

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 6/30/2014 & 6/30/2015**

| CURRENT MONTH  |                      |                          | YEAR TO DATE              |                |                      |                          |             |  |
|----------------|----------------------|--------------------------|---------------------------|----------------|----------------------|--------------------------|-------------|--|
| Actual<br>2014 | Actual<br>2015       | Variance<br>2014 to 2015 |                           | Actual<br>2014 | Actual<br>2015       | Variance<br>2014 to 2015 | %<br>Change |  |
|                |                      |                          | <b>Service Supplied</b>   |                |                      |                          |             |  |
| 460,961        | <b>476,160</b>       | 15,199                   | Total (Vehicle) Miles     | 2,981,675      | <b>3,001,254</b>     | 19,579                   | 0.7%        |  |
| 31,560         | <b>32,795</b>        | 1,235                    | Revenue Hours             | 201,839        | <b>203,561</b>       | 1,722                    | 0.9%        |  |
| 34,612         | <b>36,010</b>        | 1,398                    | Total (Vehicle) Hours     | 224,672        | <b>227,114</b>       | 2,442                    | 1.1%        |  |
|                |                      |                          | <i>Ridership</i>          |                |                      |                          |             |  |
| 845,747        | <b>817,372</b>       | (28,375)                 | Revenue Passengers        | 7,373,568      | <b>7,089,681</b>     | (283,887)                | -3.9%       |  |
| 82,840         | <b>72,406</b>        | (10,434)                 | Transfers                 | 428,166        | <b>382,073</b>       | (46,093)                 | -10.8%      |  |
| <u>18,937</u>  | <u><b>13,408</b></u> | <u>(5,529)</u>           | Non-Revenue Rides         | <u>95,631</u>  | <u><b>74,757</b></u> | <u>(20,874)</u>          | -21.8%      |  |
| 947,524        | <b>903,186</b>       | (44,338)                 | Total Passengers          | 7,897,365      | <b>7,546,511</b>     | (350,854)                | -4.4%       |  |
|                |                      |                          | <b>Service Quality</b>    |                |                      |                          |             |  |
| 3,698          | <b>0</b>             | (3,698)                  | Trips using Lifts**       | 19,859         | <b>11,789</b>        | (8,070)                  | -40.6%      |  |
| 10             | <b>2</b>             | (8)                      | Passenger Accidents       | 78             | <b>49</b>            | (29)                     | -37.2%      |  |
|                |                      |                          | <b>Vehicle Accidents*</b> |                |                      |                          |             |  |
| 5              | <b>2</b>             | (3)                      | Chargeable                | 32             | <b>30</b>            | (2)                      | -6.3%       |  |
| 7              | <b>6</b>             | (1)                      | Non-chargeable            | 40             | <b>43</b>            | 3                        | 7.5%        |  |
| <u>1</u>       | <u><b>1</b></u>      | <u>0</u>                 | Preventable               | <u>2</u>       | <u><b>1</b></u>      | <u>(1)</u>               | -50.0%      |  |
| 13             | <b>9</b>             | (4)                      | Total Vehicle Accidents   | 74             | <b>74</b>            | 0                        | 0.0%        |  |
|                |                      |                          | <b>Fleet/Maintenance</b>  |                |                      |                          |             |  |
| 68             | <b>71</b>            | 3                        | Road Calls                | 446            | <b>524</b>           | 78                       | 17.5%       |  |
| 77             | <b>79</b>            | 2                        | Actual Inspections        | 497            | <b>500</b>           | 3                        | 0.6%        |  |
| 77             | <b>79</b>            | 2                        | Scheduled Inspections     | 496            | <b>500</b>           | 4                        | 0.8%        |  |

\*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.

\*\*Trips using lifts no longer reported

**ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--June 2015 vs. June 2014**  
**(Routes sorted in order of 2015 passengers per revenue hour productivity)**

| ROUTE  | RIDERSHIP, 2015 vs. 2014 |                  |              | Productivity, Trips per Revenue Hour |              |              | Routes < 60% of system avg. | ROUTE KEY   |
|--|--------------------------|------------------|--------------|--------------------------------------|--------------|--------------|-----------------------------|---|
|  | Year to Date             |                  |              | 2014                                 | 2015         | % Change     |                             |   |
|  | 2014                     | 2015             | % change     |                                      |              |              |                             |   |
| 80 UW CAMPUS (service revised August 26, 2012)   | 1,147,779                | 1,104,231        | -3.8%        | 108.05                               | 103.95       | -3.8%        |                             | <b>Core Routes</b> operate every day from early a.m. to late p.m.:<br><b>2, 3, 4, 5, 6, 7, 13</b>   |
| E, L, M, W SUPPLEMENTARY SCHOOL SERVICE  | 618,799                  | 617,741          | -0.2%        | 66.44                                | 66.40        | -0.1%        |                             |   |
| 28 NTP-WTP COMMUTER (revised August 25, 2013)  | 207,567                  | 192,481          | -7.3%        | 60.45                                | 56.09        | -7.2%        |                             | (3 operates weekdays only;<br>7 operates weekends & holidays only).   |
| 84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)                             | 16,869                   | 14,333           | -15.0%       | 59.47                                | 50.61        | -14.9%       |                             |   |
| 44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES   | 53,171                   | 44,693           | -15.9%       | 40.38                                | 49.08        | 21.5%        |                             | <b>Commuter Routes</b> operate on weekdays during peak hours:<br><b>11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 49, 55, 56, 57, 58, 71, 72, 74, 75</b>  |
| 2 WTP-NTP (revised August 25, 2013)  | 766,985                  | 706,793          | -7.8%        | 50.08                                | 46.20        | -7.7%        |                             |   |
| 50 WTP-SCHROEDER-RAYMOND LOOP  | 101,893                  | 123,607          | 21.3%        | 47.37                                | 44.07        | -7.0%        |                             | <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)         | 382,428                  | 388,703          | 1.6%         | 43.32                                | 43.87        | 1.3%         |                             |   |
| 67 WTP-WEST TOWNE  | 150,845                  | 142,588          | -5.5%        | 44.71                                | 41.63        | -6.9%        |                             | <b>Connector Routes</b> connect transfer points throughout the day:<br><b>16, 17, 18.</b>   |
| 4 NTP-STP  | 425,752                  | 387,836          | -8.9%        | 45.77                                | 41.21        | -10.0%       |                             |   |
| 22 MENDOTA LOOP  | 122,000                  | 131,654          | 7.9%         | 38.99                                | 40.31        | 3.4%         |                             | <b>Circulator Routes</b><br><b>1, 9, 10, 34</b>   |
| 40 STP - ARBOR HILLS LOOP (revised August 25, 2013)                                    | 108,406                  | 100,387          | -7.4%        | 43.23                                | 39.79        | -7.9%        |                             |   |
| 81-82 UW LATE NITE CIRCULATORS   | 58,959                   | 65,926           | 11.8%        | 37.07                                | 39.49        | 6.5%         |                             | <b>Other routes:</b><br>8 operates between the Capitol Square and Spring Harbor, weekends only.<br>19 operates like a core route between the Capitol Square and Allied Drive on weekdays.<br>39 operates as a commuter route during peak hours; operates like a circulator route midday.<br>59 operates weekends & holidays between the WTP and Fitchburg.<br>67 connects with route 6 at the West Transfer Point; operates to/from West Towne Mall.<br>63 and 68 operate between the WTP and Prairie Town Center.<br>70 operates like a core route between the Capitol Square & Middleton on weekdays. |
| 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)        | 184,909                  | 180,681          | -2.3%        | 40.12                                | 38.83        | -3.2%        |                             |   |
| 75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)   | 35,999                   | 46,374           | 28.8%        | 34.11                                | 37.15        | 8.9%         |                             | <b>UW Campus Circulators</b><br><b>80, 81, 82, 84</b>   |
| 5 ETP-STP  | 263,811                  | 252,429          | -4.3%        | 37.50                                | 35.89        | -4.3%        |                             |   |
| 6 EAST TOWNE-WTP   | 621,435                  | 574,321          | -7.6%        | 37.20                                | 34.47        | -7.3%        |                             | <b>School Day Supplemental Routes</b><br><b>E, L, M, W</b>  |
| 3 WTP-ETP  | 322,525                  | 292,758          | -9.2%        | 37.50                                | 33.85        | -9.7%        |                             |   |
| 21 LAKEVIEW LOOP   | 92,233                   | 88,019           | -4.6%        | 32.04                                | 30.39        | -5.1%        |                             | Average weekday ridership June 2014: 39,967<br>Average weekday ridership June 2015: 37,222  |
| 11 WTP-DUTCH MILL-CAP SQUARE   | 46,800                   | 44,099           | -5.8%        | 32.52                                | 30.33        | -6.8%        |                             |   |
| 71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)          | 42,025                   | 54,278           | 29.2%        | 41.02                                | 30.31        | -26.1%       |                             |   |
| 7 WTP-ETP (Weekends & Holidays Only)   | 87,751                   | 83,136           | -5.3%        | 30.61                                | 29.57        | -3.4%        |                             |   |
| 27 NTP - UW CAMPUS COMMUTER  | 29,326                   | 27,342           | -6.8%        | 31.58                                | 29.21        | -7.5%        |                             |   |
| 72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)              | 71,958                   | 71,086           | -1.2%        | 37.57                                | 28.90        | -23.1%       |                             |   |
| 1 CAP SQUARE - UW  | 14,844                   | 14,937           | 0.6%         | 30.21                                | 28.69        | -5.0%        |                             |   |
| 8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)                                  | 23,369                   | 23,264           | -0.4%        | 28.20                                | 28.61        | 1.4%         |                             |   |
| 51 WTP-MUIR FIELD LOOP   | 48,430                   | 39,207           | -19.0%       | 33.91                                | 28.43        | -16.2%       |                             |   |
| 18 STP-WTP (revised August 25, 2013)   | 205,860                  | 180,499          | -12.3%       | 31.78                                | 28.09        | -11.6%       |                             |   |
| 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER  | 57,303                   | 52,417           | -8.5%        | 30.83                                | 27.28        | -11.5%       |                             |   |
| 30 ETP-EAST TOWNE  | 127,749                  | 113,988          | -10.8%       | 31.82                                | 26.89        | -15.5%       |                             |   |
| 29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)                   | 10,939                   | 10,679           | -2.4%        | 19.08                                | 26.53        | 39.0%        |                             |   |
| 16 STP - ETP   | 170,491                  | 166,224          | -2.5%        | 27.30                                | 26.51        | -2.9%        |                             |   |
| 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)                | 211,891                  | 214,631          | 1.3%         | 25.57                                | 26.09        | 2.0%         |                             |   |
| 17 ETP-NTP   | 67,157                   | 49,323           | -26.6%       | 33.84                                | 25.93        | -23.4%       |                             |   |
| 47 ARBOR HILLS COMMUTER  | 43,154                   | 39,563           | -8.3%        | 28.47                                | 25.90        | -9.0%        |                             |   |
| 58 GREENTREE COMMUTER  | 44,433                   | 38,510           | -13.3%       | 30.27                                | 25.48        | -15.8%       |                             |   |
| 14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)                | 156,848                  | 150,254          | -4.2%        | 26.32                                | 25.34        | -3.7%        |                             |   |
| 55 VERONA- WTP COMMUTER (revised Mar 11, 2013)   | 18,906                   | 20,531           | 8.6%         | 22.73                                | 24.68        | 8.6%         |                             |   |
| 70 MIDDLETON-CAPITOL SQUARE  | 78,557                   | 78,288           | -0.3%        | 23.20                                | 24.11        | 3.9%         |                             |   |
| 63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)                                      | 18,467                   | 16,360           | -11.4%       | 25.40                                | 22.93        | -9.7%        |                             |   |
| 56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER  | 54,241                   | 52,973           | -2.3%        | 23.46                                | 22.49        | -4.2%        |                             |   |
| 19 RED ARROW TR-CAP SQUARE   | 88,449                   | 79,436           | -10.2%       | 23.82                                | 21.02        | -11.7%       | x                           |   |
| 12 WTP-DUTCH MILL-CAP SQUARE   | 27,514                   | 24,744           | -10.1%       | 23.35                                | 20.84        | -10.8%       | x                           |   |
| 39 ETP - DAIRY DRIVE (revised August 25, 2013)   | 9,339                    | 14,938           | 60.0%        | 12.78                                | 20.39        | 59.5%        | x                           |   |
| 13 STP-CAP SQUARE  | 81,763                   | 78,205           | -4.4%        | 21.14                                | 20.31        | -4.0%        | x                           |   |
| 20 NTP-EAST TOWNE  | 92,581                   | 110,680          | 19.5%        | 16.51                                | 19.82        | 20.0%        | x                           |   |
| 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES   | 7,529                    | 4,513            | -40.1%       | 13.49                                | 19.52        | 44.8%        | x                           |   |
| 73 WTP-OLD SAUK TRAILS   | 66,219                   | 58,391           | -11.8%       | 19.36                                | 18.61        | -3.8%        | x                           |   |
| 33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)                                   | 26,072                   | 21,230           | -18.6%       | 19.84                                | 16.97        | -14.5%       | x                           |   |
| 52 WTP-FITCHBURG   | 23,639                   | 22,454           | -5.0%        | 17.83                                | 16.97        | -4.9%        | x                           |   |
| 25 AMERICAN CENTER COMMUTER (revised August 25, 2013)                                  | 4,772                    | 5,049            | 5.8%         | 17.06                                | 16.77        | -1.7%        | x                           |   |
| 37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)                       | 36,315                   | 33,342           | -8.2%        | 17.62                                | 16.25        | -7.7%        | x                           |   |
| 34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)             | 10,420                   | 10,547           | 1.2%         | 16.71                                | 16.19        | -3.1%        | x                           |   |
| 32 ACEWOOD-THOMPSON LOOP   | 22,978                   | 17,464           | -24.0%       | 20.30                                | 15.47        | -23.8%       | x                           |   |
| 35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)                                | 21,004                   | 15,525           | NA           | 16.72                                | 12.10        | -27.6%       | x                           |   |
| 78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)                                  | 5,523                    | 5,109            | -7.5%        | 12.34                                | 11.86        | -3.9%        | x                           |   |
| 36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6. Revised May 24, 2015) | 18,199                   | 15,525           | -14.7%       | 12.68                                | 11.79        | -7.1%        | x                           |   |
| 49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)                        | -                        | 6,519            | NA           | NA                                   | 8.32         | NA           | x                           |   |
| 31 MARSH RD - ETP (began August 25, 2013)  | 11,823                   | 10,806           | -8.6%        | 8.69                                 | 8.13         | -6.4%        | x                           |   |
| 59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)                    | 6,663                    | 5,230            | -21.5%       | 8.05                                 | 6.58         | -18.3%       | x                           |   |
| 26 AMERICAN CENTER LOOP (Began Oct. 5, 2008 & revised May 24, 2015)                    | 2,144                    | 5,274            | 146.0%       | 7.66                                 | 5.46         | -28.8%       | x                           |   |
| 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)                                      | 5,078                    | 4,386            | -13.6%       | 6.02                                 | 5.30         | -12.0%       | x                           |   |
| 74 MIDDLETON LOOP (ended operating on August 23, 2014)                                 | 16,474                   | -                | -100.0%      | 17.96                                | NA           | NA           |                             |   |
| UNKNOWN ROUTE & ROAD BUS *   | 3                        | -                | NA           | NA                                   | NA           | NA           |                             |   |
| <b>SYSTEM TOTAL</b>  | <b>7,897,365</b>         | <b>7,546,511</b> | <b>-4.4%</b> | <b>39.14</b>                         | <b>37.07</b> | <b>-5.3%</b> | <b>22.24</b>                |   |
| <b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>                                 | <b>6,673,758</b>         | <b>6,362,021</b> | <b>-4.7%</b> | <b>35.26</b>                         | <b>33.31</b> | <b>-5.5%</b> | <b>19.99</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 2015

