

**Paratransit Performance Indicators**  
**October, 2017**

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Oct, 2016</b>	<b>Oct, 2017</b>	<b>YTD Oct, 2016</b>	<b>YTD Oct, 2017</b>
Total Trips	24,404	26,292	233,164	243,916
Rides Cancelled	4,945	5,239	52,735	53,015
Cancellation Rate	20.3%	19.9%	22.6%	21.7%
No Shows (1)	612	601	6,122	6,033
No Shows/Rides Provided	2.5%	2.3%	2.6%	2.5%
Number of Clients Provided Service	1,122	1,122	1,617	1,648
Average Trips/Client	21.8	23.4	144.2	148.0
DDS Trips	17,078	18,650	164,263	172,125
Subscription Trips	18,778	20,501	179,172	188,569
DDS Subscription Trips	15,268	16,787	147,180	154,715
D2D Trips	23,227	23,907	223,305	227,971
Lv Attended Trips	6,859	7,068	67,989	66,135
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	101.9%	99.0%

<b>Number of Trips by Provider YTD</b>	<b>Badger Cab</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Ambulatory	31,436	25,780	44,556	48,933	34,017	184,722
Non-Ambulatory	-	18,776	1,361	8,294	30,763	59,194
Percentage	12.89%	18.27%	18.82%	23.46%	26.56%	100.00%

<b>Customer Service YTD</b>	<b>Badger Cab</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Rides Provided	31,436	44,556	45,917	57,227	64,780	243,916
Customer Complaints	165	116	135	142	227	785
Customer Compliments	5	14	4	10	11	44
Customer Suggestions	0	8	1	1	1	11
Complaints/1000 passenger trips - 2016	4.11	1.97	2.11	1.79	3.80	2.66
Complaints/1000 passenger trips - 2017	5.25	2.60	2.94	2.48	3.50	3.22
Late Service Reports (2)	114	0	71	32	79	296
Late Service Reports/1000 passenger trips-2016	1.80	0.02	1.02	0.39	1.86	0.97
Late Service Reports/1000 passenger trips-2017	3.63	-	1.55	0.56	1.22	1.21

<b>On-Time Performance</b>	<b>Badger Cab</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
October, 2017	95%	94%	98%	95%	96%
YTD - 2016	95%	94%	97%	93%	95%
YTD - 2017	95%	94%	94%	93%	95%

<b>ADA Certifications, October 2017</b>	<b>Clients</b>	<b>1-19 Trips</b>	<b>&gt;20 - 40&lt;</b>	<b>&gt;40 Trips/mo</b>	<b>TTL Trips</b>
Category 1	1,595	249	200	246	20,734
Category 2	9	0	0	0	0
Category 2/3	18	2	0	0	4
Category 3	2,162	320	72	32	5,529
<b>Total</b>	<b>3,784</b>				<b>26,267</b>

Monthly New Certification	28
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.