

## Metro Performance Summary

### 3rd Quarter Data for 2019

#### Data

- **Metro fixed route ridership** was down 2.9% through the 3<sup>rd</sup> quarter, down from 9,509,301 in 2018 to 9,230,574 in 2019, driven in part by reductions of UW campus and MMSD bus ridership. Nationally, transit systems Metro's size show bus ridership dropped on average by 1.8% through the 2nd quarter of 2019. Also, as previously reported, studies conducted on this national transit trend indicate decreased gas prices, increased auto vehicle miles traveled and auto purchases due to a strong economy, ridership shifts to Transportation Network Companies (TNCs), and local factors (i.e., Metro has been out of peak-capacity for three years) as the most commonly cited factors. Metro's plans to add service to Sun Prairie and recent changes to routes 37 and 38 are forecast to help increase ridership.
- **Paratransit ridership** through the 3<sup>rd</sup> quarter was down nearly 34% from 125,996 to 83,522, primarily due to the implementation of Family Care, and that directly-operated paratransit service ceased operations on August 10, 2018. The family care transition started in February 2018 and was fully implemented in May 2018. Looking only at the 3<sup>rd</sup> quarter ridership in 2018 and 2019 provides an apples-to-apples comparison. This reveals that paratransit ridership is down by just 3% from 2018 to 2019.
- **Metro's financial status** through September shows revenues over budget by \$676,883 and expenses over budget by \$601,496, leading to a projected reserve increase of about \$74,386. The positive revenue picture is caused by increases in agency ticket revenues on the paratransit side, despite the drops in ridership on both fixed route and paratransit. The expense overrun is caused by personnel costs, as Metro is still catching up on driver training which was delayed in 2018 by the continuation of directly-operated paratransit service until August 2018. It is too early in the year to make any long-term projections, but overall, the financial picture appears to be starting out on sound footing.
- **Preventable and chargeable accidents** through the 3rd quarter totaled 42 in 2018 versus 43 during the same time period in 2019. Through the third quarter of 2019, our insurance company, Transit Mutual (TMI), reports a total payout and reserve claims to be at \$41,701 versus the 2018 third quarter figure of \$38,803. Metro

Transit is in the second year of a five-year process where TMI is paying us back \$800,000 of excess surplus caused by reduced accidents and payout claims over a long period of time. In 2019 we expect to receive a credit of \$200,000.

- **Customer feedback** through the 3rd quarter of 2019 totaled 2916 contacts, up from the 2018 level of 2639. Fixed route input was the largest category at 2037, up from 1804 from 2018, with the larger percentage increases in the categories of “driver rude,” “bus never came,” and “bus late.” With video and GPS, Metro staff investigates each complaint, and in some cases it can be determined that the driver was not at fault, which was the case with an average of 54% of these three categories. Metro tracks and coaches employees with multiple complaints to keep these complaints to a minimum. Paratransit input was down from 426 contacts in 2018 to 387 in 2019, due in part to the reduction in ridership caused by Family Care. Metro has a goal to respond to 90% of all complaints from all departments within 10 days when a response is requested, and through the 3rd quarter of 2019, we’ve responded to 96.7% within that timeframe.
- Total **driver reported security incidents** were 284 through the 3rd quarter for 2019 versus 262 for the same timeframe in 2018. There was a small increase in reported disruptive behavior incidents and fare disputes on mainline service. Supplemental School Service has had a decrease in total driver reported incidents by 21. This is likely due to the reduction of middle school service beginning in September.

## Projects

- The first New Flyer bus, bus number 1901, was delivered out of an order of fifteen buses to be received by the end of August. This is the first year of a five-year procurement, and all of these buses will have the new Metro logo. The City’s recently approved sustainability plan may lead to the purchase of e-buses in this five-year period. The first of three e-buses manufactured by Proterra is scheduled to be put into service in 2020.
- The first phase of construction at Metro’s main facility began this quarter. This is part of a five-year, \$50 million reconstruction to improve safety, maintenance, health, and overall working conditions of the garage. Included in this first phase is the construction of a new service lane, fire safety improvements, and the changes required for our new electric buses.

- Metro staff completed the 2020 capital and operating budget request submissions to the Mayor this quarter.
- The 2018 audit was completed with one of the significant findings confirming the ridership drop in paratransit and the change in allocations for expenses and revenues associated with paratransit. The average trip cost per ride was \$45 in 2018, versus the current agency fare rate of \$35. Metro staff will be taking a separate recommended action to the TC after the audit is presented in August to keep the agency fare at \$35, as the higher cost in 2018 reflects a number of atypical changes associated with Family Care such as the 47% drop in ridership, and the delayed phase-out of directly operated paratransit service.
- Staff continues with the negotiations associated with the Collective Bargaining Agreement with the Teamsters Union. The last contract expired at the end of 2018.
- The Middleton garage lease expired in June, but Metro got an extension until September 1 to allow the orderly delivery of fifteen new buses and the disposal of old buses.

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 9/30/2018 & 9/30/2019**

CURRENT MONTH			YEAR TO DATE				
Actual 2018	Actual 2019	Variance 2018 to 2019		Actual 2018	Actual 2019	Variance 2018 to 2019	% Change
			<b>Service Supplied</b>				
495,605	<b>510,213</b>	14,608	Total (Vehicle) Miles	4,521,240	<b>4,497,006</b>	(24,234)	-0.5%
32,953	<b>33,687</b>	734	Revenue Hours	302,380	<b>301,285</b>	(1,095)	-0.4%
36,631	<b>37,435</b>	804	Total (Vehicle) Hours	333,113	<b>331,683</b>	(1,430)	-0.4%
			<i>Ridership</i>				
1,135,627	<b>1,167,142</b>	31,515	Revenue Passengers	8,841,369	<b>8,583,684</b>	(257,685)	-2.9%
61,594	<b>59,652</b>	(1,942)	Transfers	524,021	<b>525,589</b>	1,568	0.3%
<u>11,683</u>	<u>11,611</u>	<u>(72)</u>	Non-Revenue Rides	<u>143,911</u>	<u>121,301</u>	(22,610)	-15.7%
1,208,904	<b>1,238,405</b>	29,501	Total Passengers	9,509,301	<b>9,230,574</b>	(278,727)	-2.9%
			<b>Service Quality*</b>				
84.9%	<b>85.0%</b>	0.1%	% Trips on time	89.1%	<b>88.2%</b>	-0.8%	-0.9%
3.3%	<b>3.2%</b>	-0.1%	% Trips early	3.6%	<b>3.4%</b>	-0.1%	-3.8%
11.9%	<b>11.9%</b>	0.0%	% Trips late	7.4%	<b>8.4%</b>	1.0%	13.5%
14	<b>4</b>	(10)	Passenger Accidents	83	<b>101</b>	18	21.7%
			Vehicle Accidents**				
3	<b>4</b>	1	Chargeable	40	<b>43</b>	3	7.5%
11	<b>12</b>	1	Non-chargeable	97	<b>99</b>	2	2.1%
<u>1</u>	<u>0</u>	<u>(1)</u>	Preventable	<u>2</u>	<u>0</u>	<u>(2)</u>	-100.0%
15	<b>16</b>	1	Total Vehicle Accidents	139	<b>142</b>	3	2.2%
			<b>Fleet/Maintenance</b>				
23	<b>14</b>	(9)	Road Calls	257	<b>226</b>	(31)	-12.1%
83	<b>68</b>	(15)	Actual Inspections	734	<b>765</b>	31	4.2%
83	<b>85</b>	2	Scheduled Inspections	753	<b>751</b>	(2)	-0.3%
0.23	<b>0.26</b>	0.03	<b>Complaints/1000 Rides</b>	0.19	<b>0.22</b>	0.03	15.9%

\*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 2019 vs. September 2018**  
**(Routes sorted in order of 2019 passengers per revenue hour productivity)**

