

Paratransit Performance Indicators
February, 2014

	Metro Plus			
Operations	Feb, 2013	Feb, 2014	YTD 2013	YTD 2014
Total Trips	21,351	22,729	42,528	42,319
Rides Cancelled	3,248	3,222	6,522	8,394
Cancellation Rate	15.2%	14.2%	15.3%	19.8%
No Shows (1)	407	505	806	1,063
No Shows/Rides Provided	1.9%	2.2%	1.9%	2.5%
Number of Clients Provided Service	1,059	1,099	1,190	1,197
Average Trips/Client	20.2	20.7	35.7	35.4
DDS Trips	13,607	11,549	27,459	24,316
Subscription Trips	12,822	13,714	25,126	24,887
DDS Subscription Trips	8,841	9,998	17,603	18,114
D2D Trips	14,490	14,939	29,053	28,012
Lv Attended Trips	6,396	6,501	13,062	12,191
Maintenance Inspections Conducted/Scheduled	88.9%	100.0%	107.1%	100.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	5,877	7,459	7,598	10,333	31,267
Non-Ambulatory	2,663	311	1,519	6,559	11,052
Percentage	20.18%	18.36%	21.54%	39.92%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Transit Sol	Badger Bus	Total
Rides Provided	8,540	7,770	9,117	16,892	42,319
Customer Complaints	17	32	17	39	105
Customer Compliments	3	4	0	5	12
Customer Suggestions	1	1	2	0	4
Complaints/1000 passenger trips - 2013	2.27	3.28	2.06	1.69	2.19
Complaints/1000 passenger trips - 2014	1.99	4.12	1.86	2.31	2.48
Late Service Reports (2)	1	54	64	33	152
Late Service Reports/1000 passenger trips - 2013	0.71	5.33	6.03	2.30	3.39
Late Service Reports/1000 passenger trips - 2014	0.12	6.95	7.02	1.95	3.59

On-Time Performance	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
February, 2014	90%	96%	94%	96%
YTD - 2013	91%	95%	95%	96%
YTD - 2014	91%	94%	94%	96%

ADA Certifications, February 2014	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,496	302	235	152	16,927
Category 2	12	0	0	0	0
Category 2/3	43	6	0	0	25
Category 3	2,183	321	93	23	5,693
Total	3,734				22,645

Monthly New Certification	50
Monthly Denied Applications	0
Fixed Route Trips Using Lift (YTD)	5,852

(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.