

**Paratransit Performance Indicators**  
**December, 2012**

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Dec, 2011</b>	<b>Dec, 2012</b>	<b>YTD 2011</b>	<b>YTD 2012</b>
Total Trips	21,277	17,459	268,942	259,945
Rides Cancelled	3,671	5,069	42,657	38,696
Cancellation Rate	17.3%	29.0%	15.9%	14.9%
No Shows	388	330	5,731	3,430
No Shows/Rides Provided	1.8%	1.9%	2.1%	1.3%
Number of Clients Provided Service	1,112	1,051	1,765	1,670
Average Trips/Client	19.1	16.6	152.4	155.7
DDS Trips	12,958	11,149	165,122	165,845
Subscription Trips	11,863	9,862	157,622	151,801
DDS Subscription Trips	7,879	6,916	103,123	104,488
D2D Trips	14,605	12,008	187,149	178,562
Lv Attended Trips	6,397	5,273	81,216	80,440
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	99.2%	103.6%

<b>Number of Trips by Provider YTD</b>	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	32,705	44,456	46,299	63,007	186,467
Non-Ambulatory	16,991	2,232	10,395	43,860	73,478
Percentage	19.12%	17.96%	21.81%	41.11%	100.00%

<b>Customer Service YTD</b>	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	49,696	46,688	56,694	106,867	259,945
Customer Complaints	126	142	115	163	546
Customer Compliments	17	9	8	3	37
Customer Suggestions	13	2	1	9	25
Complaints/1000 passenger trips - 2011	3.49	5.22	1.34	0.92	2.29
Complaints/1000 passenger trips - 2012	2.54	3.04	2.03	1.53	2.10
Late Service Reports (1)	54	210	245	305	814
Late Service Reports/1000 passenger trips - 2011	0.92	7.45	2.78	1.70	2.79
Late Service Reports/1000 passenger trips - 2012	1.09	4.50	4.32	2.85	3.13

<b>On-Time Performance</b>	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
December, 2012	91%	93%	95%	95%
YTD - 2011	89%	94%	95%	95%
YTD - 2012	91%	96%	95%	95%

<b>ADA Certifications, December 2012</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	1,679	348	265	42	12,557
Category 2	22	0	0	0	0
Category 2/3	64	4	0	0	31
Category 3	2,851	352	75	11	4,837
<b>Total</b>	4,616				17,425

Monthly New Certification	29
Monthly Denied Applications	0

Fixed Route Trips Using Lift (YTD) 36,260

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