

**Paratransit Performance Indicators
April, 2017**

Operations	Metro Plus			
	Apr. 2016	Apr. 2017	YTD 2016	YTD 2017
Total Trips	23,672	23,401	94,382	96,888
Rides Cancelled	4,316	4,926	20,926	21,903
Cancellation Rate	18.2%	21.1%	22.2%	22.6%
No Shows (1)	538	606	2,462	2,609
No Shows/Rides Provided	2.3%	2.6%	2.6%	2.7%
Number of Clients Provided Service	1,103	1,143	1,329	1,405
Average Trips/Client	21.5	20.5	71.0	69.0
DDS Trips	16,468	15,952	65,497	67,027
Subscription Trips	18,290	17,858	72,332	75,161
DDS Subscription Trips	14,795	14,142	58,660	60,342
D2D Trips	22,651	21,951	89,936	91,474
Lv Attended Trips	6,935	6,117	26,957	25,989
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	102.7%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	12,736	9,694	17,013	19,344	14,069	72,856
Non-Ambulatory	-	7,507	614	3,265	12,646	24,032
Percentage	13.15%	17.75%	18.19%	23.34%	27.57%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	12,736	17,201	17,627	22,609	26,715	96,888
Customer Complaints	80	53	65	48	118	364
Customer Compliments	2	7	1	3	7	20
Customer Suggestions	0	5	1	1	0	7
Complaints/1000 passenger trips - 2016	4.14	1.89	2.23	1.89	3.56	2.64
Complaints/1000 passenger trips - 2017	6.28	3.08	3.69	2.12	4.42	3.76
Late Service Reports (2)	71	0	36	16	58	181
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	5.57	-	2.04	0.71	2.17	1.87

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

ADA Certifications, April 2017	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,588	287	252	155	17,997
Category 2	9	0	0	0	0
Category 2/3	17	2	0	0	11
Category 3	2,115	334	84	26	5,356
Total		3,729			23,364

Monthly New Certification	39
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.