

**Paratransit Performance Indicators
July, 2018**

Operations	Metro Plus			
	Jul, 2017	Jul, 2018	YTD 2017	YTD 2018
Total Trips	22,317	9,836	168,635	107,073
Rides Cancelled	5,784	2,764	38,046	27,694
Cancellation Rate	25.9%	28.1%	22.6%	25.9%
No Shows (1)	535	364	4,291	3,375
No Shows/Rides Provided	2.4%	3.7%	2.5%	3.2%
Number of Clients Provided Service	1,076	674	1,539	1,447
Average Trips/Client	20.7	14.6	109.6	74.0
DDS Trips (3)	16,088	-	118,220	37,393
Subscription Trips	17,115	5,174	130,311	73,895
DDS Subscription Trips (3)	14,435	-	106,195	33,896
D2D Trips	20,815	8,773	158,573	98,500
Lv Attended Trips	6,132	1,098	45,640	21,748
Maintenance Inspections Conducted/Scheduled	88.9%	100.0%	100.0%	95.0%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	14,560	10,405	19,524	12,884	22,333	79,706
Non-Ambulatory	-	5,952	427	3,904	17,084	27,367
Percentage	13.60%	15.28%	18.63%	15.68%	36.81%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	14,560	16,357	19,951	16,788	39,417	107,073
Customer Complaints	69	33	45	54	99	300
Customer Compliments	1	7	2	4	11	25
Customer Suggestions	2	7	0	1	0	10
Complaints/1000 passenger trips - 2017	5.86	2.87	3.21	2.56	3.82	3.50
Complaints/1000 passenger trips - 2018	4.74	2.02	2.26	3.22	2.51	2.80
Late Service Reports (2)	78	2	26	25	34	165
Late Service Reports/1000 passenger trips-2017	4.61	0.00	1.53	0.58	1.58	1.44
Late Service Reports/1000 passenger trips-2018	5.36	0.12	1.30	1.49	0.86	1.54

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
July, 2018	95%	98%	95%	92%	100%
YTD - 2017	94%	93%	92%	92%	95%
YTD - 2018	94%	96%	93%	90%	98%

ADA Certifications, July 2018	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,599	187	68	45	5,598
Category 2	9	0	0	0	0
Category 2/3	15	0	0	0	0
Category 3	2,111	300	55	16	4,187
Total	3,734				9,785

Monthly New Certification	16
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.
 (3) DDS trips ended April 2018 with the implementation/transition to Family Care, IRIS, and Family Care Partnership.