

FIXED ROUTE
Operating Statistics For Periods Ending 12/31/2015 & 12/31/2016

CURRENT MONTH			YEAR TO DATE				
Actual 2015	Actual 2016	Variance 2015 to 2016		Actual 2015	Actual 2016	Variance 2015 to 2016	% Change
			Service Supplied				
506,852	504,716	(2,136)	Total (Vehicle) Miles	6,023,221	6,037,139	13,918	0.2%
34,488	34,210	(278)	Revenue Hours	405,811	403,825	(1,986)	-0.5%
38,081	37,777	(304)	Total (Vehicle) Hours	450,019	446,316	(3,703)	-0.8%
			Ridership				
1,043,767	1,017,710	(26,057)	Revenue Passengers	13,402,516	12,421,554	(980,962)	-7.3%
58,869	54,284	(4,585)	Transfers	792,361	737,392	(54,969)	-6.9%
<u>14,673</u>	<u>11,935</u>	<u>(2,738)</u>	Non-Revenue Rides	<u>163,384</u>	<u>146,345</u>	<u>(17,039)</u>	-10.4%
1,117,309	1,083,929	(33,380)	Total Passengers	14,358,261	13,305,291	(1,052,970)	-7.3%
			Service Quality*				
86.8%	84.7%	-2.1%	% Trips on time	85.8%	85.6%	-0.2%	-0.2%
4.1%	4.1%	0.0%	% Trips early	3.5%	3.7%	0.3%	7.3%
9.1%	11.3%	2.2%	% Trips late	10.6%	10.7%	0.1%	0.5%
10	18	8	Passenger Accidents	121	168	47	38.8%
			Vehicle Accidents				
2	6	4	Chargeable	68	87	19	27.9%
13	15	2	Non-chargeable	100	112	12	12.0%
<u>2</u>	<u>2</u>	<u>0</u>	Preventable	<u>5</u>	<u>5</u>	<u>0</u>	0.0%
17	23	6	Total Vehicle Accidents	173	204	31	17.9%
			Fleet/Maintenance				
50	45	(5)	Road Calls	893	589	(304)	-34.0%
84	69	(15)	Actual Inspections	1,003	990	(13)	-1.3%
84	84	0	Scheduled Inspections	1,003	1,006	3	0.3%
0.14	0.17	0.03	Complaints/1000 Rides	0.16	0.18	0.03	17.3%

*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 12/31/2015 & 12/31/2016

CURRENT MONTH			YEAR TO DATE				
Actual 2015	Actual 2016	Variance 2015 to 2016		Actual 2015	Actual 2016	Variance 2015 to 2016	% Change
			Service Supplied Data				
1,072	1,111	39	No. of Clients riding the System	1,673	1,677	4	0.2%
			<i>Ridership</i>				
3,979	4,074	95	Directly Operated Service	52,418	54,471	2,053	3.9%
17,973	18,113	140	ADA Contracted Services	221,550	224,755	3,205	1.4%
21,952	22,187	235	Total ADA Ridership	273,968	279,226	5,258	1.9%
788	812	24	Total No-shows	7,477	7,536	59	0.8%
			Service Quality Data				
1	1	0	Passenger Accidents	19	10	(9)	-47.4%
			Vehicle Accidents:				
0	0	0	Chargeable	4	1	(3)	-75.0%
1	1	0	Non-chargeable	2	10	8	400.0%
0	0	0	Preventable	1	0	(1)	100.0%
1	1	0	Total Vehicle Accidents	7	11	4	57.1%
			Fleet/Maintenance Data				
3	1	(2)	Road Calls	19	13	(6)	-31.6%
9	10	1	Actual Inspections	117	128	11	9.4%
9	10	1	Scheduled Inspections	118	126	8	6.8%

*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.

Madison Metro Transit
Unaudited Financial Performance Report
Year-to-Date through December 31
All Modes

	2015 Actual	2016 Budget	2016 Actual	Over/Under Budget	Change from Prior Year
Passenger Revenue:					
Cash, Tickets, Passes:	\$ 6,616,044	\$ 6,562,500	\$ 6,351,168	\$ (211,332)	\$ (264,877)
Unlimited Ride Passes:	\$ 6,649,194	\$ 6,721,300	\$ 6,643,041	\$ (78,259)	\$ (6,154)
Sub Total:	\$ 13,265,239	\$ 13,283,800	\$ 12,994,209	\$ (289,591)	\$ (271,030)
Misc Revenue:					
Advertising:	\$ 468,304	\$ 385,000	\$ 594,432	\$ 209,432	\$ 126,128
County:	\$ 4,250,430	\$ 4,050,000	\$ 4,434,771	\$ 384,771	\$ 184,341
Other Operating:	\$ 42,924	\$ 47,000	\$ 43,917	\$ (3,083)	\$ 993
Non-Operating:	\$ 18,588	\$ 12,500	\$ 18,561	\$ 6,061	\$ (27)
Sub Total:	\$ 4,780,246	\$ 4,494,500	\$ 5,091,681	\$ 597,181	\$ 311,435
Local Subsidies:					
City of Madison:	\$ 12,974,926	\$ 7,380,484	\$ 7,380,484	\$ -	\$ (5,594,442)
Funding Partners:	\$ 3,533,200	\$ 3,505,000	\$ 3,504,000	\$ (1,000)	\$ (29,200)
Sub Total:	\$ 16,508,126	\$ 10,885,484	\$ 10,884,484	\$ (1,000)	\$ (5,623,642)
State Assistance:					
	\$ 17,375,936	\$ 17,375,900	\$ 17,364,000	\$ (11,900)	\$ (11,936)
Federal grant funding for capital maintenance					
	\$ 6,162,528	\$ 6,149,302	\$ 6,144,000	\$ (5,302)	\$ (18,528)
Total Revenue:	\$ 58,092,075	\$ 52,188,986	\$ 52,478,374	\$ 289,388	\$ (5,613,701)
Salaries:					
Salaries/Wages:	\$ 25,235,829	\$ 27,437,786	\$ 25,733,979	\$ (1,703,807)	\$ 498,150
OT:	\$ 2,352,911	\$ 1,877,000	\$ 2,330,504	\$ 453,504	\$ (22,407)
Workers Comp:	\$ 177,501	\$ 200,000	\$ 254,206	\$ 54,206	\$ 76,705
Benefits:					
Health:	\$ 6,508,335	\$ 6,571,753	\$ 6,359,352	\$ (212,401)	\$ (148,984)
WI Retirement:	\$ 1,855,296	\$ 1,744,316	\$ 1,823,003	\$ 78,687	\$ (32,294)
Other:	\$ 3,717,810	\$ 3,900,243	\$ 3,972,241	\$ 71,998	\$ 254,432
Sub Total:	\$ 39,847,683	\$ 41,731,098	\$ 40,473,284	\$ (1,257,814)	\$ 625,601
Utilities:					
Natural Gas:	\$ 182,102	\$ 250,000	\$ 138,076	\$ (111,924)	\$ (44,026)
Electricity:	\$ 296,406	\$ 290,000	\$ 277,138	\$ (12,863)	\$ (19,268)
Telephone:	\$ 17,252	\$ 16,120	\$ 14,861	\$ (1,259)	\$ (2,391)
Other:	\$ 36,201	\$ 47,400	\$ 34,176	\$ (13,224)	\$ (2,025)
Building & Grounds:					
Repairs/Maintenance:	\$ 338,983	\$ 114,000	\$ 300,628	\$ 186,628	\$ (38,355)
Supplies:	\$ 223,303	\$ 250,000	\$ 321,130	\$ 71,130	\$ 97,827
Services:	\$ 9,385	\$ 10,000	\$ 9,869	\$ (131)	\$ 484
Rolling Stock/Support Equipment:					
Equip. Repairs/Maintenance:	\$ 463,261	\$ 480,000	\$ 623,284	\$ 143,284	\$ 160,023
Parts:	\$ 1,189,292	\$ 1,000,000	\$ 1,210,134	\$ 210,134	\$ 20,842
Tires:	\$ 227,047	\$ 270,000	\$ 221,910	\$ (48,090)	\$ (5,137)
Equipment Supplies:	\$ 78,555	\$ 90,000	\$ 81,857	\$ (8,143)	\$ 3,303
Fuel, Oil, & Lubricants:	\$ 4,077,467	\$ 3,839,000	\$ 3,757,170	\$ (81,830)	\$ (320,297)
Administrative:					
Insurance & Financial:	\$ 621,514	\$ 1,205,552	\$ 1,317,462	\$ 111,910	\$ 695,948
Rentals/Leases:	\$ 222,590	\$ 320,000	\$ 336,096	\$ 16,096	\$ 113,506
Training:	\$ 42,051	\$ 30,000	\$ 38,648	\$ 8,648	\$ (3,403)
Supplies, Equipment and Services:	\$ 553,485	\$ 621,200	\$ 654,899	\$ 33,699	\$ 101,413
Operations:					
Paratransit Providers:	\$ 4,685,519	\$ 4,825,000	\$ 4,626,724	\$ (198,276)	\$ (58,795)
GAS / RSVP / Exc Rides:	\$ 600,674	\$ 600,000	\$ 651,027	\$ 51,027	\$ 50,353
Inter Departmental Charges:					
	\$ 328,609	\$ 376,368	\$ 326,987	\$ (49,381)	\$ (1,622)
Depreciation:					
	\$ 6,426,535	\$ 6,500,000	\$ 6,550,806	\$ 50,806	\$ 124,271
Interest and Bad Debt Expense:					
	\$ 331,984	\$ 366,989	\$ 367,200	\$ 211	\$ 35,216
Total Operating Expenses:	\$ 60,799,898	\$ 63,232,727	\$ 62,333,366	\$ (899,361)	\$ 1,533,468
Less Depreciation:					
	\$ (6,426,535)	\$ (6,500,000)	\$ (6,550,806)	\$ (50,806)	\$ (124,271)
Capital Debt:					
	\$ 1,211,569	\$ 1,365,574	\$ 1,365,600	\$ 26	\$ 154,031
Fixed Assets:					
	\$ 301,778	\$ 350,000	\$ 245,725	\$ (104,275)	\$ (56,053)
Federal grant funding for fixed assets					
	\$ (230,542)	\$ (280,000)	\$ (196,580)	\$ 83,420	\$ 33,962
Total Expenditures:	\$ 55,656,167	\$ 58,168,301	\$ 57,197,305	\$ (970,996)	\$ 1,541,137
Reserves generated (used)					
	\$ 2,435,907	\$ (5,979,315)	\$ (4,718,931)	\$ 1,260,384	\$ (7,154,838)
Reserve balance-beginning					
	\$ 5,017,659		\$ 7,453,566		
Reserve balance-ending	\$ 7,453,566		\$ 2,734,635		

