

Metro Performance Summary

4th Quarter Data for 2018

Data

- Metro fixed route ridership was up 3.2% through the 4th quarter, up from 12,817,077 in 2017 to 13,230,698 in 2018. Paratransit ridership for the same period was down 47% from 291,018 to 154,930, primarily due to the implementation of Family Care, and that directly-operated paratransit service ceased operations on August 10, 2018. Nationally, transit systems Metro's size show bus ridership dropped on average by 1% in the 3rd quarter of 2018. National studies conducted on this trend indicate gas prices, ridership shifts to Transportation Network Companies (TNCs), and local factors (i.e., Metro has been out of peak-capacity for three years) as the most commonly cited factors.
- Metro's financial status through December shows revenues over budget by \$560K and expenses under budget by \$330K, leading to a projected reserve increase of about \$320K since a budgeted reduction in Metro's reserves was planned. These are unaudited figures, and end-of-the year adjustments will change this before the audit is completed in the spring, but so far, for a year with as much volatility as there was with Family Care implementation, Metro appears on sound financial footing.
- Preventable and chargeable accidents through the 4th quarter totaled 44 in 2017 versus 54 during the same time period in 2018. Note that 2017 was a record low-accident year, and 2018 is closer to the average. However, through the first half of the year, our insurance company, Transit Mutual, reports a total pay-out and reserve claims to be at \$50,506 versus \$60,734 last year.
- Customer feedback through the 4th quarter of 2018 totaled 3709 contacts, down from the 2017 level of 3806. Fixed route input was the largest category at 2492, up from 2324 from 2017, with the biggest percentage drop in "driver rude," "bus never came," and "destination sign incorrect." Paratransit input was down from 987 contacts in 2017 to 562 in 2018, with the largest category being late trips.
- Metro has a goal to respond to 90% of all complaints within 10 days when a response is requested, and through the 4th quarter of 2018, we've responded to 98.3% within that timeframe.
- Total driver reported security incidents were 141 for the 4th quarter for 2018 versus 119 for 2017, an 18% increase. Although the 4th quarter for 2018 increased, total YTD incidents in 2018 totaled 403 versus 503 in 2017, a 25% decrease.

Projects

- Metro Transit was not selected as one of the finalists for the UW Dream Up grant. Metro and the Transportation Department have requested a briefing on this from the UW to help us prepare for future grants that help improve job-related transportation for lower and middle income families by using non-traditional forms of public transportation models.
- Metro's VW Emission Grant Request was approved for a total of 10 out of a requested 15 buses. Some controversy ensued because Metro is not getting e-buses with this grant, but the turmoil was settled for the most part when it was explained that Metro is getting three e-buses in the next year in order to learn about these zero-emission buses and properly develop future competitive procurements.
- Parts have been ordered for two in-ground lift systems to get Metro's maintenance repair capacity back on track. There were questions on how these failures were identified, (answer: through regular inspections), but it is important to keep in mind that these have been a part of Metro's 1101 bus garage investment for years, and all of them need will be replaced in the next two years as part of the five-year plan approved by Council in the budget.
- Special Events in the City of Madison have received new scrutiny recently as a result of the competing challenges of bringing in revenues from tourists and causing disruptions to city operations. Metro did a survey on the impact to our customers and out of 315 respondents, 42% say they avoid bus service all together during special events, and over 65% say their bus has been late getting through special events and/or that they can't find their bus stop during special events. There is also the issue of how special events should or should not impact the routing of the BRT through downtown. More on this topic to come.
- Metro is finalizing details with MMSD on the three-year phase out of middle school transportation, to begin with the school year 2019-2020. The fall service changes that will go through the public hearing process will include more detail on this.
- Sun Prairie planning staff are working with Metro to finalize a service plan that will be included in the fall service changes. At this time, Metro plans to accommodate this capacity increase by not retiring the same number of new buses scheduled to arrive this summer.

FIXED ROUTE
Operating Statistics For Periods Ending 12/31/2017 & 12/31/2018

CURRENT MONTH			YEAR TO DATE				
Actual 2017	Actual 2018	Variance 2017 to 2018		Actual 2017	Actual 2018	Variance 2017 to 2018	% Change
			Service Supplied				
493,115	484,307	(8,808)	Total (Vehicle) Miles	6,034,618	6,079,536	44,918	0.7%
33,278	33,087	(191)	Revenue Hours	404,395	406,410	2,015	0.5%
36,673	36,465	(208)	Total (Vehicle) Hours	446,548	448,602	2,054	0.5%
			Ridership				
963,099	923,741	(39,358)	Revenue Passengers	11,989,513	12,358,376	368,863	3.1%
51,261	52,886	1,625	Transfers	697,836	696,356	(1,480)	-0.2%
<u>11,083</u>	<u>11,252</u>	<u>169</u>	Non-Revenue Rides	<u>129,728</u>	<u>175,966</u>	<u>46,238</u>	35.6%
1,025,443	987,879	(37,564)	Total Passengers	12,817,077	13,230,698	413,621	3.2%
			Service Quality*				
91.2%	90.7%	-0.5%	% Trips on time	89.1%	89.0%	0.0%	0.0%
4.4%	3.8%	-0.6%	% Trips early	3.6%	3.6%	-0.1%	-1.4%
4.5%	5.5%	1.0%	% Trips late	7.3%	7.4%	0.1%	1.1%
15	18	3	Passenger Accidents	183	119	(64)	-35.0%
			Vehicle Accidents**				
5	2	(3)	Chargeable	43	52	9	20.9%
4	5	1	Non-chargeable	141	124	(17)	-12.1%
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>1</u>	<u>2</u>	<u>1</u>	100.0%
9	7	(2)	Total Vehicle Accidents	185	178	(7)	-3.8%
			Fleet/Maintenance				
5	16	11	Road Calls	305	338	33	10.8%
82	84	2	Actual Inspections	977	963	(14)	-1.4%
82	81	(1)	Scheduled Inspections	1,005	1,013	8	0.8%
0.14	0.18	0.03	Complaints/1000 Rides	0.17	0.19	0.01	7.4%

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

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

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

Preventable – Both parties involved share liability of the accident.

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--December 2018 vs. December 2017
(Routes sorted in order of 2018 passengers per revenue hour productivity)

ROUTE	RIDERSHIP, 2018 vs. 2017			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY
	Year to Date			2017	2018	% Change		
	2017	2018	% change					
80 UW CAMPUS (service revised August 26, 2012)	1,826,945	2,123,698	16.2%	93.59	109.27	16.8%		Core Routes operate every day from early a.m. to late p.m.: 2, 3, 4, 5, 6, 7, 13 (3 operates weekdays only; 7 operates weekends & holidays only).
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	1,052,084	1,088,478	3.5%	75.25	78.30	4.1%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	338,074	357,870	5.9%	61.55	64.82	5.3%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	18,053	25,322	40.3%	34.60	48.32	39.7%		
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	72,132	77,450	7.4%	43.36	46.36	6.9%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	318,512	344,444	8.1%	42.94	46.35	7.9%		
2 WTP-NTP (revised August 25, 2013)	1,203,849	1,197,502	-0.5%	46.06	45.80	-0.6%		
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	779,202	793,482	1.8%	44.97	45.73	1.7%		
81-82 UW LATE NITE CIRCULATORS	100,227	132,324	32.0%	32.80	44.21	34.8%		
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	98,835	112,910	14.2%	39.17	43.16	10.2%		
50 WTP-SCHROEDER-RAYMOND LOOP	192,381	189,336	-1.6%	37.35	36.69	-1.8%		Commuter Routes operate on weekdays during peak hours: 11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 49, 55, 56, 57, 58, 71, 72, 75
22 MENDOTA LOOP	224,257	208,128	-7.2%	37.52	34.74	-7.4%		
6 EAST TOWNE-WTP	987,463	1,023,619	3.7%	32.99	34.10	3.4%		
4 NTP-STP	567,905	558,223	-1.7%	32.84	32.38	-1.4%		
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	431,323	440,436	2.1%	31.54	32.16	1.9%		Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 26, 30, 31, 32, 33, 35, 36, 40, 50, 51, 52, 73, 78
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	104,074	104,642	0.5%	31.77	31.81	0.1%		
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	156,302	144,281	-7.7%	33.55	30.92	-7.8%		
67 WTP-WEST TOWNE	186,441	192,410	3.2%	29.60	30.47	2.9%		
5 ETP-STP	382,124	380,075	-0.5%	30.53	30.31	-0.7%		Connector Routes connect transfer points throughout the day: 16, 17, 18.
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	94,832	100,854	6.4%	27.24	28.80	5.7%		
12 WTP-DUTCH MILL-CAP SQUARE	62,282	60,123	-3.5%	29.66	28.51	-3.9%		Circulator Routes 1, 10, 34
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	134,709	133,703	-0.7%	29.86	28.51	-4.5%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	259,125	274,024	5.7%	26.88	28.41	5.7%		Other routes: 8 operates between the Capitol Square and Spring Harbor, weekends only. 19 operates like a core route between the Capitol Square and Allied Drive on weekdays. 39 operates as a commuter route during peak hours; operates like a circulator route midday. 59 operates weekends & holidays between the WTP and Fitchburg. 67 connects with route 6 at the West Transfer Point; operates to/from West Towne Mall. 63 and 68 operate between the WTP and Prairie Town Center. 70 operates like a core route between the Capitol Square & Middleton on weekdays.
3 WTP-ETP	486,330	445,216	-8.5%	31.08	28.33	-8.8%		
21 LAKEVIEW LOOP	148,872	145,062	-2.6%	28.98	28.18	-2.8%		
11 WTP-DUTCH MILL-CAP SQUARE	71,336	74,796	4.9%	26.90	28.09	4.4%		
27 NTP - UW CAMPUS COMMUTER	47,174	47,651	1.0%	27.59	27.75	0.6%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	20,733	20,366	-1.8%	28.19	27.57	-2.2%		
1 CAP SQUARE - UW	26,361	25,773	-2.2%	26.74	26.03	-2.7%		
16 STP - ETP	302,381	303,501	0.4%	25.73	25.81	0.3%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	37,931	38,473	1.4%	24.76	25.37	2.5%		
39 ETP - DAIRY DRIVE (revised August 25, 2013)	30,963	33,911	9.5%	23.13	25.22	9.1%		
18 STP-WTP (revised August 25, 2013)	295,252	299,996	1.6%	24.95	25.17	0.9%		
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	5,324	6,254	17.5%	20.86	24.40	17.0%		
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	29,015	32,140	10.8%	21.59	23.89	10.6%		
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	97,809	102,733	5.0%	22.58	23.62	4.6%		
47 ARBOR HILLS COMMUTER	65,262	61,813	-5.3%	23.31	21.98	-5.7%		
30 ETP-EAST TOWNE	183,185	178,551	-2.5%	22.21	21.63	-2.6%		
70 MIDDLETON-CAPITOL SQUARE	128,877	131,675	2.2%	21.46	21.19	-1.3%	x	
7 WTP-ETP (Weekends & Holidays Only)	136,475	131,752	-3.5%	25.77	20.40	-20.8%	x	
13 STP-CAP SQUARE	145,056	143,109	-1.3%	20.42	20.12	-1.5%	x	
58 GREENTREE COMMUTER	68,458	54,841	-19.9%	24.80	19.78	-20.2%	x	
17 ETP-NTP	96,060	96,741	0.7%	18.85	18.99	0.7%	x	
51 WTP-MUIR FIELD LOOP	48,732	47,015	-3.5%	19.13	18.47	-3.4%	x	
73 WTP-OLD SAUK TRAILS	105,270	102,322	-2.8%	18.55	18.39	-0.8%	x	
19 RED ARROW TR-CAP SQUARE	136,422	125,529	-8.0%	20.06	18.37	-8.4%	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	19,555	21,759	11.3%	16.43	18.20	10.8%	x	
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	27,953	32,467	16.1%	17.13	17.71	3.4%	x	
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	40,869	39,595	-3.1%	17.79	17.17	-3.5%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	55,787	60,205	7.9%	15.90	17.14	7.8%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	6,372	7,612	19.5%	13.94	16.58	18.9%	x	
52 WTP-FITCHBURG	36,041	39,294	9.0%	14.73	15.99	8.6%	x	
32 ACEWOOD-THOMPSON LOOP	31,553	30,110	-4.6%	14.56	13.84	-5.0%	x	
20 NTP-EAST TOWNE	152,469	140,957	-7.6%	14.66	13.55	-7.6%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	9,293	8,639	-7.0%	11.22	10.64	-5.1%	x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	25,375	25,856	1.9%	10.79	10.27	-4.8%	x	
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	12,097	13,656	12.9%	8.88	9.97	12.3%	x	
31 MARSH RD - ETP (began August 25, 2013)	37,123	38,100	2.6%	9.28	9.55	2.9%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	9,082	11,293	24.3%	5.88	7.48	27.2%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	27,672	27,136	-1.9%	5.41	5.30	-2.0%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	13,716	13,288	-3.1%	5.45	5.26	-3.4%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	7,711	8,177	6.0%	4.94	5.24	6.1%	x	
UNKNOWN ROUTE & ROAD BUS *	-	-	NA	NA	NA	NA		
SYSTEM TOTAL	12,817,077	13,230,698	3.2%	34.54	35.44	2.6%	21.26	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	10,871,852	10,949,354	0.7%	31.24	31.25	0.0%	18.75	

