

**Paratransit Performance Indicators
May, 2014**

Operations	Metro Plus			
	May, 2013	May, 2014	YTD 2013	YTD 2014
Total Trips	22,718	22,503	110,106	112,156
Rides Cancelled	4,902	4,942	18,503	19,994
Cancellation Rate	21.6%	22.0%	16.8%	17.8%
No Shows	512	456	2,339	2,525
No Shows/Rides Provided	2.3%	2.0%	2.1%	2.3%
Number of Clients Provided Service	1,079	1,105	1,403	1,419
Average Trips/Client	21.1	20.4	78.5	79.0
DDS Trips	15,081	14,936	71,257	73,642
Subscription Trips	13,663	13,498	65,518	67,393
DDS Subscription Trips	13,682	9,751	49,715	48,590
D2D Trips	15,585	15,264	75,666	74,977
Lv Attended Trips	6,960	6,769	33,624	32,614
Maintenance Inspections Conducted/Scheduled	100.0%	90.9%	93.0%	98.1%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	15,859	19,718	20,144	26,791	82,512
Non-Ambulatory	7,429	857	4,026	17,332	29,644
Percentage	20.76%	18.34%	21.55%	39.34%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	23,288	20,575	24,170	44,123	112,156
Customer Complaints	44	70	45	72	231
Customer Compliments	6	5	4	9	24
Customer Suggestions	4	2	3	2	11
Complaints/1000 passenger trips - 2013	2.57	3.23	2.34	1.90	2.37
Complaints/1000 passenger trips - 2014	1.89	3.40	1.86	1.63	2.06
Late Service Reports (1)	2	82	122	65	271
Late Service Reports/1000 passenger trips - 2013	0.29	5.51	5.36	2.10	3.10
Late Service Reports/1000 passenger trips - 2014	0.09	3.99	5.05	1.47	2.42

On-Time Performance	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
May, 2014	91%	94%	95%	96%
YTD - 2013	91%	95%	94%	96%
YTD - 2014	91%	96%	95%	97%

ADA Certifications, May 2014	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,539	301	215	183	17,063
Category 2	12	0	0	0	12
Category 2/3	44	4	0	0	0
Category 3	2,255	346	85	21	5,406
Total	3,850				22,481

Monthly New Certification	62
Monthly Denied Applications	1

Fixed Route Trips Using Lifts (YTD) 16,161

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