

## Metro Performance Summary 2nd Quarter Data for 2018

### Data

- Metro fixed route ridership was down 0.1% through the 2nd quarter, down from 6,732,513 in 2017 to 6,726,777 in 2018. Paratransit ridership for the same period was down 33.5% from 146,318 to 97,237, primarily due to the implementation of Family Care. Stable and relatively low gas prices appear to be the primary reason for the ridership drop on the fixed route service, as reported previously. Nationally, transit systems Metro's size show bus ridership dropped on average by about 2.1% in the first quarter of 2018. The National Transit Cooperative Research Program is doing a national study on this.
- Metro's financial status through May shows revenues over budget by \$280,000 and expenses over by \$100,000. The reserve funds are holding close to the end of 2017 amount of \$3.7 million. Revenues are up because of improved paratransit/agency fare purchases and advertising. Expenses are over because of the delay in phasing out directly operated paratransit services.
- Preventable and chargeable accidents through the 2nd quarter totaled 19 in 2017 versus 28 during the same time period in 2018. Note that 2017 was a record low-accident year, and 2018 is closer to the average.
- Customer feedback through the 2nd quarter of 2018 totaled 1682 contacts, down from the 2017 level of 1994. Fixed route input was the largest category at 1100, which was down from 1178 last year, with the biggest percentage drop in "driver rude," "bus never came," and "school routes." Paratransit input was down from 550 contacts in 2017 to 315 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 2nd quarter of 2018, we've responded to 98.6% within that timeframe.
- Total driver reported security incidents were 182 for the 2nd quarter for 2018 versus 278 for 2017, a 35% decrease. This is a significant reduction with fighting and disruptive behavior categories. Although there is a reduction, Metro is continuing to evaluate incidents and working to further decrease the amount of driver reported incidents.

## Projects

- A city team, now led by Tom Lynch, the new Madison DOT Director, is reviewing all Metro bus facility options from both short-term and long-term perspectives. The Nakoosa Trail project has been put on the back burner because costs for the satellite facility jumped from \$35-\$40M to \$55-60M, due to concrete costs for supporting a parking roof, building into the side of a hill, a larger square footage needed than originally anticipated, and escalating construction costs. The necessary local funding to match the maximum allowable federal funding to meet the latest Tiger/BUILD grant application is not available; therefore, no grant application was submitted.
- Family care was fully implemented May 1<sup>st</sup>. Metro staff worked very effectively with family care agencies, including Managed Care Organizations (MCOs), IRIS organizations, and fiscal agent agencies (who approve agency ticket purchases). It is expected that on an annual basis, \$3.9 million in federal Medicaid waiver funding will be directed towards family care agencies, rather than Metro, as has been the case for the past 15-20 years. As a result, ridership will drop from 300,000 to about 200,000 rides annually.
- The arbitration decision on paratransit, related to reductions in federal funding and Family Care, was made in July and allowed for the phase out of directly operated paratransit services; contracted paratransit services will continue to meet ADA obligations. Some changes to the process of bumping rights for displaced Metro employees is required and staff is working with the Teamsters and the HR/Labor support staff to accomplish this. It is anticipated that directly operated paratransit services will be completely phased by the end of the summer.
- Metro submitted a federal discretionary grant request for funding assistance to keep on top of the replacement bus schedule in 2019 and 2020. The grant request was submitted August 6<sup>th</sup> and included twenty-seven 40-foot buses
- Metro has received fifteen new 40-foot diesel replacement buses (#s 145-160), the last phase of a five-year procurement. Three bidders came in on our next five-year procurement, which is very encouraging. In 2020, Metro will receive its first three electric buses.

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 6/30/2017 & 6/30/2018**

CURRENT MONTH			YEAR TO DATE				
Actual 2017	Actual 2018	Variance 2017 to 2018		Actual 2017	Actual 2018	Variance 2017 to 2018	% Change
			<b>Service Supplied</b>				
482,247	<b>468,204</b>	(14,043)	Total (Vehicle) Miles	3,049,265	<b>3,068,741</b>	19,476	0.6%
32,460	<b>31,923</b>	(537)	Revenue Hours	203,538	<b>203,959</b>	421	0.2%
35,317	<b>34,699</b>	(618)	Total (Vehicle) Hours	225,800	<b>226,059</b>	259	0.1%
			<i>Ridership</i>				
726,312	<b>720,857</b>	(5,455)	Revenue Passengers	6,318,551	<b>6,330,027</b>	11,476	0.2%
64,034	<b>61,694</b>	(2,340)	Transfers	351,244	<b>335,227</b>	(16,017)	-4.6%
<u>11,164</u>	<u><b>10,089</b></u>	<u>(1,075)</u>	Non-Revenue Rides	<u>62,718</u>	<u><b>61,523</b></u>	<u>(1,195)</u>	-1.9%
801,510	<b>792,640</b>	(8,870)	Total Passengers	6,732,513	<b>6,726,777</b>	(5,736)	-0.1%
			<b>Service Quality*</b>				
90.2%	<b>89.4%</b>	-0.8%	% Trips on time	90.1%	<b>90.0%</b>	-0.1%	-0.1%
3.9%	<b>3.6%</b>	-0.3%	% Trips early	3.6%	<b>3.5%</b>	-0.1%	-1.4%
5.9%	<b>7.0%</b>	1.1%	% Trips late	6.4%	<b>6.6%</b>	0.2%	2.9%
10	<b>4</b>	(6)	Passenger Accidents	91	<b>52</b>	(39)	-42.9%
			<b>Vehicle Accidents**</b>				
4	<b>4</b>	0	Chargeable	19	<b>28</b>	9	47.4%
10	<b>5</b>	(5)	Non-chargeable	68	<b>67</b>	(1)	-1.5%
<u>0</u>	<u><b>0</b></u>	<u>0</u>	Preventable	<u>0</u>	<u><b>0</b></u>	<u>0</u>	0.0%
14	<b>9</b>	(5)	Total Vehicle Accidents	87	<b>95</b>	8	9.2%
			<b>Fleet/Maintenance</b>				
47	<b>35</b>	(12)	Road Calls	213	<b>158</b>	(55)	-25.8%
80	<b>82</b>	2	Actual Inspections	508	<b>492</b>	(16)	-3.1%
80	<b>78</b>	(2)	Scheduled Inspections	508	<b>511</b>	3	0.6%
0.20	<b>0.25</b>	0.05	<b>Complaints/1000 Rides</b>	0.16	<b>0.16</b>	(0.00)	-2.1%

