

**Paratransit Performance Indicators**  
June, 2017

Operations	Metro Plus			
	Jun, 2016	Jun, 2017	YTD 2016	YTD 2017
Total Trips	22,883	24,375	139,778	146,318
Rides Cancelled	4,752	4,742	31,375	32,262
Cancellation Rate	20.8%	19.5%	22.4%	22.0%
No Shows (1)	697	588	3,738	3,756
No Shows/Rides Provided	3.0%	2.4%	2.7%	2.6%
Number of Clients Provided Service	1,084	1,118	1,445	1,509
Average Trips/Client	21.1	21.8	96.7	97.0
DDS Trips	16,586	17,677	97,653	102,132
Subscription Trips	17,800	18,818	107,104	113,196
DDS Subscription Trips	14,965	15,910	87,375	91,760
D2D Trips	22,083	22,582	133,596	137,758
Lv Attended Trips	7,035	6,715	40,624	39,508
Maintenance Inspections Conducted/Scheduled	90.9%	100.0%	98.5%	101.8%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	19,322	14,963	25,950	29,422	20,801	110,458
Non-Ambulatory	-	11,348	870	5,054	18,588	35,860
Percentage	13.21%	17.98%	18.33%	23.56%	26.92%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	19,322	26,311	26,820	34,476	39,389	146,318
Customer Complaints	115	77	90	78	152	512
Customer Compliments	3	8	2	8	8	29
Customer Suggestions	0	6	1	1	1	9
Complaints/1000 passenger trips - 2016	4.37	1.69	2.22	2.05	4.04	2.76
Complaints/1000 passenger trips - 2017	5.95	2.93	3.36	2.26	3.86	3.50
Late Service Reports (2)	97	0	43	22	65	227
Late Service Reports/1000 passenger trips - 2016	2.40	0.00	1.24	0.50	1.89	1.09
Late Service Reports/1000 passenger trips - 2017	5.02	-	1.60	0.64	1.65	1.55

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

ADA Certifications, June 2017	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,589	280	204	216	19,303
Category 2	9	0	0	0	0
Category 2/3	18	1	0	0	2
Category 3	2,117	325	70	21	5,040
<b>Total</b>		3,733			24,345

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.