

**Paratransit Performance Indicators  
July, 2015**

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Jul, 2014</b>	<b>Jul, 2015</b>	<b>YTD 2014</b>	<b>YTD 2015</b>
Total Trips	22,720	23,112	155,910	161,065
Rides Cancelled	2,903	6,019	25,769	37,457
Cancellation Rate	12.8%	26.0%	16.5%	23.3%
No Shows (1)	499	657	3,540	4,388
No Shows/Rides Provided	2.2%	2.8%	2.3%	2.7%
Number of Clients Provided Service	1,066	1,061	1,487	1,498
Average Trips/Client	21.3	21.8	104.8	107.5
DDS Trips	15,706	16,398	103,952	113,011
Subscription Trips	14,010	17,987	94,518	124,484
DDS Subscription Trips	10,593	14,824	69,123	101,404
D2D Trips	15,345	22,296	104,625	154,377
Lv Attended Trips	8,160	7,153	47,145	48,380
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

<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	1,761	19,580	37,284	39,722	21,434	119,781
Non-Ambulatory	-	11,001	1,266	6,124	22,893	41,284
Percentage	1.09%	18.99%	23.93%	28.46%	27.52%	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	1,761	30,581	38,550	45,846	44,327	161,065
Customer Complaints	8	64	158	78	139	447
Customer Compliments	1	16	5	4	9	35
Customer Suggestions	0	5	1	1	2	9
Complaints/1000 passenger trips - 2014	NA	2.11	3.91	1.77	1.72	2.22
Complaints/1000 passenger trips - 2015	4.54	2.09	4.10	1.70	3.14	2.78
Late Service Reports (2)	3	1	70	41	83	198
Late Service Reports/1000 passenger trips-2014	NA	0.12	3.63	4.21	1.30	2.14
Late Service Reports/1000 passenger trips-2015	1.70	0.03	1.82	0.89	1.87	1.23

<b>On-Time Performance</b>	<b>Badger Cab</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
July, 2015	93%	95%	98%	95%	94%
YTD - 2014	NA	91%	96%	95%	97%
YTD - 2015	93%	91%	96%	95%	97%

<b>ADA Certifications, July 2015</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	1,579	264	212	188	18,048
Category 2	9	0	0	0	0
Category 2/3	38	1	0	0	2
Category 3	2,320	309	66	25	5,014
<b>Total</b>	<b>3,946</b>				<b>23,064</b>

Monthly New Certification	25
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.