

**Paratransit Performance Indicators  
August, 2016**

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Aug, 2015</b>	<b>Aug, 2016</b>	<b>YTD Aug, 2015</b>	<b>YTD Aug, 2016</b>
Total Trips	22,051	23,798	183,116	185,156
Rides Cancelled	5,001	5,415	42,458	42,515
Cancellation Rate	22.7%	22.8%	23.2%	23.0%
No Shows (1)	535	672	4,923	4,926
No Shows/Rides Provided	2.4%	2.8%	2.7%	2.7%
Number of Clients Provided Service	1,062	1,093	1,534	1,532
Average Trips/Client	20.8	21.8	119.4	120.9
DDS Trips	15,603	17,286	128,614	130,340
Subscription Trips	17,052	18,625	141,536	142,163
DDS Subscription Trips	14,068	15,690	115,474	116,783
D2D Trips	21,489	23,119	175,866	177,367
Lv Attended Trips	6,744	7,215	55,124	54,308
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	102.3%

<b>Number of Trips by Provider YTD</b>	<b>Badger Cab</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Ambulatory	19,386	21,715	33,933	38,378	23,972	137,384
Non-Ambulatory	1	15,445	1,275	7,357	23,694	47,772
Percentage	10.47%	20.07%	19.02%	24.70%	25.74%	100.00%

<b>Customer Service YTD</b>	<b>Badger Cab</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Rides Provided	19,387	37,160	35,208	45,735	47,666	185,156
Customer Complaints	81	68	73	84	184	490
Customer Compliments	8	19	2	6	11	46
Customer Suggestions	1	5	1	0	1	8
Complaints/1000 passenger trips - 2015	4.54	2.09	4.10	1.70	3.14	2.78
Complaints/1000 passenger trips - 2016	4.18	1.83	2.07	1.84	3.86	2.65
Late Service Reports (2)	38	0	38	19	86	181
Late Service Reports/1000 passenger trips - 2015	1.70	0.03	1.82	0.89	1.87	1.23
Late Service Reports/1000 passenger trips - 2016	1.96	-	1.08	0.42	1.80	0.98

<b>On-Time Performance</b>	<b>Badger Cab</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
August, 2016	96%	94%	97%	95%	95%
YTD - 2015	94%	94%	97%	94%	94%
YTD - 2016	95%	94%	97%	93%	95%

<b>ADA Certifications, August 2016</b>	<b>Clients</b>	<b>1-19 Trips</b>	<b>&gt;20 - 40&lt;</b>	<b>&lt;40 Trips/mo</b>	<b>TTL Trips</b>
Category 1	1,574	265	196	211	18,790
Category 2	9	0	0	0	0
Category 2/3	20	1	0	0	5
Category 3	2,133	326	70	23	4,930
<b>Total</b>		<b>3,736</b>			<b>23,725</b>

Monthly New Certification	41
Monthly Denied Applications	1

(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.