

Metro Performance Summary

3rd Quarter Data for 2018

Data

- Metro fixed route ridership was up 1.1% through the 3rd quarter, up from 9,401,743 in 2017 to 9,509,301 in 2018. Paratransit ridership for the same period was down 42.1% from 217,624 to 125,996, 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 about 1.3% in the second quarter of 2018. The National Transit Cooperative Research Program is doing a national study on this.
- Metro's financial status through September shows revenues over budget by \$571k and expenses over by \$61k. The reserve funds are at \$3.9 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 3rd quarter totaled 33 in 2017 versus 42 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 \$37k versus \$107k last year.
- Customer feedback through the 3rd quarter of 2018 totaled 2639 contacts, down from the 2017 level of 2993. Fixed route input was the largest category at 1804, nearly equal to 1801 from 2017, with the biggest percentage drop in "driver rude," "bus never came," and "school routes." Paratransit input was down from 780 contacts in 2017 to 426 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 3rd quarter of 2018, we've responded to 98.6% within that timeframe.
- Total driver reported security incidents were 321 for the 3rd quarter for 2018 versus 429 for 2017, a 25% 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

- Metro has put into revenue service fifteen new 40-foot replacement diesel buses (#s 146-160), the last phase of a five-year procurement awarded to Gillig in Hayward, California. One of Metro's new buses, #146, has the new Metro logo on it, introducing our new branding to the public. Starting in 2019, all new buses will have this logo.
- Metro's next five-year bus procurement was awarded to New Flyer in St. Cloud, Minnesota. The first installment of buses are planned for in the summer of 2019. This procurement anticipates fifteen diesel buses per year from New Flyer, except in 2020, when Metro will receive three new all-electric buses manufactured by Proterra as part of a competitive federal grant Metro won in 2017.
- Family care was fully implemented on May 1st. 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). As a result, agency fare revenues are higher than expected. This has helped offset the need for a paratransit fare increase and other service changes that Metro staff originally planned for, but has now decided to delay or cancel. The last day of in-house paratransit was August 10th, and all services are now provided by third-party contractors.
- Metro Transit was one of eleven semi-finalists out of forty-five competitors for the UW Dream Up grant to improve job-related transportation options for lower and middle income families by partnering with the YWCA Job Ride transportation service and others. The next round of competition for this grant submittal was a second phase application which was due November 21st. The link to our website on this is here: www.mymetrobus.com/dreamup.
- A request was submitted through the Volkswagen Emissions Reduction Program, administered by the State of Wisconsin, for five buses per year for the next three years.

FIXED ROUTE
Operating Statistics For Periods Ending 9/30/2017 & 9/30/2018

CURRENT MONTH			YEAR TO DATE				
Actual 2017	Actual 2018	Variance 2017 to 2018		Actual 2017	Actual 2018	Variance 2017 to 2018	% Change
			Service Supplied				
510,772	495,605	(15,167)	Total (Vehicle) Miles	4,489,891	4,521,240	31,349	0.7%
33,598	32,953	(645)	Revenue Hours	301,406	302,380	974	0.3%
37,353	36,631	(722)	Total (Vehicle) Hours	332,261	333,113	852	0.3%
			<i>Ridership</i>				
1,043,650	1,135,627	91,977	Revenue Passengers	8,762,599	8,841,369	78,770	0.9%
60,407	61,594	1,187	Transfers	541,011	524,021	(16,990)	-3.1%
<u>12,028</u>	<u>11,683</u>	<u>(345)</u>	Non-Revenue Rides	<u>98,133</u>	<u>143,911</u>	45,778	46.6%
1,116,085	1,208,904	92,819	Total Passengers	9,401,743	9,509,301	107,558	1.1%
			Service Quality*				
88.7%	84.9%	-3.8%	% Trips on time	89.5%	89.1%	-0.4%	-0.5%
3.1%	3.3%	0.2%	% Trips early	3.5%	3.6%	0.0%	0.6%
8.2%	11.9%	3.7%	% Trips late	7.0%	7.4%	0.4%	5.9%
16	14	(2)	Passenger Accidents	136	83	(53)	-39.0%
			Vehicle Accidents**				
5	3	(2)	Chargeable	32	40	8	25.0%
17	11	(6)	Non-chargeable	107	97	(10)	-9.3%
<u>1</u>	<u>1</u>	<u>0</u>	Preventable	<u>1</u>	<u>2</u>	<u>1</u>	100.0%
23	15	(8)	Total Vehicle Accidents	140	139	(1)	-0.7%
			Fleet/Maintenance				
20	23	3	Road Calls	268	257	(11)	-4.1%
65	83	18	Actual Inspections	728	734	6	0.8%
85	83	(2)	Scheduled Inspections	748	753	5	0.7%
0.23	0.23	0.00	Complaints/1000 Rides	0.18	0.19	0.00	1.6%

*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--September 2018 vs. September 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)	1,236,492	1,453,815	17.6%	80.90	96.10	18.8%		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	709,832	731,195	3.0%	67.22	70.42	4.8%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	251,728	256,557	1.9%	56.36	57.48	2.0%		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
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	14,807	18,974	28.1%	34.76	44.55	28.1%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	236,381	246,358	4.2%	39.41	41.21	4.6%		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
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	53,422	55,587	4.1%	39.21	40.80	4.1%		
2 WTP-NTP (revised August 25, 2013)	899,145	867,964	-3.5%	42.06	40.63	-3.4%		Connector Routes connect transfer points throughout the day: 16, 17, 18.
81-82 UW LATE NITE CIRCULATORS	60,721	84,490	39.1%	27.99	40.14	43.4%		
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	76,053	85,295	12.2%	37.20	40.11	7.8%		Circulator Routes 1, 10, 34
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	570,049	563,305	-1.2%	40.34	40.03	-0.8%		
50 WTP-SCHROEDER-RAYMOND LOOP	145,453	142,629	-1.9%	34.52	33.85	-1.9%		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.
22 MENDOTA LOOP	174,000	154,836	-11.0%	35.57	31.66	-11.0%		
6 EAST TOWNE-WTP	741,132	756,144	2.0%	30.29	30.90	2.0%		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.
4 NTP-STP	434,192	412,097	-5.1%	30.66	29.27	-4.5%		
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	324,693	323,136	-0.5%	28.98	28.93	-0.2%		UW Campus Circulators 80, 81, 82, 84
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	78,988	77,280	-2.2%	29.44	28.81	-2.2%		
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	120,297	107,373	-10.7%	31.56	28.18	-10.7%		School Day Supplemental Routes E, L, M, W
67 WTP-WEST TOWNE	141,673	143,260	1.1%	27.48	27.79	1.1%		
5 ETP-STP	294,143	281,718	-4.2%	28.73	27.51	-4.3%		Average weekday ridership September 2017: 47,734 Average weekday ridership September 2018: 51,912
12 WTP-DUTCH MILL-CAP SQUARE	47,888	44,849	-6.3%	27.85	26.08	-6.3%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	101,515	99,238	-2.2%	27.70	25.95	-6.3%		Average weekend ridership September 2017: 12,864 Average weekend ridership September 2018: 13,074
57 PILGRIM-REITZ COMMUTER & MUIR FIELD COMMUTER	70,855	73,813	4.2%	24.86	25.85	4.0%		
21 LAKEVIEW LOOP	112,572	107,071	-4.9%	26.78	25.48	-4.9%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	193,535	199,162	2.9%	24.49	25.32	3.4%		
27 NTP - UW CAMPUS COMMUTER	35,310	35,449	0.4%	25.22	25.32	0.4%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	15,716	15,246	-3.0%	26.09	25.31	-3.0%		
3 WTP-ETP	363,166	323,328	-11.0%	28.34	25.23	-11.0%		
11 WTP-DUTCH MILL-CAP SQUARE	52,619	54,391	3.4%	24.23	25.05	3.4%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	27,889	28,986	3.9%	22.36	23.26	4.0%		
39 ETP - DAIRY DRIVE (revised August 25, 2013)	22,526	25,463	13.0%	20.55	23.23	13.0%		
16 STP - ETP	226,938	222,312	-2.0%	23.64	23.17	-2.0%		
18 STP-WTP (revised August 25, 2013)	224,178	225,011	0.4%	23.21	23.10	-0.5%		
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	4,218	4,647	10.2%	20.18	22.23	10.2%		
1 CAP SQUARE - UW	18,601	17,792	-4.3%	23.04	22.03	-4.3%		
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	21,469	23,815	10.9%	19.62	21.66	10.4%		
56 PILGRIM-REITZ COMMUTER & MUIR FIELD COMMUTER	73,262	75,769	3.4%	20.65	21.36	3.4%		
30 ETP-EAST TOWNE	139,096	131,612	-5.4%	20.61	19.52	-5.3%		
47 ARBOR HILLS COMMUTER	50,550	44,752	-11.5%	22.04	19.51	-11.5%		
70 MIDDLETON-CAPITOL SQUARE	95,691	95,206	-0.5%	19.59	18.79	-4.1%	x	
13 STP-CAP SQUARE	109,980	107,044	-2.7%	18.93	18.42	-2.7%	x	
7 WTP-ETP (Weekends & Holidays Only)	102,769	96,627	-6.0%	23.84	18.37	-23.0%	x	
58 GREENTREE COMMUTER	51,887	41,258	-20.5%	22.95	18.25	-20.5%	x	
51 WTP-MUIR FIELD LOOP	36,724	35,695	-2.8%	17.64	17.15	-2.8%	x	
17 ETP-NTP	73,231	71,409	-2.5%	17.58	17.14	-2.5%	x	
73 WTP-OLD SAUK TRAILS	79,705	77,365	-2.9%	17.06	17.05	0.0%	x	
19 RED ARROW TR-CAP SQUARE	101,069	90,574	-10.4%	18.14	16.26	-10.4%	x	
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	21,062	23,780	12.9%	16.25	15.96	-1.8%	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	13,708	15,125	10.3%	14.06	15.52	10.3%	x	
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	30,391	28,596	-5.9%	16.16	15.20	-5.9%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	39,699	42,162	6.2%	14.03	14.95	6.6%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	4,558	5,503	20.7%	12.18	14.70	20.7%	x	
52 WTP-FITCHBURG	27,470	29,189	6.3%	13.70	14.56	6.3%	x	
32 ACEWOOD-THOMPSON LOOP	24,027	22,611	-5.9%	13.58	12.73	-6.3%	x	
20 NTP-EAST TOWNE	117,378	104,002	-11.4%	13.81	12.23	-11.4%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	7,313	6,344	-13.3%	10.76	9.57	-11.1%	x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	19,584	19,321	-1.3%	10.32	9.42	-8.8%	x	
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	8,952	9,805	9.5%	8.02	8.78	9.4%	x	
31 MARSH RD - ETP (began August 25, 2013)	26,964	28,247	4.8%	8.25	8.66	4.9%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	6,936	8,486	22.3%	5.50	6.84	24.3%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	21,559	20,322	-5.7%	5.15	4.86	-5.7%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	10,401	9,953	-4.3%	5.05	4.82	-4.5%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	5,581	5,958	6.8%	4.39	4.67	6.3%	x	
UNKNOWN ROUTE & ROAD BUS *	-	-	NA	NA	NA	NA		
SYSTEM TOTAL	9,401,743	9,509,301	1.1%	31.19	31.45	0.8%	18.87	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	8,089,723	7,952,022	-1.7%	28.53	27.93	-2.1%	16.76	

