

FIXED ROUTE
Operating Statistics For Periods Ending 12/31/2014 & 12/31/2015

CURRENT MONTH			YEAR TO DATE				
Actual 2014	Actual 2015	Variance 2014 to 2015		Actual 2014	Actual 2015	Variance 2014 to 2015	% Change
			Service Supplied				
500,425	506,852	6,427	Total (Vehicle) Miles	5,930,745	6,023,221	92,476	1.6%
34,725	34,488	(237)	Revenue Hours	403,633	405,811	2,177	0.5%
38,676	38,081	(595)	Total (Vehicle) Hours	447,888	450,019	2,131	0.5%
			Ridership				
1,144,215	1,043,767	(100,448)	Revenue Passengers	14,129,122	13,402,516	(726,606)	-5.1%
64,170	58,869	(5,301)	Transfers	888,951	792,361	(96,590)	-10.9%
<u>18,504</u>	<u>14,673</u>	<u>(3,831)</u>	Non-Revenue Rides	<u>205,888</u>	<u>163,384</u>	<u>(42,504)</u>	-20.6%
1,226,889	1,117,309	(109,580)	Total Passengers	15,223,961	14,358,261	(865,700)	-5.7%
			Service Quality				
15	10	(5)	Passenger Accidents	167	121	(46)	-27.5%
			Vehicle Accidents				
6	2	(4)	Chargeable	73	68	(5)	-6.8%
8	13	5	Non-chargeable	88	100	12	13.6%
<u>0</u>	<u>2</u>	<u>2</u>	Preventable	<u>3</u>	<u>5</u>	<u>2</u>	66.7%
14	17	3	Total Vehicle Accidents	164	173	9	5.5%
			Fleet/Maintenance				
96	50	(46)	Road Calls	977	893	(84)	-8.6%
83	84	1	Actual Inspections	988	1,003	15	1.5%
83	84	1	Scheduled Inspections	987	1,003	16	1.6%

*Chargeable – Accidents that are caused by the actions of the bus operator.
 Non-chargeable – Accidents caused by the other vehicle’s operator’s actions.
 Preventable – Both parties involved share liability of the accident.

ParaTransit
Operating Statistics For Periods Ending 12/31/2014 & 12/31/2015

CURRENT MONTH			YEAR TO DATE				
Actual 2014	Actual 2015	Variance 2014 to 2015		Actual 2014	Actual 2015	Variance 2014 to 2015	% Change
			Service Supplied Data				
1,124	1,072	(52)	No. of Clients riding the System	1,679	1,673	(6)	-0.4%
			<i>Ridership</i>				
3,892	3,979	87	Directly Operated Service	54,452	52,418	(2,034)	-3.7%
<u>17,933</u>	<u>17,973</u>	40	ADA Contracted Services	<u>213,904</u>	<u>221,550</u>	<u>7,646</u>	3.6%
21,825	21,952	127	Total ADA Ridership	268,356	273,968	5,612	2.1%
719	788	69	Total No-shows	6,370	7,477	1,107	17.4%
			Service Quality Data				
0	1	1	Passenger Accidents	14	19	5	35.7%
			Vehicle Accidents:				
0	0	0	Chargeable	6	4	(2)	-33.3%
0	1	1	Non-chargeable	8	2	(6)	-75.0%
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>1</u>	<u>1</u>	<u>0</u>	100.0%
0	1	1	Total Vehicle Accidents	15	7	(8)	-53.3%
			Fleet/Maintenance Data				
0	3	3	Road Calls	23	19	(4)	-17.4%
9	9	0	Actual Inspections	122	117	(5)	-4.1%
9	9	0	Scheduled Inspections	122	118	(4)	-3.3%

*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.

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

		2014 Actual	2015 Budget	2015 Actual	Over/Under Budget	Change from Prior Year
Passenger Revenue:						
	Cash, Tickets, Passes:	\$ 6,892,714	\$ 6,740,500	\$ 6,479,727	\$ (260,773)	\$ (412,986)
	Unlimited Ride Passes:	\$ 6,426,277	\$ 6,738,000	\$ 6,644,234	\$ (93,766)	\$ 217,957
	Sub Total:	\$ 13,318,991	\$ 13,478,500	\$ 13,123,961	\$ (354,539)	\$ (195,030)
Misc Revenue:						
	Advertising:	\$ 393,950	\$ 465,000	\$ 465,464	\$ 464	\$ 71,514
	County:	\$ 4,026,362	\$ 3,820,000	\$ 4,250,385	\$ 430,385	\$ 224,023
	Other Operating:	\$ 102,109	\$ 57,000	\$ 48,729	\$ (8,271)	\$ (53,380)
	Non-Operating:	\$ 18,438	\$ 12,500	\$ 12,084	\$ (416)	\$ (6,354)
	Sub Total:	\$ 4,540,858	\$ 4,354,500	\$ 4,776,661	\$ 422,161	\$ 235,803
Local Subsidies:						
	City of Madison:	\$ 13,134,200	\$ 12,964,926	\$ 12,964,926	\$ -	\$ (169,274)
	Funding Partners:	\$ 3,356,826	\$ 3,583,300	\$ 3,583,300	\$ 0	\$ 226,474
	Sub Total:	\$ 16,491,026	\$ 16,548,226	\$ 16,548,226	\$ 0	\$ 57,200
State Assistance:						
		\$ 16,677,514	\$ 17,336,300	\$ 17,375,936	\$ 39,636	\$ 698,422
Federal grant funding for capital maintenance						
		\$ 6,338,075	\$ 6,216,200	\$ 6,216,200	\$ (0)	\$ (121,875)
Total Revenue:		\$ 57,366,464	\$ 57,933,726	\$ 58,040,984	\$ 107,258	\$ 674,520
Salaries:						
	Salaries/Wages:	\$ 24,941,265	\$ 26,775,046	\$ 24,986,036	\$ (1,789,010)	\$ 44,771
	OT:	\$ 2,136,405	\$ 1,777,545	\$ 2,269,356	\$ 491,811	\$ 132,950
	Workers Comp:	\$ 292,404	\$ 253,935	\$ 177,501	\$ (76,434)	\$ (114,903)
Benefits:						
	Health:	\$ 5,791,765	\$ 6,457,426	\$ 6,830,230	\$ 372,804	\$ 1,038,465
	WI Retirement:	\$ 1,857,079	\$ 1,958,844	\$ 1,846,129	\$ (112,715)	\$ (10,950)
	Other:	\$ 3,725,516	\$ 3,953,464	\$ 3,890,043	\$ (63,421)	\$ 164,528
	Sub Total:	\$ 38,744,434	\$ 41,176,260	\$ 39,999,295	\$ (1,176,965)	\$ 1,254,861
Utilities:						
	Natural Gas:	\$ 249,125	\$ 250,000	\$ 182,102	\$ (67,898)	\$ (67,023)
	Electricity:	\$ 271,846	\$ 290,000	\$ 296,406	\$ 6,406	\$ 24,559
	Telephone:	\$ 15,859	\$ 16,000	\$ 17,252	\$ 1,252	\$ 1,392
	Other:	\$ 40,550	\$ 40,000	\$ 33,785	\$ (6,215)	\$ (6,766)
Building & Grounds:						
	Repairs/Maintenance:	\$ 95,428	\$ 89,000	\$ 122,358	\$ 33,358	\$ 26,929
	Supplies:	\$ 261,011	\$ 250,000	\$ 223,303	\$ (26,697)	\$ (37,708)
	Services:	\$ 9,365	\$ 10,000	\$ 9,385	\$ (615)	\$ 21
Rolling Stock/Support Equipment:						
	Equip. Repairs/Maintenance:	\$ 472,149	\$ 480,000	\$ 464,322	\$ (15,678)	\$ (7,827)
	Parts:	\$ 1,032,254	\$ 830,000	\$ 1,185,487	\$ 355,487	\$ 153,233
	Tires:	\$ 253,241	\$ 260,000	\$ 227,047	\$ (32,953)	\$ (26,194)
	Equipment Supplies:	\$ 90,784	\$ 135,000	\$ 78,555	\$ (56,445)	\$ (12,229)
	Fuel, Oil, & Lubricants:	\$ 4,208,689	\$ 4,274,000	\$ 4,054,122	\$ (219,878)	\$ (154,566)
Administrative:						
	Insurance & Financial:	\$ 950,937	\$ 923,696	\$ 1,007,909	\$ 84,213	\$ 56,972
	Rentals/Leases:	\$ 210,805	\$ 225,000	\$ 222,590	\$ (2,410)	\$ 11,785
	Training:	\$ 38,625	\$ 30,000	\$ 42,051	\$ 12,051	\$ 3,426
	Supplies, Equipment and Services:	\$ 677,493	\$ 712,500	\$ 774,027	\$ 61,527	\$ 96,534
Operations:						
	Paratransit Providers:	\$ 4,598,846	\$ 4,775,000	\$ 4,685,519	\$ (89,481)	\$ 86,673
	GAS / RSVP / Exc Rides:	\$ 617,321	\$ 660,000	\$ 602,046	\$ (57,954)	\$ (15,276)
Inter Departmental Charges:						
		\$ 781,028	\$ 836,900	\$ 831,978	\$ (4,922)	\$ 50,950
Depreciation:						
		\$ 6,506,793	\$ 6,600,000	\$ 6,424,499	\$ (175,501)	\$ (82,294)
Interest and Bad Debt Expense:						
		\$ 309,309	\$ 345,700	\$ 345,700	\$ -	\$ 36,391
Total Operating Expenses:		\$ 60,435,894	\$ 63,209,056	\$ 61,829,737	\$ (1,379,319)	\$ 1,393,843
Less Depreciation:		\$ (6,506,793)	\$ (6,600,000)	\$ (6,424,499)	\$ 175,501	\$ 82,294
Capital Debt:		\$ 1,082,085	\$ 1,207,500	\$ 1,207,500	\$ -	\$ 125,415
Fixed Assets:		\$ 119,374	\$ 477,000	\$ 420,587	\$ (56,413)	\$ 301,213
Federal grant funding for fixed assets		\$ (109,487)	\$ (381,600)	\$ (325,590)	\$ 56,010	\$ (216,103)
Total Expenditures:		\$ 55,021,072	\$ 57,911,956	\$ 56,707,735	\$ (1,204,221)	\$ 1,686,662
Reserves generated (used)		\$ 2,345,392	\$ 21,770	\$ 1,333,250	\$ 1,311,480	\$ (1,012,142)
Reserve balance-beginning		\$ 2,673,292		\$ 5,017,659		
Reserve balance-ending		\$ 5,018,684		\$ 6,350,909		

