

**Paratransit Performance Indicators  
December, 2018**

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Dec, 2017</b>	<b>Dec, 2018</b>	<b>YTD Dec, 2017</b>	<b>YTD Dec, 2018</b>
Total Trips	22,616	8,857	291,018	154,930
Rides Cancelled	7,224	3,186	67,120	41,343
Cancellation Rate	31.9%	36.0%	23.1%	26.7%
No Shows (1)	660	369	7,306	5,054
No Shows/Rides Provided	2.9%	4.2%	2.5%	3.3%
Number of Clients Provided Service	1,104	662	1,707	1,591
Average Trips/Client	20.5	13.4	170.5	97.4
DDS Trips (3)	15,691	-	204,907	37,393
Subscription Trips	17,091	4,541	224,648	99,624
DDS Subscription Trips	13,911	-	184,042	33,896
D2D Trips (3)	20,827	7,866	271,250	141,100
Lv Attended Trips	5,985	759	78,695	26,444
Maintenance Inspections Conducted/Scheduled	100.0%	0.0%	100.0%	95.1%

<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	18,780	10,574	27,640	17,438	39,434	113,866
Non-Ambulatory	-	6,077	604	6,516	27,867	41,064
Percentage	12.12%	10.75%	18.23%	15.46%	43.44%	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	18,780	16,651	28,244	23,954	67,301	154,930
Customer Complaints	94	51	72	100	181	498
Customer Compliments	2	8	2	6	21	39
Customer Suggestions	2	11	1	1	1	16
Complaints/1000 passenger trips-2017	5.04	2.50	2.74	2.33	3.29	3.04
Complaints/1000 passenger trips-2018	5.01	3.06	2.55	4.17	2.69	3.21
Late Service Reports (2)	111	2	35	29	45	222
Late Service Reports/1000 passenger trips-2017	3.32	-	1.37	0.52	1.15	1.12
Late Service Reports/1000 passenger trips-2018	5.91	0.12	1.24	1.21	0.67	1.43

<b>On-Time Performance</b>	<b>Badger Cab</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
December, 2018	0%	0%	96%	89%	99%
YTD - 2017	95%	94%	94%	93%	95%
YTD - 2018	94%	96%	94%	89%	98%

<b>ADA Certifications, December 2018</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	1,598	190	81	24	4,845
Category 2	7	0	0	0	0
Category 2/3	13	1	0	0	1
Category 3	2,133	288	66	11	4,000
<b>Total</b>	<b>3,751</b>				<b>8,846</b>

Monthly New Certification	17
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.

\*\*Directly-operated paratransit service ceased operations on 8/10/18

\*\*\*Badger Cab no longer a Metro contractor effective 12/1/18