\*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--June 2018 vs. June 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)	900,211	1,068,165	18.7%	84.60	101.87	20.4%		<b>Core Routes</b> operate every day from early a.m. to late p.m.: <b>2, 3, 4, 5, 6, 7, 13</b> (3 operates weekdays only; 7 operates weekends & holidays only).
<b>E, L, M, W SUPPLEMENTARY SCHOOL SERVICE</b>	599,504	604,052	0.8%	66.95	68.97	3.0%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	180,341	179,884	-0.3%	60.00	60.00	0.0%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	10,032	13,808	37.6%	35.15	48.37	37.6%		
81-82 UW LATE NITE CIRCULATORS	51,214	70,383	37.4%	31.00	44.75	44.4%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	177,601	178,051	0.3%	43.76	44.08	0.7%		
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	39,182	39,909	1.9%	43.03	43.83	1.9%		
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	415,192	398,678	-4.0%	43.73	42.23	-3.4%		
2 WTP-NTP (revised August 25, 2013)	623,094	591,341	-5.1%	43.84	41.63	-5.0%		
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	52,731	56,363	6.9%	38.64	39.54	2.3%		
50 WTP-SCHROEDER-RAYMOND LOOP	99,116	96,366	-2.8%	35.33	34.35	-2.8%		
22 MENDOTA LOOP	120,146	105,411	-12.3%	36.86	32.34	-12.3%		
6 EAST TOWNE-WTP	516,275	520,045	0.7%	31.54	31.77	0.7%		
4 NTP-STP	308,370	285,539	-7.4%	32.69	30.47	-6.8%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	54,820	53,803	-1.9%	30.57	30.00	-1.9%		
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	225,688	220,549	-2.3%	30.12	29.54	-1.9%		
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	82,306	72,362	-12.1%	32.45	28.53	-12.1%		
5 ETP-STP	202,685	188,018	-7.2%	29.75	27.57	-7.3%		
27 NTP - UW CAMPUS COMMUTER	26,211	25,706	-1.9%	28.00	27.46	-1.9%		
12 WTP-DUTCH MILL-CAP SQUARE	34,005	31,565	-7.2%	29.59	27.46	-7.2%		
67 WTP-WEST TOWNE	98,235	94,282	-4.0%	28.59	27.44	-4.0%		
11 WTP-DUTCH MILL-CAP SQUARE	37,799	39,614	4.8%	26.04	27.29	4.8%		
3 WTP-ETP	260,316	230,441	-11.5%	30.39	26.90	-11.5%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	11,236	10,720	-4.6%	27.91	26.63	-4.6%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	69,799	67,215	-3.7%	28.67	26.29	-8.3%		
21 LAKEVIEW LOOP	76,099	73,523	-3.4%	27.18	26.26	-3.4%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	138,103	137,500	-0.4%	26.13	26.15	0.1%		
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	49,576	49,883	0.6%	26.02	26.13	0.4%		
1 CAP SQUARE - UW	15,018	13,723	-8.6%	27.82	25.42	-8.6%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	19,069	19,732	3.5%	23.44	24.25	3.5%		
16 STP - ETP	157,614	153,633	-2.5%	24.59	23.98	-2.5%		
39 ETP - DAIRY DRIVE (revised August 25, 2013)	14,950	17,466	16.8%	20.40	23.83	16.8%		
18 STP-WTP (revised August 25, 2013)	149,017	150,090	0.7%	23.26	23.20	-0.3%		
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	50,847	52,076	2.4%	21.44	21.96	2.4%		
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	2,944	3,068	4.2%	21.07	21.96	4.2%		
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	13,743	15,196	10.6%	19.25	21.28	10.6%		
58 GREENTREE COMMUTER	36,501	30,456	-16.6%	24.15	20.15	-16.6%		
47 ARBOR HILLS COMMUTER	36,310	30,398	-16.3%	23.69	19.83	-16.3%		
7 WTP-ETP (Weekends & Holidays Only)	70,599	64,877	-8.1%	25.09	19.40	-22.7%	x	
30 ETP-EAST TOWNE	95,051	86,408	-9.1%	21.17	19.27	-9.0%	x	
70 MIDDLETON-CAPITOL SQUARE	66,625	65,158	-2.2%	20.52	19.24	-6.2%	x	
13 STP-CAP SQUARE	75,119	74,019	-1.5%	19.44	19.15	-1.5%	x	
19 RED ARROW TR-CAP SQUARE	75,999	66,873	-12.0%	20.41	17.96	-12.0%	x	
51 WTP-MUIR FIELD LOOP	25,087	24,333	-3.0%	18.18	17.64	-3.0%	x	
17 ETP-NTP	50,164	48,003	-4.3%	18.15	17.37	-4.3%	x	
73 WTP-OLD SAUK TRAILS	51,573	51,284	-0.6%	16.44	16.91	2.9%	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	9,204	10,554	14.7%	14.13	16.20	14.7%	x	
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	21,666	19,890	-8.2%	17.23	15.82	-8.2%	x	
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	14,043	15,559	10.8%	16.49	15.58	-5.5%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	29,369	29,596	0.8%	15.30	15.51	1.3%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	3,138	3,677	17.2%	12.54	14.70	17.2%	x	
52 WTP-FITCHBURG	18,546	18,996	2.4%	13.84	14.18	2.4%	x	
32 ACEWOOD-THOMPSON LOOP	15,893	15,303	-3.7%	13.57	13.03	-4.0%	x	
20 NTP-EAST TOWNE	81,291	69,849	-14.1%	14.40	12.37	-14.1%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	4,690	4,298	-8.4%	10.48	9.61	-8.4%	x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	14,006	13,140	-6.2%	11.17	9.58	-14.3%	x	
31 MARSH RD - ETP (began August 25, 2013)	18,965	20,063	5.8%	8.76	9.28	6.0%	x	
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	5,863	6,518	11.2%	7.86	8.73	11.0%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	4,589	5,370	17.0%	5.57	6.63	19.0%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	7,248	6,733	-7.1%	5.30	4.91	-7.4%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	14,329	13,316	-7.1%	5.16	4.79	-7.1%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	3,556	3,946	11.0%	4.29	4.76	11.0%	x	
UNKNOWN ROUTE & ROAD BUS *	-	-	NA	NA	NA	NA		
<b>SYSTEM TOTAL</b>	<b>6,732,513</b>	<b>6,726,777</b>	<b>-0.1%</b>	<b>33.08</b>	<b>32.98</b>	<b>-0.3%</b>	<b>19.79</b>	
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>	<b>5,771,056</b>	<b>5,574,421</b>	<b>-3.4%</b>	<b>30.22</b>	<b>29.09</b>	<b>-3.7%</b>	<b>17.46</b>	