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

ROUTE	RIDERSHIP, 2015 vs. 2014			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY
	Year to Date			2014	2015	% Change		
	2014	2015	% change	2014	2015	% Change		
80 UW CAMPUS (service revised August 26, 2012)	2,170,091	1,970,722	-9.2%	101.76	91.71	-9.9%		Core Routes operate every day from early a.m. to late p.m.: 2, 3, 4, 5, 6, 7, 13
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	1,109,995	1,090,238	-1.8%	69.01	68.53	-0.7%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	382,686	362,861	-5.2%	55.57	55.54	-0.1%		(3 operates weekdays only; 7 operates weekends & holidays only).
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	93,785	84,713	-9.7%	39.88	46.33	16.2%		
2 WTP-NTP (revised August 25, 2013)	1,479,550	1,363,415	-7.8%	48.06	45.61	-5.1%		Commuter Routes operate on weekdays during peak hours:
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	30,624	25,580	-16.5%	54.23	45.16	-16.7%		
50 WTP-SCHROEDER-RAYMOND LOOP	219,376	239,783	9.3%	45.86	42.51	-7.3%		11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 49, 55, 56, 57 58, 71, 72, 74, 75
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	753,702	780,195	3.5%	42.58	42.48	-0.2%		
67 WTP-WEST TOWNE	312,517	281,828	-9.8%	45.90	40.89	-10.9%		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
22 MENDOTA LOOP	251,168	257,912	2.7%	39.38	39.25	-0.3%		
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2012)	80,172	100,744	25.7%	35.13	39.23	11.7%		Connector Routes connect transfer points throughout the day: 16, 17, 18.
4 NTP-STP	810,934	737,350	-9.1%	43.21	39.12	-9.4%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	351,321	340,056	-3.2%	37.90	37.86	-0.1%		Circulator Routes 1, 9, 10, 34
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	212,708	191,105	-10.2%	42.11	37.66	-10.6%		
5 ETP-STP	515,097	485,874	-5.7%	36.44	34.34	-5.8%		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.
6 EAST TOWNE-WTP	1,206,653	1,110,969	-7.9%	36.10	33.54	-7.1%		
3 WTP-ETP	605,304	561,277	-7.3%	35.08	32.49	-7.4%		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.
81-82 UW LATE NITE CIRCULATORS	108,105	105,249	-2.6%	32.37	30.11	-7.0%		
21 LAKEVIEW LOOP	180,515	173,181	-4.1%	31.15	29.72	-4.6%		UW Campus Circulators 80, 81, 82, 84
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	90,898	104,788	15.3%	35.12	29.13	-17.1%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	140,064	138,825	-0.9%	33.22	28.16	-15.2%		School Day Supplemental Routes E, L, M, W
11 WTP-DUTCH MILL-CAP SQUARE	84,914	82,133	-3.3%	29.36	28.15	-4.1%		
7 WTP-ETP (Weekends & Holidays Only)	175,681	160,280	-8.8%	30.25	28.13	-7.0%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	47,888	46,356	-3.2%	28.50	28.11	-1.4%		
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	111,574	105,894	-5.1%	29.63	27.45	-7.4%		
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	425,007	431,581	1.5%	25.65	27.33	6.6%		
18 STP-WTP (revised August 25, 2013)	400,034	351,113	-12.2%	30.78	27.19	-11.7%		
30 ETP-EAST TOWNE	251,177	233,914	-6.9%	30.52	27.06	-11.3%		
51 WTP-MUIR FIELD LOOP	91,499	75,114	-17.9%	32.17	27.03	-16.0%		
27 NTP - UW CAMPUS COMMUTER	54,234	50,406	-7.1%	29.09	26.82	-7.8%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	21,640	21,488	-0.7%	21.04	26.58	26.3%		
1 CAP SQUARE - UW	28,433	27,641	-2.8%	28.31	26.44	-6.6%		
16 STP - ETP	335,282	329,475	-1.7%	26.74	26.19	-2.0%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	305,684	283,540	-7.2%	25.65	25.00	-2.5%		
47 ARBOR HILLS COMMUTER	82,681	76,041	-8.0%	27.17	24.76	-8.9%		
17 ETP-NTP	122,570	93,271	-23.9%	31.30	24.43	-21.9%		
58 GREENTREE COMMUTER	82,300	73,674	-10.5%	27.71	24.28	-12.4%		
70 MIDDLETON-CAPITOL SQUARE	157,547	152,493	-3.2%	23.58	23.39	-0.8%		
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	38,328	32,934	-14.1%	26.01	22.77	-12.5%		
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	38,342	37,450	-2.3%	22.96	22.33	-2.7%		
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	106,539	105,320	-1.1%	22.86	22.27	-2.6%		
39 ETP - DAIRY DRIVE (revised August 25, 2013)	24,544	31,743	29.3%	16.76	21.57	28.7%		
12 WTP-DUTCH MILL-CAP SQUARE	52,277	48,466	-7.3%	22.10	20.56	-7.0%	x	
20 NTP-EAST TOWNE	217,265	221,907	2.1%	19.28	19.68	2.0%	x	
13 STP-CAP SQUARE	158,003	151,625	-4.0%	20.35	19.54	-4.0%	x	
19 RED ARROW TR-CAP SQUARE	158,562	146,319	-7.7%	21.20	19.29	-9.0%	x	
73 WTP-OLD SAUK TRAILS	130,724	117,151	-10.4%	19.66	18.60	-5.4%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	12,649	8,376	-33.8%	14.24	18.05	26.8%	x	
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	48,109	42,513	-11.6%	18.60	16.90	-9.1%	x	
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	9,962	8,139	-18.3%	17.33	16.61	-4.1%	x	
52 WTP-FITCHBURG	46,105	44,049	-4.5%	17.38	16.51	-5.0%	x	
32 ACEWOOD-THOMPSON LOOP	43,156	36,213	-16.1%	18.93	15.92	-15.9%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	68,393	62,192	-9.1%	16.58	15.28	-7.8%	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	23,320	19,368	-16.9%	18.39	14.81	-19.5%	x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	40,139	31,541	-21.4%	15.84	12.35	-22.1%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	11,089	10,094	-9.0%	12.39	11.71	-5.5%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6. Revised May 24, 2015)	36,504	26,970	-26.1%	13.16	9.58	-27.2%	x	
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	5,587	13,075	134.0%	10.17	8.31	-18.3%	x	
31 MARSH RD - ETP (began August 25, 2013)	22,584	20,889	-7.5%	8.35	7.84	-6.1%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	12,283	10,380	-15.5%	7.38	6.35	-13.9%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	10,030	9,494	-5.3%	5.86	5.65	-3.6%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008 & revised May 24, 2015)	5,097	20,972	311.4%	7.19	5.64	-21.6%	x	
74 MIDDLETON LOOP (ended operating on August 23, 2014)	20,949	-	-100.0%	17.55	NA	NA		
UNKNOWN ROUTE & ROAD BUS *	3	2	NA	NA	NA	NA		
SYSTEM TOTAL	15,223,961	14,358,261	-5.7%	37.73	35.38	-6.2%	21.23	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	12,915,141	12,256,710	-5.1%	34.15	32.23	-5.6%	19.34	

Average weekday ridership December 2014: 48,481
Average weekday ridership December 2015: 44,194

