

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 12/31/2013 & 12/31/2014**

CURRENT MONTH			YEAR TO DATE				
Actual 2013	Actual 2014	Variance 2013 to 2014		Actual 2013	Actual 2014	Variance 2013 to 2014	% Change
			<b>Service Supplied</b>				
475,267	<b>500,425</b>	25,158	Total (Vehicle) Miles	5,758,725	<b>5,930,745</b>	172,020	3.0%
33,742	<b>34,725</b>	983	Revenue Hours	391,100	<b>403,633</b>	12,534	3.2%
37,404	<b>38,676</b>	1,272	Total (Vehicle) Hours	433,813	<b>447,888</b>	14,075	3.2%
			<b>Ridership</b>				
1,135,227	<b>1,144,215</b>	8,988	Revenue Passengers	13,594,003	<b>14,129,122</b>	535,119	3.9%
66,015	<b>64,170</b>	(1,845)	Transfers	908,192	<b>888,951</b>	(19,241)	-2.1%
<u>22,571</u>	<u>18,504</u>	<u>(4,067)</u>	Non-Revenue Rides	<u>238,541</u>	<u>205,888</u>	<u>(32,653)</u>	-13.7%
1,223,813	<b>1,226,889</b>	3,076	Total Passengers	14,740,736	<b>15,223,961</b>	483,225	3.3%
			<b>Service Quality</b>				
3,155	<b>3,233</b>	78	Trips using Lifts	39,463	<b>40,476</b>	1,013	2.6%
10	<b>15</b>	5	Passenger Accidents	134	<b>167</b>	33	24.6%
			<b>Vehicle Accidents</b>				
4	<b>6</b>	2	Chargeable	65	<b>73</b>	8	12.3%
7	<b>8</b>	1	Non-chargeable	108	<b>88</b>	(20)	-18.5%
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>8</u>	<u>3</u>	<u>(5)</u>	-62.5%
11	<b>14</b>	3	Total Vehicle Accidents	181	<b>164</b>	(17)	-9.4%
			<b>Fleet/Maintenance</b>				
76	<b>96</b>	20	Road Calls	957	<b>977</b>	20	2.1%
81	<b>83</b>	2	Actual Inspections	962	<b>988</b>	26	2.7%
79	<b>83</b>	4	Scheduled Inspections	958	<b>987</b>	29	3.0%

\*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--December 2014 vs. December 2013**  
**(Routes sorted in order of 2014 passengers per revenue hour productivity)**

ROUTE	RIDERSHIP, 2014 vs. 2013 Year to Date			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY
	2013	2014	% change	2013	2014	% Change		
80 UW CAMPUS (service revised August 26, 2012)	1,773,918	2,170,091	22.3%	83.18	101.76	22.3%		<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>	1,125,884	1,109,995	-1.4%	69.65	68.50	-1.6%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	403,609	382,686	-5.2%	60.62	55.57	-8.3%		<b>Commuter Routes</b> operate on weekdays during peak hours: <b>11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 49, 55, 56, 57, 58, 71, 72, 74, 75</b>
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	45,110	30,624	-32.1%	79.84	54.23	-32.1%		
2 WTP-NTP (revised August 25, 2013)	1,453,218	1,479,550	1.8%	51.18	48.06	-6.1%		<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>
67 WTP-WEST TOWNE	313,669	312,517	-0.4%	47.18	45.90	-2.7%		
50 WTP-SCHROEDER-RAYMOND LOOP (revised August 24, 2014)	192,096	219,376	14.2%	45.00	45.86	1.9%		<b>Connector Routes</b> connect transfer points throughout the day: <b>16, 17, 18.</b>
4 NTP-STP	776,415	810,934	4.4%	41.21	43.21	4.8%		
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	335,863	753,702	124.4%	38.23	42.58	11.4%		<b>Circulator Routes</b> <b>1, 9, 10, 34</b>
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	187,320	212,708	13.6%	37.45	42.11	12.5%		
44 STP-UW CAMPUS COMMUTER RTE (revised August 24, 2014)	94,024	93,785	-0.3%	34.87	39.88	14.4%		<b>Other routes:</b> 8 operates between the Capitol Square and Spring Harbor, weekends only. 19 operates like a core route between the Capitol Square and Allied Drive on weekdays. 39 operates as a commuter route during peak hours; operates like a circulator route midday. 59 operates weekends & holidays between the WTP and Fitchburg. 67 connects with route 6 at the West Transfer Point; operates to/from West Towne Mall. 63 and 68 operate between the WTP and Prairie Town Center. 70 operates like a core route between the Capitol Square & Middleton on weekdays.
22 MENDOTA LOOP	251,449	251,168	-0.1%	38.26	39.38	2.9%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	339,044	351,321	3.6%	38.07	37.90	-0.5%		<b>UW Campus Circulators</b> <b>80, 81, 82, 84</b>
5 ETP-STP	511,791	515,097	0.6%	35.86	36.44	1.6%		
6 EAST TOWNE-WTP	1,198,317	1,206,653	0.7%	35.62	36.10	1.3%		<b>School Day Supplemental Routes</b> <b>E, L, M, W</b>
75 VERONA-CAPITOL SQR COMMUTER(began Mar 26, '12; rev Mar 11, Dec 2, '13 & Jul 28, '14)	53,964	80,172	48.6%	32.11	35.13	9.4%		
71 MIDDLETON-CAPITOL SQUARE VIA ALLEN COMMUTER (revised Aug 25, '13 & Aug 24, '14)	92,970	90,898	-2.2%	46.81	35.12	-25.0%		Average weekday ridership December 2013: 49,874 Average weekday ridership December 2014: 48,481
3 WTP-ETP	624,731	605,304	-3.1%	36.14	35.08	-3.0%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised Aug 25, '13 & Aug 24, '14)	147,994	140,064	-5.4%	38.27	33.22	-13.2%		
81-82 UW LATE NITE CIRCULATORS	102,957	108,105	5.0%	31.61	32.37	2.4%		
51 WTP-MUIR FIELD LOOP	90,903	91,499	0.7%	33.48	32.17	-3.9%		
17 ETP-NTP	132,440	122,570	-7.5%	34.45	31.30	-9.1%		
21 LAKEVIEW LOOP	177,708	180,515	1.6%	29.30	31.15	6.3%		
18 STP-WTP (revised August 25, 2013)	461,064	400,034	-13.2%	35.50	30.78	-13.3%		
30 ETP-EAST TOWNE	278,474	251,177	-9.8%	34.38	30.52	-11.2%		
7 WTP-ETP (Weekends & Holidays Only)	161,925	175,681	8.5%	27.87	30.25	8.5%		
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	123,406	111,574	-9.6%	33.59	29.63	-11.8%		
11 WTP-DUTCH MILL-CAP SQUARE	93,915	84,914	-9.6%	31.78	29.36	-7.6%		
27 NTP - UW CAMPUS COMMUTER	55,093	54,234	-1.6%	29.52	29.09	-1.5%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	43,144	47,888	11.0%	25.68	28.50	11.0%		
1 CAP SQUARE - UW	27,123	28,433	4.8%	27.49	28.31	3.0%		
58 GREENTREE COMMUTER	82,880	82,300	-0.7%	27.73	27.71	-0.1%		
47 ARBOR HILLS COMMUTER	84,282	82,681	-1.9%	26.42	27.17	2.8%		
16 STP - ETP	398,838	335,282	-15.9%	32.21	26.74	-17.0%		
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	42,846	38,328	-10.5%	29.08	26.01	-10.5%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	377,891	305,684	-19.1%	28.81	25.65	-11.0%		
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	505,219	425,007	-15.9%	31.16	25.65	-17.7%		
70 MIDDLETON-CAPITOL SQUARE (revised August 24, 2014)	168,490	157,547	-6.5%	25.08	23.58	-6.0%		
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	38,789	38,342	-1.2%	24.43	22.96	-6.0%		
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	124,387	106,539	-14.3%	27.31	22.86	-16.3%		
12 WTP-DUTCH MILL-CAP SQUARE	53,217	52,277	-1.8%	22.85	22.10	-3.3%	x	
19 RED ARROW TR-CAP SQUARE	167,909	158,562	-5.6%	22.64	21.20	-6.4%	x	
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	22,255	21,640	-2.8%	24.14	21.04	-12.8%	x	
13 STP-CAP SQUARE	155,824	158,003	1.4%	20.01	20.35	1.7%	x	
73 WTP-OLD SAUK TRAILS (revised August 24, 2014)	144,004	130,724	-9.2%	20.18	19.66	-2.6%	x	
20 NTP-EAST TOWNE	175,229	217,265	24.0%	16.04	19.28	20.3%	x	
32 ACEWOOD-THOMPSON LOOP	46,399	43,156	-7.0%	21.32	18.93	-11.2%	x	
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	20,827	48,109	131.0%	15.87	18.60	17.2%	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	27,067	23,320	-13.8%	16.50	18.39	11.4%	x	
74 MIDDLETON LOOP (ended operating on August 23, 2014)	30,170	20,949	-30.6%	16.23	17.55	8.1%	x	
52 WTP-FITCHBURG	38,462	46,105	19.9%	13.94	17.38	24.7%	x	
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	10,833	9,962	-8.0%	16.04	17.33	8.0%	x	
39 ETP - DAIRY DRIVE (revised August 25, 2013)	23,763	24,544	3.3%	12.64	16.76	32.6%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	79,554	68,393	-14.0%	17.43	16.58	-4.9%	x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	15,192	40,139	164.2%	17.32	15.84	-8.5%	x	
48 STP-UW CAMPUS COMMUTER RTE (revised August 24, 2014)	13,581	12,649	-6.9%	12.10	14.24	17.7%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	35,142	36,504	3.9%	12.04	13.16	9.3%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	11,182	11,089	-0.8%	12.50	12.39	-0.8%	x	
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	-	5,587	NA	NA	10.17	NA	x	
31 MARSH RD - ETP (began August 25, 2013)	7,545	22,584	199.3%	7.87	8.35	6.1%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	10,946	12,283	12.2%	6.53	7.38	13.0%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	4,099	5,097	24.4%	7.32	7.19	-1.7%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	9,973	10,030	0.6%	5.83	5.86	0.6%	x	
9 ETP - UW CAMPUS (ended operating on August 24, 2013)	144,152	-	-100.0%	43.66	NA	NA		
UNKNOWN ROUTE & ROAD BUS *	251	3	NA	NA	NA	NA		
<b>SYSTEM TOTAL</b>	<b>14,740,736</b>	<b>15,223,961</b>	<b>3.3%</b>	<b>37.69</b>	<b>37.72</b>	<b>0.1%</b>	<b>22.63</b>	
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>	<b>12,818,751</b>	<b>12,915,141</b>	<b>0.8%</b>	<b>35.03</b>	<b>34.13</b>	<b>-2.5%</b>	<b>20.48</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.

