

**Paratransit Performance Indicators
January, 2017**

Operations	Metro Plus			
	Jan, 2016	Jan, 2017	YTD 2016	YTD 2017
Total Trips	21,967	22,500	21,967	22,500
Rides Cancelled	5,704	7,385	5,704	7,385
Cancellation Rate	26.0%	32.8%	26.0%	32.8%
No Shows (1)	621	730	621	730
No Shows/Rides Provided	2.8%	3.2%	2.8%	3.2%
Number of Clients Provided Service	1,073	1,117	1,073	1,117
Average Trips/Client	20.5	20.1	20.5	20.1
DDS Trips	15,124	15,465	15,124	15,465
Subscription Trips	16,456	17,120	16,456	17,120
DDS Subscription Trips	13,458	13,843	13,458	13,843
D2D Trips	20,945	21,442	20,945	21,442
Lv Attended Trips	6,350	6,075	6,350	6,075
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	2,959	2,164	4,034	4,559	3,254	16,970
Non-Ambulatory	-	1,648	143	755	2,984	5,530
Percentage	13.15%	16.94%	18.56%	23.62%	27.72%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Transit Sol	Badger Bus	Total
Rides Provided	2,959	3,812	4,177	5,314	6,238	22,500
Customer Complaints	14	13	13	9	26	75
Customer Compliments	0	0	0	0	2	2
Customer Suggestions	0	0	0	0	0	0
Complaints/1000 passenger trips - 2016	7.48	1.46	1.64	2.60	5.90	3.60
Complaints/1000 passenger trips - 2017	4.73	3.41	3.11	1.69	4.17	3.33
Late Service Reports (2)	16	0	11	5	13	45
Late Service Reports/1000 passenger trips - 2016	2.64	0.00	0.70	0.37	2.19	1.09
Late Service Reports/1000 passenger trips - 2017	5.41	0.00	2.63	0.94	2.08	2.00

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

ADA Certifications, January 2017	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,575	276	241	152	17,302
Category 2	9	0	0	0	0
Category 2/3	19	1	0	0	9
Category 3	2,114	342	79	21	5,124
Total	3,717				22,435

Monthly New Certification	34
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.