

**Paratransit Performance Indicators
December, 2016**

Operations	Metro Plus			
	Dec, 2015	Dec, 2016	YTD Dec, 2015	YTD Dec, 2016
Total Trips	21,952	22,187	273,968	279,226
Rides Cancelled	7,697	8,194	65,601	67,420
Cancellation Rate	35.1%	36.9%	23.9%	24.1%
No Shows (1)	788	812	7,477	7,536
No Shows/Rides Provided	3.6%	3.7%	2.7%	2.7%
Number of Clients Provided Service	1,072	1,111	1,673	1,677
Average Trips/Client	20.5	20.0	163.8	166.5
DDS Trips	15,418	15,384	192,772	196,253
Subscription Trips	16,439	16,643	211,117	214,142
DDS Subscription Trips	13,570	13,529	172,694	175,586
D2D Trips	20,876	21,317	262,755	267,757
Lv Attended Trips	6,515	6,131	82,414	80,886
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	99.2%	101.6%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	30,909	31,572	50,585	57,001	37,418	207,485
Non-Ambulatory	3	22,899	1,881	10,768	36,190	71,741
Percentage	11.07%	19.51%	18.79%	24.27%	26.36%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	30,912	54,471	52,466	67,769	73,608	279,226
Customer Complaints	128	103	117	128	262	738
Customer Compliments	10	23	3	8	14	58
Customer Suggestions	1	7	2	0	2	12
Complaints/1000 passenger trips-2015	3.81	1.91	3.58	1.68	3.07	2.62
Complaints/1000 passenger trips-2016	4.14	1.89	2.23	1.89	3.56	2.64
Late Service Reports (2)	57	1	55	26	129	268
Late Service Reports/1000 passenger trips-2015	1.05	0.02	1.71	0.76	1.72	1.10
Late Service Reports/1000 passenger trips-2016	1.84	0.02	1.05	0.38	1.75	0.96

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
December, 2016	92%	93%	96%	92%	95%
YTD - 2015	94%	94%	96%	93%	94%
YTD - 2016	95%	93%	96%	93%	95%

ADA Certifications, December 2016	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,568	289	246	140	17,090
Category 2	9	0	0	0	0
Category 2/3	19	1	1	0	22
Category 3	2,108	342	69	20	5,042
Total	3,704				22,154

Monthly New Certification	30
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.