

Paratransit Performance Indicators
February, 2017

	Metro Plus			
Operations	Feb, 2016	Feb, 2017	YTD 2016	YTD 2017
Total Trips	23,799	24,242	45,766	46,742
Rides Cancelled	4,918	4,243	10,622	11,628
Cancellation Rate	20.7%	17.5%	23.2%	24.9%
No Shows (1)	627	608	1,248	1,338
No Shows/Rides Provided	2.6%	2.5%	2.7%	2.9%
Number of Clients Provided Service	1,073	1,122	1,181	1,251
Average Trips/Client	22.2	21.6	38.8	37.4
DDS Trips	16,530	16,937	31,654	32,402
Subscription Trips	18,334	18,956	34,790	36,076
DDS Subscription Trips	14,836	15,326	28,294	29,169
D2D Trips	22,623	22,904	43,568	44,346
Lv Attended Trips	6,675	6,536	13,025	12,611
Maintenance Inspections Conducted/Scheduled	100.0%	111.1%	100.0%	105.6%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	6,085	4,653	8,191	9,563	6,768	35,260
Non-Ambulatory	-	3,522	299	1,580	6,081	11,482
Percentage	13.02%	17.49%	18.16%	23.84%	27.49%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Transit Sol	Badger Bus	Total
Rides Provided	6,085	8,175	8,490	11,143	12,849	46,742
Customer Complaints	32	30	35	23	61	181
Customer Compliments	1	3	0	1	4	9
Customer Suggestions	0	0	1	0	0	1
Complaints/1000 passenger trips - 2016	5.52	1.75	2.15	1.96	5.00	3.15
Complaints/1000 passenger trips - 2017	5.26	3.67	4.12	2.06	4.75	3.87
Late Service Reports (2)	33	0	17	10	35	95
Late Service Reports/1000 passenger trips-2016	3.48	0.00	1.02	0.53	2.29	1.31
Late Service Reports/1000 passenger trips - 2017	5.42	0.00	2.00	0.90	2.72	2.03

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
February, 2017	95%	93%	96%	94%	95%
YTD - 2016	94%	94%	96%	90%	95%
YTD - 2017	94%	93%	94%	92%	95%

ADA Certifications, February 2017	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,579	267	240	179	18,764
Category 2	9	0	0	0	0
Category 2/3	19	1	0	0	10
Category 3	2,117	327	86	18	5,302
Total	3,724				24,076

Monthly New Certification	43
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.