| ROUTE  | RIDERSHIP        |                  |              | Passengers/rev. hour |              |
|--|------------------|------------------|--------------|----------------------|--------------|
|  | 2014             | 2015             | % change     | 2014                 | 2015         |
| 1 CAP SQUARE - UW  | 14,844           | 14,937           | 0.6%         | 30.21                | 28.69        |
| 2 WTP-NTP (revised August 25, 2013)  | 766,985          | 706,793          | -7.8%        | 50.08                | 46.20        |
| 3 WTP-ETP  | 322,525          | 292,758          | -9.2%        | 37.50                | 33.85        |
| 4 NTP-STP  | 425,752          | 387,836          | -8.9%        | 45.77                | 41.21        |
| 5 ETP-STP  | 263,811          | 252,429          | -4.3%        | 37.50                | 35.89        |
| 6 EAST TOWNE-WTP   | 621,435          | 574,321          | -7.6%        | 37.20                | 34.47        |
| 7 WTP-ETP (Weekends & Holidays Only)   | 87,751           | 83,136           | -5.3%        | 30.61                | 29.57        |
| 8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)                                  | 23,369           | 23,264           | -0.4%        | 28.20                | 28.61        |
| 10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)         | 382,428          | 388,703          | 1.6%         | 43.32                | 43.87        |
| 11 WTP-DUTCH MILL-CAP SQUARE   | 46,800           | 44,099           | -5.8%        | 32.52                | 30.33        |
| 12 WTP-DUTCH MILL-CAP SQUARE   | 27,514           | 24,744           | -10.1%       | 23.35                | 20.84        |
| 13 STP-CAP SQUARE  | 81,763           | 78,205           | -4.4%        | 21.14                | 20.31        |
| 14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)                | 156,848          | 150,254          | -4.2%        | 26.32                | 25.34        |
| 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)                | 211,891          | 214,631          | 1.3%         | 25.57                | 26.09        |
| 16 STP - ETP   | 170,491          | 166,224          | -2.5%        | 27.30                | 26.51        |
| 17 ETP-NTP   | 67,157           | 49,323           | -26.6%       | 33.84                | 25.93        |
| 18 STP-WTP (revised August 25, 2013)   | 205,860          | 180,499          | -12.3%       | 31.78                | 28.09        |
| 19 RED ARROW TR-CAP SQUARE   | 88,449           | 79,436           | -10.2%       | 23.82                | 21.02        |
| 20 NTP-EAST TOWNE  | 92,581           | 110,680          | 19.5%        | 16.51                | 19.82        |
| 21 LAKEVIEW LOOP   | 92,233           | 88,019           | -4.6%        | 32.04                | 30.39        |
| 22 MENDOTA LOOP  | 122,000          | 131,654          | 7.9%         | 38.99                | 40.31        |
| 25 AMERICAN CENTER COMMUTER (revised August 25, 2013)                                  | 4,772            | 5,049            | 5.8%         | 17.06                | 16.77        |
| 26 AMERICAN CENTER LOOP (Began Oct. 5, 2008 & revised May 24, 2015)                    | 2,144            | 5,274            | 146.0%       | 7.66                 | 5.46         |
| 27 NTP - UW CAMPUS COMMUTER  | 29,326           | 27,342           | -6.8%        | 31.58                | 29.21        |
| 28 NTP-WTP COMMUTER (revised August 25, 2013)  | 207,567          | 192,481          | -7.3%        | 60.45                | 56.09        |
| 29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)                   | 10,939           | 10,679           | -2.4%        | 19.08                | 26.53        |
| 30 ETP-EAST TOWNE  | 127,749          | 113,988          | -10.8%       | 31.82                | 26.89        |
| 31 MARSH RD - ETP (began August 25, 2013)  | 11,823           | 10,806           | -8.6%        | 8.69                 | 8.13         |
| 32 ACEWOOD-THOMPSON LOOP   | 22,978           | 17,464           | -24.0%       | 20.30                | 15.47        |
| 33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)                                   | 26,072           | 21,230           | -18.6%       | 19.84                | 16.97        |
| 34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)             | 10,420           | 10,547           | 1.2%         | 16.71                | 16.19        |
| 35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)                                | 21,004           | 15,525           | NA           | 16.72                | 12.10        |
| 36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6. Revised May 24, 2015) | 18,199           | 15,525           | -14.7%       | 12.68                | 11.79        |
| 37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)                       | 36,315           | 33,342           | -8.2%        | 17.62                | 16.25        |
| 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)        | 184,909          | 180,681          | -2.3%        | 40.12                | 38.83        |
| 39 ETP - DAIRY DRIVE (revised August 25, 2013)   | 9,339            | 14,938           | 60.0%        | 12.78                | 20.39        |
| 40 STP - ARBOR HILLS LOOP (revised August 25, 2013)                                    | 108,406          | 100,387          | -7.4%        | 43.23                | 39.79        |
| 44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES   | 53,171           | 44,693           | -15.9%       | 40.38                | 49.08        |
| 47 ARBOR HILLS COMMUTER  | 43,154           | 39,563           | -8.3%        | 28.47                | 25.90        |
| 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES   | 7,529            | 4,513            | -40.1%       | 13.49                | 19.52        |
| 49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)                        | -                | 6,519            | NA           | NA                   | 8.32         |
| 50 WTP-SCHROEDER-RAYMOND LOOP  | 101,893          | 123,607          | 21.3%        | 47.37                | 44.07        |
| 51 WTP-MUIR FIELD LOOP   | 48,430           | 39,207           | -19.0%       | 33.91                | 28.43        |
| 52 WTP-FITCHBURG   | 23,639           | 22,454           | -5.0%        | 17.83                | 16.97        |
| 55 VERONA- WTP COMMUTER (revised Mar 11, 2013)   | 18,906           | 20,531           | 8.6%         | 22.73                | 24.68        |
| 56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER  | 54,241           | 52,973           | -2.3%        | 23.46                | 22.49        |
| 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER  | 57,303           | 52,417           | -8.5%        | 30.83                | 27.28        |
| 58 GLENTREE COMMUTER   | 44,433           | 38,510           | -13.3%       | 30.27                | 25.48        |
| 59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)                    | 6,663            | 5,230            | -21.5%       | 8.05                 | 6.58         |
| 63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)                                      | 18,467           | 16,360           | -11.4%       | 25.40                | 22.93        |
| 67 WTP-WEST TOWNE  | 150,845          | 142,588          | -5.5%        | 44.71                | 41.63        |
| 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)                                      | 5,078            | 4,386            | -13.6%       | 6.02                 | 5.30         |
| 70 MIDDLETON-CAPITOL SQUARE  | 78,557           | 78,288           | -0.3%        | 23.20                | 24.11        |
| 71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)          | 42,025           | 54,278           | 29.2%        | 41.02                | 30.31        |
| 72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)              | 71,958           | 71,086           | -1.2%        | 37.57                | 28.90        |
| 73 WTP-OLD SAUK TRAILS   | 66,219           | 58,391           | -11.8%       | 19.36                | 18.61        |
| 74 MIDDLETON LOOP (ended operating on August 23, 2014)                                 | 16,474           | -                | -100.0%      | 17.96                | NA           |
| 75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)   | 35,999           | 46,374           | 28.8%        | 34.11                | 37.15        |
| 78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)                                  | 5,523            | 5,109            | -7.5%        | 12.34                | 11.86        |
| 80 UW CAMPUS (service revised August 26, 2012)   | 1,147,779        | 1,104,231        | -3.8%        | 108.05               | 103.95       |
| 81-82 UW LATE NITE CIRCULATORS   | 58,959           | 65,926           | 11.8%        | 37.07                | 39.49        |
| 84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)                             | 16,869           | 14,333           | -15.0%       | 59.47                | 50.61        |
| E, L, M, W SUPPLEMENTARY SCHOOL SERVICE  | 618,799          | 617,741          | -0.2%        | 66.44                | 66.40        |
| UNKNOWN ROUTE & ROAD BUS *   | 3                | -                | NA           | NA                   | NA           |
| <b>SYSTEM TOTAL</b>  | <b>7,897,365</b> | <b>7,546,511</b> | <b>-4.4%</b> | <b>39.14</b>         | <b>37.07</b> |
| <b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>                                 | <b>6,673,758</b> | <b>6,362,021</b> | <b>-4.7%</b> | <b>35.26</b>         | <b>33.31</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 2014: 39,967

Average weekday ridership June 2015: 37,222

MONTHLY RIDERSHIP - June 2015

| ROUTE  | MONTHLY RIDERSHIP |                |              | YTD RIDERSHIP    |                  |              |
|--|-------------------|----------------|--------------|------------------|------------------|--------------|
|  | 2014              | 2015           | % change     | 2014             | 2015             | % change     |
| 1 CAP SQUARE - UW  | 984               | 1,252          | 27.2%        | 14,844           | 14,937           | 0.6%         |
| 2 WTP-NTP (revised August 25, 2013)  | 92,489            | 90,295         | -2.4%        | 766,985          | 706,793          | -7.8%        |
| 3 WTP-ETP  | 38,337            | 36,341         | -5.2%        | 322,525          | 292,758          | -9.2%        |
| 4 NTP-STP  | 61,974            | 55,913         | -9.8%        | 425,752          | 387,836          | -8.9%        |
| 5 ETP-STP  | 42,099            | 40,894         | -2.9%        | 263,811          | 252,429          | -4.3%        |
| 6 EAST TOWNE-WTP   | 86,922            | 79,526         | -8.5%        | 621,435          | 574,321          | -7.6%        |
| 7 WTP-ETP (Weekends & Holidays Only)   | 12,343            | 10,009         | -18.9%       | 87,751           | 83,136           | -5.3%        |
| 8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)                                  | 2,678             | 2,010          | -24.9%       | 23,369           | 23,264           | -0.4%        |
| 10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)         | 39,117            | 45,316         | 15.8%        | 382,428          | 388,703          | 1.6%         |
| 11 WTP-DUTCH MILL-CAP SQUARE   | 5,091             | 5,108          | 0.3%         | 46,800           | 44,099           | -5.8%        |
| 12 WTP-DUTCH MILL-CAP SQUARE   | 3,900             | 3,560          | -8.7%        | 27,514           | 24,744           | -10.1%       |
| 13 STP-CAP SQUARE  | 11,291            | 11,144         | -1.3%        | 81,763           | 78,205           | -4.4%        |
| 14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)                | 20,148            | 19,809         | -1.7%        | 156,848          | 150,254          | -4.2%        |
| 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)                | 28,708            | 31,566         | 10.0%        | 211,891          | 214,631          | 1.3%         |
| 16 STP - ETP   | 23,548            | 25,395         | 7.8%         | 170,491          | 166,224          | -2.5%        |
| 17 ETP-NTP   | 10,753            | 7,587          | -29.4%       | 67,157           | 49,323           | -26.6%       |
| 18 STP-WTP (revised August 25, 2013)   | 32,751            | 28,961         | -11.6%       | 205,860          | 180,499          | -12.3%       |
| 19 RED ARROW TR-CAP SQUARE   | 7,957             | 8,374          | 5.2%         | 88,449           | 79,436           | -10.2%       |
| 20 NTP-EAST TOWNE  | 20,008            | 16,549         | -17.3%       | 92,581           | 110,680          | 19.5%        |
| 21 LAKEVIEW LOOP   | 14,516            | 12,740         | -12.2%       | 92,233           | 88,019           | -4.6%        |
| 22 MENDOTA LOOP  | 18,350            | 21,440         | 16.8%        | 122,000          | 131,654          | 7.9%         |
| 25 AMERICAN CENTER COMMUTER (revised August 25, 2013)                                  | 827               | 810            | -2.1%        | 4,772            | 5,049            | 5.8%         |
| 26 AMERICAN CENTER LOOP (Began Oct. 5, 2008 & revised May 24, 2015)                    | 370               | 2,221          | 500.3%       | 2,144            | 5,274            | 146.0%       |
| 27 NTP - UW CAMPUS COMMUTER  | 3,201             | 3,411          | 6.6%         | 29,326           | 27,342           | -6.8%        |
| 28 NTP-WTP COMMUTER (revised August 25, 2013)  | 21,500            | 21,611         | 0.5%         | 207,567          | 192,481          | -7.3%        |
| 29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)                   | 1,632             | 1,637          | 0.3%         | 10,939           | 10,679           | -2.4%        |
| 30 ETP-EAST TOWNE  | 20,169            | 18,387         | -8.8%        | 127,749          | 113,988          | -10.8%       |
| 31 MARSH RD - ETP (began August 25, 2013)  | 1,718             | 1,546          | -10.0%       | 11,823           | 10,806           | -8.6%        |
| 32 ACEWOOD-THOMPSON LOOP   | 3,807             | 2,640          | -30.7%       | 22,978           | 17,464           | -24.0%       |
| 33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)                                   | 3,316             | 2,948          | -11.1%       | 26,072           | 21,230           | -18.6%       |
| 34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)             | 1,284             | 1,159          | -9.7%        | 10,420           | 10,547           | 1.2%         |
| 35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)                                | 3,251             | 2,380          | -26.8%       | 21,004           | 15,525           | -26.1%       |
| 36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6. Revised May 24, 2015) | 3,241             | 2,145          | -33.8%       | 18,199           | 15,525           | -14.7%       |
| 37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)                       | 2,945             | 2,976          | 1.1%         | 36,315           | 33,342           | -8.2%        |
| 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)        | 18,028            | 19,053         | 5.7%         | 184,909          | 180,681          | -2.3%        |
| 39 ETP - DAIRY DRIVE (revised August 25, 2013)   | 1,608             | 2,271          | 41.2%        | 9,339            | 14,938           | 60.0%        |
| 40 STP - ARBOR HILLS LOOP (revised August 25, 2013)                                    | 18,293            | 15,765         | -13.8%       | 108,406          | 100,387          | -7.4%        |
| 44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES   | 5,975             | 5,059          | -15.3%       | 53,171           | 44,693           | -15.9%       |
| 47 ARBOR HILLS COMMUTER  | 6,061             | 5,428          | -10.4%       | 43,154           | 39,563           | -8.3%        |
| 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES   | 1,075             | 722            | -32.8%       | 7,529            | 4,513            | -40.1%       |
| 49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)                        |                   | 907            |              |                  | 6,519            | NA           |
| 50 WTP-SCHROEDER-RAYMOND LOOP  | 16,166            | 18,616         | 15.2%        | 101,893          | 123,607          | 21.3%        |
| 51 WTP-MUIR FIELD LOOP   | 7,322             | 5,750          | -21.5%       | 48,430           | 39,207           | -19.0%       |
| 52 WTP-FITCHBURG   | 3,654             | 3,373          | -7.7%        | 23,639           | 22,454           | -5.0%        |
| 55 VERONA- WTP COMMUTER (revised Mar 11, 2013)   | 3,045             | 3,331          | 9.4%         | 18,906           | 20,531           | 8.6%         |
| 56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER  | 8,090             | 7,659          | -5.3%        | 54,241           | 52,973           | -2.3%        |
| 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER  | 8,187             | 7,745          | -5.4%        | 57,303           | 52,417           | -8.5%        |
| 58 GREENTREE COMMUTER  | 5,602             | 4,965          | -11.4%       | 44,433           | 38,510           | -13.3%       |
| 59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)                    | 903               | 680            | -24.7%       | 6,663            | 5,230            | -21.5%       |
| 63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)                                      | 2,895             | 2,202          | -23.9%       | 18,467           | 16,360           | -11.4%       |
| 67 WTP-WEST TOWNE  | 25,612            | 22,710         | -11.3%       | 150,845          | 142,588          | -5.5%        |
| 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)                                      | 815               | 680            | -16.6%       | 5,078            | 4,386            | -13.6%       |
| 70 MIDDLETON-CAPITOL SQUARE  | 10,758            | 10,041         | -6.7%        | 78,557           | 78,288           | -0.3%        |
| 71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)          | 5,485             | 8,181          | 49.2%        | 42,025           | 54,278           | 29.2%        |
| 72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)              | 10,028            | 10,314         | 2.9%         | 71,958           | 71,086           | -1.2%        |
| 73 WTP-OLD SAUK TRAILS   | 11,628            | 9,806          | -15.7%       | 66,219           | 58,391           | -11.8%       |
| 74 MIDDLETON LOOP (ended operating on August 23, 2014)                                 | 2,624             |                | -100.0%      | 16,474           | -                | -100.0%      |
| 75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)   | 5,907             | 8,739          | 47.9%        | 35,999           | 46,374           | 28.8%        |
| 78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)                                  | 758               | 721            | -4.9%        | 5,523            | 5,109            | -7.5%        |
| 80 UW CAMPUS (service revised August 26, 2012)   | 75,877            | 62,325         | -17.9%       | 1,147,779        | 1,104,231        | -3.8%        |
| 81 UW LATE NIGHT CIRCULATOR  |                   |                | NA           | 26,950           | 35,656           | 32.3%        |
| 82 UW LATE NITE CIRCULATOR   |                   |                | NA           | 32,009           | 30,270           | -5.4%        |
| 84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)                             | 2,210             | 1,786          | -19.2%       | 16,869           | 14,333           | -15.0%       |
| E, L, M, W SUPPLEMENTARY SCHOOL SERVICE  | 47,693            | 46,697         | -2.1%        | 618,799          | 617,741          | -0.2%        |
| UNKNOWN ROUTE & ROAD BUS   |                   |                | NA           | 3                | -                | NA           |
| <b>SYSTEM TOTAL</b>  | <b>947,524</b>    | <b>903,186</b> | <b>-4.7%</b> | <b>7,897,365</b> | <b>7,546,511</b> | <b>-4.4%</b> |