ROUTE	RIDERSHIP, 2019 vs. 2018			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY
	Year to Date			2018	2019	% Change		
	2018	2019	% change	2018	2019	% Change		
80 UW CAMPUS (service revised August 26, 2012)	1,453,815	1,308,535	-10.0%	96.10	86.58	-9.9%		<b>Core Routes</b> operate every day from early a.m. to late p.m.: <b>2, 3, 4, 5, 6, 7, 13</b> (3 operates weekdays only; 7 operates weekends & holidays only).
<b>E, L, M, W SUPPLEMENTARY SCHOOL SERVICE</b>	731,195	682,682	-6.6%	70.42	68.56	-2.7%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	256,557	254,259	-0.9%	57.48	56.54	-1.6%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	18,974	18,097	-4.6%	44.55	44.39	-0.4%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	246,358	250,037	1.5%	41.21	42.67	3.5%		
2 WTP-NTP (revised August 25, 2013)	867,964	881,624	1.6%	40.63	41.34	1.7%		<b>Commuter Routes</b> operate on weekdays during peak hours: <b>11, 12, 14, 15, 23, 25, 27, 28, 29, 37, 38, 44, 47, 48, 49, 55, 56, 57, 58, 71, 72, 75</b>
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	55,587	55,709	0.2%	40.80	40.87	0.2%		
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2012)	85,295	86,741	1.7%	40.11	40.82	1.8%		
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	563,305	552,344	-1.9%	40.03	39.17	-2.2%		
81-82 UW LATE NITE CIRCULATORS	84,490	76,709	-9.2%	40.14	36.70	-8.6%		
50 WTP-SCHROEDER-RAYMOND LOOP	142,629	136,192	-4.5%	33.85	32.14	-5.1%		
6 EAST TOWNE-WTP	756,144	730,715	-3.4%	30.90	29.85	-3.4%		<b>Peripheral Routes</b> operate from transfer points to outlying areas: <b>20, 21, 22, 26, 30, 31, 32, 33, 35, 36, 40, 50, 51, 52, 73, 78</b>
22 MENDOTA LOOP	154,836	145,300	-6.2%	31.66	29.70	-6.2%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	77,280	78,755	1.9%	28.81	29.36	1.9%		
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	107,373	111,696	4.0%	28.18	29.23	3.7%		
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	323,136	322,680	-0.1%	28.93	28.85	-0.3%		
4 NTP-STP	412,097	395,544	-4.0%	29.27	28.15	-3.8%		<b>Connector Routes</b> connect transfer points throughout the day: <b>16, 17, 18.</b>
5 ETP-STP	281,718	286,333	1.6%	27.51	28.04	1.9%		
3 WTP-ETP	323,328	349,303	8.0%	25.23	27.28	8.1%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	99,238	100,897	1.7%	25.95	26.38	1.7%		
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	73,813	73,589	-0.3%	25.85	25.75	-0.4%		<b>Circulator Routes</b> <b>1, 10, 34</b>
12 WTP-DUTCH MILL-CAP SQUARE	44,849	43,914	-2.1%	26.08	25.48	-2.3%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	199,162	199,924	0.4%	25.32	25.40	0.3%		
21 LAKEVIEW LOOP	107,071	105,947	-1.0%	25.48	25.20	-1.1%		<b>Other routes:</b> <b>8</b> operates between the Capitol Square and Spring Harbor, weekends only. <b>19</b> operates like a core route between the Capitol Square and Allied Drive on weekdays. <b>39</b> operates as a commuter route during peak hours; operates like a circulator route midday. <b>59</b> operates weekends & holidays between the WTP and Fitchburg. <b>67</b> connects with route 6 at the West Transfer Point; operates to/from West Towne Mall. <b>63 and 68</b> operate between the WTP and Prairie Town Center. <b>70</b> operates like a core route between the Capitol Square & Middleton on weekdays.
67 WTP-WEST TOWNE	143,260	127,320	-11.1%	27.79	24.69	-11.2%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	15,246	14,836	-2.7%	25.31	24.67	-2.5%		
11 WTP-DUTCH MILL-CAP SQUARE	54,391	51,835	-4.7%	25.05	23.84	-4.8%		
27 NTP - UW CAMPUS COMMUTER	35,449	33,219	-6.3%	25.32	23.66	-6.6%		
7 WTP-ETP (Weekends & Holidays Only)	96,627	101,282	4.8%	18.37	23.48	27.8%		
1 CAP SQUARE - UW	17,792	18,545	4.2%	22.03	23.11	4.9%		
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	4,647	4,713	1.4%	22.23	22.47	1.1%		
16 STP - ETP	222,312	211,586	-4.8%	23.17	22.05	-4.8%		
18 STP-WTP (revised August 25, 2013)	225,011	213,663	-5.0%	23.10	21.91	-5.2%		
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	75,769	74,853	-1.2%	21.36	21.10	-1.2%		
47 ARBOR HILLS COMMUTER	44,752	48,143	7.6%	19.51	20.99	7.6%		
58 GREENTREE COMMUTER	41,258	46,103	11.7%	18.25	20.71	13.5%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	28,986	24,910	-14.1%	23.26	20.00	-14.0%		
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	23,780	29,268	23.1%	15.96	19.62	22.9%		
39 ETP - DAIRY DRIVE (revised August 25, 2013)	25,463	21,460	-15.7%	23.23	19.57	-15.7%		
30 ETP-EAST TOWNE	131,612	131,502	-0.1%	19.52	19.56	0.2%		
70 MIDDLETON-CAPITOL SQUARE	95,206	96,762	1.6%	18.79	19.09	1.6%		
13 STP-CAP SQUARE	107,044	105,280	-1.6%	18.42	18.16	-1.4%	x	
19 RED ARROW TR-CAP SQUARE	90,574	96,820	6.9%	16.26	17.36	6.7%	x	
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	23,815	19,061	-20.0%	21.66	16.87	-22.1%	x	
17 ETP-NTP	71,409	67,425	-5.6%	17.14	16.19	-5.6%	x	
73 WTP-OLD SAUK TRAILS	77,365	70,154	-9.3%	17.05	15.46	-9.3%	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	15,125	15,044	-0.5%	15.52	15.43	-0.5%	x	
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	28,596	28,832	0.8%	15.20	15.33	0.8%	x	
51 WTP-MUIR FIELD LOOP	35,695	31,288	-12.3%	17.15	15.03	-12.3%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	5,503	5,490	-0.2%	14.70	14.67	-0.2%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	42,162	40,549	-3.8%	14.95	14.11	-5.7%	x	
52 WTP-FITCHBURG	29,189	27,955	-4.2%	14.56	13.91	-4.4%	x	
32 ACEWOOD-THOMPSON LOOP	22,611	21,806	-3.6%	12.73	12.15	-4.6%	x	
20 NTP-EAST TOWNE	104,002	98,036	-5.7%	12.23	11.54	-5.7%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	6,344	6,989	10.2%	9.57	10.55	10.2%	x	
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	9,805	10,355	5.6%	8.78	9.27	5.6%	x	
23 SUN PRAIRIE - CAPITOL SQUARE COMMUTER (began August 26, 2019)		2,371			9.14		x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	19,321	18,438	-4.6%	9.42	8.99	-4.6%	x	
31 MARSH RD - ETP (began August 25, 2013)	28,247	24,766	-12.3%	8.66	7.57	NA	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	8,486	7,719	-9.0%	6.84	6.22	-9.0%	x	
26 AMERICAN CENTER LOOP (began Oct. 5, 2008)	20,322	20,147	-0.9%	4.86	4.79	-1.5%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	5,958	5,193	-12.8%	4.67	3.97	-14.9%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	9,953	7,891	-20.7%	4.82	3.82	-20.9%	x	
UNKNOWN ROUTE & ROAD BUS *	-	1,439	NA	NA	NA	NA		
<b>SYSTEM TOTAL</b>	<b>9,509,301</b>	<b>9,230,574</b>	<b>-2.9%</b>	<b>31.45</b>	<b>30.64</b>	<b>-2.6%</b>	<b>18.38</b>	
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>	<b>7,952,022</b>	<b>7,827,233</b>	<b>-1.6%</b>	<b>27.93</b>	<b>27.59</b>	<b>-1.2%</b>	<b>16.56</b>	

Average weekday ridership September 2018: 53,912  
Average weekday ridership September 2019: 53,283  
Average weekend ridership September 2018: 13,074  
Average weekend ridership September 2019: 13,275

\* 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 2019

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2018	2019	% change	2018	2019
1 CAP SQUARE - UW	17,792	18,545	4.2%	22.03	23.11
2 WTP-NTP (revised August 25, 2013)	867,964	881,624	1.6%	40.63	41.34
3 WTP-ETP	323,328	349,303	8.0%	25.23	27.28
4 NTP-STP	412,097	395,544	-4.0%	29.27	28.15
5 ETP-STP	281,718	286,333	1.6%	27.51	28.04
6 EAST TOWNE-WTP	756,144	730,715	-3.4%	30.90	29.85
7 WTP-ETP (Weekends & Holidays Only)	96,627	101,282	4.8%	18.37	23.48
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	28,986	24,910	-14.1%	23.26	20.00
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	563,305	552,344	-1.9%	40.03	39.17
11 WTP-DUTCH MILL-CAP SQUARE	54,391	51,835	-4.7%	25.05	23.84
12 WTP-DUTCH MILL-CAP SQUARE	44,849	43,914	-2.1%	26.08	25.48
13 STP-CAP SQUARE	107,044	105,280	-1.6%	18.42	18.16
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	199,162	199,924	0.4%	25.32	25.40
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	323,136	322,680	-0.1%	28.93	28.85
16 STP - ETP	222,312	211,586	-4.8%	23.17	22.05
17 ETP-NTP	71,409	67,425	-5.6%	17.14	16.19
18 STP-WTP (revised August 25, 2013)	225,011	213,663	-5.0%	23.10	21.91
19 RED ARROW TR-CAP SQUARE	90,574	96,820	6.9%	16.26	17.36
20 NTP-EAST TOWNE	104,002	98,036	-5.7%	12.23	11.54
21 LAKEVIEW LOOP	107,071	105,947	-1.0%	25.48	25.20
22 MENDOTA LOOP	154,836	145,300	-6.2%	31.66	29.70
23 SUN PRAIRIE - CAPITOL SQUARE COMMUTER (began August 26, 2019)		2,371			9.14
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	4,647	4,713	1.4%	22.23	22.47
26 AMERICAN CENTER LOOP (began Oct. 5, 2008)	20,322	20,147	-0.9%	4.86	4.79
27 NTP - UW CAMPUS COMMUTER	35,449	33,219	-6.3%	25.32	23.66
28 NTP-WTP COMMUTER (revised August 25, 2013)	256,557	254,259	-0.9%	57.48	56.54
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	15,246	14,836	-2.7%	25.31	24.67
30 ETP-EAST TOWNE	131,612	131,502	-0.1%	19.52	19.56
31 MARSH RD - ETP (began August 25, 2013)	28,247	24,766	-12.3%	8.66	7.57
32 ACEWOOD-THOMPSON LOOP	22,611	21,806	-3.6%	12.73	12.15
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	28,596	28,832	0.8%	15.20	15.33
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	15,125	15,044	-0.5%	15.52	15.43
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	19,321	18,438	-4.6%	9.42	8.99
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	9,953	7,891	-20.7%	4.82	3.82
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	42,162	40,549	-3.8%	14.95	14.11
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	246,358	250,037	1.5%	41.21	42.67
39 ETP - DAIRY DRIVE (revised August 25, 2013)	25,463	21,460	-15.7%	23.23	19.57
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	107,373	111,696	4.0%	28.18	29.23
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	55,587	55,709	0.2%	40.80	40.87
47 ARBOR HILLS COMMUTER	44,752	48,143	7.6%	19.51	20.99
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	5,503	5,490	-0.2%	14.70	14.67
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	9,805	10,355	5.6%	8.78	9.27
50 WTP-SCHROEDER-RAYMOND LOOP	142,629	136,192	-4.5%	33.85	32.14
51 WTP-MUIR FIELD LOOP	35,695	31,288	-12.3%	17.15	15.03
52 WTP-FITCHBURG	29,189	27,955	-4.2%	14.56	13.91
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	23,780	29,268	23.1%	15.96	19.62
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	75,769	74,853	-1.2%	21.36	21.10
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	73,813	73,589	-0.3%	25.85	25.75
58 GREENTREE COMMUTER	41,258	46,103	11.7%	18.25	20.71
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	8,486	7,719	-9.0%	6.84	6.22
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	23,815	19,061	-20.0%	21.66	16.87
67 WTP-WEST TOWNE	143,260	127,320	-11.1%	27.79	24.69
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	5,958	5,193	-12.8%	4.67	3.97
70 MIDDLETON-CAPITOL SQUARE	95,206	96,762	1.6%	18.79	19.09
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	77,280	78,755	1.9%	28.81	29.36
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	99,238	100,897	1.7%	25.95	26.38
73 WTP-OLD SAUK TRAILS	77,365	70,154	-9.3%	17.05	15.46
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	85,295	86,741	1.7%	40.11	40.82
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	6,344	6,989	10.2%	9.57	10.55
80 UW CAMPUS (service revised August 26, 2012)	1,453,815	1,308,535	-10.0%	96.10	86.58
81-82 UW LATE NITE CIRCULATORS	84,490	76,709	-9.2%	40.14	36.70
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	18,974	18,097	-4.6%	44.55	44.39
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	731,195	682,682	-6.6%	70.42	68.56
UNKNOWN ROUTE & ROAD BUS *	-	1,439	NA	NA	NA
<b>SYSTEM TOTAL</b>	<b>9,509,301</b>	<b>9,230,574</b>	<b>-2.9%</b>	<b>31.45</b>	<b>30.64</b>
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>	<b>7,952,022</b>	<b>7,827,233</b>	<b>-1.6%</b>	<b>27.93</b>	<b>27.59</b>