* 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 2015

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2014	2015	% change	2014	2015
1 CAP SQUARE - UW	28,433	27,641	-2.8%	28.31	26.44
2 WTP-NTP (revised August 25, 2013)	1,479,550	1,363,415	-7.8%	48.06	45.61
3 WTP-ETP	605,304	561,277	-7.3%	35.08	32.49
4 NTP-STP	810,934	737,350	-9.1%	43.21	39.12
5 ETP-STP	515,097	485,874	-5.7%	36.44	34.34
6 EAST TOWNE-WTP	1,206,653	1,110,969	-7.9%	36.10	33.54
7 WTP-ETP (Weekends & Holidays Only)	175,681	160,280	-8.8%	30.25	28.13
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	47,888	46,356	-3.2%	28.50	28.11
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	753,702	780,195	3.5%	42.58	42.48
11 WTP-DUTCH MILL-CAP SQUARE	84,914	82,133	-3.3%	29.36	28.15
12 WTP-DUTCH MILL-CAP SQUARE	52,277	48,466	-7.3%	22.10	20.56
13 STP-CAP SQUARE	158,003	151,625	-4.0%	20.35	19.54
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	305,684	283,540	-7.2%	25.65	25.00
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	425,007	431,581	1.5%	25.65	27.33
16 STP - ETP	335,282	329,475	-1.7%	26.74	26.19
17 ETP-NTP	122,570	93,271	-23.9%	31.30	24.43
18 STP-WTP (revised August 25, 2013)	400,034	351,113	-12.2%	30.78	27.19
19 RED ARROW TR-CAP SQUARE	158,562	146,319	-7.7%	21.20	19.29
20 NTP-EAST TOWNE	217,265	221,907	2.1%	19.28	19.68
21 LAKEVIEW LOOP	180,515	173,181	-4.1%	31.15	29.72
22 MENDOTA LOOP	251,168	257,912	2.7%	39.38	39.25
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	9,962	8,139	-18.3%	17.33	16.61
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008 & revised May 24, 2015)	5,097	20,972	311.4%	7.19	5.64
27 NTP - UW CAMPUS COMMUTER	54,234	50,406	-7.1%	29.09	26.82
28 NTP-WTP COMMUTER (revised August 25, 2013)	382,686	362,861	-5.2%	55.57	55.54
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	21,640	21,488	-0.7%	21.04	26.58
30 ETP-EAST TOWNE	251,177	233,914	-6.9%	30.52	27.06
31 MARSH RD - ETP (began August 25, 2013)	22,584	20,889	-7.5%	8.35	7.84
32 ACEWOOD-THOMPSON LOOP	43,156	36,213	-16.1%	18.93	15.92
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	48,109	42,513	-11.6%	18.60	16.90
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	23,320	19,368	-16.9%	18.39	14.81
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	40,139	31,541	-21.4%	15.84	12.35
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6. Revised May 24, 2015)	36,504	26,970	-26.1%	13.16	9.58
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	68,393	62,192	-9.1%	16.58	15.28
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	351,321	340,056	-3.2%	37.90	37.86
39 ETP - DAIRY DRIVE (revised August 25, 2013)	24,544	31,743	29.3%	16.76	21.57
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	212,708	191,105	-10.2%	42.11	37.66
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	93,785	84,713	-9.7%	39.88	46.33
47 ARBOR HILLS COMMUTER	82,681	76,041	-8.0%	27.17	24.76
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	12,649	8,376	-33.8%	14.24	18.05
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	5,587	13,075	134.0%	10.17	8.31
50 WTP-SCHROEDER-RAYMOND LOOP	219,376	239,783	9.3%	45.86	42.51
51 WTP-MUIR FIELD LOOP	91,499	75,114	-17.9%	32.17	27.03
52 WTP-FITCHBURG	46,105	44,049	-4.5%	17.38	16.51
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	38,342	37,450	-2.3%	22.96	22.33
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	106,539	105,320	-1.1%	22.86	22.27
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	111,574	105,894	-5.1%	29.63	27.45
58 GREENTREE COMMUTER	82,300	73,674	-10.5%	27.71	24.28
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	12,283	10,380	-15.5%	7.38	6.35
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	38,328	32,934	-14.1%	26.01	22.77
67 WTP-WEST TOWNE	312,517	281,828	-9.8%	45.90	40.89
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	10,030	9,494	-5.3%	5.86	5.65
70 MIDDLETON-CAPITOL SQUARE	157,547	152,493	-3.2%	23.58	23.39
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	90,898	104,788	15.3%	35.12	29.13
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	140,064	138,825	-0.9%	33.22	28.16
73 WTP-OLD SAUK TRAILS	130,724	117,151	-10.4%	19.66	18.60
74 MIDDLETON LOOP (ended operating on August 23, 2014)	20,949	-	-100.0%	17.55	NA
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	80,172	100,744	25.7%	35.13	39.23
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	11,089	10,094	-9.0%	12.39	11.71
80 UW CAMPUS (service revised August 26, 2012)	2,170,091	1,970,722	-9.2%	101.76	91.71
81-82 UW LATE NITE CIRCULATORS	108,105	105,249	-2.6%	32.37	30.11
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	30,624	25,580	-16.5%	54.23	45.16
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	1,109,995	1,090,238	-1.8%	69.01	68.53
UNKNOWN ROUTE & ROAD BUS *	3	2	NA	NA	NA
SYSTEM TOTAL	15,223,961	14,358,261	-5.7%	37.73	35.38
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	12,915,141	12,256,710	-5.1%	34.15	32.23

* 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 Decmber 2014: 48,481

Average weekday ridership Decmber 2015: 44,194

MONTHLY RIDERSHIP -December 2015

ROUTE	MONTHLY RIDERSHIP			YTD RIDERSHIP		
	2014	2015	% change	2014	2015	% change
1 CAP SQUARE - UW	2,583	2,213	-14.3%	28,433	27,641	-2.8%
2 WTP-NTP (revised August 25, 2013)	118,074	103,892	-12.0%	1,479,550	1,363,415	-7.8%
3 WTP-ETP	49,960	44,175	-11.6%	605,304	561,277	-7.3%
4 NTP-STP	63,712	55,196	-13.4%	810,934	737,350	-9.1%
5 ETP-STP	40,386	38,709	-4.2%	515,097	485,874	-5.7%
6 EAST TOWNE-WTP	95,971	85,547	-10.9%	1,206,653	1,110,969	-7.9%
7 WTP-ETP (Weekends & Holidays Only)	12,415	11,476	-7.6%	175,681	160,280	-8.8%
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	3,651	3,542	-3.0%	47,888	46,356	-3.2%
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	61,272	65,506	6.9%	753,702	780,195	3.5%
11 WTP-DUTCH MILL-CAP SQUARE	7,081	6,263	-11.6%	84,914	82,133	-3.3%
12 WTP-DUTCH MILL-CAP SQUARE	4,202	4,204	0.0%	52,277	48,466	-7.3%
13 STP-CAP SQUARE	12,158	11,986	-1.4%	158,003	151,625	-4.0%
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	24,600	22,084	-10.2%	305,684	283,540	-7.2%
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	34,644	34,513	-0.4%	425,007	431,581	1.5%
16 STP - ETP	27,801	25,211	-9.3%	335,282	329,475	-1.7%
17 ETP-NTP	8,653	7,948	-8.1%	122,570	93,271	-23.9%
18 STP-WTP (revised August 25, 2013)	31,475	26,530	-15.7%	400,034	351,113	-12.2%
19 RED ARROW TR-CAP SQUARE	13,746	11,192	-18.6%	158,562	146,319	-7.7%
20 NTP-EAST TOWNE	20,203	17,623	-12.8%	217,265	221,907	2.1%
21 LAKEVIEW LOOP	14,440	13,993	-3.1%	180,515	173,181	-4.1%
22 MENDOTA LOOP	22,510	19,758	-12.2%	251,168	257,912	2.7%
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	826	449	-45.6%	9,962	8,139	-18.3%
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008 & revised May 24, 2015)	503	2,235	344.3%	5,097	20,972	311.4%
27 NTP - UW CAMPUS COMMUTER	4,286	3,898	-9.1%	54,234	50,406	-7.1%
28 NTP-WTP COMMUTER (revised August 25, 2013)	30,394	28,033	-7.8%	382,686	362,861	-5.2%
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,681	1,711	1.8%	21,640	21,488	-0.7%
30 ETP-EAST TOWNE	20,109	19,132	-4.9%	251,177	233,914	-6.9%
31 MARSH RD - ETP (began August 25, 2013)	1,848	1,393	-24.6%	22,584	20,889	-7.5%
32 ACEWOOD-THOMPSON LOOP	3,293	2,604	-20.9%	43,156	36,213	-16.1%
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	3,541	3,432	-3.1%	48,109	42,513	-11.6%
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	1,875	1,454	-22.5%	23,320	19,368	-16.9%
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	2,889	2,646	-8.4%	40,139	31,541	-21.4%
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6. Revised May 24, 2015)	2,834	1,484	-47.6%	36,504	26,970	-26.1%
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	5,290	4,757	-10.1%	68,393	62,192	-9.1%
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	29,633	27,754	-6.3%	351,321	340,056	-3.2%
39 ETP - DAIRY DRIVE (revised August 25, 2013)	2,448	2,104	-14.1%	24,544	31,743	29.3%
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	16,735	15,321	-8.4%	212,708	191,105	-10.2%
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	6,945	6,792	-2.2%	93,785	84,713	-9.7%
47 ARBOR HILLS COMMUTER	6,431	5,784	-10.1%	82,681	76,041	-8.0%
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	617	669	8.4%	12,649	8,376	-33.8%
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	1,117	965	-13.6%	5,587	13,075	134.0%
50 WTP-SCHROEDER-RAYMOND LOOP	21,772	18,470	-15.2%	219,376	239,783	9.3%
51 WTP-MUIR FIELD LOOP	6,885	5,517	-19.9%	91,499	75,114	-17.9%
52 WTP-FITCHBURG	3,906	3,591	-8.1%	46,105	44,049	-4.5%
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	2,907	2,168	-25.4%	38,342	37,450	-2.3%
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,401	8,211	-2.3%	106,539	105,320	-1.1%
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,076	8,434	4.4%	111,574	105,894	-5.1%
58 GREENTREE COMMUTER	6,031	5,566	-7.7%	82,300	73,674	-10.5%
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	855	779	-8.9%	12,283	10,380	-15.5%
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,907	2,382	-18.1%	38,328	32,934	-14.1%
67 WTP-WEST TOWNE	27,011	21,341	-21.0%	312,517	281,828	-9.8%
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	555	625	12.6%	10,030	9,494	-5.3%
70 MIDDLETON-CAPITOL SQUARE	13,326	12,535	-5.9%	157,547	152,493	-3.2%
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	8,352	7,980	-4.5%	90,898	104,788	15.3%
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	10,743	10,726	-0.2%	140,064	138,825	-0.9%
73 WTP-OLD SAUK TRAILS	10,200	9,414	-7.7%	130,724	117,151	-10.4%
74 MIDDLETON LOOP (ended operating on August 23, 2014)			NA	20,949	-	-100.0%
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	6,952	8,136	17.0%	80,172	100,744	25.7%
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	731	728	-0.4%	11,089	10,094	-9.0%
80 UW CAMPUS (service revised August 26, 2012)	165,133	149,061	-9.7%	2,170,091	1,970,722	-9.2%
81 UW LATE NIGHT CIRCULATOR	5,852	3,120	-46.7%	55,901	53,685	-4.0%
82 UW LATE NITE CIRCULATOR	5,734	4,376	-23.7%	52,204	51,564	-1.2%
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	1,733	1,435	-17.2%	30,624	25,580	-16.5%
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	95,995	88,536	-7.8%	1,109,995	1,090,238	-1.8%
UNKNOWN ROUTE & ROAD BUS			NA	3	2	NA
SYSTEM TOTAL	1,226,889	1,117,309	-8.9%	15,223,961	14,358,261	-5.7%

TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	1,048,437	959,317	-8.5%	12,915,141	12,256,710	-5.1%
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**Madison Metro
Performance Measures
YTD through December 31**

	Fixed Route		Paratransit	
	2014	2015	2014	2015
Operating Cost/Revenue Hours	\$ 109.32	\$ 111.81	\$ 82.04	\$ 82.14
Operating Revenue/Operating Cost	29.49%	28.23%	41.17%	42.82%
Operating Cost/Passenger Trips	\$ 2.90	\$ 3.16	\$ 34.24	\$ 34.28
Passenger Trips/Revenue Hour	37.72	35.38	2.40	2.40
Passenger Trips/Service Area Population (annualized)	180.47	170.21	3.18	3.25
Revenue Hours/Service Area Population (annualized)	4.78	4.81	1.33	1.36
Passenger Revenue/Passenger Trips	\$ 0.85	\$ 0.89	\$ 1.14	\$ 1.14
Operating Cost/Platform Hours	\$ 98.52	\$ 100.83	\$ 74.70	\$ 74.79
Operating Cost/Total Miles	\$ 7.44	\$ 7.53	\$ 4.55	\$ 4.55
Passenger Trips/Revenue Mile	3.02	2.83	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 Peer
	2014	2015	2014	2015	2014	2015	
Expense per revenue hour	\$ 106.37	\$ 108.66	\$ 76.68	\$ 76.81	\$ 99.92	\$ 101.66	\$ 97.57
Revenue/expense ratio	30.31%	29.05%	3.57%	3.56%	25.85%	24.82%	21.12%
Cost/passenger	\$ 2.82	\$ 3.07	\$ 32.00	\$ 32.05	\$ 3.33	\$ 3.61	\$ 4.46
Passengers/revenue hour	37.72	35.38	2.40	2.40	30.05	28.13	23.69
Passenger Trips/Capita (annualized)	52.59	49.60	0.93	0.95	53.51	50.54	37.63
Revenue Hours/Capita (annualized)	1.39	1.40	0.39	0.39	1.78	1.80	1.43

Notes:

Revenue includes passenger revenue only (does not include MA Waiver revenue)

Expense includes "Total operating expenses" less depreciation, expenses associated with County programs, lease and interest expenses and inter-agency charges

Cost and expense are the same number

The population used for the efficiency measures is 289,500

**Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through December 31, 2015 and 2014**

Fixed Route Passenger Revenue

2015	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	\$ 109,045	\$ 118,700	\$ 115,091	\$ 118,892	\$ 117,778	\$ 150,863	\$ 124,536	\$ 112,540	\$ 101,215	\$ 175,123	\$ 125,205	\$ 139,841	\$ 1,508,829
Day passes	\$ 5,099	\$ 5,242	\$ 4,523	\$ 5,563	\$ 5,984	\$ 5,026	\$ 5,385	\$ 5,513	\$ 5,436	\$ 5,221	\$ 4,155	\$ 4,084	\$ 61,231
2 ride passes	\$ 20,432	\$ 9,296	\$ 8,644	\$ 8,074	\$ 14,737	\$ 42,252	\$ 15,672	\$ 39,538	\$ 18,532	\$ 8,533	\$ 6,123	\$ 14,945	\$ 206,778
10 ride passes	\$ 88,585	\$ 95,735	\$ 77,590	\$ 81,910	\$ 71,475	\$ 65,635	\$ 69,560	\$ 67,235	\$ 98,785	\$ 81,315	\$ 84,845	\$ 76,560	\$ 959,230
31 day passes	\$ 150,299	\$ 129,247	\$ 137,826	\$ 140,758	\$ 145,982	\$ 140,149	\$ 135,766	\$ 110,279	\$ 143,458	\$ 124,255	\$ 131,565	\$ 108,652	\$ 1,598,236
EZ Rider/Summer Youth passes	\$ 196,593	\$ 185,072	\$ 186,732	\$ 170,430	\$ 194,723	\$ 98,105	\$ 18,000	\$ 18,000	\$ 221,510	\$ 242,610	\$ 168,770	\$ 158,220	\$ 1,858,765
Total cash, ticket & pass revenue	\$ 570,053	\$ 543,292	\$ 530,406	\$ 525,627	\$ 550,679	\$ 502,030	\$ 368,919	\$ 353,105	\$ 588,936	\$ 637,057	\$ 520,663	\$ 502,302	\$ 6,193,069
UW ASM	\$ 300,420	\$ 300,420	\$ 300,420	\$ 300,419	\$ 300,420	\$ 300,420	\$ 300,420	\$ 300,420	\$ 307,760	\$ 307,760	\$ 307,760	\$ 307,760	\$ 3,634,399
UW Employees	\$ 160,735	\$ 160,735	\$ 160,735	\$ 160,734	\$ 160,735	\$ 160,735	\$ 160,734	\$ 160,735	\$ 164,456	\$ 164,456	\$ 164,456	\$ 164,456	\$ 1,943,702
MATC	\$ 50,130	\$ 58,185	\$ 58,156	\$ 60,524	\$ 38,593	\$ 10,911	\$ 14,266	\$ 14,707	\$ 57,547	\$ 60,076	\$ 53,773	\$ 45,713	\$ 522,581
City of Madison	\$ 11,150	\$ 11,178	\$ 12,422	\$ 11,412	\$ 10,289	\$ 11,309	\$ 12,998	\$ 11,700	\$ 11,755	\$ 12,637	\$ 11,809	\$ 12,336	\$ 140,995
Edgewood	\$ 8,303	\$ 10,451	\$ 9,293	\$ 9,456	\$ 5,685	\$ 2,368	\$ 2,132	\$ 4,034	\$ 10,199	\$ 9,546	\$ 9,137	\$ 6,943	\$ 87,547
St. Mary's	\$ 2,393	\$ 2,848	\$ 3,004	\$ 2,309	\$ 2,134	\$ 2,574	\$ 2,553	\$ 2,556	\$ 2,846	\$ 2,931	\$ 2,653	\$ 2,757	\$ 31,558
Meriter	\$ 1,921	\$ 1,986	\$ 2,058	\$ 2,048	\$ 1,901	\$ 1,920	\$ 1,884	\$ 1,729	\$ 1,762	\$ 1,880	\$ 1,760	\$ 1,749	\$ 22,598
Dane County	\$ 2,226	\$ 2,156	\$ 2,536	\$ 2,362	\$ 2,334	\$ 2,378	\$ 2,951	\$ 3,094	\$ 3,030	\$ 3,068	\$ 3,076	\$ 3,000	\$ 32,211
Commuter	\$ 17,187	\$ 17,880	\$ 18,556	\$ 17,140	\$ 15,613	\$ 15,554	\$ 17,453	\$ 16,706	\$ 17,710	\$ 17,945	\$ 15,913	\$ 18,218	\$ 205,875
Total unlimited ride pass revenue	\$ 554,465	\$ 565,839	\$ 567,180	\$ 566,404	\$ 537,704	\$ 508,169	\$ 515,391	\$ 515,681	\$ 577,065	\$ 580,299	\$ 570,337	\$ 562,932	\$ 6,621,466
Total passenger revenue	\$ 1,124,518	\$ 1,109,131	\$ 1,097,586	\$ 1,092,031	\$ 1,088,383	\$ 1,010,199	\$ 884,310	\$ 868,786	\$ 1,166,001	\$ 1,217,356	\$ 1,091,000	\$ 1,065,234	\$ 12,814,535
Cumulative YTD passenger revenue	\$ 1,124,518	\$ 2,233,649	\$ 3,331,235	\$ 4,423,266	\$ 5,511,649	\$ 6,521,848	\$ 7,406,158	\$ 8,274,944	\$ 9,440,945	\$ 10,658,301	\$ 11,749,301	\$ 12,814,535	