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

ROUTE PERFORMANCE, Year to Date - December 2018

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2017	2018	% change	2017	2018
1 CAP SQUARE - UW	26,361	25,773	-2.2%	26.74	26.03
2 WTP-NTP (revised August 25, 2013)	1,203,849	1,197,502	-0.5%	46.06	45.80
3 WTP-ETP	486,330	445,216	-8.5%	31.08	28.33
4 NTP-STP	567,905	558,223	-1.7%	32.84	32.38
5 ETP-STP	382,124	380,075	-0.5%	30.53	30.31
6 EAST TOWNE-WTP	987,463	1,023,619	3.7%	32.99	34.10
7 WTP-ETP (Weekends & Holidays Only)	136,475	131,752	-3.5%	25.77	20.40
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	37,931	38,473	1.4%	24.76	25.37
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	779,202	793,482	1.8%	44.97	45.73
11 WTP-DUTCH MILL-CAP SQUARE	71,336	74,796	4.9%	26.90	28.09
12 WTP-DUTCH MILL-CAP SQUARE	62,282	60,123	-3.5%	29.66	28.51
13 STP-CAP SQUARE	145,056	143,109	-1.3%	20.42	20.12
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	259,125	274,024	5.7%	26.88	28.41
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	431,323	440,436	2.1%	31.54	32.16
16 STP - ETP	302,381	303,501	0.4%	25.73	25.81
17 ETP-NTP	96,060	96,741	0.7%	18.85	18.99
18 STP-WTP (revised August 25, 2013)	295,252	299,996	1.6%	24.95	25.17
19 RED ARROW TR-CAP SQUARE	136,422	125,529	-8.0%	20.06	18.37
20 NTP-EAST TOWNE	152,469	140,957	-7.6%	14.66	13.55
21 LAKEVIEW LOOP	148,872	145,062	-2.6%	28.98	28.18
22 MENDOTA LOOP	224,257	208,128	-7.2%	37.52	34.74
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27 NTP - UW CAMPUS COMMUTER	47,174	47,651	1.0%	27.59	27.75
28 NTP-WTP COMMUTER (revised August 25, 2013)	338,074	357,870	5.9%	61.55	64.82
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	20,733	20,366	-1.8%	28.19	27.57
30 ETP-EAST TOWNE	183,185	178,551	-2.5%	22.21	21.63
31 MARSH RD - ETP (began August 25, 2013)	37,123	38,100	2.6%	9.28	9.55
32 ACEWOOD-THOMPSON LOOP	31,553	30,110	-4.6%	14.56	13.84
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	40,869	39,595	-3.1%	17.79	17.17
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	19,555	21,759	11.3%	16.43	18.20
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	25,375	25,856	1.9%	10.79	10.27
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	13,716	13,288	-3.1%	5.45	5.26
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	55,787	60,205	7.9%	15.90	17.14
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49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	12,097	13,656	12.9%	8.88	9.97
50 WTP-SCHROEDER-RAYMOND LOOP	192,381	189,336	-1.6%	37.35	36.69
51 WTP-MUIR FIELD LOOP	48,732	47,015	-3.5%	19.13	18.47
52 WTP-FITCHBURG	36,041	39,294	9.0%	14.73	15.99
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	27,953	32,467	16.1%	17.13	17.71
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	97,809	102,733	5.0%	22.58	23.62
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	94,832	100,854	6.4%	27.24	28.80
58 GREENTREE COMMUTER	68,458	54,841	-19.9%	24.80	19.78
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	9,082	11,293	24.3%	5.88	7.48
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	29,015	32,140	10.8%	21.59	23.89
67 WTP-WEST TOWNE	186,441	192,410	3.2%	29.60	30.47
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	7,711	8,177	6.0%	4.94	5.24
70 MIDDLETON-CAPITOL SQUARE	128,877	131,675	2.2%	21.46	21.19
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	104,074	104,642	0.5%	31.77	31.81
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	134,709	133,703	-0.7%	29.86	28.51
73 WTP-OLD SAUK TRAILS	105,270	102,322	-2.8%	18.55	18.39
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UNKNOWN ROUTE & ROAD BUS *	-	-	NA	NA	NA
SYSTEM TOTAL	12,817,077	13,230,698	3.2%	34.54	35.44
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	10,871,852	10,949,354	0.7%	31.24	31.25

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Average weekday ridership December 2017: 43,459

Average weekday ridership December 2018: 41,536

ParaTransit
Operating Statistics For Periods Ending 12/31/2017 & 12/31/2018

CURRENT MONTH			YEAR TO DATE				
Actual 2017	Actual 2018	Variance 2017 to 2018		Actual 2017	Actual 2018	Variance 2017 to 2018	% Change
			Service Supplied Data				
1,104	662	(442)	No. of Clients riding the System	1,707	1,591	(116)	-6.8%
			<i>Ridership</i>				
3,986	0	(3,986)	Directly Operated Service**	52,848	16,651	(36,197)	-68.5%
<u>18,630</u>	<u>8,857</u>	(9,773)	ADA Contracted Services***	<u>238,170</u>	<u>138,279</u>	<u>(99,891)</u>	-41.9%
22,616	8,857	(13,759)	Total ADA Ridership	291,018	154,930	(136,088)	-46.8%
660	369	(291)	Total No-shows	7,306	5,054	(2,252)	-30.8%
			Service Quality Data				
0	0	0	Passenger Accidents	11	7	(4)	-36.4%
			Vehicle Accidents*				
0	0	0	Chargeable	0	0	0	0.0%
0	0	0	Non-chargeable	6	1	(5)	-83.3%
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>0</u>	<u>0</u>	<u>0</u>	0.0%
0	0	0	Total Vehicle Accidents	6	1	(5)	-83.3%
			Fleet/Maintenance Data				
0	0	0	Road Calls	10	3	(7)	-70.0%
9	0	(9)	Actual Inspections	114	39	(75)	-65.8%
9	0	(9)	Scheduled Inspections	114	41	(73)	-64.0%

*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.

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

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

**Paratransit Performance Indicators
December, 2018**

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

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	18,780	10,574	27,640	17,438	39,434	113,866
Non-Ambulatory	-	6,077	604	6,516	27,867	41,064
Percentage	12.12%	10.75%	18.23%	15.46%	43.44%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	18,780	16,651	28,244	23,954	67,301	154,930
Customer Complaints	94	51	72	100	181	498
Customer Compliments	2	8	2	6	21	39
Customer Suggestions	2	11	1	1	1	16
Complaints/1000 passenger trips-2017	5.04	2.50	2.74	2.33	3.29	3.04
Complaints/1000 passenger trips-2018	5.01	3.06	2.55	4.17	2.69	3.21
Late Service Reports (2)	111	2	35	29	45	222
Late Service Reports/1000 passenger trips-2017	3.32	-	1.37	0.52	1.15	1.12
Late Service Reports/1000 passenger trips-2018	5.91	0.12	1.24	1.21	0.67	1.43

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

ADA Certifications, December 2018	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,598	190	81	24	4,845
Category 2	7	0	0	0	0
Category 2/3	13	1	0	0	1
Category 3	2,133	288	66	11	4,000
Total	3,751				8,846

Monthly New Certification	17
Monthly Denied Applications	0

(1) No-shows now include late cancels (late cancels used to be reported separately).

(2) Late Service Reports are based on passenger feedback. Not all late reports are chargeable to the vendor.

