

**Paratransit Performance Indicators
December, 2017**

Operations	Metro Plus			
	Dec, 2016	Dec, 2017	YTD Dec, 2016	YTD Dec, 2017
Total Trips	22,187	22,616	279,226	291,018
Rides Cancelled	8,194	7,224	67,420	67,120
Cancellation Rate	36.9%	31.9%	24.1%	23.1%
No Shows (1)	812	660	7,536	7,306
No Shows/Rides Provided	3.7%	2.9%	2.7%	2.5%
Number of Clients Provided Service	1,111	1,104	1,677	1,707
Average Trips/Client	20.0	20.5	166.5	170.5
DDS Trips	15,384	15,691	196,253	204,907
Subscription Trips	16,643	17,091	214,142	224,648
DDS Subscription Trips	13,529	13,911	175,586	184,042
D2D Trips	21,317	20,827	267,757	271,250
Lv Attended Trips	6,131	5,985	80,886	78,695
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	101.6%	100.0%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	37,706	30,656	53,830	57,767	40,697	220,656
Non-Ambulatory	-	22,192	1,561	9,751	36,858	70,362
Percentage	12.96%	18.16%	19.03%	23.20%	26.65%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	37,706	52,848	55,391	67,518	77,555	291,018
Customer Complaints	190	132	152	157	255	886
Customer Compliments	5	15	7	10	13	50
Customer Suggestions	0	9	1	1	1	12
Complaints/1000 passenger trips-2016	4.14	1.89	2.23	1.89	3.56	2.64
Complaints/1000 passenger trips-2017	5.04	2.50	2.74	2.33	3.29	3.04
Late Service Reports (2)	125	0	76	35	89	325
Late Service Reports/1000 passenger trips-2016	1.84	0.02	1.05	0.38	1.75	0.96
Late Service Reports/1000 passenger trips-2017	3.32	-	1.37	0.52	1.15	1.12

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
December, 2017	95%	95%	98%	93%	96%
YTD - 2016	95%	93%	96%	93%	95%
YTD - 2017	95%	94%	94%	93%	95%

ADA Certifications, December 2017	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,600	292	266	133	17,423
Category 2	9	0	0	0	0
Category 2/3	18	1	0	0	9
Category 3	2,171	309	85	16	5,163
Total	3,798				22,595

Monthly New Certification	21
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.