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--December 2016 vs. December 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)	1,970,722	1,710,280	-13.2%	91.71	79.94	-12.8%		Core Routes operate every day from early a.m. to late p.m.: 2, 3, 4, 5, 6, 7, 13 (3 operates weekdays only; 7 operates weekends & holidays only).
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	1,090,238	1,109,767	1.8%	68.53	70.90	3.5%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	362,861	341,833	-5.8%	55.54	57.15	2.9%		
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	84,713	79,788	-5.8%	46.33	43.98	-5.1%		
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	780,195	809,963	3.8%	42.48	42.79	0.7%		
2 WTP-NTP (revised August 25, 2013)	1,363,415	1,215,220	-10.9%	45.61	42.47	-6.9%		
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	100,744	111,697	10.9%	39.23	42.27	7.8%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	340,056	328,324	-3.5%	37.86	40.52	7.0%		
50 WTP-SCHROEDER-RAYMOND LOOP	239,783	208,390	-13.1%	42.51	37.00	-13.0%		
22 MENDOTA LOOP	257,912	231,499	-10.2%	39.25	35.34	-10.0%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	25,580	19,883	-22.3%	45.16	34.97	-22.6%		
4 NTP-STP	737,350	653,263	-11.4%	39.12	34.70	-11.3%		Commuter Routes operate on weekdays during peak hours: 11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 49, 55, 56, 57, 58, 71, 72, 75
67 WTP-WEST TOWNE	281,828	233,214	-17.2%	40.89	33.88	-17.1%		
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	191,105	169,972	-11.1%	37.66	33.46	-11.1%		
6 EAST TOWNE-WTP	1,110,969	1,018,770	-8.3%	33.54	31.09	-7.3%		
5 ETP-STP (revised Aug 2016)	485,874	430,146	-11.5%	34.34	30.78	-10.4%		
3 WTP-ETP	561,277	509,578	-9.2%	32.49	29.87	-8.1%		Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 26, 30, 31, 32, 33, 35, 36, 40, 50, 51, 52, 73, 78
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	431,581	439,782	1.9%	27.33	29.46	7.8%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	104,788	102,950	-1.8%	29.13	28.82	-1.1%		
1 CAP SQUARE - UW	27,641	28,869	4.4%	26.44	27.49	4.0%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	138,825	132,409	-4.6%	28.16	27.21	-3.4%		
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	105,894	103,119	-2.6%	27.45	27.02	-1.6%		Connector Routes connect transfer points throughout the day: 16, 17, 18.
81-82 UW LATE NITE CIRCULATORS	105,249	95,002	-9.7%	30.11	26.83	-10.9%		
12 WTP-DUTCH MILL-CAP SQUARE	48,466	60,835	25.5%	20.56	26.57	29.2%		Circulator Routes 1, 10, 34
21 LAKEVIEW LOOP	173,181	152,385	-12.0%	29.72	26.51	-10.8%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	283,540	275,868	-2.7%	25.00	26.30	5.2%		Other routes: 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.
7 WTP-ETP (Weekends & Holidays Only)	160,280	151,976	-5.2%	28.13	25.93	-7.8%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	21,488	20,778	-3.3%	26.58	25.91	-2.5%		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.
27 NTP - UW CAMPUS COMMUTER	50,406	47,628	-5.5%	26.82	25.54	-4.8%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	46,356	42,587	-8.1%	28.11	25.11	-10.7%		UW Campus Circulators 80, 81, 82, 84
11 WTP-DUTCH MILL-CAP SQUARE	82,133	70,592	-14.1%	28.15	24.41	-13.3%		
16 STP - ETP	329,475	304,131	-7.7%	26.19	23.99	-8.4%		School Day Supplemental Routes E, L, M, W
47 ARBOR HILLS COMMUTER	76,041	72,364	-4.8%	24.76	23.70	-4.3%		
30 ETP-EAST TOWNE (revised Aug 2016)	233,914	210,540	-10.0%	27.06	23.63	-12.7%		Average weekday ridership December 2015: 44,194 Average weekday ridership December 2016: 48,871
58 GREENTREE COMMUTER	73,674	70,740	-4.0%	24.28	23.50	-3.2%		
18 STP-WTP (revised Aug, 2013, Aug 2016)	351,113	295,515	-15.8%	27.19	22.89	-15.8%		Average weekend ridership December 2015: 12,616 Average weekend ridership December 2016: 10,756
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	105,320	106,858	1.5%	22.27	22.72	2.0%		
17 ETP-NTP (weekend service added Aug 2016)	93,271	97,676	4.7%	24.43	22.11	-9.5%		
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	8,139	6,074	-25.4%	16.61	21.83	31.4%		
51 WTP-MUIR FIELD LOOP (reversed loop Aug 2016)	75,114	59,353	-21.0%	27.03	21.25	-21.4%		
70 MIDDLETON-CAPITOL SQUARE	152,493	136,743	-10.3%	23.39	21.14	-9.6%		
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	32,934	29,585	-10.2%	22.77	19.89	-12.7%		
13 STP-CAP SQUARE (revised Aug 2016)	151,625	151,316	-0.2%	19.54	19.46	-0.4%	x	
19 RED ARROW TR-CAP SQUARE (revised Aug 2016)	146,319	142,872	-2.4%	19.29	19.08	-1.1%	x	
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	37,450	31,163	-16.8%	22.33	18.54	-17.0%	x	
39 ETP - DAIRY DRIVE (revised August 25, 2013)	31,743	26,243	-17.3%	21.57	17.98	-16.7%	x	
20 NTP-EAST TOWNE	221,907	198,742	-10.4%	19.68	17.48	-11.2%	x	
73 WTP-OLD SAUK TRAILS	117,151	108,354	-7.5%	18.60	17.34	-6.8%	x	
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	42,513	43,111	1.4%	16.90	17.21	1.9%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	8,376	7,920	-5.4%	18.05	16.73	-7.3%	x	
52 WTP-FITCHBURG	44,049	41,692	-5.4%	16.51	15.62	-5.4%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	62,192	58,956	-5.2%	15.28	15.38	0.6%	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	19,368	19,368	0.0%	14.81	14.92	0.8%	x	
32 ACEWOOD-THOMPSON LOOP	36,213	34,163	-5.7%	15.92	14.73	-7.5%	x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	31,541	30,160	-4.4%	12.35	12.08	-2.2%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	10,094	9,375	-7.1%	11.71	10.10	-13.8%	x	
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began Aug 2014, loop reversed Aug 2015)	13,075	12,934	-1.1%	8.31	8.42	1.4%	x	
31 MARSH RD - ETP (began Aug 2013, revised Aug 2016)	20,889	27,455	31.4%	7.84	8.38	6.8%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	10,380	10,478	0.9%	6.35	6.10	-4.0%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6, revised Aug 2016)	26,970	16,988	-37.0%	9.58	5.86	-38.8%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	9,494	9,089	-4.3%	5.65	5.26	-6.9%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008, revised May 2015, Aug 2016)	20,972	28,966	38.1%	5.64	5.24	-7.0%	x	
UNKNOWN ROUTE & ROAD BUS *	2	-	NA	NA	NA	NA		
SYSTEM TOTAL	14,358,261	13,305,291	-7.3%	35.38	32.95	-6.9%	19.77	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	12,256,710	11,480,126	-6.3%	32.23	30.34	-5.9%	18.21	