ROUTE PERFORMANCE, Year to Date - December 2014

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2013	2014	% change	2013	2014
1 CAP SQUARE - UW	27,123	28,433	4.8%	27.49	28.31
2 WTP-NTP (revised August 25, 2013)	1,453,218	1,479,550	1.8%	51.18	48.06
3 WTP-ETP	624,731	605,304	-3.1%	36.14	35.08
4 NTP-STP	776,415	810,934	4.4%	41.21	43.21
5 ETP-STP	511,791	515,097	0.6%	35.86	36.44
6 EAST TOWNE-WTP	1,198,317	1,206,653	0.7%	35.62	36.10
7 WTP-ETP (Weekends & Holidays Only)	161,925	175,681	8.5%	27.87	30.25
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	43,144	47,888	11.0%	25.68	28.50
9 ETP - UW CAMPUS (ended operating on August 24, 2013)	144,152	-	-100.0%	43.66	NA
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	335,863	753,702	124.4%	38.23	42.58
11 WTP-DUTCH MILL-CAP SQUARE	93,915	84,914	-9.6%	31.78	29.36
12 WTP-DUTCH MILL-CAP SQUARE	53,217	52,277	-1.8%	22.85	22.10
13 STP-CAP SQUARE	155,824	158,003	1.4%	20.01	20.35
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	377,891	305,684	-19.1%	28.81	25.65
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	505,219	425,007	-15.9%	31.16	25.65
16 STP - ETP	398,838	335,282	-15.9%	32.21	26.74
17 ETP-NTP	132,440	122,570	-7.5%	34.45	31.30
18 STP-WTP (revised August 25, 2013)	461,064	400,034	-13.2%	35.50	30.78
19 RED ARROW TR-CAP SQUARE	167,909	158,562	-5.6%	22.64	21.20
20 NTP-EAST TOWNE	175,229	217,265	24.0%	16.04	19.28
21 LAKEVIEW LOOP	177,708	180,515	1.6%	29.30	31.15
22 MENDOTA LOOP	251,449	251,168	-0.1%	38.26	39.38
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	10,833	9,962	-8.0%	16.04	17.33
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	4,099	5,097	24.4%	7.32	7.19
27 NTP - UW CAMPUS COMMUTER	55,093	54,234	-1.6%	29.52	29.09
28 NTP-WTP COMMUTER (revised August 25, 2013)	403,609	382,686	-5.2%	60.62	55.57
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	22,255	21,640	-2.8%	24.14	21.04
30 ETP-EAST TOWNE	278,474	251,177	-9.8%	34.38	30.52
31 MARSH RD - ETP (began August 25, 2013)	7,545	22,584	199.3%	7.87	8.35
32 ACEWOOD-THOMPSON LOOP	46,399	43,156	-7.0%	21.32	18.93
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	20,827	48,109	131.0%	15.87	18.60
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	27,067	23,320	-13.8%	16.50	18.39
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	15,192	40,139	164.2%	17.32	15.84
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	35,142	36,504	3.9%	12.04	13.16
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	79,554	68,393	-14.0%	17.43	16.58
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	339,044	351,321	3.6%	38.07	37.90
39 ETP - DAIRY DRIVE (revised August 25, 2013)	23,763	24,544	3.3%	12.64	16.76
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	187,320	212,708	13.6%	37.45	42.11
44 STP-UW CAMPUS COMMUTER RTE (revised August 24, 2014)	94,024	93,785	-0.3%	34.87	39.88
47 ARBOR HILLS COMMUTER	84,282	82,681	-1.9%	26.42	27.17
48 STP-UW CAMPUS COMMUTER RTE (revised August 24, 2014)	13,581	12,649	-6.9%	12.10	14.24
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	-	5,587	NA	NA	10.17
50 WTP-SCHROEDER-RAYMOND LOOP (revised August 24, 2014)	192,096	219,376	14.2%	45.00	45.86
51 WTP-MUIR FIELD LOOP	90,903	91,499	0.7%	33.48	32.17
52 WTP-FITCHBURG	38,462	46,105	19.9%	13.94	17.38
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	38,789	38,342	-1.2%	24.43	22.96
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	124,387	106,539	-14.3%	27.31	22.86
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	123,406	111,574	-9.6%	33.59	29.63
58 GREENTREE COMMUTER	82,880	82,300	-0.7%	27.73	27.71
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	10,946	12,283	12.2%	6.53	7.38
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	42,846	38,328	-10.5%	29.08	26.01
67 WTP-WEST TOWNE	313,669	312,517	-0.4%	47.18	45.90
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	9,973	10,030	0.6%	5.83	5.86
70 MIDDLETON-CAPITOL SQUARE (revised August 24, 2014)	168,490	157,547	-6.5%	25.08	23.58
71 MIDDLETON-CAPITOL SQUARE VIA ALLEN COMMUTER (revised Aug 25, '13 & Aug 24, '14)	92,970	90,898	-2.2%	46.81	35.12
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised Aug 25, '13 & Aug 24, '14)	147,994	140,064	-5.4%	38.27	33.22
73 WTP-OLD SAUK TRAILS (revised August 24, 2014)	144,004	130,724	-9.2%	20.18	19.66
74 MIDDLETON LOOP (ended operating on August 23, 2014)	30,170	20,949	-30.6%	16.23	17.55
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UNKNOWN ROUTE & ROAD BUS *	251	3	NA	NA	NA
<b>SYSTEM TOTAL</b>	<b>14,740,736</b>	<b>15,223,961</b>	<b>3.3%</b>	<b>37.69</b>	<b>37.72</b>
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>	<b>12,818,751</b>	<b>12,915,141</b>	<b>0.8%</b>	<b>35.03</b>	<b>34.13</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 December 2013: 49,874