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

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

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

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

		2017	2018	2018	Over/Under	Change from
		Actual	Budget	Actual	Budget	Prior Year
Passenger Revenue						
	Cash, Tickets, Passes	\$ 6,502,660	\$ 7,355,000	\$ 7,783,288	\$ 428,288	\$ 1,280,628
	Unlimited Ride Passes	\$ 6,658,874	\$ 6,754,000	\$ 6,533,188	\$ (220,812)	\$ (125,686)
	Sub Total	\$ 13,161,534	\$ 14,109,000	\$ 14,316,476	\$ 207,476	\$ 1,154,942
Misc Revenue						
	Advertising	\$ 632,037	\$ 500,000	\$ 843,422	\$ 343,422	\$ 211,385
	County	\$ 4,621,923	\$ 1,355,345	\$ 1,313,198	\$ (42,147)	\$ (3,308,725)
	Other	\$ 319,646	\$ 145,511	\$ 198,541	\$ 53,030	\$ (121,105)
	Sub Total	\$ 5,573,606	\$ 2,000,856	\$ 2,355,161	\$ 354,305	\$ (3,218,445)
Local Subsidies						
	City of Madison	\$ 11,880,431	\$ 12,369,449	\$ 12,369,449	\$ -	\$ 489,018
	Funding Partners	\$ 4,046,352	\$ 3,810,000	\$ 3,810,000	\$ -	\$ (236,352)
	Sub Total	\$ 15,926,783	\$ 16,179,449	\$ 16,179,449	\$ -	\$ 252,666
	State Assistance	\$ 17,414,239	\$ 17,360,000	\$ 17,357,996	\$ (2,004)	\$ (56,243)
	Federal grant funding for capital maintenance	\$ 6,295,936	\$ 6,300,000	\$ 6,300,000	\$ -	\$ 4,064
	Total Revenue	\$ 58,372,098	\$ 55,949,305	\$ 56,509,082	\$ 559,777	\$ (1,863,016)
Salaries						
	Salaries/Wages	\$ 26,648,119	\$ 25,874,892	\$ 26,758,219	\$ 883,327	\$ 110,100
	OT	\$ 2,231,495	\$ 1,877,000	\$ 2,387,271	\$ 510,271	\$ 155,776
	Workers Comp	\$ 191,388	\$ 200,000	\$ 180,282	\$ (19,718)	\$ (11,106)
Benefits						
	Health	\$ 6,259,427	\$ 6,557,982	\$ 6,332,277	\$ (225,705)	\$ 72,850
	WI Retirement	\$ 1,918,887	\$ 1,830,839	\$ 1,930,522	\$ 99,683	\$ 11,635
	Other	\$ 3,898,696	\$ 3,971,116	\$ 3,982,782	\$ 11,666	\$ 84,087
	Sub Total	\$ 41,148,011	\$ 40,311,829	\$ 41,571,353	\$ 1,259,524	\$ 423,342
Utilities						
	Natural Gas	\$ 175,134	\$ 200,000	\$ 181,000	\$ (19,000)	\$ 5,866
	Electricity	\$ 273,903	\$ 290,000	\$ 250,367	\$ (39,633)	\$ (23,537)
	Telephone	\$ 23,756	\$ 16,000	\$ 17,319	\$ 1,319	\$ (6,437)
	Other	\$ 37,530	\$ 45,000	\$ 37,150	\$ (7,850)	\$ (380)
Building & Grounds						
	Repairs/Maintenance	\$ 315,402	\$ 174,000	\$ 228,298	\$ 54,298	\$ (87,104)
	Supplies	\$ 196,876	\$ 286,000	\$ 171,988	\$ (114,012)	\$ (24,888)
	Services	\$ 16,006	\$ 10,000	\$ 13,086	\$ 3,086	\$ (2,921)
Rolling Stock/Support Equipment						
	Equip. Repairs/Maintenance	\$ 519,571	\$ 520,000	\$ 633,510	\$ 113,510	\$ 113,939
	Parts	\$ 1,300,337	\$ 1,305,000	\$ 1,345,837	\$ 40,837	\$ 45,499
	Tires	\$ 235,980	\$ 240,000	\$ 240,014	\$ 13	\$ 4,033
	Equipment Supplies	\$ 71,685	\$ 80,000	\$ 76,800	\$ (3,200)	\$ 5,116
	Fuel, Oil, & Lubricants	\$ 3,211,043	\$ 2,251,000	\$ 2,306,908	\$ 55,908	\$ (904,136)
Administrative						
	Insurance & Financial	\$ 1,357,430	\$ 1,456,238	\$ 1,456,676	\$ 438	\$ 99,247
	Rentals/Leases	\$ 377,505	\$ 460,000	\$ 501,656	\$ 41,656	\$ 124,151
	Training	\$ 49,024	\$ 44,290	\$ 40,831	\$ (3,459)	\$ (8,193)
	Supplies, Equipment and Services	\$ 864,103	\$ 813,200	\$ 599,940	\$ (213,260)	\$ (264,163)
Operations						
	Paratransit Providers	\$ 4,931,813	\$ 4,630,345	\$ 3,286,906	\$ (1,343,439)	\$ (1,644,907)
	County Programs	\$ 653,783	\$ 650,000	\$ 502,684	\$ (147,316)	\$ (151,099)
	Inter Departmental Charges	\$ 333,570	\$ 357,129	\$ 337,727	\$ (19,402)	\$ 4,157
	Depreciation	\$ 6,478,867	\$ 6,750,000	\$ 6,755,982	\$ 5,982	\$ 277,115
	Interest	\$ 385,859	\$ 406,085	\$ 406,085	\$ (0)	\$ 20,226
	Total Operating Expenses	\$ 62,957,189	\$ 61,296,116	\$ 60,962,116	\$ (334,000)	\$ (1,995,074)
	Less Depreciation	\$ (6,478,867)	\$ (6,750,000)	\$ (6,755,982)	\$ (5,982)	\$ (277,115)
	Debt Principal Payments	\$ 1,593,205	\$ 1,780,824	\$ 1,780,824	\$ 0	\$ 187,620
	Fixed Assets/5310 passthrough	\$ 286,106	\$ 250,000	\$ 242,279	\$ (7,721)	\$ (43,827)
	Federal grant funding for fixed assets/5310 passthrough	\$ (286,106)	\$ (200,000)	\$ (242,279)	\$ (42,279)	\$ 43,827
	Total Expenditures	\$ 58,071,527	\$ 56,376,940	\$ 55,986,958	\$ (389,982)	\$ (2,084,569)
	Reserves generated (used)	\$ 300,571	\$ (427,635)	\$ 522,124	\$ 949,759	\$ 221,553
	Reserve balance-beginning	\$ 3,386,246		\$ 3,686,821		
	Reserve balance-ending	\$ 3,686,817		\$ 4,208,945		

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

	Fixed Route		Paratransit	
	2017	2018	2017	2018
Operating Cost/Revenue Hours	\$ 112.80	\$ 107.76	\$ 93.40	\$ 92.37
Operating Revenue/Operating Cost	28.20%	28.76%	42.73%	45.85%
Operating Cost/Passenger Trips	\$ 3.56	\$ 3.31	\$ 35.08	\$ 34.70
Passenger Trips/Revenue Hour	31.69	\$ 32.56	2.66	\$ 2.66
Passenger Trips/Service Area Population (annualized)	50.65	52.28	1.15	0.61
Revenue Hours/Service Area Population (annualized)	1.60	1.61	0.43	0.23
Passenger Revenue/Passenger Trips	\$ 1.00	\$ 0.95	\$ 1.02	\$ 11.11
Operating Cost/Platform Hours	\$ 102.15	\$ 97.63	\$ 85.05	\$ 84.11
Operating Cost/Total Miles	\$ 7.56	\$ 7.20	\$ 4.60	\$ 4.54
Passenger Trips/Revenue Mile	2.53	2.63	0.15	\$ 0.15

Notes:
 Operating revenue includes all passenger revenue plus paratransit MA Waiver revenue
 Operating cost includes "Total operating expenses" less depreciation and expenses associated with County programs
 Service area population is 253,075

WI DOT Cost Efficiency Measures	Fixed Route		Paratransit		Combined		2013	2015
	2017	2018	2017	2018	2017	2018	Peer (combined)	Peer (FR only)
Expense per revenue hour	\$ 110.34	\$ 105.12	\$ 87.96	\$ 83.18	\$ 105.58	\$ 102.37	\$ 97.57	\$ 113.74
Revenue/expense ratio	28.83%	29.48%	3.08%	35.57%	24.27%	30.10%	21.12%	19.00%
Cost/passenger	\$ 3.48	\$ 3.23	\$ 33.04	\$ 31.25	\$ 4.14	\$ 3.55	\$ 4.46	\$ 4.36
Passengers/revenue hour	31.69	32.56	2.66	2.66	25.52	28.81	23.69	29.21
Passenger Trips/Capita (annualized)	44.27	45.70	1.01	0.54	45.28	46.24	37.63	25.49
Revenue Hours/Capita (annualized)	1.40	1.40	0.38	0.20	1.77	1.60	1.43	0.76

Notes:
 Revenue includes passenger revenue only (does not include MA Waiver revenue)
 Expense includes "Total operating expenses" less depreciation, expenses associated with County programs, lease and interest expenses and inter-agency charges
 Cost and expense are the same number
 The population used for the efficiency measures is 289,500

Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through December 31, 2018 and 2017