**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).

**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**

**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**

**Connector Routes** connect transfer points throughout the day:  
**16, 17, 18.**

**Circulator Routes**  
**1, 10, 34**

**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.

**UW Campus Circulators**  
**80, 81, 82, 84**

**School Day Supplemental Routes**  
**E, L, M, W**

Average weekday ridership June 2017: 33,112  
Average weekday ridership June 2018: 33,424

Average weekend ridership June 2017: 9,632  
Average weekend ridership June 2018: 10,087

\* 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 2018

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2017	2018	% change	2017	2018
1 CAP SQUARE - UW	15,018	13,723	-8.6%	27.82	25.42
2 WTP-NTP (revised August 25, 2013)	623,094	591,341	-5.1%	43.84	41.63
3 WTP-ETP	260,316	230,441	-11.5%	30.39	26.90
4 NTP-STP	308,370	285,539	-7.4%	32.69	30.47
5 ETP-STP	202,685	188,018	-7.2%	29.75	27.57
6 EAST TOWNE-WTP	516,275	520,045	0.7%	31.54	31.77
7 WTP-ETP (Weekends & Holidays Only)	70,599	64,877	-8.1%	25.09	19.40
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	19,069	19,732	3.5%	23.44	24.25
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	415,192	398,678	-4.0%	43.73	42.23
11 WTP-DUTCH MILL-CAP SQUARE	37,799	39,614	4.8%	26.04	27.29
12 WTP-DUTCH MILL-CAP SQUARE	34,005	31,565	-7.2%	29.59	27.46
13 STP-CAP SQUARE	75,119	74,019	-1.5%	19.44	19.15
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	138,103	137,500	-0.4%	26.13	26.15
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	225,688	220,549	-2.3%	30.12	29.54
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28 NTP-WTP COMMUTER (revised August 25, 2013)	180,341	179,884	-0.3%	60.00	60.00
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	11,236	10,720	-4.6%	27.91	26.63
30 ETP-EAST TOWNE	95,051	86,408	-9.1%	21.17	19.27
31 MARSH RD - ETP (began August 25, 2013)	18,965	20,063	5.8%	8.76	9.28
32 ACEWOOD-THOMPSON LOOP	15,893	15,303	-3.7%	13.57	13.03
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	21,666	19,890	-8.2%	17.23	15.82
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	9,204	10,554	14.7%	14.13	16.20
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	14,006	13,140	-6.2%	11.17	9.58
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51 WTP-MUIR FIELD LOOP	25,087	24,333	-3.0%	18.18	17.64
52 WTP-FITCHBURG	18,546	18,996	2.4%	13.84	14.18
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	14,043	15,559	10.8%	16.49	15.58
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68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	3,556	3,946	11.0%	4.29	4.76
70 MIDDLETON-CAPITOL SQUARE	66,625	65,158	-2.2%	20.52	19.24
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	54,820	53,803	-1.9%	30.57	30.00
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	69,799	67,215	-3.7%	28.67	26.29
73 WTP-OLD SAUK TRAILS	51,573	51,284	-0.6%	16.44	16.91
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	52,731	56,363	6.9%	38.64	39.54
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	4,690	4,298	-8.4%	10.48	9.61
80 UW CAMPUS (service revised August 26, 2012)	900,211	1,068,165	18.7%	84.60	101.87
81-82 UW LATE NITE CIRCULATORS	51,214	70,383	37.4%	31.00	44.75
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	10,032	13,808	37.6%	35.15	48.37
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	599,504	604,052	0.8%	66.95	68.97
UNKNOWN ROUTE & ROAD BUS *	-	-	NA	NA	NA
<b>SYSTEM TOTAL</b>	<b>6,732,513</b>	<b>6,726,777</b>	<b>-0.1%</b>	<b>33.08</b>	<b>32.98</b>
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>	<b>5,771,056</b>	<b>5,574,421</b>	<b>-3.4%</b>	<b>30.22</b>	<b>29.09</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 2017: 33,112