* 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 - September 2018

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2017	2018	% change	2017	2018
1 CAP SQUARE - UW	18,601	17,792	-4.3%	23.04	22.03
2 WTP-NTP (revised August 25, 2013)	899,145	867,964	-3.5%	42.06	40.63
3 WTP-ETP	363,166	323,328	-11.0%	28.34	25.23
4 NTP-STP	434,192	412,097	-5.1%	30.66	29.27
5 ETP-STP	294,143	281,718	-4.2%	28.73	27.51
6 EAST TOWNE-WTP	741,132	756,144	2.0%	30.29	30.90
7 WTP-ETP (Weekends & Holidays Only)	102,769	96,627	-6.0%	23.84	18.37
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	27,889	28,986	3.9%	22.36	23.26
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	570,049	563,305	-1.2%	40.34	40.03
11 WTP-DUTCH MILL-CAP SQUARE	52,619	54,391	3.4%	24.23	25.05
12 WTP-DUTCH MILL-CAP SQUARE	47,888	44,849	-6.3%	27.85	26.08
13 STP-CAP SQUARE	109,980	107,044	-2.7%	18.93	18.42
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28 NTP-WTP COMMUTER (revised August 25, 2013)	251,728	256,557	1.9%	56.36	57.48
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	15,716	15,246	-3.0%	26.09	25.31
30 ETP-EAST TOWNE	139,096	131,612	-5.4%	20.61	19.52
31 MARSH RD - ETP (began August 25, 2013)	26,964	28,247	4.8%	8.25	8.66
32 ACEWOOD-THOMPSON LOOP	24,027	22,611	-5.9%	13.58	12.73
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	30,391	28,596	-5.9%	16.16	15.20
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	13,708	15,125	10.3%	14.06	15.52
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	19,584	19,321	-1.3%	10.32	9.42
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	10,401	9,953	-4.3%	5.05	4.82
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	39,699	42,162	6.2%	14.03	14.95
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	236,381	246,358	4.2%	39.41	41.21
39 ETP - DAIRY DRIVE (revised August 25, 2013)	22,526	25,463	13.0%	20.55	23.23
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	120,297	107,373	-10.7%	31.56	28.18
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	53,422	55,587	4.1%	39.21	40.80
47 ARBOR HILLS COMMUTER	50,550	44,752	-11.5%	22.04	19.51
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	4,558	5,503	20.7%	12.18	14.70
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	8,952	9,805	9.5%	8.02	8.78
50 WTP-SCHROEDER-RAYMOND LOOP	145,453	142,629	-1.9%	34.52	33.85
51 WTP-MUIR FIELD LOOP	36,724	35,695	-2.8%	17.64	17.15
52 WTP-FITCHBURG	27,470	29,189	6.3%	13.70	14.56
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	21,062	23,780	12.9%	16.25	15.96
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	73,262	75,769	3.4%	20.65	21.36
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	70,855	73,813	4.2%	24.86	25.85
58 GREENTREE COMMUTER	51,887	41,258	-20.5%	22.95	18.25
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	6,936	8,486	22.3%	5.50	6.84
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	21,469	23,815	10.9%	19.62	21.66
67 WTP-WEST TOWNE	141,673	143,260	1.1%	27.48	27.79
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	5,581	5,958	6.8%	4.39	4.67
70 MIDDLETON-CAPITOL SQUARE	95,691	95,206	-0.5%	19.59	18.79
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	78,988	77,280	-2.2%	29.44	28.81
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	101,515	99,238	-2.2%	27.70	25.95
73 WTP-OLD SAUK TRAILS	79,705	77,365	-2.9%	17.06	17.05
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	76,053	85,295	12.2%	37.20	40.11
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	7,313	6,344	-13.3%	10.76	9.57
80 UW CAMPUS (service revised August 26, 2012)	1,236,492	1,453,815	17.6%	80.90	96.10
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UNKNOWN ROUTE & ROAD BUS *	-	-	NA	NA	NA
SYSTEM TOTAL	9,401,743	9,509,301	1.1%	31.19	31.45
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	8,089,723	7,952,022	-1.7%	28.53	27.93

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Average weekday ridership September 2017: 47,734

Average weekday ridership September 2018: 51,912

ParaTransit
Operating Statistics For Periods Ending 9/30/2017 & 9/30/2018

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				
1,116	658	(458)	No. of Clients riding the System	1,621	1,511	(110)	-6.8%
			<i>Ridership</i>				
4,409	0	(4,409)	Directly Operated Service	39,627	16,651	(22,976)	-58.0%
<u>19,454</u>	<u>9,077</u>	<u>(10,377)</u>	ADA Contracted Services	<u>177,997</u>	<u>109,345</u>	<u>(68,652)</u>	-38.6%
23,863	9,077	(14,786)	Total ADA Ridership	217,624	125,996	(91,628)	-42.1%
531	342	(189)	Total No-shows	5,432	4,054	(1,378)	-25.4%
			Service Quality Data				
1	0	(1)	Passenger Accidents	11	7	(4)	-36.4%
			<i>Vehicle Accidents*</i>				
0	0	0	Chargeable	0	0	0	0.0%
2	0	(2)	Non-chargeable	3	1	(2)	-66.7%
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>0</u>	<u>0</u>	<u>0</u>	0.0%
2	0	(2)	Total Vehicle Accidents	3	1	(2)	-66.7%
			Fleet/Maintenance Data				
1	0	(1)	Road Calls	10	3	(7)	-70.0%
9	0	(9)	Actual Inspections	85	39	(46)	-54.1%
9	0	(9)	Scheduled Inspections	86	41	(45)	-52.3%

*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.