Fixed Route Passenger Revenue

2018	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	\$ 117,424	\$ 118,823	\$ 112,799	\$ 117,783	\$ 142,167	\$ 123,270	\$ 137,902	\$ 137,628	\$ 135,917	\$ 130,230	\$ 136,680	\$ 108,225	\$ 1,518,848
2 ride passes	\$ 10,242	\$ 10,172	\$ 11,959	\$ 29,619	\$ 23,324	\$ 10,906	\$ 16,126	\$ 14,772	\$ 8,578	\$ 19,580	\$ 10,973	\$ 14,084	\$ 180,335
10 ride passes	\$ 71,019	\$ 73,756	\$ 75,886	\$ 92,672	\$ 74,392	\$ 65,299	\$ 59,981	\$ 78,301	\$ 64,223	\$ 86,773	\$ 78,526	\$ 94,221	\$ 915,049
31 day passes	\$ 134,014	\$ 122,376	\$ 132,070	\$ 106,476	\$ 157,857	\$ 129,317	\$ 117,544	\$ 176,515	\$ 113,878	\$ 129,019	\$ 109,150	\$ 154,048	\$ 1,582,264
EZ Rider/Summer Youth passes	\$ 198,458	\$ 194,931	\$ 225,469	\$ 154,093	\$ 226,197	\$ 73,536	\$ 20,000	\$ 20,000	\$ 212,112	\$ 222,717	\$ 190,900	\$ 159,084	\$ 1,897,497
Total cash, ticket & pass revenue	\$ 531,157	\$ 520,058	\$ 558,183	\$ 500,643	\$ 623,937	\$ 402,328	\$ 351,553	\$ 427,216	\$ 534,708	\$ 588,319	\$ 526,229	\$ 529,662	\$ 6,093,993
UW ASM	\$ 296,572	\$ 296,572	\$ 296,572	\$ 296,572	\$ 296,572	\$ 296,572	\$ 296,572	\$ 296,572	\$ 279,897	\$ 279,897	\$ 279,897	\$ 279,897	\$ 3,492,164
UW Employees	\$ 165,653	\$ 165,653	\$ 165,653	\$ 165,653	\$ 165,653	\$ 165,653	\$ 165,653	\$ 165,653	\$ 164,845	\$ 164,845	\$ 164,845	\$ 164,845	\$ 1,984,604
MATC	\$ 36,503	\$ 44,619	\$ 43,329	\$ 45,436	\$ 27,069	\$ 13,258	\$ 15,205	\$ 12,479	\$ 41,763	\$ 53,785	\$ 46,877	\$ 38,058	\$ 418,381
City of Madison	\$ 14,816	\$ 14,679	\$ 15,204	\$ 15,151	\$ 14,843	\$ 14,580	\$ 14,075	\$ 14,648	\$ 14,349	\$ 17,998	\$ 16,529	\$ 14,791	\$ 181,663
Edgewood	\$ 5,190	\$ 6,325	\$ 4,983	\$ 5,172	\$ 3,717	\$ 1,627	\$ 1,783	\$ 2,766	\$ 5,270	\$ 6,082	\$ 5,705	\$ 4,404	\$ 53,024
St. Mary's	\$ 2,468	\$ 3,022	\$ 3,097	\$ 3,319	\$ 3,514	\$ 3,060	\$ 3,426	\$ 3,290	\$ 3,794	\$ 4,605	\$ 4,012	\$ 3,486	\$ 41,093
Meriter	\$ 2,463	\$ 2,141	\$ 2,222	\$ 2,184	\$ 2,118	\$ 2,005	\$ 1,836	\$ 1,852	\$ 1,689	\$ 2,093	\$ 1,860	\$ 1,709	\$ 24,172
Dane County	\$ 5,054	\$ 4,791	\$ 4,693	\$ 3,482	\$ 3,561	\$ 3,271	\$ 3,278	\$ 3,362	\$ 3,611	\$ 3,845	\$ 3,334	\$ 3,039	\$ 45,321
Commuter	\$ 23,098	\$ 22,635	\$ 22,072	\$ 22,379	\$ 21,115	\$ 20,181	\$ 19,363	\$ 20,498	\$ 20,673	\$ 25,248	\$ 23,010	\$ 19,839	\$ 260,111
Total unlimited ride pass revenue	\$ 551,817	\$ 560,437	\$ 557,825	\$ 559,348	\$ 538,162	\$ 520,207	\$ 521,191	\$ 521,120	\$ 535,891	\$ 558,398	\$ 546,069	\$ 530,068	\$ 6,500,533
Total passenger revenue	\$ 1,082,974	\$ 1,080,495	\$ 1,116,008	\$ 1,059,991	\$ 1,162,099	\$ 922,535	\$ 872,744	\$ 948,336	\$ 1,070,599	\$ 1,146,717	\$ 1,072,298	\$ 1,059,730	\$ 12,594,526
Cumulative YTD passenger revenue	\$ 1,082,974	\$ 2,163,469	\$ 3,279,477	\$ 4,339,468	\$ 5,501,567	\$ 6,424,102	\$ 7,296,846	\$ 8,245,182	\$ 9,315,781	\$ 10,462,498	\$ 11,534,796	\$ 12,594,526	
2017	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	\$ 120,916	\$ 123,984	\$ 127,257	\$ 113,460	\$ 126,966	\$ 138,163	\$ 117,971	\$ 155,193	\$ 134,841	\$ 132,462	\$ 124,098	\$ 109,993	\$ 1,525,304
2 ride passes	\$ 16,660	\$ 6,948	\$ 23,509	\$ 10,141	\$ 5,900	\$ 21,316	\$ 7,052	\$ 5,306	\$ 19,395	\$ 12,977	\$ 11,436	\$ 3,812	\$ 144,452
10 ride passes	\$ 87,789	\$ 89,020	\$ 83,975	\$ 82,413	\$ 79,973	\$ 54,658	\$ 79,650	\$ 78,368	\$ 84,043	\$ 84,289	\$ 85,140	\$ 76,997	\$ 966,315
31 day passes	\$ 172,666	\$ 154,150	\$ 128,386	\$ 137,305	\$ 151,838	\$ 111,418	\$ 169,450	\$ 159,621	\$ 111,518	\$ 110,415	\$ 122,000	\$ 102,105	\$ 1,630,872
EZ Rider/Summer Youth passes	\$ 144,852	\$ 191,912	\$ 192,328	\$ 191,964	\$ 193,108	\$ 65,460	\$ 11,420	\$ 10,900	\$ 191,860	\$ 192,016	\$ 191,860	\$ 125,052	\$ 1,702,732
Total cash, ticket & pass revenue	\$ 542,883	\$ 566,014	\$ 555,455	\$ 535,283	\$ 557,785	\$ 391,015	\$ 385,543	\$ 409,388	\$ 541,657	\$ 532,159	\$ 534,534	\$ 417,959	\$ 5,969,675
UW ASM	\$ 304,714	\$ 304,714	\$ 304,714	\$ 304,714	\$ 304,714	\$ 304,714	\$ 304,714	\$ 304,714	\$ 296,572	\$ 296,572	\$ 296,572	\$ 296,572	\$ 3,624,000
UW Employees	\$ 165,556	\$ 165,556	\$ 165,556	\$ 165,556	\$ 165,556	\$ 165,556	\$ 165,556	\$ 165,556	\$ 165,556	\$ 165,653	\$ 165,653	\$ 165,653	\$ 1,987,060
MATC	\$ 32,752	\$ 48,379	\$ 49,361	\$ 47,401	\$ 29,838	\$ 10,390	\$ 12,084	\$ 18,570	\$ 46,344	\$ 47,728	\$ 45,258	\$ 36,597	\$ 424,702
City of Madison	\$ 15,198	\$ 15,167	\$ 16,728	\$ 14,437	\$ 15,651	\$ 14,966	\$ 13,832	\$ 15,852	\$ 13,986	\$ 14,992	\$ 14,801	\$ 15,178	\$ 180,788
Edgewood	\$ 5,366	\$ 7,822	\$ 7,389	\$ 6,619	\$ 4,788	\$ 1,713	\$ 1,757	\$ 3,782	\$ 7,151	\$ 6,784	\$ 6,446	\$ 4,380	\$ 63,997
St. Mary's	\$ 2,685	\$ 3,073	\$ 3,251	\$ 3,310	\$ 3,471	\$ 2,959	\$ 2,939	\$ 3,777	\$ 3,680	\$ 3,363	\$ 3,418	\$ 3,134	\$ 39,060
Meriter	\$ 2,302	\$ 2,206	\$ 2,478	\$ 2,159	\$ 2,302	\$ 2,102	\$ 2,104	\$ 2,329	\$ 1,886	\$ 2,094	\$ 1,890	\$ 1,857	\$ 25,709
Dane County	\$ 3,582	\$ 3,660	\$ 4,138	\$ 3,217	\$ 3,390	\$ 3,234	\$ 3,414	\$ 3,732	\$ 3,702	\$ 3,981	\$ 3,867	\$ 4,048	\$ 43,965
Commuter	\$ 23,690	\$ 22,549	\$ 25,023	\$ 19,592	\$ 19,754	\$ 18,494	\$ 17,067	\$ 17,561	\$ 17,242	\$ 18,161	\$ 19,997	\$ 18,756	\$ 237,886
Total unlimited ride pass revenue	\$ 555,845	\$ 573,126	\$ 578,638	\$ 567,005	\$ 549,464	\$ 524,128	\$ 523,467	\$ 535,873	\$ 556,216	\$ 559,328	\$ 557,902	\$ 546,175	\$ 6,627,167
Total passenger revenue	\$ 1,098,728	\$ 1,139,140	\$ 1,134,093	\$ 1,102,288	\$ 1,107,249	\$ 915,143	\$ 909,010	\$ 945,261	\$ 1,097,873	\$ 1,091,487	\$ 1,092,436	\$ 964,134	\$ 12,596,842
Cumulative YTD passenger revenue	\$ 1,098,728	\$ 2,237,868	\$ 3,371,961	\$ 4,474,249	\$ 5,581,498	\$ 6,496,641	\$ 7,405,651	\$ 8,350,912	\$ 9,448,785	\$ 10,540,272	\$ 11,632,708	\$ 12,596,842	

Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through December 31, 2018 and 2017

Fixed Route Rides

2018	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	62,361	59,686	63,465	61,761	68,854	68,392	68,963	71,651	72,275	74,275	63,707	57,907	793,297
2 ride passes	8,262	7,216	7,390	8,187	9,730	8,438	7,801	6,813	9,413	9,366	8,339	6,696	97,651
10 ride passes	57,342	54,837	53,179	55,078	53,829	39,610	37,118	36,349	51,178	58,225	50,999	45,326	593,070
31 day passes	142,414	134,063	152,068	140,860	147,125	148,120	148,716	141,195	138,101	157,157	136,988	126,761	1,713,568
EZ Rider/Summer Youth passes	172,384	152,214	140,120	165,365	179,357	66,688	46,099	19,524	151,115	201,046	164,430	131,605	1,589,947
Total cash, ticket & pass rides	442,763	408,016	416,222	431,251	458,895	331,248	308,697	275,532	422,082	500,069	424,463	368,295	4,787,533
UW ASM	199,389	314,209	271,241	295,397	178,489	141,582	141,563	142,373	271,466	327,533	297,200	206,062	2,786,504
UW Employees	158,553	157,499	157,870	152,996	139,784	125,137	123,219	127,516	128,725	164,180	151,631	126,722	1,713,832
MATC	27,039	33,051	32,096	33,656	20,051	9,821	11,263	9,244	30,935	39,841	34,724	28,191	309,912
City of Madison	10,975	10,873	11,262	11,223	10,995	10,800	10,426	10,850	10,629	13,332	12,244	10,956	134,565
Edgewood	3,845	4,685	3,691	3,831	2,753	1,205	1,321	2,049	3,904	4,505	4,226	3,262	39,277
St. Mary's	1,905	2,340	2,383	2,458	2,603	2,267	2,538	2,437	2,810	3,411	2,972	2,582	30,706
Meriter	1,824	1,586	1,646	1,618	1,569	1,485	1,360	1,372	1,251	1,550	1,378	1,266	17,905
Dane County	3,744	3,549	3,476	2,579	2,638	2,423	2,428	2,490	2,675	2,848	2,470	2,251	33,571
Commuter	16,511	16,187	15,783	16,004	15,102	14,427	13,845	14,662	14,792	18,063	16,471	14,220	186,067
Total unlimited ride pass rides	423,785	543,979	499,448	519,762	373,984	309,147	307,963	312,993	467,187	575,263	523,316	395,512	5,252,339
UW routes 80-85	129,019	295,764	239,143	281,737	130,724	79,482	80,537	90,115	234,271	292,091	273,780	158,194	2,284,857
Total revenue rides	995,567	1,247,759	1,154,813	1,232,750	963,603	719,877	697,197	678,640	1,123,540	1,367,423	1,221,559	922,001	12,324,729
Transfers	55,560	50,426	55,395	52,705	59,456	61,694	63,777	63,423	61,594	64,164	55,285	52,866	696,345
Non-revenue rides	12,485	11,843	12,154	14,559	15,062	11,069	11,649	58,934	23,770	13,432	11,655	13,012	209,624
Total rides	1,063,612	1,310,028	1,222,362	1,300,014	1,038,121	792,640	772,623	800,997	1,208,904	1,445,019	1,288,499	987,879	13,230,698
Cumulative YTD total rides	1,063,612	2,373,640	3,596,002	4,896,016	5,934,137	6,726,777	7,499,400	8,300,397	9,509,301	10,954,320	12,242,819	13,230,698	

