

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 6/30/2015 & 6/30/2016**

CURRENT MONTH			YEAR TO DATE					
Actual 2015	Actual 2016	Variance 2015 to 2016		Actual 2015	Actual 2016	Variance 2015 to 2016	% Change	
			<b>Service Supplied</b>					
476,160	<b>475,111</b>	(1,049)	Total (Vehicle) Miles	3,001,254	<b>3,070,556</b>	69,302	2.3%	
32,795	<b>32,319</b>	(476)	Revenue Hours	203,561	<b>202,673</b>	(888)	-0.4%	
36,010	<b>35,258</b>	(752)	Total (Vehicle) Hours	227,114	<b>225,021</b>	(2,093)	-0.9%	
			<i>Ridership</i>					
817,372	<b>766,140</b>	(51,232)	Revenue Passengers	7,089,681	<b>6,470,881</b>	(618,800)	-8.7%	
72,406	<b>68,854</b>	(3,552)	Transfers	382,073	<b>368,927</b>	(13,146)	-3.4%	
<u>13,408</u>	<u><b>12,435</b></u>	<u>(973)</u>	Non-Revenue Rides	<u>74,757</u>	<u><b>68,627</b></u>	<u>(6,130)</u>	-8.2%	
903,186	<b>847,429</b>	(55,757)	Total Passengers	7,546,511	<b>6,908,435</b>	(638,076)	-8.5%	
			<b>Service Quality*</b>					
86.2%	<b>85.3%</b>	-0.9%	% Trips on time	86.1%	<b>86.5%</b>	0.4%	0.5%	
3.8%	<b>3.9%</b>	0.1%	% Trips early	3.4%	<b>3.7%</b>	0.3%	8.2%	
10.0%	<b>10.8%</b>	0.8%	% Trips late	10.5%	<b>9.8%</b>	-0.7%	-6.7%	
2	<b>10</b>	8	Passenger Accidents	49	<b>88</b>	39	79.6%	
			<b>Vehicle Accidents**</b>					
2	<b>10</b>	8	Chargeable	30	<b>51</b>	21	70.0%	
6	<b>8</b>	2	Non-chargeable	43	<b>51</b>	8	18.6%	
<u>1</u>	<u><b>0</b></u>	<u>(1)</u>	Preventable	<u>1</u>	<u><b>1</b></u>	<u>0</u>	0.0%	
9	<b>18</b>	9	Total Vehicle Accidents	74	<b>103</b>	29	39.2%	
			<b>Fleet/Maintenance</b>					
71	<b>49</b>	(22)	Road Calls	524	<b>305</b>	(219)	-41.8%	
79	<b>79</b>	0	Actual Inspections	500	<b>512</b>	12	2.4%	
79	<b>79</b>	0	Scheduled Inspections	500	<b>512</b>	12	2.4%	

\*Sample of over 200,000 trips. Early=one minute or more early at a timepoint. Late=five minutes or more late at a timepoint.

\*\*Chargeable – Accidents that are caused by the actions of the bus operator.

Non-chargeable – Accidents caused by the other vehicle’s operator’s actions.

Preventable – Both parties involved share liability of the accident.

**ParaTransit**  
**Operating Statistics For Periods Ending 6/30/2015 & 6/30/2016**

CURRENT MONTH			YEAR TO DATE				
Actual 2015	Actual 2016	Variance 2015 to 2016		Actual 2015	Actual 2016	Variance 2015 to 2016	% Change
			<b>Service Supplied Data</b>				
1,089	<b>1,084</b>	(5)	No. of Clients riding the System	1,465	<b>1,445</b>	(20)	-1.4%
			<i>Ridership</i>				
4,456	<b>4,526</b>	70	Directly Operated Service	26,070	<b>28,408</b>	2,338	9.0%
<u>17,943</u>	<u><b>18,357</b></u>	<u>414</u>	ADA Contracted Services	<u>111,883</u>	<u><b>111,370</b></u>	<u>(513)</u>	-0.5%
22,399	<b>22,883</b>	484	Total ADA Ridership	137,953	<b>139,778</b>	1,825	1.3%
687	<b>697</b>	10	Total No-shows	3,731	<b>3,738</b>	7	0.2%
			<b>Service Quality Data</b>				
2	<b>0</b>	(2)	Passenger Accidents	10	<b>4</b>	(6)	-60.0%
			<b>Vehicle Accidents*</b>				
0	<b>0</b>	0	Chargeable	4	<b>1</b>	(3)	-75.0%
1	<b>0</b>	(1)	Non-chargeable	1	<b>7</b>	6	600.0%
<u>1</u>	<u><b>0</b></u>	<u>(1)</u>	Preventable	<u>1</u>	<u><b>0</b></u>	<u>(1)</u>	-100.0%
1	<b>0</b>	(1)	Total Vehicle Accidents	6	<b>8</b>	2	33.3%
			<b>Fleet/Maintenance Data</b>				
1	<b>1</b>	0	Road Calls	9	<b>10</b>	1	11.1%
10	<b>10</b>	0	Actual Inspections	58	<b>65</b>	7	12.1%
10	<b>11</b>	1	Scheduled Inspections	58	<b>66</b>	8	13.8%

\*Chargeable – Accidents that are caused by the actions of the bus operator.

Non Chargeable – Accidents caused by the other vehicle’s operator’s actions.

Preventable – Both parties involved share liability of the accident.

**ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--June 2016 vs. June 2015**  
**(Routes sorted in order of 2016 passengers per revenue hour productivity)**

ROUTE	RIDERSHIP, 2016 vs. 2015			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY
	Year to Date			2015	2016	% Change		
	2015	2016	% change					
80 UW CAMPUS (service revised August 26, 2012)	1,104,231	841,867	-23.8%	103.95	78.88	-24.1%		<b>Core Routes</b> operate every day from early a.m. to late p.m.: <b>2, 3, 4, 5, 6, 7, 13</b> (3 operates weekdays only; 7 operates weekends & holidays only).
<b>E, L, M, W SUPPLEMENTARY SCHOOL SERVICE</b>	617,741	631,134	2.2%	66.40	69.30	4.4%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	192,481	181,354	-5.8%	56.09	60.55	8.0%		<b>Commuter Routes</b> operate on weekdays during peak hours: <b>11, 12, 14, 15, 25, 27, 28, 29,</b> <b>37, 38, 44, 47, 48, 49, 55, 56, 57</b> <b>58, 71, 72, 75</b>
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	44,693	44,065	-1.4%	49.08	48.39	-1.4%		
2 WTP-NTP (revised August 25, 2013)	706,793	629,675	-10.9%	46.20	44.09	-4.6%		<b>Peripheral Routes</b> operate from transfer points to outlying areas: <b>20, 21, 22, 26, 30, 31, 32, 33, 35, 36, 40, 50, 51, 52, 73, 78</b>
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	388,703	418,008	7.5%	43.87	44.03	0.4%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	180,681	176,648	-2.2%	38.83	43.53	12.1%		<b>Connector Routes</b> connect transfer points throughout the day: <b>16, 17, 18.</b>
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	46,374	57,241	23.4%	37.15	42.37	14.1%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	14,333	11,623	-18.9%	50.61	40.72	-19.5%		<b>Circulator Routes</b> <b>1, 10, 34</b>
4 NTP-STP	387,836	351,058	-9.5%	41.21	37.46	-9.1%		
22 MENDOTA LOOP	131,654	120,981	-8.1%	40.31	36.87	-8.5%		<b>Other routes:</b> 8 operates between the Capitol Square and Spring Harbor, weekends only. 19 operates like a core route between the Capitol Square and Allied Drive on weekdays. 39 operates as a commuter route during peak hours; operates like a circulator route midday. 59 operates weekends & holidays between the WTP and Fitchburg. 67 connects with route 6 at the West Transfer Point; operates to/from West Towne Mall. 63 and 68 operate between the WTP and Prairie Town Center. 70 operates like a core route between the Capitol Square & Middleton on weekdays.
50 WTP-SCHROEDER-RAYMOND LOOP	123,607	103,545	-16.2%	44.07	36.80	-16.5%		
67 WTP-WEST TOWNE	142,588	120,305	-15.6%	41.63	34.94	-16.1%		<b>UW Campus Circulators</b> <b>80, 81, 82, 84</b>
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	100,387	86,759	-13.6%	39.79	34.27	-13.9%		
6 EAST TOWNE-WTP	574,321	528,457	-8.0%	34.47	32.14	-6.8%		<b>School Day Supplemental Routes</b> <b>E, L, M, W</b>
5 ETP-STP	252,429	225,377	-10.7%	35.89	31.93	-11.0%		
3 WTP-ETP	292,758	268,802	-8.2%	33.85	31.39	-7.3%		Average weekday ridership June 2015: 37,222 Average weekday ridership June 2016: 34,827
81-82 UW LATE NITE CIRCULATORS	65,926	53,340	-19.1%	39.49	29.49	-25.3%		
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	214,631	219,161	2.1%	26.09	29.25	12.1%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	54,278	52,414	-3.4%	30.31	29.23	-3.6%		
1 CAP SQUARE - UW	14,937	15,059	0.8%	28.69	28.92	0.8%		
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	52,417	54,110	3.2%	27.28	28.16	3.2%		
21 LAKEVIEW LOOP	88,019	81,201	-7.7%	30.39	27.92	-8.1%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	150,254	145,731	-3.0%	25.34	27.73	9.4%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	71,086	67,003	-5.7%	28.90	27.38	-5.3%		
27 NTP - UW CAMPUS COMMUTER	27,342	25,037	-8.4%	29.21	26.75	-8.4%		
7 WTP-ETP (Weekends & Holidays Only)	83,136	76,468	-8.0%	29.57	26.69	-9.7%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	10,679	10,470	-2.0%	26.53	26.01	-2.0%		
12 WTP-DUTCH MILL-CAP SQUARE	24,744	29,802	20.4%	20.84	25.93	24.4%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	23,264	21,417	-7.9%	28.61	25.85	-9.7%		
11 WTP-DUTCH MILL-CAP SQUARE	44,099	37,429	-15.1%	30.33	25.78	-15.0%		
30 ETP-EAST TOWNE	113,988	111,778	-1.9%	26.89	25.31	-5.9%		
47 ARBOR HILLS COMMUTER	39,563	37,654	-4.8%	25.90	24.56	-5.1%		
16 STP - ETP	166,224	153,825	-7.5%	26.51	24.44	-7.8%		
58 GREENTREE COMMUTER	38,510	36,729	-4.6%	25.48	24.30	-4.6%		
17 ETP-NTP	49,323	45,184	-8.4%	25.93	23.80	-8.2%		
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	52,973	55,458	4.7%	22.49	23.54	4.7%		
18 STP-WTP (revised August 25, 2013)	180,499	150,163	-16.8%	28.09	23.35	-16.9%		
51 WTP-MUIR FIELD LOOP	39,207	30,978	-21.0%	28.43	22.31	-21.5%		
70 MIDDLETON-CAPITOL SQUARE	78,288	71,397	-8.8%	24.11	21.99	-8.8%		
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	5,049	2,852	-43.5%	16.77	20.42	21.7%	x	
13 STP-CAP SQUARE	78,205	78,546	0.4%	20.31	20.23	-0.4%	x	
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	20,531	16,463	-19.8%	24.68	19.64	-20.4%	x	
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	16,360	14,253	-12.9%	22.93	19.60	-14.5%	x	
19 RED ARROW TR-CAP SQUARE	79,436	73,894	-7.0%	21.02	19.56	-7.0%	x	
20 NTP-EAST TOWNE	110,680	100,963	-8.8%	19.82	17.83	-10.0%	x	
39 ETP - DAIRY DRIVE (revised August 25, 2013)	14,938	12,568	-15.9%	20.39	17.15	-15.9%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	4,513	3,928	-13.0%	19.52	16.99	-13.0%	x	
73 WTP-OLD SAUK TRAILS	58,391	53,279	-8.8%	18.61	16.98	-8.8%	x	
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	21,230	21,219	-0.1%	16.97	16.88	-0.6%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	33,342	30,629	-8.1%	16.25	15.96	-1.8%	x	
52 WTP-FITCHBURG	22,454	21,089	-6.1%	16.97	15.74	-7.2%	x	
32 ACEWOOD-THOMPSON LOOP	17,464	16,828	-3.6%	15.47	14.80	-4.3%	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	10,547	9,274	-12.1%	16.19	14.23	-12.1%	x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	15,525	15,824	1.9%	12.10	12.62	4.3%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	5,109	4,680	-8.4%	11.86	10.46	-11.8%	x	
31 MARSH RD - ETP (began August 25, 2013)	10,806	12,458	15.3%	8.13	9.30	14.4%	x	
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	6,519	7,142	9.6%	8.32	9.11	9.6%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	5,230	5,230	0.0%	6.58	6.23	-5.3%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	15,525	9,002	-42.0%	11.79	6.06	-48.6%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008, revised May 24, 2015)	5,274	15,128	186.8%	5.49	5.54	0.9%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	4,386	4,479	2.1%	5.30	5.31	0.2%	x	
UNKNOWN ROUTE & ROAD BUS *	-	-	NA	NA	NA	NA		
<b>SYSTEM TOTAL</b>	<b>7,546,511</b>	<b>6,908,435</b>	<b>-8.5%</b>	<b>37.07</b>	<b>34.09</b>	<b>-8.1%</b>	<b>20.45</b>	
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>	<b>6,362,021</b>	<b>6,001,605</b>	<b>-5.7%</b>	<b>33.31</b>	<b>31.60</b>	<b>-5.1%</b>	<b>18.96</b>	