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

Average weekday ridership September 2018: 53,912

Average weekday ridership September 2019: 53,283

## Monthly Paratransit Performance September 2019

Operations	September 2018	September 2019	YTD September 2018	YTD September 2019
Total Trips	9,077	9,428	125,996	83,522
Rides Cancelled	2,519	2,525	32,632	23,714
Cancellation rate	27.8%	26.8%	25.9%	28.4%
No Shows	342	320	4,054	3,077
No Shows per Rides Provided	3.8%	3.4%	3.2%	3.7%
Clients Provided Service	658	658	1,511	1,083
Average Trips per Client	14	14	83	77
Percent Subscription Trips	53%	49%	67%	51%

Provider Performance YTD	Abby Vans	Badger Bus	Transit Solutions	Total Paratransit
Ambulatory Trips	18,798	33,644	8,527	60,969
Non-Ambulatory Trips	430	18,390	3,733	22,553
Total Trips	19,228	52,034	12,260	83,522
Percentage of Total Trips	23%	62%	15%	100%

Customer Service YTD	Abby Vans	Badger Bus	Transit Solutions	Total Paratransit
Total Trips	19,228	52,034	12,260	83,522
Customer Compliments	2	5	1	8
Customer Suggestions	0	3	2	5
Customer Complaints	93	138	90	321
Complaints per 1000 Trips - 2018	2.29	2.53	3.70	2.97
Complaints per 1000 Trips - 2019	4.84	2.65	7.34	3.84
Late Service Reports	12	6	8	26
Late Service Reports per 1000 Trips - 2018	1.25	0.76	1.34	1.44
Late Service Reports per 1000 Trips - 2019	0.62	0.12	0.65	0.31

On-Time Performance	Abby Vans	Badger Bus	Transit Solutions
September 2019	99%	99%	92%
YTD - 2018	93%	98%	89%
YTD - 2019	95%	99%	90%

ADA Eligible Clients	Ambulatory	Non- Ambulatory	Total Enrollment
Total Clients for Reported Month	1,173	438	1,611

Client Activity	1 to 19 Trips	20 to 39 Trips	40 Trips or More
Clients with Trips for Reported Month	467	142	49

Data Item	July			August			September			2018 Third Quarter	2019 Third Quarter	% Change 2018 to 2019
	2017	2018	2019	2017	2018	2019	2017	2018	2019			
<b>Ridership</b>												
Total Metro Paratransit Trips	22,317	9,836	9,324	25,126	9,846	9,149	23,863	9,077	9,428	28,759	27,901	-3%
Dane Conty DDS MA Waiver Trips	16,088	0	0	18,342	0	0	16,913	0	0	0	0	0%
<b>Enrollment</b>												
Total Metro Paratransit Clients	3,736	3,734	1,554	3,753	3,723	1,585	3,766	3,739	1,611	3,732	1,583	-58%
Metro DDS MA Waiver Clients	620	0	0	621	0	0	626	0	0	0	0	0%
<b>Fare Sales</b>												
Senior/Disabled 31-Day Pass	\$41,698	\$33,248	\$34,645	\$33,995	\$29,640	\$23,628	\$27,853	\$ 24,993	\$ 40,332	\$87,881	\$98,605	12%
Senior/Disabled 10-Ride Card	\$9,040	\$7,740	\$7,990	\$9,300	\$6,460	\$5,750	\$6,390	\$ 5,920	\$ 8,470	\$20,120	\$22,210	10%
Paratransit Convenience Tickets	\$10,121	\$7,182	\$11,680	\$7,878	\$15,619	\$10,667	\$10,628	\$ 8,853	\$ 13,494	\$31,654	\$35,841	13%
Paratransit Agency Tickets	\$0	\$116,505	\$113,670	\$2,987	\$128,385	\$89,438	\$3,937	\$ 101,520	\$ 104,220	\$346,410	\$307,328	-11%
<b>Total Sales</b>	\$60,859	\$164,675	\$167,985	\$54,160	\$180,104	\$129,483	\$48,808	\$141,286	\$166,516	\$486,065	\$463,984	-5%
<b>MA Waiver Revenue</b>	\$318,771	\$0	\$0	\$363,776	\$0	\$0	335,606	\$0	\$0	\$0	\$0	0%
	Note: Quarterly totals for enrollment reflect the monthly average for the quarter.											



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

		2018	2019	2019	Over/Under	Change from
		Actual	Budget	Actual	Budget	Prior Year
<b>Passenger Revenue</b>						
	Cash, Tickets, Passes	\$ 5,754,415	\$ 4,988,350	\$ 5,636,215	\$ 647,865	\$ (118,201)
	Unlimited Ride Passes	\$ 4,890,011	\$ 4,881,875	\$ 4,735,151	\$ (146,724)	\$ (154,860)
	<b>Sub Total</b>	<b>\$ 10,644,426</b>	<b>\$ 9,870,225</b>	<b>\$ 10,371,365</b>	<b>\$ 501,140</b>	<b>\$ (273,061)</b>
<b>Misc Revenue</b>						
	Advertising	\$ 702,342	\$ 375,000	\$ 558,725	\$ 183,725	\$ (143,617)
	County	\$ 1,178,198	\$ 412,500	\$ 412,521	\$ 21	\$ (765,677)
	Other	\$ 168,300	\$ 150,000	\$ 140,996	\$ (9,004)	\$ (27,304)
	<b>Sub Total</b>	<b>\$ 2,048,840</b>	<b>\$ 937,500</b>	<b>\$ 1,112,242</b>	<b>\$ 174,742</b>	<b>\$ (936,597)</b>
<b>Local Subsidies</b>						
	City of Madison	\$ 8,746,090	\$ 10,690,929	\$ 10,690,929	\$ -	\$ 1,944,839
	Funding Partners	\$ 2,780,612	\$ 2,857,500	\$ 2,857,500	\$ -	\$ 76,888
	<b>Sub Total</b>	<b>\$ 11,526,702</b>	<b>\$ 13,548,429</b>	<b>\$ 13,548,429</b>	<b>\$ -</b>	<b>\$ 2,021,726</b>
	<b>State Assistance</b>	\$ 13,018,497	\$ 13,020,000	\$ 13,020,000	\$ -	\$ 1,503
	<b>Federal grant funding for capital maintenance</b>	\$ 4,650,003	\$ 4,650,000	\$ 4,650,000	\$ -	\$ (3)
	<b>Total Revenue</b>	<b>\$ 41,888,468</b>	<b>\$ 42,026,154</b>	<b>\$ 42,702,036</b>	<b>\$ 675,883</b>	<b>\$ 813,568</b>
<b>Salaries</b>						
	Salaries/Wages	\$ 19,882,988	\$ 19,483,842	\$ 19,763,562	\$ 279,720	\$ (119,426)
	OT	\$ 1,734,824	\$ 1,403,058	\$ 1,952,746	\$ 549,689	\$ 217,922
	Workers Comp	\$ 99,820	\$ 149,500	\$ 203,421	\$ 53,921	\$ 103,601
<b>Benefits</b>						
	Health	\$ 4,724,556	\$ 4,669,373	\$ 4,575,498	\$ (93,875)	\$ (149,059)
	WI Retirement	\$ 1,429,049	\$ 1,308,373	\$ 1,418,657	\$ 110,284	\$ (10,392)
	Other	\$ 3,074,528	\$ 2,827,552	\$ 3,094,567	\$ 267,015	\$ 20,039
	<b>Sub Total</b>	<b>\$ 30,945,766</b>	<b>\$ 29,841,697</b>	<b>\$ 31,008,452</b>	<b>\$ 1,166,755</b>	<b>\$ 62,686</b>
<b>Utilities</b>						
	Natural Gas	\$ 135,265	\$ 120,000	\$ 113,004	\$ (6,996)	\$ (22,261)
	Electricity	\$ 193,734	\$ 217,500	\$ 158,682	\$ (58,818)	\$ (35,053)
	Telephone	\$ 13,527	\$ 12,975	\$ 11,560	\$ (1,415)	\$ (1,967)
	Other	\$ 27,903	\$ 33,750	\$ 26,883	\$ (6,867)	\$ (1,020)
<b>Building &amp; Grounds</b>						
	Repairs/Maintenance	\$ 146,839	\$ 125,500	\$ 159,629	\$ 34,129	\$ 12,790
	Supplies	\$ 133,357	\$ 142,500	\$ 153,300	\$ 10,800	\$ 19,944
	Services	\$ 9,916	\$ 7,500	\$ 11,113	\$ 3,613	\$ 1,197
<b>Rolling Stock/Support Equipment</b>						
	Equip. Repairs/Maintenance	\$ 421,487	\$ 483,750	\$ 428,401	\$ (55,349)	\$ 6,915
	Parts	\$ 1,011,945	\$ 978,750	\$ 947,428	\$ (31,322)	\$ (64,517)
	Tires	\$ 179,680	\$ 180,000	\$ 197,528	\$ 17,528	\$ 17,848
	Equipment Supplies	\$ 33,478	\$ 60,000	\$ 32,922	\$ (27,078)	\$ (556)
	Fuel, Oil, & Lubricants	\$ 1,691,292	\$ 2,377,210	\$ 2,208,106	\$ (169,104)	\$ 516,814
<b>Administrative</b>						
	Insurance & Financial	\$ 1,097,821	\$ 1,097,832	\$ 1,058,750	\$ (39,082)	\$ (39,071)
	Rentals/Leases	\$ 341,719	\$ 412,500	\$ 389,029	\$ (23,471)	\$ 47,310
	Training	\$ 37,191	\$ 33,218	\$ 33,981	\$ 764	\$ (3,210)
	Supplies, Equipment and Services	\$ 486,120	\$ 562,275	\$ 598,683	\$ 36,408	\$ 112,563
<b>Operations</b>						
	Paratransit Providers	\$ 2,565,248	\$ 2,400,000	\$ 2,177,918	\$ (222,082)	\$ (387,329)
	County Programs	\$ 383,684	\$ 390,000	\$ 362,982	\$ (27,018)	\$ (20,702)
	<b>Inter Departmental Charges</b>	\$ 261,348	\$ 661,515	\$ 661,617	\$ 102	\$ 400,268
	<b>Depreciation</b>	\$ 5,090,158	\$ 5,175,000	\$ 5,175,000	\$ -	\$ 84,842
	<b>Interest</b>	\$ 325,390	\$ 304,564	\$ 304,564	\$ -	\$ (20,826)
	<b>Total Operating Expenses</b>	<b>\$ 45,532,867</b>	<b>\$ 45,618,036</b>	<b>\$ 46,219,532</b>	<b>\$ 601,496</b>	<b>\$ 686,665</b>
	<b>Less Depreciation</b>	\$ (5,090,158)	\$ (5,175,000)	\$ (5,175,000)	\$ -	\$ (84,842)
	<b>Debt Principal Payments</b>	\$ 1,335,618	\$ 1,583,118	\$ 1,583,118	\$ -	\$ 247,500
	<b>Fixed Assets/5310 passthrough</b>	\$ 26,618	\$ 150,000	\$ 97,680	\$ (52,320)	\$ 71,062
	<b>Federal grant funding for fixed assets/5310 passthrough</b>	\$ (26,618)	\$ (150,000)	\$ (97,680)	\$ 52,320	\$ (71,062)
	<b>Total Expenditures</b>	<b>\$ 41,778,327</b>	<b>\$ 42,026,154</b>	<b>\$ 42,627,650</b>	<b>\$ 601,496</b>	<b>\$ 849,323</b>
	<b>Reserves generated (used)</b>	<b>\$ 110,141</b>	<b>\$ -</b>	<b>\$ 74,386</b>	<b>\$ 74,386</b>	<b>\$ (35,755)</b>
	<b>Reserve balance-beginning</b>	<b>\$ 3,686,821</b>		<b>\$ 4,711,188</b>		
	<b>Reserve balance-ending</b>	<b>\$ 3,796,962</b>		<b>\$ 4,785,574</b>		