Average weekday ridership December 2014: 48,481

MONTHLY RIDERSHIP - December 2014

ROUTE	MONTHLY RIDERSHIP			YTD RIDERSHIP		
	2013	2014	% change	2013	2014	% change
1 CAP SQUARE - UW	2,623	2,583	-1.5%	27,123	28,433	4.8%
2 WTP-NTP (revised August 25, 2013)	121,379	118,074	-2.7%	1,453,218	1,479,550	1.8%
3 WTP-ETP	53,428	49,960	-6.5%	624,731	605,304	-3.1%
4 NTP-STP	63,218	63,712	0.8%	776,415	810,934	4.4%
5 ETP-STP	40,642	40,386	-0.6%	511,791	515,097	0.6%
6 EAST TOWNE-WTP	95,730	95,971	0.3%	1,198,317	1,206,653	0.7%
7 WTP-ETP (Weekends & Holidays Only)	13,867	12,415	-10.5%	161,925	175,681	8.5%
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	3,866	3,651	-5.6%	43,144	47,888	11.0%
9 ETP - UW CAMPUS (ended operating on August 24, 2013)			NA	144,152	-	-100.0%
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	58,771	61,272	4.3%	335,863	753,702	124.4%
11 WTP-DUTCH MILL-CAP SQUARE	7,018	7,081	0.9%	93,915	84,914	-9.6%
12 WTP-DUTCH MILL-CAP SQUARE	3,940	4,202	6.6%	53,217	52,277	-1.8%
13 STP-CAP SQUARE	12,484	12,158	-2.6%	155,824	158,003	1.4%
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	23,552	24,600	4.4%	377,891	305,684	-19.1%
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	32,832	34,644	5.5%	505,219	425,007	-15.9%
16 STP - ETP	27,762	27,801	0.1%	398,838	335,282	-15.9%
17 ETP-NTP	10,414	8,653	-16.9%	132,440	122,570	-7.5%
18 STP-WTP (revised August 25, 2013)	35,949	31,475	-12.4%	461,064	400,034	-13.2%
19 RED ARROW TR-CAP SQUARE	14,198	13,746	-3.2%	167,909	158,562	-5.6%
20 NTP-EAST TOWNE	13,915	20,203	45.2%	175,229	217,265	24.0%
21 LAKEVIEW LOOP	14,091	14,440	2.5%	177,708	180,515	1.6%
22 MENDOTA LOOP	18,478	22,510	21.8%	251,449	251,168	-0.1%
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	616	826	34.1%	10,833	9,962	-8.0%
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	301	503	67.1%	4,099	5,097	24.4%
27 NTP - UW CAMPUS COMMUTER	4,466	4,286	-4.0%	55,093	54,234	-1.6%
28 NTP-WTP COMMUTER (revised August 25, 2013)	30,594	30,394	-0.7%	403,609	382,686	-5.2%
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,644	1,681	2.3%	22,255	21,640	-2.8%
30 ETP-EAST TOWNE	20,154	20,109	-0.2%	278,474	251,177	-9.8%
31 MARSH RD - ETP (began August 25, 2013)	1,803	1,848	2.5%	7,545	22,584	199.3%
32 ACEWOOD-THOMPSON LOOP	3,668	3,293	-10.2%	46,399	43,156	-7.0%
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	3,710	3,541	-4.6%	20,827	48,109	131.0%
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	1,494	1,875	25.5%	27,067	23,320	-13.8%
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	3,368	2,889	-14.2%	15,192	40,139	164.2%
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	2,963	2,834	-4.4%	35,142	36,504	3.9%
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	5,898	5,290	-10.3%	79,554	68,393	-14.0%
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	27,686	29,633	7.0%	339,044	351,321	3.6%
39 ETP - DAIRY DRIVE (revised August 25, 2013)	1,364	2,448	79.5%	23,763	24,544	3.3%
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	16,518	16,735	1.3%	187,320	212,708	13.6%
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	7,845	6,945	-11.5%	94,024	93,785	-0.3%
47 ARBOR HILLS COMMUTER	6,138	6,431	4.8%	84,282	82,681	-1.9%
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	1,119	617	-44.9%	13,581	12,649	-6.9%
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)		1,117	NA	-	5,587	NA
50 WTP-SCHROEDER-RAYMOND LOOP	17,269	21,772	26.1%	192,096	219,376	14.2%
51 WTP-MUIR FIELD LOOP	8,648	6,885	-20.4%	90,903	91,499	0.7%
52 WTP-FITCHBURG	3,487	3,906	12.0%	38,462	46,105	19.9%
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	3,137	2,907	-7.3%	38,789	38,342	-1.2%
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	7,742	8,401	8.5%	124,387	106,539	-14.3%
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,485	8,076	-4.8%	123,406	111,574	-9.6%
58 GREENTREE COMMUTER	6,568	6,031	-8.2%	82,880	82,300	-0.7%
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	1,101	855	-22.3%	10,946	12,283	12.2%
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	3,366	2,907	-13.6%	42,846	38,328	-10.5%
67 WTP-WEST TOWNE	26,353	27,011	2.5%	313,669	312,517	-0.4%
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	718	555	-22.7%	9,973	10,030	0.6%
70 MIDDLETON-CAPITOL SQUARE	12,674	13,326	5.1%	168,490	157,547	-6.5%
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	6,232	8,352	34.0%	92,970	90,898	-2.2%
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	10,786	10,743	-0.4%	147,994	140,064	-5.4%
73 WTP-OLD SAUK TRAILS	10,595	10,200	-3.7%	144,004	130,724	-9.2%
74 MIDDLETON LOOP	2,514		-100.0%	30,170	20,949	-30.6%
75 VERONA-CAPITOL SQR COMMUTER(began Mar 26, '12; rev Mar 11, Dec 2, '13 & Jul 28, '14)	4,881	6,952	42.4%	53,964	80,172	48.6%
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	803	731	-9.0%	11,182	11,089	-0.8%
80 UW CAMPUS (service revised August 26, 2012)	165,969	165,133	-0.5%	1,773,918	2,170,091	22.3%
81 UW LATE NIGHT CIRCULATOR	6,151	5,852	-4.9%	42,331	55,901	32.1%
82 UW LATE NITE CIRCULATOR	6,800	5,734	-15.7%	60,626	52,204	-13.9%
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	3,098	1,733	-44.1%	45,110	30,624	-32.1%
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	96,930	95,995	-1.0%	1,125,884	1,109,995	-1.4%
UNKNOWN ROUTE & ROAD BUS			NA	251	3	-98.8%
<b>SYSTEM TOTAL</b>	<b>1,223,813</b>	<b>1,226,889</b>	<b>0.3%</b>	<b>14,740,736</b>	<b>15,223,961</b>	<b>3.3%</b>
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>	<b>1,041,795</b>	<b>1,048,437</b>	<b>0.6%</b>	<b>12,818,751</b>	<b>12,915,141</b>	<b>0.8%</b>

**ParaTransit**  
**Operating Statistics For Periods Ending 12/31/2013 & 12/31/2014**

CURRENT MONTH			YEAR TO DATE				
Actual 2013	Actual 2014	Variance 2013 to 2014		Actual 2013	Actual 2014	Variance 2013 to 2014	% Change
			<b>Service Supplied Data</b>				
1,063	1,124	61	No. of Clients riding the System	1,660	1,679	19	1.1%
			<i>Ridership</i>				
3,466	3,892	426	Directly Operated Service	49,317	54,452	5,135	10.4%
<u>16,969</u>	<u>17,933</u>	964	ADA Contracted Services	<u>211,707</u>	<u>213,904</u>	<u>2,197</u>	1.0%
20,435	21,825	1,390	Total ADA Ridership	261,024	268,356	7,332	2.8%
625	719	94	Total No-shows	5,782	6,370	588	10.2%
			<b>Service Quality Data</b>				
2	0	(2)	Passenger Accidents	14	14	0	0.0%
			<b>Vehicle Accidents:</b>				
0	0	0	Chargeable	11	6	(5)	-45.5%
1	0	(1)	Non-chargeable	4	8	4	100.0%
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>0</u>	<u>1</u>	<u>1</u>	100.0%
1	0	(1)	Total Vehicle Accidents	15	15	0	0.0%
			<b>Fleet/Maintenance Data</b>				
3	0	(3)	Road Calls	31	23	(8)	-25.8%
8	9	1	Actual Inspections	103	122	19	18.4%
8	9	1	Scheduled Inspections	108	122	14	13.0%

\*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  
December, 2014**

<b>Operations</b>	<b>Metro Plus</b>			
	Dec, 2013	Dec, 2014	YTD Dec, 2013	YTD Dec, 2014
Total Trips	20,435	21,825	261,024	268,356
Rides Cancelled	4,068	4,194	41,010	42,097
Cancellation Rate	19.9%	19.2%	15.7%	15.7%
No Shows (1)	625	719	5,782	6,370
No Shows/Rides Provided	3.1%	3.3%	2.2%	2.4%
Number of Clients Provided Service	1,063	1,124	1,660	1,679
Average Trips/Client	19.2	19.4	157.2	159.8
DDS Trips	13,719	15,026	173,365	180,564
Subscription Trips	11,870	16,186	155,620	176,698
DDS Subscription Trips	8,825	13,029	116,520	133,828
D2D Trips	13,470	11,525	176,866	166,118
Lv Attended Trips	6,036	3,624	79,027	68,590
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	95.4%	100.0%

<b>Number of Trips by Provider YTD</b>	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	36,091	51,757	53,321	56,761	197,930
Non-Ambulatory	18,361	2,170	10,473	39,422	70,426
Percentage	20.29%	20.10%	23.77%	35.84%	100.00%

<b>Customer Service YTD</b>	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	54,452	53,927	63,794	96,183	268,356
Customer Complaints	144	287	128	191	750
Customer Compliments	21	17	22	32	92
Customer Suggestions	10	4	6	3	23
Complaints/1000 passenger trips - 2013	2.27	3.28	2.06	1.69	2.19
Complaints/1000 passenger trips - 2014	2.64	5.32	2.01	1.99	2.79
Late Service Reports (2)	6	214	192	106	518
Late Service Reports/1000 passenger trips - 2013	0.71	5.33	6.03	2.30	3.39
Late Service Reports/1000 passenger trips - 2014	0.11	3.97	3.01	1.10	1.93

<b>On-Time Performance</b>	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
December, 2014	93%	96%	94%	96%
YTD - 2013	91%	95%	95%	96%
YTD - 2014	92%	95%	95%	96%

<b>ADA Certifications, December 2014</b>	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,573	311	241	132	16,713
Category 2	11	0	0	0	0
Category 2/3	41	4	0	0	24
Category 3	2,301	341	75	21	5,030
<b>Total</b>	3,926				21,767

Monthly New Certification	34
Monthly Denied Applications	1
Fixed Route Trips Using Lift (YTD)	40,476

(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 December 31**  
**All Modes**