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

**Paratransit Performance Indicators
September, 2018**

Operations	Metro Plus			
	Sept, 2017	Sept, 2018	YTD Sept, 2017	YTD Sept, 2018
Total Trips	23,863	9,077	217,624	125,996
Rides Cancelled	4,902	2,519	47,776	32,632
Cancellation Rate	20.5%	27.8%	22.0%	25.9%
No Shows (1)	531	342	5,432	4,054
No Shows/Rides Provided	2.2%	3.8%	2.5%	3.2%
Number of Clients Provided Service	1,116	658	1,621	1,511
Average Trips/Client	21.4	13.8	134.3	83.4
DDS Trips	16,913	-	153,475	37,393
Subscription Trips	18,212	4,779	168,068	83,993
DDS Subscription Trips	15,141	-	137,928	33,896
D2D Trips	22,019	8,059	204,064	115,308
Lv Attended Trips	6,405	880	59,067	23,701
Maintenance Inspections Conducted/Scheduled	100.0%	0.0%	98.8%	95.1%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	16,859	10,574	22,681	14,481	28,565	93,160
Non-Ambulatory	-	6,077	498	4,955	21,306	32,836
Percentage	13.38%	13.22%	18.40%	15.43%	39.58%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	16,859	16,651	23,179	19,436	49,871	125,996
Customer Complaints	79	44	53	72	126	374
Customer Compliments	1	8	2	5	12	28
Customer Suggestions	2	11	1	1	0	15
Complaints/1000 passenger trips - 2017	5.35	2.78	2.99	2.56	3.71	3.35
Complaints/1000 passenger trips - 2018	4.69	2.64	2.29	3.70	2.53	2.97
Late Service Reports (2)	87	2	29	26	38	182
Late Service Reports/1000 passenger trips-2017	3.80	0.00	1.52	0.62	1.33	1.27
Late Service Reports/1000 passenger trips-2018	5.16	-	1.25	1.34	0.76	1.44

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
September, 2018	95%	0%	96%	86%	100%
YTD - 2017	95%	94%	93%	92%	95%
YTD - 2018	94%	96%	93%	89%	98%

ADA Certifications, September 2018	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,588	184	76	29	5,079
Category 2	8	0	0	0	0
Category 2/3	15	0	0	0	0
Category 3	2,128	296	59	10	3,936
Total	3,739				9,015

Monthly New Certification	21
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

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

		2017	2018	2018	Over/Under	Change from
		Actual	Budget	Actual	Budget	Prior Year
Passenger Revenue						
	Cash, Tickets, Passes	\$ 4,680,262	\$ 5,330,890	\$ 5,768,582	\$ 437,692	\$ 1,088,321
	Unlimited Ride Passes	\$ 4,984,725	\$ 5,029,250	\$ 4,890,011	\$ (139,239)	\$ (94,714)
	Sub Total	\$ 9,664,987	\$ 10,360,140	\$ 10,658,593	\$ 298,453	\$ 993,606
Misc Revenue						
	Advertising	\$ 553,141	\$ 375,000	\$ 716,819	\$ 341,819	\$ 163,678
	County	\$ 3,458,461	\$ 1,230,345	\$ 1,178,198	\$ (52,147)	\$ (2,280,263)
	Other	\$ 290,493	\$ 109,133	\$ 93,293	\$ (15,841)	\$ (197,200)
	Sub Total	\$ 4,302,095	\$ 1,714,478	\$ 1,988,309	\$ 273,831	\$ (2,313,786)
Local Subsidies						
	City of Madison	\$ 8,601,124	\$ 8,746,090	\$ 8,746,090	\$ -	\$ 144,965
	Funding Partners	\$ 3,034,764	\$ 2,857,500	\$ 2,857,500	\$ -	\$ (177,264)
	Sub Total	\$ 11,635,888	\$ 11,603,590	\$ 11,603,590	\$ -	\$ (32,299)
	State Assistance	\$ 13,060,680	\$ 13,020,000	\$ 13,018,497	\$ (1,503)	\$ (42,183)
	Federal grant funding for capital maintenance	\$ 4,650,000	\$ 4,725,000	\$ 4,725,000	\$ -	\$ 75,000
	Total Revenue	\$ 43,313,650	\$ 41,423,208	\$ 41,993,989	\$ 570,781	\$ (1,319,661)
Salaries						
	Salaries/Wages	\$ 19,770,596	\$ 19,018,046	\$ 19,882,988	\$ 864,942	\$ 112,392
	OT	\$ 1,650,219	\$ 1,379,595	\$ 1,734,824	\$ 355,229	\$ 84,606
	Workers Comp	\$ 143,901	\$ 147,000	\$ 99,820	\$ (47,180)	\$ (44,082)
Benefits						
	Health	\$ 4,703,887	\$ 4,918,487	\$ 4,725,145	\$ (193,342)	\$ 21,258
	WI Retirement	\$ 1,432,212	\$ 1,345,667	\$ 1,429,049	\$ 83,383	\$ (3,162)
	Other	\$ 2,946,877	\$ 2,946,587	\$ 3,074,528	\$ 127,940	\$ 127,651
	Sub Total	\$ 30,647,691	\$ 29,755,381	\$ 30,946,354	\$ 1,190,973	\$ 298,663
Utilities						
	Natural Gas	\$ 130,773	\$ 120,000	\$ 135,265	\$ 15,265	\$ 4,492
	Electricity	\$ 212,275	\$ 217,500	\$ 193,734	\$ (23,766)	\$ (18,540)
	Telephone	\$ 19,568	\$ 12,000	\$ 13,527	\$ 1,527	\$ (6,041)
	Other	\$ 28,263	\$ 33,750	\$ 27,903	\$ (5,847)	\$ (360)
Building & Grounds						
	Repairs/Maintenance	\$ 240,962	\$ 125,500	\$ 146,839	\$ 21,339	\$ (94,123)
	Supplies	\$ 149,730	\$ 214,500	\$ 133,357	\$ (81,143)	\$ (16,373)
	Services	\$ 10,099	\$ 7,500	\$ 9,916	\$ 2,416	\$ (183)
Rolling Stock/Support Equipment						
	Equip. Repairs/Maintenance	\$ 396,606	\$ 390,000	\$ 421,487	\$ 31,487	\$ 24,881
	Parts	\$ 982,658	\$ 978,750	\$ 1,008,196	\$ 29,446	\$ 25,538
	Tires	\$ 169,132	\$ 180,000	\$ 180,460	\$ 460	\$ 11,328
	Equipment Supplies	\$ 40,109	\$ 60,000	\$ 33,478	\$ (26,522)	\$ (6,630)
	Fuel, Oil, & Lubricants	\$ 2,402,671	\$ 1,657,470	\$ 1,691,292	\$ 33,822	\$ (711,379)
Administrative						
	Insurance & Financial	\$ 1,172,006	\$ 1,097,679	\$ 1,094,537	\$ (3,142)	\$ (77,469)
	Rentals/Leases	\$ 263,686	\$ 345,000	\$ 341,719	\$ (3,281)	\$ 78,033
	Training	\$ 44,105	\$ 33,218	\$ 37,191	\$ 3,974	\$ (6,913)
	Supplies, Equipment and Services	\$ 612,758	\$ 609,900	\$ 490,613	\$ (119,287)	\$ (122,145)
Operations						
	Paratransit Providers	\$ 3,673,701	\$ 3,472,759	\$ 2,565,248	\$ (907,511)	\$ (1,108,453)
	County Programs	\$ 462,613	\$ 487,500	\$ 388,684	\$ (98,816)	\$ (73,929)
	Inter Departmental Charges	\$ 251,862	\$ 267,847	\$ 267,847	\$ -	\$ 15,984
	Depreciation	\$ 4,860,000	\$ 4,800,000	\$ 4,800,000	\$ (0)	\$ (60,000)
	Interest	\$ 288,900	\$ 304,564	\$ 304,564	\$ (0)	\$ 15,664
	Total Operating Expenses	\$ 47,060,167	\$ 45,170,816	\$ 45,232,210	\$ 61,393	\$ (1,827,957)
	Less Depreciation	\$ (4,860,000)	\$ (4,800,000)	\$ (4,800,000)	\$ 0	\$ 60,000
	Debt Principal Payments	\$ 1,195,200	\$ 1,335,618	\$ 1,335,618	\$ -	\$ 140,418
	Fixed Assets/5310 passthrough	\$ 138,090	\$ 187,500	\$ 132,493	\$ (55,007)	\$ (5,597)
	Federal grant funding for fixed assets/5310 passthrough	\$ (138,090)	\$ (150,000)	\$ (132,493)	\$ 17,507	\$ 5,597
	Total Expenditures	\$ 43,395,367	\$ 41,743,934	\$ 41,767,828	\$ 23,893	\$ (1,627,539)
	Reserves generated (used)	\$ (81,717)	\$ (320,726)	\$ 226,161	\$ 546,888	\$ 307,878
	Reserve balance-beginning	\$ 3,386,246		\$ 3,686,821		
	Reserve balance-ending	\$ 3,304,529		\$ 3,912,982		

