

**Paratransit Performance Indicators  
February, 2018**

| <b>Operations</b>                           | <b>Metro Plus</b> |                  |                 |                 |
|---|-------------------|------------------|-----------------|-----------------|
|   | <b>Feb, 2017</b>  | <b>Feb, 2018</b> | <b>YTD 2017</b> | <b>YTD 2018</b> |
| Total Trips                                 | 24,242            | 20,427           | 46,742          | 44,747          |
| Rides Cancelled                             | 4,243             | 5,034            | 11,628          | 12,003          |
| Cancellation Rate                           | 17.5%             | 24.6%            | 24.9%           | 26.8%           |
| No Shows (1)                                | 608               | 627              | 1,338           | 1,156           |
| No Shows/Rides Provided                     | 2.5%              | 3.1%             | 2.9%            | 2.6%            |
| Number of Clients Provided Service          | 1,122             | 1,048            | 1,251           | 1,206           |
| Average Trips/Client                        | 21.6              | 19.5             | 37.4            | 37.1            |
| DDS Trips                                   | 16,937            | 10,179           | 32,402          | 27,294          |
| Subscription Trips                          | 18,956            | 15,598           | 36,076          | 34,682          |
| DDS Subscription Trips                      | 15,326            | 9,082            | 29,169          | 24,651          |
| D2D Trips                                   | 22,904            | 19,006           | 44,346          | 41,912          |
| Lv Attended Trips                           | 6,536             | 5,066            | 12,611          | 11,844          |
| Maintenance Inspections Conducted/Scheduled | 111.1%            | 75.0%            | 105.6%          | 88.2%           |

| <b>Number of Trips by Provider YTD</b> | <b>Badger Cab</b> | <b>Metro Direct</b> | <b>AbbyVans</b> | <b>Trans. Sol.</b> | <b>Badger Bus</b> | <b>Total</b> |
|--|-------------------|---------------------|-----------------|--------------------|-------------------|--------------|
| Ambulatory                             | 2,628             | 2,060               | 3,847           | 3,745              | 3,170             | 15,450       |
| Non-Ambulatory                         | -                 | 1,275               | 102             | 945                | 2,655             | 4,977        |
| Percentage                             | 12.87%            | 16.33%              | 19.33%          | 22.96%             | 28.52%            | 100.00%      |

| <b>Customer Service YTD</b>                      | <b>Badger Cab</b> | <b>Metro Direct</b> | <b>AbbyVans</b> | <b>Transit Sol</b> | <b>Badger Bus</b> | <b>Total</b> |
|--|-------------------|---------------------|-----------------|--------------------|-------------------|--------------|
| Rides Provided                                   | 2,628             | 3,335               | 3,949           | 4,690              | 5,825             | 20,427       |
| Customer Complaints                              | 12                | 7                   | 7               | 14                 | 12                | 52           |
| Customer Compliments                             | 0                 | 1                   | 0               | 0                  | 0                 | 1            |
| Customer Suggestions                             | 1                 | 1                   | 0               | 0                  | 0                 | 2            |
| Complaints/1000 passenger trips - 2017           | 5.26              | 3.67                | 4.12            | 2.06               | 4.75              | 3.87         |
| Complaints/1000 passenger trips - 2018           | 4.57              | 2.10                | 1.77            | 2.99               | 2.06              | 2.55         |
| Late Service Reports (2)                         | 20                | 0                   | 5               | 9                  | 2                 | 36           |
| Late Service Reports/1000 passenger trips-2017   | 5.42              | 0.00                | 2.00            | 0.90               | 2.72              | 2.03         |
| Late Service Reports/1000 passenger trips - 2018 | 7.61              | 0.00                | 1.27            | 1.92               | 0.34              | 1.76         |

| <b>On-Time Performance</b> | <b>Badger Cab</b> | <b>Metro Direct</b> | <b>AbbyVans</b> | <b>Transit Sol.</b> | <b>Badger Bus</b> |
|----------------------------|-------------------|---------------------|-----------------|---------------------|-------------------|
| February, 2018             | 93%               | 94%                 | 91%             | 86%                 | 96%               |
| YTD - 2017                 | 94%               | 93%                 | 94%             | 92%                 | 95%               |
| YTD - 2018                 | 93%               | 94%                 | 94%             | 89%                 | 96%               |

| <b>ADA Certifications, February 2018</b> | <b>Clients</b> | <b>1-19 Trips</b> | <b>&gt;20 - 40&lt;</b> | <b>&lt;40 Trips/mo</b> | <b>TTL Trips</b> |
|--|----------------|-------------------|------------------------|------------------------|------------------|
| Category 1                               | 1,583          | 295               | 225                    | 117                    | 15,609           |
| Category 2                               | 9              | 0                 | 0                      | 0                      | 0                |
| Category 2/3                             | 17             | 1                 | 0                      | 0                      | 8                |
| Category 3                               | 2,090          | 327               | 64                     | 15                     | 4,757            |
| <b>Total</b>                             | <b>3,699</b>   |                   |                        |                        | <b>20,374</b>    |

|                             |    |
|-----------------------------|----|
| Monthly New Certification   | 24 |
| 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.