	2013 Actual	2014 Budget	2014 Actual	Over/Under Budget	Change from Prior Year
<b>Passenger Revenue:</b>					
Cash, Tickets, Passes:	\$ 6,629,208	\$ 6,349,500	\$ 6,631,067	\$ 281,567	\$ 1,859
Unlimited Ride Passes:	\$ 6,270,825	\$ 6,378,500	\$ 6,484,417	\$ 105,917	\$ 213,592
<b>Sub Total:</b>	<b>\$ 12,900,033</b>	<b>\$ 12,728,000</b>	<b>\$ 13,115,484</b>	<b>\$ 387,484</b>	<b>\$ 215,451</b>
<b>Misc Revenue:</b>					
Advertising:	\$ 415,455	\$ 390,000	\$ 398,908	\$ 8,908	\$ (16,547)
County:	\$ 3,845,725	\$ 3,645,000	\$ 4,026,361	\$ 381,361	\$ 180,636
Other Operating:	\$ 96,536	\$ 47,000	\$ 84,681	\$ 37,681	\$ (11,855)
Non-Operating:	\$ 69,791	\$ 32,000	\$ 12,375	\$ (19,625)	\$ (57,416)
<b>Sub Total:</b>	<b>\$ 4,427,506</b>	<b>\$ 4,114,000</b>	<b>\$ 4,522,325</b>	<b>\$ 408,325</b>	<b>\$ 94,819</b>
<b>Local Subsidies:</b>					
City of Madison:	\$ 11,907,646	\$ 12,485,400	\$ 12,485,400	\$ -	\$ 577,754
Funding Partners:	\$ 3,182,295	\$ 2,865,500	\$ 2,865,500	\$ 0	\$ (316,795)
<b>Sub Total:</b>	<b>\$ 15,089,941</b>	<b>\$ 15,350,900</b>	<b>\$ 15,350,900</b>	<b>\$ 0</b>	<b>\$ 260,959</b>
<b>State Assistance:</b>					
	\$ 16,600,000	\$ 16,645,500	\$ 16,677,512	\$ 32,012	\$ 77,512
<b>Federal grant funding for capital maintenance</b>					
	\$ 6,023,421	\$ 6,264,600	\$ 6,238,075	\$ (26,525)	\$ 214,654
<b>Total Revenue:</b>	<b>\$ 55,040,901</b>	<b>\$ 55,103,000</b>	<b>\$ 55,904,296</b>	<b>\$ 801,296</b>	<b>\$ 863,396</b>
<b>Salaries:</b>					
Salaries/Wages:	\$ 24,299,016	\$ 26,257,000	\$ 24,968,119	\$ (1,288,881)	\$ 669,103
OT:	\$ 1,912,204	\$ 1,531,500	\$ 2,136,405	\$ 604,905	\$ 224,201
Workers Comp:	\$ 192,934	\$ 204,200	\$ 292,404	\$ 88,204	\$ 99,470
<b>Benefits:</b>					
Health:	\$ 5,807,501	\$ 5,742,200	\$ 6,178,498	\$ 436,298	\$ 370,997
WI Retirement:	\$ 1,712,733	\$ 1,959,500	\$ 1,857,079	\$ (102,421)	\$ 144,346
Other:	\$ 3,623,516	\$ 3,869,900	\$ 3,797,653	\$ (72,247)	\$ 174,137
<b>Sub Total:</b>	<b>\$ 37,547,905</b>	<b>\$ 39,564,300</b>	<b>\$ 39,230,158</b>	<b>\$ (334,142)</b>	<b>\$ 1,682,254</b>
<b>Utilities:</b>					
Natural Gas:	\$ 194,196	\$ 195,000	\$ 249,125	\$ 54,125	\$ 54,930
Electricity:	\$ 322,370	\$ 256,600	\$ 271,846	\$ 15,246	\$ (50,523)
Telephone:	\$ 14,777	\$ 17,000	\$ 14,871	\$ (2,129)	\$ 94
Other:	\$ 17,894	\$ 33,000	\$ 40,550	\$ 7,550	\$ 22,656
<b>Building &amp; Grounds:</b>					
Repairs/Maintenance:	\$ 110,166	\$ 98,000	\$ 141,141	\$ 43,141	\$ 30,975
Supplies:	\$ 230,029	\$ 215,000	\$ 258,429	\$ 43,429	\$ 28,400
Services:	\$ 8,608	\$ 12,000	\$ 8,185	\$ (3,815)	\$ (423)
<b>Rolling Stock/Support Equipment:</b>					
Equip. Repairs/Maintenance:	\$ 442,024	\$ 445,900	\$ 471,176	\$ 25,276	\$ 29,151
Parts:	\$ 815,247	\$ 700,000	\$ 1,074,213	\$ 374,213	\$ 258,966
Tires:	\$ 227,685	\$ 230,000	\$ 253,241	\$ 23,241	\$ 25,556
Equipment Supplies:	\$ 128,269	\$ 105,000	\$ 90,784	\$ (14,216)	\$ (37,485)
Fuel, Oil, & Lubricants:	\$ 3,702,964	\$ 3,958,200	\$ 4,224,964	\$ 266,764	\$ 522,001
<b>Administrative:</b>					
Insurance & Financial:	\$ 944,273	\$ 988,400	\$ 1,025,223	\$ 36,823	\$ 80,951
Rentals/Leases:	\$ 183,689	\$ 210,000	\$ 209,099	\$ (901)	\$ 25,410
Training:	\$ 52,160	\$ 32,000	\$ 41,296	\$ 9,296	\$ (10,864)
Supplies, Equipment and Services:	\$ 553,944	\$ 518,500	\$ 630,019	\$ 111,519	\$ 76,075
<b>Operations:</b>					
Paratransit Providers:	\$ 4,462,665	\$ 4,588,000	\$ 4,598,846	\$ 10,846	\$ 136,181
GAS / RSVP / Exc Rides:	\$ 656,431	\$ 655,800	\$ 617,322	\$ (38,478)	\$ (39,109)
<b>Inter Departmental Charges:</b>					
	\$ 811,305	\$ 818,700	\$ 880,490	\$ 61,790	\$ 69,185
<b>Depreciation:</b>					
	\$ 6,258,427	\$ 6,600,000	\$ 6,506,384	\$ (93,616)	\$ 247,957
<b>Interest and Bad Debt Expense:</b>					
	\$ 325,690	\$ 298,000	\$ 298,008	\$ 8	\$ (27,682)
<b>Total Operating Expenses:</b>	<b>\$ 58,010,716</b>	<b>\$ 60,539,400</b>	<b>\$ 61,135,371</b>	<b>\$ 595,971</b>	<b>\$ 3,124,655</b>
<b>Less Depreciation:</b>					
	\$ (6,258,427)	\$ (6,600,000)	\$ (6,506,384)	\$ 93,616	\$ (247,957)
<b>Capital Debt:</b>					
	\$ 1,169,030	\$ 1,093,000	\$ 1,093,008	\$ 8	\$ (76,022)
<b>Fixed Assets:</b>					
	\$ 947,971	\$ 297,000	\$ 215,207	\$ (81,793)	\$ (732,765)
<b>Federal grant funding for fixed assets</b>					
	\$ (717,532)	\$ (237,600)	\$ (172,165)	\$ 65,435	\$ 545,366
<b>Total Expenditures:</b>	<b>\$ 53,151,759</b>	<b>\$ 55,091,800</b>	<b>\$ 55,765,036</b>	<b>\$ 673,236</b>	<b>\$ 2,613,277</b>
<b>Reserves generated (used)</b>					
	\$ 1,889,142	\$ 11,200	\$ 139,260	\$ 128,060	\$ (1,749,881)
<b>Reserve balance-beginning</b>					
	\$ 784,150		\$ 2,673,292		
<b>Reserve balance-ending</b>					
	<b>\$ 2,673,292</b>		<b>\$ 2,812,552</b>		

**Madison Metro  
Performance Measures  
YTD through December 31**

	Fixed Route		Paratransit	
	2013	2014	2013	2014
Operating Cost/Revenue Hours	\$ 107.95	\$ 110.90	\$ 90.51	\$ 91.74
Operating Revenue/Operating Cost	29.84%	28.66%	40.34%	40.71%
Operating Cost/Passenger Trips	\$ 2.86	\$ 2.94	\$ 34.00	\$ 34.46
Passenger Trips/Revenue Hour	\$ 37.69	\$ 37.72	\$ 2.66	\$ 2.66
Passenger Trips/Service Area Population (annualized)	58.25	60.16	1.03	1.06
Revenue Hours/Service Area Population (annualized)	1.55	1.59	0.39	0.40
Passenger Revenue/Passenger Trips	\$ 0.85	\$ 0.84	\$ 1.16	\$ 1.07
Operating Cost/Platform Hours	\$ 97.33	\$ 99.95	\$ 82.42	\$ 83.54
Operating Cost/Total Miles	\$ 7.33	\$ 7.55	\$ 4.45	\$ 4.51
Passenger Trips/Revenue Mile	3.00	3.02	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
	2013	2014	2013	2014	2013	2014	Peer
Expense per revenue hour	\$ 104.86	\$ 107.76	\$ 84.37	\$ 85.71	\$ 100.76	\$ 103.35	\$ 97.57
Revenue/expense ratio	30.71%	29.49%	3.66%	3.33%	26.17%	25.16%	21.12%
Cost/passenger	\$ 2.78	\$ 2.86	\$ 31.69	\$ 32.19	\$ 3.29	\$ 3.37	\$ 4.46
Passengers/revenue hour	37.69	37.72	2.66	2.66	30.67	30.71	23.69
Passenger Trips/Capita (annualized)	50.92	52.59	0.90	0.93	51.82	53.51	37.63
Revenue Hours/Capita (annualized)	1.35	1.39	0.34	0.35	1.69	1.74	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, 2014 and 2013**

**Fixed Route Passenger Revenue**

<b>2014</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	\$ 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	\$ 5,454	\$ 4,455	\$ 5,175	\$ 78,697
2 ride passes	\$ 25,118	\$ 6,285	\$ 27,735	\$ 11,185	\$ 10,518	\$ 12,841	\$ 35,170	\$ 8,285	\$ 17,930	\$ 15,345	\$ 4,560	\$ 4,988	\$ 179,960
10 ride passes	\$ 85,475	\$ 95,475	\$ 94,965	\$ 85,860	\$ 69,040	\$ 66,345	\$ 72,515	\$ 79,905	\$ 89,360	\$ 80,035	\$ 82,830	\$ 75,870	\$ 977,675
31 day passes	\$ 161,377	\$ 130,724	\$ 139,482	\$ 168,453	\$ 109,757	\$ 143,252	\$ 126,113	\$ 130,347	\$ 138,612	\$ 131,681	\$ 130,028	\$ 132,406	\$ 1,642,232
EZ Rider/Summer Youth passes	\$ 196,960	\$ 210,943	\$ 221,235	\$ 168,557	\$ 221,235	\$ 113,347	\$ 10,000	\$ 10,000	\$ 175,914	\$ 224,029	\$ 162,645	\$ 154,591	\$ 1,869,456
<b>Total cash, ticket &amp; pass revenue</b>	<b>\$ 594,997</b>	<b>\$ 551,265</b>	<b>\$ 636,621</b>	<b>\$ 579,285</b>	<b>\$ 540,402</b>	<b>\$ 500,137</b>	<b>\$ 397,698</b>	<b>\$ 379,104</b>	<b>\$ 593,646</b>	<b>\$ 596,592</b>	<b>\$ 500,363</b>	<b>\$ 499,115</b>	<b>\$ 6,369,225</b>
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
<b>Total unlimited ride pass revenue</b>	<b>\$ 533,470</b>	<b>\$ 550,108</b>	<b>\$ 547,695</b>	<b>\$ 554,214</b>	<b>\$ 522,193</b>	<b>\$ 489,686</b>	<b>\$ 491,264</b>	<b>\$ 483,072</b>	<b>\$ 573,013</b>	<b>\$ 585,980</b>	<b>\$ 568,726</b>	<b>\$ 561,705</b>	<b>\$ 6,461,126</b>
<b>Total passenger revenue</b>	<b>\$ 1,128,467</b>	<b>\$ 1,101,373</b>	<b>\$ 1,184,316</b>	<b>\$ 1,133,499</b>	<b>\$ 1,062,595</b>	<b>\$ 989,823</b>	<b>\$ 888,962</b>	<b>\$ 862,176</b>	<b>\$ 1,166,659</b>	<b>\$ 1,182,572</b>	<b>\$ 1,069,089</b>	<b>\$ 1,060,820</b>	<b>\$ 12,830,351</b>
<b>Cumulative YTD passenger revenue</b>	<b>\$ 1,128,467</b>	<b>\$ 2,229,840</b>	<b>\$ 3,414,156</b>	<b>\$ 4,547,655</b>	<b>\$ 5,610,250</b>	<b>\$ 6,600,073</b>	<b>\$ 7,489,035</b>	<b>\$ 8,351,211</b>	<b>\$ 9,517,870</b>	<b>\$ 10,700,442</b>	<b>\$ 11,769,531</b>	<b>\$ 12,830,351</b>	