* 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 - December 2016

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2015	2016	% change	2015	2016
1 CAP SQUARE - UW	27,641	28,869	4.4%	26.44	27.49
2 WTP-NTP (revised August 25, 2013)	1,363,415	1,215,220	-10.9%	45.61	42.47
3 WTP-ETP	561,277	509,578	-9.2%	32.49	29.87
4 NTP-STP	737,350	653,263	-11.4%	39.12	34.70
5 ETP-STP (revised Aug 2016)	485,874	430,146	-11.5%	34.34	30.78
6 EAST TOWNE-WTP	1,110,969	1,018,770	-8.3%	33.54	31.09
7 WTP-ETP (Weekends & Holidays Only)	160,280	151,976	-5.2%	28.13	25.93
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	46,356	42,587	-8.1%	28.11	25.11
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	780,195	809,963	3.8%	42.48	42.79
11 WTP-DUTCH MILL-CAP SQUARE	82,133	70,592	-14.1%	28.15	24.41
12 WTP-DUTCH MILL-CAP SQUARE	48,466	60,835	25.5%	20.56	26.57
13 STP-CAP SQUARE (revised Aug 2016)	151,625	151,316	-0.2%	19.54	19.46
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	283,540	275,868	-2.7%	25.00	26.30
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	431,581	439,782	1.9%	27.33	29.46
16 STP - ETP	329,475	304,131	-7.7%	26.19	23.99
17 ETP-NTP (weekend service added Aug 2016)	93,271	97,676	4.7%	24.43	22.11
18 STP-WTP (revised Aug, 2013, Aug 2016)	351,113	295,515	-15.8%	27.19	22.89
19 RED ARROW TR-CAP SQUARE (revised Aug 2016)	146,319	142,872	-2.4%	19.29	19.08
20 NTP-EAST TOWNE	221,907	198,742	-10.4%	19.68	17.48
21 LAKEVIEW LOOP	173,181	152,385	-12.0%	29.72	26.51
22 MENDOTA LOOP	257,912	231,499	-10.2%	39.25	35.34
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	8,139	6,074	-25.4%	16.61	21.83
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008, revised May 2015, Aug 2016)	20,972	28,966	38.1%	5.64	5.24
27 NTP - UW CAMPUS COMMUTER	50,406	47,628	-5.5%	26.82	25.54
28 NTP-WTP COMMUTER (revised August 25, 2013)	362,861	341,833	-5.8%	55.54	57.15
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	21,488	20,778	-3.3%	26.58	25.91
30 ETP-EAST TOWNE (revised Aug 2016)	233,914	210,540	-10.0%	27.06	23.63
31 MARSH RD - ETP (began Aug 2013, revised Aug 2016)	20,889	27,455	31.4%	7.84	8.38
32 ACEWOOD-THOMPSON LOOP	36,213	34,163	-5.7%	15.92	14.73
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	42,513	43,111	1.4%	16.90	17.21
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	19,368	19,368	0.0%	14.81	14.92
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	31,541	30,160	-4.4%	12.35	12.08
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6, revised Aug 2016)	26,970	16,988	-37.0%	9.58	5.86
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	62,192	58,956	-5.2%	15.28	15.38
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	340,056	328,324	-3.5%	37.86	40.52
39 ETP - DAIRY DRIVE (revised August 25, 2013)	31,743	26,243	-17.3%	21.57	17.98
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	191,105	169,972	-11.1%	37.66	33.46
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	84,713	79,788	-5.8%	46.33	43.98
47 ARBOR HILLS COMMUTER	76,041	72,364	-4.8%	24.76	23.70
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	8,376	7,920	-5.4%	18.05	16.73
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began Aug 2014, loop reversed Aug 2016)	13,075	12,934	-1.1%	8.31	8.42
50 WTP-SCHROEDER-RAYMOND LOOP	239,783	208,390	-13.1%	42.51	37.00
51 WTP-MUIR FIELD LOOP (reversed loop Aug 2016)	75,114	59,353	-21.0%	27.03	21.25
52 WTP-FITCHBURG	44,049	41,692	-5.4%	16.51	15.62
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	37,450	31,163	-16.8%	22.33	18.54
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	105,320	106,858	1.5%	22.27	22.72
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	105,894	103,119	-2.6%	27.45	27.02
58 GREENTREE COMMUTER	73,674	70,740	-4.0%	24.28	23.50
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	10,380	10,478	0.9%	6.35	6.10
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	32,934	29,585	-10.2%	22.77	19.89
67 WTP-WEST TOWNE	281,828	233,214	-17.2%	40.89	33.88
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	9,494	9,089	-4.3%	5.65	5.26
70 MIDDLETON-CAPITOL SQUARE	152,493	136,743	-10.3%	23.39	21.14
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	104,788	102,950	-1.8%	29.13	28.82
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	138,825	132,409	-4.6%	28.16	27.21
73 WTP-OLD SAUK TRAILS	117,151	108,354	-7.5%	18.60	17.34
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	100,744	111,697	10.9%	39.23	42.27
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	10,094	9,375	-7.1%	11.71	10.10
80 UW CAMPUS (service revised August 26, 2012)	1,970,722	1,710,280	-13.2%	91.71	79.94
81-82 UW LATE NITE CIRCULATORS	105,249	95,002	-9.7%	30.11	26.83
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	25,580	19,883	-22.3%	45.16	34.97
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	1,090,238	1,109,767	1.8%	68.53	70.90
UNKNOWN ROUTE & ROAD BUS *	2	-	NA	NA	NA
SYSTEM TOTAL	14,358,261	13,305,291	-7.3%	35.38	32.95
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	12,256,710	11,480,126	-6.3%	32.23	30.34

* 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 December 2015: 44,194
 Average weekday ridership December 2016: 44,871

Average weekend ridership December 2015: 12,616
 Average weekend ridership December 2016: 10,756

MONTHLY RIDERSHIP - December 2016

ROUTE	MONTHLY RIDERSHIP			YTD RIDERSHIP		
	2015	2016	% change	2015	2016	% change
1 CAP SQUARE - UW	2,213	2,997	35.4%	27,641	28,869	4.4%
2 WTP-NTP (revised August 25, 2013)	103,892	99,926	-3.8%	1,363,415	1,215,220	-10.9%
3 WTP-ETP	44,175	42,562	-3.7%	561,277	509,578	-9.2%
4 NTP-STP	55,196	52,316	-5.2%	737,350	653,263	-11.4%
5 ETP-STP (revised Aug 2016)	38,709	31,503	-18.6%	485,874	430,146	-11.5%
6 EAST TOWNE-WTP	85,547	82,194	-3.9%	1,110,969	1,018,770	-8.3%
7 WTP-ETP (Weekends & Holidays Only)	11,476	12,914	12.5%	160,280	151,976	-5.2%
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	3,542	3,765	6.3%	46,356	42,587	-8.1%
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised Aug 25, 2013)	65,506	68,431	4.5%	780,195	809,963	3.8%
11 WTP-DUTCH MILL-CAP SQUARE	6,263	6,154	-1.7%	82,133	70,592	-14.1%
12 WTP-DUTCH MILL-CAP SQUARE	4,204	5,478	30.3%	48,466	60,835	25.5%
13 STP-CAP SQUARE (revised Aug 2016)	11,986	11,946	-0.3%	151,625	151,316	-0.2%
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	22,084	21,759	-1.5%	283,540	275,868	-2.7%
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	34,513	35,818	3.8%	431,581	439,782	1.9%
16 STP - ETP	25,211	22,760	-9.7%	329,475	304,131	-7.7%
17 ETP-NTP (weekend service added Aug 2016)	7,948	8,682	9.2%	93,271	97,676	4.7%
18 STP-WTP (revised Aug 2013, Aug 2016)	26,530	20,517	-22.7%	351,113	295,515	-15.8%
19 RED ARROW TR-CAP SQUARE (revised Aug 2016)	11,192	12,074	7.9%	146,319	142,872	-2.4%
20 NTP-EAST TOWNE	17,623	14,614	-17.1%	221,907	198,742	-10.4%
21 LAKEVIEW LOOP	13,993	11,596	-17.1%	173,181	152,385	-12.0%
22 MENDOTA LOOP	19,758	17,021	-13.9%	257,912	231,499	-10.2%
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	449	446	-0.7%	8,139	6,074	-25.4%
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008, revised May 2015, Aug 2016)	2,235	2,217	-0.8%	20,972	28,966	38.1%
27 NTP - UW CAMPUS COMMUTER	3,898	4,215	8.1%	50,406	47,628	-5.5%
28 NTP-WTP COMMUTER (revised August 25, 2013)	28,033	28,078	0.2%	362,861	341,833	-5.8%
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,711	1,712	0.1%	21,488	20,778	-3.3%
30 ETP-EAST TOWNE (revised Aug 2016)	19,132	15,114	-21.0%	233,914	210,540	-10.0%
31 MARSH RD - ETP (began Aug 25, 2013, revised Aug 2016)	1,393	2,634	89.1%	20,889	27,455	31.4%
32 ACEWOOD-THOMPSON LOOP	2,604	2,606	0.1%	36,213	34,163	-5.7%
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	3,432	3,456	0.7%	42,513	43,111	1.4%
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	1,454	1,227	-15.6%	19,368	19,368	0.0%
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	2,646	2,255	-14.8%	31,541	30,160	-4.4%
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6, revised Aug 2016)	1,484	1,455	-2.0%	26,970	16,988	-37.0%
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	4,757	4,948	4.0%	62,192	58,956	-5.2%
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	27,754	28,685	3.4%	340,056	328,324	-3.5%
39 ETP - DAIRY DRIVE (revised August 25, 2013)	2,104	2,138	1.6%	31,743	26,243	-17.3%
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	15,321	12,547	-18.1%	191,105	169,972	-11.1%
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	6,792	6,129	-9.8%	84,713	79,788	-5.8%
47 ARBOR HILLS COMMUTER	5,784	5,562	-3.8%	76,041	72,364	-4.8%
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	669	622	-7.0%	8,376	7,920	-5.4%
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began Aug, 2014, reversed loop Aug 2016)	965	931	-3.5%	13,075	12,934	-1.1%
50 WTP-SCHROEDER-RAYMOND LOOP	18,470	16,399	-11.2%	239,783	208,390	-13.1%
51 WTP-MUIR FIELD LOOP (reversed loop Aug 2016)	5,517	4,448	-19.4%	75,114	59,353	-21.0%
52 WTP-FITCHBURG	3,591	3,299	-8.1%	44,049	41,692	-5.4%
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	2,168	2,164	-0.2%	37,450	31,163	-16.8%
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,211	8,077	-1.6%	105,320	106,858	1.5%
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,434	7,873	-6.7%	105,894	103,119	-2.6%
58 GREENTREE COMMUTER	5,566	5,847	5.0%	73,674	70,740	-4.0%
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	779	747	-4.1%	10,380	10,478	0.9%
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,382	2,229	-6.4%	32,934	29,585	-10.2%
67 WTP-WEST TOWNE	21,341	18,586	-12.9%	281,828	233,214	-17.2%
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	625	662	5.9%	9,494	9,089	-4.3%
70 MIDDLETON-CAPITOL SQUARE	12,535	10,223	-18.4%	152,493	136,743	-10.3%
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	7,980	8,123	1.8%	104,788	102,950	-1.8%
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	10,726	10,337	-3.6%	138,825	132,409	-4.6%
73 WTP-OLD SAUK TRAILS	9,414	8,260	-12.3%	117,151	108,354	-7.5%
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	8,136	8,221	1.0%	100,744	111,697	10.9%
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	728	840	15.4%	10,094	9,375	-7.1%
80 UW CAMPUS (service revised August 26, 2012)	149,061	148,623	-0.3%	1,970,722	1,710,280	-13.2%
81 UW LATE NIGHT CIRCULATOR	3,120	5,267	68.8%	53,685	45,746	-14.8%
82 UW LATE NITE CIRCULATOR	4,376	4,756	8.7%	51,564	49,256	-4.5%
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	1,435	1,043	-27.3%	25,580	19,883	-22.3%
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	88,536	95,901	8.3%	1,090,238	1,109,767	1.8%
UNKNOWN ROUTE & ROAD BUS			NA	2		NA
SYSTEM TOTAL	1,117,309	1,083,929	-3.0%	14,358,261	13,305,291	-7.3%
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	959,317	924,240	-3.7%	12,256,710	11,480,126	-6.3%

