Operations	Metro Plus			
	May, 2016	May, 2017	YTD 2016	YTD 2017
Total Trips	22,513	25,055	116,895	121,943
Rides Cancelled	5,697	5,617	26,623	27,520
Cancellation Rate	25.3%	22.4%	22.8%	22.6%
No Shows (1)	579	559	3,041	3,168
No Shows/Rides Provided	2.6%	2.2%	2.6%	2.6%
Number of Clients Provided Service	1,080	1,133	1,380	1,461
Average Trips/Client	20.8	22.1	84.7	83.5
DDS Trips	15,570	17,428	81,067	84,455
Subscription Trips	16,972	19,217	89,304	94,378
DDS Subscription Trips	13,750	15,508	72,410	75,850
D2D Trips	21,577	23,702	111,513	115,176
Lv Attended Trips	6,632	6,804	33,589	32,793
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	102.1%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	16,136	12,188	21,587	24,471	17,484	91,866
Non-Ambulatory	-	9,442	762	4,169	15,704	30,077
Percentage	13.23%	17.74%	18.33%	23.49%	27.22%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	16,136	21,630	22,349	28,640	33,188	121,943
Customer Complaints	97	65	71	63	140	436
Customer Compliments	2	8	2	6	8	26
Customer Suggestions	0	5	1	1	1	8
Complaints/1000 passenger trips - 2016	4.68	1.63	2.12	2.20	4.24	2.86
Complaints/1000 passenger trips - 2017	6.01	3.01	3.18	2.20	4.22	3.58
Late Service Reports (2)	95	0	42	20	64	221
Late Service Reports/1000 passenger trips - 2016	2.64	0.00	1.26	0.50	2.04	1.16
Late Service Reports/1000 passenger trips - 2017	5.89	-	1.88	0.70	1.93	1.81

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus	
May, 2017	94%	94%	89%	93%	96%	
YTD - 2016	94%	94%	97%	92%	95%	
YTD - 2017	94%	93%	93%	92%	95%	

ADA Certifications, May 2017	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,591	269	197	229	19,714
Category 2	9	0	0	0	0
Category 2/3	17	1	0	0	1
Category 3	2,116	331	74	28	5,277
Total	3,733				24,992

Monthly New Certification	32
Monthly Denied Applications	0

(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.