\* Unknown Route refers to ridership data that isn't assigned to a route by the farebox (generally seen when farebox goes into "fallback mode"). Road buses are put into service to do portions of routes because of vehicle breakdowns, late regular buses, or overloads.

ROUTE PERFORMANCE, Year to Date - June 2016

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2015	2016	% change	2015	2016
1 CAP SQUARE - UW	14,937	15,059	0.8%	28.69	28.92
2 WTP-NTP (revised August 25, 2013)	706,793	629,675	-10.9%	46.20	44.09
3 WTP-ETP	292,758	268,802	-8.2%	33.85	31.39
4 NTP-STP	387,836	351,058	-9.5%	41.21	37.46
5 ETP-STP	252,429	225,377	-10.7%	35.89	31.93
6 EAST TOWNE-WTP	574,321	528,457	-8.0%	34.47	32.14
7 WTP-ETP (Weekends & Holidays Only)	83,136	76,468	-8.0%	29.57	26.69
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	23,264	21,417	-7.9%	28.61	25.85
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	388,703	418,008	7.5%	43.87	44.03
11 WTP-DUTCH MILL-CAP SQUARE	44,099	37,429	-15.1%	30.33	25.78
12 WTP-DUTCH MILL-CAP SQUARE	24,744	29,802	20.4%	20.84	25.93
13 STP-CAP SQUARE	78,205	78,546	0.4%	20.31	20.23
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	150,254	145,731	-3.0%	25.34	27.73
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	214,631	219,161	2.1%	26.09	29.25
16 STP - ETP	166,224	153,825	-7.5%	26.51	24.44
17 ETP-NTP	49,323	45,184	-8.4%	25.93	23.80
18 STP-WTP (revised August 25, 2013)	180,499	150,163	-16.8%	28.09	23.35
19 RED ARROW TR-CAP SQUARE	79,436	73,894	-7.0%	21.02	19.56
20 NTP-EAST TOWNE	110,680	100,963	-8.8%	19.82	17.83
21 LAKEVIEW LOOP	88,019	81,201	-7.7%	30.39	27.92
22 MENDOTA LOOP	131,654	120,981	-8.1%	40.31	36.87
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	5,049	2,852	-43.5%	16.77	20.42
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008, revised May 24, 2015)	5,274	15,128	186.8%	5.49	5.54
27 NTP - UW CAMPUS COMMUTER	27,342	25,037	-8.4%	29.21	26.75
28 NTP-WTP COMMUTER (revised August 25, 2013)	192,481	181,354	-5.8%	56.09	60.55
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	10,679	10,470	-2.0%	26.53	26.01
30 ETP-EAST TOWNE	113,988	111,778	-1.9%	26.89	25.31
31 MARSH RD - ETP (began August 25, 2013)	10,806	12,458	15.3%	8.13	9.30
32 ACEWOOD-THOMPSON LOOP	17,464	16,828	-3.6%	15.47	14.80
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	21,230	21,219	-0.1%	16.97	16.88
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	10,547	9,274	-12.1%	16.19	14.23
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	15,525	15,824	1.9%	12.10	12.62
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37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	33,342	30,629	-8.1%	16.25	15.96
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	180,681	176,648	-2.2%	38.83	43.53
39 ETP - DAIRY DRIVE (revised August 25, 2013)	14,938	12,568	-15.9%	20.39	17.15
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	100,387	86,759	-13.6%	39.79	34.27
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	44,693	44,065	-1.4%	49.08	48.39
47 ARBOR HILLS COMMUTER	39,563	37,654	-4.8%	25.90	24.56
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	4,513	3,928	-13.0%	19.52	16.99
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	6,519	7,142	9.6%	8.32	9.11
50 WTP-SCHROEDER-RAYMOND LOOP	123,607	103,545	-16.2%	44.07	36.80
51 WTP-MUIR FIELD LOOP	39,207	30,978	-21.0%	28.43	22.31
52 WTP-FITCHBURG	22,454	21,089	-6.1%	16.97	15.74
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	20,531	16,463	-19.8%	24.68	19.64
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	52,973	55,458	4.7%	22.49	23.54
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	52,417	54,110	3.2%	27.28	28.16
58 GREENTREE COMMUTER	38,510	36,729	-4.6%	25.48	24.30
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	5,230	5,230	0.0%	6.58	6.23
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	16,360	14,253	-12.9%	22.93	19.60
67 WTP-WEST TOWNE	142,588	120,305	-15.6%	41.63	34.94
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	4,386	4,479	2.1%	5.30	5.31
70 MIDDLETON-CAPITOL SQUARE	78,288	71,397	-8.8%	24.11	21.99
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	54,278	52,414	-3.4%	30.31	29.23
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	71,086	67,003	-5.7%	28.90	27.38
73 WTP-OLD SAUK TRAILS	58,391	53,279	-8.8%	18.61	16.98
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80 UW CAMPUS (service revised August 26, 2012)	1,104,231	841,867	-23.8%	103.95	78.88
81-82 UW LATE NITE CIRCULATORS	65,926	53,340	-19.1%	39.49	29.49
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	14,333	11,623	-18.9%	50.61	40.72
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	617,741	631,134	2.2%	66.40	69.30
UNKNOWN ROUTE & ROAD BUS *	-	-	NA	NA	NA
<b>SYSTEM TOTAL</b>	<b>7,546,511</b>	<b>6,908,435</b>	<b>-8.5%</b>	<b>37.07</b>	<b>34.09</b>
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>	<b>6,362,021</b>	<b>6,001,605</b>	<b>-5.7%</b>	<b>33.31</b>	<b>31.60</b>

\* Unknown Route refers to ridership data that isn't assigned to a route by the farebox (generally seen when farebox goes into "fallback mode"). Road buses are put into service to do portions of routes because of vehicle breakdowns, late regular buses, or overloads.