Average weekday ridership June 2018: 33,424

**ParaTransit**  
**Operating Statistics For Periods Ending 6/30/2017 & 6/30/2018**

CURRENT MONTH			YEAR TO DATE				
Actual 2017	Actual 2018	Variance 2017 to 2018		Actual 2017	Actual 2018	Variance 2017 to 2018	% Change
			<b>Service Supplied Data</b>				
1,118	<b>694</b>	(424)	No. of Clients riding the System	1,509	<b>1,421</b>	(88)	-5.8%
			<i>Ridership</i>				
4,681	<b>840</b>	(3,841)	Directly Operated Service	26,311	<b>15,557</b>	(10,754)	-40.9%
<u>19,694</u>	<b><u>9,091</u></b>	<u>(10,603)</u>	ADA Contracted Services	<u>120,007</u>	<b><u>81,680</u></b>	<u>(38,327)</u>	-31.9%
24,375	<b>9,931</b>	(14,444)	Total ADA Ridership	146,318	<b>97,237</b>	(49,081)	-33.5%
588	<b>363</b>	(225)	Total No-shows	3,756	<b>3,011</b>	(745)	-19.8%
			<b>Service Quality Data</b>				
0	<b>0</b>	0	Passenger Accidents	9	<b>7</b>	(2)	-22.2%
			<b>Vehicle Accidents*</b>				
0	<b>0</b>	0	Chargeable	0	<b>0</b>	0	0.0%
1	<b>0</b>	(1)	Non-chargeable	1	<b>1</b>	0	0.0%
<u>0</u>	<b><u>0</u></b>	<u>0</u>	Preventable	<u>0</u>	<b><u>0</u></b>	<u>0</u>	0.0%
1	<b>0</b>	(1)	Total Vehicle Accidents	1	<b>1</b>	0	0.0%
			<b>Fleet/Maintenance Data</b>				
0	<b>0</b>	0	Road Calls	8	<b>3</b>	(5)	-62.5%
10	<b>3</b>	(7)	Actual Inspections	58	<b>36</b>	(22)	-37.9%
10	<b>2</b>	(8)	Scheduled Inspections	57	<b>38</b>	(19)	-33.3%

\*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, 2018

Operations	Metro Plus			
	Jun, 2017	Jun, 2018	YTD 2017	YTD 2018
Total Trips	24,375	9,931	146,318	97,237
Rides Cancelled	4,742	2,571	32,262	24,930
Cancellation Rate	19.5%	25.9%	22.0%	25.6%
No Shows (1)	588	363	3,756	3,011
No Shows/Rides Provided	2.4%	3.7%	2.6%	3.1%
Number of Clients Provided Service	1,118	694	1,509	1,421
Average Trips/Client	21.8	14.3	97.0	68.4
DDS Trips (3)	17,677	-	102,132	37,393
Subscription Trips	18,818	5,681	113,196	68,721
DDS Subscription Trips (3)	15,910	-	91,760	33,896
D2D Trips	22,582	8,941	137,758	89,727
Lv Attended Trips	6,715	1,160	39,508	20,650
Maintenance Inspections Conducted/Scheduled	100.0%	150.0%	101.8%	94.7%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	13,170	9,915	17,716	12,628	19,373	72,802
Non-Ambulatory	-	5,642	378	3,623	14,792	24,435
Percentage	13.54%	16.00%	18.61%	16.71%	35.14%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	13,170	15,557	18,094	16,251	34,165	97,237
Customer Complaints	61	33	42	52	88	276
Customer Compliments	1	6	1	4	8	20
Customer Suggestions	2	7	0	1	0	10
Complaints/1000 passenger trips - 2017	5.95	2.93	3.36	2.26	3.86	3.50
Complaints/1000 passenger trips - 2018	4.63	2.12	2.32	3.20	2.58	2.84
Late Service Reports (2)	73	2	24	25	24	148
Late Service Reports/1000 passenger trips - 2017	5.02	0.00	1.60	0.64	1.65	1.55
Late Service Reports/1000 passenger trips - 2018	5.54	0.13	1.33	1.54	0.70	1.52

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
June, 2018	94%	98%	94%	93%	99%
YTD - 2017	94%	93%	93%	92%	95%
YTD - 2018	94%	96%	92%	90%	98%

ADA Certifications, June 2018	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,597	198	79	43	5,814
Category 2	9	0	0	0	0
Category 2/3	16	0	0	0	0
Category 3	2,105	299	62	10	4,051
<b>Total</b>		3,727			9,865

Monthly New Certification	22
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.

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

	Fixed Route		Paratransit	
	2017	2018	2017	2018
Operating Cost/Revenue Hours	\$ 111.94	\$ 114.69	\$ 92.48	\$ 98.35
Operating Revenue/Operating Cost	28.51%	27.39%	42.93%	46.30%
Operating Cost/Passenger Trips	\$ 3.38	\$ 3.48	\$ 34.74	\$ 36.94
Passenger Trips/Revenue Hour	33.08	\$ 32.98	2.66	\$ 2.66
Passenger Trips/Service Area Population (annualized)	53.21	53.16	1.16	0.77
Revenue Hours/Service Area Population (annualized)	1.61	1.61	0.43	0.29
Passenger Revenue/Passenger Trips	\$ 0.96	\$ 0.95	\$ 1.06	\$ 9.47
Operating Cost/Platform Hours	\$ 100.91	\$ 103.47	\$ 84.21	\$ 89.56
Operating Cost/Total Miles	\$ 7.47	\$ 7.62	\$ 4.55	\$ 4.84
Passenger Trips/Revenue Mile	2.64	2.62	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