**Madison Metro
Performance Measures
YTD through December 31**

	Fixed Route		Paratransit	
	2015	2016	2015	2016
Operating Cost/Revenue Hours	\$ 109.57	\$ 112.09	\$ 90.43	\$ 94.08
Operating Revenue/Operating Cost	29.13%	28.02%	43.20%	42.21%
Operating Cost/Passenger Trips	\$ 3.10	\$ 3.40	\$ 33.97	\$ 35.34
Passenger Trips/Revenue Hour	\$ 35.38	\$ 32.95	\$ 2.66	\$ 2.66
Passenger Trips/Service Area Population (annualized)	56.74	52.57	1.08	1.10
Revenue Hours/Service Area Population (annualized)	1.60	1.60	0.41	0.41
Passenger Revenue/Passenger Trips	\$ 0.90	\$ 0.95	\$ 1.14	\$ 1.11
Operating Cost/Platform Hours	\$ 98.81	\$ 101.42	\$ 82.35	\$ 85.67
Operating Cost/Total Miles	\$ 7.38	\$ 7.50	\$ 4.45	\$ 4.63
Passenger Trips/Revenue Mile	2.83	2.63	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	\$ 107.58	\$ 109.78	\$ 84.94	\$ 88.48	\$ 103.00	\$ 105.39	\$ 97.57
Revenue/expense ratio	29.67%	28.61%	3.57%	3.33%	25.32%	24.24%	21.12%
Cost/passenger	\$ 3.04	\$ 3.33	\$ 31.91	\$ 33.24	\$ 3.58	\$ 3.95	\$ 4.46
Passengers/revenue hour	35.38	32.95	2.66	2.66	28.76	26.70	23.69
Passenger Trips/Capita (annualized)	49.60	45.96	0.95	0.96	50.54	46.92	37.63
Revenue Hours/Capita (annualized)	1.40	1.39	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 December 31, 2016 and 2015

Fixed Route Passenger Revenue

2016	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	\$ 104,375	\$ 112,988	\$ 113,582	\$ 115,060	\$ 111,259	\$ 128,324	\$ 108,230	\$ 140,204	\$ 127,723	\$ 117,738	\$ 128,855	\$ 111,957	\$ 1,420,295
Day passes	\$ 6,846	\$ 6,870	\$ 6,740	\$ 6,429	\$ 8,839	\$ 7,901	\$ 7,714	\$ 7,084	\$ 7,000	\$ 7,156	\$ 7,156	\$ 7,052	\$ 86,787
2 ride passes	\$ 28,264	\$ 5,828	\$ 10,722	\$ 10,453	\$ 11,221	\$ 15,607	\$ 9,878	\$ 21,378	\$ 16,937	\$ 10,425	\$ 14,251	\$ 5,526	\$ 160,490
10 ride passes	\$ 88,680	\$ 85,780	\$ 85,365	\$ 75,710	\$ 71,945	\$ 67,880	\$ 55,375	\$ 102,248	\$ 79,227	\$ 89,907	\$ 81,035	\$ 96,529	\$ 979,681
31 day passes	\$ 162,827	\$ 123,242	\$ 123,822	\$ 105,349	\$ 124,866	\$ 155,157	\$ 107,582	\$ 160,873	\$ 130,023	\$ 125,147	\$ 132,883	\$ 136,815	\$ 1,588,586
EZ Rider/Summer Youth passes	\$ 185,730	\$ 169,510	\$ 169,510	\$ 160,590	\$ 178,430	\$ 94,290	\$ 28,000	\$ 29,825	\$ 220,000	\$ 220,000	\$ 220,000	\$ 175,000	\$ 1,850,885
Total cash, ticket & pass revenue	\$ 576,722	\$ 504,218	\$ 509,741	\$ 473,591	\$ 506,560	\$ 469,159	\$ 316,779	\$ 461,612	\$ 580,910	\$ 570,373	\$ 584,180	\$ 532,879	\$ 6,086,724
UW ASM	\$ 307,760	\$ 307,760	\$ 307,760	\$ 307,760	\$ 307,760	\$ 307,760	\$ 307,760	\$ 307,760	\$ 304,714	\$ 304,714	\$ 304,714	\$ 304,714	\$ 3,680,936
UW Employees	\$ 164,456	\$ 164,456	\$ 164,456	\$ 164,456	\$ 164,456	\$ 164,456	\$ 164,456	\$ 164,456	\$ 165,556	\$ 165,556	\$ 165,556	\$ 165,556	\$ 1,977,872
MATC	\$ 41,599	\$ 51,225	\$ 47,766	\$ 47,815	\$ 28,957	\$ 8,673	\$ 9,490	\$ 14,586	\$ 53,074	\$ 56,945	\$ 51,767	\$ 42,566	\$ 454,463
City of Madison	\$ 11,402	\$ 12,225	\$ 12,751	\$ 11,881	\$ 11,377	\$ 12,868	\$ 12,640	\$ 14,043	\$ 15,983	\$ 16,642	\$ 15,911	\$ 16,359	\$ 164,082
Edgewood	\$ 6,807	\$ 8,515	\$ 6,834	\$ 7,923	\$ 4,207	\$ 2,070	\$ 2,038	\$ 4,147	\$ 9,668	\$ 8,894	\$ 7,872	\$ 5,411	\$ 74,386
St. Mary's	\$ 2,025	\$ 2,495	\$ 2,804	\$ 2,848	\$ 2,955	\$ 3,013	\$ 2,807	\$ 3,195	\$ 3,687	\$ 3,292	\$ 3,285	\$ 3,149	\$ 35,555
Meriter	\$ 1,869	\$ 1,831	\$ 1,883	\$ 1,711	\$ 1,648	\$ 1,773	\$ 1,722	\$ 2,087	\$ 1,955	\$ 1,914	\$ 1,959	\$ 1,986	\$ 22,338
Dane County	\$ 3,164	\$ 3,175	\$ 2,914	\$ 2,564	\$ 2,941	\$ 3,637	\$ 2,904	\$ 2,856	\$ 3,106	\$ 3,276	\$ 2,676	\$ 3,095	\$ 36,308
Commuter	\$ 18,722	\$ 19,657	\$ 19,470	\$ 19,020	\$ 17,283	\$ 17,671	\$ 16,468	\$ 18,705	\$ 18,892	\$ 19,319	\$ 19,058	\$ 20,603	\$ 224,868
Total unlimited ride pass revenue	\$ 557,804	\$ 571,339	\$ 566,638	\$ 565,978	\$ 541,584	\$ 521,921	\$ 520,285	\$ 531,835	\$ 576,635	\$ 580,552	\$ 572,798	\$ 563,439	\$ 6,670,808
Total passenger revenue	\$ 1,134,526	\$ 1,075,557	\$ 1,076,379	\$ 1,039,569	\$ 1,048,144	\$ 991,080	\$ 837,064	\$ 993,447	\$ 1,157,545	\$ 1,150,925	\$ 1,156,978	\$ 1,096,318	\$ 12,757,532
Cumulative YTD passenger revenue	\$ 1,134,526	\$ 2,210,083	\$ 3,286,462	\$ 4,326,031	\$ 5,374,175	\$ 6,365,255	\$ 7,202,319	\$ 8,195,766	\$ 9,353,311	\$ 10,504,236	\$ 11,661,214	\$ 12,757,532	

2015	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	\$ 109,045	\$ 118,700	\$ 115,091	\$ 118,892	\$ 117,778	\$ 150,863	\$ 124,536	\$ 112,540	\$ 101,215	\$ 175,123	\$ 125,205	\$ 139,841	\$ 1,508,829
Day passes	\$ 5,099	\$ 5,242	\$ 4,523	\$ 5,563	\$ 5,984	\$ 5,026	\$ 5,385	\$ 5,513	\$ 5,436	\$ 5,221	\$ 4,155	\$ 4,252	\$ 61,399
2 ride passes	\$ 20,432	\$ 9,296	\$ 8,644	\$ 8,074	\$ 14,737	\$ 42,252	\$ 15,672	\$ 39,538	\$ 18,532	\$ 8,533	\$ 6,122	\$ 13,614	\$ 205,446
10 ride passes	\$ 88,590	\$ 95,735	\$ 77,590	\$ 81,910	\$ 71,475	\$ 65,635	\$ 69,560	\$ 67,235	\$ 98,785	\$ 81,315	\$ 84,845	\$ 76,617	\$ 959,292
31 day passes	\$ 150,299	\$ 129,247	\$ 137,826	\$ 140,758	\$ 146,012	\$ 140,149	\$ 135,766	\$ 110,279	\$ 143,458	\$ 124,255	\$ 132,898	\$ 124,161	\$ 1,615,108
EZ Rider/Summer Youth passes	\$ 208,000	\$ 195,000	\$ 204,000	\$ 190,000	\$ 215,000	\$ 112,480	\$ 18,000	\$ 18,303	\$ 221,000	\$ 240,000	\$ 175,465	\$ 164,000	\$ 1,961,248
Total cash, ticket & pass revenue	\$ 581,465	\$ 553,220	\$ 547,674	\$ 545,197	\$ 570,986	\$ 516,405	\$ 368,919	\$ 353,408	\$ 588,426	\$ 634,447	\$ 528,690	\$ 522,485	\$ 6,311,322
UW ASM	\$ 300,420	\$ 300,420	\$ 300,420	\$ 300,419	\$ 300,420	\$ 300,420	\$ 300,420	\$ 300,420	\$ 307,760	\$ 307,760	\$ 307,760	\$ 307,760	\$ 3,634,399
UW Employees	\$ 160,735	\$ 160,735	\$ 160,735	\$ 160,734	\$ 160,735	\$ 160,735	\$ 160,734	\$ 160,735	\$ 164,456	\$ 164,456	\$ 164,456	\$ 164,456	\$ 1,943,702
MATC	\$ 50,130	\$ 58,185	\$ 58,156	\$ 60,524	\$ 38,593	\$ 10,911	\$ 14,266	\$ 14,707	\$ 57,547	\$ 60,076	\$ 53,773	\$ 45,713	\$ 522,581
City of Madison	\$ 11,150	\$ 11,178	\$ 12,422	\$ 11,412	\$ 10,289	\$ 11,309	\$ 12,998	\$ 11,700	\$ 11,755	\$ 12,637	\$ 11,809	\$ 12,336	\$ 140,995
Edgewood	\$ 8,303	\$ 10,451	\$ 9,293	\$ 9,456	\$ 5,685	\$ 2,368	\$ 2,132	\$ 4,034	\$ 10,199	\$ 9,546	\$ 9,137	\$ 6,943	\$ 87,547
St. Mary's	\$ 2,393	\$ 2,848	\$ 3,004	\$ 2,309	\$ 2,134	\$ 2,574	\$ 2,553	\$ 2,556	\$ 2,846	\$ 2,931	\$ 2,653	\$ 2,757	\$ 31,558
Meriter	\$ 1,921	\$ 1,986	\$ 2,058	\$ 2,048	\$ 1,901	\$ 1,920	\$ 1,884	\$ 1,729	\$ 1,762	\$ 1,880	\$ 1,760	\$ 1,749	\$ 22,598
Dane County	\$ 2,226	\$ 2,156	\$ 2,536	\$ 2,362	\$ 2,334	\$ 2,378	\$ 2,951	\$ 3,094	\$ 3,030	\$ 3,068	\$ 3,076	\$ 3,348	\$ 32,559
Commuter	\$ 17,187	\$ 17,880	\$ 18,556	\$ 17,140	\$ 15,613	\$ 15,554	\$ 17,453	\$ 16,706	\$ 17,710	\$ 17,945	\$ 15,913	\$ 19,854	\$ 207,511
Total unlimited ride pass revenue	\$ 554,465	\$ 565,839	\$ 567,180	\$ 566,404	\$ 537,704	\$ 508,169	\$ 515,391	\$ 515,681	\$ 577,065	\$ 580,299	\$ 570,337	\$ 564,916	\$ 6,623,450
Total passenger revenue	\$ 1,135,930	\$ 1,119,059	\$ 1,114,854	\$ 1,111,601	\$ 1,108,690	\$ 1,024,574	\$ 884,310	\$ 869,089	\$ 1,165,491	\$ 1,214,746	\$ 1,099,027	\$ 1,087,401	\$ 12,934,772
Cumulative YTD passenger revenue	\$ 1,135,930	\$ 2,254,989	\$ 3,369,843	\$ 4,481,444	\$ 5,590,134	\$ 6,614,708	\$ 7,499,018	\$ 8,368,107	\$ 9,533,598	\$ 10,748,344	\$ 11,847,371	\$ 12,934,772	

**Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through December 31, 2016 and 2015**

Fixed Route Rides

2016	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	55,115	55,828	56,167	54,548	56,877	60,519	57,006	64,681	64,092	62,218	53,791	54,096	694,938
Day passes	4,162	4,450	4,297	5,095	5,001	5,006	5,043	6,187	4,937	5,229	3,777	3,861	57,045
2 ride passes	12,411	11,900	10,919	11,172	10,951	14,291	10,566	8,908	10,511	9,299	8,368	7,184	126,480
10 ride passes	63,900	68,150	64,153	61,847	59,393	48,209	39,545	42,392	59,665	60,135	55,539	54,540	677,468
31 day passes	148,785	156,027	168,084	155,553	155,353	162,742	152,299	164,277	152,715	155,743	141,883	136,228	1,849,689
EZ Rider/Summer Youth passes	175,608	183,435	157,974	181,905	183,258	83,192	54,797	32,780	165,375	197,026	167,487	140,510	1,723,347
Total cash, ticket & pass rides	459,981	479,790	461,594	470,120	470,833	373,959	319,256	319,225	457,295	489,650	430,845	396,419	5,128,967
UW ASM	231,679	352,360	289,815	303,580	187,150	155,049	149,054	153,316	280,650	286,860	261,917	247,526	2,898,956
UW Employees	150,763	168,706	164,495	150,517	133,736	129,716	121,672	135,936	136,762	143,718	138,252	141,877	1,716,150
MATC	36,173	44,543	41,536	41,578	25,180	7,542	8,252	12,684	39,314	42,181	38,346	31,531	368,860
City of Madison	9,915	10,630	11,088	10,331	9,893	11,190	10,991	12,212	11,839	12,327	11,786	12,118	134,320
Edgewood	5,919	7,404	5,943	6,890	3,658	1,800	1,772	3,606	7,162	6,588	5,831	4,008	60,581
St. Mary's	1,761	2,170	2,438	2,476	2,570	2,620	2,441	2,778	3,206	2,863	2,856	2,738	30,917
Meriter	1,625	1,592	1,638	1,488	1,433	1,541	1,498	1,815	1,700	1,664	1,703	1,727	19,424
Dane County	2,751	2,761	2,534	2,230	2,557	3,163	2,525	2,483	2,701	2,849	2,327	2,691	31,572
Commuter	14,980	15,738	15,588	15,231	13,842	14,145	13,180	14,972	15,125	15,471	15,261	16,512	180,045
Total unlimited ride pass rides	455,566	605,904	535,075	534,321	380,019	326,766	311,385	339,802	498,459	514,521	478,279	460,728	5,440,825
UW routes 80-85	139,626	240,554	181,435	181,865	98,903	64,447	71,692	71,219	210,870	224,944	179,833	159,689	1,825,077
Total revenue rides	1,055,173	1,326,248	1,178,104	1,186,306	949,755	765,172	702,333	730,246	1,166,624	1,229,115	1,088,957	1,016,836	12,394,869
Transfers	58,703	59,862	62,754	59,468	59,321	68,854	63,513	68,384	64,751	62,129	55,321	54,284	737,344
Non-revenue rides	12,224	12,379	15,018	12,095	13,642	13,403	11,912	12,915	20,151	13,410	16,871	12,809	166,829
Total rides	1,126,100	1,398,489	1,255,876	1,257,869	1,022,718	847,429	777,758	811,545	1,251,526	1,304,654	1,161,149	1,083,929	13,299,042
Cumulative YTD total rides	1,126,100	2,524,589	3,780,465	5,038,334	6,061,052	6,908,481	7,686,239	8,497,784	9,749,310	11,053,964	12,215,113	13,299,042	

2015	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	61,784	58,782	60,869	58,875	59,913	62,601	63,949	68,115	68,274	64,980	54,440	51,966	734,548
Day passes	4,560	4,415	4,335	4,418	4,976	4,263	5,094	5,318	5,274	5,048	3,858	3,982	55,541
2 ride passes	10,893	10,888	11,376	10,976	11,446	14,543	19,753	9,616	14,413	12,430	10,822	10,077	147,233
10 ride passes	64,159	65,131	65,601	61,530	60,043	51,980	45,919	42,963	62,836	63,935	57,370	55,351	696,818
31 day passes	161,261	158,373	178,753	168,184	166,974	176,099	182,729	166,543	173,357	169,932	152,926	145,786	2,000,917
EZ Rider/Summer Youth passes	185,091	190,943	201,949	185,294	195,081	106,566	54,955	34,056	190,676	222,380	180,179	156,975	1,904,145
Total cash, ticket & pass rides	487,748	488,532	522,883	489,277	498,433	416,052	372,399	326,611	514,830	538,705	459,595	424,137	5,539,202
UW ASM	248,859	373,052	336,337	294,632	208,506	165,347	173,942	162,153	300,860	313,617	287,984	243,166	3,108,455
UW Employees	156,725	167,931	169,714	152,507	133,393	130,418	134,627	124,467	138,198	150,962	141,349	138,991	1,739,282
MATC	43,591	50,596	50,570	52,630	33,559	9,488	12,405	12,789	50,041	52,240	46,759	39,750	454,418
City of Madison	9,696	9,720	10,802	9,923	8,947	9,834	11,302	10,174	10,222	10,989	10,268	10,727	122,604
Edgewood	7,220	9,088	8,081	8,222	4,944	2,059	1,854	3,508	8,868	8,301	7,945	6,038	76,128
St. Mary's	2,081	2,476	2,612	2,008	1,856	2,238	2,220	2,223	2,475	2,548	2,307	2,398	27,442
Meriter	1,670	1,727	1,790	1,781	1,653	1,670	1,638	1,503	1,532	1,635	1,530	1,521	19,650
Dane County	1,936	1,875	2,205	2,054	2,029	2,068	2,566	2,690	2,635	2,668	2,675	2,500	27,901
Commuter	13,765	14,321	14,864	13,733	12,506	12,458	13,986	13,388	14,183	14,382	12,732	14,602	164,920
Total unlimited ride pass rides	485,543	630,786	596,975	537,490	407,393	335,580	354,540	332,895	529,014	557,342	513,549	459,693	5,740,800
UW routes 80-85	154,647	297,777	281,743	240,407	145,805	64,111	78,907	66,866	204,121	223,756	183,757	157,992	2,099,889
Total revenue rides	1,127,938	1,417,095	1,401,601	1,267,174	1,051,631	815,743	805,846	726,372	1,247,965	1,319,803	1,156,901	1,041,822	13,379,891
Transfers	62,448	57,525	63,078	62,338	64,278	72,406	81,089	73,201	70,887	67,080	59,162	58,869	792,361
Non-revenue rides	13,487	11,659	13,416	14,770	14,887	15,037	13,805	13,485	19,681	23,918	15,246	16,618	186,009
Total rides	1,203,873	1,486,279	1,478,095	1,344,282	1,130,796	903,186	900,740	813,058	1,338,533	1,410,801	1,231,309	1,117,309	14,358,261
Cumulative YTD total rides	1,203,873	2,690,152	4,168,247	5,512,529	6,643,325	7,546,511	8,447,251	9,260,309	10,598,842	12,009,643	13,240,952	14,358,261	

Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through December 31, 2016 and 2015

