

Paratransit Performance Indicators
February, 2017

| Operations | Metro Plus | | | |
|---------------------------------------------|-------------------|------------------|-----------------|-----------------|
| | 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.