2017	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	64,548	60,966	65,536	61,267	66,587	65,743	63,115	71,989	66,739	59,167	59,268	56,754	761,679
2 ride passes	8,393	8,040	8,534	7,649	9,073	8,204	8,049	7,253	8,406	7,578	7,550	6,942	95,671
10 ride passes	60,170	58,687	66,246	51,783	59,754	43,599	37,567	39,190	51,154	52,937	52,232	48,886	622,205
31 day passes	143,936	152,207	164,497	147,827	157,082	150,955	143,339	153,665	139,457	133,603	133,323	129,871	1,749,762
EZ Rider/Summer Youth passes	157,691	164,546	190,302	137,698	185,010	75,910	49,677	27,226	137,686	174,387	161,549	133,470	1,595,152
Total cash, ticket & pass rides	434,738	444,446	495,115	406,224	477,506	344,411	301,747	299,323	403,442	427,672	413,922	375,923	4,824,469
UW ASM	237,268	308,744	298,116	279,549	184,300	146,548	139,674	149,903	246,488	259,487	269,657	216,740	2,736,474
UW Employees	155,879	156,172	171,394	143,633	143,402	130,431	124,075	138,137	122,564	135,626	140,259	133,399	1,694,971
MATC	24,261	35,836	36,564	35,112	22,102	7,696	8,951	13,756	34,329	35,354	33,524	27,095	314,580
City of Madison	11,258	11,235	12,391	10,694	11,593	11,086	10,246	11,742	10,360	11,105	10,964	11,242	133,916
Edgewood	3,975	5,794	5,473	4,903	3,547	1,269	1,301	2,802	5,297	5,025	4,775	3,241	47,402
St. Mary's	1,989	2,276	2,408	2,452	2,571	2,192	2,177	2,798	2,726	2,491	2,532	2,311	28,923
Meriter	1,705	1,634	1,836	1,599	1,705	1,557	1,559	1,725	1,397	1,551	1,400	1,374	19,042
Dane County	3,115	3,183	3,598	2,383	2,511	2,395	2,529	2,765	2,742	2,949	2,864	2,999	34,033
Commuter	16,960	16,134	17,900	14,014	14,132	13,230	12,206	12,564	12,326	13,003	14,304	13,415	170,188
Total unlimited ride pass rides	456,410	541,008	549,680	494,339	385,863	316,404	302,718	336,192	438,229	466,591	480,279	411,816	5,179,529
UW routes 80-85	146,198	207,729	214,955	214,585	113,859	64,131	75,034	83,087	192,442	218,472	242,494	172,239	1,945,225
Total revenue rides	1,037,346	1,193,183	1,259,750	1,115,148	977,228	724,946	679,499	718,602	1,034,113	1,112,735	1,136,695	959,978	11,949,223
Transfers	57,062	55,762	58,316	55,240	60,830	64,034	62,294	67,171	60,407	53,303	52,237	51,250	697,906
Non-revenue rides	11,276	11,318	12,003	11,532	15,009	12,530	12,012	13,567	21,565	13,052	14,090	13,024	160,978
Total rides	1,105,684	1,260,263	1,330,069	1,181,920	1,053,067	801,510	753,805	799,340	1,116,085	1,179,090	1,203,022	1,024,252	12,808,107
Cumulative YTD total rides	1,105,684	2,365,947	3,696,016	4,877,936	5,931,003	6,732,513	7,486,318	8,285,658	9,401,743	10,580,833	11,783,855	12,808,107	

Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through December 31, 2018 and 2017

Fixed Route Passenger Revenue % Change

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	-2.9%	-4.2%	-11.4%	3.8%	12.0%	-10.8%	16.9%	-11.3%	0.8%	-1.7%	10.1%	-1.6%	-0.4%
2 ride passes	-38.5%	46.4%	-49.1%	192.1%	295.3%	-48.8%	128.7%	178.4%	-55.8%	50.9%	-4.0%	269.5%	24.8%
10 ride passes	-19.1%	-17.1%	-9.6%	12.4%	-7.0%	19.5%	-24.7%	-0.1%	-23.6%	2.9%	-7.8%	22.4%	-5.3%
31 day passes	-22.4%	-20.6%	2.9%	-22.5%	4.0%	16.1%	-30.6%	10.6%	2.1%	16.8%	-10.5%	50.9%	-3.0%
EZ Rider/Summer Youth passes	37.0%	1.6%	17.2%	-19.7%	17.1%	12.3%	75.1%	83.5%	10.6%	16.0%	-0.5%	27.2%	11.4%
Total cash, ticket & pass revenue	-2.2%	-8.1%	0.5%	-6.5%	11.9%	2.9%	-8.8%	4.4%	-1.3%	10.6%	-1.6%	26.7%	2.1%
UW ASM	-2.7%	-2.7%	-2.7%	-2.7%	-2.7%	-2.7%	-2.7%	-2.7%	-5.6%	-5.6%	-5.6%	-5.6%	-3.6%
UW Employees	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	-0.5%	-0.5%	-0.5%	-0.5%	-0.1%
MATC	11.5%	-7.8%	-12.2%	-4.1%	-9.3%	27.6%	-25.8%	-32.8%	-9.9%	12.7%	3.6%	4.0%	-1.5%
City of Madison	-2.5%	-3.2%	-9.1%	4.9%	-5.2%	-2.6%	1.8%	-7.6%	2.6%	20.1%	11.7%	-2.5%	0.5%
Edgewood	-3.3%	-19.1%	-32.6%	-21.9%	-22.4%	-5.0%	1.5%	-26.9%	-26.3%	-10.3%	-11.5%	0.5%	-17.1%
St. Mary's	-8.1%	-1.7%	-4.7%	0.3%	1.2%	3.4%	16.6%	-12.9%	3.1%	36.9%	17.4%	11.2%	5.2%
Meriter	7.0%	-2.9%	-10.3%	1.2%	-8.0%	-4.6%	-12.7%	-20.5%	-10.4%	0.0%	-1.6%	-8.0%	-6.0%
Dane County	41.1%	30.9%	13.4%	8.2%	5.0%	1.1%	-4.0%	-9.9%	-2.5%	-3.4%	-13.8%	-24.9%	3.1%
Commuter	-2.5%	0.4%	-11.8%	14.2%	6.9%	9.1%	13.5%	16.7%	19.9%	39.0%	15.1%	5.8%	9.3%
Total unlimited ride pass revenue	-0.7%	-2.2%	-3.6%	-1.4%	-2.1%	-0.7%	-0.4%	-2.8%	-3.7%	-0.2%	-2.1%	-2.9%	-1.9%
Total passenger revenue	-1.4%	-5.1%	-1.6%	-3.8%	5.0%	0.8%	-4.0%	0.3%	-2.5%	5.1%	-1.8%	9.9%	0.0%
Cumulative YTD passenger revenue	-1.4%	-3.3%	-2.7%	-3.0%	-1.4%	-1.1%	-1.5%	-1.3%	-1.4%	-0.7%	-0.8%	0.0%	

Fixed Route Rides % Change

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	-3.4%	-2.1%	-3.2%	0.8%	3.4%	4.0%	9.3%	-0.5%	8.3%	25.5%	7.5%	2.0%	4.2%
2 ride passes	-1.6%	-10.2%	-13.4%	7.0%	7.2%	2.9%	-3.1%	-6.1%	12.0%	23.6%	10.5%	-3.5%	2.1%
10 ride passes	-4.7%	-6.6%	-19.7%	6.4%	-9.9%	-9.1%	-1.2%	-7.2%	0.0%	10.0%	-2.4%	-7.3%	-4.7%
31 day passes	-1.1%	-11.9%	-7.6%	-4.7%	-6.3%	-1.9%	3.8%	-8.1%	-1.0%	17.6%	2.7%	-2.4%	-2.1%
EZ Rider/Summer Youth passes	9.3%	-7.5%	-26.4%	20.1%	-3.1%	-12.1%	-7.2%	-28.3%	9.8%	15.3%	1.8%	-1.4%	-0.3%
Total cash, ticket & pass rides	1.8%	-8.2%	-15.9%	6.2%	-3.9%	-3.8%	2.3%	-7.9%	4.6%	16.9%	2.5%	-2.0%	-0.8%
UW ASM	-16.0%	1.8%	-9.0%	5.7%	-3.2%	-3.4%	1.4%	-5.0%	10.1%	26.2%	10.2%	-4.9%	1.8%
UW Employees	1.7%	0.8%	-7.9%	6.5%	-2.5%	-4.1%	-0.7%	-7.7%	5.0%	21.1%	8.1%	-5.0%	1.1%
MATC	11.5%	-7.8%	-12.2%	-4.1%	-9.3%	27.6%	25.8%	-32.8%	-9.9%	12.7%	3.6%	4.0%	-1.5%
City of Madison	-2.5%	-3.2%	-9.1%	4.9%	-5.2%	-2.6%	1.8%	-7.6%	2.6%	20.1%	11.7%	-2.5%	0.5%
Edgewood	-3.3%	-19.1%	-32.6%	-21.9%	-22.4%	-5.0%	1.5%	-26.9%	-26.3%	-10.3%	-11.5%	0.6%	-17.1%
St. Mary's	-4.2%	2.8%	-1.0%	0.2%	1.2%	3.4%	16.6%	-12.9%	3.1%	36.9%	17.4%	11.7%	6.2%
Meriter	7.0%	-2.9%	-10.3%	1.2%	-8.0%	-4.6%	-12.8%	-20.5%	-10.5%	-0.1%	-1.6%	-7.9%	-6.0%
Dane County	20.2%	11.5%	-3.4%	8.2%	5.1%	1.2%	-4.0%	-9.9%	-2.4%	-3.4%	-13.8%	-24.9%	-1.4%
Commuter	-2.6%	0.3%	-11.8%	14.2%	6.9%	9.0%	13.4%	16.7%	20.0%	38.9%	15.1%	6.0%	9.3%
Total unlimited ride pass rides	-7.1%	0.5%	-9.1%	5.1%	-3.1%	-2.3%	1.7%	-6.9%	6.6%	23.3%	9.0%	-4.0%	1.4%
UW routes 80-85	-11.8%	42.4%	11.3%	31.3%	14.8%	23.9%	7.3%	8.5%	21.7%	33.7%	12.9%	-8.2%	17.5%
Total revenue rides	-4.0%	4.6%	-8.3%	10.5%	-1.4%	-0.7%	2.6%	-5.6%	8.6%	22.9%	7.5%	-4.0%	3.1%
Transfers	-2.6%	-9.6%	-5.0%	-4.6%	-2.3%	-3.7%	2.4%	-5.6%	2.0%	20.4%	5.8%	3.2%	-0.2%
Non-revenue rides	10.7%	4.6%	1.3%	26.2%	0.4%	-11.7%	-3.0%	334.4%	10.2%	2.9%	-17.3%	-0.1%	30.2%
Total rides	-3.8%	3.9%	-8.1%	10.0%	-1.4%	-1.1%	2.5%	0.2%	8.3%	22.6%	7.1%	-3.6%	3.3%
Cumulative YTD total rides	-3.8%	0.3%	-2.7%	0.4%	0.1%	-0.1%	0.2%	0.2%	1.1%	3.5%	3.9%	3.3%	

