

Paratransit Performance Indicators
February, 2015

Operations	Metro Plus			
	Feb, 2014	Feb, 2015	YTD 2014	YTD 2015
Total Trips	22,729	22,846	42,319	44,505
Rides Cancelled	3,222	3,915	8,394	10,175
Cancellation Rate	14.2%	17.1%	19.8%	22.9%
No Shows	505	586	1,063	1,135
No Shows/Rides Provided	2.2%	2.6%	2.5%	2.6%
Number of Clients Provided Service	1,099	1,109	1,197	1,216
Average Trips/Client	20.7	20.6	35.4	36.6
DDS Trips	15,005	16,039	27,772	31,027
Subscription Trips	13,714	17,945	24,887	34,124
DDS Subscription Trips	9,998	14,618	18,114	27,776
D2D Trips	14,939	21,741	28,012	42,620
Lv Attended Trips	6,501	6,746	12,191	13,111
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	5,522	10,452	10,917	6,468	33,359
Non-Ambulatory	2,870	327	1,715	6,234	11,146
Percentage	18.86%	24.22%	28.38%	28.54%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Transit Sol	Badger Bus	Total
Rides Provided	8,392	10,779	12,632	12,702	44,505
Customer Complaints	17	61	20	40	138
Customer Compliments	3	1	1	3	8
Customer Suggestions	0	0	0	1	1
Complaints/1000 passenger trips - 2014	1.99	4.12	1.86	2.31	2.48
Complaints/1000 passenger trips - 2015	2.03	5.66	1.58	3.15	3.10
Late Service Reports (1)	0	17	6	9	32
Late Service Reports/1000 passenger trips - 2014	0.12	6.95	7.02	1.95	3.59
Late Service Reports/1000 passenger trips - 2015	0.00	1.58	0.47	0.71	0.72

On-Time Performance	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
February, 2015	92%	96%	93%	94%
YTD - 2014	91%	94%	94%	96%
YTD - 2015	92%	97%	94%	95%

ADA Certifications, February 2014	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,588	290	242	157	17,786
Category 2	10	0	0	0	0
Category 2/3	41	4	0	0	25
Category 3	2,307	328	67	24	4,963
Total	3,946				22,774

Monthly New Certification	27
Monthly Denied Applications	3
Fixed Route Trips Using Lift (YTD)	5,237

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