Average weekday ridership June 2015: 37,222

Average weekday ridership June 2016: 34,827

MONTHLY RIDERSHIP - June 2016

ROUTE	MONTHLY RIDERSHIP			YTD RIDERSHIP		
	2015	2016	% change	2015	2016	% change
1 CAP SQUARE - UW	1,252	1,197	-4.4%	14,937	15,059	0.8%
2 WTP-NTP (revised August 25, 2013)	90,295	81,361	-9.9%	706,793	629,675	-10.9%
3 WTP-ETP	36,341	34,020	-6.4%	292,758	268,802	-8.2%
4 NTP-STP	55,913	51,245	-8.3%	387,836	351,058	-9.5%
5 ETP-STP	40,894	34,973	-14.5%	252,429	225,377	-10.7%
6 EAST TOWNE-WTP	79,526	75,028	-5.7%	574,321	528,457	-8.0%
7 WTP-ETP (Weekends & Holidays Only)	10,009	9,357	-6.5%	83,136	76,468	-8.0%
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	2,010	2,542	26.5%	23,264	21,417	-7.9%
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	45,316	45,277	-0.1%	388,703	418,008	7.5%
11 WTP-DUTCH MILL-CAP SQUARE	5,108	4,217	-17.4%	44,099	37,429	-15.1%
12 WTP-DUTCH MILL-CAP SQUARE	3,560	4,683	31.5%	24,744	29,802	20.4%
13 STP-CAP SQUARE	11,144	11,610	4.2%	78,205	78,546	0.4%
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	19,809	18,776	-5.2%	150,254	145,731	-3.0%
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	31,566	31,056	-1.6%	214,631	219,161	2.1%
16 STP - ETP	25,395	23,273	-8.4%	166,224	153,825	-7.5%
17 ETP-NTP	7,587	7,366	-2.9%	49,323	45,184	-8.4%
18 STP-WTP (revised August 25, 2013)	28,961	24,279	-16.2%	180,499	150,163	-16.8%
19 RED ARROW TR-CAP SQUARE	8,374	8,529	1.9%	79,436	73,894	-7.0%
20 NTP-EAST TOWNE	16,549	15,622	-5.6%	110,680	100,963	-8.8%
21 LAKEVIEW LOOP	12,740	11,661	-8.5%	88,019	81,201	-7.7%
22 MENDOTA LOOP	21,440	18,238	-14.9%	131,654	120,981	-8.1%
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	810	563	-30.5%	5,049	2,852	-43.5%
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008, revised May 24, 2015)	2,221	2,614	17.7%	5,274	15,128	186.8%
27 NTP - UW CAMPUS COMMUTER	3,411	3,344	-2.0%	27,342	25,037	-8.4%
28 NTP-WTP COMMUTER (revised August 25, 2013)	21,611	21,171	-2.0%	192,481	181,354	-5.8%
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,637	1,641	0.2%	10,679	10,470	-2.0%
30 ETP-EAST TOWNE	18,387	18,547	0.9%	113,988	111,778	-1.9%
31 MARSH RD - ETP (began August 25, 2013)	1,546	1,764	14.1%	10,806	12,458	15.3%
32 ACEWOOD-THOMPSON LOOP	2,640	2,960	12.1%	17,464	16,828	-3.6%
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	2,948	2,898	-1.7%	21,230	21,219	-0.1%
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	1,159	1,199	3.5%	10,547	9,274	-12.1%
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	2,380	2,344	-1.5%	15,525	15,824	1.9%
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	2,145	1,494	-30.3%	15,525	9,002	-42.0%
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	2,976	3,142	5.6%	33,342	30,629	-8.1%
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	19,053	18,518	-2.8%	180,681	176,648	-2.2%
39 ETP - DAIRY DRIVE (revised August 25, 2013)	2,271	1,704	-25.0%	14,938	12,568	-15.9%
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	15,765	14,269	-9.5%	100,387	86,759	-13.6%
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	5,059	5,062	0.1%	44,693	44,065	-1.4%
47 ARBOR HILLS COMMUTER	5,428	5,177	-4.6%	39,563	37,654	-4.8%
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	722	583	-19.3%	4,513	3,928	-13.0%
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	907	984	8.5%	6,519	7,142	9.6%
50 WTP-SCHROEDER-RAYMOND LOOP	18,616	16,623	-10.7%	123,607	103,545	-16.2%
51 WTP-MUIR FIELD LOOP	5,750	4,970	-13.6%	39,207	30,978	-21.0%
52 WTP-FITCHBURG	3,373	3,552	5.3%	22,454	21,089	-6.1%
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	3,331	2,807	-15.7%	20,531	16,463	-19.8%
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	7,659	7,815	2.0%	52,973	55,458	4.7%
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	7,745	7,927	2.3%	52,417	54,110	3.2%
58 GREENTREE COMMUTER	4,965	4,674	-5.9%	38,510	36,729	-4.6%
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	680	794	16.8%	5,230	5,230	0.0%
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,202	2,153	-2.2%	16,360	14,253	-12.9%
67 WTP-WEST TOWNE	22,710	19,944	-12.2%	142,588	120,305	-15.6%
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	680	536	-21.2%	4,386	4,479	2.1%
70 MIDDLETON-CAPITOL SQUARE	10,041	9,530	-5.1%	78,288	71,397	-8.8%
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	8,181	7,954	-2.8%	54,278	52,414	-3.4%
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	10,314	10,012	-2.9%	71,086	67,003	-5.7%
73 WTP-OLD SAUK TRAILS	9,806	9,341	-4.7%	58,391	53,279	-8.8%
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	8,739	9,873	13.0%	46,374	57,241	23.4%
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	721	681	-5.5%	5,109	4,680	-8.4%
80 UW CAMPUS (service revised August 26, 2012)	62,325	62,792	0.7%	1,104,231	841,867	-23.8%
81 UW LATE NIGHT CIRCULATOR			NA	35,656	25,276	-29.1%
82 UW LATE NITE CIRCULATOR			NA	30,270	28,064	-7.3%
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	1,786	1,655	-7.3%	14,333	11,623	-18.9%
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	46,697	39,508	-15.4%	617,741	631,134	2.2%
UNKNOWN ROUTE & ROAD BUS			NA			NA
<b>SYSTEM TOTAL</b>	<b>903,186</b>	<b>847,429</b>	<b>-6.2%</b>	<b>7,546,511</b>	<b>6,908,435</b>	<b>-8.5%</b>
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>	<b>839,075</b>	<b>782,982</b>	<b>-6.7%</b>	<b>6,362,021</b>	<b>6,001,605</b>	<b>-5.7%</b>

**Paratransit Performance Indicators  
June, 2016**

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Jun, 2015</b>	<b>Jun, 2016</b>	<b>YTD 2015</b>	<b>YTD 2016</b>
Total Trips	22,399	22,883	137,953	139,778
Rides Cancelled	5,389	4,752	31,438	31,375
Cancellation Rate	24.1%	20.8%	22.8%	22.4%
No Shows (1)	687	697	3,731	3,738
No Shows/Rides Provided	3.1%	3.0%	2.7%	2.7%
Number of Clients Provided Service	1,089	1,084	1,465	1,445
Average Trips/Client	20.6	21.1	94.2	96.7
DDS Trips	15,885	16,586	96,613	97,653
Subscription Trips	17,413	17,800	106,497	107,104
DDS Subscription Trips	14,342	14,965	86,582	87,375
D2D Trips	21,475	22,083	132,081	133,596
Lv Attended Trips	6,765	7,035	41,227	40,624
Maintenance Inspections Conducted/Scheduled	100.0%	90.9%	100.0%	98.5%

<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	14,176	16,680	25,596	28,722	18,487	103,661
Non-Ambulatory	1	11,728	945	5,502	17,941	36,117
Percentage	10.14%	20.32%	18.99%	24.48%	26.06%	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	14,177	28,408	26,541	34,224	36,428	139,778
Customer Complaints	62	48	59	70	147	386
Customer Compliments	3	14	2	5	9	33
Customer Suggestions	1	5	1	0	1	8
Complaints/1000 passenger trips - 2015	NA	2.03	4.33	1.69	3.27	2.84
Complaints/1000 passenger trips - 2016	4.37	1.69	2.22	2.05	4.04	2.76
Late Service Reports (2)	34	0	33	17	69	153
Late Service Reports/1000 passenger trips - 2015	NA	0.04	1.90	0.91	1.71	1.21
Late Service Reports/1000 passenger trips - 2016	2.40	-	1.24	0.50	1.89	1.09

<b>On-Time Performance</b>	<b>Badger Cab</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
June, 2016	97%	94%	97%	94%	94%
YTD - 2015	NA	93%	97%	94%	95%
YTD - 2016	95%	94%	97%	92%	95%

<b>ADA Certifications, June 2016</b>	<b>Clients</b>	<b>1-19 Trips</b>	<b>&gt;20 - 40&lt;</b>	<b>&lt;40 Trips/mo</b>	<b>TTL Trips</b>
Category 1	1,565	276	219	186	18,191
Category 2	9	0	0	0	0
Category 2/3	22	1	0	0	2
Category 3	2,120	323	67	17	4,632
<b>Total</b>		3,716			22,825

Monthly New Certification	39
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.

