compliments	3	6	7	10	26
Customer Suggestions	4	0	3	2	9
Complaints/1000 passenger trips - 2012	3.03	3.10	1.98	1.82	2.31
Complaints/1000 passenger trips - 2013	2.42	2.97	2.22	1.74	2.21
Late Service Reports (1)	15	146	194	128	483
Late Service Reports/1000 passenger trips - 2012	0.99	5.01	4.92	3.32	3.53
Late Service Reports/1000 passenger trips - 2013	0.53	4.98	5.98	2.11	3.20

On-Time Performance, July 2013	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
July, 2013	92%	97%	96%	98%
YTD - 2012	90%	97%	95%	94%
YTD - 2013	91%	95%	95%	96%

ADA Certifications, July 2013	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,467	281	216	152	16,257
Category 2	13	0	0	0	0
Category 2/3	43	5	2	0	71
Category 3	2,151	339	66	19	4,848
Total	3,674				21,176

Monthly New Certification	27
Monthly Denied Applications	0
Fixed Route Trips Using Lifts (YTD)	21,706

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