

**Paratransit Performance Indicators
September, 2017**

Operations	Metro Plus			
	Sept, 2016	Sept, 2017	YTD	YTD
			Sept, 2016	Sept, 2017
Total Trips	23,604	23,863	208,760	217,624
Rides Cancelled	5,275	4,902	47,790	47,776
Cancellation Rate	22.3%	20.5%	22.9%	22.0%
No Shows (1)	584	531	5,510	5,432
No Shows/Rides Provided	2.5%	2.2%	2.6%	2.5%
Number of Clients Provided Service	1,121	1,116	1,583	1,621
Average Trips/Client	21.1	21.4	131.9	134.3
DDS Trips	16,845	16,913	147,185	153,475
Subscription Trips	18,231	18,212	160,394	168,068
DDS Subscription Trips	15,129	15,141	131,912	137,928
D2D Trips	22,711	22,019	200,078	204,064
Lv Attended Trips	6,822	6,405	61,130	59,067
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	102.1%	98.8%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	27,865	22,901	39,490	44,004	30,482	164,742
Non-Ambulatory	-	16,726	1,258	7,482	27,416	52,882
Percentage	12.80%	18.21%	18.72%	23.66%	26.60%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	27,865	39,627	40,748	51,486	57,898	217,624
Customer Complaints	149	110	122	132	215	728
Customer Compliments	3	13	3	9	10	38
Customer Suggestions	0	8	1	1	1	11
Complaints/1000 passenger trips - 2016	4.08	2.00	2.12	1.82	3.89	2.69
Complaints/1000 passenger trips - 2017	5.35	2.78	2.99	2.56	3.71	3.35
Late Service Reports (2)	106	0	62	32	77	277
Late Service Reports/1000 passenger trips-2016	1.77	0.00	1.08	0.39	1.91	0.98
Late Service Reports/1000 passenger trips-2017	3.80	-	1.52	0.62	1.33	1.27

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

ADA Certifications, September 2017	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,596	279	251	177	18,772
Category 2	9	0	0	0	0
Category 2/3	18	1	0	0	3
Category 3	2,143	315	70	22	5,067
Total		3,766			23,842

Monthly New Certification	20
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.