

**Paratransit Performance Indicators
January, 2015**

Operations	Metro Plus			
	Jan, 2014	Jan, 2015	YTD 2014	YTD 2015
Total Trips	19,590	21,659	19,590	21,659
Rides Cancelled	5,172	6,260	5,172	6,260
Cancellation Rate	26.4%	28.9%	26.4%	28.9%
No Shows	558	549	558	549
No Shows/Rides Provided	2.8%	2.5%	2.8%	2.5%
Number of Clients Provided Service	1,046	1,083	1,046	1,083
Average Trips/Client	18.7	20.0	18.7	20.0
DDS Trips	12,767	14,988	12,767	14,988
Subscription Trips	11,173	16,179	11,173	16,179
DDS Subscription Trips	8,116	13,158	8,116	13,158
D2D Trips	13,073	20,879	13,073	20,879
Lv Attended Trips	5,690	6,365	5,690	6,365
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	2,836	4,952	5,148	3,328	16,264
Non-Ambulatory	1,389	157	849	3,000	5,395
Percentage	19.51%	23.59%	27.69%	29.22%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Transit Sol	Badger Bus	Total
Rides Provided	4,225	5,109	5,997	6,328	21,659
Customer Complaints	9	26	9	22	66
Customer Compliments	0	1	1	1	3
Customer Suggestions	0	0	0	0	0
Complaints/1000 passenger trips - 2014	2.42	3.27	1.70	2.99	2.65
Complaints/1000 passenger trips - 2015	2.13	5.09	1.50	3.48	3.05
Late Service Reports (1)	0	7	2	2	11
Late Service Reports/1000 passenger trips - 2014	0.24	7.90	6.57	1.43	3.47
Late Service Reports/1000 passenger trips - 2015	0.00	1.37	0.33	0.32	0.51

On-Time Performance	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
January, 2015	92%	97%	94%	95%
YTD - 2014	91%	92%	94%	96%
YTD - 2015	92%	97%	94%	95%

ADA Certifications, January 2015	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,579	298	244	136	16,652
Category 2	10	0	0	0	0
Category 2/3	41	4	0	0	29
Category 3	2,302	307	75	21	4,943
Total	3,932				21,624

Monthly New Certification	16
Monthly Denied Applications	0

Fixed Route Trips Using Lift (YTD) 2,714

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