

**Paratransit Performance Indicators
July, 2017**

Operations	Metro Plus			
	Jul, 2016	Jul, 2017	YTD 2016	YTD 2017
Total Trips	21,580	22,317	161,358	168,635
Rides Cancelled	5,725	5,784	37,100	38,046
Cancellation Rate	26.5%	25.9%	23.0%	22.6%
No Shows (1)	516	535	4,254	4,291
No Shows/Rides Provided	2.4%	2.4%	2.6%	2.5%
Number of Clients Provided Service	1,075	1,076	1,495	1,539
Average Trips/Client	20.1	20.7	107.9	109.6
DDS Trips	15,401	16,088	113,054	118,220
Subscription Trips	16,434	17,115	123,538	130,311
DDS Subscription Trips	13,718	14,435	101,093	106,195
D2D Trips	20,652	20,815	154,248	158,573
Lv Attended Trips	6,469	6,132	47,093	45,640
Maintenance Inspections Conducted/Scheduled	133.3%	88.9%	102.7%	100.0%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	21,487	17,417	30,460	34,055	24,053	127,472
Non-Ambulatory	-	12,928	995	5,793	21,447	41,163
Percentage	12.74%	17.99%	18.65%	23.63%	26.98%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	21,487	30,345	31,455	39,848	45,500	168,635
Customer Complaints	126	87	101	102	174	590
Customer Compliments	3	8	2	9	8	30
Customer Suggestions	0	6	1	1	1	9
Complaints/1000 passenger trips - 2016	4.21	1.73	2.21	1.97	3.84	2.68
Complaints/1000 passenger trips - 2017	5.86	2.87	3.21	2.56	3.82	3.50
Late Service Reports (2)	99	0	48	23	72	242
Late Service Reports/1000 passenger trips-2016	2.11	0.00	1.14	0.48	1.81	1.02
Late Service Reports/1000 passenger trips-2017	4.61	-	1.53	0.58	1.58	1.44

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
July, 2017	96%	94%	90%	91%	96%
YTD - 2016	95%	94%	97%	93%	95%
YTD - 2017	94%	93%	92%	92%	95%

ADA Certifications, July 2017	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,591	289	246	154	17,507
Category 2	9	0	0	0	0
Category 2/3	18	2	0	0	5
Category 3	2,118	290	70	20	4,702
Total	3,736				22,214

Monthly New Certification	23
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.