Operations	Metro Plus		YTD 2013	YTD 2014
	Jun, 2013	Jun, 2014		
Total Trips	19,661	21,034	129,767	133,190
Rides Cancelled	2,506	2,872	21,009	22,866
Cancellation Rate	12.7%	13.7%	16.2%	17.2%
No Shows	402	516	2,741	3,041
No Shows/Rides Provided	2.0%	2.5%	2.1%	2.3%
Number of Clients Provided Service	1,068	1,025	1,458	1,471
Average Trips/Client	18.4	20.5	89.0	90.5
DDS Trips	13,246	14,604	84,503	88,246
Subscription Trips	11,698	13,115	77,216	80,508
DDS Subscription Trips	8,669	9,940	58,384	58,530
D2D Trips	13,434	14,303	89,100	89,280
Lv Attended Trips	5,958	6,371	39,582	38,985
Maintenance Inspections Conducted/Scheduled	100.0%	110.0%	94.2%	100.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	18,707	23,785	24,118	31,421	98,031
Non-Ambulatory	8,846	1,017	4,878	20,418	35,159
Percentage	20.69%	18.62%	21.77%	38.92%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	27,553	24,802	28,996	51,839	133,190
Customer Complaints	54	94	56	84	288
Customer Compliments	9	9	12	14	44
Customer Suggestions	5	2	4	2	13
Complaints/1000 passenger trips - 2013	2.46	3.19	2.37	1.78	2.30
Complaints/1000 passenger trips - 2014	1.96	3.79	1.93	1.62	2.16
Late Service Reports (1)	4	95	137	73	309
Late Service Reports/1000 passenger trips - 2013	0.41	5.18	5.94	2.17	3.22
Late Service Reports/1000 passenger trips - 2014	0.15	3.83	4.72	1.41	2.32

On-Time Performance	Metro Direct	AbbyVans	Transit Sol.	Badger Bus	
June, 2013	92%	97%	95%	96%	
YTD - 2013	91%	95%	95%	96%	
YTD - 2014	91%	95%	95%	96%	

ADA Certifications, June 2014	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,540	321	219	142	16,293
Category 2	11	0	0	0	0
Category 2/3	44	2	0	0	5
Category 3	2,259	316	63	22	4,727
Total	3,854				21,025

Monthly New Certification	18
Monthly Denied Applications	1
Fixed Route Trips Using Lifts (YTD)	19,859

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