

**Paratransit Performance Indicators
December, 2015**

Operations	Metro Plus			
	Dec, 2014	Dec, 2015	YTD Dec, 2014	YTD Dec, 2015
Total Trips	21,825	21,952	268,356	273,968
Rides Cancelled	4,194	7,697	42,097	65,601
Cancellation Rate	19.2%	35.1%	15.7%	23.9%
No Shows (1)	719	788	6,370	7,477
No Shows/Rides Provided	3.3%	3.6%	2.4%	2.7%
Number of Clients Provided Service	1,124	1,072	1,679	1,673
Average Trips/Client	19.4	20.5	159.8	163.8
DDS Trips	15,026	15,418	180,564	192,772
Subscription Trips	16,186	16,439	176,698	211,117
DDS Subscription Trips	13,029	13,570	133,828	172,692
D2D Trips	11,525	20,876	166,118	262,755
Lv Attended Trips	3,624	6,515	68,590	82,414
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	99.2%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	12,335	32,659	58,144	63,281	36,616	203,035
Non-Ambulatory	-	19,759	2,139	10,473	38,562	70,933
Percentage	4.50%	19.13%	22.00%	26.92%	27.44%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	12,335	52,418	60,283	73,754	75,178	273,968
Customer Complaints	47	100	216	124	231	718
Customer Compliments	4	27	5	6	14	56
Customer Suggestions	0	7	2	2	4	15
Complaints/1000 passenger trips-2014	NA	2.64	5.32	2.01	1.99	2.79
Complaints/1000 passenger trips-2015	3.81	1.91	3.58	1.68	3.07	2.62
Late Service Reports (2)	13	1	103	56	129	302
Late Service Reports/1000 passenger trips-2014	NA	0.11	3.97	3.01	1.10	1.93
Late Service Reports/1000 passenger trips-2015	1.05	0.02	1.71	0.76	1.72	1.10

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
December, 2015	93%	94%	96%	91%	94%
YTD - 2014	NA	92%	95%	95%	96%
YTD - 2015	94%	94%	96%	93%	94%

ADA Certifications, December 2015	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,600	286	229	154	17,055
Category 2	9	0	0	0	0
Category 2/3	37	2	0	0	7
Category 3	2,307	306	79	16	4,859
Total	3,953				21,921

Monthly New Certification	28
Monthly Denied Applications	2

(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.