

**Paratransit Performance Indicators**  
**February, 2016**

	<b>Metro Plus</b>			
<b>Operations</b>	<b>Feb, 2015</b>	<b>Feb, 2016</b>	<b>YTD 2015</b>	<b>YTD 2016</b>
Total Trips	22,846	23,799	44,505	45,766
Rides Cancelled	3,915	4,918	10,175	10,622
Cancellation Rate	17.1%	20.7%	22.9%	23.2%
No Shows (1)	586	627	1,135	1,248
No Shows/Rides Provided	2.6%	2.6%	2.6%	2.7%
Number of Clients Provided Service	1,109	1,073	1,216	1,181
Average Trips/Client	20.6	22.2	36.6	38.8
DDS Trips	16,039	16,530	31,027	31,654
Subscription Trips	17,945	18,334	34,124	34,790
DDS Subscription Trips	14,618	14,836	27,776	28,294
D2D Trips	21,741	22,623	42,620	43,568
Lv Attended Trips	6,746	6,675	13,111	13,025
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	4,890	5,022	8,540	9,489	6,254	34,195
Non-Ambulatory	-	3,553	312	1,757	5,949	11,571
Percentage	10.68%	18.74%	19.34%	24.57%	26.66%	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	4,890	8,575	8,852	11,246	12,203	45,766
Customer Complaints	27	15	19	22	61	144
Customer Compliments	2	1	0	1	5	9
Customer Suggestions	0	0	0	0	0	0
Complaints/1000 passenger trips - 2015	NA	2.03	5.66	1.58	3.15	3.10
Complaints/1000 passenger trips - 2016	5.52	1.75	2.15	1.96	5.00	3.15
Late Service Reports (2)	17	0	9	6	28	60
Late Service Reports/1000 passenger trips-2015	NA	0.00	1.58	0.47	0.71	0.72
Late Service Reports/1000 passenger trips - 2016	3.48	0.00	1.02	0.53	2.29	1.31

<b>On-Time Performance</b>	<b>Badger Cab</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
February, 2016	93%	93%	96%	90%	94%
YTD - 2015	NA	92%	97%	94%	95%
YTD - 2016	94%	94%	96%	90%	95%

<b>ADA Certifications, February 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	1,603	261	208	196	18,448
Category 2	9	0	0	0	0
Category 2/3	36	2	0	0	10
Category 3	2,289	307	72	27	5,298
<b>Total</b>	<b>3,937</b>				<b>23,756</b>

Monthly New Certification	31
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.