|  |                |                |              |                  |                  |              |
|--|----------------|----------------|--------------|------------------|------------------|--------------|
| <b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b> | <b>869,437</b> | <b>839,075</b> | <b>-3.5%</b> | <b>6,673,758</b> | <b>6,362,021</b> | <b>-4.7%</b> |
|--|----------------|----------------|--------------|------------------|------------------|--------------|

**ParaTransit**  
**Operating Statistics For Periods Ending 6/30/2014 & 6/30/2015**

| CURRENT MONTH  |                      |                          | YEAR TO DATE                     |                |                       |                          |             |
|----------------|----------------------|--------------------------|----------------------------------|----------------|-----------------------|--------------------------|-------------|
| Actual<br>2014 | Actual<br>2015       | Variance<br>2014 to 2015 |                                  | Actual<br>2014 | Actual<br>2015        | Variance<br>2014 to 2015 | %<br>Change |
|                |                      |                          | <b>Service Supplied Data</b>     |                |                       |                          |             |
| 1,025          | <b>1,089</b>         | 64                       | No. of Clients riding the System | 1,471          | <b>1,465</b>          | (6)                      | -0.4%       |
|                |                      |                          | <i>Ridership</i>                 |                |                       |                          |             |
| 4,265          | <b>4,456</b>         | 191                      | Directly Operated Service        | 27,553         | <b>26,070</b>         | (1,483)                  | -5.4%       |
| <u>16,769</u>  | <b><u>17,943</u></b> | <u>1,174</u>             | ADA Contracted Services          | <u>105,637</u> | <b><u>111,883</u></b> | <u>6,246</u>             | 5.9%        |
| 21,034         | <b>22,399</b>        | 1,365                    | Total ADA Ridership              | 133,190        | <b>137,953</b>        | 4,763                    | 3.6%        |
| 516            | <b>687</b>           | 171                      | Total No-shows                   | 3,041          | <b>3,731</b>          | 690                      | 22.7%       |
|                |                      |                          | <b>Service Quality Data</b>      |                |                       |                          |             |
| 2              | <b>2</b>             | 0                        | Passenger Accidents              | 8              | <b>10</b>             | 2                        | 25.0%       |
|                |                      |                          | <b>Vehicle Accidents*</b>        |                |                       |                          |             |
| 0              | <b>0</b>             | 0                        | Chargeable                       | 5              | <b>4</b>              | (1)                      | -20.0%      |
| 1              | <b>1</b>             | 0                        | Non-chargeable                   | 3              | <b>1</b>              | (2)                      | -66.7%      |
| <u>0</u>       | <b><u>1</u></b>      | <u>1</u>                 | Preventable                      | <u>1</u>       | <b><u>1</u></b>       | <u>0</u>                 | 0.0%        |
| 1              | <b>1</b>             | 0                        | Total Vehicle Accidents          | 9              | <b>6</b>              | (3)                      | -33.3%      |
|                |                      |                          | <b>Fleet/Maintenance Data</b>    |                |                       |                          |             |
| 2              | <b>1</b>             | (1)                      | Road Calls                       | 9              | <b>9</b>              | 0                        | 0.0%        |
| 11             | <b>10</b>            | (1)                      | Actual Inspections               | 62             | <b>58</b>             | (4)                      | -6.5%       |
| 10             | <b>10</b>            | 0                        | Scheduled Inspections            | 62             | <b>58</b>             | (4)                      | -6.5%       |

\*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 Performance Indicators  
June, 2015**

| <b>Operations</b>                           | <b>Metro Plus</b> |                  |                 |                 |
|---|-------------------|------------------|-----------------|-----------------|
|   | <b>Jun, 2014</b>  | <b>Jun, 2015</b> | <b>YTD 2014</b> | <b>YTD 2015</b> |
| Total Trips                                 | 21,034            | 22,399           | 133,190         | 137,953         |
| Rides Cancelled                             | 2,872             | 5,389            | 22,866          | 31,438          |
| Cancellation Rate                           | 13.7%             | 24.1%            | 17.2%           | 22.8%           |
| No Shows (1)                                | 516               | 687              | 3,041           | 3,731           |
| No Shows/Rides Provided                     | 2.5%              | 3.1%             | 2.3%            | 2.7%            |
| Number of Clients Provided Service          | 1,025             | 1,089            | 1,471           | 1,465           |
| Average Trips/Client                        | 20.5              | 20.6             | 90.5            | 94.2            |
| DDS Trips                                   | 14,604            | 15,885           | 88,246          | 96,613          |
| Subscription Trips                          | 13,115            | 17,413           | 80,508          | 106,497         |
| DDS Subscription Trips                      | 9,940             | 14,342           | 58,530          | 86,580          |
| D2D Trips                                   | 14,303            | 21,475           | 89,280          | 132,081         |
| Lv Attended Trips                           | 6,371             | 6,765            | 38,985          | 41,227          |
| Maintenance Inspections Conducted/Scheduled | 110.0%            | 100.0%           | 100.0%          | 100.0%          |

| <b>Number of Trips by Provider YTD</b> | <b>Metro Direct</b> | <b>AbbyVans</b> | <b>Trans. Sol.</b> | <b>Badger Bus</b> | <b>Total</b> |
|--|---------------------|-----------------|--------------------|-------------------|--------------|
| Ambulatory                             | 16,827              | 32,664          | 34,344             | 18,752            | 102,587      |
| Non-Ambulatory                         | 9,243               | 1,078           | 5,255              | 19,790            | 35,366       |
| Percentage                             | 18.90%              | 24.46%          | 28.70%             | 27.94%            | 100.00%      |

| <b>Customer Service YTD</b>                      | <b>Metro Direct</b> | <b>AbbyVans</b> | <b>Trans. Sol.</b> | <b>Badger Bus</b> | <b>Total</b> |
|--|---------------------|-----------------|--------------------|-------------------|--------------|
| Rides Provided                                   | 26,070              | 33,742          | 39,599             | 38,542            | 137,953      |
| Customer Complaints                              | 53                  | 146             | 67                 | 126               | 392          |
| Customer Compliments                             | 14                  | 1               | 4                  | 9                 | 28           |
| Customer Suggestions                             | 4                   | 0               | 1                  | 2                 | 7            |
| Complaints/1000 passenger trips - 2014           | 1.96                | 3.79            | 1.93               | 1.62              | 2.16         |
| Complaints/1000 passenger trips - 2015           | 2.03                | 4.33            | 1.69               | 3.27              | 2.84         |
| Late Service Reports (2)                         | 1                   | 64              | 36                 | 66                | 167          |
| Late Service Reports/1000 passenger trips - 2014 | 0.15                | 3.83            | 4.72               | 1.41              | 2.32         |
| Late Service Reports/1000 passenger trips - 2015 | 0.04                | 1.90            | 0.91               | 1.71              | 1.21         |

| <b>On-Time Performance</b> | <b>Metro Direct</b> | <b>AbbyVans</b> | <b>Transit Sol.</b> | <b>Badger Bus</b> |
|----------------------------|---------------------|-----------------|---------------------|-------------------|
| June, 2015                 | 93%                 | 97%             | 93%                 | 94%               |
| YTD - 2014                 | 91%                 | 95%             | 95%                 | 96%               |
| YTD - 2015                 | 93%                 | 97%             | 94%                 | 95%               |

| <b>ADA Certifications, June 2015</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                           | 1,577          | 289               | 219                    | 173                    | 17,410           |
| Category 2                           | 9              | 0                 | 0                      | 0                      | 0                |
| Category 2/3                         | 39             | 2                 | 0                      | 0                      | 5                |
| Category 3                           | 2,324          | 318               | 73                     | 23                     | 4,907            |
| <b>Total</b>                         | <b>3,949</b>   |                   |                        |                        | <b>22,322</b>    |

|                             |    |
|-----------------------------|----|
| Monthly New Certification   | 28 |
| Monthly Denied Applications | 1  |

|                                     |        |
|-------------------------------------|--------|
| Fixed Route Trips Using Lifts (YTD) | 11,789 |
|-------------------------------------|--------|

