

**Paratransit Performance Indicators**  
**January, 2016**

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Jan, 2015</b>	<b>Jan, 2016</b>	<b>YTD 2015</b>	<b>YTD 2016</b>
Total Trips	21,659	21,967	21,659	21,967
Rides Cancelled	6,260	5,704	6,260	5,704
Cancellation Rate	28.9%	26.0%	28.9%	26.0%
No Shows (1)	549	621	549	621
No Shows/Rides Provided	2.5%	2.8%	2.5%	2.8%
Number of Clients Provided Service	1,083	1,073	1,083	1,073
Average Trips/Client	20.0	20.5	20.0	20.5
DDS Trips	14,988	15,124	14,988	15,124
Subscription Trips	16,179	16,456	16,179	16,456
DDS Subscription Trips	13,158	13,458	13,158	13,458
D2D Trips	20,879	20,945	20,879	20,945
Lv Attended Trips	6,365	6,350	6,365	6,350
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

<b>Number of Trips by Provider YTD</b>	<b>Badger Cab</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Ambulatory	2,273	2,396	4,099	4,574	3,024	16,366
Non-Ambulatory	-	1,713	165	815	2,908	5,601
Percentage	10.35%	18.71%	19.41%	24.53%	27.00%	100.00%

<b>Customer Service YTD</b>	<b>Badger Cab</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol</b>	<b>Badger Bus</b>	<b>Total</b>
Rides Provided	2,273	4,109	4,264	5,389	5,932	21,967
Customer Complaints	17	6	7	14	35	79
Customer Compliments	2	1	0	1	3	7
Customer Suggestions	0	0	0	0	0	0
Complaints/1000 passenger trips - 2015	NA	2.13	5.09	1.50	3.48	3.05
Complaints/1000 passenger trips - 2016	7.48	1.46	1.64	2.60	5.90	3.60
Late Service Reports (2)	6	0	3	2	13	24
Late Service Reports/1000 passenger trips - 2015	NA	0.00	1.37	0.33	0.32	0.51
Late Service Reports/1000 passenger trips - 2016	2.64	0.00	0.70	0.37	2.19	1.09

<b>On-Time Performance</b>	<b>Badger Cab</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
January, 2016	94%	94%	96%	90%	95%
YTD - 2015	NA	92%	97%	94%	95%
YTD - 2016	94%	94%	96%	90%	95%

<b>ADA Certifications, January 2016</b>	<b>Clients</b>	<b>1-19 Trips</b>	<b>&gt;20 - 40&lt;</b>	<b>&lt;40 Trips/mo</b>	<b>TTL Trips</b>
Category 1	1,602	280	241	144	16,902
Category 2	9	0	0	0	0
Category 2/3	36	1	0	0	11
Category 3	2,317	319	69	21	4,972
<b>Total</b>	<b>3,964</b>				<b>21,885</b>

Monthly New Certification	18
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.