<b>2013</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	\$ 128,244	\$ 124,263	\$ 129,802	\$ 133,392	\$ 124,976	\$ 141,365	\$ 139,599	\$ 142,185	\$ 150,854	\$ 145,798	\$ 111,546	\$ 137,560	\$ 1,609,584
Day passes	\$ 8,079	\$ 7,350	\$ 7,497	\$ 6,152	\$ 8,784	\$ 8,424	\$ 8,478	\$ 9,549	\$ 8,730	\$ 9,065	\$ 6,645	\$ 5,299	\$ 94,052
2 ride passes	\$ 23,830	\$ 13,130	\$ 20,658	\$ 10,900	\$ 8,040	\$ 44,510	\$ 57,440	\$ 25,555	\$ 11,778	\$ 16,710	\$ 9,170	\$ 3,320	\$ 245,041
10 ride passes	\$ 99,820	\$ 79,570	\$ 83,955	\$ 75,095	\$ 100,395	\$ 78,915	\$ 65,985	\$ 60,815	\$ 93,485	\$ 89,750	\$ 83,630	\$ 88,540	\$ 999,955
31 day passes	\$ 157,839	\$ 103,439	\$ 139,528	\$ 130,731	\$ 134,105	\$ 128,247	\$ 126,850	\$ 118,764	\$ 128,972	\$ 145,937	\$ 117,053	\$ 112,732	\$ 1,544,197
EZ Rider/Summer Youth passes	\$ 46,500	\$ 219,940	\$ 185,110	\$ 254,660	\$ 254,680	\$ 98,550	\$ 11,000	\$ 11,000	\$ 210,430	\$ 220,600	\$ 189,530	\$ 157,600	\$ 1,859,600
<b>Total cash, ticket &amp; pass revenue</b>	<b>\$ 464,312</b>	<b>\$ 547,692</b>	<b>\$ 566,550</b>	<b>\$ 610,930</b>	<b>\$ 630,980</b>	<b>\$ 500,011</b>	<b>\$ 409,352</b>	<b>\$ 367,868</b>	<b>\$ 604,249</b>	<b>\$ 627,860</b>	<b>\$ 517,574</b>	<b>\$ 505,051</b>	<b>\$ 6,352,429</b>
UW ASM	\$ 271,644	\$ 271,643	\$ 271,644	\$ 271,643	\$ 271,644	\$ 271,643	\$ 271,644	\$ 271,644	\$ 285,124	\$ 285,124	\$ 285,124	\$ 285,124	\$ 3,313,645
UW Employees	\$ 150,772	\$ 150,772	\$ 150,772	\$ 150,771	\$ 150,771	\$ 150,772	\$ 150,772	\$ 150,772	\$ 156,101	\$ 156,100	\$ 156,101	\$ 156,101	\$ 1,830,577
MATC	\$ 52,571	\$ 69,315	\$ 62,306	\$ 61,867	\$ 47,352	\$ 13,887	\$ 17,837	\$ 24,682	\$ 66,932	\$ 73,521	\$ 63,723	\$ 55,737	\$ 609,730
City of Madison	\$ 11,518	\$ 11,347	\$ 11,566	\$ 10,368	\$ 10,178	\$ 9,156	\$ 9,905	\$ 10,187	\$ 10,503	\$ 12,413	\$ 10,823	\$ 10,396	\$ 128,360
Edgewood	\$ 8,466	\$ 12,368	\$ 10,187	\$ 10,106	\$ 8,156	\$ 3,045	\$ 3,138	\$ 5,478	\$ 13,503	\$ 14,596	\$ 13,034	\$ 10,457	\$ 112,534
St. Mary's	\$ 2,390	\$ 2,711	\$ 3,146	\$ 2,706	\$ 2,758	\$ 2,922	\$ 3,293	\$ 3,041	\$ 2,897	\$ 3,484	\$ 3,212	\$ 2,676	\$ 35,236
Meriter	\$ 2,754	\$ 2,673	\$ 2,586	\$ 2,221	\$ 2,253	\$ 1,923	\$ 2,107	\$ 1,900	\$ 1,716	\$ 1,862	\$ 1,711	\$ 1,739	\$ 25,445
Dane County	\$ 2,198	\$ 2,100	\$ 2,136	\$ 1,654	\$ 1,650	\$ 1,538	\$ 1,908	\$ 2,106	\$ 2,014	\$ 2,494	\$ 2,255	\$ 2,562	\$ 24,615
Commuter	\$ 11,317	\$ 12,142	\$ 13,795	\$ 13,209	\$ 14,668	\$ 13,421	\$ 14,661	\$ 13,262	\$ 12,820	\$ 14,746	\$ 13,379	\$ 14,011	\$ 161,431
<b>Total unlimited ride pass revenue</b>	<b>\$ 513,630</b>	<b>\$ 535,071</b>	<b>\$ 528,138</b>	<b>\$ 524,545</b>	<b>\$ 509,430</b>	<b>\$ 468,307</b>	<b>\$ 475,265</b>	<b>\$ 483,072</b>	<b>\$ 551,610</b>	<b>\$ 564,340</b>	<b>\$ 549,362</b>	<b>\$ 538,803</b>	<b>\$ 6,241,573</b>
<b>Total passenger revenue</b>	<b>\$ 977,942</b>	<b>\$ 1,082,763</b>	<b>\$ 1,094,688</b>	<b>\$ 1,135,475</b>	<b>\$ 1,140,410</b>	<b>\$ 968,318</b>	<b>\$ 884,617</b>	<b>\$ 850,940</b>	<b>\$ 1,155,859</b>	<b>\$ 1,192,200</b>	<b>\$ 1,066,936</b>	<b>\$ 1,043,854</b>	<b>\$ 12,594,002</b>
<b>Cumulative YTD passenger revenue</b>	<b>\$ 977,942</b>	<b>\$ 2,060,705</b>	<b>\$ 3,155,393</b>	<b>\$ 4,290,868</b>	<b>\$ 5,431,278</b>	<b>\$ 6,399,596</b>	<b>\$ 7,284,213</b>	<b>\$ 8,135,153</b>	<b>\$ 9,291,012</b>	<b>\$ 10,483,212</b>	<b>\$ 11,550,148</b>	<b>\$ 12,594,002</b>	

**Madison Metro Transit**  
**Year to Year Fixed Route Ridership and Revenue Comparison**  
**Through December 31, 2014 and 2013**

**Fixed Route Rides**

<b>2014</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	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
<b>Total cash, ticket &amp; pass rides</b>	<b>460,119</b>	<b>501,841</b>	<b>557,138</b>	<b>509,317</b>	<b>547,082</b>	<b>427,447</b>	<b>369,414</b>	<b>323,378</b>	<b>515,633</b>	<b>585,554</b>	<b>476,518</b>	<b>466,482</b>	<b>5,739,923</b>
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
<b>Total unlimited ride pass rides</b>	<b>502,116</b>	<b>656,303</b>	<b>590,852</b>	<b>610,098</b>	<b>439,682</b>	<b>340,349</b>	<b>349,668</b>	<b>333,652</b>	<b>549,833</b>	<b>620,255</b>	<b>561,416</b>	<b>498,195</b>	<b>6,052,419</b>
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
<b>Total revenue rides</b>	<b>1,147,024</b>	<b>1,476,392</b>	<b>1,384,241</b>	<b>1,383,032</b>	<b>1,129,379</b>	<b>846,641</b>	<b>807,218</b>	<b>736,394</b>	<b>1,302,647</b>	<b>1,475,935</b>	<b>1,269,704</b>	<b>1,143,129</b>	<b>14,101,736</b>
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
<b>Total rides</b>	<b>1,226,695</b>	<b>1,557,113</b>	<b>1,470,020</b>	<b>1,471,036</b>	<b>1,224,977</b>	<b>947,524</b>	<b>927,231</b>	<b>836,201</b>	<b>1,402,379</b>	<b>1,588,507</b>	<b>1,345,389</b>	<b>1,226,889</b>	<b>15,223,961</b>
<b>Cumulative YTD total rides</b>	<b>1,226,695</b>	<b>2,783,808</b>	<b>4,253,828</b>	<b>5,724,864</b>	<b>6,949,841</b>	<b>7,897,365</b>	<b>8,824,596</b>	<b>9,660,797</b>	<b>11,063,176</b>	<b>12,651,683</b>	<b>13,997,072</b>	<b>15,223,961</b>	