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

	Fixed Route		Paratransit	
	2017	2018	2017	2018
Operating Cost/Revenue Hours	\$ 113.19	\$ 116.59	\$ 93.24	\$ 101.17
Operating Revenue/Operating Cost	27.70%	26.46%	42.79%	43.31%
Operating Cost/Passenger Trips	\$ 3.63	\$ 3.71	\$ 35.03	\$ 38.00
Passenger Trips/Revenue Hour	31.19	\$ 31.45	2.66	\$ 2.66
Passenger Trips/Service Area Population (annualized)	49.53	50.10	1.15	0.66
Revenue Hours/Service Area Population (annualized)	1.59	1.59	0.43	0.25
Passenger Revenue/Passenger Trips	\$ 1.01	\$ 0.98	\$ 0.99	\$ 10.56
Operating Cost/Platform Hours	\$ 102.68	\$ 105.84	\$ 84.91	\$ 92.13
Operating Cost/Total Miles	\$ 7.60	\$ 7.80	\$ 4.59	\$ 4.98
Passenger Trips/Revenue Mile	2.48	2.51	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	\$ 110.77	\$ 113.72	\$ 87.81	\$ 92.44	\$ 105.87	\$ 110.84	\$ 97.57	\$ 113.74
Revenue/expense ratio	28.30%	27.13%	3.01%	30.42%	23.83%	27.50%	21.12%	19.00%
Cost/passenger	\$ 3.55	\$ 3.62	\$ 32.99	\$ 34.72	\$ 4.22	\$ 4.02	\$ 4.46	\$ 4.36
Passengers/revenue hour	31.19	31.45	2.66	2.66	25.11	27.55	23.69	29.21
Passenger Trips/Capita (annualized)	43.30	43.80	1.00	0.58	44.30	44.38	37.63	25.49
Revenue Hours/Capita (annualized)	1.39	1.39	0.38	0.22	1.76	1.61	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 September 30, 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				\$ 1,143,713
2 ride passes	\$ 11,442	\$ 10,172	\$ 11,959	\$ 29,619	\$ 23,324	\$ 10,906	\$ 16,126	\$ 14,772	\$ 8,578				\$ 136,898
10 ride passes	\$ 71,019	\$ 73,756	\$ 75,886	\$ 92,672	\$ 74,392	\$ 65,299	\$ 59,981	\$ 78,301	\$ 64,223				\$ 655,529
31 day passes	\$ 134,014	\$ 122,376	\$ 132,070	\$ 106,476	\$ 157,857	\$ 129,317	\$ 117,544	\$ 176,515	\$ 113,878				\$ 1,190,047
EZ Rider/Summer Youth passes	\$ 198,458	\$ 194,931	\$ 225,469	\$ 154,093	\$ 226,197	\$ 73,536	\$ 20,000	\$ 20,000	\$ 222,635				\$ 1,335,319
Total cash, ticket & pass revenue	\$ 532,357	\$ 520,058	\$ 558,183	\$ 500,643	\$ 623,937	\$ 402,328	\$ 351,553	\$ 427,216	\$ 545,231				\$ 4,461,506
UW ASM	\$ 296,572	\$ 296,572	\$ 296,572	\$ 296,572	\$ 296,572	\$ 296,572	\$ 296,572	\$ 296,572	\$ 279,897				\$ 2,652,473
UW Employees	\$ 165,653	\$ 165,653	\$ 165,653	\$ 165,653	\$ 165,653	\$ 165,653	\$ 165,653	\$ 165,653	\$ 164,845				\$ 1,490,069
MATC	\$ 36,503	\$ 44,619	\$ 43,329	\$ 45,436	\$ 27,069	\$ 13,258	\$ 15,205	\$ 12,479	\$ 41,763				\$ 279,661
City of Madison	\$ 14,816	\$ 14,679	\$ 15,204	\$ 15,151	\$ 14,843	\$ 14,580	\$ 14,075	\$ 14,648	\$ 14,349				\$ 132,345
Edgewood	\$ 5,190	\$ 6,325	\$ 4,983	\$ 5,172	\$ 3,717	\$ 1,627	\$ 1,783	\$ 2,766	\$ 5,270				\$ 36,833
St. Mary's	\$ 2,468	\$ 3,022	\$ 3,097	\$ 3,319	\$ 3,514	\$ 3,060	\$ 3,426	\$ 3,290	\$ 3,794				\$ 28,990
Meriter	\$ 2,463	\$ 2,141	\$ 2,222	\$ 2,184	\$ 2,118	\$ 2,005	\$ 1,836	\$ 1,852	\$ 1,689				\$ 18,510
Dane County	\$ 5,054	\$ 4,791	\$ 4,693	\$ 3,482	\$ 3,561	\$ 3,271	\$ 3,278	\$ 3,362	\$ 3,611				\$ 35,103
Commuter	\$ 23,098	\$ 22,635	\$ 22,072	\$ 22,379	\$ 21,115	\$ 20,181	\$ 19,363	\$ 20,498	\$ 20,673				\$ 192,014
Total unlimited ride pass revenue	\$ 551,817	\$ 560,437	\$ 557,825	\$ 559,348	\$ 538,162	\$ 520,207	\$ 521,191	\$ 521,120	\$ 535,891				\$ 4,865,998
Total passenger revenue	\$ 1,084,174	\$ 1,080,495	\$ 1,116,008	\$ 1,059,991	\$ 1,162,099	\$ 922,535	\$ 872,744	\$ 948,336	\$ 1,081,122				\$ 9,327,504
Cumulative YTD passenger revenue	\$ 1,084,174	\$ 2,164,669	\$ 3,280,677	\$ 4,340,668	\$ 5,502,767	\$ 6,425,302	\$ 7,298,046	\$ 8,246,382	\$ 9,327,504				