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

	Fixed Route		Paratransit	
	2018	2019	2018	2019
Operating Cost/Revenue Hours	\$ 116.64	\$ 122.15	\$ 101.19	\$ 122.62
Operating Revenue/Operating Cost	26.41%	25.14%	43.31%	28.95%
Operating Cost/Passenger Trips	\$ 3.71	\$ 3.99	\$ 38.01	\$ 46.46
Passenger Trips/Revenue Hour	31.45	\$ 30.64	2.66	\$ 2.64
Passenger Trips/Service Area Population (annualized)	50.10	48.63	0.66	0.44
Revenue Hours/Service Area Population (annualized)	1.59	1.59	0.25	0.17
Passenger Revenue/Passenger Trips	\$ 0.98	\$ 1.00	\$ 10.56	\$ 13.45
Operating Cost/Platform Hours	\$ 105.88	\$ 110.95	\$ 92.14	\$ 122.62
Operating Cost/Total Miles	\$ 7.80	\$ 8.18	\$ 4.98	\$ 6.32
Passenger Trips/Revenue Mile	2.51	2.44	0.15	\$ 0.14

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
	2018	2019	2018	2019	2018	2019	Peer (combined)	Peer (FR only)
Expense per revenue hour	\$ 113.72	\$ 117.81	\$ 92.44	\$ 109.51	\$ 110.84	\$ 117.02	\$ 97.57	\$ 113.74
Revenue/expense ratio	27.08%	26.06%	30.42%	32.41%	27.46%	26.63%	21.12%	19.00%
Cost/passenger	\$ 3.62	\$ 3.85	\$ 34.72	\$ 41.49	\$ 4.02	\$ 4.18	\$ 4.46	\$ 4.36
Passengers/revenue hour	31.45	30.64	2.66	2.64	27.55	27.98	23.69	29.21
Passenger Trips/Capita (annualized)	43.80	42.51	0.58	0.38	44.38	42.90	37.63	25.49
Revenue Hours/Capita (annualized)	1.39	1.39	0.22	0.15	1.61	1.53	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, 2019 and 2018**

**Fixed Route Passenger Revenue**

<b>2019</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
Cash fares	\$ 110,015	\$ 120,178	\$ 114,400	\$ 127,425	\$ 123,986	\$ 126,229	\$ 138,417	\$ 139,504	\$ 138,541				\$ 1,138,695
2 ride passes	\$ 17,762	\$ 10,065	\$ 8,134	\$ 6,870	\$ 23,056	\$ 18,784	\$ 25,942	\$ 9,177	\$ 16,434				\$ 136,224
10 ride passes	\$ 84,416	\$ 81,618	\$ 83,859	\$ 87,334	\$ 67,376	\$ 64,841	\$ 63,303	\$ 62,737	\$ 97,885				\$ 693,369
31 day passes	\$ 142,734	\$ 121,038	\$ 139,101	\$ 155,667	\$ 112,803	\$ 118,268	\$ 151,896	\$ 126,142	\$ 186,771				\$ 1,254,420
EZ Rider/Summer Youth passes	\$ 197,586	\$ 194,077	\$ 224,869	\$ 153,386	\$ 225,441	\$ 73,644	\$ 20,364	\$ 20,208	\$ 206,614				\$ 1,316,189
<b>Total cash, ticket &amp; pass revenue</b>	<b>\$ 552,513</b>	<b>\$ 526,976</b>	<b>\$ 570,363</b>	<b>\$ 530,682</b>	<b>\$ 552,662</b>	<b>\$ 401,766</b>	<b>\$ 399,922</b>	<b>\$ 357,768</b>	<b>\$ 646,245</b>				<b>\$ 4,538,897</b>
UW ASM	\$ 279,897	\$ 279,897	\$ 279,897	\$ 279,897	\$ 279,897	\$ 279,897	\$ 279,897	\$ 279,897	\$ 269,163				\$ 2,508,339
UW Employees	\$ 164,845	\$ 164,845	\$ 164,845	\$ 164,845	\$ 164,845	\$ 164,845	\$ 164,845	\$ 164,845	\$ 164,097				\$ 1,482,857
MATC	\$ 24,211	\$ 37,735	\$ 38,200	\$ 43,124	\$ 25,145	\$ 9,817	\$ 12,990	\$ 11,919	\$ 45,090				\$ 248,231
City of Madison	\$ 14,423	\$ 16,479	\$ 15,836	\$ 16,341	\$ 15,490	\$ 14,144	\$ 15,067	\$ 15,206	\$ 14,765				\$ 137,751
Edgewood	\$ 3,750	\$ 5,477	\$ 4,861	\$ 4,951	\$ 3,548	\$ 1,754	\$ 1,715	\$ 3,535	\$ 6,652				\$ 36,243
St. Mary's	\$ 2,892	\$ 3,800	\$ 3,991	\$ 4,112	\$ 3,997	\$ 3,958	\$ 4,799	\$ 4,320	\$ 4,423				\$ 36,292
Meriter	\$ 1,770	\$ 1,763	\$ 1,798	\$ 1,947	\$ 2,022	\$ 1,959	\$ 2,145	\$ 2,217	\$ 2,171				\$ 17,792
Dane County	\$ 3,386	\$ 3,249	\$ 3,075	\$ 2,906	\$ 3,004	\$ 2,535	\$ 2,518	\$ 2,555	\$ 2,951				\$ 26,179
Commuter	\$ 22,160	\$ 25,947	\$ 24,894	\$ 24,492	\$ 24,005	\$ 21,949	\$ 23,995	\$ 24,275	\$ 23,837				\$ 215,554
<b>Total unlimited ride pass revenue</b>	<b>\$ 517,334</b>	<b>\$ 539,192</b>	<b>\$ 537,397</b>	<b>\$ 542,615</b>	<b>\$ 521,953</b>	<b>\$ 500,858</b>	<b>\$ 507,971</b>	<b>\$ 508,769</b>	<b>\$ 533,149</b>				<b>\$ 4,709,238</b>
<b>Total passenger revenue</b>	<b>\$ 1,069,847</b>	<b>\$ 1,066,168</b>	<b>\$ 1,107,760</b>	<b>\$ 1,073,297</b>	<b>\$ 1,074,615</b>	<b>\$ 902,624</b>	<b>\$ 907,893</b>	<b>\$ 866,537</b>	<b>\$ 1,179,394</b>				<b>\$ 9,248,135</b>
<b>Cumulative YTD passenger revenue</b>	<b>\$ 1,069,847</b>	<b>\$ 2,136,015</b>	<b>\$ 3,243,775</b>	<b>\$ 4,317,072</b>	<b>\$ 5,391,687</b>	<b>\$ 6,294,311</b>	<b>\$ 7,202,204</b>	<b>\$ 8,068,741</b>	<b>\$ 9,248,135</b>				