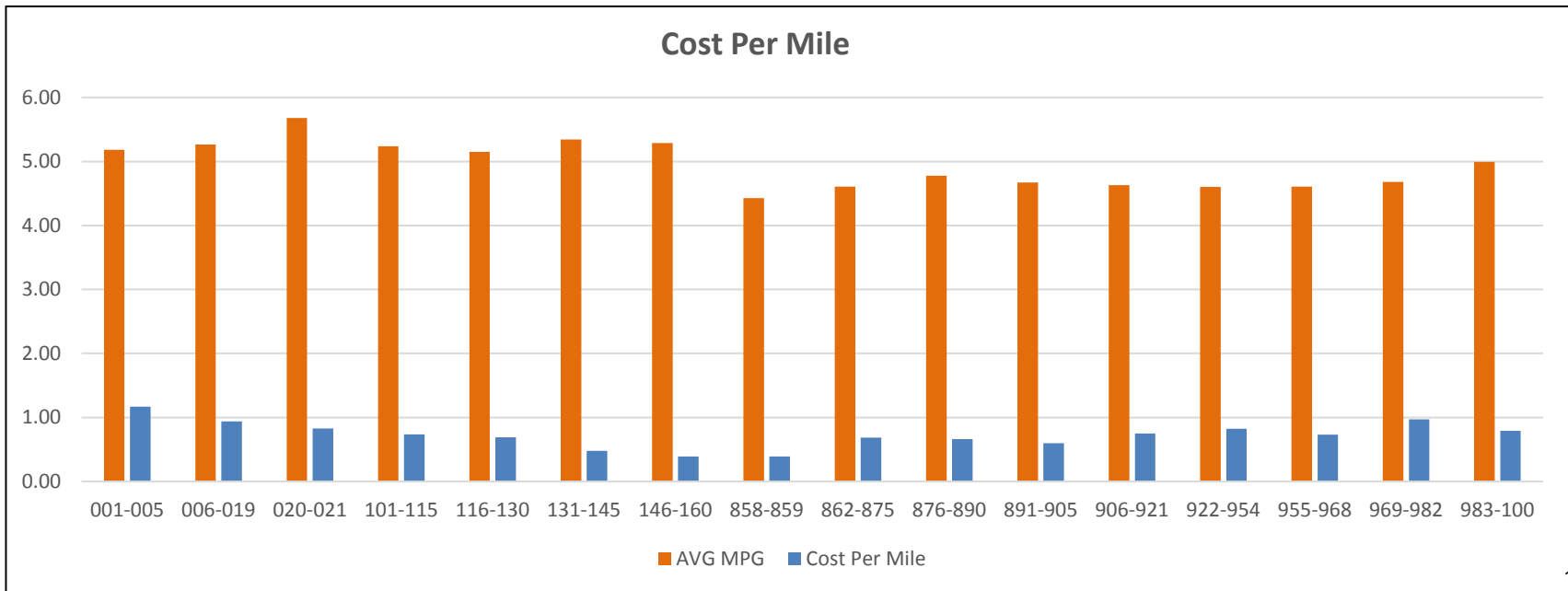
**Madison Metro Transit
Riders by Fare Category and Route
YTD Through 12/31/2018**

Route	Adult cash	Youth cash	S/D cash	Adult 2-ride	Youth 2-ride	Adult 10-ride	Youth 10-ride	S/D 10-ride	Monthly pass	S/D month pass	Visitor & other	MMSD Easy Rider	UW student	UW employee	Edgewood	MATC	Meriter	St. Mary's	City of Madison	Dane County	Metro Commute	Metro free rides	UW routes	Other Non-revenue	Transfers	Total
1	268	17	20	6	2	116	24	27	445	384	47	98	21,878	1,714	17	111	1	9	62	9	39	-		227	252	25,773
2	47,853	2,861	9,934	4,428	454	24,314	2,547	7,235	89,935	60,341	6,102	19,770	533,644	259,623	2,761	23,547	792	1,453	9,999	2,413	14,629	702		17,746	54,419	1,197,502
3	23,239	1,296	5,107	2,057	729	18,714	3,693	4,745	44,902	25,700	2,829	8,282	147,159	81,476	11,850	10,018	288	767	12,002	2,433	8,623	477		6,248	22,582	445,216
4	37,870	3,469	7,763	5,281	1,046	18,349	2,875	4,799	71,774	48,576	4,000	50,194	138,326	59,311	1,658	16,044	2,806	4,506	8,515	2,428	7,940	464		10,784	49,445	558,223
5	33,998	2,890	10,322	7,912	957	16,144	1,402	5,896	76,441	47,493	4,054	25,804	28,147	18,719	1,256	15,798	1,662	3,440	6,507	2,943	7,736	395		9,064	51,095	380,075
6	72,070	7,491	16,589	15,479	1,688	43,688	8,423	10,550	136,385	76,983	9,094	106,607	204,653	113,779	4,344	76,152	4,130	3,112	14,462	2,718	12,064	1,608		19,917	61,633	1,023,619
7	12,249	721	2,196	668	40	4,730	590	1,283	17,066	10,409	1,332	2,399	42,826	11,750	1,952	4,000	127	303	1,883	430	1,729	155		4,083	8,831	131,752
8	2,191	100	330	47	7	926	125	253	2,009	1,284	151	212	23,475	4,527	66	557	89	26	327	18	188	19		833	713	38,473
10	13,101	515	2,109	570	165	6,702	783	2,355	14,487	8,105	1,215	3,165	545,462	171,057	818	5,309	388	408	1,320	456	3,337	354		4,620	6,681	793,482
11	1,875	88	132	137	5	2,270	84	243	5,450	974	238	313	30,758	27,618	49	565	52	94	637	245	489	26		686	1,768	74,796
12	2,495	96	192	155	9	8,751	122	117	7,405	1,327	122	439	9,898	16,236	253	904	6	10	7,587	584	2,036	36		524	819	60,123
13	7,312	1,152	2,814	1,472	129	4,094	225	1,557	17,726	11,684	1,108	9,325	34,884	26,394	351	3,321	583	1,073	1,562	1,413	561	72		2,699	11,598	143,109
14	10,386	584	1,152	1,054	423	14,006	1,363	2,039	26,570	6,968	785	7,125	98,871	76,496	524	4,947	329	585	5,141	798	4,640	335		2,762	6,141	274,024
15	16,319	784	2,243	1,000	184	27,160	1,064	3,681	44,434	13,758	1,263	4,857	148,403	132,911	1,415	7,691	490	839	9,042	785	9,028	875		3,582	8,628	440,436
16	23,462	6,954	6,719	6,507	2,557	5,891	2,460	2,702	46,039	26,562	3,345	88,626	8,400	10,610	353	9,233	414	683	2,309	2,248	2,075	778		7,272	37,302	303,501
17	3,007	539	902	517	89	1,476	359	458	21,890	13,298	1,173	16,185	1,720	2,904	152	2,932	8	380	670	518	528	246		2,028	24,762	96,741
18	24,130	4,549	3,449	4,329	571	7,857	1,470	2,546	47,572	33,047	3,626	58,056	10,297	14,319	547	9,626	245	1,630	1,307	1,373	1,632	892		7,677	59,249	299,996
19	4,462	392	516	266	29	5,416	714	793	6,494	3,894	431	3,752	57,988	30,620	783	2,160	32	128	1,581	54	1,906	35		1,482	1,601	125,529
20	11,527	1,619	2,703	1,105	202	2,945	956	1,259	23,495	18,249	1,649	14,199	6,709	5,841	354	20,828	50	217	1,327	438	774	74		3,224	21,213	140,957
21	8,716	2,780	3,620	1,322	524	3,199	1,666	1,248	23,217	15,973	1,207	34,012	3,748	9,213	325	6,848	197	161	830	383	660	187		4,862	20,164	145,062
22	15,155	3,774	4,729	2,804	763	5,678	1,885	1,569	34,361	22,661	1,817	47,141	5,302	12,510	997	8,580	108	641	2,419	647	1,507	195		6,235	26,650	208,128
25	740	12	12	34	2	1,106	8	86	2,261	216	27	76	640	416	5	170	-	35	15	2	8	-		54	329	6,254
26	2,716	408	484	200	20	514	27	421	5,732	3,173	500	2,563	1,167	1,218	12	1,327	10	65	75	85	119	195		1,292	4,813	27,136
27	1,312	135	212	153	75	4,103	140	386	4,874	602	82	4,716	9,726	14,524	186	458	196	23	2,637	214	1,667	29		354	847	47,651
28	4,401	185	376	247	41	2,835	141	508	11,162	2,679	544	2,247	168,496	150,288	683	1,951	1,028	533	1,357	230	2,458	73		1,931	3,476	357,870
29	625	18	176	13	2	3,182	24	523	1,622	354	29	213	2,554	7,777	11	123	13	6	1,976	196	373	20		143	393	20,366
30	15,241	2,347	2,986	1,275	330	4,650	722	1,510	35,067	25,906	2,614	23,686	6,168	5,798	464	10,105	472	1,799	1,617	759	778	637		4,170	29,450	178,551
31	2,851	593	409	448	239	1,165	208	178	6,886	2,694	480	10,575	1,436	994	94	1,817	22	49	485	186	92	13		736	5,450	38,100
32	2,784	685	606	255	98	934	194	386	4,308	4,371	386	4,277	1,374	1,023	134	4,277	5	82	427	235	113	71		847	5,028	30,110
33	2,213	493	438	109	118	2,390	283	246	5,883	2,500	189	11,134	1,721	4,619	343	2,611	6	213	393	193	459	83		345	2,613	39,595
34	1,132	132	144	247	28	591	61	256	2,577	1,164	177	1,480	365	619	13	10,453	1	51	139	93	33	11		272	1,720	21,759
35	2,315	302	160	136	23	2,082	173	378	4,706	1,515	177	2,340	1,420	4,640	317	809	56	15	1,073	133	502	102		452	2,030	25,856
36	1,116	81	392	141	11	258	19	107	3,197	1,940	229	1,057	655	423	30	530	7	29	63	21	59	50		301	2,572	13,288
37	1,770	76	190	114	39	1,911	150	139	4,527	1,460	116	732	36,233	8,228	42	969	24	76	824	124	693	2		513	1,253	60,205
38	6,028	316	1,037	234	174	13,927	340	1,425	12,720	2,379	528	1,246	158,718	121,670	274	1,798	258	122	10,984	1,149	4,229	356		2,414	2,118	344,444
39	2,525	195	349	1,418	105	1,190	99	208	9,402	3,233	455	1,671	971	1,008	42	1,855	10	32	346	523	98	58		503	7,615	33,911
40	13,764	2,314	2,124	2,388	369	4,065	821	1,503	23,263	13,920	1,776	32,952	4,834	5,057	129	5,057	72	560	1,165	710	599	189		4,401	22,249	144,281
44	975	131	149	90	9	372	145	86	2,153	800	69	1,876	35,596	31,830	43	420	311	318	219	15	251	77		569	946	77,450
47	4,113	551	556	336	66	3,730	335	231	9,696	3,809	226	6,630	10,488	11,978	233	1,643	114	524	1,413	758	1,544	32		536	2,271	61,813
48	221	10	19	12	2	58	2	16	544	185	24	186	4,061	1,454	49	138	19	48	13	87	19	-		44	401	7,612
49	854	131	154	80	16	590	93	211	2,213	407	95	927	1,933	3,672	143	530	55	9	150	6	50	126		125	1,086	13,656
50	15,379	3,615	2,682	2,367	646	4,321	1,884	1,593	29,233	18,653	2,385	40,585	7,939	9,851	384	5,733	841	848	1,324	447	1,250	543		5,820	31,013	189,336
51	4,293	919	516	464	143	1,331	442	529	5,778	3,579	599	11,529	2,557	2,933	68	1,894	111	335	173	88	245	146		1,259	7,084	47,015
52	4,290	933	556	661	97	1,220	178	424	6,845	2,208	389	3,892	2,478	4,745	44	2,832	7	152	269	46	318	23		1,056	5,631	39,294
55	991	21	22	14	2	1,648	7	39	9,174	274	92	398	1,851	1,710	66	348	-	104	53	85	13,163	17		244	2,144	32,467
56	3,806	322	747	229	99	6,626	309	611	11,774	2,368	229	3,897	26,440	32,640	288	1,545	154	495	4,359	158	1,972	95		922	2,648	102,733
57	3,202	346	443	247	101	6,877	294	640	11,425	2,596	317	6,790	24,049	31,317	207	2,608	249	150	2,473	311	1,909	173		948	3,182	100,854
58	1,689	83	125	72	3	3,734	475	766	4,933	1,000	129	436	13,070	21,876	1,677	700	19	366	1,295	81	1,119	29		421	743	54,841
59	1,132	395	202	157	38	275	51	124	2,057	1,054	196	1,004	693	672	31	519	3	30	40	25	130	7		643	1,815	11,293
63	2,285	360	356	167	20	543	153	245	5,464	2,782	596	2,809	5,037	2,130	155	1,070	7	99	116	58</						