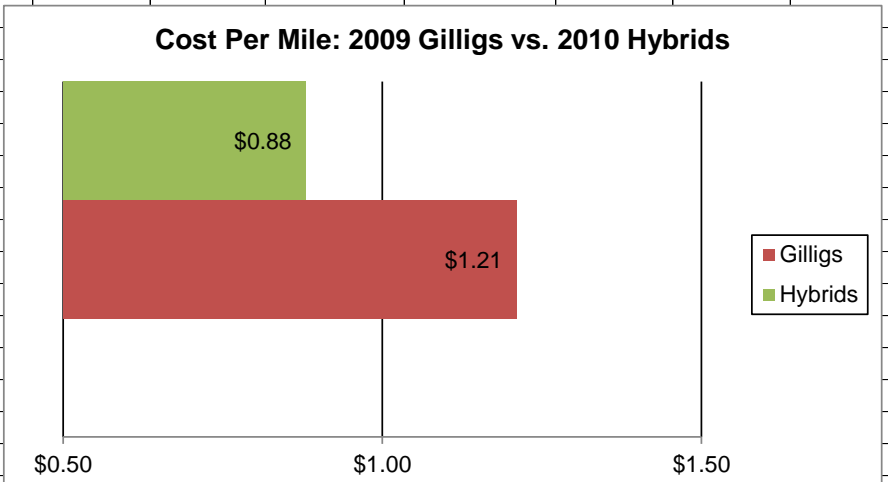
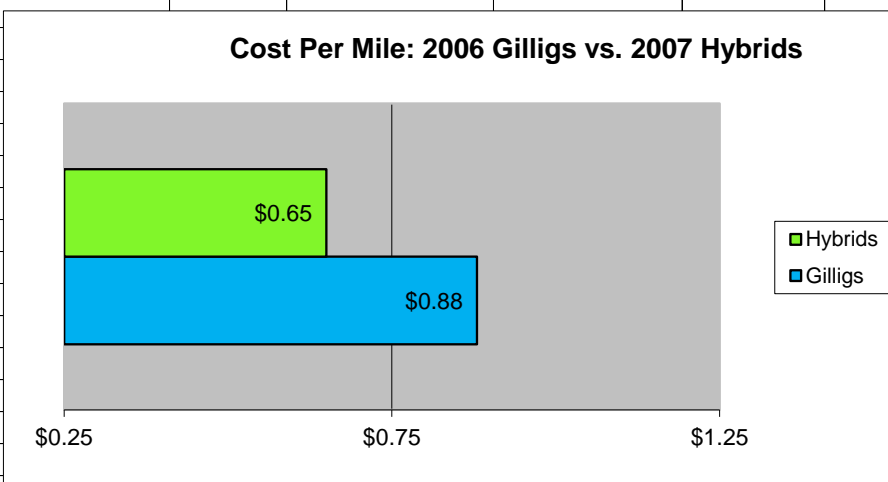
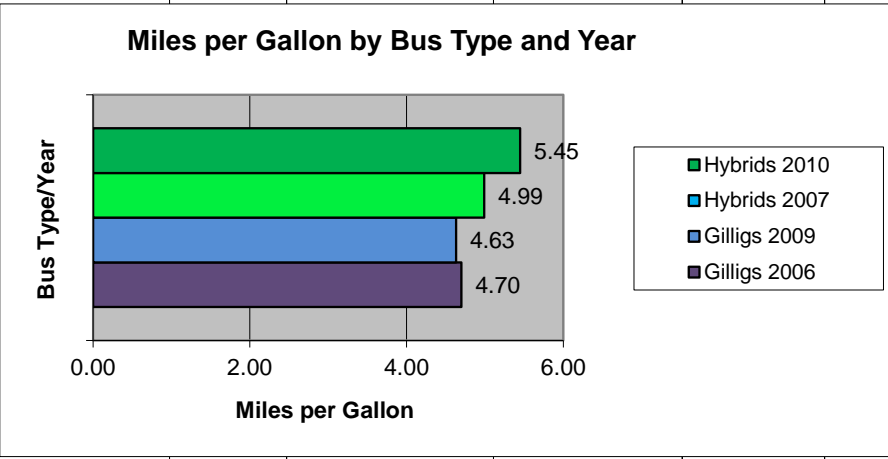
WI DOT Cost Efficiency Measures	Fixed Route		Paratransit		Combined		2013	2015
	2017	2018	2017	2018	2017	2018	Peer (combined)	Peer (FR only)
Expense per revenue hour	\$ 109.55	\$ 111.87	\$ 87.09	\$ 90.64	\$ 104.77	\$ 108.65	\$ 97.57	\$ 113.74
Revenue/expense ratio	29.14%	28.08%	3.23%	27.80%	24.56%	28.04%	21.12%	19.00%
Cost/passenger	\$ 3.31	\$ 3.39	\$ 32.71	\$ 34.05	\$ 3.94	\$ 3.83	\$ 4.46	\$ 4.36
Passengers/revenue hour	33.08	32.98	2.66	2.66	26.61	28.38	23.69	29.21
Passenger Trips/Capita (annualized)	46.51	46.47	1.01	0.67	47.52	47.14	37.63	25.49
Revenue Hours/Capita (annualized)	1.41	1.41	0.38	0.25	1.79	1.66	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



**Hybrid/Diesel Comparison - April 1, 2018 - June 30, 2018**

Bus Type/Year	Bus #	Mileage	Fuel	Fuel Cost*	Parts	Labor	CPM**	AVG MPG
Gilligs (2006)	906 - 921	76,171	16,194	\$25,136	\$24,077	\$17,578	\$0.88	4.70
Hybrids (2007)	001-005	38,305	7,679	\$11,919	\$3,911	\$8,974	\$0.65	4.99
Gilligs (2009)	922-954	173,988	37,587	\$58,339	\$96,500	\$56,146	\$1.21	4.63
Hybrids (2010)	006-019	109,776	20,151	\$31,276	\$37,838	\$27,519	\$0.88	5.45



\*Average fuel price \$1.55 per gallon for the period.

