Farebox Data Issue Update
8.31.12

In March, 2012 Metro experienced a hardware failure that resulted in the loss of some detailed ridership transaction data, such as card sequence number used, alighting location and time of day, etc. Our initial ridership reporting for March did not include the rides associated with this lost data. We are still, however able to obtain the information for those rides related to route and fare type. Therefore, future year-to-date information will now include the March rides that were originally not reported. The net impact is an increase of 25,266 rides.

Because each type of pass has a different designator, we can attribute the total number of rides and revenue to each type of pass including unlimited ride passes. We know the number of rides and specific revenue for each large unlimited ride pass group such as UW-Madison, St. Mary's, Madison College, etc.

The one exception is the Commute Card. Because all the businesses and organizations using the Commute Card use identical passes with the same designator, we are unable to attribute exact ride counts and revenues to each Commute Card agency.