Bus #	Distance	Fuel	Fuel cost	Parts cost	Labor cost	CPM	AVG MPG	Model Year
001-005	29,418	5,675.8	\$ 8,809.51	\$ 9,417.91	\$ 16,191.21	1.17	5.18	2007
006-019	73,225	13,911.4	\$ 21,592.18	\$ 21,337.38	\$ 25,865.82	0.94	5.26	2010
020-021	13,085	2,305.1	\$ 3,577.77	\$ 3,371.42	\$ 3,875.04	0.83	5.68	2014
101-115	153,660	29,335.2	\$ 45,531.79	\$ 39,219.54	\$ 28,170.59	0.73	5.24	2015
116-130	166,149	32,276.5	\$ 50,097.06	\$ 34,613.57	\$ 30,066.02	0.69	5.15	2016
131-145	189,386	35,433.9	\$ 54,997.63	\$ 9,094.00	\$ 26,988.01	0.48	5.34	2017
146-160	211,887	40,069.3	\$ 62,192.40	\$ 3,042.52	\$ 17,700.91	0.39	5.29	2018
858-859	6,485	1,464.5	\$ 2,273.00	\$ 29.13	\$ 242.82	0.39	4.43	2002
862-875	40,697	8,838.1	\$ 13,717.76	\$ 3,616.97	\$ 10,500.66	0.68	4.60	2003
876-890	36,530	7,650.7	\$ 11,874.66	\$ 2,567.80	\$ 9,855.59	0.67	4.77	2004
891-905	34,232	7,330.2	\$ 11,377.42	\$ 1,807.89	\$ 7,314.63	0.60	4.67	2005
906-921	64,451	13,926.6	\$ 21,615.71	\$ 9,434.96	\$ 17,175.60	0.75	4.63	2006
922-954	167,655	36,447.2	\$ 56,570.59	\$ 37,482.62	\$ 44,408.09	0.83	4.60	2009
955-968	103,821	22,534.7	\$ 34,976.55	\$ 21,154.39	\$ 19,898.74	0.73	4.61	2011
969-982	84,765	18,117.1	\$ 28,119.84	\$ 30,147.26	\$ 24,035.04	0.97	4.68	2012
983-100	182,850	36,610.6	\$ 56,824.10	\$ 48,480.79	\$ 39,498.48	0.79	4.99	2016

$$\text{Cost Per Mile} = \frac{\text{Fuel} + \text{Parts} + \text{Labor}}{\text{Miles}}$$

Average fuel cost per gallon = \$1.550



Count of Driver Reported Incidents by Category

12/1/2017 to 12/31/2017 and 12/1/2018 to 12/31/2018



2017

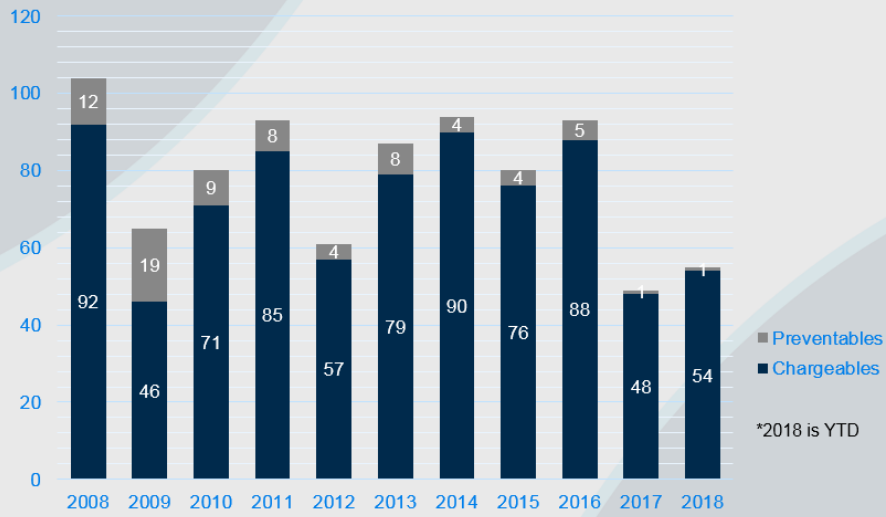
2018

Category	FIXED ROUTE		PARATRANSIT		SCHOOL SVC		FIXED ROUTE		PARATRANSIT		SCHOOL SVC	
	Month	YTD*	Month	YTD*	Month	YTD*	Month	YTD*	Month	YTD*	Month	YTD*
Physical Assault												
Assault		5				7	1	17			1	1
Fighting	1	27			4	66		15			5	41
Thrown Objects Hitting Person												2
Disruptive Behavior												
Disruptive Behavior &/or Vulgar Language	8	107		1	6	54	9	82			5	53
Fare Dispute		17			1	5		9				3
Fire												
Smoking		4				6		2				3
Theft	1	8				2		3				1
Threat	2	8				4	1	7				4
Throwing Objects		5				2	1	9			3	8
Vandalism		6				6	1	4				
Weapon	1	4						3				
Other												
Illness or Potential Injury	5	35		1		5	2	31				3
Intoxicated Passenger	1	21					3	18				1
Other	2	79			2	20	3	65			3	16
Para - Alighting/Boarding Problems								2				
Para - Nobody to Meet Customer												
Total Count for Period	21	326		2	13	177	21	267			17	136

2017 Total YTD fixed and school - 503

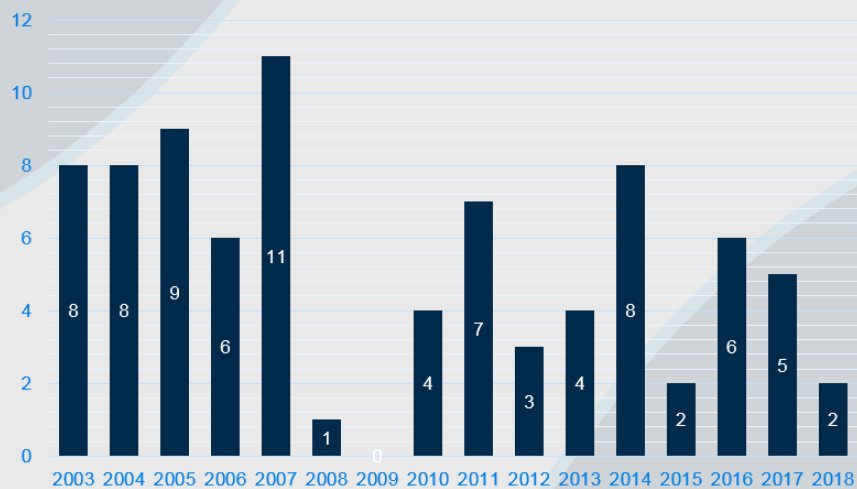
2018 Total YTD fixed and school - 403

2008 – Present Annual Chargeable and Preventable Totals



metro transit

December Chargeable Comparison



metro transit

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

For the period 1/1 - 12/31

Report Totals			
2015	3743	2017	3806
2016	3889	2018	3709



BGRNDS				
Category ID and Name	2015	2016	2017	2018
34 Wheelchair accessibility	1	0	0	0
39 Shelter Posters	4	2	4	2
67 Transfer Pt/Shelter Vandalism	9	30	29	31
68 Transfer Pt/Shelter Graffiti	43	20	4	9
91 Compliment	1	2	0	2
116 Other - no current category	7	26	13	10
128 Transfer Pt/Shelter Maintenance	14	24	20	42
Unit Totals	79	104	70	96

FIN				
Category ID and Name	2015	2016	2017	2018
18 Fare Policy	0	1	1	0
19 Transfer Policy	0	0	0	0
91 Compliment	1	0	0	0
116 Other - no current category	2	1	8	2
Unit Totals	3	2	9	2

FIXED				
Category ID and Name	2015	2016	2017	2018
3 Smoking	9	13	2	4
4 Driving Behavior	346	378	378	410
6 Bus Early - Fixed Route	175	182	161	200
7 Customer passed-up	306	301	343	376
8 Bus Off-route	55	63	59	72
9 Driver Not Wearing Seatbelt	6	3	6	2
10 Driver Not Calling Stops	1	1	0	1
11 Destination Sign Incorrect	21	30	21	14
12 Disruptive Passenger(s)	27	53	44	43
13 Bus Never Came	88	94	58	49
26 Overloads	5	21	6	4
29 Special Event Service	0	0	0	0
32 Bus Idling	16	24	22	24
33 Detours	17	38	20	20
34 Wheelchair accessibility	1	1	0	0
41 ITS: Intelligent Transportation S	1	0	0	0
55 Driver Rude	236	256	251	198
60 Transfer Points	0	1	1	1
66 Equipment Malfunction	13	16	13	9
69 Securement, mobility device	3	2	9	8
71 Other Driver Conduct	183	119	176	189
72 Other Public Info	13	16	9	20
76 Missed Stop Request	17	26	20	20
77 Fare Dispute	27	37	23	29
78 Discrimination	6	1	14	5
79 City Ordinances	4	1	0	4
80 Electronic Device	8	3	1	3
81 Driving With Cell Phone	2	3	0	0
84 Unauthorized Stop	3	3	1	1
85 Unprofessional Conduct	2	5	3	19
86 Excessive Conversation	6	6	10	9
87 Bus Late - Fixed Route	154	180	96	136
88 Unsafe Situation	31	21	11	8