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				\$ 1,158,751
2 ride passes	\$ 16,660	\$ 6,948	\$ 23,509	\$ 10,141	\$ 5,900	\$ 21,316	\$ 7,052	\$ 5,306	\$ 19,395				\$ 116,227
10 ride passes	\$ 87,789	\$ 89,020	\$ 83,975	\$ 82,413	\$ 79,973	\$ 54,658	\$ 79,650	\$ 78,368	\$ 84,043				\$ 719,889
31 day passes	\$ 172,666	\$ 154,150	\$ 128,386	\$ 137,305	\$ 151,838	\$ 111,418	\$ 169,450	\$ 159,621	\$ 111,518				\$ 1,296,352
EZ Rider/Summer Youth passes	\$ 144,852	\$ 191,912	\$ 192,328	\$ 191,964	\$ 193,108	\$ 65,460	\$ 11,420	\$ 10,900	\$ 191,860				\$ 1,193,804
Total cash, ticket & pass revenue	\$ 542,883	\$ 566,014	\$ 555,455	\$ 535,283	\$ 557,785	\$ 391,015	\$ 385,543	\$ 409,388	\$ 541,657				\$ 4,485,023
UW ASM	\$ 304,714	\$ 304,714	\$ 304,714	\$ 304,714	\$ 304,714	\$ 304,714	\$ 304,714	\$ 304,714	\$ 296,572				\$ 2,734,284
UW Employees	\$ 165,556	\$ 165,556	\$ 165,556	\$ 165,556	\$ 165,556	\$ 165,556	\$ 165,556	\$ 165,556	\$ 165,653				\$ 1,490,101
MATC	\$ 32,752	\$ 48,379	\$ 49,361	\$ 47,401	\$ 29,838	\$ 10,390	\$ 12,084	\$ 18,570	\$ 46,344				\$ 295,119
City of Madison	\$ 15,198	\$ 15,167	\$ 16,728	\$ 14,437	\$ 15,651	\$ 14,966	\$ 13,832	\$ 15,852	\$ 13,986				\$ 135,817
Edgewood	\$ 5,366	\$ 7,822	\$ 7,389	\$ 6,619	\$ 4,788	\$ 1,713	\$ 1,757	\$ 3,782	\$ 7,151				\$ 46,387
St. Mary's	\$ 2,685	\$ 3,073	\$ 3,251	\$ 3,310	\$ 3,471	\$ 2,959	\$ 2,939	\$ 3,777	\$ 3,680				\$ 29,145
Meriter	\$ 2,302	\$ 2,206	\$ 2,478	\$ 2,159	\$ 2,302	\$ 2,102	\$ 2,104	\$ 2,329	\$ 1,886				\$ 19,868
Dane County	\$ 3,582	\$ 3,660	\$ 4,138	\$ 3,217	\$ 3,390	\$ 3,234	\$ 3,414	\$ 3,732	\$ 3,702				\$ 32,069
Commuter	\$ 23,690	\$ 22,549	\$ 25,023	\$ 19,592	\$ 19,754	\$ 18,494	\$ 17,067	\$ 17,561	\$ 17,242				\$ 180,972
Total unlimited ride pass revenue	\$ 555,845	\$ 573,126	\$ 578,638	\$ 567,005	\$ 549,464	\$ 524,128	\$ 523,467	\$ 535,873	\$ 556,216				\$ 4,963,762
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				\$ 9,448,785
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				

Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through September 30, 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				597,408
2 ride passes	8,262	7,216	7,390	8,187	9,730	8,438	7,801	6,813	9,413				73,250
10 ride passes	57,342	54,837	53,179	55,078	53,829	39,610	37,118	36,349	51,178				438,520
31 day passes	142,414	134,063	152,068	140,860	147,125	148,120	148,716	141,195	138,101				1,292,662
EZ Rider/Summer Youth passes	172,384	152,214	140,120	165,365	179,357	66,688	46,099	19,524	151,115				1,092,866
Total cash, ticket & pass rides	442,763	408,016	416,222	431,251	458,895	331,248	308,697	275,532	422,082				3,494,706
UW ASM	199,389	314,209	271,241	295,397	178,489	141,582	141,563	142,373	271,466				1,955,709
UW Employees	158,553	157,499	157,870	152,996	139,784	125,137	123,219	127,516	128,725				1,271,299
MATC	27,039	33,051	32,096	33,656	20,051	9,821	11,263	9,244	30,935				207,156
City of Madison	10,975	10,873	11,262	11,223	10,995	10,800	10,426	10,850	10,629				98,033
Edgewood	3,845	4,685	3,691	3,831	2,753	1,205	1,321	2,049	3,904				27,284
St. Mary's	1,905	2,340	2,383	2,458	2,603	2,267	2,538	2,437	2,810				21,741
Meriter	1,824	1,586	1,646	1,618	1,569	1,485	1,360	1,372	1,251				13,711
Dane County	3,744	3,549	3,476	2,579	2,638	2,423	2,428	2,490	2,675				26,002
Commuter	16,511	16,187	15,783	16,004	15,102	14,427	13,845	14,662	14,792				137,313
Total unlimited ride pass rides	423,785	543,979	499,448	519,762	373,984	309,147	307,963	312,993	467,187				3,758,248
UW routes 80-85	129,019	295,764	239,143	281,737	130,724	79,482	80,537	90,115	234,271				1,560,792
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				8,813,746
Transfers	55,560	50,426	55,395	52,705	59,456	61,694	63,777	63,423	61,594				524,030
Non-revenue rides	12,485	11,843	12,154	14,559	15,062	11,069	11,649	58,934	23,770				171,525
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				9,509,301
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				

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				586,490
2 ride passes	8,393	8,040	8,534	7,649	9,073	8,204	8,049	7,253	8,406				73,601
10 ride passes	60,170	58,687	66,246	51,783	59,754	43,599	37,567	39,190	51,154				468,150
31 day passes	143,936	152,207	164,497	147,827	157,082	150,955	143,339	153,665	139,457				1,352,965
EZ Rider/Summer Youth passes	157,691	164,546	190,302	137,698	185,010	75,910	49,677	27,226	137,686				1,125,746
Total cash, ticket & pass rides	434,738	444,446	495,115	406,224	477,506	344,411	301,747	299,323	403,442				3,606,952
UW ASM	237,268	308,744	298,116	279,549	184,300	146,548	139,674	149,903	246,488				1,990,590
UW Employees	155,879	156,172	171,394	143,633	143,402	130,431	124,075	138,137	122,564				1,285,687
MATC	24,261	35,836	36,564	35,112	22,102	7,696	8,951	13,756	34,329				218,607
City of Madison	11,258	11,235	12,391	10,694	11,593	11,086	10,246	11,742	10,360				100,605
Edgewood	3,975	5,794	5,473	4,903	3,547	1,269	1,301	2,802	5,297				34,361
St. Mary's	1,989	2,276	2,408	2,452	2,571	2,192	2,177	2,798	2,726				21,589
Meriter	1,705	1,634	1,836	1,599	1,705	1,557	1,559	1,725	1,397				14,717
Dane County	3,115	3,183	3,598	2,383	2,511	2,395	2,529	2,765	2,742				25,221
Commuter	16,960	16,134	17,900	14,014	14,132	13,230	12,206	12,564	12,326				129,466
Total unlimited ride pass rides	456,410	541,008	549,680	494,339	385,863	316,404	302,718	336,192	438,229				3,820,843
UW routes 80-85	146,198	207,729	214,955	214,585	113,859	64,131	75,034	83,087	192,442				1,312,020
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				8,739,815
Transfers	57,062	55,762	58,316	55,240	60,830	64,034	62,294	67,171	60,407				541,116
Non-revenue rides	11,276	11,318	12,003	11,532	15,009	12,530	12,012	13,567	21,565				120,812
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				9,401,743
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				

Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through September 30, 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%				-1.3%
2 ride passes	-31.3%	46.4%	-49.1%	192.1%	295.3%	-48.8%	128.7%	178.4%	-55.8%				17.8%
10 ride passes	-19.1%	-17.1%	-9.6%	12.4%	-7.0%	19.5%	-24.7%	-0.1%	-23.6%				-8.9%
31 day passes	-22.4%	-20.6%	2.9%	-22.5%	4.0%	16.1%	-30.6%	10.6%	2.1%				-8.2%
EZ Rider/Summer Youth passes	37.0%	1.6%	17.2%	-19.7%	17.1%	12.3%	75.1%	83.5%	16.0%				11.9%
Total cash, ticket & pass revenue	-1.9%	-8.1%	0.5%	-6.5%	11.9%	2.9%	-8.8%	4.4%	0.7%				-0.5%
UW ASM	-2.7%	-2.7%	-2.7%	-2.7%	-2.7%	-2.7%	-2.7%	-2.7%	-5.6%				-3.0%
UW Employees	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	-0.5%				0.0%
MATC	11.5%	-7.8%	-12.2%	-4.1%	-9.3%	27.6%	-25.8%	-32.8%	-9.9%				-5.2%
City of Madison	-2.5%	-3.2%	-9.1%	4.9%	-5.2%	-2.6%	1.8%	-7.6%	2.6%				-2.6%
Edgewood	-3.3%	-19.1%	-32.6%	-21.9%	-22.4%	-5.0%	1.5%	-26.9%	-26.3%				-20.6%
St. Mary's	-8.1%	-1.7%	-4.7%	0.3%	1.2%	3.4%	16.6%	-12.9%	3.1%				-0.5%
Meriter	7.0%	-2.9%	-10.3%	1.2%	-8.0%	-4.6%	-12.7%	-20.5%	-10.4%				-6.8%
Dane County	41.1%	30.9%	13.4%	8.2%	5.0%	1.1%	-4.0%	-9.9%	-2.5%				9.5%
Commuter	-2.5%	0.4%	-11.8%	14.2%	6.9%	9.1%	13.5%	16.7%	19.9%				6.1%
Total unlimited ride pass revenue	-0.7%	-2.2%	-3.6%	-1.4%	-2.1%	-0.7%	-0.4%	-2.8%	-3.7%				-2.0%
Total passenger revenue	-1.3%	-5.1%	-1.6%	-3.8%	5.0%	0.8%	-4.0%	0.3%	-1.5%				-1.3%
Cumulative YTD passenger revenue	-1.3%	-3.3%	-2.7%	-3.0%	-1.4%	-1.1%	-1.5%	-1.3%	-1.3%				