(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**

|  | 2014<br>Actual       | 2015<br>Budget       | 2015<br>Actual       | Over/Under<br>Budget | Change from<br>Prior Year |
|--|----------------------|----------------------|----------------------|----------------------|---------------------------|
| <b>Passenger Revenue:</b>                            |                      |                      |                      |                      |                           |
| Cash, Tickets, Passes:                               | \$ 3,579,230         | \$ 3,428,372         | \$ 3,321,723         | \$ (106,649)         | \$ (257,508)              |
| Unlimited Ride Passes:                               | \$ 3,262,144         | \$ 3,335,860         | \$ 3,313,383         | \$ (22,477)          | \$ 51,239                 |
| <b>Sub Total:</b>                                    | <b>\$ 6,841,374</b>  | <b>\$ 6,764,232</b>  | <b>\$ 6,635,106</b>  | <b>\$ (129,126)</b>  | <b>\$ (206,268)</b>       |
| <b>Misc Revenue:</b>                                 |                      |                      |                      |                      |                           |
| Advertising:   | \$ 202,497           | \$ 232,500           | \$ 156,164           | \$ (76,336)          | \$ (46,333)               |
| County:  | \$ 1,970,988         | \$ 1,910,000         | \$ 2,120,304         | \$ 210,304           | \$ 149,316                |
| Other Operating:                                     | \$ 61,267            | \$ 26,000            | \$ 3,389             | \$ (22,611)          | \$ (57,877)               |
| Non-Operating:                                       | \$ 5,780             | \$ 6,250             | \$ 4,730             | \$ (1,520)           | \$ (1,050)                |
| <b>Sub Total:</b>                                    | <b>\$ 2,240,531</b>  | <b>\$ 2,174,750</b>  | <b>\$ 2,284,587</b>  | <b>\$ 109,837</b>    | <b>\$ 44,056</b>          |
| <b>Local Subsidies:</b>                              |                      |                      |                      |                      |                           |
| City of Madison:                                     | \$ 5,891,636         | \$ 5,989,651         | \$ 5,989,651         | \$ -                 | \$ 98,015                 |
| Funding Partners:                                    | \$ 1,714,620         | \$ 1,791,650         | \$ 1,791,650         | \$ 0                 | \$ 77,030                 |
| <b>Sub Total:</b>                                    | <b>\$ 7,606,256</b>  | <b>\$ 7,781,301</b>  | <b>\$ 7,781,301</b>  | <b>\$ 0</b>          | <b>\$ 175,045</b>         |
| <b>State Assistance:</b>                             |                      |                      |                      |                      |                           |
|  | \$ 8,338,755         | \$ 8,668,150         | \$ 8,668,150         | \$ (0)               | \$ 329,395                |
| <b>Federal grant funding for capital maintenance</b> |                      |                      |                      |                      |                           |
|  | \$ 3,132,300         | \$ 3,108,100         | \$ 3,108,100         | \$ (0)               | \$ (24,200)               |
| <b>Total Revenue:</b>                                | <b>\$ 28,159,216</b> | <b>\$ 28,496,533</b> | <b>\$ 28,477,243</b> | <b>\$ (19,290)</b>   | <b>\$ 318,027</b>         |
| <b>Salaries:</b>                                     |                      |                      |                      |                      |                           |
| Salaries/Wages:                                      | \$ 12,358,258        | \$ 12,928,359        | \$ 12,352,430        | \$ (575,928)         | \$ (5,828)                |
| OT:  | \$ 1,142,738         | \$ 924,323           | \$ 1,108,461         | \$ 184,138           | \$ (34,276)               |
| Workers Comp:  | \$ 183,165           | \$ 126,968           | \$ 79,621            | \$ (47,347)          | \$ (103,544)              |
| <b>Benefits:</b>                                     |                      |                      |                      |                      |                           |
| Health:  | \$ 2,870,152         | \$ 3,228,713         | \$ 3,224,896         | \$ (3,817)           | \$ 354,744                |
| WI Retirement:                                       | \$ 924,385           | \$ 954,936           | \$ 890,012           | \$ (64,925)          | \$ (34,373)               |
| Other:   | \$ 1,851,395         | \$ 1,949,186         | \$ 1,906,333         | \$ (42,853)          | \$ 54,939                 |
| <b>Sub Total:</b>                                    | <b>\$ 19,330,093</b> | <b>\$ 20,112,485</b> | <b>\$ 19,561,753</b> | <b>\$ (550,732)</b>  | <b>\$ 231,660</b>         |
| <b>Utilities:</b>                                    |                      |                      |                      |                      |                           |
| Natural Gas:   | \$ 187,965           | \$ 172,500           | \$ 144,413           | \$ (28,087)          | \$ (43,551)               |
| Electricity:   | \$ 136,873           | \$ 145,000           | \$ 143,340           | \$ (1,660)           | \$ 6,467                  |
| Telephone:   | \$ 6,002             | \$ 8,000             | \$ 10,864            | \$ 2,864             | \$ 4,862                  |
| Other:   | \$ 26,377            | \$ 20,000            | \$ 16,234            | \$ (3,766)           | \$ (10,144)               |
| <b>Building &amp; Grounds:</b>                       |                      |                      |                      |                      |                           |
| Repairs/Maintenance:                                 | \$ 26,375            | \$ 52,000            | \$ 41,805            | \$ (10,195)          | \$ 15,430                 |
| Supplies:  | \$ 143,173           | \$ 122,500           | \$ 92,077            | \$ (30,423)          | \$ (51,096)               |
| Services:  | \$ 4,887             | \$ 5,000             | \$ 4,872             | \$ (128)             | \$ (14)                   |
| <b>Rolling Stock/Support Equipment:</b>              |                      |                      |                      |                      |                           |
| Equip. Repairs/Maintenance:                          | \$ 214,549           | \$ 240,000           | \$ 218,099           | \$ (21,901)          | \$ 3,551                  |
| Parts:   | \$ 498,466           | \$ 415,000           | \$ 598,271           | \$ 183,271           | \$ 99,805                 |
| Tires:   | \$ 130,010           | \$ 130,000           | \$ 120,164           | \$ (9,836)           | \$ (9,846)                |
| Equipment Supplies:                                  | \$ 33,461            | \$ 67,500            | \$ 26,035            | \$ (41,465)          | \$ (7,427)                |
| Fuel, Oil, & Lubricants:                             | \$ 2,088,683         | \$ 2,096,350         | \$ 1,966,590         | \$ (129,760)         | \$ (122,093)              |
| <b>Administrative:</b>                               |                      |                      |                      |                      |                           |
| Insurance & Financial:                               | \$ 482,062           | \$ 472,848           | \$ 500,295           | \$ 27,447            | \$ 18,233                 |
| Rentals/Leases:                                      | \$ 95,969            | \$ 112,500           | \$ 101,250           | \$ (11,250)          | \$ 5,281                  |
| Training:  | \$ 10,532            | \$ 15,000            | \$ 32,359            | \$ 17,359            | \$ 21,827                 |
| Supplies, Equipment and Services:                    | \$ 267,323           | \$ 332,175           | \$ 363,577           | \$ 31,402            | \$ 96,254                 |
| <b>Operations:</b>                                   |                      |                      |                      |                      |                           |
| Paratransit Providers:                               | \$ 2,277,186         | \$ 2,387,500         | \$ 2,405,681         | \$ 18,181            | \$ 128,495                |
| GAS / RSVP / Exc Rides:                              | \$ 304,908           | \$ 330,000           | \$ 288,593           | \$ (41,407)          | \$ (16,316)               |
| <b>Inter Departmental Charges:</b>                   |                      |                      |                      |                      |                           |
|  | \$ 408,908           | \$ 439,300           | \$ 448,900           | \$ 9,600             | \$ 39,992                 |
| <b>Depreciation:</b>                                 |                      |                      |                      |                      |                           |
|  | \$ 3,113,014         | \$ 3,425,000         | \$ 3,413,813         | \$ (11,187)          | \$ 300,799                |
| <b>Interest and Bad Debt Expense:</b>                |                      |                      |                      |                      |                           |
|  | \$ 154,655           | \$ 172,850           | \$ 172,850           | \$ -                 | \$ 18,196                 |
| <b>Total Operating Expenses:</b>                     | <b>\$ 29,941,471</b> | <b>\$ 31,273,508</b> | <b>\$ 30,671,835</b> | <b>\$ (601,673)</b>  | <b>\$ 730,364</b>         |
| <b>Less Depreciation:</b>                            |                      |                      |                      |                      |                           |
|  | \$ (3,113,014)       | \$ (3,425,000)       | \$ (3,413,813)       | \$ 11,187            | \$ (300,799)              |
| <b>Capital Debt:</b>                                 |                      |                      |                      |                      |                           |
|  | \$ 541,042           | \$ 603,750           | \$ 603,750           | \$ -                 | \$ 62,708                 |
| <b>Fixed Assets:</b>                                 |                      |                      |                      |                      |                           |
|  | \$ 17,768            | \$ 166,950           | \$ -                 | \$ (166,950)         | \$ (17,768)               |
| <b>Federal grant funding for fixed assets</b>        |                      |                      |                      |                      |                           |
|  | \$ (14,214)          | \$ (133,560)         | \$ -                 | \$ 133,560           | \$ 14,214                 |
| <b>Total Expenditures:</b>                           | <b>\$ 27,373,053</b> | <b>\$ 28,485,648</b> | <b>\$ 27,861,771</b> | <b>\$ (623,876)</b>  | <b>\$ 488,719</b>         |
| <b>Reserves generated (used)</b>                     |                      |                      |                      |                      |                           |
|  | \$ 786,163           | \$ 10,885            | \$ 615,472           | \$ 604,587           | \$ (170,692)              |
| <b>Reserve balance-beginning</b>                     |                      |                      |                      |                      |                           |
|  | \$ 2,673,292         |                      | \$ 5,017,659         |                      |                           |
| <b>Reserve balance-ending</b>                        |                      |                      |                      |                      |                           |
|  | <b>\$ 3,459,455</b>  |                      | <b>\$ 5,633,131</b>  |                      |                           |

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

|  | Fixed Route |           | Paratransit |          |
|--|-------------|-----------|-------------|----------|
|  | 2014        | 2015      | 2014        | 2015     |
| Operating Cost/Revenue Hours                         | \$ 108.81   | \$ 109.31 | \$ 91.19    | \$ 91.04 |
| Operating Revenue/Operating Cost                     | 30.48%      | 29.12%    | 40.47%      | 39.29%   |
| Operating Cost/Passenger Trips                       | \$ 2.78     | \$ 2.95   | \$ 34.25    | \$ 34.20 |
| Passenger Trips/Revenue Hour                         | 39.13       | 37.07     | 2.66        | 2.66     |
| Passenger Trips/Service Area Population (annualized) | 93.62       | 89.46     | 1.58        | 1.64     |
| Revenue Hours/Service Area Population (annualized)   | 2.39        | 2.41      | 0.59        | 0.61     |
| Passenger Revenue/Passenger Trips                    | \$ 0.85     | \$ 0.86   | \$ 1.11     | \$ 1.12  |
| Operating Cost/Platform Hours                        | \$ 97.75    | \$ 97.98  | \$ 83.04    | \$ 82.90 |
| Operating Cost/Total Miles                           | \$ 7.37     | \$ 7.41   | \$ 4.49     | \$ 4.48  |
| Passenger Trips/Revenue Mile                         | 3.13        | 2.96      | 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     |
|-------------------------------------|-------------|-----------|-------------|----------|-----------|-----------|----------|
|                                     | 2014        | 2015      | 2014        | 2015     | 2014      | 2015      | Peer     |
| Expense per revenue hour            | \$ 105.82   | \$ 106.06 | \$ 85.17    | \$ 85.13 | \$ 101.72 | \$ 101.81 | \$ 97.57 |
| Revenue/expense ratio               | 31.34%      | 30.02%    | 3.46%       | 3.51%    | 26.70%    | 25.52%    | 21.12%   |
| Cost/passenger                      | \$ 2.70     | \$ 2.86   | \$ 31.99    | \$ 31.98 | \$ 3.19   | \$ 3.38   | \$ 4.46  |
| Passengers/revenue hour             | 39.13       | 37.07     | 2.66        | 2.66     | 31.88     | 30.09     | 23.69    |
| Passenger Trips/Capita (annualized) | 54.56       | 52.13     | 0.92        | 0.95     | 55.48     | 53.09     | 37.63    |
| Revenue Hours/Capita (annualized)   | 1.39        | 1.41      | 0.35        | 0.36     | 1.74      | 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, 2015 and 2014**

**Fixed Route Passenger Revenue**

| <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          | \$ 118,699          | \$ 115,091          | \$ 118,892          | \$ 117,778          | \$ 150,863          |             |               |                  |                |                 |                 | \$ 730,368          |
| 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           | \$ 13,452           |             |               |                  |                |                 |                 | \$ 74,635           |
| 10 ride passes                               | \$ 85,170           | \$ 98,910           | \$ 81,420           | \$ 81,400           | \$ 68,780           | \$ 63,035           |             |               |                  |                |                 |                 | \$ 478,715          |
| 31 day passes                                | \$ 146,732          | \$ 134,409          | \$ 140,929          | \$ 138,351          | \$ 142,328          | \$ 132,638          |             |               |                  |                |                 |                 | \$ 835,387          |
| EZ Rider/Summer Youth passes                 | \$ 196,603          | \$ 185,172          | \$ 186,832          | \$ 170,510          | \$ 194,823          | \$ 96,185           |             |               |                  |                |                 |                 | \$ 1,030,125        |
| <b>Total cash, ticket &amp; pass revenue</b> | <b>\$ 563,081</b>   | <b>\$ 551,728</b>   | <b>\$ 537,439</b>   | <b>\$ 522,790</b>   | <b>\$ 544,430</b>   | <b>\$ 461,199</b>   |             |               |                  |                |                 |                 | <b>\$ 3,180,667</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            | \$ 1,921            |             |               |                  |                |                 |                 | \$ 11,835           |
| 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>\$ 508,170</b>   |             |               |                  |                |                 |                 | <b>\$ 3,299,762</b> |
| <b>Total passenger revenue</b>               | <b>\$ 1,117,546</b> | <b>\$ 1,117,567</b> | <b>\$ 1,104,619</b> | <b>\$ 1,089,194</b> | <b>\$ 1,082,134</b> | <b>\$ 969,369</b>   |             |               |                  |                |                 |                 | <b>\$ 6,480,429</b> |
| <b>Cumulative YTD passenger revenue</b>      | <b>\$ 1,117,546</b> | <b>\$ 2,235,113</b> | <b>\$ 3,339,732</b> | <b>\$ 4,428,926</b> | <b>\$ 5,511,060</b> | <b>\$ 6,480,429</b> |             |               |                  |                |                 |                 |                     |

| <b>2014</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                                   | \$ 120,789          | \$ 105,366          | \$ 149,108          | \$ 136,985          | \$ 120,107          | \$ 154,159          |             |               |                  |                |                 |                 | \$ 786,514          |
| Day passes                                   | \$ 5,278            | \$ 2,472            | \$ 4,096            | \$ 8,245            | \$ 9,745            | \$ 10,193           |             |               |                  |                |                 |                 | \$ 40,029           |
| 2 ride passes                                | \$ 25,118           | \$ 6,285            | \$ 27,735           | \$ 11,185           | \$ 10,518           | \$ 12,841           |             |               |                  |                |                 |                 | \$ 93,682           |
| 10 ride passes                               | \$ 85,475           | \$ 95,475           | \$ 94,965           | \$ 85,860           | \$ 69,040           | \$ 66,345           |             |               |                  |                |                 |                 | \$ 497,160          |
| 31 day passes                                | \$ 161,177          | \$ 130,532          | \$ 139,482          | \$ 168,480          | \$ 109,758          | \$ 143,252          |             |               |                  |                |                 |                 | \$ 852,681          |
| EZ Rider/Summer Youth passes                 | \$ 203,395          | \$ 219,772          | \$ 230,765          | \$ 175,817          | \$ 230,765          | \$ 115,866          |             |               |                  |                |                 |                 | \$ 1,176,380        |
| <b>Total cash, ticket &amp; pass revenue</b> | <b>\$ 601,232</b>   | <b>\$ 559,902</b>   | <b>\$ 646,151</b>   | <b>\$ 586,572</b>   | <b>\$ 549,933</b>   | <b>\$ 502,656</b>   |             |               |                  |                |                 |                 | <b>\$ 3,446,446</b> |
| UW ASM                                       | \$ 285,124          | \$ 285,124          | \$ 285,124          | \$ 285,124          | \$ 285,125          | \$ 285,124          |             |               |                  |                |                 |                 | \$ 1,710,745        |
| UW Employees                                 | \$ 156,101          | \$ 156,101          | \$ 156,100          | \$ 156,101          | \$ 156,100          | \$ 156,101          |             |               |                  |                |                 |                 | \$ 936,604          |
| MATC   | \$ 51,225           | \$ 64,571           | \$ 62,230           | \$ 69,729           | \$ 46,717           | \$ 15,452           |             |               |                  |                |                 |                 | \$ 309,924          |
| City of Madison                              | \$ 10,380           | \$ 10,379           | \$ 11,001           | \$ 11,040           | \$ 10,345           | \$ 9,941            |             |               |                  |                |                 |                 | \$ 63,086           |
| Edgewood                                     | \$ 9,155            | \$ 12,211           | \$ 10,872           | \$ 11,128           | \$ 6,416            | \$ 2,653            |             |               |                  |                |                 |                 | \$ 52,435           |
| St. Mary's                                   | \$ 1,853            | \$ 2,022            | \$ 2,339            | \$ 2,136            | \$ 2,130            | \$ 2,412            |             |               |                  |                |                 |                 | \$ 12,892           |
| Meriter                                      | \$ 2,013            | \$ 1,984            | \$ 2,010            | \$ 1,898            | \$ 1,810            | \$ 1,845            |             |               |                  |                |                 |                 | \$ 11,560           |
| Dane County                                  | \$ 2,476            | \$ 2,358            | \$ 2,323            | \$ 1,741            | \$ 1,740            | \$ 1,671            |             |               |                  |                |                 |                 | \$ 12,309           |
| Commuter                                     | \$ 15,143           | \$ 15,358           | \$ 15,696           | \$ 15,317           | \$ 11,810           | \$ 14,487           |             |               |                  |                |                 |                 | \$ 87,811           |
| <b>Total unlimited ride pass revenue</b>     | <b>\$ 533,470</b>   | <b>\$ 550,108</b>   | <b>\$ 547,695</b>   | <b>\$ 554,214</b>   | <b>\$ 522,193</b>   | <b>\$ 489,686</b>   |             |               |                  |                |                 |                 | <b>\$ 3,197,366</b> |
| <b>Total passenger revenue</b>               | <b>\$ 1,134,702</b> | <b>\$ 1,110,010</b> | <b>\$ 1,193,846</b> | <b>\$ 1,140,786</b> | <b>\$ 1,072,126</b> | <b>\$ 992,342</b>   |             |               |                  |                |                 |                 | <b>\$ 6,643,812</b> |
| <b>Cumulative YTD passenger revenue</b>      | <b>\$ 1,134,702</b> | <b>\$ 2,244,712</b> | <b>\$ 3,438,558</b> | <b>\$ 4,579,344</b> | <b>\$ 5,651,470</b> | <b>\$ 6,643,812</b> |             |               |                  |                |                 |                 |                     |