**Madison Metro Transit**  
**Unaudited Financial Performance Report**  
**Year-to-Date through June 30**  
**All Modes**

	2015 Actual	2016 Budget	2016 Actual	Over/Under Budget	Change from Prior Year
<b>Passenger Revenue:</b>					
Cash, Tickets, Passes:	\$ 3,462,385	\$ 3,339,828	\$ 3,119,216	\$ (220,612)	\$ (343,169)
Unlimited Ride Passes:	\$ 3,412,641	\$ 3,289,960	\$ 3,242,044	\$ (47,916)	\$ (170,596)
<b>Sub Total:</b>	<b>\$ 6,875,026</b>	<b>\$ 6,629,788</b>	<b>\$ 6,361,261</b>	<b>\$ (268,528)</b>	<b>\$ (513,766)</b>
<b>Misc Revenue:</b>					
Advertising:	\$ 156,164	\$ 192,500	\$ 268,874	\$ 76,374	\$ 112,711
County:	\$ 2,119,730	\$ 2,025,000	\$ 2,166,166	\$ 141,166	\$ 46,435
Other Operating:	\$ 8,389	\$ 6,000	\$ -	\$ (6,000)	\$ (8,389)
Non-Operating:	\$ 5,703	\$ 6,250	\$ 10,028	\$ 3,778	\$ 4,325
<b>Sub Total:</b>	<b>\$ 2,289,986</b>	<b>\$ 2,229,750</b>	<b>\$ 2,445,068</b>	<b>\$ 215,318</b>	<b>\$ 155,082</b>
<b>Local Subsidies:</b>					
City of Madison:	\$ 6,284,136	\$ 5,540,782	\$ 5,540,782	\$ -	\$ (743,354)
Funding Partners:	\$ 1,766,600	\$ 1,752,500	\$ 1,752,000	\$ (500)	\$ (14,600)
<b>Sub Total:</b>	<b>\$ 8,050,735</b>	<b>\$ 7,293,282</b>	<b>\$ 7,292,782</b>	<b>\$ (500)</b>	<b>\$ (757,953)</b>
<b>State Assistance:</b>					
	\$ 8,687,968	\$ 8,687,950	\$ 8,682,000	\$ (5,950)	\$ (5,968)
<b>Federal grant funding for capital maintenance</b>					
	\$ 3,081,264	\$ 3,074,651	\$ 3,072,000	\$ (2,651)	\$ (9,264)
<b>Total Revenue:</b>	<b>\$ 28,984,979</b>	<b>\$ 27,915,421</b>	<b>\$ 27,853,111</b>	<b>\$ (62,311)</b>	<b>\$ (1,131,869)</b>
<b>Salaries:</b>					
Salaries/Wages:	\$ 12,293,382	\$ 13,050,073	\$ 12,587,625	\$ (462,448)	\$ 294,243
OT:	\$ 1,113,017	\$ 976,040	\$ 1,231,681	\$ 255,641	\$ 118,664
Workers Comp:	\$ 79,621	\$ 100,000	\$ 123,922	\$ 23,922	\$ 44,301
<b>Benefits:</b>					
Health:	\$ 3,504,492	\$ 3,285,877	\$ 3,268,074	\$ (17,803)	\$ (236,418)
WI Retirement:	\$ 890,076	\$ 867,797	\$ 889,393	\$ 21,596	\$ (683)
Other:	\$ 1,866,598	\$ 1,945,065	\$ 1,955,333	\$ 10,268	\$ 88,735
<b>Sub Total:</b>	<b>\$ 19,747,186</b>	<b>\$ 20,224,852</b>	<b>\$ 20,056,028</b>	<b>\$ (168,824)</b>	<b>\$ 308,842</b>
<b>Utilities:</b>					
Natural Gas:	\$ 144,413	\$ 142,500	\$ 104,778	\$ (37,722)	\$ (39,635)
Electricity:	\$ 143,340	\$ 145,000	\$ 142,971	\$ (2,029)	\$ (369)
Telephone:	\$ 9,304	\$ 8,060	\$ 5,248	\$ (2,812)	\$ (4,056)
Other:	\$ 16,234	\$ 23,700	\$ 17,606	\$ (6,094)	\$ 1,372
<b>Building &amp; Grounds:</b>					
Repairs/Maintenance:	\$ 41,805	\$ 64,500	\$ 93,806	\$ 29,306	\$ 52,001
Supplies:	\$ 96,414	\$ 122,500	\$ 138,645	\$ 16,145	\$ 42,231
Services:	\$ 4,872	\$ 5,000	\$ 4,983	\$ (17)	\$ 110
<b>Rolling Stock/Support Equipment:</b>					
Equip. Repairs/Maintenance:	\$ 214,854	\$ 240,000	\$ 409,138	\$ 169,138	\$ 194,284
Parts:	\$ 617,248	\$ 500,000	\$ 555,218	\$ 55,218	\$ (62,030)
Tires:	\$ 120,164	\$ 135,000	\$ 110,378	\$ (24,622)	\$ (9,786)
Equipment Supplies:	\$ 26,035	\$ 45,000	\$ 32,288	\$ (12,712)	\$ 6,253
Fuel, Oil, & Lubricants:	\$ 1,967,345	\$ 1,910,425	\$ 1,868,333	\$ (42,092)	\$ (99,012)
<b>Administrative:</b>					
Insurance & Financial:	\$ 360,886	\$ 613,776	\$ 649,765	\$ 35,989	\$ 288,879
Rentals/Leases:	\$ 101,250	\$ 160,000	\$ 153,981	\$ (6,019)	\$ 52,731
Training:	\$ 32,359	\$ 15,000	\$ 27,488	\$ 12,488	\$ (4,871)
Supplies, Equipment and Services:	\$ 375,130	\$ 273,100	\$ 243,516	\$ (29,584)	\$ (131,613)
<b>Operations:</b>					
Paratransit Providers:	\$ 2,405,681	\$ 2,412,500	\$ 2,269,571	\$ (142,929)	\$ (136,110)
GAS / RSVP / Exc Rides:	\$ 287,103	\$ 300,000	\$ 288,243	\$ (11,757)	\$ 1,141
<b>Inter Departmental Charges:</b>					
	\$ 153,860	\$ 190,884	\$ 179,100	\$ (11,784)	\$ 25,240
<b>Depreciation:</b>					
	\$ 3,213,267	\$ 3,250,000	\$ 3,252,000	\$ 2,000	\$ 38,733
<b>Interest and Bad Debt Expense:</b>					
	\$ 168,894	\$ 183,495	\$ 183,600	\$ 105	\$ 14,706
<b>Total Operating Expenses:</b>	<b>\$ 30,247,643</b>	<b>\$ 30,965,292</b>	<b>\$ 30,786,682</b>	<b>\$ (178,609)</b>	<b>\$ 539,039</b>
<b>Less Depreciation:</b>					
	\$ (3,213,267)	\$ (3,250,000)	\$ (3,252,000)	\$ (2,000)	\$ (38,733)
<b>Capital Debt:</b>					
	\$ 605,784	\$ 682,787	\$ 682,800	\$ 13	\$ 77,016
<b>Fixed Assets:</b>					
	\$ 170,868	\$ 35,000	\$ -	\$ (35,000)	\$ (170,868)
<b>Federal grant funding for fixed assets</b>					
	\$ (136,694)	\$ (28,000)	\$ -	\$ 28,000	\$ 136,694
<b>Total Expenditures:</b>	<b>\$ 27,674,334</b>	<b>\$ 28,405,079</b>	<b>\$ 28,217,482</b>	<b>\$ (187,596)</b>	<b>\$ 543,148</b>
<b>Reserves generated (used)</b>					
	\$ 1,310,646	\$ (489,657)	\$ (364,372)	\$ 125,286	\$ (1,675,017)
<b>Reserve balance-beginning</b>					
	\$ 5,017,659		\$ 7,453,566		
<b>Reserve balance-ending</b>	<b>\$ 6,328,305</b>		<b>\$ 7,089,194</b>		

**Madison Metro  
Performance Measures  
YTD through June 30**

	Fixed Route		Paratransit	
	2015	2016	2015	2016
Operating Cost/Revenue Hours	\$ 108.31	\$ 110.44	\$ 90.68	\$ 92.64
Operating Revenue/Operating Cost	30.45%	27.68%	42.99%	42.61%
Operating Cost/Passenger Trips	\$ 2.92	\$ 3.24	\$ 34.06	\$ 34.80
Passenger Trips/Revenue Hour	\$ 37.07	\$ 34.09	\$ 2.66	\$ 2.66
Passenger Trips/Service Area Population (annualized)	59.64	54.60	1.09	1.10
Revenue Hours/Service Area Population (annualized)	1.61	1.60	0.41	0.41
Passenger Revenue/Passenger Trips	\$ 0.89	\$ 0.90	\$ 1.17	\$ 1.10
Operating Cost/Platform Hours	\$ 97.08	\$ 99.47	\$ 82.57	\$ 84.36
Operating Cost/Total Miles	\$ 7.35	\$ 7.29	\$ 4.46	\$ 4.56
Passenger Trips/Revenue Mile	2.96	2.73	0.15	\$ 0.15

Notes:

Operating revenue includes all passenger revenue plus paratransit MA Waiver revenue

Operating cost includes "Total operating expenses" less depreciation and expenses associated with County programs

Service area population is 253,075

WI DOT Cost Efficiency Measures	Fixed Route		Paratransit		Combined		2013
	2015	2016	2015	2016	2015	2016	Peer
Expense per revenue hour	\$ 106.41	\$ 108.13	\$ 85.25	\$ 87.04	\$ 102.12	\$ 103.79	\$ 97.57
Revenue/expense ratio	31.00%	28.27%	3.65%	3.36%	26.36%	23.97%	21.12%
Cost/passenger	\$ 2.87	\$ 3.17	\$ 32.02	\$ 32.69	\$ 3.39	\$ 3.76	\$ 4.46
Passengers/revenue hour	37.07	34.09	2.66	2.66	30.09	27.62	23.69
Passenger Trips/Capita (annualized)	52.13	47.73	0.95	0.97	53.09	48.69	37.63
Revenue Hours/Capita (annualized)	1.41	1.40	0.36	0.36	1.76	1.76	1.43

Notes:

Revenue includes passenger revenue only (does not include MA Waiver revenue)

Expense includes "Total operating expenses" less depreciation, expenses associated with County programs, lease and interest expenses and inter-agency charges

Cost and expense are the same number

The population used for the efficiency measures is 289,500



**Madison Metro Transit**  
**Year to Year Fixed Route Ridership and Revenue Comparison**  
**Through June 30, 2016 and 2015**