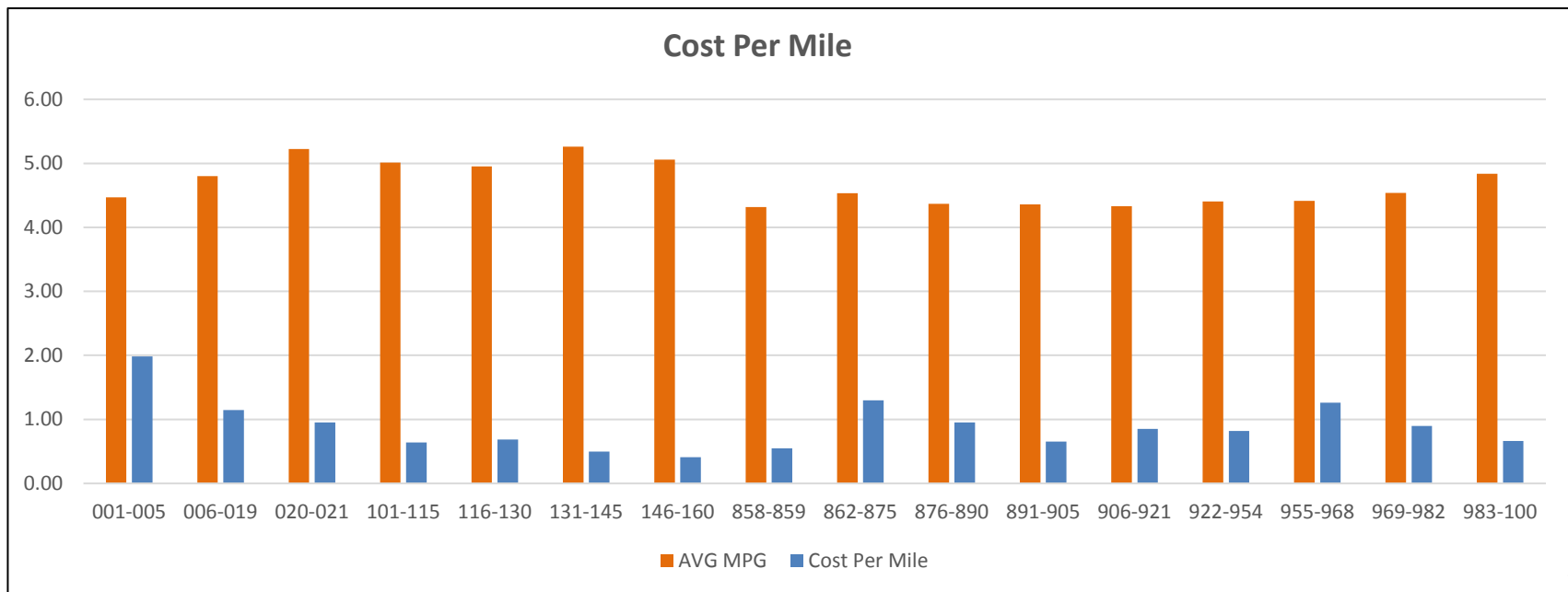
Fixed Route Rides % Change

	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%				1.9%
2 ride passes	-1.6%	-10.2%	-13.4%	7.0%	7.2%	2.9%	-3.1%	-6.1%	12.0%				-0.5%
10 ride passes	-4.7%	-6.6%	-19.7%	6.4%	-9.9%	-9.1%	-1.2%	-7.2%	0.0%				-6.3%
31 day passes	-1.1%	-11.9%	-7.6%	-4.7%	-6.3%	-1.9%	3.8%	-8.1%	-1.0%				-4.5%
EZ Rider/Summer Youth passes	9.3%	-7.5%	-26.4%	20.1%	-3.1%	-12.1%	-7.2%	-28.3%	9.8%				-2.9%
Total cash, ticket & pass rides	1.8%	-8.2%	-15.9%	6.2%	-3.9%	-3.8%	2.3%	-7.9%	4.6%				-3.1%
UW ASM	-16.0%	1.8%	-9.0%	5.7%	-3.2%	-3.4%	1.4%	-5.0%	10.1%				-1.8%
UW Employees	1.7%	0.8%	-7.9%	6.5%	-2.5%	-4.1%	-0.7%	-7.7%	5.0%				-1.1%
MATC	11.5%	-7.8%	-12.2%	-4.1%	-9.3%	27.6%	25.8%	-32.8%	-9.9%				-5.2%
City of Madison	-2.5%	-3.2%	-9.1%	4.9%	-5.2%	-2.6%	1.8%	-7.6%	2.6%				-2.6%
Edgewood	-3.3%	-19.1%	-32.6%	-21.9%	-22.4%	-5.0%	1.5%	-26.9%	-26.3%				-20.6%
St. Mary's	-4.2%	2.8%	-1.0%	0.2%	1.2%	3.4%	16.6%	-12.9%	3.1%				0.7%
Meriter	7.0%	-2.9%	-10.3%	1.2%	-8.0%	-4.6%	-12.8%	-20.5%	-10.5%				-6.8%
Dane County	20.2%	11.5%	-3.4%	8.2%	5.1%	1.2%	-4.0%	-9.9%	-2.4%				3.1%
Commuter	-2.6%	0.3%	-11.8%	14.2%	6.9%	9.0%	13.4%	16.7%	20.0%				6.1%
Total unlimited ride pass rides	-7.1%	0.5%	-9.1%	5.1%	-3.1%	-2.3%	1.7%	-6.9%	6.6%				-1.6%
UW routes 80-85	-11.8%	42.4%	11.3%	31.3%	14.8%	23.9%	7.3%	8.5%	21.7%				19.0%
Total revenue rides	-4.0%	4.6%	-8.3%	10.5%	-1.4%	-0.7%	2.6%	-5.6%	8.6%				0.8%
Transfers	-2.6%	-9.6%	-5.0%	-4.6%	-2.3%	-3.7%	2.4%	-5.6%	2.0%				-3.2%
Non-revenue rides	10.7%	4.6%	1.3%	26.2%	0.4%	-11.7%	-3.0%	334.4%	10.2%				42.0%
Total rides	-3.8%	3.9%	-8.1%	10.0%	-1.4%	-1.1%	2.5%	0.2%	8.3%				1.1%
Cumulative YTD total rides	-3.8%	0.3%	-2.7%	0.4%	0.1%	-0.1%	0.2%	0.2%	1.1%				

Bus #	Distance	Fuel	Fuel cost	Parts cost	Labor cost	CPM	AVG MPG	Model Year
001-005	22,331	4,995.3	\$ 7,753.22	\$ 21,960.33	\$ 14,551.41	1.98	4.47	2007
006-019	57,585	11,992.9	\$ 18,614.46	\$ 28,199.62	\$ 19,293.92	1.15	4.80	2010
020-021	17,599	3,369.8	\$ 5,230.25	\$ 6,910.09	\$ 4,638.64	0.95	5.22	2014
101-115	166,016	33,132.0	\$ 51,424.85	\$ 26,883.64	\$ 27,639.57	0.64	5.01	2015
116-130	171,421	34,611.5	\$ 53,721.18	\$ 36,027.53	\$ 27,936.59	0.69	4.95	2016
131-145	196,092	37,284.8	\$ 57,870.54	\$ 11,758.96	\$ 27,759.39	0.50	5.26	2017
146-160	183,112	36,218.5	\$ 56,215.40	\$ 3,852.77	\$ 15,224.54	0.41	5.06	2018
858-859	2,819	653.1	\$ 1,013.61	\$ 18.10	\$ 517.17	0.55	4.32	2002
862-875	16,792	3,705.1	\$ 5,750.78	\$ 3,136.65	\$ 12,916.76	1.30	4.53	2003
876-890	26,674	6,108.1	\$ 9,480.44	\$ 6,680.44	\$ 9,235.39	0.95	4.37	2004
891-905	22,286	5,111.7	\$ 7,933.96	\$ 1,136.37	\$ 5,512.35	0.65	4.36	2005
906-921	62,105	14,340.0	\$ 22,257.48	\$ 9,609.17	\$ 21,023.73	0.85	4.33	2006
922-954	161,919	36,754.4	\$ 57,047.25	\$ 31,918.08	\$ 43,715.14	0.82	4.41	2009
955-968	78,419	17,771.1	\$ 27,582.93	\$ 45,883.91	\$ 25,548.94	1.26	4.41	2011
969-982	92,743	20,442.2	\$ 31,728.76	\$ 29,785.45	\$ 21,773.25	0.90	4.54	2012
983-100	171,413	35,452.9	\$ 55,027.03	\$ 30,372.85	\$ 28,433.74	0.66	4.83	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

