

Paratransit Performance Indicators
August, 2017

Operations	Metro Plus			
	Aug, 2016	Aug, 2017	YTD Aug, 2016	YTD Aug, 2017
Total Trips	23,798	25,126	185,156	193,761
Rides Cancelled	5,415	4,828	42,515	42,874
Cancellation Rate	22.8%	19.2%	23.0%	22.1%
No Shows (1)	672	610	4,926	4,901
No Shows/Rides Provided	2.8%	2.4%	2.7%	2.5%
Number of Clients Provided Service	1,093	1,096	1,532	1,582
Average Trips/Client	21.8	22.9	120.9	122.5
DDS Trips	17,286	18,342	130,340	136,562
Subscription Trips	18,625	19,545	142,163	149,856
DDS Subscription Trips	15,690	16,592	116,783	122,787
D2D Trips	23,119	23,472	177,367	182,045
Lv Attended Trips	7,215	7,022	54,308	52,662
Maintenance Inspections Conducted/Scheduled	100.0%	90.9%	102.3%	98.7%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	24,659	20,252	35,100	39,259	27,294	146,564
Non-Ambulatory	-	14,966	1,143	6,668	24,420	47,197
Percentage	12.73%	18.18%	18.71%	23.70%	26.69%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	24,659	35,218	36,243	45,927	51,714	193,761
Customer Complaints	140	98	116	119	195	668
Customer Compliments	3	11	3	9	9	35
Customer Suggestions	0	7	1	1	1	10
Complaints/1000 passenger trips - 2016	4.18	1.83	2.07	1.84	3.86	2.65
Complaints/1000 passenger trips - 2017	5.68	2.78	3.20	2.59	3.77	3.45
Late Service Reports (2)	101	0	55	28	77	261
Late Service Reports/1000 passenger trips - 2016	1.96	0.00	1.08	0.42	1.80	0.98
Late Service Reports/1000 passenger trips - 2017	4.10	-	1.52	0.61	1.49	1.35

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
August, 2017	97%	94%	97%	94%	96%
YTD - 2016	95%	94%	97%	93%	95%
YTD - 2017	95%	94%	93%	92%	95%

ADA Certifications, August 2017	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,593	261	197	233	19,819
Category 2	9	0	0	0	0
Category 2/3	18	0	0	0	0
Category 3	2,133	301	66	34	5,232
Total	3,753				25,051

Monthly New Certification	38
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.