Fixed Route Passenger Revenue % Change

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	-4.3%	-4.8%	-1.3%	-3.2%	-5.5%	-14.9%	-13.1%	24.6%	26.2%	-32.8%	2.9%	-19.9%	-5.9%
Day passes	34.3%	31.1%	49.0%	15.6%	47.7%	57.2%	43.2%	28.5%	28.8%	37.1%	72.2%	65.9%	41.3%
2 ride passes	38.3%	-37.3%	24.0%	29.5%	-23.9%	-63.1%	-37.0%	-45.9%	-8.6%	22.2%	132.8%	-59.4%	-21.9%
10 ride passes	0.1%	-10.4%	10.0%	-7.6%	0.7%	3.4%	-20.4%	52.1%	-19.8%	10.6%	-4.5%	26.0%	2.1%
31 day passes	8.3%	-4.6%	-10.2%	-25.2%	-14.5%	10.7%	-20.8%	45.9%	-9.4%	0.7%	0.0%	10.2%	-1.6%
EZ Rider/Summer Youth passes	-10.7%	-13.1%	-16.9%	-15.5%	-17.0%	-16.2%	55.6%	63.0%	-0.5%	-8.3%	25.4%	6.7%	-5.6%
Total cash, ticket & pass revenue	-0.8%	-8.9%	-6.9%	-13.1%	-11.3%	-9.1%	-14.1%	30.6%	-1.3%	-10.1%	10.5%	2.0%	-3.6%
UW ASM	2.4%	2.4%	2.4%	2.4%	2.4%	2.4%	2.4%	2.4%	-1.0%	-1.0%	-1.0%	-1.0%	1.3%
UW Employees	2.3%	2.3%	2.3%	2.3%	2.3%	2.3%	2.3%	2.3%	0.7%	0.7%	0.7%	0.7%	1.8%
MATC	-17.0%	-12.0%	-17.9%	-21.0%	-25.0%	-20.5%	33.5%	-0.8%	-7.8%	-5.2%	-3.7%	-6.9%	-13.0%
City of Madison	2.3%	9.4%	2.6%	4.1%	10.6%	13.8%	-2.8%	20.0%	36.0%	31.7%	34.7%	32.6%	16.4%
Edgewood	-18.0%	-18.5%	-26.5%	-16.2%	-26.0%	-12.6%	-4.4%	2.8%	-5.2%	-6.8%	-13.8%	-22.1%	-15.0%
St. Mary's	-15.4%	-12.4%	-6.7%	23.3%	38.5%	17.1%	9.9%	25.0%	29.6%	12.3%	23.8%	14.2%	12.7%
Meriter	-2.7%	-7.8%	-8.5%	-16.5%	-13.3%	-7.7%	-8.6%	20.7%	11.0%	1.8%	11.3%	13.6%	-1.2%
Dane County	42.1%	47.3%	14.9%	8.6%	26.0%	52.9%	-1.6%	-7.7%	2.5%	6.8%	-13.0%	-7.6%	11.5%
Commuter	8.9%	9.9%	4.9%	11.0%	10.7%	13.6%	-5.6%	12.0%	6.7%	7.7%	19.8%	3.8%	8.4%
Total unlimited ride pass revenue	0.6%	1.0%	-0.1%	-0.1%	0.7%	2.7%	0.9%	3.1%	-0.1%	0.0%	0.4%	-0.3%	0.7%
Total passenger revenue	-0.1%	-3.9%	-3.5%	-6.5%	-5.5%	-3.3%	-5.3%	14.3%	-0.7%	-5.3%	5.3%	0.8%	-1.4%
Cumulative YTD passenger revenue	-0.1%	-2.0%	-2.5%	-3.5%	-3.9%	-3.8%	-4.0%	-2.1%	-1.9%	-2.3%	-1.6%	-1.4%	

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%	-10.9%	-5.0%	-6.1%	-4.3%	-1.2%	4.1%	-5.4%
Day passes	-8.7%	0.8%	-0.9%	15.3%	0.5%	17.4%	-1.0%	16.3%	-6.4%	3.6%	-2.1%	-3.0%	2.7%
2 ride passes	13.9%	9.3%	-4.0%	1.8%	-4.3%	-1.7%	-46.5%	-7.4%	-27.1%	-25.2%	-22.7%	-28.7%	-14.1%
10 ride passes	-0.4%	4.6%	-2.2%	0.5%	-1.1%	-7.3%	-13.9%	-1.3%	-5.0%	-5.9%	-3.2%	-1.5%	-2.8%
31 day passes	-7.7%	-1.5%	-6.0%	-7.5%	-7.0%	-7.6%	-16.7%	-1.4%	-11.9%	-8.3%	-7.2%	-6.6%	-7.6%
EZ Rider/Summer Youth passes	-5.1%	-3.9%	-21.8%	-1.8%	-6.1%	-21.9%	-0.3%	-3.7%	-13.3%	-11.4%	-7.0%	-10.5%	-9.5%
Total cash, ticket & pass rides	-5.7%	-1.8%	-11.7%	-3.9%	-5.5%	-10.1%	-14.3%	-2.3%	-11.2%	-9.1%	-6.3%	-6.5%	-7.4%
UW ASM	-6.9%	-5.5%	-13.8%	3.0%	-10.2%	-6.2%	-14.3%	-5.4%	-6.7%	-8.5%	-9.1%	1.8%	-6.7%
UW Employees	-3.8%	0.5%	-3.1%	-1.3%	0.3%	-0.5%	-9.6%	9.2%	-1.0%	-4.8%	-2.2%	2.1%	-1.3%
MATC	-17.0%	-12.0%	-17.9%	-21.0%	-25.0%	-20.5%	-33.5%	-0.8%	-21.4%	-19.3%	-18.0%	-20.7%	-18.8%
City of Madison	2.3%	9.4%	2.6%	4.1%	10.6%	13.8%	-2.8%	20.0%	15.8%	12.2%	14.8%	13.0%	9.6%
Edgewood	-18.0%	-18.5%	-26.5%	-16.2%	-26.0%	-12.6%	-4.4%	2.8%	-19.2%	-20.6%	-26.6%	-33.6%	-20.4%
St. Mary's	-15.4%	-12.4%	-6.7%	23.3%	38.5%	17.1%	10.0%	25.0%	29.5%	12.4%	23.8%	14.2%	12.7%
Meriter	-2.7%	-7.8%	-8.5%	-16.5%	-13.3%	-7.7%	-8.5%	20.8%	11.0%	1.8%	11.3%	13.5%	-1.2%
Dane County	42.1%	47.3%	14.9%	8.6%	26.0%	52.9%	-1.6%	-7.7%	2.5%	6.8%	-13.0%	7.6%	13.2%
Commuter	8.8%	9.9%	4.9%	10.9%	10.7%	13.5%	-5.8%	11.8%	6.6%	7.6%	19.9%	13.1%	9.2%
Total unlimited ride pass rides	-6.2%	-3.9%	-10.4%	-0.6%	-6.7%	-2.6%	-12.2%	2.1%	-5.8%	-7.7%	-6.9%	0.2%	-5.2%
UW routes 80-85	-9.7%	-19.2%	-35.6%	-24.4%	-32.2%	0.5%	-9.1%	6.5%	3.3%	0.5%	-2.1%	1.1%	-13.1%
Total revenue rides	-6.5%	-6.4%	-15.9%	-6.4%	-9.7%	-6.2%	-12.8%	0.5%	-6.5%	-6.9%	-5.9%	-2.4%	-7.4%
Transfers	-6.0%	4.1%	-0.5%	-4.6%	-7.7%	-4.9%	-21.7%	-6.6%	-8.7%	-7.4%	-6.5%	-7.8%	-6.9%
Non-revenue rides	-9.4%	6.2%	11.9%	-18.1%	-8.4%	-10.9%	-13.7%	-4.2%	2.4%	-43.9%	10.7%	-22.9%	-10.3%
Total rides	-6.5%	-5.9%	-15.0%	-6.4%	-9.6%	-6.2%	-13.7%	-0.2%	-6.5%	-7.5%	-5.7%	-3.0%	-7.4%
Cumulative YTD total rides	-6.5%	-6.2%	-9.3%	-8.6%	-8.8%	-8.5%	-9.0%	-8.2%	-8.0%	-8.0%	-7.7%	-7.4%	

**Paratransit Performance Indicators
December, 2016**

Operations	Metro Plus			
	Dec, 2015	Dec, 2016	YTD Dec, 2015	YTD Dec, 2016
Total Trips	21,952	22,187	273,968	279,226
Rides Cancelled	7,697	8,194	65,601	67,420
Cancellation Rate	35.1%	36.9%	23.9%	24.1%
No Shows (1)	788	812	7,477	7,536
No Shows/Rides Provided	3.6%	3.7%	2.7%	2.7%
Number of Clients Provided Service	1,072	1,111	1,673	1,677
Average Trips/Client	20.5	20.0	163.8	166.5
DDS Trips	15,418	15,384	192,772	196,253
Subscription Trips	16,439	16,643	211,117	214,142
DDS Subscription Trips	13,570	13,529	172,694	175,586
D2D Trips	20,876	21,317	262,755	267,757
Lv Attended Trips	6,515	6,131	82,414	80,886
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	99.2%	101.6%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	30,909	31,572	50,585	57,001	37,418	207,485
Non-Ambulatory	3	22,899	1,881	10,768	36,190	71,741
Percentage	11.07%	19.51%	18.79%	24.27%	26.36%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	30,912	54,471	52,466	67,769	73,608	279,226
Customer Complaints	128	103	117	128	262	738
Customer Compliments	10	23	3	8	14	58
Customer Suggestions	1	7	2	0	2	12
Complaints/1000 passenger trips-2015	3.81	1.91	3.58	1.68	3.07	2.62
Complaints/1000 passenger trips-2016	4.14	1.89	2.23	1.89	3.56	2.64
Late Service Reports (2)	57	1	55	26	129	268
Late Service Reports/1000 passenger trips-2015	1.05	0.02	1.71	0.76	1.72	1.10
Late Service Reports/1000 passenger trips-2016	1.84	0.02	1.05	0.38	1.75	0.96

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
December, 2016	92%	93%	96%	92%	95%
YTD - 2015	94%	94%	96%	93%	94%
YTD - 2016	95%	93%	96%	93%	95%

ADA Certifications, December 2016	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,568	289	246	140	17,090
Category 2	9	0	0	0	0
Category 2/3	19	1	1	0	22
Category 3	2,108	342	69	20	5,042
Total		3,704			22,154

