

**Paratransit Performance Indicators
November, 2017**

Operations	Metro Plus			
	Nov, 2016	Nov, 2017	YTD Nov, 2016	YTD Nov, 2017
Total Trips	23,875	24,486	257,039	268,402
Rides Cancelled	6,491	6,881	59,226	59,896
Cancellation Rate	27.2%	28.1%	23.0%	22.3%
No Shows (1)	602	613	6,724	6,646
No Shows/Rides Provided	2.5%	2.5%	2.6%	2.5%
Number of Clients Provided Service	1,127	1,126	1,648	1,673
Average Trips/Client	21.2	21.7	156.0	160.4
DDS Trips	16,606	17,091	180,869	189,216
Subscription Trips	18,327	18,988	197,499	207,557
DDS Subscription Trips	14,877	15,416	162,057	170,131
D2D Trips	23,135	22,452	246,440	250,423
Lv Attended Trips	6,766	6,575	74,755	72,710
Maintenance Inspections Conducted/Scheduled	100.0%	111.1%	101.7%	100.0%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	34,647	28,301	49,422	53,626	37,439	203,435
Non-Ambulatory	-	20,561	1,473	9,054	33,879	64,967
Percentage	12.91%	18.20%	18.96%	23.35%	26.57%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	34,647	48,862	50,895	62,680	71,318	268,402
Customer Complaints	181	125	145	150	245	846
Customer Compliments	5	15	6	10	12	48
Customer Suggestions	0	8	1	1	1	11
Complaints/1000 passenger trips - 2016	4.10	1.90	2.13	1.82	3.71	2.64
Complaints/1000 passenger trips - 2017	5.22	2.56	2.85	2.39	3.44	3.15
Late Service Reports (2)	121	0	75	33	85	314
Late Service Reports/1000 passenger trips-2016	1.67	0.02	0.95	0.37	1.85	0.94
Late Service Reports/1000 passenger trips-2017	3.49	-	1.47	0.53	1.19	1.17

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

ADA Certifications, November 2017	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,597	274	240	186	19,166
Category 2	9	0	0	0	0
Category 2/3	18	1	0	0	4
Category 3	2,170	324	79	21	5,284
Total	3,794				24,454

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.