

Paratransit Performance Indicators
July, 2018

| | Metro Plus | | | |
|---|-------------------|------------------|-----------------|-----------------|
| Operations | Jul, 2017 | Jul, 2018 | YTD 2017 | YTD 2018 |
| Total Trips | 22,317 | 9,836 | 168,635 | 107,073 |
| Rides Cancelled | 5,784 | 2,764 | 38,046 | 27,694 |
| Cancellation Rate | 25.9% | 28.1% | 22.6% | 25.9% |
| No Shows (1) | 535 | 364 | 4,291 | 3,375 |
| No Shows/Rides Provided | 2.4% | 3.7% | 2.5% | 3.2% |
| Number of Clients Provided Service | 1,076 | 674 | 1,539 | 1,447 |
| Average Trips/Client | 20.7 | 14.6 | 109.6 | 74.0 |
| DDS Trips (3) | 16,088 | - | 118,220 | 37,393 |
| Subscription Trips | 17,115 | 5,174 | 130,311 | 73,895 |
| DDS Subscription Trips (3) | 14,435 | - | 106,195 | 33,896 |
| D2D Trips | 20,815 | 8,773 | 158,573 | 98,500 |
| Lv Attended Trips | 6,132 | 1,098 | 45,640 | 21,748 |
| Maintenance Inspections Conducted/Scheduled | 88.9% | 100.0% | 100.0% | 95.0% |

| Number of Trips by Provider YTD | Badger Cab | Metro Direct | AbbyVans | Trans. Sol. | Badger Bus | Total |
|--|-------------------|---------------------|-----------------|--------------------|-------------------|--------------|
| Ambulatory | 14,560 | 10,405 | 19,524 | 12,884 | 22,333 | 79,706 |
| Non-Ambulatory | - | 5,952 | 427 | 3,904 | 17,084 | 27,367 |
| Percentage | 13.60% | 15.28% | 18.63% | 15.68% | 36.81% | 100.00% |

| Customer Service YTD | Badger Cab | Metro Direct | AbbyVans | Trans. Sol. | Badger Bus | Total |
|--|-------------------|---------------------|-----------------|--------------------|-------------------|--------------|
| Rides Provided | 14,560 | 16,357 | 19,951 | 16,788 | 39,417 | 107,073 |
| Customer Complaints | 69 | 33 | 45 | 54 | 99 | 300 |
| Customer Compliments | 1 | 7 | 2 | 4 | 11 | 25 |
| Customer Suggestions | 2 | 7 | 0 | 1 | 0 | 10 |
| Complaints/1000 passenger trips - 2017 | 5.86 | 2.87 | 3.21 | 2.56 | 3.82 | 3.50 |
| Complaints/1000 passenger trips - 2018 | 4.74 | 2.02 | 2.26 | 3.22 | 2.51 | 2.80 |
| Late Service Reports (2) | 78 | 2 | 26 | 25 | 34 | 165 |
| Late Service Reports/1000 passenger trips-2017 | 4.61 | 0.00 | 1.53 | 0.58 | 1.58 | 1.44 |
| Late Service Reports/1000 passenger trips-2018 | 5.36 | 0.12 | 1.30 | 1.49 | 0.86 | 1.54 |

| On-Time Performance | Badger Cab | Metro Direct | AbbyVans | Transit Sol. | Badger Bus |
|----------------------------|-------------------|---------------------|-----------------|---------------------|-------------------|
| July, 2018 | 95% | 98% | 95% | 92% | 100% |
| YTD - 2017 | 94% | 93% | 92% | 92% | 95% |
| YTD - 2018 | 94% | 96% | 93% | 90% | 98% |

| ADA Certifications, July 2018 | Clients | 1-19 Trips | >20 - 40< | <40 Trips/mo | TTL Trips |
|--------------------------------------|----------------|-------------------|------------------------|------------------------|------------------|
| Category 1 | 1,599 | 187 | 68 | 45 | 5,598 |
| Category 2 | 9 | 0 | 0 | 0 | 0 |
| Category 2/3 | 15 | 0 | 0 | 0 | 0 |
| Category 3 | 2,111 | 300 | 55 | 16 | 4,187 |
| Total | 3,734 | | | | 9,785 |

| | |
|-----------------------------|----|
| Monthly New Certification | 16 |
| 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.

(3) DDS trips ended April 2018 with the implementation/transition to Family Care, IRIS, and Family Care Partnership.