<b>2018</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
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	\$ 10,242	\$ 10,172	\$ 11,959	\$ 29,619	\$ 23,324	\$ 10,906	\$ 16,126	\$ 14,772	\$ 8,578				\$ 135,698
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	\$ 212,112				\$ 1,324,796
<b>Total cash, ticket &amp; pass revenue</b>	<b>\$ 531,157</b>	<b>\$ 520,058</b>	<b>\$ 558,183</b>	<b>\$ 500,643</b>	<b>\$ 623,937</b>	<b>\$ 402,328</b>	<b>\$ 351,553</b>	<b>\$ 427,216</b>	<b>\$ 534,708</b>				<b>\$ 4,449,783</b>
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
<b>Total unlimited ride pass revenue</b>	<b>\$ 551,817</b>	<b>\$ 560,437</b>	<b>\$ 557,825</b>	<b>\$ 559,348</b>	<b>\$ 538,162</b>	<b>\$ 520,207</b>	<b>\$ 521,191</b>	<b>\$ 521,120</b>	<b>\$ 535,891</b>				<b>\$ 4,865,998</b>
<b>Total passenger revenue</b>	<b>\$ 1,082,974</b>	<b>\$ 1,080,495</b>	<b>\$ 1,116,008</b>	<b>\$ 1,059,991</b>	<b>\$ 1,162,099</b>	<b>\$ 922,535</b>	<b>\$ 872,744</b>	<b>\$ 948,336</b>	<b>\$ 1,070,599</b>				<b>\$ 9,315,781</b>
<b>Cumulative YTD passenger revenue</b>	<b>\$ 1,082,974</b>	<b>\$ 2,163,469</b>	<b>\$ 3,279,477</b>	<b>\$ 4,339,468</b>	<b>\$ 5,501,567</b>	<b>\$ 6,424,102</b>	<b>\$ 7,296,846</b>	<b>\$ 8,245,182</b>	<b>\$ 9,315,781</b>				

**Madison Metro Transit**  
**Year to Year Fixed Route Ridership and Revenue Comparison**  
**Through September 30, 2019 and 2018**

**Fixed Route Rides**

<b>2019</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
Cash fares	57,171	63,684	61,970	64,501	68,343	65,548	69,977	75,046	74,823				601,063
2 ride passes	6,428	8,537	7,580	8,039	8,319	7,588	7,253	6,603	8,063				68,410
10 ride passes	44,584	54,412	50,561	54,552	55,205	39,696	37,615	37,962	50,210				424,797
31 day passes	120,886	126,132	142,492	143,608	145,969	137,912	144,919	144,160	144,143				1,250,221
EZ Rider/Summer Youth passes	110,509	151,099	136,997	175,191	182,512	69,716	46,417	23,243	140,318				1,036,002
<b>Total cash, ticket &amp; pass rides</b>	<b>339,578</b>	<b>403,864</b>	<b>399,600</b>	<b>445,891</b>	<b>460,348</b>	<b>320,460</b>	<b>306,181</b>	<b>287,014</b>	<b>417,557</b>				<b>3,380,493</b>
UW ASM	173,917	319,966	262,942	294,506	176,347	138,247	148,875	151,846	290,228				1,956,874
UW Employees	139,858	163,955	156,512	158,987	144,961	125,496	133,177	135,180	139,876				1,298,002
MATC	17,934	27,952	28,296	31,944	18,626	7,272	9,622	8,829	33,400				183,875
City of Madison	10,684	12,207	11,730	12,104	11,474	10,477	11,161	11,264	10,937				102,038
Edgewood	2,778	4,057	3,601	3,667	2,628	1,299	1,271	2,618	4,928				26,847
St. Mary's	2,142	2,815	2,956	3,046	2,961	2,932	3,555	3,200	3,276				26,883
Meriter	1,311	1,306	1,332	1,442	1,498	1,451	1,589	1,642	1,608				13,179
Dane County	2,508	2,407	2,278	2,152	2,225	1,878	1,865	1,893	2,186				19,392
Commuter	15,845	18,551	17,814	17,522	17,189	15,722	17,207	17,379	17,064				154,293
<b>Total unlimited ride pass rides</b>	<b>366,977</b>	<b>553,216</b>	<b>487,461</b>	<b>525,370</b>	<b>377,909</b>	<b>304,774</b>	<b>328,322</b>	<b>333,851</b>	<b>503,503</b>				<b>3,781,383</b>
UW routes 80-85	132,578	264,113	188,166	223,581	109,248	75,805	89,737	81,590	238,523				1,403,341
<b>Total revenue rides</b>	<b>839,133</b>	<b>1,221,193</b>	<b>1,075,227</b>	<b>1,194,842</b>	<b>947,505</b>	<b>701,039</b>	<b>724,240</b>	<b>702,455</b>	<b>1,159,583</b>				<b>8,565,217</b>
Transfers	47,720	51,375	54,726	57,587	61,307	61,594	65,104	66,524	59,666				525,603
Non-revenue rides	37,254	11,552	10,481	12,247	13,591	12,048	12,078	11,347	19,156				139,754
<b>Total rides</b>	<b>924,107</b>	<b>1,284,120</b>	<b>1,140,434</b>	<b>1,264,676</b>	<b>1,022,403</b>	<b>774,681</b>	<b>801,422</b>	<b>780,326</b>	<b>1,238,405</b>				<b>9,230,574</b>
<b>Cumulative YTD total rides</b>	<b>924,107</b>	<b>2,208,227</b>	<b>3,348,661</b>	<b>4,613,337</b>	<b>5,635,740</b>	<b>6,410,421</b>	<b>7,211,843</b>	<b>7,992,169</b>	<b>9,230,574</b>				

<b>2018</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
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
<b>Total cash, ticket &amp; pass rides</b>	<b>442,763</b>	<b>408,016</b>	<b>416,222</b>	<b>431,251</b>	<b>458,895</b>	<b>331,248</b>	<b>308,697</b>	<b>275,532</b>	<b>422,082</b>				<b>3,494,706</b>
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
<b>Total unlimited ride pass rides</b>	<b>423,785</b>	<b>543,979</b>	<b>499,448</b>	<b>519,762</b>	<b>373,984</b>	<b>309,147</b>	<b>307,963</b>	<b>312,993</b>	<b>467,187</b>				<b>3,758,248</b>
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
<b>Total revenue rides</b>	<b>995,567</b>	<b>1,247,759</b>	<b>1,154,813</b>	<b>1,232,750</b>	<b>963,603</b>	<b>719,877</b>	<b>697,197</b>	<b>678,640</b>	<b>1,123,540</b>				<b>8,813,746</b>
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
<b>Total rides</b>	<b>1,063,612</b>	<b>1,310,028</b>	<b>1,222,362</b>	<b>1,300,014</b>	<b>1,038,121</b>	<b>792,640</b>	<b>772,623</b>	<b>800,997</b>	<b>1,208,904</b>				<b>9,509,301</b>
<b>Cumulative YTD total rides</b>	<b>1,063,612</b>	<b>2,373,640</b>	<b>3,596,002</b>	<b>4,896,016</b>	<b>5,934,137</b>	<b>6,726,777</b>	<b>7,499,400</b>	<b>8,300,397</b>	<b>9,509,301</b>				

**Madison Metro Transit**  
**Year to Year Fixed Route Ridership and Revenue Comparison**  
**Through September 30, 2019 and 2018**

**Fixed Route Passenger Revenue % Change**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	-6.3%	1.1%	1.4%	8.2%	-12.8%	2.4%	0.4%	1.4%	1.9%				-0.4%
2 ride passes	73.4%	-1.1%	-32.0%	-76.8%	-1.1%	72.2%	60.9%	-37.9%	91.6%				0.4%
10 ride passes	18.9%	10.7%	10.5%	-5.8%	-9.4%	-0.7%	5.5%	-19.9%	52.4%				5.8%
31 day passes	6.5%	-1.1%	5.3%	46.2%	-28.5%	-8.5%	29.2%	-28.5%	64.0%				5.4%
EZ Rider/Summer Youth passes	-0.4%	-0.4%	-0.3%	-0.5%	-0.3%	0.1%	1.8%	1.0%	-2.6%				-0.6%
<b>Total cash, ticket &amp; pass revenue</b>	<b>4.0%</b>	<b>1.3%</b>	<b>2.2%</b>	<b>6.0%</b>	<b>-11.4%</b>	<b>-0.1%</b>	<b>13.8%</b>	<b>-16.3%</b>	<b>20.9%</b>				<b>2.0%</b>
UW ASM	-5.6%	-5.6%	-5.6%	-5.6%	-5.6%	-5.6%	-5.6%	-5.6%	-3.8%				-5.4%
UW Employees	-0.5%	-0.5%	-0.5%	-0.5%	-0.5%	-0.5%	-0.5%	-0.5%	-0.5%				-0.5%
MATC	-33.7%	-15.4%	-11.8%	-5.1%	-7.1%	-26.0%	14.6%	-4.5%	8.0%				-11.2%
City of Madison	-2.7%	12.3%	4.2%	7.9%	4.4%	-3.0%	7.0%	3.8%	2.9%				4.1%
Edgewood	-27.7%	-13.4%	-2.4%	-4.3%	-4.5%	7.8%	-3.8%	27.8%	26.2%				-1.6%
St. Mary's	17.2%	25.7%	28.9%	23.9%	13.7%	29.3%	40.1%	31.3%	16.6%				25.2%
Meriter	-28.1%	-17.7%	-19.1%	-10.9%	-4.5%	-2.3%	16.8%	19.7%	28.5%				-3.9%
Dane County	-33.0%	-32.2%	-34.5%	-16.5%	-15.6%	-22.5%	-23.2%	-24.0%	-18.3%				-25.4%
Commuter	-4.1%	14.6%	12.8%	9.4%	13.7%	8.8%	23.9%	18.4%	15.3%				12.3%
<b>Total unlimited ride pass revenue</b>	<b>-6.2%</b>	<b>-3.8%</b>	<b>-3.7%</b>	<b>-3.0%</b>	<b>-3.0%</b>	<b>-3.7%</b>	<b>-2.5%</b>	<b>-2.4%</b>	<b>-0.5%</b>				<b>-3.2%</b>
<b>Total passenger revenue</b>	<b>-1.2%</b>	<b>-1.3%</b>	<b>-0.7%</b>	<b>1.3%</b>	<b>-7.5%</b>	<b>-2.2%</b>	<b>4.0%</b>	<b>-8.6%</b>	<b>10.2%</b>				<b>-0.7%</b>
<b>Cumulative YTD passenger revenue</b>	<b>-1.2%</b>	<b>-1.3%</b>	<b>-1.1%</b>	<b>-0.5%</b>	<b>-2.0%</b>	<b>-2.0%</b>	<b>-1.3%</b>	<b>-2.1%</b>	<b>-0.7%</b>				

