

ParaTransit
Operating Statistics For Periods Ending 7/31/2013 & 7/31/2014

CURRENT MONTH			YEAR TO DATE				
Actual 2013	Actual 2014	Variance 2013 to 2014		Actual 2013	Actual 2014	Variance 2013 to 2014	% Change
			Service Supplied Data				
1,047	1,066	19	No. of Clients riding the System	1,493	1,487	(6)	-0.4%
			<i>Ridership</i>				
4,096	4,691	595	Directly Operated Service	28,464	32,244	3,780	13.3%
<u>17,151</u>	<u>18,029</u>	<u>878</u>	ADA Contracted Services	<u>122,550</u>	<u>123,666</u>	<u>1,116</u>	0.9%
21,247	22,720	1,473	Total ADA Ridership	151,014	155,910	4,896	3.2%
499	499	0	Total No-shows	3,240	3,540	300	9.3%
			Service Quality Data				
0	2	2	Passenger Accidents	5	10	5	100.0%
			Vehicle Accidents*				
1	0	(1)	Chargeable	7	5	(2)	-28.6%
0	2	2	Non-chargeable	3	5	2	66.7%
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>0</u>	<u>1</u>	<u>1</u>	100.0%
1	2	1	Total Vehicle Accidents	10	11	1	10.0%
			Fleet/Maintenance Data				
4	4	0	Road Calls	15	13	(2)	-13.3%
10	11	1	Actual Inspections	59	73	14	23.7%
10	11	1	Scheduled Inspections	62	73	11	17.7%

*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
July, 2014**

Operations	Metro Plus			
	Jul, 2013	Jul, 2014	YTD 2013	YTD 2014
Total Trips	21,247	22,720	151,014	155,910
Rides Cancelled	3,221	2,903	24,230	25,769
Cancellation Rate	15.2%	12.8%	16.0%	16.5%
No Shows	499	499	3,240	3,540
No Shows/Rides Provided	2.3%	2.2%	2.1%	2.3%
Number of Clients Provided Service	1,047	1,066	1,493	1,487
Average Trips/Client	20.3	21.3	101.1	104.8
DDS Trips	14,548	15,706	99,051	103,952
Subscription Trips	12,852	14,010	90,068	94,518
DDS Subscription Trips	9,672	10,593	68,056	69,123
D2D Trips	14,563	15,345	103,663	104,625
Lv Attended Trips	6,431	8,160	46,013	47,145
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	95.2%	100.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	21,763	27,995	28,692	36,313	114,763
Non-Ambulatory	10,481	1,196	5,746	23,724	41,147
Percentage	20.68%	18.72%	22.09%	38.51%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	32,244	29,191	34,438	60,037	155,910
Customer Complaints	68	114	61	103	346
Customer Compliments	16	14	18	21	69
Customer Suggestions	5	3	4	3	15
Complaints/1000 passenger trips - 2013	2.42	2.97	2.22	1.74	2.21
Complaints/1000 passenger trips - 2014	2.11	3.91	1.77	1.72	2.22
Late Service Reports (1)	4	106	145	78	333
Late Service Reports/1000 passenger trips - 2013	0.53	4.98	5.98	2.11	3.20
Late Service Reports/1000 passenger trips - 2014	0.12	3.63	4.21	1.30	2.14

On-Time Performance	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
July, 2014	92%	94%	97%	97%
YTD - 2013	91%	95%	95%	96%
YTD - 2014	91%	96%	95%	97%

ADA Certifications, July 2014	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,547	311	196	181	24,325
Category 2	10	0	0	0	0
Category 2/3	44	2	0	0	6
Category 3	2,269	314	69	28	5,065
Total	3,870				29,396

Monthly New Certification	37
Monthly Denied Applications	5
Fixed Route Trips Using Lifts (YTD)	23,340