**Fixed Route Passenger Revenue**

<b>2016</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
Cash fares	\$ 106,037	\$ 114,791	\$ 115,216	\$ 116,153	\$ 109,222	\$ 130,636							\$ 692,055
Day passes	\$ 5,184	\$ 5,067	\$ 5,105	\$ 5,336	\$ 6,176	\$ 5,588							\$ 32,456
2 ride passes	\$ 28,264	\$ 5,828	\$ 10,722	\$ 10,453	\$ 11,221	\$ 15,682							\$ 82,170
10 ride passes	\$ 88,680	\$ 85,780	\$ 86,365	\$ 75,710	\$ 70,140	\$ 76,000							\$ 482,675
31 day passes	\$ 162,827	\$ 123,242	\$ 123,822	\$ 105,349	\$ 124,402	\$ 116,375							\$ 756,017
EZ Rider/Summer Youth passes	\$ 185,730	\$ 169,510	\$ 169,510	\$ 160,590	\$ 178,430	\$ 88,290							\$ 952,060
<b>Total cash, ticket &amp; pass revenue</b>	<b>\$ 576,722</b>	<b>\$ 504,218</b>	<b>\$ 510,740</b>	<b>\$ 473,591</b>	<b>\$ 499,591</b>	<b>\$ 432,571</b>							<b>\$ 2,997,433</b>
UW ASM	\$ 307,760	\$ 307,760	\$ 307,760	\$ 307,760	\$ 307,760	\$ 307,760							\$ 1,846,560
UW Employees	\$ 164,456	\$ 164,456	\$ 164,456	\$ 164,456	\$ 164,456	\$ 164,456							\$ 986,736
MATC	\$ 41,599	\$ 51,225	\$ 47,766	\$ 47,815	\$ 28,957	\$ 8,673							\$ 226,035
City of Madison	\$ 11,402	\$ 12,225	\$ 12,751	\$ 11,881	\$ 11,377	\$ 12,868							\$ 72,504
Edgewood	\$ 6,807	\$ 8,515	\$ 6,834	\$ 7,923	\$ 4,207	\$ 2,070							\$ 36,356
St. Mary's	\$ 2,025	\$ 2,495	\$ 2,804	\$ 2,848	\$ 2,955	\$ 3,013							\$ 16,140
Meriter	\$ 1,869	\$ 1,831	\$ 1,883	\$ 1,711	\$ 1,648	\$ 1,773							\$ 10,715
Dane County	\$ 3,164	\$ 3,175	\$ 2,914	\$ 2,564	\$ 2,941	\$ 3,637							\$ 18,395
Commuter	\$ 18,722	\$ 19,657	\$ 19,470	\$ 19,020	\$ 17,283	\$ 17,671							\$ 111,823
<b>Total unlimited ride pass revenue</b>	<b>\$ 557,804</b>	<b>\$ 571,339</b>	<b>\$ 566,638</b>	<b>\$ 565,978</b>	<b>\$ 541,584</b>	<b>\$ 521,921</b>							<b>\$ 3,325,264</b>
<b>Total passenger revenue</b>	<b>\$ 1,134,526</b>	<b>\$ 1,075,557</b>	<b>\$ 1,077,378</b>	<b>\$ 1,039,569</b>	<b>\$ 1,041,175</b>	<b>\$ 954,492</b>							<b>\$ 6,322,697</b>
<b>Cumulative YTD passenger revenue</b>	<b>\$ 1,134,526</b>	<b>\$ 2,210,083</b>	<b>\$ 3,287,461</b>	<b>\$ 4,327,030</b>	<b>\$ 5,368,205</b>	<b>\$ 6,322,697</b>							

<b>2015</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
Cash fares	\$ 109,045	\$ 118,700	\$ 115,091	\$ 118,892	\$ 117,778	\$ 150,863							\$ 730,369
Day passes	\$ 5,099	\$ 5,242	\$ 4,523	\$ 5,563	\$ 5,984	\$ 5,026							\$ 31,437
2 ride passes	\$ 20,432	\$ 9,296	\$ 8,644	\$ 8,074	\$ 14,737	\$ 42,252							\$ 103,435
10 ride passes	\$ 88,590	\$ 95,735	\$ 77,590	\$ 81,910	\$ 71,475	\$ 65,635							\$ 480,935
31 day passes	\$ 150,299	\$ 129,247	\$ 137,826	\$ 140,758	\$ 146,012	\$ 140,149							\$ 844,291
EZ Rider/Summer Youth passes	\$ 208,000	\$ 195,000	\$ 204,000	\$ 190,000	\$ 215,000	\$ 112,480							\$ 1,124,480
<b>Total cash, ticket &amp; pass revenue</b>	<b>\$ 581,465</b>	<b>\$ 553,220</b>	<b>\$ 547,674</b>	<b>\$ 545,197</b>	<b>\$ 570,986</b>	<b>\$ 516,405</b>							<b>\$ 3,314,947</b>
UW ASM	\$ 300,420	\$ 300,420	\$ 300,420	\$ 300,419	\$ 300,420	\$ 300,420							\$ 1,802,519
UW Employees	\$ 160,735	\$ 160,735	\$ 160,735	\$ 160,734	\$ 160,735	\$ 160,735							\$ 964,409
MATC	\$ 50,130	\$ 58,185	\$ 58,156	\$ 60,524	\$ 38,593	\$ 10,911							\$ 276,499
City of Madison	\$ 11,150	\$ 11,178	\$ 12,422	\$ 11,412	\$ 10,289	\$ 11,309							\$ 67,760
Edgewood	\$ 8,303	\$ 10,451	\$ 9,293	\$ 9,456	\$ 5,685	\$ 2,368							\$ 45,556
St. Mary's	\$ 2,393	\$ 2,848	\$ 3,004	\$ 2,309	\$ 2,134	\$ 2,574							\$ 15,262
Meriter	\$ 1,921	\$ 1,986	\$ 2,058	\$ 2,048	\$ 1,901	\$ 1,920							\$ 11,834
Dane County	\$ 2,226	\$ 2,156	\$ 2,536	\$ 2,362	\$ 2,334	\$ 2,378							\$ 13,992
Commuter	\$ 17,187	\$ 17,880	\$ 18,556	\$ 17,140	\$ 15,613	\$ 15,554							\$ 101,930
<b>Total unlimited ride pass revenue</b>	<b>\$ 554,465</b>	<b>\$ 565,839</b>	<b>\$ 567,180</b>	<b>\$ 566,404</b>	<b>\$ 537,704</b>	<b>\$ 508,169</b>							<b>\$ 3,299,761</b>
<b>Total passenger revenue</b>	<b>\$ 1,135,930</b>	<b>\$ 1,119,059</b>	<b>\$ 1,114,854</b>	<b>\$ 1,111,601</b>	<b>\$ 1,108,690</b>	<b>\$ 1,024,574</b>							<b>\$ 6,614,708</b>
<b>Cumulative YTD passenger revenue</b>	<b>\$ 1,135,930</b>	<b>\$ 2,254,989</b>	<b>\$ 3,369,843</b>	<b>\$ 4,481,444</b>	<b>\$ 5,590,134</b>	<b>\$ 6,614,708</b>							

**Madison Metro Transit  
Year to Year Fixed Route Ridership and Revenue Comparison  
Through June 30, 2016 and 2015**

**Fixed Route Rides**

<b>2016</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
Cash fares	55,115	55,828	56,167	54,548	56,877	60,519							339,054
Day passes	4,162	4,450	4,297	5,095	5,001	5,006							28,011
2 ride passes	12,411	11,900	10,919	11,172	10,951	14,291							71,644
10 ride passes	63,900	68,150	64,153	61,847	59,393	48,209							365,652
31 day passes	148,785	156,027	168,084	155,553	155,353	162,742							946,544
EZ Rider/Summer Youth passes	175,608	183,435	157,974	181,905	183,258	83,192							965,372
<b>Total cash, ticket &amp; pass rides</b>	<b>459,981</b>	<b>479,790</b>	<b>461,594</b>	<b>470,120</b>	<b>470,833</b>	<b>373,959</b>							<b>2,716,277</b>
UW ASM	231,679	352,360	289,815	303,580	187,150	155,049							1,519,633
UW Employees	150,763	168,706	164,495	150,517	133,736	129,716							897,933
MATC	36,173	44,543	41,536	41,578	25,180	7,542							196,552
City of Madison	9,915	10,630	11,088	10,331	9,893	11,190							63,047
Edgewood	5,919	7,404	5,943	6,890	3,658	1,800							31,614
St. Mary's	1,761	2,170	2,438	2,476	2,570	2,620							14,035
Meriter	1,625	1,592	1,638	1,488	1,433	1,541							9,317
Dane County	2,751	2,761	2,534	2,230	2,557	3,163							15,996
Commuter	14,980	15,738	15,588	15,231	13,842	14,145							89,524
<b>Total unlimited ride pass rides</b>	<b>455,566</b>	<b>605,904</b>	<b>535,075</b>	<b>534,321</b>	<b>380,019</b>	<b>326,766</b>							<b>2,837,651</b>
UW routes 80-85	139,626	240,554	181,435	181,865	98,903	64,447							906,830
<b>Total revenue rides</b>	<b>1,055,173</b>	<b>1,326,248</b>	<b>1,178,104</b>	<b>1,186,306</b>	<b>949,755</b>	<b>765,172</b>							<b>6,460,758</b>
Transfers	58,703	59,862	62,754	59,468	59,321	68,854							368,962
Non-revenue rides	12,224	12,379	15,018	12,095	13,642	13,403							78,761
<b>Total rides</b>	<b>1,126,100</b>	<b>1,398,489</b>	<b>1,255,876</b>	<b>1,257,869</b>	<b>1,022,718</b>	<b>847,429</b>							<b>6,908,481</b>
<b>Cumulative YTD total rides</b>	<b>1,126,100</b>	<b>2,524,589</b>	<b>3,780,465</b>	<b>5,038,334</b>	<b>6,061,052</b>	<b>6,908,481</b>							

