

**Paratransit Performance Indicators  
September, 2015**

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Sept, 2014</b>	<b>Sept, 2015</b>	<b>YTD Sept, 2014</b>	<b>YTD Sept, 2015</b>
Total Trips	22,779	22,569	200,876	205,685
Rides Cancelled	2,912	5,042	31,535	47,500
Cancellation Rate	12.8%	22.3%	15.7%	23.1%
No Shows (1)	556	603	4,612	5,526
No Shows/Rides Provided	2.4%	2.7%	2.3%	2.7%
Number of Clients Provided Service	1,098	1,077	1,576	1,571
Average Trips/Client	20.7	21.0	127.5	130.9
DDS Trips	15,709	16,101	134,489	144,715
Subscription Trips	17,530	17,474	125,202	159,010
DDS Subscription Trips	13,882	14,407	93,017	129,879
D2D Trips	12,089	21,885	130,689	197,751
Lv Attended Trips	3,817	7,001	57,485	62,125
Maintenance Inspections Conducted/Scheduled	100.0%	90.0%	100.0%	98.9%

<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	5,492	24,800	45,840	49,535	27,046	152,713
Non-Ambulatory	-	14,442	1,621	7,807	29,102	52,972
Percentage	2.67%	19.08%	23.07%	27.88%	27.30%	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	5,492	39,242	47,461	57,342	56,148	205,685
Customer Complaints	18	80	185	100	182	565
Customer Compliments	2	22	5	5	11	45
Customer Suggestions	0	7	2	2	3	14
Complaints/1000 passenger trips - 2014	NA	2.49	4.29	1.99	1.85	2.48
Complaints/1000 passenger trips - 2015	3.28	2.04	3.90	1.74	3.24	2.75
Late Service Reports (2)	3	1	87	48	108	247
Late Service Reports/1000 passenger trips-2014	NA	0.10	3.17	3.49	1.27	1.90
Late Service Reports/1000 passenger trips-2015	0.55	0.03	1.83	0.84	1.92	1.20

<b>On-Time Performance</b>	<b>Badger Cab</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
September, 2015	95%	94%	94%	90%	93%
YTD - 2014	NA	91%	96%	95%	96%
YTD - 2015	94%	94%	96%	93%	94%

<b>ADA Certifications, September 2015</b>	<b>Clients</b>	<b>1-19 Trips</b>	<b>&gt;20 - 40&lt;</b>	<b>&gt;40 Trips/mo</b>	<b>TTL Trips</b>
Category 1	1,590	277	214	177	17,629
Category 2	9	0	0	0	0
Category 2/3	38	2	0	0	6
Category 3	2,315	317	65	23	4,853
<b>Total</b>	<b>3,952</b>				<b>22,488</b>

Monthly New Certification	20
Monthly Denied Applications	4

(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.