**Madison Metro Transit**  
**Year to Year Fixed Route Ridership and Revenue Comparison**  
**Through June 30, 2015 and 2014**

**Fixed Route Rides**

| <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> |             |               |                  |                |                 |                 |                  |

| <b>2014</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                                 | 66,780           | 65,125           | 68,027           | 66,819           | 69,806           | 74,845           |             |               |                  |                |                 |                 | 411,402          |
| Day passes                                 | 4,190            | 4,734            | 4,788            | 4,464            | 5,171            | 5,281            |             |               |                  |                |                 |                 | 28,628           |
| 2 ride passes                              | 11,147           | 11,776           | 12,058           | 11,631           | 12,636           | 15,317           |             |               |                  |                |                 |                 | 74,565           |
| 10 ride passes                             | 66,980           | 71,185           | 75,355           | 65,789           | 66,355           | 53,574           |             |               |                  |                |                 |                 | 399,238          |
| 31 day passes                              | 151,641          | 161,048          | 183,018          | 183,674          | 179,802          | 174,294          |             |               |                  |                |                 |                 | 1,033,477        |
| EZ Rider/Summer Youth passes               | 159,381          | 187,973          | 213,892          | 176,940          | 213,312          | 104,136          |             |               |                  |                |                 |                 | 1,055,634        |
| <b>Total cash, ticket &amp; pass rides</b> | <b>460,119</b>   | <b>501,841</b>   | <b>557,138</b>   | <b>509,317</b>   | <b>547,082</b>   | <b>427,447</b>   |             |               |                  |                |                 |                 | <b>3,002,944</b> |
| UW ASM                                     | 271,351          | 401,626          | 338,015          | 355,403          | 233,798          | 171,212          |             |               |                  |                |                 |                 | 1,771,405        |
| UW Employees                               | 151,547          | 160,993          | 161,313          | 157,481          | 136,262          | 127,986          |             |               |                  |                |                 |                 | 895,582          |
| MATC                                       | 44,543           | 56,149           | 54,113           | 60,634           | 40,624           | 13,436           |             |               |                  |                |                 |                 | 269,499          |
| City of Madison                            | 9,026            | 9,025            | 9,566            | 9,600            | 8,996            | 8,644            |             |               |                  |                |                 |                 | 54,857           |
| Edgewood                                   | 7,961            | 10,618           | 9,454            | 9,677            | 5,579            | 2,307            |             |               |                  |                |                 |                 | 45,596           |
| St. Mary's                                 | 1,611            | 1,758            | 2,034            | 1,858            | 1,852            | 2,097            |             |               |                  |                |                 |                 | 11,210           |
| Meriter                                    | 1,750            | 1,725            | 1,748            | 1,651            | 1,574            | 1,604            |             |               |                  |                |                 |                 | 10,052           |
| Dane County                                | 2,153            | 2,051            | 2,020            | 1,514            | 1,513            | 1,453            |             |               |                  |                |                 |                 | 10,704           |
| Commuter                                   | 12,174           | 12,358           | 12,589           | 12,280           | 9,484            | 11,610           |             |               |                  |                |                 |                 | 70,495           |
| <b>Total unlimited ride pass rides</b>     | <b>502,116</b>   | <b>656,303</b>   | <b>590,852</b>   | <b>610,098</b>   | <b>439,682</b>   | <b>340,349</b>   |             |               |                  |                |                 |                 | <b>3,139,400</b> |
| UW routes 80-85                            | 184,789          | 318,248          | 236,251          | 263,617          | 142,615          | 78,845           |             |               |                  |                |                 |                 | 1,224,365        |
| <b>Total revenue rides</b>                 | <b>1,147,024</b> | <b>1,476,392</b> | <b>1,384,241</b> | <b>1,383,032</b> | <b>1,129,379</b> | <b>846,641</b>   |             |               |                  |                |                 |                 | <b>7,366,709</b> |
| Transfers                                  | 65,410           | 64,510           | 69,848           | 71,692           | 73,866           | 82,840           |             |               |                  |                |                 |                 | 428,166          |
| Non-revenue rides                          | 14,261           | 16,211           | 15,931           | 16,312           | 21,732           | 18,043           |             |               |                  |                |                 |                 | 102,490          |
| <b>Total rides</b>                         | <b>1,226,695</b> | <b>1,557,113</b> | <b>1,470,020</b> | <b>1,471,036</b> | <b>1,224,977</b> | <b>947,524</b>   |             |               |                  |                |                 |                 | <b>7,897,365</b> |
| <b>Cumulative YTD total rides</b>          | <b>1,226,695</b> | <b>2,783,808</b> | <b>4,253,828</b> | <b>5,724,864</b> | <b>6,949,841</b> | <b>7,897,365</b> |             |               |                  |                |                 |                 |                  |

**Madison Metro Transit**  
**Year to Year Fixed Route Ridership and Revenue Comparison**  
**Through June 30, 2015 and 2014**

**Fixed Route Passenger Revenue % Change**

|  | January      | February     | March         | April         | May          | June         | July | August | September | October | November | December | Total        |
|--|--------------|--------------|---------------|---------------|--------------|--------------|------|--------|-----------|---------|----------|----------|--------------|
| Cash fares                                   | -9.7%        | 12.7%        | -22.8%        | -13.2%        | -1.9%        | -2.1%        |      |        |           |         |          |          | -7.1%        |
| Day passes                                   | -3.4%        | 112.1%       | 10.4%         | -32.5%        | -38.6%       | -50.7%       |      |        |           |         |          |          | -21.5%       |
| 2 ride passes                                | -18.7%       | 47.9%        | -68.8%        | -27.8%        | 40.1%        | 4.8%         |      |        |           |         |          |          | -20.3%       |
| 10 ride passes                               | -0.4%        | 3.6%         | -14.3%        | -5.2%         | -0.4%        | -5.0%        |      |        |           |         |          |          | -3.7%        |
| 31 day passes                                | -9.0%        | 3.0%         | 1.0%          | -17.9%        | 29.7%        | -7.4%        |      |        |           |         |          |          | -2.0%        |
| EZ Rider/Summer Youth passes                 | -3.3%        | -15.7%       | -19.0%        | -3.0%         | -15.6%       | -17.0%       |      |        |           |         |          |          | -12.4%       |
| <b>Total cash, ticket &amp; pass revenue</b> | <b>-6.3%</b> | <b>-1.5%</b> | <b>-16.8%</b> | <b>-10.9%</b> | <b>-1.0%</b> | <b>-8.2%</b> |      |        |           |         |          |          | <b>-7.7%</b> |
| UW ASM                                       | 5.4%         | 5.4%         | 5.4%          | 5.4%          | 5.4%         | 5.4%         |      |        |           |         |          |          | 5.4%         |
| UW Employees                                 | 3.0%         | 3.0%         | 3.0%          | 3.0%          | 3.0%         | 3.0%         |      |        |           |         |          |          | 3.0%         |
| MATC   | -2.1%        | -9.9%        | -6.5%         | -13.2%        | -17.4%       | -29.4%       |      |        |           |         |          |          | -10.8%       |
| City of Madison                              | 7.4%         | 7.7%         | 12.9%         | 3.4%          | -0.5%        | 13.8%        |      |        |           |         |          |          | 7.4%         |
| Edgewood                                     | -9.3%        | -14.4%       | -14.5%        | -15.0%        | -11.4%       | -10.7%       |      |        |           |         |          |          | -13.1%       |
| St. Mary's                                   | 29.1%        | 40.9%        | 28.4%         | 8.1%          | 0.2%         | 6.7%         |      |        |           |         |          |          | 18.4%        |
| Meriter                                      | -4.6%        | 0.1%         | 2.4%          | 7.9%          | 5.0%         | 4.1%         |      |        |           |         |          |          | 2.4%         |
| Dane County                                  | -10.1%       | -8.6%        | 9.2%          | 35.7%         | 34.1%        | 42.3%        |      |        |           |         |          |          | 13.7%        |
| Commuter                                     | 13.5%        | 16.4%        | 18.2%         | 11.9%         | 32.2%        | 7.4%         |      |        |           |         |          |          | 16.1%        |
| <b>Total unlimited ride pass revenue</b>     | <b>3.9%</b>  | <b>2.9%</b>  | <b>3.6%</b>   | <b>2.2%</b>   | <b>3.0%</b>  | <b>3.8%</b>  |      |        |           |         |          |          | <b>3.2%</b>  |
| <b>Total passenger revenue</b>               | <b>-1.5%</b> | <b>0.7%</b>  | <b>-7.5%</b>  | <b>-4.5%</b>  | <b>0.9%</b>  | <b>-2.3%</b> |      |        |           |         |          |          | <b>-2.5%</b> |
| <b>Cumulative YTD passenger revenue</b>      | <b>-1.5%</b> | <b>-0.4%</b> | <b>-2.9%</b>  | <b>-3.3%</b>  | <b>-2.5%</b> | <b>-2.5%</b> |      |        |           |         |          |          |              |

**Fixed Route Rides % Change**

|  | January      | February     | March        | April         | May          | June         | July | August | September | October | November | December | Total        |
|--|--------------|--------------|--------------|---------------|--------------|--------------|------|--------|-----------|---------|----------|----------|--------------|
| Cash fares                                 | -7.5%        | -9.7%        | -10.5%       | -11.9%        | -14.2%       | -16.4%       |      |        |           |         |          |          | -11.8%       |
| Day passes                                 | 8.8%         | -6.7%        | -9.5%        | -1.0%         | -3.8%        | -19.3%       |      |        |           |         |          |          | -5.8%        |
| 2 ride passes                              | -2.3%        | -7.5%        | -5.7%        | -5.6%         | -9.4%        | -5.1%        |      |        |           |         |          |          | -6.0%        |
| 10 ride passes                             | -4.2%        | -8.5%        | -12.9%       | -6.5%         | -9.5%        | -3.0%        |      |        |           |         |          |          | -7.7%        |
| 31 day passes                              | 6.3%         | -1.7%        | -2.3%        | -8.4%         | -7.1%        | 1.0%         |      |        |           |         |          |          | -2.3%        |
| EZ Rider/Summer Youth passes               | 16.1%        | 1.6%         | -5.6%        | 4.7%          | -8.5%        | 2.3%         |      |        |           |         |          |          | 0.9%         |
| <b>Total cash, ticket &amp; pass rides</b> | <b>6.0%</b>  | <b>-2.7%</b> | <b>-6.1%</b> | <b>-3.9%</b>  | <b>-8.9%</b> | <b>-2.7%</b> |      |        |           |         |          |          | <b>-3.3%</b> |
| UW ASM                                     | -8.3%        | -7.1%        | -0.5%        | -17.1%        | -10.8%       | -3.4%        |      |        |           |         |          |          | -8.2%        |
| UW Employees                               | 3.4%         | 4.3%         | 5.2%         | -3.2%         | -2.1%        | 1.9%         |      |        |           |         |          |          | 1.7%         |
| MATC                                       | -2.1%        | -9.9%        | -6.5%        | -13.2%        | -17.4%       | -29.4%       |      |        |           |         |          |          | -10.8%       |
| City of Madison                            | 7.4%         | 7.7%         | 12.9%        | 3.4%          | -0.5%        | 13.8%        |      |        |           |         |          |          | 7.4%         |
| Edgewood                                   | -9.3%        | -14.4%       | -14.5%       | -15.0%        | -11.4%       | -10.7%       |      |        |           |         |          |          | -13.1%       |
| St. Mary's                                 | 29.2%        | 40.8%        | 28.4%        | 8.1%          | 0.2%         | 6.7%         |      |        |           |         |          |          | 18.4%        |
| Meriter                                    | -4.6%        | 0.1%         | 2.4%         | 7.9%          | 5.0%         | 4.1%         |      |        |           |         |          |          | 2.4%         |
| Dane County                                | -10.1%       | -8.6%        | 9.2%         | 35.7%         | 34.1%        | 42.3%        |      |        |           |         |          |          | 13.7%        |
| Commuter                                   | 13.1%        | 15.9%        | 18.1%        | 11.8%         | 31.9%        | 7.3%         |      |        |           |         |          |          | 15.8%        |
| <b>Total unlimited ride pass rides</b>     | <b>-3.3%</b> | <b>-3.9%</b> | <b>1.0%</b>  | <b>-11.9%</b> | <b>-7.3%</b> | <b>-1.4%</b> |      |        |           |         |          |          | <b>-4.6%</b> |
| UW routes 80-85                            | -16.3%       | -6.4%        | 19.3%        | -8.8%         | 2.2%         | -18.7%       |      |        |           |         |          |          | -3.3%        |
| <b>Total revenue rides</b>                 | <b>-1.7%</b> | <b>-4.0%</b> | <b>1.3%</b>  | <b>-8.4%</b>  | <b>-6.9%</b> | <b>-3.6%</b> |      |        |           |         |          |          | <b>-3.9%</b> |
| Transfers                                  | -4.5%        | -10.8%       | -9.7%        | -13.0%        | -13.0%       | -12.6%       |      |        |           |         |          |          | -10.8%       |
| Non-revenue rides                          | -5.4%        | -28.1%       | -15.8%       | -9.5%         | -31.5%       | -16.7%       |      |        |           |         |          |          | -18.8%       |
| <b>Total rides</b>                         | <b>-1.9%</b> | <b>-4.5%</b> | <b>0.5%</b>  | <b>-8.6%</b>  | <b>-7.7%</b> | <b>-4.7%</b> |      |        |           |         |          |          | <b>-4.4%</b> |
| <b>Cumulative YTD total rides</b>          | <b>-1.9%</b> | <b>-3.4%</b> | <b>-2.0%</b> | <b>-3.7%</b>  | <b>-4.4%</b> | <b>-4.4%</b> |      |        |           |         |          |          |              |

