

ParaTransit
Operating Statistics For Periods Ending 10/31/2013 & 10/31/2014

CURRENT MONTH			YEAR TO DATE				
Actual 2013	Actual 2014	Variance 2013 to 2014		Actual 2013	Actual 2014	Variance 2013 to 2014	% Change
			Service Supplied Data				
1,089	1,117	28	No. of Clients riding the System	1,594	1,617	23	1.4%
			<i>Ridership</i>				
4,911	5,322	411	Directly Operated Service	41,860	46,348	4,488	10.7%
<u>19,794</u>	<u>19,842</u>	<u>48</u>	ADA Contracted Services	<u>177,226</u>	<u>179,692</u>	<u>2,466</u>	1.4%
24,705	25,164	459	Total ADA Ridership	219,086	226,040	6,954	3.2%
576	538	(38)	Total No-shows	4,707	5,150	443	9.4%
			Service Quality Data				
4	2	(2)	Passenger Accidents	10	13	3	30.0%
			<i>Vehicle Accidents:</i>				
0	1	1	Chargeable	9	6	(3)	-33.3%
0	1	1	Non-chargeable	3	8	5	166.7%
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>0</u>	<u>1</u>	<u>1</u>	100.0%
0	2	2	Total Vehicle Accidents	12	15	3	25.0%
			Fleet/Maintenance Data				
1	2	1	Road Calls	26	18	(8)	-30.8%
11	11	0	Actual Inspections	87	104	17	19.5%
10	11	1	Scheduled Inspections	91	104	13	14.3%

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

Non Chargeable – Accidents caused by the other vehicle’s operator’s actions.

Preventable – Both parties involved share liability of the accident.

**Paratransit Performance Indicators
October, 2014**

Operations	Metro Plus			
	Oct, 2013	Oct, 2014	YTD Oct, 2013	YTD Oct, 2014
Total Trips	24,705	25,164	219,086	226,040
Rides Cancelled	3,977	3,261	33,890	34,796
Cancellation Rate	16.1%	13.0%	15.5%	15.4%
No Shows (1)	576	538	4,707	5,150
No Shows/Rides Provided	2.3%	2.1%	2.1%	2.3%
Number of Clients Provided Service	1,089	1,117	1,594	1,617
Average Trips/Client	22.7	22.5	137.4	139.8
DDS Trips	16,699	17,293	145,373	151,782
Subscription Trips	15,031	19,742	130,796	144,944
DDS Subscription Trips	11,053	15,563	98,247	108,580
D2D Trips	16,276	13,034	149,001	143,723
Lv Attended Trips	7,429	4,091	66,734	61,576
Maintenance Inspections Conducted/Scheduled	110.0%	100.0%	95.6%	100.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	30,910	42,191	43,932	49,667	166,700
Non-Ambulatory	15,438	1,792	8,680	33,430	59,340
Percentage	20.50%	19.46%	23.28%	36.76%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	46,348	43,983	52,612	83,097	226,040
Customer Complaints	127	205	108	150	590
Customer Compliments	18	16	20	30	84
Customer Suggestions	10	4	6	3	23
Complaints/1000 passenger trips - 2013	2.20	3.23	2.14	1.60	2.15
Complaints/1000 passenger trips - 2014	2.74	4.66	2.05	1.81	2.61
Late Service Reports (2)	5	156	172	99	432
Late Service Reports/1000 passenger trips - 2013	0.76	5.31	6.25	2.25	3.42
Late Service Reports/1000 passenger trips - 2014	0.11	3.55	3.27	1.19	1.91

On-Time Performance	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
October, 2014	92%	95%	95%	95%
YTD - 2013	91%	96%	95%	96%
YTD - 2014	92%	96%	95%	96%

ADA Certifications, October 2014	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,564	279	177	225	19,370
Category 2	11	0	0	0	0
Category 2/3	42	4	0	0	16
Category 3	2,288	337	70	30	5,704
Total	3,905				25,090

Monthly New Certification	51
Monthly Denied Applications	0

Fixed Route Trips Using Lifts (YTD) 34,242

(1) No-shows now include late cancels (late cancels used to be reported separately).
(2) Late Service Reports are based on passenger feedback. Not all late reports are chargeable to the vendor.