**Fixed Route Rides % Change**

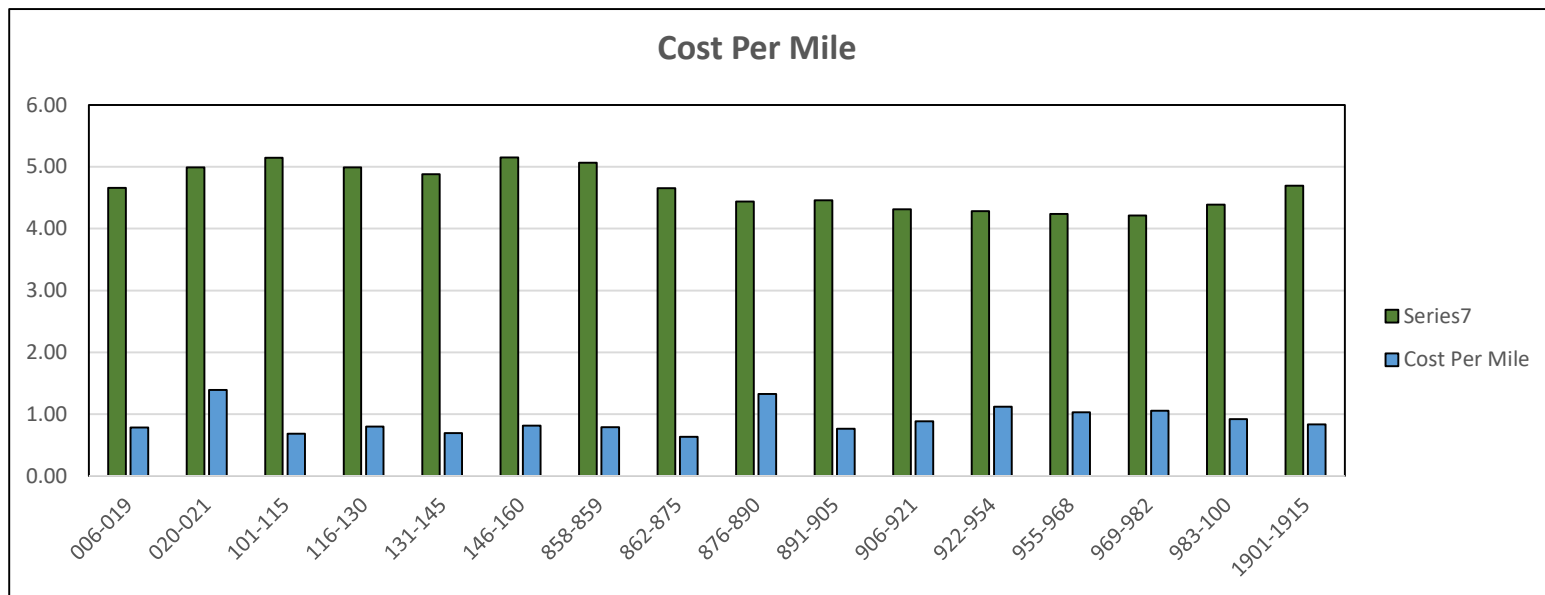
	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	-8.3%	6.7%	-2.4%	4.4%	-0.7%	-4.2%	1.5%	4.7%	3.5%				0.6%
2 ride passes	-22.2%	18.3%	2.6%	-1.8%	-14.5%	-10.1%	-7.0%	-3.1%	-14.3%				-6.6%
10 ride passes	-22.2%	-0.8%	-4.9%	-1.0%	2.6%	0.2%	1.3%	4.4%	-1.9%				-3.1%
31 day passes	-15.1%	-5.9%	-6.3%	2.0%	-0.8%	-6.9%	-2.6%	2.1%	4.4%				-3.3%
EZ Rider/Summer Youth passes	-35.9%	-0.7%	-2.2%	5.9%	1.8%	4.5%	0.7%	19.0%	-7.1%				-5.2%
<b>Total cash, ticket &amp; pass rides</b>	<b>-23.3%</b>	<b>-1.0%</b>	<b>-4.0%</b>	<b>3.4%</b>	<b>0.3%</b>	<b>-3.3%</b>	<b>-0.8%</b>	<b>4.2%</b>	<b>-1.1%</b>				<b>-3.3%</b>
UW ASM	-12.8%	1.8%	-3.1%	-0.3%	-1.2%	-2.4%	5.2%	6.7%	6.9%				0.1%
UW Employees	-11.8%	4.1%	-0.9%	3.9%	3.7%	0.3%	8.1%	6.0%	8.7%				2.1%
MATC	-33.7%	-15.4%	-11.8%	-5.1%	-7.1%	-26.0%	-14.6%	-4.5%	8.0%				-11.2%
City of Madison	-2.7%	12.3%	4.2%	7.8%	4.4%	-3.0%	7.0%	3.8%	2.9%				4.1%
Edgewood	-27.8%	-13.4%	-2.4%	-4.3%	-4.5%	7.8%	-3.8%	27.8%	26.2%				-1.6%
St. Mary's	12.4%	20.3%	24.0%	23.9%	13.8%	29.3%	40.1%	31.3%	16.6%				23.7%
Meriter	-28.1%	-17.7%	-19.1%	-10.9%	-4.5%	-2.3%	16.8%	19.7%	28.5%				-3.9%
Dane County	-33.0%	-32.2%	-34.5%	-16.6%	-15.7%	-22.5%	-23.2%	-24.0%	-18.3%				-25.4%
Commuter	-4.0%	14.6%	12.9%	9.5%	13.8%	9.0%	24.3%	18.5%	15.4%				12.4%
<b>Total unlimited ride pass rides</b>	<b>-13.4%</b>	<b>1.7%</b>	<b>-2.4%</b>	<b>1.1%</b>	<b>1.0%</b>	<b>-1.4%</b>	<b>6.6%</b>	<b>6.7%</b>	<b>7.8%</b>				<b>0.6%</b>
UW routes 80-85	2.8%	-10.7%	-21.3%	-20.6%	-16.4%	-4.6%	11.4%	-9.5%	1.8%				-10.1%
<b>Total revenue rides</b>	<b>-15.7%</b>	<b>-2.1%</b>	<b>-6.9%</b>	<b>-3.1%</b>	<b>-1.7%</b>	<b>-2.6%</b>	<b>3.9%</b>	<b>3.5%</b>	<b>3.2%</b>				<b>-2.8%</b>
Transfers	-14.1%	1.9%	-1.2%	9.3%	3.1%	-0.2%	2.1%	4.9%	-3.1%				0.3%
Non-revenue rides	198.4%	-2.5%	-13.8%	-15.9%	-9.8%	8.8%	3.7%	-80.7%	-19.4%				-18.5%
<b>Total rides</b>	<b>-13.1%</b>	<b>-2.0%</b>	<b>-6.7%</b>	<b>-2.7%</b>	<b>-1.5%</b>	<b>-2.3%</b>	<b>3.7%</b>	<b>-2.6%</b>	<b>2.4%</b>				<b>-2.9%</b>
<b>Cumulative YTD total rides</b>	<b>-13.1%</b>	<b>-7.0%</b>	<b>-6.9%</b>	<b>-5.8%</b>	<b>-5.0%</b>	<b>-4.7%</b>	<b>-3.8%</b>	<b>-3.7%</b>	<b>-2.9%</b>				

Bus #	Distance	Fuel Qty.	Fuel Cost	Parts cost	Labor cost	CPM	AVG MPG	Model Year
001-005	28,360	6,087.2	\$ 14,244.05	\$ 2,692.92	\$ 5,328.86	0.79	4.66	2007
006-019	81,611	16,345.0	\$ 38,247.30	\$ 44,054.48	\$ 31,129.03	1.39	4.99	2010
020-021	20,780	4,036.5	\$ 9,445.41	\$ 2,295.57	\$ 2,451.19	0.68	5.15	2014
101-115	157,384	31,537.4	\$ 73,797.52	\$ 21,839.89	\$ 30,047.02	0.80	4.99	2015
116-130	177,515	36,371.0	\$ 85,108.14	\$ 13,338.32	\$ 24,795.55	0.69	4.88	2016
131-145	169,780	32,941.1	\$ 77,082.17	\$ 31,044.36	\$ 30,182.12	0.81	5.15	2017
146-160	177,332	35,001.8	\$ 81,904.21	\$ 30,769.07	\$ 27,407.61	0.79	5.07	2018
858-859	5,855	1,258.1	\$ 2,943.95	\$ 87.20	\$ 686.26	0.63	4.65	2002
862-875	13,657	3,077.5	\$ 7,201.35	\$ 3,998.98	\$ 6,942.64	1.33	4.44	2003
876-890	7,743	1,737.5	\$ 4,065.75	\$ 180.18	\$ 1,684.33	0.77	4.46	2004
891-905	8,715	2,019.6	\$ 4,725.86	\$ 785.67	\$ 2,211.00	0.89	4.32	2005
906-921	47,037	10,977.2	\$ 25,686.65	\$ 11,481.00	\$ 15,421.00	1.12	4.28	2006
922-954	154,881	36,528.5	\$ 85,476.69	\$ 38,216.55	\$ 35,860.30	1.03	4.24	2009
955-968	86,638	20,576.8	\$ 48,149.71	\$ 20,330.25	\$ 22,759.86	1.05	4.21	2011
969-982	101,690	23,166.8	\$ 54,210.31	\$ 16,670.15	\$ 22,505.13	0.92	4.39	2012
983-100	172,409	36,728.4	\$ 85,944.46	\$ 26,976.97	\$ 31,223.43	0.84	4.69	2013
1901-1915	64,439	12,640.3	\$ 29,578.30	\$ 4,363.42	\$ 7,181.60	0.64	5.10	2019