10/1/2017 to 10/31/2017 and 10/1/2018 to 10/31/2018



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*
<i>Physical Assault</i>												
Assault	1	5				6	4	15				
Fighting	2	25			8	54	1	14			1	31
Thrown Objects Hitting Person												1
<i>Disruptive Behavior</i>												
Disruptive Behavior &/or Vulgar Language	10	92			9	40	7	60			11	44
Fare Dispute	1	13				3	3	9			1	2
Fire												
Smoking		4			1	6	2	2			1	3
Theft		7				2		2			1	1
Threat	1	4				4		4			2	4
Throwing Objects	1	5				2	1	8			3	4
Vandalism	2	5				6	1	3				
Weapon		3						2				
<i>Other</i>												
Illness or Potential Injury	1	27		1	1	4	2	28			1	3
Intoxicated Passenger	2	20					1	12				1
Other	3	75			2	17	12	57			4	11
Para - Alighting/Boarding Problems												
Para - Nobody to Meet Customer												
<i>Total Count for Period</i>	24	285		1	21	144	34	216			25	105

2017 Total YTD fixed and school - 429

2018 Total YTD fixed and school - 321

2008 – Present Annual Chargeable and Preventable Totals



 metro transit

September YTD Chargeable Comparison



 metro transit

Company-wide Occurrences by Period

Report Date: 7/11/2018

Overview - AL	1/1/2018 to 6/30/2018		1/1/2017 to 6/30/2017		1/1/2017 to 12/31/2017	
	Current Period		Same Period Last Year		Last Year	
Total occurrences reported	279		307		655	
Total occurrences w/pmt or reserve	34		30		86	
Total Dollars paid	\$66,512.17		\$138,491.71		\$279,192.36	
Total Dollars reserved	\$115,533.26		\$47,000.00		\$184,000.00	
Number of Claimants w/pmt or reserve of:						
\$50,000 - \$74,999	0		0		0	
\$75,000 - \$99,999	0		0		0	
\$100,000 and above	0		0		0	
Driver/bus actions	1/1/2018 to 6/30/2018		1/1/2017 to 6/30/2017		1/1/2017 to 12/31/2017	
(Number of occurrences)	Current Period		Same Period Last Year		Last Year	
	Total	w/Pmt or Res	Total	w/Pmt or Res	Total	w/Pmt or Res
(01) Left turn	13	2	16	3	30	7
(02) Right turn	6	3	5	3	16	5
(03) Straight (in intersection)	5	3	6	3	11	4
(04) Straight (not in intersection)	15	1	18	4	47	5
(05) Rear-ended other vehicle	7	4	6	3	13	9
(06) Entering/leaving stop	32	4	40	3	80	6
(07) Stopped	150	0	160	1	324	5
(08) Sudden stop/hard braking	22	3	37	2	68	8
(09) Lane deviation	1	1	4	1	8	5
(10) Parking lot/garage	2	1	0	0	1	1
(14) Hit parked car	15	9	8	6	34	24
(15) Hit fixed object	3	2	4	1	14	5
(16) Passenger supervision	1	0	0	0	1	0
(19) Railroad crossing	0	0	0	0	1	0
(99) Other	6	1	3	0	7	2
	278	34	307	30	655	86

Other party/claimant (Number of occurrences)	1/1/2018 to 6/30/2018		1/1/2017 to 6/30/2017		1/1/2017 to 12/31/2017	
	Current Period		Same Period Last Year		Last Year	
	Total	w/Pmt or Res	Total	w/Pmt or Res	Total	w/Pmt or Res
(01) Bus passenger on board	45	4	71	6	153	14
(02) Bus passenger load/unload	92	0	91	1	191	4
(03) Bus passenger slip/trip on bus	58	1	60	2	118	5
(04) Bus passenger slip/trip near bus	9	0	15	0	27	0
(05) Bus passenger slip/trip after exiting	10	0	11	0	17	0
(06) Bus passenger mobility device user	6	0	9	1	19	1
(07) Bus passenger stroller user	2	0	3	0	7	0
(08) Pedestrian	2	2	8	1	13	2
(09) Bicyclist	2	1	2	0	5	0
(10) Other vehicle owner	46	26	34	21	93	57
(11) Other vehicle passenger	0	0	0	0	3	3
(12) Owner of parked vehicle	1	0	1	0	3	2
(13) Owner of fixed object	3	2	4	1	13	5
(17) Other driver	0	0	0	0	2	2
(99) Other	5	0	1	0	2	0
	281	36	310	33	666	95

City of Madison Occurrences by Period

Report Date: 7/11/2018

Overview - AL	1/1/2018 to 6/30/2018		1/1/2017 to 6/30/2017		1/1/2017 to 12/31/2017	
	Current Period		Same Period Last Year		Last Year	
Total occurrences reported	86		110		235	
Total occurrences w/pmt or reserve	15		13		35	
Total Dollars paid	\$30,151.47		\$96,962.66		\$127,196.83	
Total Dollars reserved	\$7,298.81		\$10,000.00		\$80,000.00	
Number of Claimants w/pmt or reserve of:						
\$50,000 - \$74,999	0		0		0	
\$75,000 - \$99,999	0		0		0	
\$100,000 and above	0		0		0	
Driver/bus actions						
(Number of occurrences)						
	1/1/2018 to 6/30/2018		1/1/2017 to 6/30/2017		1/1/2017 to 12/31/2017	
	Current Period		Same Period Last Year		Last Year	
	Total	w/Pmt or Res	Total	w/Pmt or Res	Total	w/Pmt or Res
(01) Left turn	6	0	5	1	13	2
(02) Right turn	4	3	1	1	7	2
(03) Straight (in intersection)	2	1	4	3	7	4
(04) Straight (not in intersection)	8	1	8	1	20	2
(05) Rear-ended other vehicle	4	2	2	2	4	3
(06) Entering/leaving stop	16	1	27	2	47	3
(07) Stopped	27	0	36	0	77	1
(08) Sudden stop/hard braking	6	1	21	1	35	5
(09) Lane deviation	1	1	1	0	4	3
(14) Hit parked car	7	4	2	1	10	5
(15) Hit fixed object	1	0	1	1	8	4
(99) Other	4	1	2	0	3	1
	86	15	110	13	235	35

Other party/claimant (Number of occurrences)	1/1/2018 to 6/30/2018		1/1/2017 to 6/30/2017		1/1/2017 to 12/31/2017	
	Current Period		Same Period Last Year		Last Year	
	Total	w/Pmt or Res	Total	w/Pmt or Res	Total	w/Pmt or Res
(01) Bus passenger on board	12	1	29	2	58	7
(02) Bus passenger load/unload	21	0	23	0	46	1
(03) Bus passenger slip/trip on bus	22	0	31	1	61	2
(04) Bus passenger slip/trip near bus	1	0	2	0	5	0
(05) Bus passenger slip/trip after exiting	0	0	3	0	4	0
(06) Bus passenger mobility device user	1	0	3	1	8	1
(07) Bus passenger stroller user	1	0	2	0	6	0
(08) Pedestrian	0	0	4	1	7	2
(09) Bicyclist	1	1	2	0	3	0
(10) Other vehicle owner	24	13	10	8	32	21
(12) Owner of parked vehicle	1	0	0	0	0	0
(13) Owner of fixed object	1	0	1	1	7	4
(99) Other	1	0	1	0	1	0
	86	15	111	14	238	38

Customer Feedback: Multi-Year Counts by Primary Unit and Category
For the period 1/1 - 9/30