**Madison Metro Transit  
10 Year Annual Financial Performance Comparison**

|  |                                   | 2014                 | 2013                 | 2012                 | 2011                 | 2010                 | 2009                 | 2008                 | 2007                 | 2006                 | 2005                 |
|--|-----------------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
|  |                                   | Actual               | Actual               | Actual               | Actual               | Actual               | Actual               | Actual               | Actual               | Actual               | Actual               |
| <b>Passenger Revenue:</b>                            |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  | Cash, Tickets, Passes:            | \$ 6,892,714         | \$ 6,629,208         | \$ 6,131,980         | \$ 6,073,504         | \$ 5,776,194         | \$ 5,671,811         | \$ 5,097,404         | \$ 5,130,066         | \$ 4,829,033         | \$ 4,545,373         |
|  | Unlimited Ride Passes:            | \$ 6,426,277         | \$ 6,270,825         | \$ 6,148,614         | \$ 5,958,955         | \$ 5,297,317         | \$ 4,646,766         | \$ 4,304,990         | \$ 3,917,876         | \$ 3,348,285         | \$ 3,080,494         |
|  | <b>Sub Total:</b>                 | <b>\$ 13,318,991</b> | <b>\$ 12,900,033</b> | <b>\$ 12,280,594</b> | <b>\$ 12,032,459</b> | <b>\$ 11,073,511</b> | <b>\$ 10,318,577</b> | <b>\$ 9,402,394</b>  | <b>\$ 9,047,942</b>  | <b>\$ 8,177,318</b>  | <b>\$ 7,625,867</b>  |
| <b>Misc Revenue:</b>                                 |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  | Advertising:                      | \$ 393,950           | \$ 415,455           | \$ 545,149           | \$ 500,000           | \$ 400,375           | \$ 392,980           | \$ 418,328           | \$ 306,848           | \$ 161,252           | \$ 169,112           |
|  | County:                           | \$ 4,026,362         | \$ 3,845,725         | \$ 3,516,319         | \$ 3,490,999         | \$ 3,701,707         | \$ 3,494,152         | \$ 3,324,928         | \$ 2,875,728         | \$ 2,667,664         | \$ 2,512,750         |
|  | Other:                            | \$ 119,521           | \$ 166,326           | \$ 199,235           | \$ 164,287           | \$ 145,861           | \$ 105,435           | \$ 158,972           | \$ 132,008           | \$ 191,674           | \$ 307,745           |
|  | <b>Sub Total:</b>                 | <b>\$ 4,539,833</b>  | <b>\$ 4,427,506</b>  | <b>\$ 4,260,703</b>  | <b>\$ 4,155,286</b>  | <b>\$ 4,247,943</b>  | <b>\$ 3,992,567</b>  | <b>\$ 3,902,228</b>  | <b>\$ 3,314,584</b>  | <b>\$ 3,020,590</b>  | <b>\$ 2,989,607</b>  |
| <b>Local Subsidies:</b>                              |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  | City of Madison:                  | \$ 13,134,200        | \$ 11,907,646        | \$ 9,887,448         | \$ 8,716,880         | \$ 7,144,465         | \$ 10,177,350        | \$ 9,832,083         | \$ 10,057,853        | \$ 9,842,718         | \$ 8,296,016         |
|  | Funding Partners:                 | \$ 3,356,826         | \$ 3,182,295         | \$ 3,101,113         | \$ 2,925,583         | \$ 2,693,437         | \$ 3,142,168         | \$ 3,097,251         | \$ 2,778,937         | \$ 2,523,260         | \$ 2,366,493         |
|  | <b>Sub Total:</b>                 | <b>\$ 16,491,026</b> | <b>\$ 15,089,941</b> | <b>\$ 12,988,561</b> | <b>\$ 11,642,463</b> | <b>\$ 9,837,902</b>  | <b>\$ 13,319,518</b> | <b>\$ 12,929,334</b> | <b>\$ 12,836,790</b> | <b>\$ 12,365,978</b> | <b>\$ 10,662,509</b> |
| <b>State Assistance:</b>                             |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  |                                   | \$ 16,677,514        | \$ 16,600,000        | \$ 16,608,172        | \$ 18,029,731        | \$ 17,505,072        | \$ 17,177,536        | \$ 16,763,289        | \$ 15,842,773        | \$ 15,862,671        | \$ 15,190,822        |
| <b>Federal grant funding for capital maintenance</b> |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  |                                   | \$ 6,338,075         | \$ 6,023,421         | \$ 5,988,679         | \$ 5,985,721         | \$ 6,902,527         | \$ 5,824,984         | \$ 5,681,854         | \$ 5,348,904         | \$ 4,799,343         | \$ 4,812,529         |
|  | <b>Total Revenue:</b>             | <b>\$ 57,365,439</b> | <b>\$ 55,040,901</b> | <b>\$ 52,126,708</b> | <b>\$ 51,845,660</b> | <b>\$ 49,566,955</b> | <b>\$ 50,633,183</b> | <b>\$ 48,679,099</b> | <b>\$ 46,390,993</b> | <b>\$ 44,225,900</b> | <b>\$ 41,281,334</b> |
| <b>Salaries:</b>                                     |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  | Salaries/Wages:                   | \$ 24,941,265        | \$ 24,299,016        | \$ 23,577,838        | \$ 23,069,509        | \$ 23,004,817        | \$ 22,610,786        | \$ 21,493,594        | \$ 20,801,573        | \$ 20,165,261        | \$ 19,542,574        |
|  | OT:                               | \$ 2,136,405         | \$ 1,912,204         | \$ 1,754,497         | \$ 1,589,832         | \$ 1,579,174         | \$ 1,940,284         | \$ 1,594,898         | \$ 1,395,786         | \$ 1,159,189         | \$ 1,116,148         |
|  | Workers Comp:                     | \$ 292,404           | \$ 192,934           | \$ 233,613           | \$ 218,289           | \$ 205,314           | \$ 207,918           | \$ 153,058           | \$ 213,596           | \$ 203,635           | \$ 255,881           |
| <b>Benefits:</b>                                     |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  | Health:                           | \$ 5,791,765         | \$ 5,807,501         | \$ 5,636,394         | \$ 5,781,476         | \$ 5,582,968         | \$ 4,710,109         | \$ 4,628,239         | \$ 4,276,657         | \$ 4,225,601         | \$ 4,047,126         |
|  | WI Retirement:                    | \$ 1,857,079         | \$ 1,712,733         | \$ 1,479,450         | \$ 2,718,194         | \$ 2,717,353         | \$ 2,557,955         | \$ 2,464,167         | \$ 2,353,954         | \$ 2,216,723         | \$ 2,136,756         |
|  | Other:                            | \$ 3,725,516         | \$ 3,623,516         | \$ 3,546,755         | \$ 3,532,470         | \$ 3,359,688         | \$ 3,097,924         | \$ 3,495,059         | \$ 3,024,775         | \$ 3,384,589         | \$ 3,101,017         |
|  | <b>Sub Total:</b>                 | <b>\$ 38,744,434</b> | <b>\$ 37,547,905</b> | <b>\$ 36,228,547</b> | <b>\$ 36,909,769</b> | <b>\$ 36,449,313</b> | <b>\$ 35,124,977</b> | <b>\$ 33,829,015</b> | <b>\$ 32,066,341</b> | <b>\$ 31,354,998</b> | <b>\$ 30,199,502</b> |
| <b>Utilities:</b>                                    |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  | Natural Gas:                      | \$ 249,125           | \$ 194,196           | \$ 145,664           | \$ 202,380           | \$ 208,899           | \$ 294,179           | \$ 412,731           | \$ 312,462           | \$ 409,001           | \$ 387,137           |
|  | Electricity:                      | \$ 271,846           | \$ 322,370           | \$ 275,727           | \$ 268,381           | \$ 260,639           | \$ 267,032           | \$ 280,629           | \$ 260,724           | \$ 245,819           | \$ 243,753           |
|  | Telephone:                        | \$ 15,859            | \$ 14,777            | \$ 23,722            | \$ 13,529            | \$ 16,208            | \$ 6,557             | \$ 13,875            | \$ 20,469            | \$ 19,401            | \$ 19,307            |
|  | Other:                            | \$ 40,550            | \$ 17,894            | \$ 28,590            | \$ 30,923            | \$ 27,666            | \$ 35,570            | \$ 25,493            | \$ 63,031            | \$ 19,812            | \$ 18,240            |
| <b>Building &amp; Grounds:</b>                       |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  | Repairs/Maintenance:              | \$ 95,428            | \$ 110,166           | \$ 67,808            | \$ 116,466           | \$ 108,905           | \$ 104,396           | \$ 145,815           | \$ 106,569           | \$ 48,994            | \$ 83,872            |
|  | Supplies:                         | \$ 261,011           | \$ 230,029           | \$ 181,628           | \$ 249,932           | \$ 140,329           | \$ 123,676           | \$ 97,795            | \$ 109,535           | \$ 80,541            | \$ 64,693            |
|  | Services:                         | \$ 9,365             | \$ 8,608             | \$ 10,142            | \$ 10,910            | \$ 15,325            | \$ 16,863            | \$ 16,686            | \$ 12,964            | \$ 10,215            | \$ 16,269            |
| <b>Rolling Stock/Support Equipment:</b>              |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  | Equip. Repairs/Maintenance:       | \$ 472,149           | \$ 442,024           | \$ 438,572           | \$ 391,944           | \$ 290,684           | \$ 263,620           | \$ 214,326           | \$ 213,728           | \$ 152,877           | \$ 64,702            |
|  | Parts:                            | \$ 1,032,254         | \$ 815,247           | \$ 790,845           | \$ 629,767           | \$ 690,424           | \$ 815,909           | \$ 738,697           | \$ 686,039           | \$ 684,458           | \$ 680,249           |
|  | Tires:                            | \$ 253,241           | \$ 227,685           | \$ 209,060           | \$ 186,353           | \$ 195,147           | \$ 169,875           | \$ 155,337           | \$ 156,923           | \$ 150,957           | \$ 129,239           |
|  | Equipment Supplies:               | \$ 90,784            | \$ 128,269           | \$ 117,172           | \$ 116,345           | \$ 145,670           | \$ 193,759           | \$ 120,713           | \$ 95,689            | \$ 100,269           | \$ 96,391            |
|  | Fuel, Oil, & Lubricants:          | \$ 4,208,689         | \$ 3,702,964         | \$ 3,877,854         | \$ 3,834,450         | \$ 2,845,385         | \$ 4,423,754         | \$ 4,367,485         | \$ 3,327,102         | \$ 3,278,722         | \$ 2,591,000         |
| <b>Administrative:</b>                               |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  | Insurance & Financial:            | \$ 950,937           | \$ 944,273           | \$ 1,005,401         | \$ 1,056,812         | \$ 996,590           | \$ 761,093           | \$ 985,830           | \$ 736,375           | \$ 689,507           | \$ 617,429           |
|  | Rentals/Leases:                   | \$ 210,805           | \$ 183,689           | \$ 175,510           | \$ 173,142           | \$ 168,437           | \$ 165,634           | \$ 85,342            | \$ 67,736            | \$ 65,579            | \$ 61,754            |
|  | Training:                         | \$ 38,625            | \$ 52,160            | \$ 19,753            | \$ 11,573            | \$ 34,552            | \$ 35,501            | \$ 20,889            | \$ 22,173            | \$ 8,962             | \$ 7,875             |
|  | Supplies, Equipment and Services: | \$ 677,493           | \$ 553,944           | \$ 557,791           | \$ 563,775           | \$ 475,914           | \$ 559,486           | \$ 503,893           | \$ 507,008           | \$ 470,816           | \$ 453,810           |
| <b>Operations:</b>                                   |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  | Paratransit Providers:            | \$ 4,598,846         | \$ 4,462,665         | \$ 4,307,438         | \$ 4,254,722         | \$ 4,475,605         | \$ 4,042,588         | \$ 4,211,542         | \$ 4,118,377         | \$ 3,858,444         | \$ 3,616,175         |
|  | GAS / RSVP / Exc Rides:           | \$ 617,321           | \$ 656,431           | \$ 648,174           | \$ 643,515           | \$ 633,519           | \$ 628,161           | \$ 580,973           | \$ 579,302           | \$ 581,783           | \$ 585,043           |
| <b>Inter Departmental Charges:</b>                   |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  |                                   | \$ 781,028           | \$ 811,305           | \$ 753,115           | \$ 756,878           | \$ 793,575           | \$ 768,423           | \$ 752,018           | \$ 837,896           | \$ 663,438           | \$ 592,011           |
| <b>Depreciation:</b>                                 |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  |                                   | \$ 6,506,793         | \$ 6,258,427         | \$ 6,627,945         | \$ 6,594,868         | \$ 6,089,482         | \$ 5,427,865         | \$ 5,430,244         | \$ 5,417,067         | \$ 5,492,831         | \$ 5,562,700         |
| <b>Interest and Bad Debt Expense:</b>                |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  |                                   | \$ 309,309           | \$ 325,690           | \$ 320,537           | \$ 277,723           | \$ 406,204           | \$ 418,553           | \$ 400,290           | \$ 409,174           | \$ 443,011           | \$ 452,934           |
|  | <b>Total Operating Expenses:</b>  | <b>\$ 60,435,894</b> | <b>\$ 58,010,716</b> | <b>\$ 56,810,993</b> | <b>\$ 57,294,157</b> | <b>\$ 55,468,475</b> | <b>\$ 54,647,470</b> | <b>\$ 53,389,618</b> | <b>\$ 50,126,684</b> | <b>\$ 48,830,435</b> | <b>\$ 46,544,083</b> |
| <b>Less Depreciation:</b>                            |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  |                                   | \$ (6,506,793)       | \$ (6,258,427)       | \$ (6,627,945)       | \$ (6,594,868)       | \$ (6,089,482)       | \$ (5,427,865)       | \$ (5,430,244)       | \$ (5,417,067)       | \$ (5,492,831)       | \$ (5,562,700)       |
| <b>Capital Debt:</b>                                 |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  |                                   | \$ 1,082,085         | \$ 1,169,030         | \$ 1,129,136         | \$ 1,028,199         | \$ 924,056           | \$ 961,066           | \$ 884,304           | \$ 953,849           | \$ 939,963           | \$ 983,146           |
| <b>Fixed Assets:</b>                                 |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  |                                   | \$ 119,374           | \$ 947,971           | \$ 1,142,791         | \$ 81,701            | \$ 182,090           | \$ 812,995           | \$ 390,081           | \$ 581,630           | \$ 471,890           | \$ 34,023            |
| <b>Federal grant funding for fixed assets</b>        |                                   |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
|  |                                   | \$ (109,577)         | \$ (717,532)         | \$ (914,234)         | \$ (65,360)          | \$ (147,581)         | \$ (749,193)         | \$ (299,687)         | \$ (463,940)         | \$ (377,512)         | \$ (27,218)          |
|  | <b>Total Expenditures:</b>        | <b>\$ 55,020,982</b> | <b>\$ 53,151,759</b> | <b>\$ 51,540,741</b> | <b>\$ 51,743,830</b> | <b>\$ 50,337,558</b> | <b>\$ 50,244,472</b> | <b>\$ 48,934,072</b> | <b>\$ 45,781,156</b> | <b>\$ 44,371,945</b> | <b>\$ 41,971,334</b> |
|  | <b>Reserves generated (used)</b>  | <b>\$ 2,344,457</b>  | <b>\$ 1,889,142</b>  | <b>\$ 585,967</b>    | <b>\$ 101,830</b>    | <b>\$ (770,603)</b>  | <b>\$ 388,710</b>    | <b>\$ (254,973)</b>  | <b>\$ 609,837</b>    | <b>\$ (146,045)</b>  | <b>\$ (690,000)</b>  |
|  | <b>Reserve balance-beginning</b>  | <b>\$ 2,673,292</b>  | <b>\$ 784,150</b>    | <b>\$ 198,183</b>    | <b>\$ 96,353</b>     | <b>\$ 866,956</b>    | <b>\$ 478,246</b>    | <b>\$ 733,221</b>    | <b>\$ 123,384</b>    | <b>\$ 269,429</b>    | <b>\$ 959,429</b>    |
|  | <b>Reserve balance-ending</b>     | <b>\$ 5,017,749</b>  | <b>\$ 2,673,292</b>  | <b>\$ 784,151</b>    | <b>\$ 198,183</b>    | <b>\$ 96,353</b>     | <b>\$ 866,956</b>    | <b>\$ 478,248</b>    | <b>\$ 733,221</b>    | <b>\$ 123,384</b>    | <b>\$ 269,429</b>    |

