

**Paratransit Performance Indicators**  
**August, 2013**

Operations	Metro Plus			
	Aug, 2012	Aug, 2013	YTD Aug, 2012	YTD Aug, 2013
Total Trips	21,945	21,771	176,190	172,766
Rides Cancelled	2,849	2,764	24,723	26,994
Cancellation Rate	13.0%	12.7%	14.0%	15.6%
No Shows	277	452	2,258	3,692
No Shows/Rides Provided	1.3%	2.1%	1.3%	2.1%
Number of Clients Provided Service	1,067	1,069	1,521	1,532
Average Trips/Client	20.6	20.4	115.8	112.8
DDS Trips	14,595	15,038	112,125	114,089
Subscription Trips	12,914	12,800	102,796	102,868
DDS Subscription Trips	9,271	9,647	70,397	77,703
D2D Trips	15,258	14,734	121,936	118,397
Lv Attended Trips	7,050	6,748	55,216	52,761
Maintenance Inspections Conducted/Scheduled	100.0%	80.0%	104.0%	93.1%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	21,321	32,143	30,159	40,519	124,142
Non-Ambulatory	11,463	1,540	7,060	28,561	48,624
Percentage	18.98%	19.50%	21.54%	39.98%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	32,784	33,683	37,219	69,080	172,766
Customer Complaints	75	100	83	118	376
Customer Compliments	4	9	8	10	31
Customer Suggestions	4	0	4	2	10
Complaints/1000 passenger trips - 2012	2.88	3.24	2.02	1.73	2.28
Complaints/1000 passenger trips - 2013	2.29	2.97	2.23	1.71	2.18
Late Service Reports (1)	18	173	236	151	578
Late Service Reports/1000 passenger trips - 2012	0.94	4.73	4.78	3.04	3.32
Late Service Reports/1000 passenger trips - 2013	0.55	5.14	6.34	2.19	3.35

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

ADA Certifications, August 2013	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,473	295	209	164	16,634
Category 2	13	0	0	0	0
Category 2/3	42	4	1	0	36
Category 3	2,148	342	67	23	5,036
<b>Total</b>	<b>3,676</b>				<b>21,706</b>

Monthly New Certification	41
Monthly Denied Applications	1
Fixed Route Trips Using Lifts (YTD)	25,252

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