

**Paratransit Performance Indicators
November, 2016**

Operations	Metro Plus			
	Nov, 2015	Nov, 2016	YTD Nov, 2015	YTD Nov, 2016
Total Trips	22,035	23,875	252,016	257,039
Rides Cancelled	5,814	6,491	57,904	59,226
Cancellation Rate	26.4%	27.2%	23.0%	23.0%
No Shows (1)	557	602	6,689	6,724
No Shows/Rides Provided	2.5%	2.5%	2.7%	2.6%
Number of Clients Provided Service	1,101	1,127	1,642	1,648
Average Trips/Client	20.0	21.2	153.5	156.0
DDS Trips	15,463	16,606	177,354	180,869
Subscription Trips	16,898	18,327	194,678	197,499
DDS Subscription Trips	13,863	14,877	159,124	162,057
D2D Trips	20,973	23,135	241,879	246,440
Lv Attended Trips	6,453	6,766	75,899	74,755
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	99.1%	101.7%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	28,062	29,299	46,668	52,543	34,275	190,847
Non-Ambulatory	3	21,098	1,754	10,011	33,326	66,192
Percentage	10.92%	19.61%	18.84%	24.34%	26.30%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	28,065	50,397	48,422	62,554	67,601	257,039
Customer Complaints	115	96	103	114	251	679
Customer Compliments	10	23	3	7	14	57
Customer Suggestions	1	7	2	0	2	12
Complaints/1000 passenger trips - 2015	3.72	1.94	3.77	1.74	3.15	2.69
Complaints/1000 passenger trips - 2016	4.10	1.90	2.13	1.82	3.71	2.64
Late Service Reports (2)	47	1	46	23	125	242
Late Service Reports/1000 passenger trips-2015	1.11	0.02	1.82	0.76	1.73	1.13
Late Service Reports/1000 passenger trips-2016	1.67	0.02	0.95	0.37	1.85	0.94

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
November, 2016	96%	92%	94%	92%	94%
YTD - 2015	94%	94%	96%	93%	94%
YTD - 2016	95%	93%	96%	93%	94%

ADA Certifications, November 2016	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,574	271	244	175	18,397
Category 2	9	0	0	0	0
Category 2/3	19	1	0	0	3
Category 3	2,113	325	85	21	5,384
Total	3,715				23,784

Monthly New Certification	41
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.