

Paratransit Performance Indicators
June, 2015

	Metro Plus			
	Jun, 2014	Jun, 2015	YTD 2014	YTD 2015
Operations				
Total Trips	21,034	22,399	133,190	137,953
Rides Cancelled	2,872	5,389	22,866	31,438
Cancellation Rate	13.7%	24.1%	17.2%	22.8%
No Shows (1)	516	687	3,041	3,731
No Shows/Rides Provided	2.5%	3.1%	2.3%	2.7%
Number of Clients Provided Service	1,025	1,089	1,471	1,465
Average Trips/Client	20.5	20.6	90.5	94.2
DDS Trips	14,604	15,885	88,246	96,613
Subscription Trips	13,115	17,413	80,508	106,497
DDS Subscription Trips	9,940	14,342	58,530	86,580
D2D Trips	14,303	21,475	89,280	132,081
Lv Attended Trips	6,371	6,765	38,985	41,227
Maintenance Inspections Conducted/Scheduled	110.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	16,827	32,664	34,344	18,752	102,587
Non-Ambulatory	9,243	1,078	5,255	19,790	35,366
Percentage	18.90%	24.46%	28.70%	27.94%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	26,070	33,742	39,599	38,542	137,953
Customer Complaints	53	146	67	126	392
Customer Compliments	14	1	4	9	28
Customer Suggestions	4	0	1	2	7
Complaints/1000 passenger trips - 2014	1.96	3.79	1.93	1.62	2.16
Complaints/1000 passenger trips - 2015	2.03	4.33	1.69	3.27	2.84
Late Service Reports (2)	1	64	36	66	167
Late Service Reports/1000 passenger trips - 2014	0.15	3.83	4.72	1.41	2.32
Late Service Reports/1000 passenger trips - 2015	0.04	1.90	0.91	1.71	1.21

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

ADA Certifications, June 2015	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,577	289	219	173	17,410
Category 2	9	0	0	0	0
Category 2/3	39	2	0	0	5
Category 3	2,324	318	73	23	4,907
Total	3,949				22,322

Monthly New Certification	28
Monthly Denied Applications	1
Fixed Route Trips Using Lifts (YTD)	11,789

(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.