

**Paratransit Performance Indicators
August, 2015**

Operations	Metro Plus			
	Aug, 2014	Aug, 2015	YTD Aug, 2014	YTD Aug, 2015
Total Trips	22,187	22,051	178,097	183,116
Rides Cancelled	2,854	5,001	28,623	42,458
Cancellation Rate	12.9%	22.7%	16.1%	23.2%
No Shows (1)	516	535	4,056	4,923
No Shows/Rides Provided	2.3%	2.4%	2.3%	2.7%
Number of Clients Provided Service	1,069	1,062	1,532	1,534
Average Trips/Client	20.8	20.8	116.3	119.4
DDS Trips	14,828	15,603	118,780	128,614
Subscription Trips	13,154	17,052	107,672	141,536
DDS Subscription Trips	10,012	14,068	79,135	115,472
D2D Trips	13,975	21,489	118,600	175,866
Lv Attended Trips	6,523	6,744	53,668	55,124
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	3,615	22,196	41,628	44,568	24,080	136,087
Non-Ambulatory	-	12,688	1,442	6,959	25,940	47,029
Percentage	1.97%	19.05%	23.52%	28.14%	27.32%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	3,615	34,884	43,070	51,527	50,020	183,116
Customer Complaints	12	72	172	85	159	500
Customer Compliments	2	18	5	5	11	41
Customer Suggestions	0	7	2	1	3	13
Complaints/1000 passenger trips - 2014	NA	2.33	4.00	1.87	1.60	2.26
Complaints/1000 passenger trips - 2015	3.32	2.06	3.99	1.65	3.18	2.73
Late Service Reports (2)	3	1	80	45	91	220
Late Service Reports/1000 passenger trips - 2014	NA	0.11	3.26	3.77	1.19	1.93
Late Service Reports/1000 passenger trips - 2015	0.83	0.03	1.86	0.87	1.82	1.20

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
August, 2015	94%	94%	96%	94%	93%
YTD - 2014	NA	92%	96%	95%	97%
YTD - 2015	94%	94%	97%	94%	94%

ADA Certifications, August 2015	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,588	286	212	169	17,161
Category 2	9	0	0	0	0
Category 2/3	39	2	0	0	5
Category 3	2,323	308	67	19	4,797
Total	3,959				21,963

Monthly New Certification	42
Monthly Denied Applications	0

(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.