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

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

		2017	2018	2018	Over/Under	Change from
		Actual	Budget	Actual	Budget	Prior Year
<b>Passenger Revenue</b>						
	Cash, Tickets, Passes	\$ 3,287,766	\$ 3,737,599	\$ 4,022,690	\$ 285,091	\$ 734,924
	Unlimited Ride Passes	\$ 3,363,318	\$ 3,379,500	\$ 3,304,699	\$ (74,801)	\$ (58,619)
	<b>Sub Total</b>	<b>\$ 6,651,084</b>	<b>\$ 7,117,099</b>	<b>\$ 7,327,389</b>	<b>\$ 210,290</b>	<b>\$ 676,305</b>
<b>Misc Revenue</b>						
	Advertising	\$ 284,492	\$ 250,000	\$ 363,251	\$ 113,251	\$ 78,758
	County	\$ 2,299,752	\$ 1,105,345	\$ 1,041,652	\$ (63,693)	\$ (1,258,099)
	Other	\$ 236,388	\$ 72,756	\$ 92,904	\$ 20,149	\$ (143,484)
	<b>Sub Total</b>	<b>\$ 2,820,632</b>	<b>\$ 1,428,101</b>	<b>\$ 1,497,807</b>	<b>\$ 69,707</b>	<b>\$ (1,322,825)</b>
<b>Local Subsidies</b>						
	City of Madison	\$ 5,864,981	\$ 5,642,074	\$ 5,642,074	\$ -	\$ (222,906)
	Funding Partners	\$ 2,023,176	\$ 1,905,000	\$ 1,905,000	\$ -	\$ (118,176)
	<b>Sub Total</b>	<b>\$ 7,888,157</b>	<b>\$ 7,547,074</b>	<b>\$ 7,547,074</b>	<b>\$ -</b>	<b>\$ (341,082)</b>
	<b>State Assistance</b>	\$ 8,707,120	\$ 8,680,000	\$ 8,678,998	\$ (1,002)	\$ (28,122)
	<b>Federal grant funding for capital maintenance</b>	\$ 3,100,000	\$ 3,150,000	\$ 3,150,000	\$ -	\$ 50,000
	<b>Total Revenue</b>	<b>\$ 29,166,993</b>	<b>\$ 27,922,274</b>	<b>\$ 28,201,268</b>	<b>\$ 278,994</b>	<b>\$ (965,724)</b>
<b>Salaries</b>						
	Salaries/Wages	\$ 13,247,632	\$ 12,872,759	\$ 13,303,748	\$ 430,990	\$ 56,116
	OT	\$ 1,146,252	\$ 933,808	\$ 1,246,401	\$ 312,593	\$ 100,148
	Workers Comp	\$ 114,390	\$ 99,500	\$ 54,754	\$ (44,746)	\$ (59,636)
<b>Benefits</b>						
	Health	\$ 3,125,470	\$ 3,278,991	\$ 3,157,758	\$ (121,233)	\$ 32,287
	WI Retirement	\$ 959,207	\$ 910,842	\$ 957,696	\$ 46,854	\$ (1,511)
	Other	\$ 2,010,484	\$ 1,980,266	\$ 2,086,430	\$ 106,163	\$ 75,946
	<b>Sub Total</b>	<b>\$ 20,603,436</b>	<b>\$ 20,076,166</b>	<b>\$ 20,806,787</b>	<b>\$ 730,620</b>	<b>\$ 203,351</b>
<b>Utilities</b>						
	Natural Gas	\$ 128,304	\$ 114,000	\$ 133,543	\$ 19,543	\$ 5,239
	Electricity	\$ 139,269	\$ 145,000	\$ 125,913	\$ (19,087)	\$ (13,356)
	Telephone	\$ 14,652	\$ 8,000	\$ 8,179	\$ 179	\$ (6,474)
	Other	\$ 19,118	\$ 22,500	\$ 19,066	\$ (3,434)	\$ (53)
<b>Building &amp; Grounds</b>						
	Repairs/Maintenance	\$ 63,021	\$ 94,500	\$ 105,929	\$ 11,429	\$ 42,908
	Supplies	\$ 92,995	\$ 143,000	\$ 88,831	\$ (54,169)	\$ (4,164)
	Services	\$ 8,219	\$ 5,000	\$ 6,943	\$ 1,943	\$ (1,276)
<b>Rolling Stock/Support Equipment</b>						
	Equip. Repairs/Maintenance	\$ 239,608	\$ 260,000	\$ 239,134	\$ (20,866)	\$ (473)
	Parts	\$ 626,354	\$ 652,500	\$ 603,945	\$ (48,555)	\$ (22,409)
	Tires	\$ 113,524	\$ 120,000	\$ 126,582	\$ 6,582	\$ 13,058
	Equipment Supplies	\$ 21,805	\$ 40,000	\$ 18,527	\$ (21,473)	\$ (3,278)
	Fuel, Oil, & Lubricants	\$ 1,616,637	\$ 1,120,370	\$ 1,164,467	\$ 44,097	\$ (452,170)
<b>Administrative</b>						
	Insurance & Financial	\$ 767,569	\$ 739,119	\$ 732,720	\$ (6,399)	\$ (34,849)
	Rentals/Leases	\$ 161,142	\$ 230,000	\$ 228,264	\$ (1,736)	\$ 67,121
	Training	\$ 30,744	\$ 22,145	\$ 29,995	\$ 7,850	\$ (748)
	Supplies, Equipment and Services	\$ 397,423	\$ 406,600	\$ 308,801	\$ (97,799)	\$ (88,622)
<b>Operations</b>						
	Paratransit Providers	\$ 2,446,110	\$ 2,315,173	\$ 1,854,336	\$ (460,836)	\$ (591,774)
	County Programs	\$ 304,736	\$ 325,000	\$ 275,781	\$ (49,219)	\$ (28,956)
	<b>Inter Departmental Charges</b>	\$ 185,064	\$ 178,565	\$ 178,565	\$ -	\$ (6,499)
	<b>Depreciation</b>	\$ 3,240,000	\$ 3,200,000	\$ 3,200,000	\$ -	\$ (40,000)
	<b>Interest</b>	\$ 192,600	\$ 203,043	\$ 203,043	\$ -	\$ 10,443
	<b>Total Operating Expenses</b>	<b>\$ 31,412,330</b>	<b>\$ 30,420,680</b>	<b>\$ 30,459,349</b>	<b>\$ 38,670</b>	<b>\$ (952,981)</b>
	<b>Less Depreciation</b>	\$ (3,240,000)	\$ (3,200,000)	\$ (3,200,000)	\$ -	\$ 40,000
	<b>Debt Principal Payments</b>	\$ 796,800	\$ 890,412	\$ 890,412	\$ -	\$ 93,612
	<b>Fixed Assets/5310 passthrough</b>	\$ 89,545	\$ 125,000	\$ 59,083	\$ (65,917)	\$ (30,462)
	<b>Federal grant funding for fixed assets/5310 passthrough</b>	\$ (89,545)	\$ (100,000)	\$ (59,083)	\$ 40,917	\$ 30,462
	<b>Total Expenditures</b>	<b>\$ 28,969,130</b>	<b>\$ 28,136,092</b>	<b>\$ 28,149,761</b>	<b>\$ 13,670</b>	<b>\$ (819,369)</b>
	<b>Reserves generated (used)</b>	<b>\$ 197,863</b>	<b>\$ (213,817)</b>	<b>\$ 51,507</b>	<b>\$ 265,325</b>	<b>\$ (146,355)</b>
	<b>Reserve balance-beginning</b>	\$ 2,739,271		\$ 3,039,842		
	<b>Reserve balance-ending</b>	<b>\$ 2,937,134</b>		<b>\$ 3,091,349</b>		