<b>2015</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
Cash fares	61,784	58,782	60,869	58,875	59,913	62,601							362,824
Day passes	4,560	4,415	4,335	4,418	4,976	4,263							26,967
2 ride passes	10,893	10,888	11,376	10,976	11,446	14,543							70,122
10 ride passes	64,159	65,131	65,601	61,530	60,043	51,980							368,444
31 day passes	161,261	158,373	178,753	168,184	166,974	176,099							1,009,644
EZ Rider/Summer Youth passes	185,091	190,943	201,949	185,294	195,081	106,566							1,064,924
<b>Total cash, ticket &amp; pass rides</b>	<b>487,748</b>	<b>488,532</b>	<b>522,883</b>	<b>489,277</b>	<b>498,433</b>	<b>416,052</b>							<b>2,902,925</b>
UW ASM	248,859	373,052	336,337	294,632	208,506	165,347							1,626,733
UW Employees	156,725	167,931	169,714	152,507	133,393	130,418							910,688
MATC	43,591	50,596	50,570	52,630	33,559	9,488							240,434
City of Madison	9,696	9,720	10,802	9,923	8,947	9,834							58,922
Edgewood	7,220	9,088	8,081	8,222	4,944	2,059							39,614
St. Mary's	2,081	2,476	2,612	2,008	1,856	2,238							13,271
Meriter	1,670	1,727	1,790	1,781	1,653	1,670							10,291
Dane County	1,936	1,875	2,205	2,054	2,029	2,068							12,167
Commuter	13,765	14,321	14,864	13,733	12,506	12,458							81,647
<b>Total unlimited ride pass rides</b>	<b>485,543</b>	<b>630,786</b>	<b>596,975</b>	<b>537,490</b>	<b>407,393</b>	<b>335,580</b>							<b>2,993,767</b>
UW routes 80-85	154,647	297,777	281,743	240,407	145,805	64,111							1,184,490
<b>Total revenue rides</b>	<b>1,127,938</b>	<b>1,417,095</b>	<b>1,401,601</b>	<b>1,267,174</b>	<b>1,051,631</b>	<b>815,743</b>							<b>7,081,182</b>
Transfers	62,448	57,525	63,078	62,338	64,278	72,406							382,073
Non-revenue rides	13,487	11,659	13,416	14,770	14,887	15,037							83,256
<b>Total rides</b>	<b>1,203,873</b>	<b>1,486,279</b>	<b>1,478,095</b>	<b>1,344,282</b>	<b>1,130,796</b>	<b>903,186</b>							<b>7,546,511</b>
<b>Cumulative YTD total rides</b>	<b>1,203,873</b>	<b>2,690,152</b>	<b>4,168,247</b>	<b>5,512,529</b>	<b>6,643,325</b>	<b>7,546,511</b>							

**Madison Metro Transit**  
**Year to Year Fixed Route Ridership and Revenue Comparison**  
**Through June 30, 2016 and 2015**

**Fixed Route Passenger Revenue % Change**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	-2.8%	-3.3%	0.1%	-2.3%	-7.3%	-13.4%							-5.2%
Day passes	1.7%	-3.3%	12.9%	-4.1%	3.2%	11.2%							3.2%
2 ride passes	38.3%	-37.3%	24.0%	29.5%	-23.9%	-62.9%							-20.6%
10 ride passes	0.1%	-10.4%	11.3%	-7.6%	-1.9%	15.8%							0.4%
31 day passes	8.3%	-4.6%	-10.2%	-25.2%	-14.8%	-17.0%							-10.5%
EZ Rider/Summer Youth passes	-10.7%	-13.1%	-16.9%	-15.5%	-17.0%	-21.5%							-15.3%
<b>Total cash, ticket &amp; pass revenue</b>	<b>-0.8%</b>	<b>-8.9%</b>	<b>-6.7%</b>	<b>-13.1%</b>	<b>-12.5%</b>	<b>-16.2%</b>							<b>-9.6%</b>
UW ASM	2.4%	2.4%	2.4%	2.4%	2.4%	2.4%							2.4%
UW Employees	2.3%	2.3%	2.3%	2.3%	2.3%	2.3%							2.3%
MATC	-17.0%	-12.0%	-17.9%	-21.0%	-25.0%	-20.5%							-18.3%
City of Madison	2.3%	9.4%	2.6%	4.1%	10.6%	13.8%							7.0%
Edgewood	-18.0%	-18.5%	-26.5%	-16.2%	-26.0%	-12.6%							-20.2%
St. Mary's	-15.4%	-12.4%	-6.7%	23.3%	38.5%	17.1%							5.8%
Meriter	-2.7%	-7.8%	-8.5%	-16.5%	-13.3%	-7.7%							-9.5%
Dane County	42.1%	47.3%	14.9%	8.6%	26.0%	52.9%							31.5%
Commuter	8.9%	9.9%	4.9%	11.0%	10.7%	13.6%							9.7%
<b>Total unlimited ride pass revenue</b>	<b>0.6%</b>	<b>1.0%</b>	<b>-0.1%</b>	<b>-0.1%</b>	<b>0.7%</b>	<b>2.7%</b>							<b>0.8%</b>
<b>Total passenger revenue</b>	<b>-0.1%</b>	<b>-3.9%</b>	<b>-3.4%</b>	<b>-6.5%</b>	<b>-6.1%</b>	<b>-6.8%</b>							<b>-4.4%</b>
<b>Cumulative YTD passenger revenue</b>	<b>-0.1%</b>	<b>-2.0%</b>	<b>-2.4%</b>	<b>-3.4%</b>	<b>-4.0%</b>	<b>-4.4%</b>							

**Fixed Route Rides % Change**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	-10.8%	-5.0%	-7.7%	-7.3%	-5.1%	-3.3%							-6.6%
Day passes	-8.7%	0.8%	-0.9%	15.3%	0.5%	17.4%							3.9%
2 ride passes	13.9%	9.3%	-4.0%	1.8%	-4.3%	-1.7%							2.2%
10 ride passes	-0.4%	4.6%	-2.2%	0.5%	-1.1%	-7.3%							-0.8%
31 day passes	-7.7%	-1.5%	-6.0%	-7.5%	-7.0%	-7.6%							-6.2%
EZ Rider/Summer Youth passes	-5.1%	-3.9%	-21.8%	-1.8%	-6.1%	-21.9%							-9.3%
<b>Total cash, ticket &amp; pass rides</b>	<b>-5.7%</b>	<b>-1.8%</b>	<b>-11.7%</b>	<b>-3.9%</b>	<b>-5.5%</b>	<b>-10.1%</b>							<b>-6.4%</b>
UW ASM	-6.9%	-5.5%	-13.8%	3.0%	-10.2%	-6.2%							-6.6%
UW Employees	-3.8%	0.5%	-3.1%	-1.3%	0.3%	-0.5%							-1.4%
MATC	-17.0%	-12.0%	-17.9%	-21.0%	-25.0%	-20.5%							-18.3%
City of Madison	2.3%	9.4%	2.6%	4.1%	10.6%	13.8%							7.0%
Edgewood	-18.0%	-18.5%	-26.5%	-16.2%	-26.0%	-12.6%							-20.2%
St. Mary's	-15.4%	-12.4%	-6.7%	23.3%	38.5%	17.1%							5.8%
Meriter	-2.7%	-7.8%	-8.5%	-16.5%	-13.3%	-7.7%							-9.5%
Dane County	42.1%	47.3%	14.9%	8.6%	26.0%	52.9%							31.5%
Commuter	8.8%	9.9%	4.9%	10.9%	10.7%	13.5%							9.6%
<b>Total unlimited ride pass rides</b>	<b>-6.2%</b>	<b>-3.9%</b>	<b>-10.4%</b>	<b>-0.6%</b>	<b>-6.7%</b>	<b>-2.6%</b>							<b>-5.2%</b>
UW routes 80-85	-9.7%	-19.2%	-35.6%	-24.4%	-32.2%	0.5%							-23.4%
<b>Total revenue rides</b>	<b>-6.5%</b>	<b>-6.4%</b>	<b>-15.9%</b>	<b>-6.4%</b>	<b>-9.7%</b>	<b>-6.2%</b>							<b>-8.8%</b>
Transfers	-6.0%	4.1%	-0.5%	-4.6%	-7.7%	-4.9%							-3.4%
Non-revenue rides	-9.4%	6.2%	11.9%	-18.1%	-8.4%	-10.9%							-5.4%
<b>Total rides</b>	<b>-6.5%</b>	<b>-5.9%</b>	<b>-15.0%</b>	<b>-6.4%</b>	<b>-9.6%</b>	<b>-6.2%</b>							<b>-8.5%</b>
<b>Cumulative YTD total rides</b>	<b>-6.5%</b>	<b>-6.2%</b>	<b>-9.3%</b>	<b>-8.6%</b>	<b>-8.8%</b>	<b>-8.5%</b>							

# Customer Feedback: Multi-Year Counts by Primary Unit and Category

For the period 1/1 - 6/30

Report Totals			
2013	2102	2015	1916
2014	1905	2016	1938



BGRNDS				
Category ID and Name	2013	2014	2015	2016
34 Wheelchair accessibility	0	0	1	0
39 Shelter Posters	2	0	1	1
67 Transfer Pt/Shelter Vandalism	8	1	2	3
68 Transfer Pt/Shelter Graffiti	16	22	20	11
91 Compliment	3	1	1	0
116 Other - no current category	4	8	3	19
128 Transfer Pt/Shelter Maintenance	10	9	7	10
<b>Unit Totals</b>	<b>43</b>	<b>41</b>	<b>35</b>	<b>44</b>

FIN				
Category ID and Name	2013	2014	2015	2016
18 Fare Policy	0	0	0	1
19 Transfer Policy	0	0	0	0
91 Compliment	0	0	0	0
116 Other - no current category	1	2	2	1
<b>Unit Totals</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>