<b>2013</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	70,426	65,704	68,961	58,134	67,358	68,209	71,040	75,491	74,337	75,425	66,656	64,104	825,845
Day passes	5,111	4,499	5,034	4,317	5,517	4,848	5,313	6,117	5,000	5,450	4,214	3,831	59,251
2 ride passes	8,335	8,339	8,954	9,206	11,284	13,559	27,268	12,956	15,225	13,130	11,787	10,202	150,245
10 ride passes	75,490	74,867	70,846	67,227	70,655	53,502	46,249	48,198	68,793	73,512	66,784	65,381	781,504
31 day passes	159,053	155,956	167,743	151,530	174,380	168,531	177,429	175,570	172,232	186,252	165,829	149,309	2,003,814
EZ Rider/Summer Youth passes	192,011	189,342	183,642	200,745	220,029	110,646	31,376	23,856	182,683	228,815	195,225	165,580	1,923,950
<b>Total cash, ticket &amp; pass rides</b>	<b>510,426</b>	<b>498,707</b>	<b>505,180</b>	<b>491,159</b>	<b>549,223</b>	<b>419,295</b>	<b>358,675</b>	<b>342,188</b>	<b>518,270</b>	<b>582,584</b>	<b>510,495</b>	<b>458,407</b>	<b>5,744,609</b>
UW ASM	244,252	368,939	324,704	309,305	228,975	161,209	175,657	172,014	300,846	349,770	326,063	275,480	3,237,214
UW Employees	160,084	166,734	165,888	149,311	142,209	122,934	130,747	129,021	124,399	155,313	142,923	134,528	1,724,091
MATC	45,714	60,274	54,179	53,797	41,176	12,076	15,510	21,463	58,202	63,931	55,411	48,467	530,200
City of Madison	10,016	9,867	10,057	9,016	8,850	7,962	8,613	8,858	9,133	10,794	9,411	9,040	111,617
Edgewood	7,362	10,755	8,858	8,788	7,092	2,648	2,728	4,764	11,742	12,692	11,334	9,093	97,856
St. Mary's	2,078	2,357	2,736	2,353	2,398	2,541	2,864	2,644	2,519	3,030	2,793	2,327	30,640
Meriter	2,395	2,324	2,249	1,931	1,959	1,672	1,833	1,652	1,492	1,619	1,488	1,512	22,126
Dane County	1,911	1,680	1,709	1,323	1,320	1,231	1,526	1,685	1,611	1,995	1,804	2,050	19,845
Commuter	9,841	9,714	11,036	10,567	11,734	10,737	11,729	10,609	10,256	11,797	10,703	11,208	129,931
<b>Total unlimited ride pass rides</b>	<b>483,653</b>	<b>632,644</b>	<b>581,416</b>	<b>546,391</b>	<b>445,713</b>	<b>323,010</b>	<b>351,207</b>	<b>352,710</b>	<b>520,200</b>	<b>610,941</b>	<b>561,930</b>	<b>493,705</b>	<b>5,903,520</b>
UW routes 80-85	155,152	272,986	221,537	199,322	136,170	55,866	65,893	68,582	162,780	207,619	194,060	182,018	1,921,985
<b>Total revenue rides</b>	<b>1,149,231</b>	<b>1,404,337</b>	<b>1,308,133</b>	<b>1,236,872</b>	<b>1,131,106</b>	<b>798,171</b>	<b>775,775</b>	<b>763,480</b>	<b>1,201,250</b>	<b>1,401,144</b>	<b>1,266,485</b>	<b>1,134,130</b>	<b>13,570,114</b>
Transfers	73,957	68,637	72,342	61,355	73,602	78,548	95,763	85,781	82,528	80,398	69,357	66,020	908,288
Non-revenue rides	18,300	16,871	18,877	18,157	24,419	21,512	21,463	30,607	28,284	22,093	18,088	23,663	262,334
<b>Total rides</b>	<b>1,241,488</b>	<b>1,489,845</b>	<b>1,399,352</b>	<b>1,316,384</b>	<b>1,229,127</b>	<b>898,231</b>	<b>893,001</b>	<b>879,868</b>	<b>1,312,062</b>	<b>1,503,635</b>	<b>1,353,930</b>	<b>1,223,813</b>	<b>14,740,736</b>
<b>Cumulative YTD total rides</b>	<b>1,241,488</b>	<b>2,731,333</b>	<b>4,130,685</b>	<b>5,447,069</b>	<b>6,676,196</b>	<b>7,574,427</b>	<b>8,467,428</b>	<b>9,347,296</b>	<b>10,659,358</b>	<b>12,162,993</b>	<b>13,516,923</b>	<b>14,740,736</b>	

**Madison Metro Transit**  
**Year to Year Fixed Route Ridership and Revenue Comparison**  
**Through December 31, 2014 and 2013**

**Fixed Route Passenger Revenue % Change**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	-5.8%	-15.2%	14.9%	2.7%	-3.9%	9.1%	3.4%	-0.2%	10.3%	-3.9%	3.9%	-8.3%	0.7%
Day passes	-34.7%	-66.4%	-45.4%	34.0%	10.9%	21.0%	11.9%	-8.6%	-38.6%	-39.8%	-33.0%	-2.3%	-16.3%
2 ride passes	5.4%	-52.1%	34.3%	2.6%	30.8%	-71.2%	-38.8%	-67.6%	52.2%	-8.2%	-50.3%	50.2%	-26.6%
10 ride passes	-14.4%	20.0%	13.1%	14.3%	-31.2%	-15.9%	9.9%	31.4%	-4.4%	-10.8%	-1.0%	-14.3%	-2.2%
31 day passes	2.2%	26.4%	0.0%	28.9%	-18.2%	11.7%	-0.6%	9.8%	7.5%	-9.8%	11.1%	17.5%	6.3%
EZ Rider/Summer Youth passes	323.6%	-4.1%	19.5%	-33.8%	-13.1%	15.0%	-9.1%	-9.1%	-16.4%	1.6%	-14.2%	-1.9%	0.5%
<b>Total cash, ticket &amp; pass revenue</b>	<b>28.1%</b>	<b>0.7%</b>	<b>12.4%</b>	<b>-5.2%</b>	<b>-14.4%</b>	<b>0.0%</b>	<b>-2.8%</b>	<b>3.1%</b>	<b>-1.8%</b>	<b>-5.0%</b>	<b>-3.3%</b>	<b>-1.2%</b>	<b>0.3%</b>
UW ASM	5.0%	5.0%	5.0%	5.0%	5.0%	5.0%	5.0%	5.0%	5.4%	5.4%	5.4%	5.4%	5.1%
UW Employees	3.5%	3.5%	3.5%	3.5%	3.5%	3.5%	3.5%	3.5%	3.0%	3.0%	3.0%	3.0%	3.3%
MATC	-2.6%	-6.8%	-0.1%	12.7%	-1.3%	11.3%	-1.7%	-72.3%	0.3%	2.1%	-3.2%	1.1%	-2.4%
City of Madison	-9.9%	-8.5%	-4.9%	6.5%	1.6%	8.6%	6.7%	2.6%	5.7%	-1.0%	0.3%	7.1%	0.9%
Edgewood	8.1%	-1.3%	6.7%	10.1%	-21.3%	-12.9%	-6.1%	-16.2%	-18.9%	-21.1%	-18.2%	-17.5%	-9.6%
St. Mary's	-22.5%	-25.4%	-25.7%	-21.1%	-22.8%	-17.5%	-12.1%	9.1%	1.1%	-16.9%	-16.3%	11.5%	-13.2%
Meriter	-26.9%	-25.8%	-22.3%	-14.5%	-19.7%	-4.1%	-10.4%	-8.9%	15.7%	14.4%	9.9%	7.0%	-9.5%
Dane County	12.6%	12.3%	8.8%	5.3%	5.5%	8.6%	-19.7%	-17.4%	-18.6%	-22.7%	-19.1%	-27.2%	-7.2%
Commuter	33.8%	26.5%	13.8%	16.0%	-19.5%	7.9%	-17.6%	-0.6%	25.6%	28.6%	34.5%	26.6%	13.9%
<b>Total unlimited ride pass revenue</b>	<b>3.9%</b>	<b>2.8%</b>	<b>3.7%</b>	<b>5.7%</b>	<b>2.5%</b>	<b>4.6%</b>	<b>3.4%</b>	<b>0.0%</b>	<b>3.9%</b>	<b>3.8%</b>	<b>3.5%</b>	<b>4.3%</b>	<b>3.5%</b>
<b>Total passenger revenue</b>	<b>15.4%</b>	<b>1.7%</b>	<b>8.2%</b>	<b>-0.2%</b>	<b>-6.8%</b>	<b>2.2%</b>	<b>0.5%</b>	<b>1.3%</b>	<b>0.9%</b>	<b>-0.8%</b>	<b>0.2%</b>	<b>1.6%</b>	<b>1.9%</b>
<b>Cumulative YTD passenger revenue</b>	<b>15.4%</b>	<b>8.2%</b>	<b>8.2%</b>	<b>6.0%</b>	<b>3.3%</b>	<b>3.1%</b>	<b>2.8%</b>	<b>2.7%</b>	<b>2.4%</b>	<b>2.1%</b>	<b>1.9%</b>	<b>1.9%</b>	