**Customer Feedback: Multi-Year Counts by Primary Unit and Category**  
For the period 1/1 - 6/30

**Report Totals**

2015	1916	2017	1994
2016	1938	2018	1682



**BGRNDS**

Category ID and Name	2015	2016	2017	2018
34 Wheelchair accessibility	1	0	0	0
39 Shelter Posters	1	1	1	2
67 Transfer Pt/Shelter Vandalism	2	3	15	12
68 Transfer Pt/Shelter Graffiti	20	11	1	1
91 Compliment	1	0	0	1
116 Other - no current category	3	19	7	6
128 Transfer Pt/Shelter Maintenance	7	10	4	12
<b>Unit Totals</b>	<b>35</b>	<b>44</b>	<b>28</b>	<b>34</b>

**FIN**

Category ID and Name	2015	2016	2017	2018
18 Fare Policy	0	1	0	0
19 Transfer Policy	0	0	0	0
91 Compliment	0	0	0	0
116 Other - no current category	2	1	1	2
<b>Unit Totals</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>

**FIXED**

Category ID and Name	2015	2016	2017	2018
3 Smoking	3	10	1	3
4 Driving Behavior	175	163	190	195
6 Bus Early - Fixed Route	84	104	94	92
7 Customer passed-up	127	140	161	171
8 Bus Off-route	26	24	28	27
9 Driver Not Wearing Seatbelt	3	2	1	0
10 Driver Not Calling Stops	0	0	0	1
11 Destination Sign Incorrect	11	17	10	6
12 Disruptive Passenger(s)	17	31	19	18
13 Bus Never Came	56	48	30	17
26 Overloads	4	13	4	2
29 Special Event Service	0	0	0	0
32 Bus Idling	4	14	11	8
33 Detours	2	21	11	4
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
55 Driver Rude	116	114	128	65
60 Transfer Points	0	0	0	0
66 Equipment Malfunction	5	10	10	4
69 Securement, mobility device	2	2	6	5
71 Other Driver Conduct	87	77	82	96
72 Other Public Info	5	7	3	4
76 Missed Stop Request	9	11	7	12
77 Fare Dispute	16	23	12	9
78 Discrimination	2	0	12	1
79 City Ordinances	4	1	0	2
80 Electronic Device	3	3	0	1
81 Driving With Cell Phone	2	0	0	0
84 Unauthorized Stop	2	3	1	0
85 Unprofessional Conduct	2	3	1	8
86 Excessive Conversation	4	5	6	8
87 Bus Late - Fixed Route	61	91	53	57
88 Unsafe Situation	21	6	7	4

89 Property Damage	6	5	1	4
90 Passenger Injury	8	19	12	18
91 Compliment	132	158	163	139
116 Other - no current category	49	28	22	32
117 Climate Control	2	1	2	2
121 Missed Transfer	10	24	15	20
122 School Routes	14	13	15	4
124 Items Not Allowed on Bus	4	1	0	2
126 ADA Issues	7	12	11	10
130 Cut Route	2	0	4	0
132 Harassment	1	0	1	3
133 Running a Red Light	18	23	26	32
137 Weather Related	1	1	2	3
144 Stroller Policy	1	3	1	0
146 Bus Seating Layout	0	0	0	0
147 Crosswalk Violation	18	21	15	11
<b>Unit Totals</b>	<b>1126</b>	<b>1252</b>	<b>1178</b>	<b>1100</b>

**INFSYS**

Category ID and Name	2015	2016	2017	2018
41 ITS: Intelligent Transportation S	5	1	4	1
91 Compliment	1	1	0	0
116 Other - no current category	0	1	1	2
135 Website	1	0	1	0
136 Trip Planner	0	0	0	0
141 TransitTracker	7	0	1	1
142 Google Transit	1	0	1	0
143 Google Data Format	0	0	0	0
<b>Unit Totals</b>	<b>15</b>	<b>3</b>	<b>8</b>	<b>4</b>