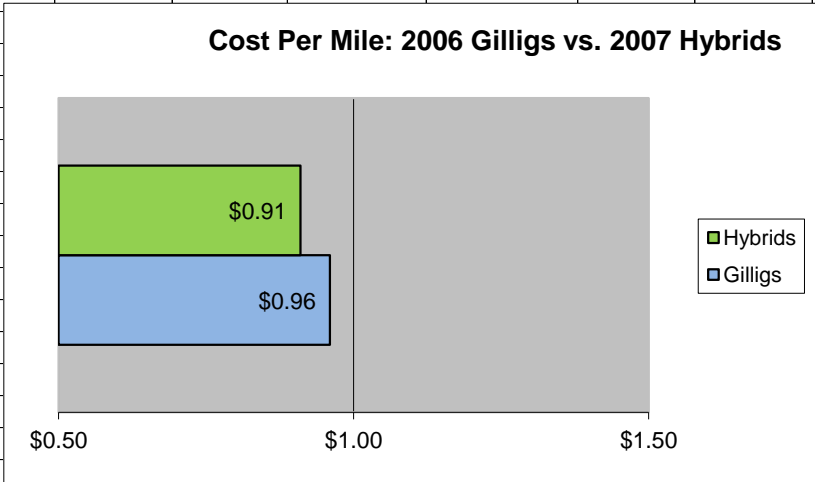
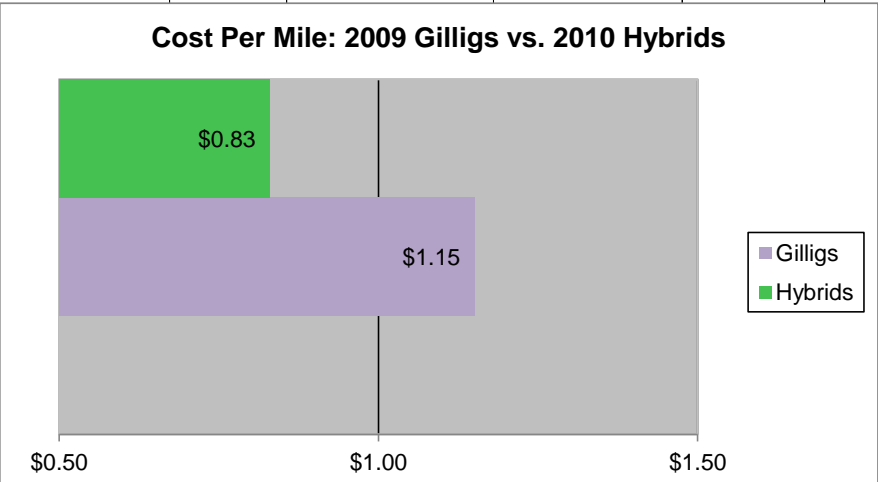
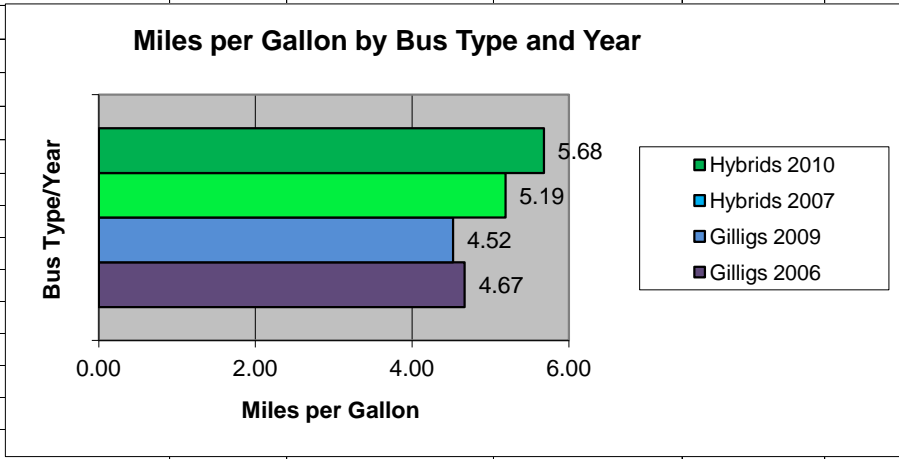
**Madison Metro Transit  
10 Year Fixed Route Ridership**

**Fixed Route Rides**

|  | <b>2014</b>       | <b>2013</b>       | <b>2012</b>       | <b>2011</b>       | <b>2010</b>       | <b>2009</b>       | <b>2008</b>       | <b>2007</b>       | <b>2006</b>       | <b>2005</b>       |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Cash fares                                 | 794,553           | 825,845           | 811,302           | 800,715           | 729,442           | 837,834           | 1,074,649         | 1,078,699         |                   |                   |
| Day passes                                 | 59,511            | 59,251            | 64,785            | 58,370            | 52,796            | 58,809            | 71,233            | 63,565            |                   |                   |
| 2 ride passes                              | 165,364           | 150,245           | 107,611           | 774               | -                 | -                 | -                 | -                 |                   |                   |
| 10 ride passes                             | 743,352           | 781,504           | 775,136           | 819,385           | 826,538           | 875,984           | 1,002,888         | 1,011,702         |                   |                   |
| 31 day passes                              | 2,079,620         | 2,003,814         | 1,824,166         | 1,722,152         | 1,606,764         | 1,439,946         | 1,339,760         | 1,161,852         |                   |                   |
| EZ Rider/Summer Youth passes               | 1,897,523         | 1,923,950         | 1,851,098         | 1,956,654         | 1,887,514         | 1,788,725         | 1,626,968         | 1,408,437         |                   |                   |
| Special events                             | -                 | -                 | -                 | -                 | -                 | -                 | -                 | 52,622            |                   |                   |
| <b>Total cash, ticket &amp; pass rides</b> | <b>5,739,923</b>  | <b>5,744,609</b>  | <b>5,434,098</b>  | <b>5,358,050</b>  | <b>5,103,054</b>  | <b>5,001,298</b>  | <b>5,115,498</b>  | <b>4,776,877</b>  | <b>4,644,629</b>  | <b>4,676,530</b>  |
| UW ASM                                     | 3,375,848         | 3,237,214         | 3,107,573         | 3,004,162         | 2,770,401         | 2,639,919         | 2,557,158         | 2,446,242         | 2,370,895         | 2,372,462         |
| UW Employees                               | 1,743,900         | 1,724,091         | 1,682,758         | 1,634,208         | 1,567,110         | 1,502,076         | 1,470,848         | 1,333,228         | 1,260,549         | 1,108,453         |
| MATC                                       | 517,526           | 530,200           | 649,267           | 656,220           | 634,144           | 494,158           | 494,979           | 382,246           | 274,097           | 222,354           |
| City of Madison                            | 112,596           | 111,617           | 113,419           | 126,162           | 119,462           | 108,676           | 113,054           | 110,125           | 123,679           | 38,272            |
| Edgewood                                   | 88,457            | 97,856            | 102,716           | 92,533            | 73,917            | 66,173            | 60,543            | 51,724            | 46,269            | 46,281            |
| St. Mary's                                 | 26,607            | 30,640            | 38,226            | 47,789            | 42,462            | 41,797            | 34,182            | 33,106            | 24,255            | 23,532            |
| Meriter                                    | 20,056            | 22,126            | 35,779            | 33,716            | 32,544            | 31,025            | 2,182             | -                 | -                 | -                 |
| Dane County                                | 19,858            | 19,845            | 19,639            | 9,449             | -                 | -                 | -                 | -                 | -                 | -                 |
| Commuter                                   | 147,571           | 129,931           | 99,584            | 163,476           | 44,706            | -                 | -                 | -                 | -                 | -                 |
| <b>Total unlimited ride pass rides</b>     | <b>6,052,419</b>  | <b>5,903,520</b>  | <b>5,848,961</b>  | <b>5,767,715</b>  | <b>5,284,746</b>  | <b>4,883,824</b>  | <b>4,732,946</b>  | <b>4,356,671</b>  | <b>4,099,744</b>  | <b>3,811,354</b>  |
| UW routes 80-85                            | 2,309,394         | 1,921,985         | 2,105,195         | 2,652,199         | 2,196,128         | 2,629,345         | 2,362,071         | 2,390,656         | 2,174,644         | 1,949,400         |
| <b>Total revenue rides</b>                 | <b>14,101,736</b> | <b>13,570,114</b> | <b>13,388,254</b> | <b>13,777,964</b> | <b>12,583,928</b> | <b>12,514,467</b> | <b>12,210,515</b> | <b>11,524,204</b> | <b>10,919,017</b> | <b>10,437,284</b> |
| Transfers                                  | 888,951           | 908,288           | 924,676           | 891,708           | 822,273           | 896,201           | 1,032,384         | 995,880           | 953,739           | 848,228           |
| Non-revenue rides                          | 233,274           | 262,334           | 280,157           | 254,297           | 217,259           | 177,758           | 190,247           | 152,181           | 161,712           | 190,086           |
| <b>Total rides</b>                         | <b>15,223,961</b> | <b>14,740,736</b> | <b>14,593,087</b> | <b>14,923,969</b> | <b>13,623,460</b> | <b>13,588,426</b> | <b>13,433,146</b> | <b>12,672,265</b> | <b>12,034,468</b> | <b>11,475,598</b> |

Hybrid/Diesel Comparison - April 1, 2015 - June 30, 2015

| Bus Type/Year  | Bus #     | Mileage | Fuel   | Fuel Cost* | Parts    | Labor    | CPM**  | AVG MPG |
|----------------|-----------|---------|--------|------------|----------|----------|--------|---------|
| Gilligs (2006) | 906 - 921 | 103,195 | 22,083 | \$67,745   | \$13,010 | \$17,883 | \$0.96 | 4.67    |
| Hybrids (2007) | 001-005   | 44,336  | 8,543  | \$26,209   | \$6,419  | \$7,864  | \$0.91 | 5.19    |
| Gilligs (2009) | 922-954   | 256,261 | 56,736 | \$174,053  | \$72,968 | \$48,686 | \$1.15 | 4.52    |
| Hybrids (2010) | 006-019   | 142,392 | 25,072 | \$76,917   | \$18,664 | \$22,693 | \$0.83 | 5.68    |



\*Average fuel price \$3.068 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 - 6/30

| Report Totals |      |      |      |
|---------------|------|------|------|
| 2012          | 1545 | 2014 | 1905 |
| 2013          | 2102 | 2015 | 1916 |



| BGRNDS                              |           |           |           |           |
|-------------------------------------|-----------|-----------|-----------|-----------|
| Category ID and Name                | 2012      | 2013      | 2014      | 2015      |
| 34 Wheelchair accessibility         | 0         | 0         | 0         | 1         |
| 39 Shelter Posters                  | 0         | 2         | 0         | 1         |
| 67 Transfer Pt/Shelter Vandalism    | 1         | 8         | 1         | 2         |
| 68 Transfer Pt/Shelter Graffiti     | 22        | 16        | 22        | 20        |
| 91 Compliment                       | 1         | 3         | 1         | 1         |
| 116 Other - no current category     | 2         | 4         | 8         | 3         |
| 128 Transfer Pt/Shelter Maintenance | 1         | 10        | 9         | 7         |
| <b>Unit Totals</b>                  | <b>27</b> | <b>43</b> | <b>41</b> | <b>35</b> |

| FIN                             |          |          |          |          |
|---------------------------------|----------|----------|----------|----------|
| Category ID and Name            | 2012     | 2013     | 2014     | 2015     |
| 18 Fare Policy                  | 0        | 0        | 0        | 0        |
| 19 Transfer Policy              | 0        | 0        | 0        | 0        |
| 91 Compliment                   | 0        | 0        | 0        | 0        |
| 116 Other - no current category | 0        | 1        | 2        | 2        |
| 148 Comment - Fare Policy       | 0        | 0        | 0        | 0        |
| <b>Unit Totals</b>              | <b>0</b> | <b>1</b> | <b>2</b> | <b>2</b> |