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

	2013 Actual	2014 Budget	2014 Actual	Over/Under Budget	Change from Prior Year
Passenger Revenue:					
Cash, Tickets, Passes:	\$ 5,567,315	\$ 5,195,477	\$ 5,563,299	\$ 367,823	\$ (4,016)
Unlimited Ride Passes:	\$ 5,127,835	\$ 5,249,160	\$ 5,281,104	\$ 31,944	\$ 153,269
Sub Total:	\$ 10,695,150	\$ 10,444,637	\$ 10,844,403	\$ 399,766	\$ 149,253
Misc Revenue:					
Advertising:	\$ 310,958	\$ 325,000	\$ 375,700	\$ 50,700	\$ 64,742
County:	\$ 3,216,519	\$ 3,037,500	\$ 3,351,146	\$ 313,646	\$ 134,627
Other Operating:	\$ 81,891	\$ 30,000	\$ 66,939	\$ 36,939	\$ (14,952)
Non-Operating:	\$ 57,892	\$ 26,667	\$ 12,271	\$ (14,396)	\$ (45,622)
Sub Total:	\$ 3,667,260	\$ 3,419,167	\$ 3,806,056	\$ 386,889	\$ 138,796
Local Subsidies:					
City of Madison:	\$ 9,137,322	\$ 10,047,379	\$ 10,047,379	\$ -	\$ 910,058
Funding Partners:	\$ 2,655,667	\$ 2,387,917	\$ 2,387,917	\$ 0	\$ (267,750)
Sub Total:	\$ 11,792,988	\$ 12,435,296	\$ 12,435,296	\$ 0	\$ 642,307
State Assistance:					
	\$ 13,833,333	\$ 13,871,250	\$ 13,897,928	\$ 26,678	\$ 64,595
Federal grant funding for capital maintenance					
	\$ 5,121,333	\$ 5,220,500	\$ 5,220,500	\$ -	\$ 99,167
Total Revenue:	\$ 45,110,065	\$ 45,390,849	\$ 46,204,183	\$ 813,334	\$ 1,094,118
Salaries:					
Salaries/Wages:	\$ 20,228,610	\$ 21,426,062	\$ 20,716,541	\$ (709,521)	\$ 487,931
OT:	\$ 1,477,416	\$ 1,255,830	\$ 1,771,294	\$ 515,464	\$ 293,879
Workers Comp:	\$ 151,127	\$ 170,167	\$ 264,736	\$ 94,569	\$ 113,609
Benefits:					
Health:	\$ 4,820,111	\$ 4,785,167	\$ 4,791,773	\$ 6,606	\$ (28,338)
WI Retirement:	\$ 1,404,826	\$ 1,616,588	\$ 1,538,817	\$ (77,770)	\$ 133,991
Other:	\$ 3,008,554	\$ 3,207,071	\$ 3,131,502	\$ (75,569)	\$ 122,948
Sub Total:	\$ 31,090,643	\$ 32,460,883	\$ 32,214,663	\$ (246,220)	\$ 1,124,020
Utilities:					
Natural Gas:	\$ 144,133	\$ 142,350	\$ 196,891	\$ 54,541	\$ 52,757
Electricity:	\$ 272,922	\$ 213,833	\$ 230,449	\$ 16,615	\$ (42,474)
Telephone:	\$ 11,754	\$ 14,167	\$ 12,185	\$ (1,982)	\$ 430
Other:	\$ 13,677	\$ 27,500	\$ 38,158	\$ 10,658	\$ 24,482
Building & Grounds:					
Repairs/Maintenance:	\$ 49,040	\$ 72,500	\$ 73,195	\$ 695	\$ 24,155
Supplies:	\$ 169,788	\$ 177,917	\$ 205,557	\$ 27,640	\$ 35,769
Services:	\$ 6,148	\$ 10,000	\$ 7,501	\$ (2,499)	\$ 1,353
Rolling Stock/Support Equipment:					
Equip. Repairs/Maintenance:	\$ 367,051	\$ 371,583	\$ 388,438	\$ 16,855	\$ 21,387
Parts:	\$ 638,964	\$ 583,333	\$ 819,201	\$ 235,867	\$ 180,237
Tires:	\$ 188,058	\$ 191,667	\$ 206,180	\$ 14,514	\$ 18,122
Equipment Supplies:	\$ 95,993	\$ 87,500	\$ 72,709	\$ (14,791)	\$ (23,284)
Fuel, Oil, & Lubricants:	\$ 3,000,390	\$ 3,314,159	\$ 3,464,677	\$ 150,518	\$ 464,286
Administrative:					
Insurance & Financial:	\$ 876,538	\$ 827,667	\$ 859,005	\$ 31,338	\$ (17,534)
Rentals/Leases:	\$ 153,075	\$ 175,000	\$ 161,389	\$ (13,611)	\$ 8,314
Training:	\$ 38,604	\$ 26,667	\$ 21,254	\$ (5,413)	\$ (17,351)
Supplies, Equipment and Services:	\$ 541,764	\$ 432,083	\$ 502,135	\$ 70,051	\$ (39,630)
Operations:					
Paratransit Providers:	\$ 3,721,179	\$ 3,823,333	\$ 3,864,208	\$ 40,875	\$ 143,030
GAS / RSVP / Exc Rides:	\$ 543,836	\$ 546,500	\$ 475,845	\$ (70,655)	\$ (67,991)
Inter Departmental Charges:					
	\$ 666,121	\$ 664,307	\$ 688,787	\$ 24,481	\$ 22,666
Depreciation:					
	\$ 5,208,825	\$ 5,500,000	\$ 5,322,341	\$ (177,659)	\$ 113,516
Interest and Bad Debt Expense:					
	\$ 282,167	\$ 248,333	\$ 248,340	\$ 7	\$ (33,827)
Total Operating Expenses:	\$ 48,080,672	\$ 49,911,283	\$ 50,073,106	\$ 161,823	\$ 1,992,434
Less Depreciation:					
	\$ (5,208,825)	\$ (5,500,000)	\$ (5,322,341)	\$ 177,659	\$ (113,516)
Capital Debt:					
	\$ 974,190	\$ 910,833	\$ 910,840	\$ 7	\$ (63,350)
Fixed Assets:					
	\$ 845,857	\$ 297,000	\$ 53,364	\$ (243,636)	\$ (792,494)
Federal grant funding for fixed assets					
	\$ (676,686)	\$ (237,600)	\$ (42,691)	\$ 194,909	\$ 633,995
Total Expenditures:	\$ 44,015,208	\$ 45,381,516	\$ 45,672,278	\$ 290,762	\$ 1,657,069
Reserves generated (used)					
	\$ 1,094,856	\$ 9,333	\$ 531,905	\$ 522,572	\$ (562,951)
Reserve balance-beginning					
	\$ 784,150		\$ 2,673,292		
Reserve balance-ending					
	\$ 1,879,006		\$ 3,205,197		