

## Metro Performance Summary 3rd Quarter of 2017

### Data

- Metro fixed route ridership was down 3.6% through the 3rd quarter, down from 9,755,559 in 2016 to 9,401,743 in 2017. Paratransit ridership for the same period was up 4.2% from 208,760 to 217,624. Stable and relatively low gas prices appear to be the primary reason for the ridership drop on the fixed route service, as reported previously. Other factors include a significant increase in rental housing options near the UW campus, continued overcrowding during the peak times, and infrequent service off-peak and on weekends. Nationally, transit systems Metro's size show bus ridership dropped on average by about 4.0% through the first half of 2017.
- It should be noted that staff is analyzing the process for collecting on time performance data for fixed route service. It appears that a significant number of "false positives" are being reported. Early analysis shows that the actual percentage of early trips may be half as much as is being reported. The primary reason for over-reporting of early incidences is the AVL "zone" surrounding the time point bus stops is too small so buses that serve a stop and then pull ahead to wait their time are being counted as early, even though they are still on time.
- Preventable and chargeable accidents through the 3<sup>rd</sup> Quarter totaled 33 in 2017 vs. 71 during the same time period in 2016, a 53.5% decrease. The reduction of chargeable and preventable accidents can be attributed to focused driver training and completed construction projects that contributed to an increase of chargeable accidents in 2016.
- The most recent Transit Mutual Insurance Bi-Annual Report shows Madison's liability claim dollars paid 1/1/2017 to 6/30/2017 was \$18,901. The same time period in 2016 had \$70,988 in liability claim dollars paid. This amounts to a 73.4% reduction.
- Overall accident occurrences with a payment or reserve 1/1/2017 to 6/30/2017 was 12 compared to 26 during the same time period in 2016.
- Statewide the trend in decreasing payout claims is causing a return of excess surplus from the transit insurance company over the next several years.
- Customer feedback through the 3rd quarter of 2017 totaled 2993 contacts, up slightly from the 2016 level of 2944. Fixed route input was the largest category at 1801, which was actually down from 1886 last year. Compliments on fixed route were up from 212 to 221. Paratransit input was up from 621 to 780, with the largest increase in late trips, caused by revised scheduling parameters that have since been recalibrated. Metro has a goal to respond to 90% of all complaints within 10 days, when a response is requested, and through the first half of the year we've responded to over 97% within that timeframe.

- Total driver reported security incidents were 384 through September of this year vs. 377 through September of last year, a relatively minor change. Metro staff is actively researching solutions to further reduce security incidents.

### Projects

- Metro Transit, working with the Mayor's office, city finance, city engineering, and Van de Walle & Associates, submitted a \$39.7 million Tiger grant application, including about 49.5% in federal funding, achieving our internal goal of getting the request under 50% federal funding to improve our chances of success. Notable was the \$3.9 million from MGE for electric bus chargers, solar panels, and a back-up generator, but also \$50,000 from Sun Prairie to help our future efforts to connect our two communities. A key highlight is to have the new Nakoosa facility be designed for all-electric buses, and to work towards meeting your goal of 50% no-emission buses by 2035. We expect to hear back from the USDOT in early 2018 on awards.
- Metro was awarded a grant for 3 electric buses to be delivered in 2019. MGE also played an important role in providing funding for the electric bus chargers to be installed at the existing bus garage on E. Washington Ave. The project is being supported by a consultant, CTE (St. Paul, MN), a certified consultant under the federal grant guidelines. Proterra will be the manufacturer of these buses, and Metro staff will be working with them, MGE, city engineering, CTE, and others to begin the work involved in the infrastructure to have the buses be ready to put into service during the summer of 2019.
- Related to the implementation of Family Care, about 100 people attended the TPC public hearing on October 11th on the proposed paratransit service changes contained in the 2018 budget request. The strongest objections were changing to curb-to-curb service (rather than door-to-door), eliminating leave attended services (where we wait until an attendant arrives before we drop a person with a disability off), going to cash and agency tickets only, and raising the paratransit fare to \$4. Metro staff continues to meet with family care agencies to see what their plans are and how they want to work with Metro.
- Metro successfully conducted a small pilot project with internal staff using new smart cards as bus fare media. The next step is to test a larger group. The City of Madison bus passes in 2018 will be available in smart cards for employees to help us with our final testing phase before we roll it out to larger unlimited ride pass partners.
- Metro staff worked with planning, TE, the MPO, and the Mayor's office on a staff recommendation for a first phase BRT process to be reviewed by various committees and the city council. This will be discussed and acted on by the TPC at one or more upcoming meetings. If approved a consultant will be hired to assist in conducting the necessary planning work and to apply to the FTA to enter into project development under the Small Starts program.