FIXED				
Category ID and Name	2013	2014	2015	2016
3 Smoking	3	3	3	10
4 Driving Behavior	142	180	175	163
6 Bus Early - Fixed Route	99	85	84	104
7 Customer passed-up	200	156	127	140
8 Bus Off-route	26	19	26	24
9 Driver Not Wearing Seatbelt	1	2	3	2
10 Driver Not Calling Stops	2	1	0	0
11 Destination Sign Incorrect	10	11	11	17
12 Disruptive Passenger(s)	28	32	17	31
13 Bus Never Came	55	40	56	48
26 Overloads	21	15	4	13
29 Special Event Service	1	0	0	0
32 Bus Idling	2	13	4	14
33 Detours	7	15	2	21
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	1	0	0	0
55 Driver Rude	90	129	116	114
60 Transfer Points	6	3	0	0
66 Equipment Malfunction	12	11	5	10
69 Securement, mobility device	3	0	2	2
71 Other Driver Conduct	61	48	87	77
72 Other Public Info	0	4	5	7
76 Missed Stop Request	16	3	9	11
77 Fare Dispute	29	17	16	23
78 Discrimination	1	4	2	0
79 City Ordinances	0	1	4	1
80 Electronic Device	1	6	3	3
81 Driving With Cell Phone	0	2	2	0
84 Unauthorized Stop	4	2	2	3
85 Unprofessional Conduct	4	6	2	3
86 Excessive Conversation	0	2	4	5
87 Bus Late - Fixed Route	104	117	61	91
88 Unsafe Situation	14	8	21	6

89 Property Damage	5	3	6	5
90 Passenger Injury	10	8	8	19
91 Compliment	153	152	132	158
116 Other - no current category	31	30	49	28
117 Climate Control	2	8	2	1
121 Missed Transfer	46	38	10	24
122 School Routes	13	14	14	13
124 Items Not Allowed on Bus	0	1	4	1
126 ADA Issues	9	9	7	12
130 Cut Route	8	5	2	0
132 Harassment	0	0	1	0
133 Running a Red Light	17	17	18	23
137 Weather Related	11	3	1	1
144 Stroller Policy	7	3	1	3
146 Bus Seating Layout	2	1	0	0
147 Crosswalk Violation	16	13	18	21
<b>Unit Totals</b>	<b>1273</b>	<b>1240</b>	<b>1126</b>	<b>1252</b>

INFSYS				
Category ID and Name	2013	2014	2015	2016
41 ITS: Intelligent Transportation S	1	3	5	1
91 Compliment	0	0	1	1
116 Other - no current category	11	3	0	1
135 Website	9	3	1	0
136 Trip Planner	3	0	0	0
141 TransitTracker	2	1	7	0
142 Google Transit	3	2	1	0
143 Google Data Format	0	0	0	0
<b>Unit Totals</b>	<b>29</b>	<b>12</b>	<b>15</b>	<b>3</b>

MAINT				
Category ID and Name	2013	2014	2015	2016
32 Bus Idling	0	0	0	0
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
66 Equipment Malfunction	3	6	8	15
91 Compliment	3	1	0	0
115 Bus Appearance-Cleanliness	4	0	5	6
116 Other - no current category	3	6	4	1
117 Climate Control	1	0	1	2
146 Bus Seating Layout	1	0	0	0
<b>Unit Totals</b>	<b>15</b>	<b>13</b>	<b>18</b>	<b>24</b>

MKTG				
Category ID and Name	2013	2014	2015	2016
18 Fare Policy	7	7	7	3
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	0	0	0	0
29 Special Event Service	0	0	0	0
33 Detours	2	0	0	1
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	2	3	3	0
37 Advertisements - General	0	2	0	0
38 Sales Outlets	0	1	2	2
39 Shelter Posters	0	0	1	0

40 Schedules	1	2	0	0
72 Other Public Info	7	1	3	3
91 Compliment	10	5	9	9
98 Schedule Info	5	6	6	5
99 Order Taking	6	1	1	0
100 Phones Busy	1	1	0	1
101 Behavior - Cust Svc	2	8	1	4
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	35	14	9	3
119 Lost and Found	6	5	2	1
120 Para - Ride Booking	6	6	11	6
135 Website	9	5	1	3
137 Weather Related	3	3	0	0
138 Advertisements - Bus Wraps	3	3	0	0
140 Text/Email Alerts	1	1	0	0
146 Bus Seating Layout	0	0	0	0
148 Public Hearing Comment - Fare	0	0	0	25
149 Audible Turn Signals	0	0	36	0
153 Public Hearing Comment - Other	0	0	5	0
<b>Unit Totals</b>	<b>106</b>	<b>74</b>	<b>97</b>	<b>66</b>

PARA				
Category ID and Name	2013	2014	2015	2016
3 Smoking	0	0	0	2
4 Driving Behavior	11	12	13	15
55 Driver Rude	16	14	10	8
66 Equipment Malfunction	4	2	5	4
69 Securement, mobility device	5	4	9	6
72 Other Public Info	0	1	1	1
79 City Ordinances	1	0	0	0
80 Electronic Device	2	1	2	4
81 Driving With Cell Phone	3	1	2	6
85 Unprofessional Conduct	1	1	8	1
88 Unsafe Situation	2	3	2	2
90 Passenger Injury	7	6	6	6
91 Compliment	23	44	28	33
93 Notification - Para App	1	0	0	0
94 Availability - Para App	0	1	1	1
95 Processing Time - Para App	0	0	0	0
96 Fares	3	6	3	2
97 Winter Weather - Para Policy	0	0	1	0
98 Schedule Info	4	8	6	4
99 Order Taking	2	3	3	2
100 Phones Busy	0	0	0	0
101 Behavior - Cust Svc	0	2	1	0
102 Bus Early - Para	10	15	10	12
103 Bus On-Time	2	0	0	0
104 Bus Late - Para	66	53	84	95
105 No Shows	34	38	38	54
106 Door-to-Door	21	8	18	19
107 Leave Attended	23	13	29	30
108 Mobility Device Securement	0	1	2	2
109 Travel Time - Para	30	30	52	44
110 Service Area - Para Policy	0	3	0	0
111 Backtracking	1	0	0	0

112 Passenger Behavior	2	6	2	1
113 Driver Behavior	24	26	43	35
114 Dispatch	5	8	7	4
116 Other - no current category	15	13	10	10
118 Drop-Off Wrong Location	5	6	5	6
120 Para - Ride Booking	6	12	9	7
132 Harassment	1	1	0	0
133 Running a Red Light	0	0	0	0
137 Weather Related	0	3	0	0
147 Crosswalk Violation	0	0	0	0
150 Picked Up Wrong Client	0	0	7	2
151 Attempted Pick-Up, Wrong Loca	0	0	3	5
152 Missed Trip	0	0	7	4
<b>Unit Totals</b>	<b>330</b>	<b>345</b>	<b>427</b>	<b>427</b>

PLN				
Category ID and Name	2013	2014	2015	2016
18 Fare Policy	0	0	0	0
19 Transfer Policy	0	0	0	0
21 Span	1	0	5	6
23 Express Service	0	0	0	1
25 Frequency	3	1	1	4
26 Overloads	28	21	16	19
27 Park & Ride	0	0	1	0
28 School Trippers Concern	2	1	0	0
29 Special Event Service	0	1	0	2
31 Expansion Request	13	11	3	5
33 Detours	8	10	5	5
34 Wheelchair accessibility	0	0	2	0
40 Schedules	9	12	2	2
42 Routes	0	6	1	0
43 Schedules - Service Design	4	7	3	4
44 Quality	0	0	0	0
47 Corridor Schedules	1	0	0	0
48 Transfer Coordination	2	2	0	1
49 Travel Time - Service Design	0	0	0	1
60 Transfer Points	0	0	1	0
70 Other Service Design	3	6	3	11
73 Bus Stop Addition Request	11	11	67	7
74 Bus Stop Damage	2	1	0	0
75 Shelter Addition/Removal	8	2	3	3
87 Bus Late - Fixed Route	6	7	3	3
91 Compliment	0	3	1	3
92 Public Hearing Comment - Servi	160	51	64	30
116 Other - no current category	25	21	6	9
127 Public Hearing Addendum	0	0	0	0
129 Service Design Request	3	1	2	2
135 Website	1	0	0	0
136 Trip Planner	2	1	1	1
139 Surveys	0	0	5	0
141 TransitTracker	4	2	0	1
142 Google Transit	8	0	1	0
143 Google Data Format	1	0	0	0
146 Bus Seating Layout	0	0	0	0
154 Bus Stop Closure	0	0	0	0
<b>Unit Totals</b>	<b>305</b>	<b>178</b>	<b>196</b>	<b>120</b>

**Customer Feedback: Multi-Year Counts and NAR Counts By Category**  
**For the period 1/1 - 6/30 - Fixed-Route Operations Unit**