**Fixed Route Rides % Change**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	-5.2%	-0.9%	-1.4%	14.9%	3.6%	9.7%	9.3%	-16.0%	-17.4%	-17.8%	-9.4%	-9.0%	-3.8%
Day passes	-18.0%	5.2%	-4.9%	3.4%	-6.3%	8.9%	16.6%	2.2%	1.0%	-16.7%	4.3%	16.2%	0.4%
2 ride passes	33.7%	41.2%	34.7%	26.3%	12.0%	13.0%	-11.8%	-0.8%	5.5%	18.4%	-2.6%	6.0%	10.1%
10 ride passes	-11.3%	-4.9%	6.4%	-2.1%	-6.1%	0.1%	2.3%	-12.9%	-6.9%	-4.2%	-10.5%	-7.3%	-4.9%
31 day passes	-4.7%	3.3%	9.1%	21.2%	3.1%	3.4%	3.1%	-0.5%	2.3%	0.6%	-2.2%	9.0%	3.8%
EZ Rider/Summer Youth passes	-17.0%	-0.7%	16.5%	-11.9%	-3.1%	-5.9%	0.0%	1.1%	5.6%	7.4%	-8.6%	2.4%	-1.4%
<b>Total cash, ticket &amp; pass rides</b>	<b>-9.9%</b>	<b>0.6%</b>	<b>10.3%</b>	<b>3.7%</b>	<b>-0.4%</b>	<b>1.9%</b>	<b>3.0%</b>	<b>-5.5%</b>	<b>-0.5%</b>	<b>0.5%</b>	<b>-6.7%</b>	<b>1.8%</b>	<b>-0.1%</b>
UW ASM	11.1%	8.9%	4.1%	14.9%	2.1%	6.2%	0.0%	1.0%	4.6%	0.3%	-0.9%	-3.3%	4.3%
UW Employees	-5.3%	-3.4%	-2.8%	5.5%	-4.2%	4.1%	0.4%	-3.6%	11.7%	4.4%	2.1%	8.2%	1.1%
MATC	-2.6%	-6.8%	-0.1%	12.7%	-1.3%	11.3%	1.7%	-72.3%	0.3%	2.1%	-3.2%	1.1%	-2.4%
City of Madison	-9.9%	-8.5%	-4.9%	6.5%	1.6%	8.6%	6.7%	2.6%	5.7%	-1.0%	0.3%	7.1%	0.9%
Edgewood	8.1%	-1.3%	6.7%	10.1%	-21.3%	-12.9%	-6.0%	-16.2%	-18.9%	-21.1%	-18.2%	-17.5%	-9.6%
St. Mary's	-22.5%	-25.4%	-25.7%	-21.0%	-22.8%	-17.5%	-12.2%	9.1%	1.1%	-16.9%	-16.3%	11.6%	-13.2%
Meriter	-26.9%	-25.8%	-22.3%	-14.5%	-19.7%	-4.1%	-10.4%	-9.0%	15.7%	15.2%	10.9%	6.9%	-9.4%
Dane County	12.7%	22.1%	18.2%	14.4%	14.6%	18.0%	-12.6%	-10.3%	-11.5%	-16.0%	-12.1%	-20.9%	0.1%
Commuter	23.7%	27.2%	14.1%	16.2%	-19.2%	8.1%	-17.5%	-0.3%	26.0%	29.0%	34.9%	27.0%	13.6%
<b>Total unlimited ride pass rides</b>	<b>3.8%</b>	<b>3.7%</b>	<b>1.6%</b>	<b>11.7%</b>	<b>-1.4%</b>	<b>5.4%</b>	<b>-0.4%</b>	<b>-5.4%</b>	<b>5.7%</b>	<b>1.5%</b>	<b>-0.1%</b>	<b>0.9%</b>	<b>2.5%</b>
UW routes 80-85	19.1%	16.6%	6.6%	32.3%	4.7%	41.1%	33.8%	15.7%	45.7%	30.1%	19.4%	-2.0%	20.2%
<b>Total revenue rides</b>	<b>-0.2%</b>	<b>5.1%</b>	<b>5.8%</b>	<b>11.8%</b>	<b>-0.2%</b>	<b>6.1%</b>	<b>4.1%</b>	<b>-3.5%</b>	<b>8.4%</b>	<b>5.3%</b>	<b>0.3%</b>	<b>0.8%</b>	<b>3.9%</b>
Transfers	-11.6%	-6.0%	-3.4%	16.8%	0.4%	5.5%	3.0%	-2.8%	-5.9%	-6.2%	-11.3%	-2.8%	-2.1%
Non-revenue rides	-22.1%	-3.9%	-15.6%	-10.2%	-11.0%	-16.1%	-0.3%	-46.5%	-22.1%	68.3%	-21.5%	-17.2%	-11.1%
<b>Total rides</b>	<b>-1.2%</b>	<b>4.5%</b>	<b>5.1%</b>	<b>11.7%</b>	<b>-0.3%</b>	<b>5.5%</b>	<b>3.8%</b>	<b>-5.0%</b>	<b>6.9%</b>	<b>5.6%</b>	<b>-0.6%</b>	<b>0.3%</b>	<b>3.3%</b>
<b>Cumulative YTD total rides</b>	<b>-1.2%</b>	<b>1.9%</b>	<b>3.0%</b>	<b>5.1%</b>	<b>4.1%</b>	<b>4.3%</b>	<b>4.2%</b>	<b>3.4%</b>	<b>3.8%</b>	<b>4.0%</b>	<b>3.6%</b>	<b>3.3%</b>	

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

For the period 1/1 - 12/31

**Report Totals**  
 2011 3445  
 2012 3397  
 2013 4249  
 2014 4176



**BGRNDS**

Category ID and Name	2011	2012	2013	2014
34 Wheelchair accessibility	2	0	0	1
39 Shelter Posters	3	1	6	1
67 Transfer Pt/Shelter Vandalism	0	6	24	6
68 Transfer Pt/Shelter Graffiti	94	59	31	53
91 Compliment	0	2	3	3
116 Other - no current category	2	7	18	14
128 Transfer Pt/Shelter Maintenance	4	8	24	22
<b>Unit Totals</b>	<b>105</b>	<b>83</b>	<b>106</b>	<b>100</b>

**FIN**

Category ID and Name	2011	2012	2013	2014
18 Fare Policy	6	1	2	0
19 Transfer Policy	0	0	0	0
91 Compliment	1	0	0	0
116 Other - no current category	2	0	4	7
148 Comment - Fare Policy	0	27	0	0
<b>Unit Totals</b>	<b>9</b>	<b>28</b>	<b>6</b>	<b>7</b>

**FIXED**

Category ID and Name	2011	2012	2013	2014
3 Smoking	3	2	5	3
4 Driving Behavior	238	248	308	336
6 Bus Early - Fixed Route	143	156	193	181
7 Customer passed-up	280	284	389	340
8 Bus Off-route	43	39	56	46
9 Driver Not Wearing Seatbelt	3	1	2	4
10 Driver Not Calling Stops	0	0	3	1
11 Destination Sign Incorrect	14	21	21	22
12 Disruptive Passenger(s)	66	49	63	53
13 Bus Never Came	90	70	120	112
26 Overloads	19	10	25	30
29 Special Event Service	0	2	2	1
32 Bus Idling	8	8	13	16
33 Detours	37	31	24	40
34 Wheelchair accessibility	1	0	0	0
41 ITS: Intelligent Transportation S	1	0	1	1
55 Driver Rude	147	193	202	222
60 Transfer Points	23	9	10	5
66 Equipment Malfunction	20	14	16	21
69 Securement, mobility device	6	3	3	1
71 Other Driver Conduct	88	103	107	112
72 Other Public Info	0	0	0	18
76 Missed Stop Request	15	25	30	15
77 Fare Dispute	39	45	60	40
78 Discrimination	4	3	4	4
79 City Ordinances	2	2	0	4
80 Electronic Device	10	11	3	9
81 Driving With Cell Phone	12	8	1	6
84 Unauthorized Stop	4	12	4	3
85 Unprofessional Conduct	22	20	13	20
86 Excessive Conversation	13	6	0	5

87 Bus Late - Fixed Route	108	119	229	257
88 Unsafe Situation	33	31	30	22
89 Property Damage	8	5	5	3
90 Passenger Injury	46	31	30	17
91 Compliment	192	207	271	282
116 Other - no current category	109	99	64	83
117 Climate Control	15	17	11	13
121 Missed Transfer	56	59	81	64
122 School Routes	49	36	24	35
124 Items Not Allowed on Bus	4	2	1	1
126 ADA Issues	17	16	21	20
130 Cut Route	12	6	11	9
132 Harassment	2	2	0	0
133 Running a Red Light	52	50	44	35
137 Weather Related	23	28	20	5
144 Stroller Policy	12	14	12	10
146 Bus Seating Layout	1	2	2	1
147 Crosswalk Violation	32	29	30	23
<b>Unit Totals</b>	<b>2122</b>	<b>2128</b>	<b>2564</b>	<b>2551</b>

**INFSYS**

Category ID and Name	2011	2012	2013	2014
41 ITS: Intelligent Transportation S	11	1	21	7
91 Compliment	0	0	0	0
116 Other - no current category	2	8	12	7
135 Website	3	4	11	5
136 Trip Planner	26	7	3	0
141 TransitTracker	11	8	6	2
142 Google Transit	7	3	4	3
143 Google Data Format	1	0	1	0
<b>Unit Totals</b>	<b>61</b>	<b>31</b>	<b>58</b>	<b>24</b>

**MAINT**

Category ID and Name	2011	2012	2013	2014
32 Bus Idling	0	0	0	1
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
66 Equipment Malfunction	16	15	11	13
91 Compliment	0	0	3	1
115 Bus Appearance-Cleanliness	8	8	5	2
116 Other - no current category	6	17	5	10
117 Climate Control	3	4	3	1
146 Bus Seating Layout	1	0	1	1
<b>Unit Totals</b>	<b>34</b>	<b>44</b>	<b>28</b>	<b>29</b>

**MKTG**

Category ID and Name	2011	2012	2013	2014
18 Fare Policy	8	18	13	9
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	1	0	0	0
29 Special Event Service	0	1	0	0
33 Detours	3	1	2	1
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	7	4	7	5

37 Advertisements - General	9	1	29	2
38 Sales Outlets	1	0	0	1
39 Shelter Posters	3	3	1	0
40 Schedules	1	4	3	3
72 Other Public Info	4	3	10	4
91 Compliment	14	29	48	12
98 Schedule Info	12	9	14	14
99 Order Taking	2	5	9	1
100 Phones Busy	1	1	2	2
101 Behavior - Cust Svc	4	2	8	14
115 Bus Appearance-Cleanliness	1	0	0	0
116 Other - no current category	22	73	51	32
119 Lost and Found	2	1	16	7
120 Para - Ride Booking	4	9	13	12
135 Website	13	10	13	9
137 Weather Related	0	14	5	4
138 Advertisements - Bus Wraps	2	14	10	3
140 Text/Email Alerts	0	0	4	1
146 Bus Seating Layout	0	1	0	1
149 Audible Turn Signals	0	0	0	6
<b>Unit Totals</b>	<b>114</b>	<b>203</b>	<b>258</b>	<b>143</b>