2014	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	\$ 120,789	\$ 105,366	\$ 149,108	\$ 136,985	\$ 120,107	\$ 154,159	\$ 144,410	\$ 141,837	\$ 166,466	\$ 140,048	\$ 115,845	\$ 126,085	\$ 1,621,205
Day passes	\$ 5,278	\$ 2,472	\$ 4,096	\$ 8,245	\$ 9,745	\$ 10,193	\$ 9,490	\$ 8,730	\$ 5,364	\$ 5,748	\$ 4,455	\$ 5,265	\$ 79,081
2 ride passes	\$ 25,118	\$ 6,285	\$ 27,735	\$ 11,185	\$ 10,518	\$ 12,841	\$ 35,170	\$ 36,035	\$ 17,930	\$ 15,945	\$ 4,560	\$ 5,888	\$ 209,210
10 ride passes	\$ 85,475	\$ 95,475	\$ 94,965	\$ 85,860	\$ 69,040	\$ 66,345	\$ 72,515	\$ 81,840	\$ 94,995	\$ 82,570	\$ 86,425	\$ 78,500	\$ 994,005
31 day passes	\$ 161,177	\$ 130,532	\$ 139,482	\$ 168,480	\$ 109,758	\$ 143,252	\$ 126,113	\$ 139,657	\$ 147,634	\$ 143,253	\$ 136,490	\$ 150,885	\$ 1,696,713
EZ Rider/Summer Youth passes	\$ 203,395	\$ 219,772	\$ 230,765	\$ 175,817	\$ 230,765	\$ 115,866	\$ 10,000	\$ 10,000	\$ 231,435	\$ 253,478	\$ 176,327	\$ 165,877	\$ 2,023,497
Total cash, ticket & pass revenue	\$ 601,232	\$ 559,902	\$ 646,151	\$ 586,572	\$ 549,933	\$ 502,656	\$ 397,698	\$ 418,099	\$ 663,824	\$ 641,042	\$ 524,102	\$ 532,500	\$ 6,623,711
UW ASM	\$ 285,124	\$ 285,124	\$ 285,124	\$ 285,124	\$ 285,125	\$ 285,124	\$ 285,124	\$ 285,124	\$ 300,420	\$ 300,420	\$ 300,420	\$ 300,419	\$ 3,482,672
UW Employees	\$ 156,101	\$ 156,101	\$ 156,100	\$ 156,101	\$ 156,100	\$ 156,101	\$ 156,101	\$ 156,101	\$ 160,735	\$ 160,734	\$ 160,735	\$ 160,735	\$ 1,891,745
MATC	\$ 51,225	\$ 64,571	\$ 62,230	\$ 69,729	\$ 46,717	\$ 15,452	\$ 18,134	\$ 6,836	\$ 67,155	\$ 75,090	\$ 61,671	\$ 56,345	\$ 595,155
City of Madison	\$ 10,380	\$ 10,379	\$ 11,001	\$ 11,040	\$ 10,345	\$ 9,941	\$ 10,567	\$ 10,448	\$ 11,101	\$ 12,293	\$ 10,855	\$ 11,135	\$ 129,485
Edgewood	\$ 9,155	\$ 12,211	\$ 10,872	\$ 11,128	\$ 6,416	\$ 2,653	\$ 2,947	\$ 4,591	\$ 10,947	\$ 11,521	\$ 10,661	\$ 8,624	\$ 101,726
St. Mary's	\$ 1,853	\$ 2,022	\$ 2,339	\$ 2,136	\$ 2,130	\$ 2,412	\$ 2,893	\$ 3,317	\$ 2,929	\$ 2,894	\$ 2,688	\$ 2,985	\$ 30,598
Meriter	\$ 2,013	\$ 1,984	\$ 2,010	\$ 1,898	\$ 1,810	\$ 1,845	\$ 1,888	\$ 1,730	\$ 1,985	\$ 2,131	\$ 1,881	\$ 1,860	\$ 23,035
Dane County	\$ 2,476	\$ 2,358	\$ 2,323	\$ 1,741	\$ 1,740	\$ 1,671	\$ 1,533	\$ 1,739	\$ 1,639	\$ 1,927	\$ 1,824	\$ 1,866	\$ 22,837
Commuter	\$ 15,143	\$ 15,358	\$ 15,696	\$ 15,317	\$ 11,810	\$ 14,487	\$ 12,077	\$ 13,186	\$ 16,102	\$ 18,970	\$ 17,991	\$ 17,736	\$ 183,873
Total unlimited ride pass revenue	\$ 533,470	\$ 550,108	\$ 547,695	\$ 554,214	\$ 522,193	\$ 489,686	\$ 491,264	\$ 483,072	\$ 573,013	\$ 585,980	\$ 568,726	\$ 561,705	\$ 6,461,126
Total passenger revenue	\$ 1,134,702	\$ 1,110,010	\$ 1,193,846	\$ 1,140,786	\$ 1,072,126	\$ 992,342	\$ 888,962	\$ 901,171	\$ 1,236,837	\$ 1,227,022	\$ 1,092,828	\$ 1,094,205	\$ 13,084,837
Cumulative YTD passenger revenue	\$ 1,134,702	\$ 2,244,712	\$ 3,438,558	\$ 4,579,344	\$ 5,651,470	\$ 6,643,812	\$ 7,532,774	\$ 8,433,945	\$ 9,670,782	\$ 10,897,804	\$ 11,990,632	\$ 13,084,837	

**Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through December 31, 2015 and 2014**

Fixed Route Rides

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

2014	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	66,780	65,125	68,027	66,819	69,806	74,845	77,625	63,411	61,396	62,028	60,385	58,306	794,553
Day passes	4,190	4,734	4,788	4,464	5,171	5,281	6,195	6,249	5,052	4,540	4,395	4,452	59,511
2 ride passes	11,147	11,776	12,058	11,631	12,636	15,317	24,046	12,848	16,059	15,548	11,481	10,817	165,364
10 ride passes	66,980	71,185	75,355	65,789	66,355	53,574	47,293	41,971	64,045	70,426	59,780	60,599	743,352
31 day passes	151,641	161,048	183,018	183,674	179,802	174,294	182,873	174,772	176,193	187,366	162,138	162,801	2,079,620
EZ Rider/Summer Youth passes	159,381	187,973	213,892	176,940	213,312	104,136	31,382	24,127	192,888	245,646	178,339	169,507	1,897,523
Total cash, ticket & pass rides	460,119	501,841	557,138	509,317	547,082	427,447	369,414	323,378	515,633	585,554	476,518	466,482	5,739,923
UW ASM	271,351	401,626	338,015	355,403	233,798	171,212	175,741	173,744	314,632	350,771	323,197	266,358	3,375,848
UW Employees	151,547	160,993	161,313	157,481	136,262	127,986	131,238	124,406	139,014	162,200	145,870	145,590	1,743,900
MATC	44,543	56,149	54,113	60,634	40,624	13,436	15,769	5,944	58,396	65,296	53,627	48,995	517,526
City of Madison	9,026	9,025	9,566	9,600	8,996	8,644	9,189	9,085	9,653	10,690	9,439	9,683	112,596
Edgewood	7,961	10,618	9,454	9,677	5,579	2,307	2,563	3,992	9,519	10,018	9,270	7,499	88,457
St. Mary's	1,611	1,758	2,034	1,858	1,852	2,097	2,516	2,884	2,547	2,517	2,337	2,596	26,607
Meriter	1,750	1,725	1,748	1,651	1,574	1,604	1,642	1,504	1,726	1,865	1,650	1,617	20,056
Dane County	2,153	2,051	2,020	1,514	1,513	1,453	1,333	1,512	1,425	1,676	1,586	1,622	19,858
Commuter	12,174	12,358	12,589	12,280	9,484	11,610	9,677	10,581	12,921	15,222	14,440	14,235	147,571
Total unlimited ride pass rides	502,116	656,303	590,852	610,098	439,682	340,349	349,668	333,652	549,833	620,255	561,416	498,195	6,052,419
UW routes 80-85	184,789	318,248	236,251	263,617	142,615	78,845	88,136	79,364	237,181	270,126	231,770	178,452	2,309,394
Total revenue rides	1,147,024	1,476,392	1,384,241	1,383,032	1,129,379	846,641	807,218	736,394	1,302,647	1,475,935	1,269,704	1,143,129	14,101,736
Transfers	65,410	64,510	69,848	71,692	73,866	82,840	98,618	83,422	77,694	75,390	61,491	64,170	888,951
Non-revenue rides	14,261	16,211	15,931	16,312	21,732	18,043	21,395	16,385	22,038	37,182	14,194	19,590	233,274
Total rides	1,226,695	1,557,113	1,470,020	1,471,036	1,224,977	947,524	927,231	836,201	1,402,379	1,588,507	1,345,389	1,226,889	15,223,961
Cumulative YTD total rides	1,226,695	2,783,808	4,253,828	5,724,864	6,949,841	7,897,365	8,824,596	9,660,797	11,063,176	12,651,683	13,997,072	15,223,961	

Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through December 31, 2015 and 2014

Fixed Route Passenger Revenue % Change

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	-9.7%	12.7%	-22.8%	-13.2%	-1.9%	-2.1%	-13.8%	-20.7%	-39.2%	25.0%	8.1%	10.9%	-6.9%
Day passes	-3.4%	112.1%	10.4%	-32.5%	-38.6%	-50.7%	-43.3%	-36.8%	1.3%	-9.2%	-6.7%	-22.4%	-22.6%
2 ride passes	-18.7%	47.9%	-68.8%	-27.8%	40.1%	229.0%	-55.4%	9.7%	3.4%	-46.5%	34.3%	153.8%	-1.2%
10 ride passes	3.6%	0.3%	-18.3%	-4.6%	3.5%	-1.1%	-4.1%	-17.8%	4.0%	-1.5%	-1.8%	-2.5%	-3.5%
31 day passes	-6.7%	-1.0%	-1.2%	-16.5%	33.0%	-2.2%	7.7%	-21.0%	-2.8%	-13.3%	-3.6%	-28.0%	-5.8%
EZ Rider/Summer Youth passes	-3.3%	-15.8%	-19.1%	-3.1%	-15.6%	-15.3%	80.0%	80.0%	-4.3%	-4.3%	-4.3%	-4.6%	-8.1%
Total cash, ticket & pass revenue	-5.2%	-3.0%	-17.9%	-10.4%	0.1%	-0.1%	-7.2%	-15.5%	-11.3%	-0.6%	-0.7%	-5.7%	-6.5%
UW ASM	5.4%	5.4%	5.4%	5.4%	5.4%	5.4%	5.4%	5.4%	2.4%	2.4%	2.4%	2.4%	4.4%
UW Employees	3.0%	3.0%	3.0%	3.0%	3.0%	3.0%	3.0%	3.0%	2.3%	2.3%	2.3%	2.3%	2.7%
MATC	-2.1%	-9.9%	-6.5%	-13.2%	-17.4%	-29.4%	21.3%	115.1%	-14.3%	-20.0%	-12.8%	-18.9%	-12.2%
City of Madison	7.4%	7.7%	12.9%	3.4%	-0.5%	13.8%	23.0%	12.0%	5.9%	2.8%	8.8%	10.8%	8.9%
Edgewood	-9.3%	-14.4%	-14.5%	-15.0%	-11.4%	-10.7%	-27.7%	-12.1%	-6.8%	-17.1%	-14.3%	-19.5%	-13.9%
St. Mary's	29.1%	40.9%	28.4%	8.1%	0.2%	6.7%	-11.8%	-22.9%	-2.8%	1.3%	-1.3%	-7.6%	3.1%
Meriter	-4.6%	0.1%	2.4%	7.9%	5.0%	4.1%	-0.2%	-0.1%	-11.2%	-11.8%	-6.4%	-6.0%	-1.9%
Dane County	-10.1%	-8.6%	9.2%	35.7%	34.1%	42.3%	92.5%	77.9%	84.9%	59.2%	68.6%	60.8%	41.0%
Commuter	13.5%	16.4%	18.2%	11.9%	32.2%	7.4%	44.5%	26.7%	10.0%	-5.4%	-11.6%	2.7%	12.0%
Total unlimited ride pass revenue	3.9%	2.9%	3.6%	2.2%	3.0%	3.8%	4.9%	6.8%	0.7%	-1.0%	0.3%	0.2%	2.5%
Total passenger revenue	-0.9%	-0.1%	-8.1%	-4.3%	1.5%	1.8%	-0.5%	-3.6%	-5.7%	-0.8%	-0.2%	-2.6%	-2.1%
Cumulative YTD passenger revenue	-0.9%	-0.5%	-3.1%	-3.4%	-2.5%	-1.8%	-1.7%	-1.9%	-2.4%	-2.2%	-2.0%	-2.1%	