| FIXED                                |      |      |      |      |
|--------------------------------------|------|------|------|------|
| Category ID and Name                 | 2012 | 2013 | 2014 | 2015 |
| 3 Smoking                            | 2    | 3    | 3    | 3    |
| 4 Driving Behavior                   | 111  | 142  | 180  | 175  |
| 6 Bus Early - Fixed Route            | 82   | 99   | 85   | 84   |
| 7 Customer passed-up                 | 113  | 200  | 156  | 127  |
| 8 Bus Off-route                      | 17   | 26   | 19   | 26   |
| 9 Driver Not Wearing Seatbelt        | 1    | 1    | 2    | 3    |
| 10 Driver Not Calling Stops          | 0    | 2    | 1    | 0    |
| 11 Destination Sign Incorrect        | 13   | 10   | 11   | 11   |
| 12 Disruptive Passenger(s)           | 21   | 28   | 32   | 17   |
| 13 Bus Never Came                    | 20   | 55   | 40   | 56   |
| 26 Overloads                         | 4    | 21   | 15   | 4    |
| 29 Special Event Service             | 0    | 1    | 0    | 0    |
| 32 Bus Idling                        | 4    | 2    | 13   | 4    |
| 33 Detours                           | 12   | 7    | 15   | 2    |
| 34 Wheelchair accessibility          | 0    | 0    | 0    | 0    |
| 41 ITS: Intelligent Transportation S | 0    | 1    | 0    | 0    |
| 55 Driver Rude                       | 90   | 90   | 129  | 116  |
| 60 Transfer Points                   | 1    | 6    | 3    | 0    |
| 66 Equipment Malfunction             | 6    | 12   | 11   | 5    |
| 69 Securement, mobility device       | 2    | 3    | 0    | 2    |
| 71 Other Driver Conduct              | 47   | 61   | 48   | 87   |
| 72 Other Public Info                 | 0    | 0    | 4    | 5    |
| 76 Missed Stop Request               | 14   | 16   | 3    | 9    |
| 77 Fare Dispute                      | 16   | 29   | 17   | 16   |
| 78 Discrimination                    | 0    | 1    | 4    | 2    |
| 79 City Ordinances                   | 0    | 0    | 1    | 4    |
| 80 Electronic Device                 | 8    | 1    | 6    | 3    |
| 81 Driving With Cell Phone           | 5    | 0    | 2    | 2    |
| 84 Unauthorized Stop                 | 3    | 4    | 2    | 2    |
| 85 Unprofessional Conduct            | 9    | 4    | 6    | 2    |
| 86 Excessive Conversation            | 2    | 0    | 2    | 4    |
| 87 Bus Late - Fixed Route            | 50   | 104  | 117  | 61   |

|                                 |            |             |             |             |
|---------------------------------|------------|-------------|-------------|-------------|
| 88 Unsafe Situation             | 20         | 14          | 8           | 21          |
| 89 Property Damage              | 4          | 5           | 3           | 6           |
| 90 Passenger Injury             | 15         | 10          | 8           | 8           |
| 91 Compliment                   | 110        | 153         | 152         | 132         |
| 116 Other - no current category | 46         | 31          | 30          | 49          |
| 117 Climate Control             | 8          | 2           | 8           | 2           |
| 121 Missed Transfer             | 29         | 46          | 38          | 10          |
| 122 School Routes               | 14         | 13          | 14          | 14          |
| 124 Items Not Allowed on Bus    | 2          | 0           | 1           | 4           |
| 126 ADA Issues                  | 7          | 9           | 9           | 7           |
| 130 Cut Route                   | 1          | 8           | 5           | 2           |
| 132 Harassment                  | 1          | 0           | 0           | 1           |
| 133 Running a Red Light         | 20         | 17          | 17          | 18          |
| 137 Weather Related             | 6          | 11          | 3           | 1           |
| 144 Stroller Policy             | 7          | 7           | 3           | 1           |
| 146 Bus Seating Layout          | 0          | 2           | 1           | 0           |
| 147 Crosswalk Violation         | 13         | 16          | 13          | 18          |
| <b>Unit Totals</b>              | <b>956</b> | <b>1273</b> | <b>1240</b> | <b>1126</b> |

| INFSYS                               |           |           |           |           |
|--------------------------------------|-----------|-----------|-----------|-----------|
| Category ID and Name                 | 2012      | 2013      | 2014      | 2015      |
| 41 ITS: Intelligent Transportation S | 1         | 1         | 3         | 5         |
| 91 Compliment                        | 0         | 0         | 0         | 1         |
| 116 Other - no current category      | 5         | 11        | 3         | 0         |
| 135 Website                          | 0         | 9         | 3         | 1         |
| 136 Trip Planner                     | 2         | 3         | 0         | 0         |
| 141 TransitTracker                   | 3         | 2         | 1         | 7         |
| 142 Google Transit                   | 2         | 3         | 2         | 1         |
| 143 Google Data Format               | 0         | 0         | 0         | 0         |
| <b>Unit Totals</b>                   | <b>13</b> | <b>29</b> | <b>12</b> | <b>15</b> |

| MAINT                                |           |           |           |           |
|--------------------------------------|-----------|-----------|-----------|-----------|
| Category ID and Name                 | 2012      | 2013      | 2014      | 2015      |
| 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             | 8         | 3         | 6         | 8         |
| 91 Compliment                        | 0         | 3         | 1         | 0         |
| 115 Bus Appearance-Cleanliness       | 3         | 4         | 0         | 5         |
| 116 Other - no current category      | 4         | 3         | 6         | 4         |
| 117 Climate Control                  | 1         | 1         | 0         | 1         |
| 146 Bus Seating Layout               | 0         | 1         | 0         | 0         |
| <b>Unit Totals</b>                   | <b>16</b> | <b>15</b> | <b>13</b> | <b>18</b> |

| MKTG                        |      |      |      |      |
|-----------------------------|------|------|------|------|
| Category ID and Name        | 2012 | 2013 | 2014 | 2015 |
| 18 Fare Policy              | 3    | 7    | 7    | 7    |
| 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                  | 0    | 2    | 0    | 0    |
| 34 Wheelchair accessibility | 0    | 0    | 0    | 0    |
| 36 Telephone Information    | 1    | 2    | 3    | 3    |
| 37 Advertisements - General | 0    | 0    | 2    | 0    |
| 38 Sales Outlets            | 0    | 0    | 1    | 2    |

|                                   |           |            |           |           |
|-----------------------------------|-----------|------------|-----------|-----------|
| 39 Shelter Posters                | 0         | 0          | 0         | 1         |
| 40 Schedules                      | 1         | 1          | 2         | 0         |
| 72 Other Public Info              | 2         | 7          | 1         | 3         |
| 91 Compliment                     | 14        | 10         | 5         | 9         |
| 98 Schedule Info                  | 6         | 5          | 6         | 6         |
| 99 Order Taking                   | 1         | 6          | 1         | 1         |
| 100 Phones Busy                   | 0         | 1          | 1         | 0         |
| 101 Behavior - Cust Svc           | 0         | 2          | 8         | 1         |
| 115 Bus Appearance-Cleanliness    | 0         | 0          | 0         | 0         |
| 116 Other - no current category   | 21        | 35         | 14        | 9         |
| 119 Lost and Found                | 1         | 6          | 5         | 2         |
| 120 Para - Ride Booking           | 5         | 6          | 6         | 11        |
| 135 Website                       | 2         | 9          | 5         | 1         |
| 137 Weather Related               | 1         | 3          | 3         | 0         |
| 138 Advertisements - Bus Wraps    | 0         | 3          | 3         | 0         |
| 140 Text/Email Alerts             | 0         | 1          | 1         | 0         |
| 146 Bus Seating Layout            | 0         | 0          | 0         | 0         |
| 149 Audible Turn Signals          | 0         | 0          | 0         | 36        |
| 153 Comment - Other Public-Hearin | 0         | 0          | 0         | 5         |
| <b>Unit Totals</b>                | <b>58</b> | <b>106</b> | <b>74</b> | <b>97</b> |

| PARA                            |      |      |      |      |
|---------------------------------|------|------|------|------|
| Category ID and Name            | 2012 | 2013 | 2014 | 2015 |
| 3 Smoking                       | 0    | 0    | 0    | 0    |
| 4 Driving Behavior              | 13   | 11   | 12   | 13   |
| 55 Driver Rude                  | 16   | 16   | 14   | 10   |
| 66 Equipment Malfunction        | 7    | 4    | 2    | 5    |
| 69 Securement, mobility device  | 3    | 5    | 4    | 9    |
| 72 Other Public Info            | 0    | 0    | 1    | 1    |
| 79 City Ordinances              | 0    | 1    | 0    | 0    |
| 80 Electronic Device            | 2    | 2    | 1    | 2    |
| 81 Driving With Cell Phone      | 0    | 3    | 1    | 2    |
| 85 Unprofessional Conduct       | 6    | 1    | 1    | 8    |
| 88 Unsafe Situation             | 5    | 2    | 3    | 2    |
| 90 Passenger Injury             | 5    | 7    | 6    | 6    |
| 91 Compliment                   | 26   | 23   | 44   | 28   |
| 93 Notification - Para App      | 0    | 1    | 0    | 0    |
| 94 Availability - Para App      | 0    | 0    | 1    | 1    |
| 95 Processing Time - Para App   | 0    | 0    | 0    | 0    |
| 96 Fares                        | 2    | 3    | 6    | 3    |
| 97 Winter Weather - Para Policy | 0    | 0    | 0    | 1    |
| 98 Schedule Info                | 8    | 4    | 8    | 6    |
| 99 Order Taking                 | 4    | 2    | 3    | 3    |
| 100 Phones Busy                 | 0    | 0    | 0    | 0    |
| 101 Behavior - Cust Svc         | 0    | 0    | 2    | 1    |
| 102 Bus Early - Para            | 12   | 10   | 15   | 10   |
| 103 Bus On-Time                 | 2    | 2    | 0    | 0    |
| 104 Bus Late - Para             | 58   | 66   | 53   | 84   |
| 105 No Shows                    | 40   | 34   | 38   | 38   |
| 106 Door-to-Door                | 9    | 21   | 8    | 18   |
| 107 Leave Attended              | 28   | 23   | 13   | 29   |
| 108 Mobility Device Securement  | 1    | 0    | 1    | 2    |
| 109 Travel Time - Para          | 31   | 30   | 30   | 52   |
| 110 Service Area - Para Policy  | 1    | 0    | 3    | 0    |
| 111 Backtracking                | 1    | 1    | 0    | 0    |

|                                   |            |            |            |            |
|-----------------------------------|------------|------------|------------|------------|
| 112 Passenger Behavior            | 3          | 2          | 6          | 2          |
| 113 Driver Behavior               | 6          | 24         | 26         | 43         |
| 114 Dispatch                      | 3          | 5          | 8          | 7          |
| 116 Other - no current category   | 36         | 15         | 13         | 10         |
| 118 Drop-Off Wrong Location       | 7          | 5          | 6          | 5          |
| 120 Para - Ride Booking           | 13         | 6          | 12         | 9          |
| 132 Harassment                    | 0          | 1          | 1          | 0          |
| 133 Running a Red Light           | 0          | 0          | 0          | 0          |
| 137 Weather Related               | 2          | 0          | 3          | 0          |
| 147 Crosswalk Violation           | 0          | 0          | 0          | 0          |
| 150 Picked Up Wrong Client        | 0          | 0          | 0          | 7          |
| 151 Attempted Pick-Up, Wrong Loca | 0          | 0          | 0          | 3          |
| 152 Missed Trip                   | 0          | 0          | 0          | 7          |
| <b>Unit Totals</b>                | <b>350</b> | <b>330</b> | <b>345</b> | <b>427</b> |

| PLN                             |            |            |            |            |
|---------------------------------|------------|------------|------------|------------|
| Category ID and Name            | 2012       | 2013       | 2014       | 2015       |
| 18 Fare Policy                  | 0          | 0          | 0          | 0          |
| 19 Transfer Policy              | 0          | 0          | 0          | 0          |
| 21 Span                         | 6          | 1          | 0          | 5          |
| 23 Express Service              | 0          | 0          | 0          | 0          |
| 25 Frequency                    | 0          | 3          | 1          | 1          |
| 26 Overloads                    | 20         | 28         | 21         | 16         |
| 27 Park & Ride                  | 1          | 0          | 0          | 1          |
| 28 School Trippers Concern      | 1          | 2          | 1          | 0          |
| 29 Special Event Service        | 0          | 0          | 1          | 0          |
| 31 Expansion Request            | 9          | 13         | 11         | 3          |
| 33 Detours                      | 6          | 8          | 10         | 5          |
| 34 Wheelchair accessibility     | 0          | 0          | 0          | 2          |
| 40 Schedules                    | 11         | 9          | 12         | 2          |
| 42 Routes                       | 2          | 0          | 6          | 1          |
| 43 Schedules - Service Design   | 6          | 4          | 7          | 3          |
| 44 Quality                      | 0          | 0          | 0          | 0          |
| 47 Corridor Schedules           | 0          | 1          | 0          | 0          |
| 48 Transfer Coordination        | 3          | 2          | 2          | 0          |
| 49 Travel Time - Service Design | 0          | 0          | 0          | 0          |
| 60 Transfer Points              | 0          | 0          | 0          | 1          |
| 70 Other Service Design         | 4          | 3          | 6          | 3          |
| 73 Bus Stop Request             | 19         | 11         | 11         | 67         |
| 74 Bus Stop Damage              | 7          | 2          | 1          | 0          |
| 75 Shelter Addition/Removal     | 3          | 8          | 2          | 3          |
| 87 Bus Late - Fixed Route       | 0          | 6          | 7          | 3          |
| 91 Compliment                   | 1          | 0          | 3          | 1          |
| 92 Comment - Service Design     | 10         | 160        | 51         | 64         |
| 116 Other - no current category | 5          | 25         | 21         | 6          |
| 127 Public Hearing Addendum     | 0          | 0          | 0          | 0          |
| 129 Service Design Request      | 1          | 3          | 1          | 2          |
| 135 Website                     | 0          | 1          | 0          | 0          |
| 136 Trip Planner                | 5          | 2          | 1          | 1          |
| 139 Surveys                     | 0          | 0          | 0          | 5          |
| 141 TransitTracker              | 1          | 4          | 2          | 0          |
| 142 Google Transit              | 2          | 8          | 0          | 1          |
| 143 Google Data Format          | 2          | 1          | 0          | 0          |
| 146 Bus Seating Layout          | 0          | 0          | 0          | 0          |
| <b>Unit Totals</b>              | <b>125</b> | <b>305</b> | <b>178</b> | <b>196</b> |

**Prompt Response Percentage Report: For Feedback with Requested Response**  
**For the period 6/1/2015 - 6/30/2015**



| <b>Primary Unit</b>      | <b><u>Feedback Requesting Response</u></b> |            | <b><u>Feedback w/ Prompt Response</u></b> |            | <b><u>Prompt Response Percentage</u></b> |               |
|--------------------------|--|------------|---|------------|--|---------------|
|                          | <b>Curr Prd</b>                            | <b>YTD</b> | <b>Curr Prd</b>                           | <b>YTD</b> | <b>Curr Prd</b>                          | <b>YTD</b>    |
| BGRNDS                   | 2  | 8          | 2   | 7          | 100.00%                                  | 87.50%        |
| FIN                      |  | 1          |   | 1          |  | 100.00%       |
| FIXED                    | 54   | 428        | 48  | 405        | 88.89%                                   | 94.63%        |
| INFSYS                   | 1  | 7          | 1   | 6          | 100.00%                                  | 85.71%        |
| MAINT                    | 2  | 5          | 2   | 5          | 100.00%                                  | 100.00%       |
| MKTG                     | 10   | 27         | 10  | 27         | 100.00%                                  | 100.00%       |
| PARA                     | 32   | 191        | 31  | 162        | 96.88%                                   | 84.82%        |
| PLN                      | 14   | 95         | 11  | 85         | 78.57%                                   | 89.47%        |
| <b>Metro-wide Totals</b> | <b>115</b>                                 | <b>762</b> | <b>105</b>                                | <b>698</b> | <b>91.30%</b>                            | <b>91.60%</b> |