<i>Report Totals</i>			
2015	2016	2017	2018
2910	2944	2018	2639

BGRNDS

<i>Category ID and Name</i>	2015	2016	2017	2018
34 Wheelchair accessibility	1	0	0	0
39 Shelter Posters	1	2	1	2
67 Transfer Pt/Shelter Vandalism	8	17	23	21
68 Transfer Pt/Shelter Graffiti	27	16	3	6
91 Compliment	1	2	0	1
116 Other - no current category	6	22	9	10
128 Transfer Pt/Shelter Maintenance	11	17	10	27
Unit Totals	55	76	46	67

FIN

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

FIXED

<i>Category ID and Name</i>	2015	2016	2017	2018
3 Smoking	6	12	2	4
4 Driving Behavior	261	266	300	288
6 Bus Early - Fixed Route	119	135	118	136
7 Customer passed-up	227	226	255	281
8 Bus Off-route	43	49	48	56
9 Driver Not Wearing Seatbelt	4	2	3	0
10 Driver Not Calling Stops	1	1	0	1
11 Destination Sign Incorrect	14	25	18	12
12 Disruptive Passenger(s)	25	41	32	28
13 Bus Never Came	72	69	44	37
26 Overloads	5	15	5	3
29 Special Event Service	0	0	0	0
32 Bus Idling	6	20	18	13
33 Detours	13	35	19	13
34 Wheelchair accessibility	0	1	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
55 Driver Rude	186	180	201	126
60 Transfer Points	0	0	0	1
66 Equipment Malfunction	12	14	11	9
69 Securement, mobility device	3	2	7	8
71 Other Driver Conduct	140	96	127	156
72 Other Public Info	12	12	6	9
76 Missed Stop Request	15	18	16	17
77 Fare Dispute	22	27	21	20
78 Discrimination	3	1	13	3
79 City Ordinances	4	1	0	2
80 Electronic Device	4	3	1	3
81 Driving With Cell Phone	2	2	0	0
84 Unauthorized Stop	2	3	1	1

85 Unprofessional Conduct	2	4	3	12
86 Excessive Conversation	4	5	10	9
87 Bus Late - Fixed Route	116	144	72	99
88 Unsafe Situation	29	11	10	5
89 Property Damage	8	8	3	5
90 Passenger Injury	17	25	25	24
91 Compliment	207	212	221	220
116 Other - no current category	63	46	39	61
117 Climate Control	4	5	8	8
121 Missed Transfer	25	44	26	32
122 School Routes	24	33	26	13
124 Items Not Allowed on Bus	4	1	1	2
126 ADA Issues	14	22	21	12
130 Cut Route	2	1	4	1
132 Harassment	1	0	1	4
133 Running a Red Light	30	34	37	47
137 Weather Related	1	3	2	5
144 Stroller Policy	5	7	5	2
146 Bus Seating Layout	0	0	0	0
147 Crosswalk Violation	26	25	21	16
Unit Totals	1783	1886	1801	1804

INFSYS

<i>Category ID and Name</i>	2015	2016	2017	2018
41 ITS: Intelligent Transportation S	7	3	5	6
91 Compliment	1	1	0	0
116 Other - no current category	0	2	1	3
135 Website	1	0	1	0
136 Trip Planner	0	0	0	0
141 TransitTracker	9	0	1	1
142 Google Transit	2	0	1	0
143 Google Data Format	0	0	0	0
Unit Totals	20	6	9	10

MAINT

<i>Category ID and Name</i>	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	12	19	9	25
91 Compliment	2	0	1	0
115 Bus Appearance-Cleanliness	6	9	2	3
116 Other - no current category	8	3	8	4
117 Climate Control	1	2	2	0
146 Bus Seating Layout	0	0	0	0
Unit Totals	29	33	23	32

MKTG

<i>Category ID and Name</i>	2015	2016	2017	2018
18 Fare Policy	10	7	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	3
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	6	0	0	1
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	6
72 Other Public Info	3	3	5	6
91 Compliment	13	14	5	5
98 Schedule Info	9	7	6	2
99 Order Taking	1	0	0	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	28	6	26	11
119 Lost and Found	3	1	1	3
120 Para - Ride Booking	11	6	9	9
135 Website	5	5	6	3
137 Weather Related	0	0	0	0
138 Advertisements - Bus Wraps	0	0	1	3
140 Text/Email Alerts	0	0	1	0
146 Bus Seating Layout	0	0	0	0
148 Public Hearing Comment - Fare	0	25	0	0
149 Audible Turn Signals	37	0	0	0
153 Public Hearing Comment - Other	5	0	56	0
155 Weapons Policy	0	0	0	0
Unit Totals	141	86	127	58

PARA

<i>Category ID and Name</i>	2015	2016	2017	2018
3 Smoking	0	3	0	0
4 Driving Behavior	21	22	28	14
55 Driver Rude	13	15	27	17
66 Equipment Malfunction	5	5	3	3
69 Securement, mobility device	11	9	8	3
72 Other Public Info	2	1	3	1
79 City Ordinances	0	0	0	0
80 Electronic Device	2	4	1	0
81 Driving With Cell Phone	2	7	7	3
85 Unprofessional Conduct	11	1	6	2
88 Unsafe Situation	5	3	6	6
90 Passenger Injury	9	9	18	4
91 Compliment	45	49	38	28
92 Public Hearing Comment - Servi	0	0	1	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	2	4	11

97 Winter Weather - Para Policy	1	0	0	0
98 Schedule Info	7	5	2	2
99 Order Taking	3	4	0	1
100 Phones Busy	0	0	0	1
101 Behavior - Cust Svc	1	0	1	1
102 Bus Early - Para	15	18	16	5
103 Bus On-Time	0	0	1	1
104 Bus Late - Para	121	129	219	113
105 No Shows	62	69	56	30
106 Door-to-Door	22	26	20	14
107 Leave Attended	42	56	37	9
108 Mobility Device Securement	2	3	3	1
109 Travel Time - Para	74	58	110	45
110 Service Area - Para Policy	1	0	4	3
111 Backtracking	0	0	1	0
112 Passenger Behavior	3	2	2	2
113 Driver Behavior	61	55	65	47
114 Dispatch	11	7	18	7
116 Other - no current category	15	18	26	17
118 Drop-Off Wrong Location	8	11	15	10
120 Para - Ride Booking	18	10	12	9
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	2	0
148 Public Hearing Comment - Fare	0	0	2	2
150 Picked Up Wrong Client	8	5	3	0
151 Attempted Pick-Up, Wrong Loca	5	7	7	4
152 Missed Trip	10	7	6	1
Unit Totals	624	621	780	426

PLN

<i>Category ID and Name</i>	2015	2016	2017	2018
18 Fare Policy	0	0	0	0
19 Transfer Policy	0	0	0	1
21 Span	6	8	5	5
23 Express Service	0	1	1	0
25 Frequency	3	5	10	7
26 Overloads	25	45	22	13
27 Park & Ride	1	0	0	0
28 School Trippers Concern	4	3	14	3
29 Special Event Service	2	2	0	0
31 Expansion Request	7	6	4	3
33 Detours	13	21	13	13
34 Wheelchair accessibility	3	0	0	0
40 Schedules	2	3	5	6
42 Routes	1	1	0	1
43 Schedules - Service Design	12	6	2	5
44 Quality	0	0	0	0
47 Corridor Schedules	0	0	1	0

48	Transfer Coordination	2	2	2	1
49	Travel Time - Service Design	0	1	1	0
60	Transfer Points	1	0	0	0
70	Other Service Design	4	31	26	9
73	Bus Stop Addition Request	72	12	5	6
74	Bus Stop Damage	0	0	0	1
75	Shelter Addition/Removal	5	5	1	8
87	Bus Late - Fixed Route	3	4	2	3
91	Compliment	3	5	0	1
92	Public Hearing Comment - Servi	65	43	34	41
116	Other - no current category	9	19	41	20
127	Public Hearing Addendum	0	0	2	0
129	Service Design Request	3	6	4	2
135	Website	0	0	0	1
136	Trip Planner	1	2	1	2
139	Surveys	5	0	0	0
141	TransitTracker	2	2	0	1
142	Google Transit	2	1	2	2
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	16
156	Bus Stop Relocation/Removal R	0	0	0	69
	<i>Unit Totals</i>	256	234	198	240