Fixed Route Rides % Change

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	-7.5%	-9.7%	-10.5%	-11.9%	-14.2%	-16.4%	-17.6%	7.4%	11.2%	4.8%	-9.8%	-10.9%	-7.6%
Day passes	8.8%	-6.7%	-9.5%	-1.0%	-3.8%	-19.3%	-17.8%	-14.9%	4.4%	11.2%	-12.2%	-10.6%	-6.7%
2 ride passes	-2.3%	-7.5%	-5.7%	-5.6%	-9.4%	-5.1%	-17.9%	-25.2%	-10.2%	-20.1%	-5.7%	-6.8%	-11.0%
10 ride passes	-4.2%	-8.5%	-12.9%	-6.5%	-9.5%	-3.0%	-2.9%	2.4%	-1.9%	-9.2%	-4.0%	-8.7%	-6.3%
31 day passes	6.3%	-1.7%	-2.3%	-8.4%	-7.1%	1.0%	-0.1%	-4.7%	-1.6%	-9.3%	-5.7%	-10.5%	-3.8%
EZ Rider/Summer Youth passes	16.1%	1.6%	-5.6%	4.7%	-8.5%	2.3%	75.1%	41.2%	-1.1%	-9.5%	1.0%	-7.4%	0.3%
Total cash, ticket & pass rides	6.0%	-2.7%	-6.1%	-3.9%	-8.9%	-2.7%	0.8%	1.0%	-0.2%	-8.0%	-3.6%	-9.1%	-3.5%
UW ASM	-8.3%	-7.1%	-0.5%	-17.1%	-10.8%	-3.4%	-1.0%	-6.7%	-4.4%	-10.6%	-10.9%	-8.7%	-7.9%
UW Employees	3.4%	4.3%	5.2%	-3.2%	-2.1%	1.9%	2.6%	0.0%	-0.6%	-6.9%	-3.1%	-4.5%	-0.3%
MATC	-2.1%	-9.9%	-6.5%	-13.2%	-17.4%	-29.4%	-21.3%	115.2%	-14.3%	-20.0%	-12.8%	-18.9%	-12.2%
City of Madison	7.4%	7.7%	12.9%	3.4%	-0.5%	13.8%	23.0%	12.0%	5.9%	2.8%	8.8%	10.8%	8.9%
Edgewood	-9.3%	-14.4%	-14.5%	-15.0%	-11.4%	-10.7%	-27.7%	-12.1%	-6.8%	-17.1%	-14.3%	-19.5%	-13.9%
St. Mary's	29.2%	40.8%	28.4%	8.1%	0.2%	6.7%	-11.8%	-22.9%	-2.8%	1.2%	-1.3%	-7.6%	3.1%
Meriter	-4.6%	0.1%	2.4%	7.9%	5.0%	4.1%	-0.2%	-0.1%	-11.2%	-12.3%	-7.3%	-5.9%	-2.0%
Dane County	-10.1%	-8.6%	9.2%	35.7%	34.1%	42.3%	92.5%	77.9%	84.9%	59.2%	68.7%	54.1%	40.5%
Commuter	13.1%	15.9%	18.1%	11.8%	31.9%	7.3%	44.5%	26.5%	9.8%	-5.5%	-11.8%	2.6%	11.8%
Total unlimited ride pass rides	-3.3%	-3.9%	1.0%	-11.9%	-7.3%	-1.4%	1.4%	-0.2%	-3.8%	-10.1%	-8.5%	-7.7%	-5.1%
UW routes 80-85	-16.3%	-6.4%	19.3%	-8.8%	2.2%	-18.7%	-10.5%	-15.7%	-13.9%	-17.2%	-20.7%	-11.5%	-9.1%
Total revenue rides	-1.7%	-4.0%	1.3%	-8.4%	-6.9%	-3.6%	-0.2%	-1.4%	-4.2%	-10.6%	-8.9%	-8.9%	-5.1%
Transfers	-4.5%	-10.8%	-9.7%	-13.0%	-13.0%	-12.6%	-17.8%	-12.3%	-8.8%	-11.0%	-3.8%	-8.3%	-10.9%
Non-revenue rides	-5.4%	-28.1%	-15.8%	-9.5%	-31.5%	-16.7%	-35.5%	-17.7%	-10.7%	-35.7%	7.4%	-15.2%	-20.3%
Total rides	-1.9%	-4.5%	0.5%	-8.6%	-7.7%	-4.7%	-2.9%	-2.8%	-4.6%	-11.2%	-8.5%	-8.9%	-5.7%
Cumulative YTD total rides	-1.9%	-3.4%	-2.0%	-3.7%	-4.4%	-4.4%	-4.3%	-4.1%	-4.2%	-5.1%	-5.4%	-5.7%	

**Paratransit Performance Indicators
December, 2015**

Operations	Metro Plus			
	Dec, 2014	Dec, 2015	YTD Dec, 2014	YTD Dec, 2015
Total Trips	21,825	21,952	268,356	273,968
Rides Cancelled	4,194	7,697	42,097	65,601
Cancellation Rate	19.2%	35.1%	15.7%	23.9%
No Shows (1)	719	788	6,370	7,477
No Shows/Rides Provided	3.3%	3.6%	2.4%	2.7%
Number of Clients Provided Service	1,124	1,072	1,679	1,673
Average Trips/Client	19.4	20.5	159.8	163.8
DDS Trips	15,026	15,418	180,564	192,772
Subscription Trips	16,186	16,439	176,698	211,117
DDS Subscription Trips	13,029	13,570	133,828	172,692
D2D Trips	11,525	20,876	166,118	262,755
Lv Attended Trips	3,624	6,515	68,590	82,414
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	99.2%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	12,335	32,659	58,144	63,281	36,616	203,035
Non-Ambulatory	-	19,759	2,139	10,473	38,562	70,933
Percentage	4.50%	19.13%	22.00%	26.92%	27.44%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	12,335	52,418	60,283	73,754	75,178	273,968
Customer Complaints	47	100	216	124	231	718
Customer Compliments	4	27	5	6	14	56
Customer Suggestions	0	7	2	2	4	15
Complaints/1000 passenger trips-2014	NA	2.64	5.32	2.01	1.99	2.79
Complaints/1000 passenger trips-2015	3.81	1.91	3.58	1.68	3.07	2.62
Late Service Reports (2)	13	1	103	56	129	302
Late Service Reports/1000 passenger trips-2014	NA	0.11	3.97	3.01	1.10	1.93
Late Service Reports/1000 passenger trips-2015	1.05	0.02	1.71	0.76	1.72	1.10

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
December, 2015	93%	94%	96%	91%	94%
YTD - 2014	NA	92%	95%	95%	96%
YTD - 2015	94%	94%	96%	93%	94%

ADA Certifications, December 2015	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,600	286	229	154	17,055
Category 2	9	0	0	0	0
Category 2/3	37	2	0	0	7
Category 3	2,307	306	79	16	4,859
Total	3,953				21,921

