

**Paratransit Performance Indicators
March, 2015**

Operations	Metro Plus			
	Mar, 2014	Mar, 2015	YTD 2014	YTD 2015
Total Trips	23,731	25,196	66,050	69,701
Rides Cancelled	3,369	4,670	11,763	14,845
Cancellation Rate	14.2%	18.5%	17.8%	21.3%
No Shows	520	680	1,583	1,815
No Shows/Rides Provided	2.2%	2.7%	2.4%	2.6%
Number of Clients Provided Service	1,105	1,141	1,290	1,303
Average Trips/Client	21.5	22.1	51.2	53.5
DDS Trips	15,547	17,620	43,319	48,647
Subscription Trips	14,564	19,533	39,451	53,657
DDS Subscription Trips	10,472	15,882	28,586	43,658
D2D Trips	15,769	23,955	43,781	66,575
Lv Attended Trips	6,751	7,433	18,942	20,544
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	8,532	16,576	16,929	10,009	52,046
Non-Ambulatory	4,557	521	2,666	9,911	17,655
Percentage	18.78%	24.53%	28.11%	28.58%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	13,089	17,097	19,595	19,920	69,701
Customer Complaints	28	87	35	55	205
Customer Compliments	8	1	1	6	16
Customer Suggestions	2	0	0	1	3
Complaints/1000 passenger trips - 2014	1.69	3.22	1.92	1.75	2.04
Complaints/1000 passenger trips - 2015	2.14	5.09	1.79	2.76	2.94
Late Service Reports (1)	0	41	11	22	74
Late Service Reports/1000 passenger trips - 2014	0.07	5.52	6.76	1.71	3.15
Late Service Reports/1000 passenger trips - 2015	0.00	2.40	0.56	1.10	1.06

On-Time Performance	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
March, 2015	93%	97%	94%	95%
YTD - 2014	91%	95%	94%	96%
YTD - 2015	92%	97%	94%	95%

ADA Certifications, March 2015	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,594	288	202	218	19,503
Category 2	9	0	0	0	0
Category 2/3	41	6	0	0	16
Category 3	2,316	332	68	32	5,637
Total	3,960				25,156

Monthly New Certification	32
Monthly Denied Applications	2
Fixed Route Trips Using Lift (YTD)	8,312

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