

Paratransit Performance Indicators
January, 2014

Operations	Metro Plus			
	Jan, 2013	Jan, 2014	YTD 2013	YTD 2014
Total Trips	21,177	19,590	21,177	19,590
Rides Cancelled	3,274	5,172	3,274	5,172
Cancellation Rate	15.5%	26.4%	15.5%	26.4%
No Shows (1)	399	558	399	558
No Shows/Rides Provided	1.9%	2.8%	1.9%	2.8%
Number of Clients Provided Service	1,067	1,046	1,067	1,046
Average Trips/Client	19.8	18.7	19.8	18.7
DDS Trips	13,852	12,767	13,852	12,767
Subscription Trips	12,304	11,173	12,304	11,173
DDS Subscription Trips	8,762	8,116	8,762	8,116
D2D Trips	14,563	13,073	14,563	13,073
Lv Attended Trips	6,666	5,690	6,666	5,690
Maintenance Inspections Conducted/Scheduled	140.0%	100.0%	140.0%	100.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	2,841	3,534	3,459	4,694	14,528
Non-Ambulatory	1,291	136	649	2,986	5,062
Percentage	21.09%	18.73%	20.97%	39.20%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Transit Sol	Badger Bus	Total
Rides Provided	4,132	3,670	4,108	7,680	19,590
Customer Complaints	10	12	7	23	52
Customer Compliments	1	3	0	0	4
Customer Suggestions	1	0	1	0	2
Complaints/1000 passenger trips - 2013	3.42	2.43	2.75	2.70	2.79
Complaints/1000 passenger trips - 2014	2.42	3.27	1.70	2.99	2.65
Late Service Reports (2)	1	29	27	11	68
Late Service Reports/1000 passenger trips - 2013	0.53	3.89	6.64	1.57	2.88
Late Service Reports/1000 passenger trips - 2014	0.24	7.90	6.57	1.43	3.47

On-Time Performance	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
January, 2014	91%	92%	94%	96%
YTD - 2013	91%	95%	96%	96%
YTD - 2014	91%	92%	94%	96%

ADA Certifications, January 2014	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,480	335	267	80	14,512
Category 2	12	0	0	0	0
Category 2/3	43	5	0	0	24
Category 3	2,141	314	76	22	5,022
Total	3,676				19,558

Monthly New Certification	19
Monthly Denied Applications	0

Fixed Route Trips Using Lift (YTD)	2,609
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(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.