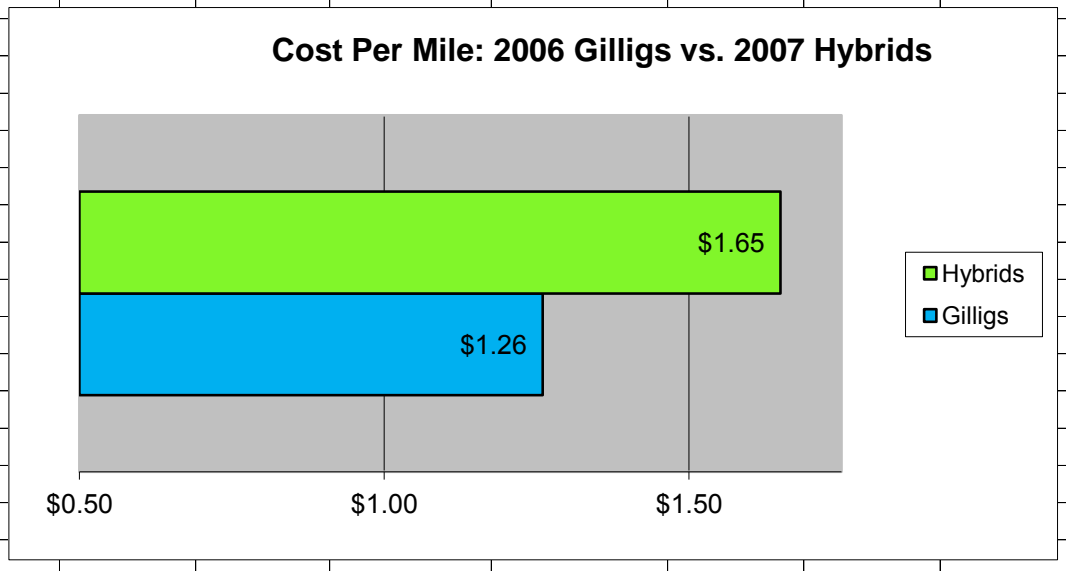
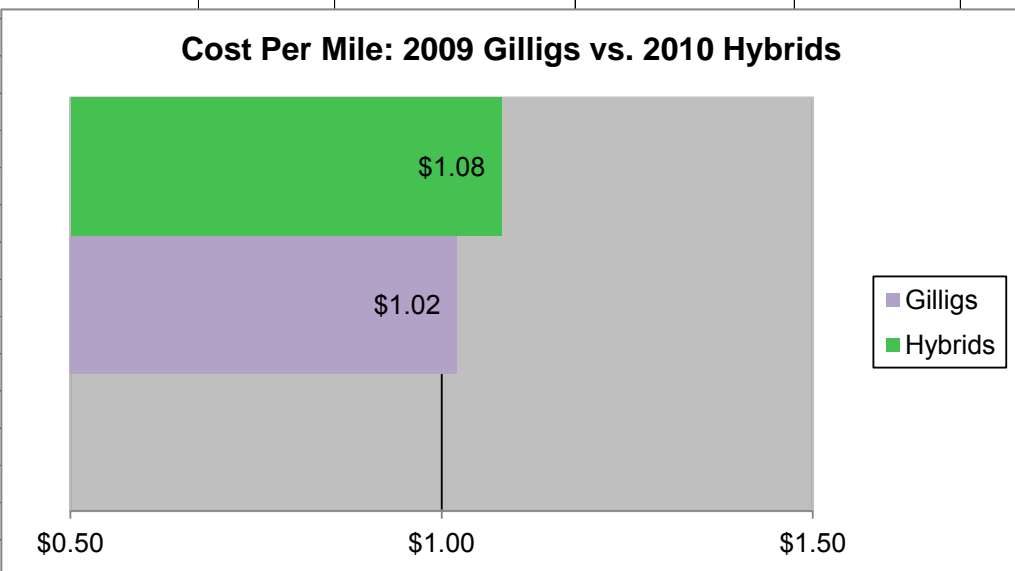
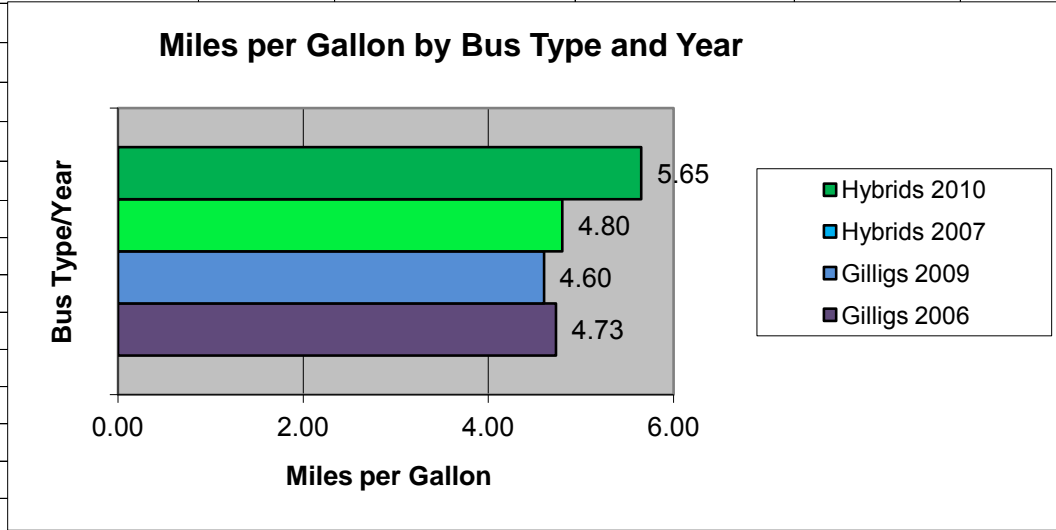
Monthly New Certification	28
Monthly Denied Applications	2

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

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

Hybrid/Diesel Comparison - October 1, 2015 through December 31, 2015

Bus Type/Year	Bus #	Mileage	Fuel	Fuel Cost*	Parts	Labor	CPM**	AVG MPG				
Gilligs (2006)	906 - 921	88,683	18,736	\$57,477	\$37,526	\$17,146	\$1.26	4.73				
Hybrids (2007)	001-005	37,461	7,799	\$23,927	\$30,768	\$7,116	\$1.65	4.80				
Gilligs (2009)	922-954	231,713	50,376	\$154,543	\$38,946	\$42,072	\$1.02	4.60				
Hybrids (2010)	006-019	121,589	21,512	\$65,995	\$41,089	\$23,667	\$1.08	5.65				



*Average fuel price \$3.068 per gallon for the period.

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

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



FIXED	NAR		Net	NAR		Net	NAR		Net	NAR		Net
Category ID and Name	2012	2012	2012	2013	2013	2013	2014	2014	2014	2015	2015	2015
3 Smoking	2	0	2	5	2	3	3	2	1	9	5	4
4 Driving Behavior	248	100	148	308	149	159	336	153	183	346	172	174
6 Bus Early - Fixed Route	156	80	76	193	93	100	181	88	93	175	70	105
7 Customer passed-up	284	155	129	389	218	171	340	185	155	306	161	145
8 Bus Off-route	39	9	30	56	14	42	46	11	35	55	7	48
9 Driver Not Wearing Seatbelt	1	0	1	2	0	2	4	2	2	6	5	1
10 Driver Not Calling Stops	0	0	0	3	3	0	1	0	1	1	1	0
11 Destination Sign Incorrect	21	5	16	21	7	14	22	8	14	21	8	13
12 Disruptive Passenger(s)	49	27	22	63	43	20	53	27	26	27	11	16
13 Bus Never Came	70	38	32	120	71	49	112	56	56	88	43	45
26 Overloads	10	5	5	25	11	14	30	14	16	5	3	2
29 Special Event Service	2	1	1	2	1	1	1	0	1	0	0	0
32 Bus Idling	8	2	6	13	5	8	16	7	9	16	6	10
33 Detours	31	4	27	24	5	19	40	11	29	17	4	13
34 Wheelchair accessibility	0	0	0	0	0	0	0	0	0	1	0	1
41 ITS: Intelligent Transportation S	0	0	0	1	0	1	1	0	1	1	1	0
55 Driver Rude	193	103	90	202	118	84	222	123	99	236	124	112
60 Transfer Points	9	3	6	10	3	7	5	1	4	0	0	0
66 Equipment Malfunction	14	9	5	16	15	1	21	12	9	13	9	4
69 Securement, mobility device	3	0	3	3	3	0	1	1	0	3	2	1
71 Other Driver Conduct	103	46	57	107	38	69	112	45	67	183	87	96
72 Other Public Info	0	0	0	0	0	0	18	0	18	13	2	11
76 Missed Stop Request	25	7	18	30	19	11	15	8	7	17	8	9
77 Fare Dispute	45	22	23	60	30	30	40	16	24	27	15	12
78 Discrimination	3	2	1	4	3	1	4	2	2	6	3	3
79 City Ordinances	2	1	1	0	0	0	4	0	4	4	0	4
80 Electronic Device	11	5	6	3	1	2	9	5	4	8	6	2
81 Driving With Cell Phone	8	3	5	1	1	0	6	5	1	2	2	0
84 Unauthorized Stop	12	8	4	4	4	0	3	2	1	3	1	2
85 Unprofessional Conduct	20	6	14	13	6	7	20	5	15	2	0	2
86 Excessive Conversation	6	0	6	0	0	0	5	2	3	6	5	1
87 Bus Late - Fixed Route	119	62	57	229	127	102	257	140	117	154	75	79
88 Unsafe Situation	31	14	17	30	15	15	22	6	16	31	11	20
89 Property Damage	5	3	2	5	3	2	3	2	1	10	3	7
90 Passenger Injury	31	26	5	30	19	11	17	8	9	21	10	11
91 Compliment	207	3	204	271	1	270	282	3	279	285	2	283
116 Other - no current category	99	40	59	64	16	48	83	23	60	76	16	60
117 Climate Control	17	2	15	11	3	8	13	5	8	8	4	4
121 Missed Transfer	59	37	22	81	48	33	64	34	30	34	19	15
122 School Routes	36	12	24	24	3	21	35	11	24	34	12	22
124 Items Not Allowed on Bus	2	0	2	1	0	1	1	0	1	6	3	3
126 ADA Issues	16	4	12	21	5	16	20	15	5	18	7	11
130 Cut Route	6	1	5	11	5	6	9	5	4	3	0	3
132 Harassment	2	2	0	0	0	0	0	0	0	2	0	2
133 Running a Red Light	50	15	35	44	22	22	35	13	22	44	20	24
137 Weather Related	28	1	27	20	2	18	5	1	4	1	0	1
144 Stroller Policy	14	7	7	12	8	4	10	4	6	5	3	2
146 Bus Seating Layout	2	0	2	2	0	2	1	0	1	1	0	1
147 Crosswalk Violation	29	14	15	30	16	14	23	12	11	30	11	19
Unit Totals	2128	884	1244	2564	1156	1408	2551	1073	1478	2360	957	1403

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

For the period 1/1 - 12/31

Report Totals

2012	3397	2014	4176
2013	4249	2015	3743



BGRNDS				
Category ID and Name	2012	2013	2014	2015
34 Wheelchair accessibility	0	0	1	1
39 Shelter Posters	1	6	1	4
67 Transfer Pt/Shelter Vandalism	6	24	6	9
68 Transfer Pt/Shelter Graffiti	59	31	53	43
91 Compliment	2	3	3	1
116 Other - no current category	7	18	14	7
128 Transfer Pt/Shelter Maintenance	8	24	22	14
Unit Totals	83	106	100	79

FIN				
Category ID and Name	2012	2013	2014	2015
18 Fare Policy	1	2	0	0
19 Transfer Policy	0	0	0	0
91 Compliment	0	0	0	1
116 Other - no current category	0	4	7	2
148 Public Hearing Comment - Fare	27	0	0	0
Unit Totals	28	6	7	3