<b>FIXED</b> <b>Category ID and Name</b>	<b>NAR</b>			<b>Net</b>			<b>NAR</b>			<b>Net</b>		
	<b>2013</b>	<b>2013</b>	<b>2013</b>	<b>2014</b>	<b>2014</b>	<b>2014</b>	<b>2015</b>	<b>2015</b>	<b>2015</b>	<b>2016</b>	<b>2016</b>	<b>2016</b>
3 Smoking	3	2	1	3	2	1	3	3	0	10	3	7
4 Driving Behavior	142	72	70	180	83	97	175	89	86	163	91	72
6 Bus Early - Fixed Route	99	46	53	85	44	41	84	45	39	104	54	50
7 Customer passed-up	200	104	96	156	71	85	127	67	60	140	76	64
8 Bus Off-route	26	7	19	19	5	14	26	4	22	24	5	19
9 Driver Not Wearing Seatbelt	1	0	1	2	1	1	3	3	0	2	2	0
10 Driver Not Calling Stops	2	2	0	1	0	1	0	0	0	0	0	0
11 Destination Sign Incorrect	10	4	6	11	5	6	11	3	8	17	7	10
12 Disruptive Passenger(s)	28	19	9	32	16	16	17	6	11	31	15	16
13 Bus Never Came	55	30	25	40	16	24	56	27	29	48	27	21
26 Overloads	21	10	11	15	8	7	4	2	2	13	5	8
29 Special Event Service	1	1	0	0	0	0	0	0	0	0	0	0
32 Bus Idling	2	2	0	13	6	7	4	2	2	14	1	13
33 Detours	7	2	5	15	4	11	2	1	1	21	3	18
34 Wheelchair accessibility	0	0	0	0	0	0	0	0	0	0	0	0
41 ITS: Intelligent Transportation S	1	0	1	0	0	0	0	0	0	0	0	0
55 Driver Rude	90	58	32	129	75	54	116	59	57	114	69	45
60 Transfer Points	6	2	4	3	1	2	0	0	0	0	0	0
66 Equipment Malfunction	12	11	1	11	5	6	5	3	2	10	6	4
69 Securement, mobility device	3	3	0	0	0	0	2	1	1	2	1	1
71 Other Driver Conduct	61	20	41	48	17	31	87	45	42	77	39	38
72 Other Public Info	0	0	0	4	0	4	5	1	4	7	1	6
76 Missed Stop Request	16	8	8	3	2	1	9	5	4	11	3	8
77 Fare Dispute	29	16	13	17	7	10	16	9	7	23	15	8
78 Discrimination	1	1	0	4	2	2	2	0	2	0	0	0
79 City Ordinances	0	0	0	1	0	1	4	0	4	1	0	1
80 Electronic Device	1	1	0	6	2	4	3	2	1	3	2	1
81 Driving With Cell Phone	0	0	0	2	2	0	2	2	0	0	0	0
84 Unauthorized Stop	4	4	0	2	2	0	2	1	1	3	1	2
85 Unprofessional Conduct	4	2	2	6	3	3	2	0	2	3	1	2
86 Excessive Conversation	0	0	0	2	0	2	4	3	1	5	2	3
87 Bus Late - Fixed Route	104	62	42	117	67	50	61	31	30	91	42	49
88 Unsafe Situation	14	8	6	8	3	5	21	8	13	6	0	6
89 Property Damage	5	3	2	3	2	1	6	1	5	5	3	2
90 Passenger Injury	10	5	5	8	5	3	8	4	4	19	8	11
91 Compliment	153	0	153	152	1	151	132	1	131	158	2	156
116 Other - no current category	31	6	25	30	7	23	49	10	39	28	2	26
117 Climate Control	2	2	0	8	4	4	2	1	1	1	0	1
121 Missed Transfer	46	28	18	38	22	16	10	7	3	24	10	14
122 School Routes	13	2	11	14	4	10	14	6	8	13	6	7
124 Items Not Allowed on Bus	0	0	0	1	0	1	4	1	3	1	0	1
126 ADA Issues	9	3	6	9	6	3	7	3	4	12	3	9
130 Cut Route	8	3	5	5	3	2	2	0	2	0	0	0
132 Harassment	0	0	0	0	0	0	1	0	1	0	0	0
133 Running a Red Light	17	7	10	17	5	12	18	11	7	23	9	14
137 Weather Related	11	0	11	3	1	2	1	0	1	1	0	1
144 Stroller Policy	7	3	4	3	2	1	1	1	0	3	2	1
146 Bus Seating Layout	2	0	2	1	0	1	0	0	0	0	0	0
147 Crosswalk Violation	16	7	9	13	10	3	18	8	10	21	13	8
<b>Unit Totals</b>	<b>1273</b>	<b>566</b>	<b>707</b>	<b>1240</b>	<b>521</b>	<b>719</b>	<b>1126</b>	<b>476</b>	<b>650</b>	<b>1252</b>	<b>529</b>	<b>723</b>

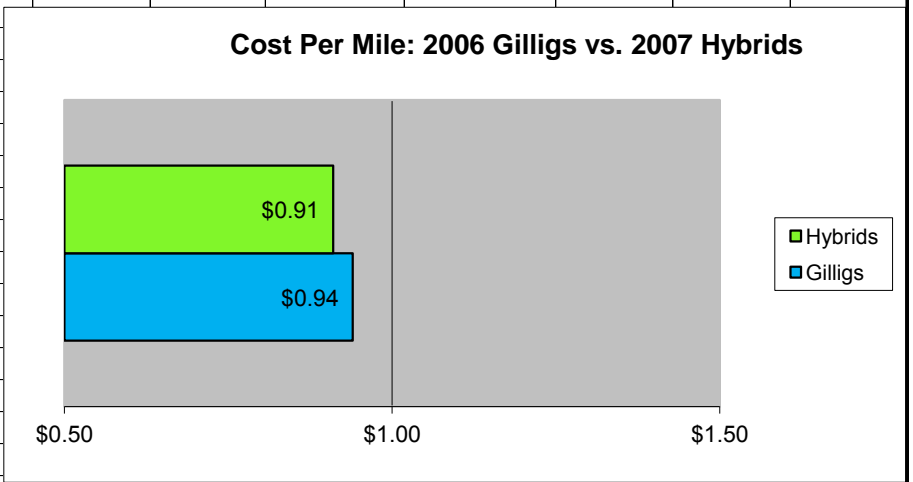
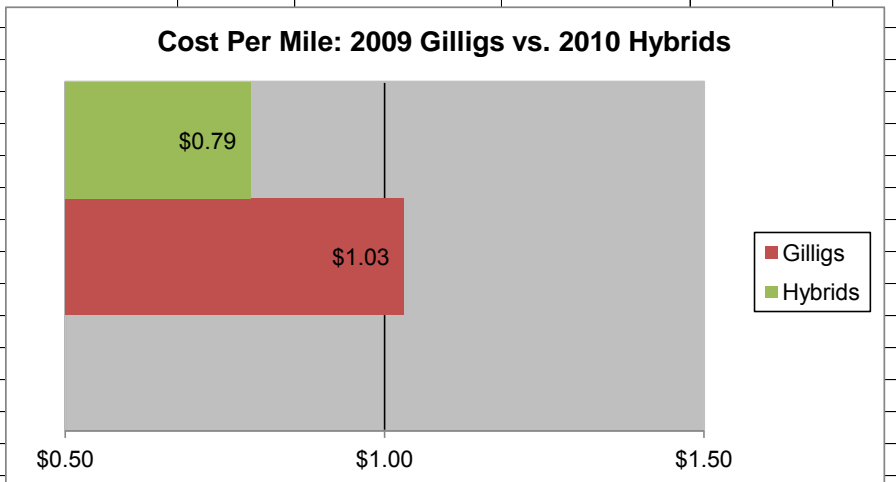
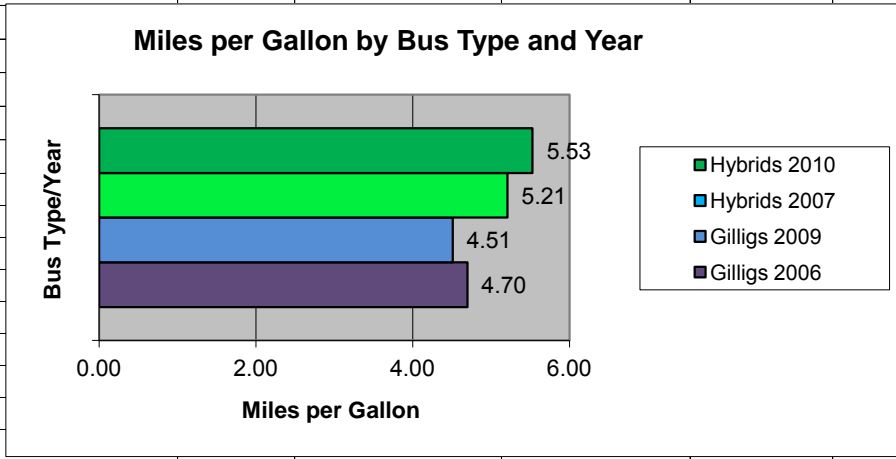
**Prompt Response Percentage Report: For Feedback with Requested Response**  
**For the period 6/1/2016 - 6/30/2016**



<i>Primary Unit</i>	<u><i>Feedback Requesting Response</i></u>		<u><i>Feedback w/ Prompt Response</i></u>		<u><i>Prompt Response Percentage</i></u>	
	<i>Curr Prd</i>	<i>YTD</i>	<i>Curr Prd</i>	<i>YTD</i>	<i>Curr Prd</i>	<i>YTD</i>
BGRNDS	0	5	0	5	100.00%	
FIN		2		0		0.00%
FIXED	86	534	82	522	95.35%	97.75%
INFSYS		0		0		
MAINT	2	13	2	12	100.00%	92.31%
MKTG	1	16	1	14	100.00%	87.50%
PARA	24	172	23	169	95.83%	98.26%
PLN	13	64	13	61	100.00%	95.31%
<b><i>Metro-wide Totals</i></b>	<b>126</b>	<b>806</b>	<b>121</b>	<b>783</b>	<b>96.03%</b>	<b>97.15%</b>

Hybrid/Diesel Comparison - April 1, 2016 - June 30, 2016

Bus Type/Year	Bus #	Mileage	Fuel	Fuel Cost*	Parts	Labor	CPM**	AVG MPG
Gilligs (2006)	906 - 921	93,225	19,847	\$54,139	\$13,214	\$20,060	\$0.94	4.70
Hybrids (2007)	001-005	40,661	7,802	\$21,283	\$7,026	\$8,554	\$0.91	5.21
Gilligs (2009)	922-954	236,522	52,472	\$143,139	\$47,221	\$52,490	\$1.03	4.51
Hybrids (2010)	006-019	121,422	21,956	\$59,895	\$16,445	\$19,689	\$0.79	5.53



\*Average fuel price \$2.728 per gallon for the period.

\*\*Cost Per Mile (CPM) = fuel + parts + labor / miles