89 Property Damage	10	9	7	11
90 Passenger Injury	21	35	33	38
91 Compliment	285	273	290	286
116 Other - no current category	76	69	51	78
117 Climate Control	8	6	8	10
121 Missed Transfer	34	55	33	54
122 School Routes	34	43	31	26
124 Items Not Allowed on Bus	6	1	1	3
126 ADA Issues	18	31	23	17
130 Cut Route	3	1	4	1
132 Harassment	2	1	1	5
133 Running a Red Light	44	48	53	57
137 Weather Related	1	9	2	6
144 Stroller Policy	5	10	6	2
146 Bus Seating Layout	1	1	0	0
147 Crosswalk Violation	30	28	23	20
Unit Totals	2360	2518	2324	2492

INFSYS				
Category ID and Name	2015	2016	2017	2018
41 ITS: Intelligent Transportation S	8	5	7	12
91 Compliment	1	1	0	0
116 Other - no current category	1	4	1	3
135 Website	1	1	1	0
136 Trip Planner	0	0	0	0
141 TransitTracker	10	2	1	3
142 Google Transit	2	0	1	1
143 Google Data Format	0	0	0	0
Unit Totals	23	13	11	19

MAINT				
Category ID and Name	2015	2016	2017	2018
32 Bus Idling	0	0	0	0
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	2	0
66 Equipment Malfunction	17	22	16	37
91 Compliment	2	1	1	0
115 Bus Appearance-Cleanliness	10	11	3	4
116 Other - no current category	9	4	9	4
117 Climate Control	1	2	2	0
146 Bus Seating Layout	1	0	0	0
Unit Totals	40	40	33	45

MKTG				
Category ID and Name	2015	2016	2017	2018
18 Fare Policy	10	9	2	0
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	0	0	1	0
29 Special Event Service	0	0	0	0
33 Detours	2	2	1	4
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	6	0	1	2
37 Advertisements - General	0	0	0	0
38 Sales Outlets	2	3	0	1
39 Shelter Posters	2	0	0	1

40 Schedules	0	1	3	11
72 Other Public Info	4	6	5	10
91 Compliment	13	14	8	6
98 Schedule Info	10	9	7	2
99 Order Taking	4	1	1	1
100 Phones Busy	0	1	0	0
101 Behavior - Cust Svc	4	5	4	3
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	33	13	28	15
119 Lost and Found	3	1	1	3
120 Para - Ride Booking	12	8	9	9
135 Website	5	7	6	4
137 Weather Related	0	0	0	0
138 Advertisements - Bus Wraps	1	0	2	5
140 Text/Email Alerts	0	0	1	0
146 Bus Seating Layout	0	0	0	2
148 Public Hearing Comment - Fare	0	25	0	0
149 Audible Turn Signals	38	0	0	0
153 Public Hearing Comment - Other	5	1	56	0
155 Weapons Policy	0	0	0	0
Unit Totals	154	106	136	79

PARA				
Category ID and Name	2015	2016	2017	2018
3 Smoking	0	3	0	1
4 Driving Behavior	31	28	32	18
55 Driver Rude	15	28	37	29
66 Equipment Malfunction	5	5	3	3
69 Securement, mobility device	14	9	10	6
72 Other Public Info	2	2	3	1
79 City Ordinances	0	0	0	0
80 Electronic Device	3	5	1	0
81 Driving With Cell Phone	5	7	8	4
85 Unprofessional Conduct	11	3	11	8
88 Unsafe Situation	6	4	9	9
90 Passenger Injury	10	11	23	6
91 Compliment	56	58	50	39
92 Public Hearing Comment - Servi	0	0	23	6
93 Notification - Para App	0	0	0	0
94 Availability - Para App	1	1	0	1
95 Processing Time - Para App	0	0	1	0
96 Fares	7	3	9	14
97 Winter Weather - Para Policy	1	0	0	0
98 Schedule Info	8	6	4	6
99 Order Taking	3	5	0	3
100 Phones Busy	0	0	0	1
101 Behavior - Cust Svc	1	1	1	1
102 Bus Early - Para	24	24	19	5
103 Bus On-Time	0	0	1	1
104 Bus Late - Para	162	178	277	140
105 No Shows	80	90	65	43
106 Door-to-Door	31	35	23	21
107 Leave Attended	53	68	47	11
108 Mobility Device Securement	3	3	3	4
109 Travel Time - Para	83	75	118	55

110 Service Area - Para Policy	1	1	6	3
111 Backtracking	0	1	1	0
112 Passenger Behavior	3	3	3	2
113 Driver Behavior	74	61	80	51
114 Dispatch	12	10	20	7
116 Other - no current category	18	24	31	25
118 Drop-Off Wrong Location	12	16	17	12
120 Para - Ride Booking	21	12	14	13
132 Harassment	0	0	2	0
133 Running a Red Light	0	0	1	1
137 Weather Related	0	0	0	1
147 Crosswalk Violation	2	1	2	0
148 Public Hearing Comment - Fare	0	0	15	2
150 Picked Up Wrong Client	10	5	3	0
151 Attempted Pick-Up, Wrong Loca	6	7	8	5
152 Missed Trip	15	15	6	4
Unit Totals	789	808	987	562

PLN				
Category ID and Name	2015	2016	2017	2018
18 Fare Policy	0	0	0	0
19 Transfer Policy	0	0	0	1
21 Span	7	9	6	9
23 Express Service	0	1	1	0
25 Frequency	5	7	11	8
26 Overloads	32	65	24	19
27 Park & Ride	1	0	0	0
28 School Trippers Concern	4	4	17	4
29 Special Event Service	2	3	0	0
31 Expansion Request	12	8	4	5
33 Detours	15	24	14	18
34 Wheelchair accessibility	3	0	0	0
40 Schedules	2	4	5	7
42 Routes	1	1	0	1
43 Schedules - Service Design	15	6	5	6
44 Quality	0	0	0	0
47 Corridor Schedules	0	0	1	0
48 Transfer Coordination	2	2	2	4
49 Travel Time - Service Design	1	1	2	0
60 Transfer Points	1	0	0	0
70 Other Service Design	9	34	29	11
73 Bus Stop Addition Request	72	16	8	7
74 Bus Stop Damage	0	0	0	2
75 Shelter Addition/Removal	9	12	3	12
87 Bus Late - Fixed Route	3	6	4	3
91 Compliment	4	6	0	1
92 Public Hearing Comment - Servi	65	49	34	133
116 Other - no current category	15	27	53	27
127 Public Hearing Addendum	0	0	2	0
129 Service Design Request	3	7	5	2
135 Website	0	0	0	2
136 Trip Planner	1	2	2	2
139 Surveys	5	0	0	0
141 TransitTracker	2	3	0	1
142 Google Transit	2	1	4	4

143	Google Data Format	0	0	0	1
146	Bus Seating Layout	0	0	0	0
154	Bus Stop Closure--Metro-initiate	2	0	0	18
156	Bus Stop Relocation/Removal R	0	0	0	106
<i>Unit Totals</i>		295	298	236	414

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



FIXED <i>Category ID and Name</i>	NAR Net			NAR Net			NAR Net			NAR Net		
	2015	2015	2015	2016	2016	2016	2017	2017	2017	2018	2018	2018
3 Smoking	9	5	4	13	5	8	2	2	0	4	1	3
4 Driving Behavior	346	172	174	378	211	167	378	213	165	410	236	174
6 Bus Early - Fixed Route	175	70	105	182	86	96	161	63	98	200	79	121
7 Customer passed-up	306	161	145	301	158	143	343	208	135	376	211	165
8 Bus Off-route	55	7	48	63	9	54	59	8	51	72	15	57
9 Driver Not Wearing Seatbelt	6	5	1	3	2	1	6	0	6	2	0	2
10 Driver Not Calling Stops	1	1	0	1	0	1	0	0	0	1	1	0
11 Destination Sign Incorrect	21	8	13	30	13	17	21	9	12	14	7	7
12 Disruptive Passenger(s)	27	11	16	53	23	30	44	23	21	43	17	26
13 Bus Never Came	88	43	45	94	46	48	58	31	27	49	25	24
26 Overloads	5	3	2	21	7	14	6	1	5	4	3	1
29 Special Event Service	0	0	0	0	0	0	0	0	0	0	0	0
32 Bus Idling	16	6	10	24	7	17	22	9	13	24	16	8
33 Detours	17	4	13	38	7	31	20	1	19	20	2	18
34 Wheelchair accessibility	1	0	1	1	1	0	0	0	0	0	0	0
41 ITS: Intelligent Transportation S	1	1	0	0	0	0	0	0	0	0	0	0
55 Driver Rude	236	124	112	256	148	108	251	152	99	198	129	69
60 Transfer Points	0	0	0	1	0	1	1	0	1	1	1	0
66 Equipment Malfunction	13	9	4	16	10	6	13	6	7	9	0	9
69 Securement, mobility device	3	2	1	2	1	1	9	2	7	8	3	5
71 Other Driver Conduct	183	87	96	119	57	62	176	83	93	189	96	93
72 Other Public Info	13	2	11	16	2	14	9	0	9	20	3	17
76 Missed Stop Request	17	8	9	26	14	12	20	15	5	20	10	10
77 Fare Dispute	27	15	12	37	20	17	23	16	7	29	19	10
78 Discrimination	6	3	3	1	1	0	14	7	7	5	1	4
79 City Ordinances	4	0	4	1	0	1	0	0	0	4	0	4
80 Electronic Device	8	6	2	3	2	1	1	1	0	3	3	0
81 Driving With Cell Phone	2	2	0	3	2	1	0	0	0	0	0	0
84 Unauthorized Stop	3	1	2	3	1	2	1	1	0	1	0	1
85 Unprofessional Conduct	2	0	2	5	2	3	3	2	1	19	7	12
86 Excessive Conversation	6	5	1	6	2	4	10	4	6	9	5	4
87 Bus Late - Fixed Route	154	75	79	180	86	94	96	55	41	136	61	75
88 Unsafe Situation	31	11	20	21	6	15	11	3	8	8	4	4
89 Property Damage	10	3	7	9	5	4	7	1	6	11	6	5
90 Passenger Injury	21	10	11	35	14	21	33	22	11	38	24	14
91 Compliment	285	2	283	273	4	269	290	1	289	286	2	284
116 Other - no current category	76	16	60	69	6	63	51	7	44	78	13	65
117 Climate Control	8	4	4	6	2	4	8	6	2	10	5	5
121 Missed Transfer	34	19	15	55	23	32	33	21	12	54	30	24
122 School Routes	34	12	22	43	18	25	31	8	23	26	7	19
124 Items Not Allowed on Bus	6	3	3	1	0	1	1	1	0	3	1	2
126 ADA Issues	18	7	11	31	9	22	23	6	17	17	7	10
130 Cut Route	3	0	3	1	0	1	4	3	1	1	0	1
132 Harassment	2	0	2	1	0	1	1	1	0	5	1	4
133 Running a Red Light	44	20	24	48	20	28	53	27	26	57	24	33
137 Weather Related	1	0	1	9	3	6	2	0	2	6	1	5
144 Stroller Policy	5	3	2	10	5	5	6	5	1	2	1	1
146 Bus Seating Layout	1	0	1	1	0	1	0	0	0	0	0	0
147 Crosswalk Violation	30	11	19	28	15	13	23	15	8	20	13	7
Unit Totals	2360	957	1403	2518	1053	1465	2324	1039	1285	2492	1090	1402