**0.89      4.69**

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

Average fuel cost per gallon = \$2.340



# Count of Driver Reported Incidents by Category

9/1/2018 to 9/30/2018 and 9/1/2019 to 9/30/2019



**2018**

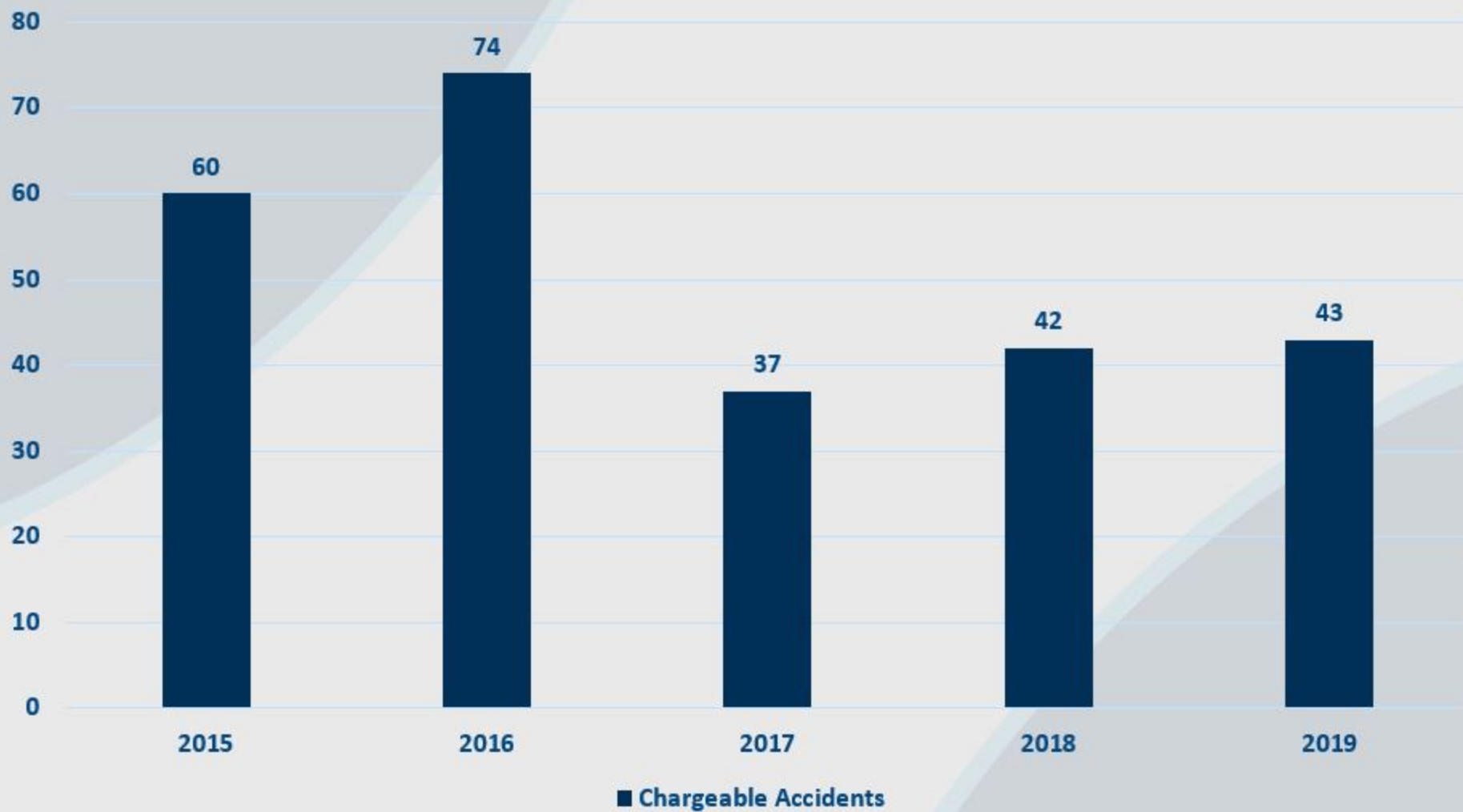
**2019**

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	11					2	13				4
Fighting		13			11	30	2	17			2	18
Thrown Objects Hitting Person					1	1						
<i>Disruptive Behavior</i>												
Disruptive Behavior &/or Vulgar Language	5	53			13	33	6	59			2	15
Fare Dispute		6				1	1	12				2
Fire							1	1				1
Smoking					1	2		3				1
Theft		2					2	3				1
Threat		4				2	1	5				1
Throwing Objects		7				1						
Vandalism		2					1	2				2
Weapon	1	2						2				
<i>Other</i>												
Illness or Potential Injury	1	26				2		23				4
Intoxicated Passenger		11				1	2	19				
Other	6	45			2	7	6	65			5	10
Para - Alighting/Boarding Problems								1				
Para - Nobody to Meet Customer												
<i>Total Count for Period</i>	<b>14</b>	<b>182</b>			<b>28</b>	<b>80</b>	<b>24</b>	<b>225</b>			<b>9</b>	<b>59</b>

**2018 Total YTD fixed and school - 262**

**2019 Total YTD fixed and school - 284**

## 2015 – 2019 Jan-Sept Chargeable Accidents





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

Report Totals			
2016	2017	2018	2019
2944	2993	2639	2916



**BGRNDS**

Category ID and Name	2016	2017	2018	2019
34 Wheelchair accessibility	0	0	0	0
39 Shelter Posters	2	1	2	3
67 Transfer Pt/Shelter Vandalism	17	23	21	15
68 Transfer Pt/Shelter Graffiti	16	3	6	22
91 Compliment	2	0	1	2
116 Other - no current category	22	9	10	13
128 Transfer Pt/Shelter Maintenance	17	10	27	22
<b>Unit Totals</b>	<b>76</b>	<b>46</b>	<b>67</b>	<b>77</b>

**FIN**

Category ID and Name	2016	2017	2018	2019
18 Fare Policy	1	1	0	0
19 Transfer Policy	0	0	0	0
91 Compliment	0	0	0	0
116 Other - no current category	1	8	2	4
<b>Unit Totals</b>	<b>2</b>	<b>9</b>	<b>2</b>	<b>4</b>

**FIXED**

Category ID and Name	2016	2017	2018	2019
3 Smoking	12	2	4	0
4 Driving Behavior	266	300	288	341
6 Bus Early - Fixed Route	135	118	136	122
7 Customer passed-up	226	255	281	329
8 Bus Off-route	49	48	56	51
9 Driver Not Wearing Seatbelt	2	3	0	3
10 Driver Not Calling Stops	1	0	1	1
11 Destination Sign Incorrect	25	18	12	17
12 Disruptive Passenger(s)	41	32	28	28
13 Bus Never Came	69	44	37	66
26 Overloads	15	5	3	1
29 Special Event Service	0	0	0	0
32 Bus Idling	20	18	13	8
33 Detours	35	19	13	24
34 Wheelchair accessibility	1	0	0	1
41 ITS: Intelligent Transportation S	0	0	0	1
55 Driver Rude	180	201	126	196
60 Transfer Points	0	0	1	3
66 Equipment Malfunction	14	11	9	4
69 Securement, mobility device	2	7	8	0
71 Other Driver Conduct	96	127	156	92
72 Other Public Info	12	6	9	17
76 Missed Stop Request	18	16	17	23
77 Fare Dispute	27	21	20	23
78 Discrimination (Title VI)	1	13	3	3
79 City Ordinances	1	0	2	1
80 Electronic Device	3	1	3	0
81 Driving With Cell Phone	2	0	0	0
84 Unauthorized Stop	3	1	1	2
85 Unprofessional Conduct	4	3	12	12
86 Excessive Conversation	5	10	9	2
87 Bus Late - Fixed Route	144	72	99	142
88 Unsafe Situation	11	10	5	25

89 Property Damage	8	3	5	9
90 Passenger Injury	25	25	24	31
91 Compliment	212	221	220	199
116 Other - no current category	46	39	61	83
117 Climate Control	5	8	8	15
121 Missed Transfer	44	26	32	38
122 School Routes	33	26	13	40
124 Items Not Allowed on Bus	1	1	2	2
126 ADA Issues	22	21	12	27
130 Cut Route	1	4	1	0
132 Harassment	0	1	4	4
133 Running a Red Light	34	37	47	23
137 Weather Related	3	2	5	15
144 Stroller Policy	7	5	2	4
146 Bus Seating Layout	0	0	0	1
147 Crosswalk Violation	25	21	16	8
<b>Unit Totals</b>	<b>1886</b>	<b>1801</b>	<b>1804</b>	<b>2037</b>

**INFSYS**

Category ID and Name	2016	2017	2018	2019
41 ITS: Intelligent Transportation S	3	5	6	8
91 Compliment	1	0	0	0
116 Other - no current category	2	1	3	0
135 Website	0	1	0	0
136 Trip Planner	0	0	0	0
141 TransitTracker	0	1	1	0
142 Google Transit	0	1	0	0
143 Google Data Format	0	0	0	0
<b>Unit Totals</b>	<b>6</b>	<b>9</b>	<b>10</b>	<b>8</b>

**MAINT**

Category ID and Name	2016	2017	2018	2019
32 Bus Idling	0	0	0	0
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	1	0	0
66 Equipment Malfunction	19	9	25	16
91 Compliment	0	1	0	1
115 Bus Appearance-Cleanliness	9	2	3	8
116 Other - no current category	3	8	4	15
117 Climate Control	2	2	0	0
146 Bus Seating Layout	0	0	0	0
<b>Unit Totals</b>	<b>33</b>	<b>23</b>	<b>32</b>	<b>40</b>

**MKTG**

Category ID and Name	2016	2017	2018	2019
18 Fare Policy	7	2	0	5
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	0	1	0	0
29 Special Event Service	0	0	0	0
33 Detours	2	1	3	2
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	0	0	1	0
37 Advertisements - General	0	0	0	1
38 Sales Outlets	3	0	1	0
39 Shelter Posters	0	0	1	4