**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	1	0
66 Equipment Malfunction	8	15	4	14
91 Compliment	0	0	1	0
115 Bus Appearance-Cleanliness	5	6	2	2
116 Other - no current category	4	1	5	1
117 Climate Control	1	2	1	0
146 Bus Seating Layout	0	0	0	0
<b>Unit Totals</b>	<b>18</b>	<b>24</b>	<b>14</b>	<b>17</b>

**MKTG**

Category ID and Name	2015	2016	2017	2018
18 Fare Policy	7	3	1	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	0	1	1	2
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	3	0	0	1
37 Advertisements - General	0	0	0	0
38 Sales Outlets	2	2	0	1
39 Shelter Posters	1	0	0	0

40 Schedules	0	0	1	3
72 Other Public Info	3	3	1	1
91 Compliment	9	9	4	5
98 Schedule Info	6	5	1	0
99 Order Taking	1	0	0	0
100 Phones Busy	0	1	0	0
101 Behavior - Cust Svc	1	4	4	3
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	9	3	22	8
119 Lost and Found	2	1	0	1
120 Para - Ride Booking	11	6	8	3
135 Website	1	3	5	1
137 Weather Related	0	0	0	0
138 Advertisements - Bus Wraps	0	0	1	0
140 Text/Email Alerts	0	0	0	0
146 Bus Seating Layout	0	0	0	0
148 Public Hearing Comment - Fare	0	25	0	0
149 Audible Turn Signals	36	0	0	0
153 Public Hearing Comment - Other	5	0	50	0
155 Weapons Policy	0	0	0	0
<b>Unit Totals</b>	<b>97</b>	<b>66</b>	<b>100</b>	<b>29</b>

**PARA**

Category ID and Name	2015	2016	2017	2018
3 Smoking	0	2	0	0
4 Driving Behavior	13	15	19	12
55 Driver Rude	10	8	17	14
66 Equipment Malfunction	5	4	2	0
69 Securement, mobility device	9	6	5	2
72 Other Public Info	1	1	1	1
79 City Ordinances	0	0	0	0
80 Electronic Device	2	4	1	0
81 Driving With Cell Phone	2	6	2	2
85 Unprofessional Conduct	8	1	3	0
88 Unsafe Situation	2	2	5	4
90 Passenger Injury	6	6	13	2
91 Compliment	28	33	29	20
92 Public Hearing Comment - Servi	0	0	0	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	3	2	1	7
97 Winter Weather - Para Policy	1	0	0	0
98 Schedule Info	6	4	2	1
99 Order Taking	3	2	0	1
100 Phones Busy	0	0	0	1
101 Behavior - Cust Svc	1	0	0	1
102 Bus Early - Para	10	12	11	5
103 Bus On-Time	0	0	1	1
104 Bus Late - Para	84	95	170	84
105 No Shows	38	54	36	24
106 Door-to-Door	18	19	16	10
107 Leave Attended	29	30	25	9
108 Mobility Device Securement	2	2	2	0
109 Travel Time - Para	52	44	79	32

110 Service Area - Para Policy	0	0	2	2
111 Backtracking	0	0	1	0
112 Passenger Behavior	2	1	0	1
113 Driver Behavior	43	35	45	35
114 Dispatch	7	4	15	5
116 Other - no current category	10	10	18	12
118 Drop-Off Wrong Location	5	6	9	9
120 Para - Ride Booking	9	7	6	3
132 Harassment	0	0	0	0
133 Running a Red Light	0	0	1	1
137 Weather Related	0	0	0	1
147 Crosswalk Violation	0	0	0	0
148 Public Hearing Comment - Fare	0	0	0	2
150 Picked Up Wrong Client	7	2	2	0
151 Attempted Pick-Up, Wrong Loca	3	5	5	4
152 Missed Trip	7	4	5	0
<b>Unit Totals</b>	<b>427</b>	<b>427</b>	<b>550</b>	<b>315</b>

**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	5	6	1	3
23 Express Service	0	1	0	0
25 Frequency	1	4	8	4
26 Overloads	16	19	20	9
27 Park & Ride	1	0	0	0
28 School Trippers Concern	0	0	2	3
29 Special Event Service	0	2	0	0
31 Expansion Request	3	5	4	2
33 Detours	5	5	7	7
34 Wheelchair accessibility	2	0	0	0
40 Schedules	2	2	2	4
42 Routes	1	0	0	1
43 Schedules - Service Design	3	4	0	4
44 Quality	0	0	0	0
47 Corridor Schedules	0	0	1	0
48 Transfer Coordination	0	1	0	0
49 Travel Time - Service Design	0	1	0	0
60 Transfer Points	1	0	0	0
70 Other Service Design	3	11	14	9
73 Bus Stop Addition Request	67	7	3	3
74 Bus Stop Damage	0	0	0	1
75 Shelter Addition/Removal	3	3	1	4
87 Bus Late - Fixed Route	3	3	1	1
91 Compliment	1	3	0	1
92 Public Hearing Comment - Servi	64	30	24	41
116 Other - no current category	6	9	25	14
127 Public Hearing Addendum	0	0	0	0
129 Service Design Request	2	2	1	2
135 Website	0	0	0	0
136 Trip Planner	1	1	0	2
139 Surveys	5	0	0	0
141 TransitTracker	0	1	0	1
142 Google Transit	1	0	1	0

143	Google Data Format	0	0	0	0
146	Bus Seating Layout	0	0	0	0
154	Bus Stop Closure--Metro-initiate	0	0	0	15
156	Bus Stop Relocation/Removal R	0	0	0	49
<i>Unit Totals</i>		196	120	115	181