

Paratransit Performance Indicators
May, 2015

	Metro Plus				
	May, 2014	May, 2015	YTD 2014	YTD 2015	
Operations					
Total Trips	22,503	22,010	112,156	115,554	
Rides Cancelled	4,942	5,783	19,994	26,049	
Cancellation Rate	22.0%	26.3%	17.8%	22.5%	
No Shows (1)	456	644	2,525	3,044	
No Shows/Rides Provided	2.0%	2.9%	2.3%	2.6%	
Number of Clients Provided Service	1,105	1,064	1,419	1,407	
Average Trips/Client	20.4	20.7	79.0	82.1	
DDS Trips	14,936	15,355	73,642	80,728	
Subscription Trips	13,498	16,765	67,393	89,084	
DDS Subscription Trips	9,751	13,557	48,590	72,238	
D2D Trips	15,264	21,052	74,977	110,606	
Lv Attended Trips	6,769	6,672	32,614	34,462	
Maintenance Inspections Conducted/Scheduled	90.9%	100.0%	98.1%	100.0%	
Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	
Ambulatory	14,040	27,350	28,438	16,211	
Non-Ambulatory	7,574	874	4,391	16,676	
Percentage	18.70%	24.42%	28.41%	28.46%	
Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	
Rides Provided	21,614	28,224	32,829	32,887	
Customer Complaints	46	140	51	101	
Customer Compliments	11	1	2	8	
Customer Suggestions	4	0	0	2	
Complaints/1000 passenger trips - 2014	1.89	3.40	1.86	1.63	
Complaints/1000 passenger trips - 2015	2.13	4.96	1.55	3.07	
Late Service Reports (1)	0	60	28	52	
Late Service Reports/1000 passenger trips - 2014	0.09	3.99	5.05	1.47	
Late Service Reports/1000 passenger trips - 2015	-	2.13	0.85	1.58	
On-Time Performance	Metro Direct	AbbyVans	Transit Sol.	Badger Bus	
May, 2015	95%	96%	94%	94%	
YTD - 2014	91%	96%	95%	97%	
YTD - 2015	93%	97%	94%	95%	
ADA Certifications, May 2015	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,580	295	222	156	16,957
Category 2	9	0	0	0	0
Category 2/3	41	2	0	0	11
Category 3	2,335	299	69	24	4,990
Total	3,965				21,958
Monthly New Certification					22
Monthly Denied Applications					0
Fixed Route Trips Using Lifts (YTD)					11,789

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