

Monthly Paratransit Performance

December 2019

Operations	December 2018	December 2019	YTD December 2018	YTD December 2019
Total Trips	8,857	9,305	154,930	113,325
Rides Cancelled	3,186	3,119	41,343	32,570
Cancellation rate	36.0%	33.5%	26.7%	28.7%
No Shows	369	109	5,054	3,741
No Shows per Rides Provided	4.2%	1.2%	3.3%	3.3%
Clients Provided Service	662	689	1,591	1,184
Average Trips per Client	13	14	97	96
Percent Subscription Trips	51%	46%	64%	50%

Provider Performance YTD	Abby Vans	Badger Bus	Transit Solutions	Total Paratransit
Ambulatory Trips	25,472	45,214	11,999	82,685
Non-Ambulatory Trips	710	25,517	4,413	30,640
Total Trips	26,182	70,731	16,412	113,325
Percentage of Total Trips	23%	62%	14%	100%

Customer Service YTD	Abby Vans	Badger Bus	Transit Solutions	Total Paratransit
Total Trips	26,182	70,731	16,412	113,325
Customer Compliments	2	8	1	11
Customer Suggestions	0	4	2	6
Customer Complaints	140	200	123	463
Complaints per 1000 Trips - 2018	2.55	2.69	4.17	3.21
Complaints per 1000 Trips - 2019	5.35	2.83	7.49	4.09
Late Service Reports	19	11	11	41
Late Service Reports per 1000 Trips - 2018	1.24	0.67	1.21	1.43
Late Service Reports per 1000 Trips - 2019	0.73	0.16	0.67	0.36

On-Time Performance	Abby Vans	Badger Bus	Transit Solutions
December 2019	99%	99%	93%
YTD - 2018	94%	98%	89%
YTD - 2019	96%	99%	90%

ADA Eligible Clients	Ambulatory	Non- Ambulatory	Total Enrollment
Total Clients for Reported Month	1,233	449	1,682

Client Activity	1 to 19 Trips	20 to 39 Trips	40 Trips or More
Clients with Trips for Reported Month	407	126	44