FIXED				
Category ID and Name	2012	2013	2014	2015
3 Smoking	2	5	3	9
4 Driving Behavior	248	308	336	346
6 Bus Early - Fixed Route	156	193	181	175
7 Customer passed-up	284	389	340	306
8 Bus Off-route	39	56	46	55
9 Driver Not Wearing Seatbelt	1	2	4	6
10 Driver Not Calling Stops	0	3	1	1
11 Destination Sign Incorrect	21	21	22	21
12 Disruptive Passenger(s)	49	63	53	27
13 Bus Never Came	70	120	112	88
26 Overloads	10	25	30	5
29 Special Event Service	2	2	1	0
32 Bus Idling	8	13	16	16
33 Detours	31	24	40	17
34 Wheelchair accessibility	0	0	0	1
41 ITS: Intelligent Transportation S	0	1	1	1
55 Driver Rude	193	202	222	236
60 Transfer Points	9	10	5	0
66 Equipment Malfunction	14	16	21	13
69 Securement, mobility device	3	3	1	3
71 Other Driver Conduct	103	107	112	183
72 Other Public Info	0	0	18	13
76 Missed Stop Request	25	30	15	17
77 Fare Dispute	45	60	40	27
78 Discrimination	3	4	4	6
79 City Ordinances	2	0	4	4
80 Electronic Device	11	3	9	8
81 Driving With Cell Phone	8	1	6	2
84 Unauthorized Stop	12	4	3	3
85 Unprofessional Conduct	20	13	20	2
86 Excessive Conversation	6	0	5	6
87 Bus Late - Fixed Route	119	229	257	154

88 Unsafe Situation	31	30	22	31
89 Property Damage	5	5	3	10
90 Passenger Injury	31	30	17	21
91 Compliment	207	271	282	285
116 Other - no current category	99	64	83	76
117 Climate Control	17	11	13	8
121 Missed Transfer	59	81	64	34
122 School Routes	36	24	35	34
124 Items Not Allowed on Bus	2	1	1	6
126 ADA Issues	16	21	20	18
130 Cut Route	6	11	9	3
132 Harassment	2	0	0	2
133 Running a Red Light	50	44	35	44
137 Weather Related	28	20	5	1
144 Stroller Policy	14	12	10	5
146 Bus Seating Layout	2	2	1	1
147 Crosswalk Violation	29	30	23	30
Unit Totals	2128	2564	2551	2360

INFSYS				
Category ID and Name	2012	2013	2014	2015
41 ITS: Intelligent Transportation S	1	21	7	8
91 Compliment	0	0	0	1
116 Other - no current category	8	12	7	1
135 Website	4	11	5	1
136 Trip Planner	7	3	0	0
141 TransitTracker	8	6	2	10
142 Google Transit	3	4	3	2
143 Google Data Format	0	1	0	0
Unit Totals	31	58	24	23

MAINT				
Category ID and Name	2012	2013	2014	2015
32 Bus Idling	0	0	1	0
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
66 Equipment Malfunction	15	11	13	17
91 Compliment	0	3	1	2
115 Bus Appearance-Cleanliness	8	5	2	10
116 Other - no current category	17	5	10	9
117 Climate Control	4	3	1	1
146 Bus Seating Layout	0	1	1	1
Unit Totals	44	28	29	40

MKTG				
Category ID and Name	2012	2013	2014	2015
18 Fare Policy	18	13	9	10
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	0	0	0	0
29 Special Event Service	1	0	0	0
33 Detours	1	2	1	2
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	4	7	5	6
37 Advertisements - General	1	29	2	0
38 Sales Outlets	0	0	1	2

39 Shelter Posters	3	1	0	2
40 Schedules	4	3	3	0
72 Other Public Info	3	10	4	4
91 Compliment	29	48	12	13
98 Schedule Info	9	14	14	10
99 Order Taking	5	9	1	4
100 Phones Busy	1	2	2	0
101 Behavior - Cust Svc	2	8	14	4
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	73	51	32	33
119 Lost and Found	1	16	7	3
120 Para - Ride Booking	9	13	12	12
135 Website	10	13	9	5
137 Weather Related	14	5	4	0
138 Advertisements - Bus Wraps	14	10	3	1
140 Text/Email Alerts	0	4	1	0
146 Bus Seating Layout	1	0	1	0
149 Audible Turn Signals	0	0	6	38
153 Public Hearing Comment - Other	0	0	0	5
Unit Totals	203	258	143	154

PARA				
Category ID and Name	2012	2013	2014	2015
3 Smoking	0	0	1	0
4 Driving Behavior	16	22	20	31
55 Driver Rude	25	35	33	15
66 Equipment Malfunction	10	8	3	5
69 Securement, mobility device	6	10	9	14
72 Other Public Info	0	0	4	2
79 City Ordinances	0	1	0	0
80 Electronic Device	3	4	2	3
81 Driving With Cell Phone	2	4	1	5
85 Unprofessional Conduct	6	2	8	11
88 Unsafe Situation	7	11	11	6
90 Passenger Injury	12	13	15	10
91 Compliment	37	48	91	56
93 Notification - Para App	0	1	2	0
94 Availability - Para App	0	0	3	1
95 Processing Time - Para App	0	0	1	0
96 Fares	3	6	8	7
97 Winter Weather - Para Policy	0	0	0	1
98 Schedule Info	9	10	20	8
99 Order Taking	9	5	4	3
100 Phones Busy	0	0	0	0
101 Behavior - Cust Svc	0	0	4	1
102 Bus Early - Para	18	13	31	24
103 Bus On-Time	2	4	1	0
104 Bus Late - Para	118	121	204	162
105 No Shows	62	63	88	80
106 Door-to-Door	25	36	18	31
107 Leave Attended	45	40	48	53
108 Mobility Device Securement	1	0	3	3
109 Travel Time - Para	55	60	73	83
110 Service Area - Para Policy	2	0	6	1
111 Backtracking	2	1	1	0

112 Passenger Behavior	8	5	11	3
113 Driver Behavior	23	49	49	74
114 Dispatch	4	10	20	12
116 Other - no current category	64	21	28	18
118 Drop-Off Wrong Location	15	12	12	12
120 Para - Ride Booking	17	17	26	21
132 Harassment	0	1	2	0
133 Running a Red Light	0	0	0	0
137 Weather Related	2	1	3	0
147 Crosswalk Violation	0	1	0	2
150 Picked Up Wrong Client	0	0	0	10
151 Attempted Pick-Up, Wrong Loca	0	0	0	6
152 Missed Trip	0	0	0	15
Unit Totals	608	635	864	789

PLN				
Category ID and Name	2012	2013	2014	2015
18 Fare Policy	0	0	11	0
19 Transfer Policy	0	0	1	0
21 Span	7	4	2	7
23 Express Service	0	0	0	0
25 Frequency	1	3	3	5
26 Overloads	45	76	40	32
27 Park & Ride	1	0	1	1
28 School Trippers Concern	4	6	4	4
29 Special Event Service	0	0	2	2
31 Expansion Request	21	22	19	12
33 Detours	16	18	18	15
34 Wheelchair accessibility	1	0	0	3
40 Schedules	29	32	20	2
42 Routes	7	4	12	1
43 Schedules - Service Design	11	11	12	15
44 Quality	0	0	0	0
47 Corridor Schedules	0	5	1	0
48 Transfer Coordination	3	7	5	2
49 Travel Time - Service Design	1	0	0	1
60 Transfer Points	0	0	0	1
70 Other Service Design	11	8	13	9
73 Bus Stop Addition Request	41	48	150	72
74 Bus Stop Damage	9	5	5	0
75 Shelter Addition/Removal	6	13	9	9
87 Bus Late - Fixed Route	0	22	20	3
91 Compliment	2	5	7	4
92 Public Hearing Comment - Servi	13	221	54	65
116 Other - no current category	21	51	38	15
127 Public Hearing Addendum	1	7	0	0
129 Service Design Request	3	5	2	3
135 Website	0	1	2	0
136 Trip Planner	8	2	3	1
139 Surveys	0	0	0	5
141 TransitTracker	4	5	2	2
142 Google Transit	3	12	0	2
143 Google Data Format	2	1	2	0
146 Bus Seating Layout	1	0	0	0
154 Bus Stop Closure	0	0	0	2

Count of Driver Reported Incidents by Category

12/1/2014 to 12/31/2014 and 12/1/2015 to 12/31/2015



2014

2015

Category	FIXED ROUTE		PARATRANSIT		SCHOOL SVC	
	Month	YTD*	Month	YTD*	Month	YTD*
Physical Assault						
Assault	1	12			2	12
Fighting	3	34			1	38
Thrown Objects Hitting Person						
Disruptive Behavior						
Disruptive Behavior &/or Vulgar Language	10	134			8	70
Fare Dispute	2	31			2	39
Fire					1	1
Smoking		3				4
Theft	1	8				1
Threat		14			1	3
Throwing Objects		6			1	7
Vandalism	1	3				5
Weapon		7				
Other						
Illness or Potential Injury	3	47				5
Intoxicated Passenger	8	63		1		
Other	6	74				19
Para - Alighting/Boarding Problems						3
Para - Nobody to Meet Customer						
Total Count for Period	35	436		1	16	207

Category	FIXED ROUTE		PARATRANSIT		SCHOOL SVC	
	Month	YTD*	Month	YTD*	Month	YTD*
		23				12
	4	23			2	44
						1
	6	107		2	7	59
		29				15
						1
		1				1
		5			3	7
		9				3
		7				4
		7				3
	4	10				3
	1	32				6
	5	63				1
	6	80				12
				1		
Total Count for Period	26	396		3	12	172

January 1 – December 31

2014 Total YTD fixed and school - 643

2015 Total YTD fixed and school – 568