(1) 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 July 31
All Modes

	2013 Actual	2014 Budget	2014 Actual	Over/Under Budget	Change from Prior Year
Passenger Revenue:					
Cash, Tickets, Passes:	\$ 3,887,915	\$ 3,621,933	\$ 3,937,501	\$ 315,567	\$ 49,586
Unlimited Ride Passes:	\$ 3,525,463	\$ 3,659,305	\$ 3,647,588	\$ (11,717)	\$ 122,126
Sub Total:	\$ 7,413,378	\$ 7,281,238	\$ 7,585,089	\$ 303,851	\$ 171,712
Misc Revenue:					
Advertising:	\$ 181,128	\$ 227,500	\$ 222,664	\$ (4,836)	\$ 41,535
County:	\$ 2,195,770	\$ 2,126,250	\$ 2,301,408	\$ 175,158	\$ 105,638
Other Operating:	\$ 48,796	\$ 27,000	\$ 60,074	\$ 33,074	\$ 11,278
Non-Operating:	\$ 39,353	\$ 18,667	\$ 6,401	\$ (12,266)	\$ (32,952)
Sub Total:	\$ 2,465,047	\$ 2,399,417	\$ 2,590,547	\$ 191,130	\$ 125,500
Local Subsidies:					
City of Madison:	\$ 6,402,039	\$ 7,090,695	\$ 7,090,695	\$ -	\$ 688,657
Funding Partners:	\$ 1,858,967	\$ 1,671,542	\$ 1,671,542	\$ 0	\$ (187,425)
Sub Total:	\$ 8,261,005	\$ 8,762,237	\$ 8,762,237	\$ 0	\$ 501,232
State Assistance:					
Federal grant funding for capital maintenance	\$ 9,683,333	\$ 9,709,875	\$ 9,709,875	\$ -	\$ 26,542
	\$ 3,584,933	\$ 3,654,350	\$ 3,654,350	\$ -	\$ 69,417
Total Revenue:	\$ 31,407,696	\$ 31,807,117	\$ 32,302,098	\$ 494,981	\$ 894,402
Salaries:					
Salaries/Wages:	\$ 14,095,776	\$ 14,969,757	\$ 14,527,433	\$ (442,323)	\$ 431,658
OT:	\$ 1,069,849	\$ 918,900	\$ 1,283,121	\$ 364,221	\$ 213,271
Workers Comp:	\$ 88,606	\$ 119,117	\$ 206,263	\$ 87,146	\$ 117,658
Benefits:					
Health:	\$ 3,371,041	\$ 3,349,617	\$ 3,357,829	\$ 8,213	\$ (13,211)
WI Retirement:	\$ 978,159	\$ 1,112,016	\$ 1,082,223	\$ (29,793)	\$ 104,064
Other:	\$ 2,104,767	\$ 2,223,535	\$ 2,198,933	\$ (24,602)	\$ 94,166
Sub Total:	\$ 21,708,197	\$ 22,692,941	\$ 22,655,803	\$ (37,138)	\$ 947,605
Utilities:					
Natural Gas:	\$ 141,068	\$ 136,500	\$ 188,811	\$ 52,311	\$ 47,743
Electricity:	\$ 183,656	\$ 149,683	\$ 160,982	\$ 11,299	\$ (22,674)
Telephone:	\$ 8,418	\$ 9,917	\$ 7,502	\$ (2,415)	\$ (916)
Other:	\$ 11,936	\$ 19,250	\$ 26,377	\$ 7,127	\$ 14,441
Building & Grounds:					
Repairs/Maintenance:	\$ 45,232	\$ 60,500	\$ 38,311	\$ (22,189)	\$ (6,921)
Supplies:	\$ 120,480	\$ 124,167	\$ 158,149	\$ 33,983	\$ 37,669
Services:	\$ 4,157	\$ 7,000	\$ 5,895	\$ (1,105)	\$ 1,738
Rolling Stock/Support Equipment:					
Equip. Repairs/Maintenance:	\$ 259,339	\$ 260,108	\$ 247,262	\$ (12,846)	\$ (12,077)
Parts:	\$ 422,047	\$ 408,333	\$ 558,145	\$ 149,811	\$ 136,098
Tires:	\$ 132,540	\$ 134,167	\$ 148,048	\$ 13,881	\$ 15,507
Equipment Supplies:	\$ 40,639	\$ 61,250	\$ 45,461	\$ (15,789)	\$ 4,822
Fuel, Oil, & Lubricants:	\$ 2,085,791	\$ 2,334,005	\$ 2,429,479	\$ 95,474	\$ 343,688
Administrative:					
Insurance & Financial:	\$ 617,968	\$ 586,567	\$ 605,912	\$ 19,346	\$ (12,056)
Rentals/Leases:	\$ 107,154	\$ 122,500	\$ 112,324	\$ (10,176)	\$ 5,170
Training:	\$ 25,778	\$ 18,667	\$ 17,500	\$ (1,166)	\$ (8,278)
Supplies, Equipment and Services:	\$ 373,744	\$ 302,458	\$ 302,296	\$ (162)	\$ (71,448)
Operations:					
Paratransit Providers:	\$ 2,543,528	\$ 2,676,333	\$ 2,675,780	\$ (554)	\$ 132,251
GAS / RSVP / Exc Rides:	\$ 370,230	\$ 382,550	\$ 339,649	\$ (42,901)	\$ (30,581)
Inter Departmental Charges:					
Depreciation:	\$ 481,909	\$ 481,482	\$ 501,456	\$ 19,974	\$ 19,546
Interest and Bad Debt Expense:	\$ 3,641,788	\$ 3,850,000	\$ 3,633,014	\$ (216,986)	\$ (8,773)
	\$ 197,517	\$ 173,833	\$ 173,838	\$ 5	\$ (23,679)
Total Operating Expenses:	\$ 33,523,118	\$ 34,992,211	\$ 35,031,995	\$ 39,784	\$ 1,508,877
Less Depreciation:	\$ (3,641,788)	\$ (3,850,000)	\$ (3,633,014)	\$ 216,986	\$ 8,773
Capital Debt:	\$ 681,933	\$ 637,583	\$ 637,588	\$ 5	\$ (44,345)
Fixed Assets:	\$ 829,210	\$ 103,950	\$ 36,068	\$ (67,882)	\$ (793,142)
Federal grant funding for fixed assets	\$ (663,368)	\$ (83,160)	\$ (34,879)	\$ 48,281	\$ 628,489
Total Expenditures:	\$ 30,729,105	\$ 31,800,584	\$ 32,037,758	\$ 237,174	\$ 1,308,652
Reserves generated (used)	\$ 678,591	\$ 6,533	\$ 264,341	\$ 257,807	\$ (414,250)
Reserve balance-beginning	\$ 784,150		\$ 2,673,292		
Reserve balance-ending	\$ 1,462,741		\$ 2,937,633		