

Paratransit Performance Indicators
May, 2016

Operations	Metro Plus			
	May, 2015	May, 2016	YTD 2015	YTD 2016
Total Trips	22,010	22,513	115,554	116,895
Rides Cancelled	5,783	5,697	26,049	26,623
Cancellation Rate	26.3%	25.3%	22.5%	22.8%
No Shows (1)	644	579	3,044	3,041
No Shows/Rides Provided	2.9%	2.6%	2.6%	2.6%
Number of Clients Provided Service	1,064	1,080	1,407	1,380
Average Trips/Client	20.7	20.8	82.1	84.7
DDS Trips	15,355	15,570	80,728	81,067
Subscription Trips	16,765	16,972	89,084	89,304
DDS Subscription Trips	13,557	13,750	72,240	72,410
D2D Trips	21,052	21,577	110,606	111,513
Lv Attended Trips	6,672	6,632	34,462	33,589
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	11,755	14,142	21,443	23,646	15,788	86,774
Non-Ambulatory	-	9,740	770	4,523	15,088	30,121
Percentage	10.06%	20.43%	19.00%	24.10%	26.41%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	11,755	23,882	22,213	28,169	30,876	116,895
Customer Complaints	55	39	47	62	131	334
Customer Compliments	2	11	2	3	7	25
Customer Suggestions	1	4	0	0	1	6
Complaints/1000 passenger trips - 2015	NA	2.13	4.96	1.55	3.07	2.93
Complaints/1000 passenger trips - 2016		1.63	2.12	2.20	4.24	2.86
Late Service Reports (2)	31	0	28	14	63	136
Late Service Reports/1000 passenger trips - 2015	NA	0.00	2.13	0.85	1.58	1.21
Late Service Reports/1000 passenger trips - 2016		-	1.26	0.50	2.04	1.16

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
May, 2016	95%	93%	98%	93%	95%
YTD - 2015	NA	93%	97%	94%	95%
YTD - 2016	94%	94%	97%	92%	95%

ADA Certifications, May 2016	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,555	275	213	177	17,572
Category 2	9	0	0	0	0
Category 2/3	22	1	0	0	3
Category 3	2,110	321	71	22	4,863
Total		3,696			22,438

Monthly New Certification	32
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.