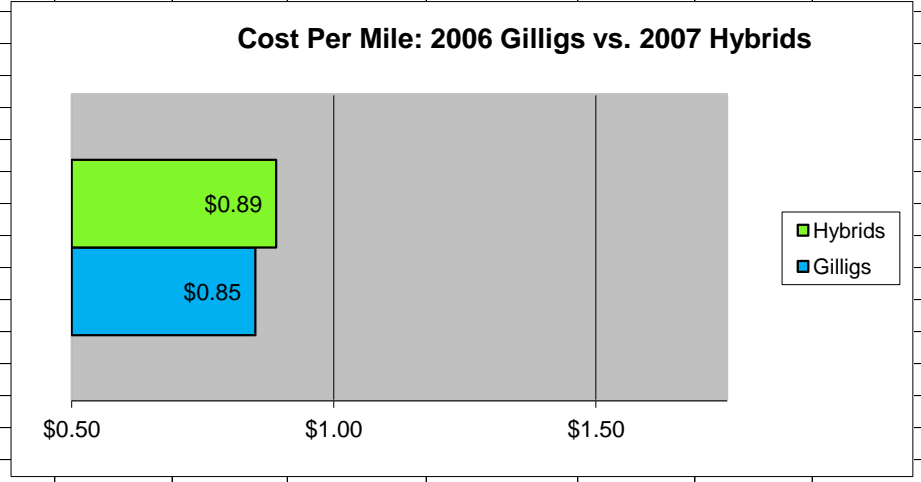
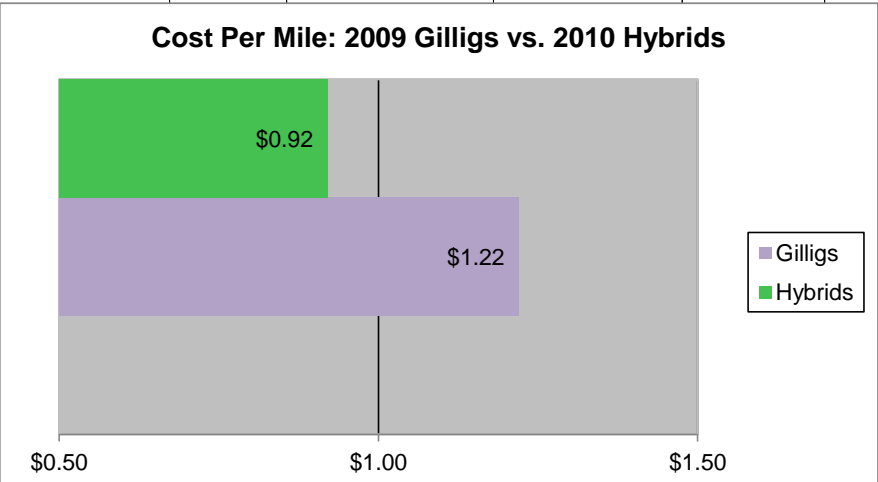
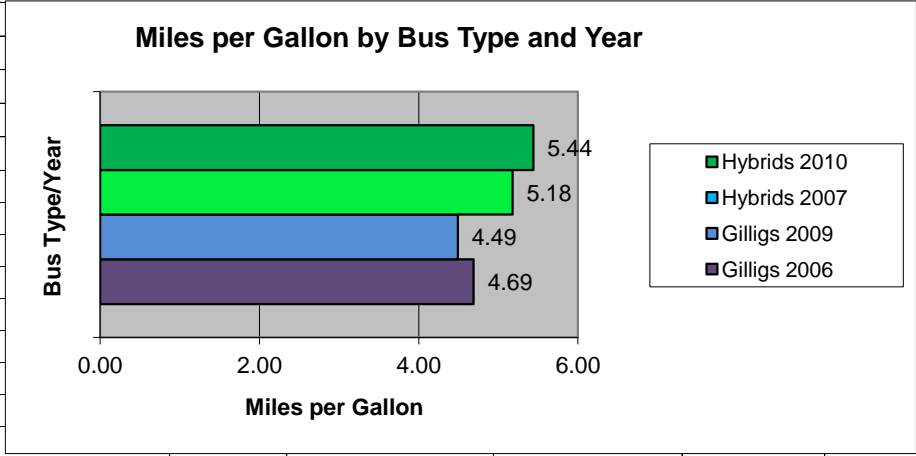
Monthly New Certification	30
Monthly Denied Applications	0

(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.

Hybrid/Diesel Comparison - October 1 - December 31, 2016

Bus Type/Year	Bus #	Mileage	Fuel	Fuel Cost*	Parts	Labor	CPM**	AVG MPG
Gilligs (2006)	906 - 921	84,041	17,931	\$48,913	\$8,849	\$13,779	\$0.85	4.69
Hybrids (2007)	001-005	33,378	6,439	\$17,564	\$4,860	\$7,179	\$0.89	5.18
Gilligs (2009)	922-954	190,212	42,335	\$115,486	\$72,210	\$44,113	\$1.22	4.49
Hybrids (2010)	006-019	108,619	19,967	\$54,467	\$19,376	\$25,875	\$0.92	5.44



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

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

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

For the period 1/1 - 12/31

Report Totals			
2013	2014	2015	2016
4249	4176	3743	3889



BGRNDS				
Category ID and Name	2013	2014	2015	2016
34 Wheelchair accessibility	0	1	1	0
39 Shelter Posters	6	1	4	2
67 Transfer Pt/Shelter Vandalism	24	6	9	30
68 Transfer Pt/Shelter Graffiti	31	53	43	20
91 Compliment	3	3	1	2
116 Other - no current category	18	14	7	26
128 Transfer Pt/Shelter Maintenance	24	22	14	24
Unit Totals	106	100	79	104

FIN				
Category ID and Name	2013	2014	2015	2016
18 Fare Policy	2	0	0	1
19 Transfer Policy	0	0	0	0
91 Compliment	0	0	1	0
116 Other - no current category	4	7	2	1
Unit Totals	6	7	3	2

FIXED				
Category ID and Name	2013	2014	2015	2016
3 Smoking	5	3	9	13
4 Driving Behavior	308	336	346	378
6 Bus Early - Fixed Route	193	181	175	182
7 Customer passed-up	389	340	306	301
8 Bus Off-route	56	46	55	63
9 Driver Not Wearing Seatbelt	2	4	6	3
10 Driver Not Calling Stops	3	1	1	1
11 Destination Sign Incorrect	21	22	21	30
12 Disruptive Passenger(s)	63	53	27	53
13 Bus Never Came	120	112	88	94
26 Overloads	25	30	5	21
29 Special Event Service	2	1	0	0
32 Bus Idling	13	16	16	24
33 Detours	24	40	17	38
34 Wheelchair accessibility	0	0	1	1
41 ITS: Intelligent Transportation S	1	1	1	0
55 Driver Rude	202	222	236	256
60 Transfer Points	10	5	0	1
66 Equipment Malfunction	16	21	13	16
69 Securement, mobility device	3	1	3	2
71 Other Driver Conduct	107	112	183	119
72 Other Public Info	0	18	13	16
76 Missed Stop Request	30	15	17	26
77 Fare Dispute	60	40	27	37
78 Discrimination	4	4	6	1
79 City Ordinances	0	4	4	1
80 Electronic Device	3	9	8	3
81 Driving With Cell Phone	1	6	2	3
84 Unauthorized Stop	4	3	3	3
85 Unprofessional Conduct	13	20	2	5
86 Excessive Conversation	0	5	6	6
87 Bus Late - Fixed Route	229	257	154	180
88 Unsafe Situation	30	22	31	21

89 Property Damage	5	3	10	9
90 Passenger Injury	30	17	21	35
91 Compliment	271	282	285	273
116 Other - no current category	64	83	76	69
117 Climate Control	11	13	8	6
121 Missed Transfer	81	64	34	55
122 School Routes	24	35	34	43
124 Items Not Allowed on Bus	1	1	6	1
126 ADA Issues	21	20	18	31
130 Cut Route	11	9	3	1
132 Harassment	0	0	2	1
133 Running a Red Light	44	35	44	48
137 Weather Related	20	5	1	9
144 Stroller Policy	12	10	5	10
146 Bus Seating Layout	2	1	1	1
147 Crosswalk Violation	30	23	30	28
Unit Totals	2564	2551	2360	2518

INFSYS				
Category ID and Name	2013	2014	2015	2016
41 ITS: Intelligent Transportation S	21	7	8	5
91 Compliment	0	0	1	1
116 Other - no current category	12	7	1	4
135 Website	11	5	1	1
136 Trip Planner	3	0	0	0
141 TransitTracker	6	2	10	2
142 Google Transit	4	3	2	0
143 Google Data Format	1	0	0	0
Unit Totals	58	24	23	13

MAINT				
Category ID and Name	2013	2014	2015	2016
32 Bus Idling	0	1	0	0
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
66 Equipment Malfunction	11	13	17	22
91 Compliment	3	1	2	1
115 Bus Appearance-Cleanliness	5	2	10	11
116 Other - no current category	5	10	9	4
117 Climate Control	3	1	1	2
146 Bus Seating Layout	1	1	1	0
Unit Totals	28	29	40	40

MKTG				
Category ID and Name	2013	2014	2015	2016
18 Fare Policy	13	9	10	9
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	1	2	2
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	7	5	6	0
37 Advertisements - General	29	2	0	0
38 Sales Outlets	0	1	2	3
39 Shelter Posters	1	0	2	0

40 Schedules	3	3	0	1
72 Other Public Info	10	4	4	6
91 Compliment	48	12	13	14
98 Schedule Info	14	14	10	9
99 Order Taking	9	1	4	1
100 Phones Busy	2	2	0	1
101 Behavior - Cust Svc	8	14	4	5
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	51	32	33	13
119 Lost and Found	16	7	3	1
120 Para - Ride Booking	13	12	12	8
135 Website	13	9	5	7
137 Weather Related	5	4	0	0
138 Advertisements - Bus Wraps	10	3	1	0
140 Text/Email Alerts	4	1	0	0
146 Bus Seating Layout	0	1	0	0
148 Public Hearing Comment - Fare	0	0	0	25
149 Audible Turn Signals	0	6	38	0
153 Public Hearing Comment - Other	0	0	5	1
Unit Totals	258	143	154	106