**PARA**

Category ID and Name	2011	2012	2013	2014
3 Smoking	2	0	0	1
4 Driving Behavior	23	16	22	20
55 Driver Rude	41	25	35	33
66 Equipment Malfunction	6	10	8	3
69 Securement, mobility device	7	6	10	9
72 Other Public Info	0	0	0	4
79 City Ordinances	0	0	1	0
80 Electronic Device	1	3	4	2
81 Driving With Cell Phone	2	2	4	1
85 Unprofessional Conduct	1	6	2	8
88 Unsafe Situation	5	7	11	11
90 Passenger Injury	16	12	13	15
91 Compliment	39	37	48	91
93 Notification - Para App	0	0	1	2
94 Availability - Para App	2	0	0	3
95 Processing Time - Para App	0	0	0	1
96 Fares	15	3	6	8
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	10	9	10	20
99 Order Taking	26	9	5	4
100 Phones Busy	2	0	0	0
101 Behavior - Cust Svc	1	0	0	4
102 Bus Early - Para	18	18	13	31
103 Bus On-Time	2	2	4	1
104 Bus Late - Para	150	118	121	204
105 No Shows	76	62	63	88
106 Door-to-Door	19	25	36	18
107 Leave Attended	35	45	40	48
108 Mobility Device Securement	2	1	0	3
109 Travel Time - Para	56	55	60	73

110 Service Area - Para Policy	5	2	0	6
111 Backtracking	0	2	1	1
112 Passenger Behavior	6	8	5	11
113 Driver Behavior	10	23	49	49
114 Dispatch	14	4	10	20
116 Other - no current category	26	64	21	28
118 Drop-Off Wrong Location	29	15	12	12
120 Para - Ride Booking	19	17	17	26
132 Harassment	2	0	1	2
133 Running a Red Light	0	0	0	0
137 Weather Related	2	2	1	3
147 Crosswalk Violation	0	0	1	0
<b>Unit Totals</b>	<b>670</b>	<b>608</b>	<b>635</b>	<b>864</b>

**PLN**

Category ID and Name	2011	2012	2013	2014
18 Fare Policy	0	0	0	11
19 Transfer Policy	0	0	0	1
21 Span	3	7	4	2
23 Express Service	2	0	0	0
25 Frequency	6	1	3	3
26 Overloads	64	45	76	40
27 Park & Ride	2	1	0	1
28 School Trippers Concern	11	4	6	4
29 Special Event Service	1	0	0	2
31 Expansion Request	22	21	22	19
33 Detours	16	16	18	18
34 Wheelchair accessibility	0	1	0	0
40 Schedules	21	29	32	20
42 Routes	7	7	4	12
43 Schedules - Service Design	12	11	11	12
44 Quality	0	0	0	0
47 Corridor Schedules	2	0	5	1
48 Transfer Coordination	2	3	7	5
49 Travel Time - Service Design	0	1	0	0
60 Transfer Points	0	0	0	0
70 Other Service Design	6	11	8	13
73 Bus Stop Request	46	41	48	150
74 Bus Stop Damage	3	9	5	5
75 Shelter Addition/Removal	9	6	13	9
87 Bus Late - Fixed Route	0	0	22	20
91 Compliment	9	2	5	7
92 Comment - Service Design	63	13	221	54
116 Other - no current category	7	21	51	38
127 Public Hearing Addendum	0	1	7	0
129 Service Design Request	3	3	5	2
135 Website	0	0	1	2
136 Trip Planner	3	8	2	3
139 Surveys	1	0	0	0
141 TransitTracker	1	4	5	2
142 Google Transit	5	3	12	0
143 Google Data Format	1	2	1	2
146 Bus Seating Layout	2	1	0	0
<b>Unit Totals</b>	<b>330</b>	<b>272</b>	<b>594</b>	<b>458</b>

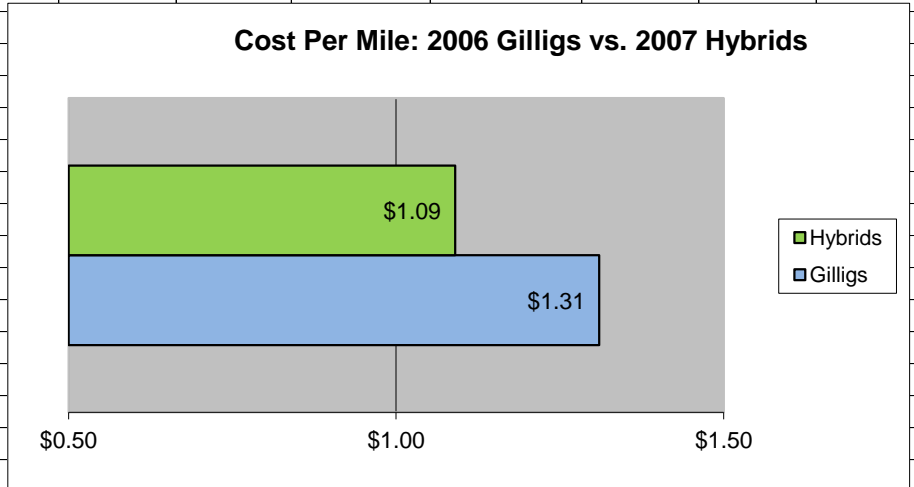
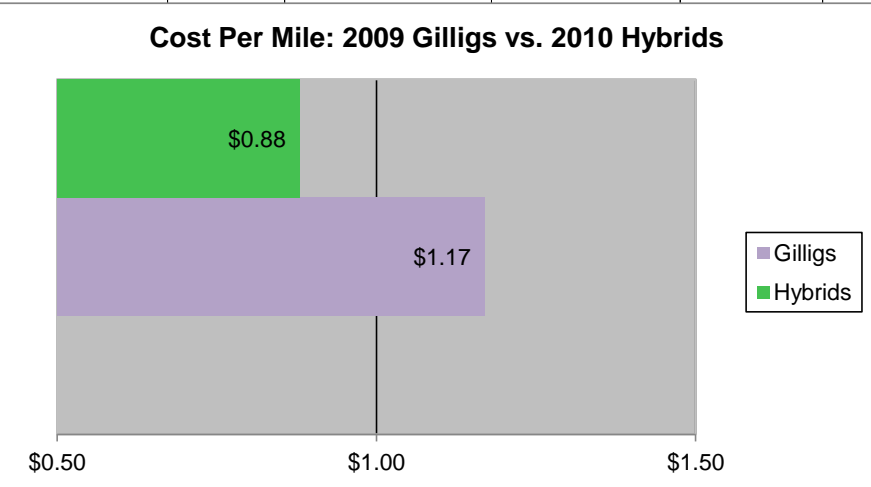
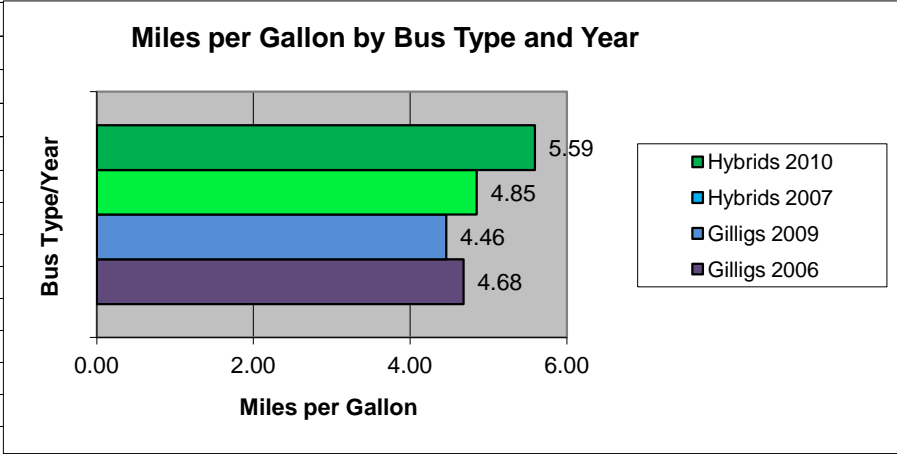
**Prompt Response Percentage Report: For Feedback with Requested Response**  
**For the period 12/1/2014 - 12/31/2014**



<u>Primary Unit</u>	<u>Feedback Requesting Response</u>		<u>Feedback w/ Prompt Response</u>		<u>Prompt Response Percentage</u>	
	<u>Curr Prd</u>	<u>YTD</u>	<u>Curr Prd</u>	<u>YTD</u>	<u>Curr Prd</u>	<u>YTD</u>
BGRNDS	5	27	5	22	100.00%	81.48%
FIN		5		2		40.00%
FIXED	81	1053	75	1010	92.59%	95.92%
INFSYS		8		8		100.00%
MAINT	1	12	1	9	100.00%	75.00%
MKTG	4	67	4	64	100.00%	95.52%
PARA	27	346	22	309	81.48%	89.31%
PLN	9	250	8	227	88.89%	90.80%
<b>Metro-wide Totals</b>	<b>127</b>	<b>1768</b>	<b>115</b>	<b>1651</b>	<b>90.55%</b>	<b>93.38%</b>

Hybrid/Diesel Comparison - October 1, 2014 - December 31, 2014

Bus Type/Year	Bus #	Mileage	Fuel	Fuel Cost*	Parts	Labor	CPM**	AVG MPG
Gilligs (2006)	906 - 921	90,637	19,355	\$59,379	\$42,591	\$16,471	\$1.31	4.68
Hybrids (2007)	001-005	37,209	7,668	\$23,525	\$7,997	\$8,995	\$1.09	4.85
Gilligs (2009)	922-954	258,924	58,083	\$178,187	\$70,014	\$53,805	\$1.17	4.46
Hybrids (2010)	006-019	150,464	26,925	\$82,599	\$24,328	\$25,957	\$0.88	5.59



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

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