

Paratransit Performance Indicators
March, 2016

Operations	Metro Plus			
	Mar, 2015	Mar, 2016	YTD 2015	YTD 2016
Total Trips	25,196	24,944	69,701	70,710
Rides Cancelled	4,670	5,988	14,845	16,610
Cancellation Rate	18.5%	24.0%	21.3%	23.5%
No Shows (1)	680	676	1,815	1,924
No Shows/Rides Provided	2.7%	2.7%	2.6%	2.7%
Number of Clients Provided Service	1,141	1,104	1,303	1,257
Average Trips/Client	22.1	22.6	53.5	56.3
DDS Trips	17,620	17,375	48,647	49,029
Subscription Trips	19,533	19,252	53,657	54,042
DDS Subscription Trips	15,882	15,571	43,658	43,865
D2D Trips	23,955	23,717	66,575	67,285
Lv Attended Trips	7,433	6,997	20,544	20,022
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	7,335	8,407	13,015	14,348	9,672	52,777
Non-Ambulatory	-	5,775	489	2,684	8,985	17,933
Percentage	10.37%	20.06%	19.10%	24.09%	26.39%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	7,335	14,182	13,504	17,032	18,657	70,710
Customer Complaints	30	21	25	37	81	194
Customer Compliments	2	5	0	1	6	14
Customer Suggestions	0	1	0	0	0	1
Complaints/1000 passenger trips - 2015	NA	2.14	5.09	1.79	2.76	2.94
Complaints/1000 passenger trips - 2016	4.09	1.48	1.85	2.17	4.34	2.74
Late Service Reports (2)	22	0	12	9	41	84
Late Service Reports/1000 passenger trips-2015	NA	0.00	2.40	0.56	1.10	1.06
Late Service Reports/1000 passenger trips - 2016	3.00	0.00	0.89	0.53	2.20	1.19

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
March, 2016	95%	93%	97%	92%	96%
YTD - 2015	NA	92%	97%	94%	95%
YTD - 2016	94%	93%	96%	91%	95%

ADA Certifications, March 2016	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,603	258	198	224	19,424
Category 2	9	0	0	0	0
Category 2/3	36	3	0	0	15
Category 3	2,278	326	68	32	5,480
Total	3,926				24,919

Monthly New Certification	24
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.