

Paratransit Performance Indicators
March, 2013

Operations	Metro Plus			
	Mar, 2012	Mar, 2013	YTD 2012	YTD 2013
Total Trips	23,842	21,427	68,344	63,955
Rides Cancelled	3,377	3,740	9,772	10,262
Cancellation Rate	14.2%	17.5%	14.3%	16.0%
No Shows	279	503	890	1,309
No Shows/Rides Provided	1.2%	2.3%	1.3%	2.0%
Number of Clients Provided Service	1,108	1,094	1,307	1,277
Average Trips/Client	21.5	19.6	52.3	50.1
DDS Trips	14,842	13,543	42,717	41,002
Subscription Trips	13,960	12,519	39,811	37,645
DDS Subscription Trips	9,292	8,625	26,622	26,228
D2D Trips	16,638	14,843	47,419	43,896
Lv Attended Trips	7,454	6,388	21,314	19,450
Maintenance Inspections Conducted/Scheduled	111.1%	80.0%	107.4%	95.8%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	7,838	12,118	10,307	15,909	46,172
Non-Ambulatory	4,106	523	2,528	10,626	17,783
Percentage	18.68%	19.77%	20.07%	41.49%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	11,944	12,641	12,835	26,535	63,955
Customer Complaints	37	46	31	51	165
Customer Compliments	1	6	2	3	12
Customer Suggestions	2	0	1	1	4
Complaints/1000 passenger trips - 2012	3.84	3.25	1.62	2.15	2.53
Complaints/1000 passenger trips - 2013	3.10	3.64	2.42	1.92	2.58
Late Service Reports (1)	4	92	97	53	246
Late Service Reports/1000 passenger trips - 2012	1.84	5.78	6.29	4.51	4.61
Late Service Reports/1000 passenger trips - 2013	0.33	7.28	7.56	2.00	3.85

On-Time Performance, Mar. 2013	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
March, 2013	91%	97%	95%	96%
YTD - 2012	89%	97%	93%	94%
YTD - 2013	91%	94%	94%	96%

ADA Certifications, March 2013	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1439	319	240	114	15,448
Category 2	14	0	0	0	0
Category 2/3	45	8	0	0	40
Category 3	2148	345	85	26	5,861
Total	3,646				21,349

Monthly New Certification	64
Monthly Denied Applications	3

Fixed Route Trips Using Lift (YTD) 7,552

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