

Operations	Metro Plus			
	Apr. 2017	Apr. 2018	YTD 2017	YTD 2018
Total Trips	23,401	13,420	96,888	75,848
Rides Cancelled	4,926	3,019	21,903	19,144
Cancellation Rate	21.1%	22.5%	22.6%	25.2%
No Shows (1)	606	453	2,609	2,188
No Shows/Rides Provided	2.6%	3.4%	2.7%	2.9%
Number of Clients Provided Service	1,143	814	1,405	1,344
Average Trips/Client	20.5	16.5	69.0	56.4
DDS Trips	15,952	3,032	67,027	37,393
Subscription Trips	17,858	8,853	75,161	56,262
DDS Subscription Trips	14,142	2,755	60,342	33,896
D2D Trips	21,951	12,268	91,474	70,425
Lv Attended Trips	6,117	2,385	25,989	17,902
Maintenance Inspections Conducted/Scheduled	100.0%	114.3%	102.7%	96.9%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	10,111	8,315	13,753	11,738	13,110	57,027
Non-Ambulatory	-	4,877	270	3,033	10,641	18,821
Percentage	13.33%	17.39%	18.49%	19.47%	31.31%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	10,111	13,192	14,023	14,771	23,751	75,848
Customer Complaints	38	26	31	37	49	181
Customer Compliments	1	2	0	3	3	9
Customer Suggestions	2	6	0	1	0	9
Complaints/1000 passenger trips - 2017	6.28	3.08	3.69	2.12	4.42	3.76
Complaints/1000 passenger trips - 2018	3.76	1.97	2.21	2.50	2.06	2.39
Late Service Reports (2)	46	1	18	23	14	102
Late Service Reports/1000 passenger trips - 2017	5.57	0.00	2.04	0.71	2.17	1.87
Late Service Reports/1000 passenger trips - 2018	4.55	0.08	1.28	1.56	0.59	1.34

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
April, 2018	93%	95%	95%	90%	98%
YTD - 2017	94%	93%	94%	92%	95%
YTD - 2018	93%	95%	95%	89%	97%

ADA Certifications, April 2018	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,595	222	113	81	8,795
Category 2	9	0	0	0	0
Category 2/3	17	1	0	0	9
Category 3	2,102	312	67	17	4,587
Total		3,723			13,391

Monthly New Certification	21
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.