40 Schedules	1	3	6	4
72 Other Public Info	3	5	6	8
91 Compliment	14	5	5	6
98 Schedule Info	7	6	2	5
99 Order Taking	0	0	1	0
100 Phones Busy	1	0	0	2
101 Behavior - Cust Svc	5	4	3	1
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	6	26	11	19
119 Lost and Found	1	1	3	2
120 Para - Ride Booking	6	9	9	11
135 Website	5	6	3	7
137 Weather Related	0	0	0	0
138 Advertisements - Bus Wraps	0	1	3	4
140 Text/Email Alerts	0	1	0	1
146 Bus Seating Layout	0	0	0	0
148 Public Hearing Comment - Fare	25	0	0	0
149 Audible Turn Signals	0	0	0	0
153 Public Hearing Comment - Other	0	56	0	0
155 Weapons Policy	0	0	0	0
<b>Unit Totals</b>	<b>86</b>	<b>127</b>	<b>58</b>	<b>82</b>

**PARA**

Category ID and Name	2016	2017	2018	2019
3 Smoking	3	0	0	0
4 Driving Behavior	22	28	14	7
55 Driver Rude	15	27	17	13
66 Equipment Malfunction	5	3	3	2
69 Securement, mobility device	9	8	3	2
72 Other Public Info	1	3	1	1
78 Discrimination (Title VI)	0	0	0	0
79 City Ordinances	0	0	0	0
80 Electronic Device	4	1	0	1
81 Driving With Cell Phone	7	7	3	1
85 Unprofessional Conduct	1	6	2	3
88 Unsafe Situation	3	6	6	2
90 Passenger Injury	9	18	4	6
91 Compliment	49	38	28	12
92 Public Hearing Comment - Servi	0	1	6	0
93 Notification - Para App	0	0	0	0
94 Availability - Para App	1	0	1	1
95 Processing Time - Para App	0	1	0	0
96 Fares	2	4	11	6
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	5	2	2	0
99 Order Taking	4	0	1	1
100 Phones Busy	0	0	1	0
101 Behavior - Cust Svc	0	1	1	0
102 Bus Early - Para	18	16	5	9
103 Bus On-Time	0	1	1	0
104 Bus Late - Para	129	219	113	99
105 No Shows	69	56	30	40
106 Door-to-Door	26	20	14	12
107 Leave Attended	56	37	9	8
108 Mobility Device Securement	3	3	1	3

109 Travel Time - Para	58	110	45	45
110 Service Area - Para Policy	0	4	3	3
111 Backtracking	0	1	0	5
112 Passenger Behavior	2	2	2	7
113 Driver Behavior	55	65	47	28
114 Dispatch	7	18	7	5
116 Other - no current category	18	26	17	32
118 Drop-Off Wrong Location	11	15	10	2
120 Para - Ride Booking	10	12	9	21
132 Harassment	0	0	0	0
133 Running a Red Light	0	1	1	1
137 Weather Related	0	0	1	1
147 Crosswalk Violation	0	2	0	0
148 Public Hearing Comment - Fare	0	2	2	0
150 Picked Up Wrong Client	5	3	0	2
151 Attempted Pick-Up, Wrong Loca	7	7	4	1
152 Missed Trip	7	6	1	5
<b>Unit Totals</b>	<b>621</b>	<b>780</b>	<b>426</b>	<b>387</b>

**PLN**

Category ID and Name	2016	2017	2018	2019
18 Fare Policy	0	0	0	1
19 Transfer Policy	0	0	1	0
21 Span	8	5	5	6
23 Express Service	1	1	0	0
25 Frequency	5	10	7	8
26 Overloads	45	22	13	17
27 Park & Ride	0	0	0	2
28 School Trippers Concern	3	14	3	6
29 Special Event Service	2	0	0	0
31 Expansion Request	6	4	3	4
33 Detours	21	13	13	14
34 Wheelchair accessibility	0	0	0	0
40 Schedules	3	5	6	1
42 Routes	1	0	1	2
43 Schedules - Service Design	6	2	5	10
44 Quality	0	0	0	0
47 Corridor Schedules	0	1	0	1
48 Transfer Coordination	2	2	1	10
49 Travel Time - Service Design	1	1	0	0
60 Transfer Points	0	0	0	0
70 Other Service Design	31	26	9	19
73 Bus Stop Addition Request	12	5	6	14
74 Bus Stop Damage	0	0	1	1
75 Shelter Addition/Removal	5	1	8	17
87 Bus Late - Fixed Route	4	2	3	5
91 Compliment	5	0	1	1
92 Public Hearing Comment - Servi	43	34	41	85
116 Other - no current category	19	41	20	34
127 Public Hearing Addendum	0	2	0	0
129 Service Design Request	6	4	2	2
135 Website	0	0	1	0
136 Trip Planner	2	1	2	1
139 Surveys	0	0	0	0
141 TransitTracker	2	0	1	2

142	Google Transit	1	2	2	2
143	Google Data Format	0	0	0	1
146	Bus Seating Layout	0	0	0	0
154	Bus Stop Closure--Metro-initiate	0	0	16	0
156	Bus Stop Relocation/Removal R	0	0	69	15
<i>Unit Totals</i>		234	198	240	281

**Customer Feedback: Multi-Year Counts and NAR Counts By Category**  
**For the period 1/1 - 9/30 - Fixed-Route Operations Unit**



<b>FIXED</b> <i>Category ID and Name</i>	<b>NAR</b>			<b>Net</b>			<b>NAR</b>			<b>NAR</b>		
	<b>2016</b>	<b>2016</b>	<b>2016</b>	<b>2017</b>	<b>2017</b>	<b>2017</b>	<b>2018</b>	<b>2018</b>	<b>2018</b>	<b>2019</b>	<b>2019</b>	<b>2019</b>
3 Smoking	12	4	8	2	2	0	4	1	3	0	0	0
4 Driving Behavior	266	151	115	300	168	132	288	162	126	341	198	143
6 Bus Early - Fixed Route	135	71	64	118	43	75	136	50	86	122	54	68
7 Customer passed-up	226	124	102	255	162	93	281	160	121	329	186	143
8 Bus Off-route	49	6	43	48	7	41	56	11	45	51	7	44
9 Driver Not Wearing Seatbelt	2	2	0	3	0	3	0	0	0	3	0	3
10 Driver Not Calling Stops	1	0	1	0	0	0	1	1	0	1	1	0
11 Destination Sign Incorrect	25	12	13	18	8	10	12	6	6	17	10	7
12 Disruptive Passenger(s)	41	19	22	32	19	13	28	12	16	28	16	12
13 Bus Never Came	69	39	30	44	24	20	37	20	17	66	28	38
26 Overloads	15	6	9	5	1	4	3	3	0	1	0	1
29 Special Event Service	0	0	0	0	0	0	0	0	0	0	0	0
32 Bus Idling	20	4	16	18	7	11	13	7	6	8	2	6
33 Detours	35	5	30	19	1	18	13	1	12	24	4	20
34 Wheelchair accessibility	1	1	0	0	0	0	0	0	0	1	0	1
41 ITS: Intelligent Transportation S	0	0	0	0	0	0	0	0	0	1	0	1
55 Driver Rude	180	111	69	201	123	78	126	78	48	196	120	76
60 Transfer Points	0	0	0	0	0	0	1	1	0	3	1	2
66 Equipment Malfunction	14	8	6	11	6	5	9	0	9	4	1	3
69 Securement, mobility device	2	1	1	7	2	5	8	3	5	0	0	0
71 Other Driver Conduct	96	47	49	127	62	65	156	79	77	92	31	61
72 Other Public Info	12	2	10	6	0	6	9	2	7	17	4	13
76 Missed Stop Request	18	8	10	16	13	3	17	8	9	23	11	12
77 Fare Dispute	27	17	10	21	15	6	20	12	8	23	15	8
78 Discrimination (Title VI)	1	1	0	13	6	7	3	0	3	3	0	3
79 City Ordinances	1	0	1	0	0	0	2	0	2	1	0	1
80 Electronic Device	3	2	1	1	1	0	3	3	0	0	0	0
81 Driving With Cell Phone	2	2	0	0	0	0	0	0	0	0	0	0
84 Unauthorized Stop	3	1	2	1	1	0	1	0	1	2	0	2
85 Unprofessional Conduct	4	1	3	3	2	1	12	3	9	12	4	8
86 Excessive Conversation	5	2	3	10	4	6	9	5	4	2	1	1
87 Bus Late - Fixed Route	144	67	77	72	43	29	99	40	59	142	85	57
88 Unsafe Situation	11	2	9	10	3	7	5	2	3	25	8	17
89 Property Damage	8	4	4	3	1	2	5	3	2	9	4	5
90 Passenger Injury	25	10	15	25	17	8	24	14	10	31	20	11
91 Compliment	212	2	210	221	1	220	220	1	219	199	0	199
116 Other - no current category	46	4	42	39	6	33	61	9	52	83	15	68
117 Climate Control	5	2	3	8	6	2	8	4	4	15	7	8
121 Missed Transfer	44	19	25	26	18	8	32	18	14	38	30	8
122 School Routes	33	14	19	26	6	20	13	2	11	40	15	25
124 Items Not Allowed on Bus	1	0	1	1	1	0	2	1	1	2	0	2
126 ADA Issues	22	3	19	21	6	15	12	3	9	27	8	19
130 Cut Route	1	0	1	4	3	1	1	0	1	0	0	0
132 Harassment	0	0	0	1	1	0	4	1	3	4	0	4
133 Running a Red Light	34	14	20	37	19	18	47	19	28	23	11	12
137 Weather Related	3	2	1	2	0	2	5	1	4	15	1	14
144 Stroller Policy	7	4	3	5	4	1	2	1	1	4	3	1
146 Bus Seating Layout	0	0	0	0	0	0	0	0	0	1	0	1
147 Crosswalk Violation	25	14	11	21	14	7	16	13	3	8	5	3
<b>Unit Totals</b>	<b>1886</b>	<b>808</b>	<b>1078</b>	<b>1801</b>	<b>826</b>	<b>975</b>	<b>1804</b>	<b>760</b>	<b>1044</b>	<b>2037</b>	<b>906</b>	<b>1131</b>