PARA				
Category ID and Name	2013	2014	2015	2016
3 Smoking	0	1	0	3
4 Driving Behavior	22	20	31	28
55 Driver Rude	35	33	15	28
66 Equipment Malfunction	8	3	5	5
69 Securement, mobility device	10	9	14	9
72 Other Public Info	0	4	2	2
79 City Ordinances	1	0	0	0
80 Electronic Device	4	2	3	5
81 Driving With Cell Phone	4	1	5	7
85 Unprofessional Conduct	2	8	11	3
88 Unsafe Situation	11	11	6	4
90 Passenger Injury	13	15	10	11
91 Compliment	48	91	56	58
93 Notification - Para App	1	2	0	0
94 Availability - Para App	0	3	1	1
95 Processing Time - Para App	0	1	0	0
96 Fares	6	8	7	3
97 Winter Weather - Para Policy	0	0	1	0
98 Schedule Info	10	20	8	6
99 Order Taking	5	4	3	5
100 Phones Busy	0	0	0	0
101 Behavior - Cust Svc	0	4	1	1
102 Bus Early - Para	13	31	24	24
103 Bus On-Time	4	1	0	0
104 Bus Late - Para	121	204	162	178
105 No Shows	63	88	80	90
106 Door-to-Door	36	18	31	35
107 Leave Attended	40	48	53	68
108 Mobility Device Securement	0	3	3	3
109 Travel Time - Para	60	73	83	75
110 Service Area - Para Policy	0	6	1	1
111 Backtracking	1	1	0	1

112 Passenger Behavior	5	11	3	3
113 Driver Behavior	49	49	74	61
114 Dispatch	10	20	12	10
116 Other - no current category	21	28	18	24
118 Drop-Off Wrong Location	12	12	12	16
120 Para - Ride Booking	17	26	21	12
132 Harassment	1	2	0	0
133 Running a Red Light	0	0	0	0
137 Weather Related	1	3	0	0
147 Crosswalk Violation	1	0	2	1
150 Picked Up Wrong Client	0	0	10	5
151 Attempted Pick-Up, Wrong Loca	0	0	6	7
152 Missed Trip	0	0	15	15
Unit Totals	635	864	789	808

PLN				
Category ID and Name	2013	2014	2015	2016
18 Fare Policy	0	11	0	0
19 Transfer Policy	0	1	0	0
21 Span	4	2	7	9
23 Express Service	0	0	0	1
25 Frequency	3	3	5	7
26 Overloads	76	40	32	65
27 Park & Ride	0	1	1	0
28 School Trippers Concern	6	4	4	4
29 Special Event Service	0	2	2	3
31 Expansion Request	22	19	12	8
33 Detours	18	18	15	24
34 Wheelchair accessibility	0	0	3	0
40 Schedules	32	20	2	4
42 Routes	4	12	1	1
43 Schedules - Service Design	11	12	15	6
44 Quality	0	0	0	0
47 Corridor Schedules	5	1	0	0
48 Transfer Coordination	7	5	2	2
49 Travel Time - Service Design	0	0	1	1
60 Transfer Points	0	0	1	0
70 Other Service Design	8	13	9	34
73 Bus Stop Addition Request	48	150	72	16
74 Bus Stop Damage	5	5	0	0
75 Shelter Addition/Removal	13	9	9	12
87 Bus Late - Fixed Route	22	20	3	6
91 Compliment	5	7	4	6
92 Public Hearing Comment - Servi	221	54	65	49
116 Other - no current category	51	38	15	27
127 Public Hearing Addendum	7	0	0	0
129 Service Design Request	5	2	3	7
135 Website	1	2	0	0
136 Trip Planner	2	3	1	2
139 Surveys	0	0	5	0
141 TransitTracker	5	2	2	3
142 Google Transit	12	0	2	1
143 Google Data Format	1	2	0	0
146 Bus Seating Layout	0	0	0	0
154 Bus Stop Closure	0	0	2	0

Prompt Response Percentage Report: For Feedback with Requested Response
For the period 12/1/2016 - 12/31/2016



Primary Unit	<u>Feedback Requesting Response</u>		<u>Feedback w/ Prompt Response</u>		<u>Prompt Response Percentage</u>	
	Curr Prd	YTD	Curr Prd	YTD	Curr Prd	YTD
BGRNDS	2	23	2	20	100.00%	86.96%
FIN		2		0		0.00%
FIXED	83	1104	78	1076	93.98%	97.46%
INFSYS	2	2	2	2	100.00%	100.00%
MAINT		19		17		89.47%
MKTG	3	32	3	28	100.00%	87.50%
PARA	32	356	32	350	100.00%	98.31%
PLN	14	168	14	159	100.00%	94.64%
Metro-wide Totals	136	1706	131	1652	96.32%	96.83%

Customer Feedback: Multi-Year Counts and NAR Counts By Category
For the period 1/1 - 12/31 - Fixed-Route Operations Unit



FIXED	NAR			Net			NAR			Net		
Category ID and Name	2013	2013	2013	2014	2014	2014	2015	2015	2015	2016	2016	2016
3 Smoking	5	2	3	3	2	1	9	5	4	13	5	8
4 Driving Behavior	308	149	159	336	153	183	346	172	174	378	211	167
6 Bus Early - Fixed Route	193	93	100	181	88	93	175	70	105	182	86	96
7 Customer passed-up	389	218	171	340	185	155	306	161	145	301	158	143
8 Bus Off-route	56	14	42	46	11	35	55	7	48	63	9	54
9 Driver Not Wearing Seatbelt	2	0	2	4	2	2	6	5	1	3	2	1
10 Driver Not Calling Stops	3	3	0	1	0	1	1	1	0	1	0	1
11 Destination Sign Incorrect	21	7	14	22	8	14	21	8	13	30	13	17
12 Disruptive Passenger(s)	63	43	20	53	27	26	27	11	16	53	23	30
13 Bus Never Came	120	71	49	112	56	56	88	43	45	94	46	48
26 Overloads	25	11	14	30	14	16	5	3	2	21	7	14
29 Special Event Service	2	1	1	1	0	1	0	0	0	0	0	0
32 Bus Idling	13	5	8	16	7	9	16	6	10	24	7	17
33 Detours	24	5	19	40	11	29	17	4	13	38	7	31
34 Wheelchair accessibility	0	0	0	0	0	0	1	0	1	1	1	0
41 ITS: Intelligent Transportation S	1	0	1	1	0	1	1	1	0	0	0	0
55 Driver Rude	202	118	84	222	123	99	236	124	112	256	148	108
60 Transfer Points	10	3	7	5	1	4	0	0	0	1	0	1
66 Equipment Malfunction	16	15	1	21	12	9	13	9	4	16	10	6
69 Securement, mobility device	3	3	0	1	1	0	3	2	1	2	1	1
71 Other Driver Conduct	107	38	69	112	45	67	183	87	96	119	57	62
72 Other Public Info	0	0	0	18	0	18	13	2	11	16	2	14
76 Missed Stop Request	30	19	11	15	8	7	17	8	9	26	14	12
77 Fare Dispute	60	30	30	40	16	24	27	15	12	37	20	17
78 Discrimination	4	3	1	4	2	2	6	3	3	1	1	0
79 City Ordinances	0	0	0	4	0	4	4	0	4	1	0	1
80 Electronic Device	3	1	2	9	5	4	8	6	2	3	2	1
81 Driving With Cell Phone	1	1	0	6	5	1	2	2	0	3	2	1
84 Unauthorized Stop	4	4	0	3	2	1	3	1	2	3	1	2
85 Unprofessional Conduct	13	6	7	20	5	15	2	0	2	5	2	3
86 Excessive Conversation	0	0	0	5	2	3	6	5	1	6	2	4
87 Bus Late - Fixed Route	229	127	102	257	140	117	154	75	79	180	86	94
88 Unsafe Situation	30	15	15	22	6	16	31	11	20	21	6	15
89 Property Damage	5	3	2	3	2	1	10	3	7	9	5	4
90 Passenger Injury	30	19	11	17	8	9	21	10	11	35	14	21
91 Compliment	271	1	270	282	3	279	285	2	283	273	4	269
116 Other - no current category	64	16	48	83	23	60	76	16	60	69	6	63
117 Climate Control	11	3	8	13	5	8	8	4	4	6	2	4
121 Missed Transfer	81	48	33	64	34	30	34	19	15	55	23	32
122 School Routes	24	3	21	35	11	24	34	12	22	43	18	25
124 Items Not Allowed on Bus	1	0	1	1	0	1	6	3	3	1	0	1
126 ADA Issues	21	5	16	20	15	5	18	7	11	31	9	22
130 Cut Route	11	5	6	9	5	4	3	0	3	1	0	1
132 Harassment	0	0	0	0	0	0	2	0	2	1	0	1
133 Running a Red Light	44	22	22	35	13	22	44	20	24	48	20	28
137 Weather Related	20	2	18	5	1	4	1	0	1	9	3	6
144 Stroller Policy	12	8	4	10	4	6	5	3	2	10	5	5
146 Bus Seating Layout	2	0	2	1	0	1	1	0	1	1	0	1
147 Crosswalk Violation	30	16	14	23	12	11	30	11	19	28	15	13
Unit Totals	2564	1156	1408	2551	1073	1478	2360	957	1403	2518	1053	1465

Count of Driver Reported Incidents by Category

12/1/2015 to 12/30/2015 and 12/1/2016 to 12/30/2016



2015

2016

Category	FIXED ROUTE		PARATRANSIT		SCHOOL SVC		FIXED ROUTE		PARATRANSIT		SCHOOL SVC	
	Month	YTD*	Month	YTD*	Month	YTD*	Month	YTD*	Month	YTD*	Month	YTD*
<i>Physical Assault</i>												
Assault		23				12	1	17				10
Fighting	4	23			2	44	3	29			8	59
Thrown Objects Hitting Person						1		1				2
<i>Disruptive Behavior</i>												
Disruptive Behavior &/or Vulgar Language	6	107		2	7	59	5	101			2	57
Fare Dispute		29				15		20				8
Fire						1						2
Smoking		1				1	1	3				3
Theft		5			3	7	2	8				
Threat		9				3	1	10			1	2
Throwing Objects		7				4		3				5
Vandalism		7				3		1				5
Weapon	4	10				3		5				
<i>Other</i>												
Illness or Potential Injury	1	32				6	4	48				2
Intoxicated Passenger	5	63				1	3	28				
Other	6	80				12	5	79		1	2	23
Para - Alighting/Boarding Problems												
Para - Nobody to Meet Customer				1								
Total Count for Period	26	396		3	12	172	25	353		1	13	178

2015 Total YTD fixed and school - 568

2016 Total YTD fixed and school - 531

Metro Average Fleet Age Comparison, 2012-2016

- 2016 Average age of the fleet is 7.57 years
- 2015 Average age of the fleet is 7.72 Years
- 2014 Average age of the fleet is 7.72 years
- 2013 Average age of the fleet is 7.9 years
- 2012 Average age of the fleet is 7.93 years