

Metro Performance Summary

1st Quarter Data for 2018

Data

- Metro fixed route ridership was down 2.7% through the 1st quarter, down from 3,696,016 in 2017 to 3,596,002 in 2018. Paratransit ridership for the same period was down 15% from 73,487 to 62,428, primarily due to the implementation of Family Care. Stable and relatively low gas prices appear to be the primary reason for the ridership drop on the fixed route service, as reported previously. Nationally, transit systems Metro's size show bus ridership dropped on average by about 3.4% in 2017. The National Transit Cooperative Research Program is doing a national study on this.
- Preventable and chargeable accidents through the 1st quarter totaled 10 in 2017 versus 19 during the same time period in 2018. Note that 2017 was a record low-accident year, and 2018 is closer to the average.
- The most recent Transit Mutual Insurance Report shows Madison's liability claim dollars paid out for the 1st quarter 2018 was \$15,678.46. The same time period in 2017 had \$12,654.21 in liability claim dollars paid.
- Customer feedback through the 1st quarter of 2018 totaled 769 contacts, down from the 2017 level of 1037. Fixed route input was the largest category at 490, which was down from 629 last year, with the biggest drop in "customer passed up," "disruptive passengers," and "bus never came." Paratransit input was down from 294 in 2017 to 163 in 2018, with the largest category being 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 1st quarter of 2018, we've responded to 98.6% within that timeframe.
- Total driver reported security incidents were 82 for the 1st quarter for 2018 versus 150 for 2017, a 45% decrease. This is a significant reduction with fighting and disruptive behavior categories. Although there is a reduction, Metro is continuing to evaluate incidents and working to further decrease the amount of driver reported incidents. The drop could be related to the cooler March weather as compared to last year.

Projects

- Family care is several months into implementation, with March paratransit ridership down about 30%, and April (preliminary) down about 40% (month-to-month, not YTD). Metro staff have worked very effectively with family care agencies, including Managed Care Organizations (MCO's), IRIS organizations, and fiscal agent agencies (who approve agency ticket purchases). Discussions with the Teamsters are continuing regarding the phase out of directly operated paratransit. It is expected on an annual basis \$3.9 million in federal Medicaid waiver funding will be directed towards family care agencies, rather than Metro, as has been the case for the past 15-20 years.
- Metro was not successful in our 3rd attempt at funding a satellite bus garage through the federal Tiger grant. Only 3.6% of funds were awarded to transit projects, with a heavier-than-normal rural emphasis. A new Tiger grant process, called BUILD, has been announced due July 19th and staff is studying the advantages and disadvantages of applying this round. The TPC will be kept up to date.
- The Mead and Hunt engineering study of our existing bus garage is nearing completion, and the TPC has been briefed on the estimated costs vs. our budget availability. Our priorities are the roof, ventilation, e-bus garage doors/clearance, the service/fueling lanes, and other basic health and safety items. Staff is reviewing options now for inclusion in the 2019-2023 5 year Capital Improvement Plan.
- Metro staff is participating in an effort led by city planning to move forward with an RFP for the BRT east-west corridor plan. The RFP has been issued and several consulting companies have applied. Staff is reviewing the proposals now, and the tentative plan is to award by July.
- Another e-bus grant application has been announced, and Metro is working with its partners to determine whether to apply or not.
- The Nakoosa engineering and design work by RNL, City Engineering, and Metro continues. In the near future an update to the TPC will be provided with updated cost estimates.

FIXED ROUTE
Operating Statistics For Periods Ending 3/31/2017 & 3/31/2018

CURRENT MONTH			YEAR TO DATE				
Actual 2017	Actual 2018	Variance 2017 to 2018		Actual 2017	Actual 2018	Variance 2017 to 2018	% Change
			Service Supplied				
537,318	526,019	(11,299)	Total (Vehicle) Miles	1,532,293	1,536,574	4,281	0.3%
36,550	35,381	(1,169)	Revenue Hours	102,686	102,157	(529)	-0.5%
40,827	39,103	(1,724)	Total (Vehicle) Hours	114,469	113,458	(1,011)	-0.9%
			<i>Ridership</i>				
1,261,591	1,157,024	(104,567)	Revenue Passengers	3,494,378	3,406,348	(88,030)	-2.5%
58,316	55,394	(2,922)	Transfers	171,140	161,372	(9,768)	-5.7%
<u>10,162</u>	<u>9,944</u>	<u>(218)</u>	Non-Revenue Rides	<u>30,498</u>	<u>28,282</u>	<u>(2,216)</u>	-7.3%
1,330,069	1,222,362	(107,707)	Total Passengers	3,696,016	3,596,002	(100,014)	-2.7%
			Service Quality*				
90.1%	91.4%	1.3%	% Trips on time	89.9%	90.4%	0.4%	0.5%
4.7%	4.1%	-0.6%	% Trips early	3.8%	3.6%	-0.2%	-5.2%
5.2%	4.5%	-0.7%	% Trips late	6.2%	6.0%	-0.2%	-3.7%
21	9	(12)	Passenger Accidents	52	25	(27)	-51.9%
			Vehicle Accidents**				
2	10	8	Chargeable	10	19	9	90.0%
17	11	(6)	Non-chargeable	36	34	(2)	-5.6%
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>0</u>	<u>0</u>	<u>0</u>	0.0%
19	21	2	Total Vehicle Accidents	46	53	7	15.2%
			Fleet/Maintenance				
42	25	(17)	Road Calls	102	37	(65)	-63.7%
90	88	(2)	Actual Inspections	256	256	0	0.0%
90	88	(2)	Scheduled Inspections	256	256	0	0.0%
0.16	0.13	(0.03)	Complaints/1000 Rides	0.16	0.13	(0.03)	-17.0%

*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--March 2018 vs. March 2017
(Routes sorted in order of 2018 passengers per revenue hour productivity)

ROUTE	RIDERSHIP, 2018 vs. 2017			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY
	Year to Date			2017	2018	% Change		
	2017	2018	% change	2017	2018	% Change		
80 UW CAMPUS (service revised August 26, 2012)	533,083	615,683	15.5%	93.40	110.81	18.6%		Core Routes operate every day from early a.m. to late p.m.: 2, 3, 4, 5, 6, 7, 13
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	354,359	332,000	-6.3%	67.81	71.08	4.8%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	100,427	97,252	-3.2%	66.48	64.72	-2.6%		(3 operates weekdays only; 7 operates weekends & holidays only).
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	5,426	8,056	48.5%	38.02	56.45	48.5%		
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	22,850	22,371	-2.1%	50.59	49.53	-2.1%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	103,917	99,146	-4.6%	50.42	48.56	-3.7%		Commuter Routes operate on weekdays during peak hours:
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	237,824	221,166	-7.0%	50.05	46.89	-6.3%		11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 49, 55, 56, 57 58, 71, 72, 75
2 WTP-NTP (revised August 25, 2013)	329,466	311,254	-5.5%	46.64	44.09	-5.5%		
81-82 UW LATE NITE CIRCULATORS	30,373	40,187	32.3%	29.99	42.28	41.0%		
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	28,373	25,842	-8.9%	41.26	36.29	-12.0%		
50 WTP-SCHROEDER-RAYMOND LOOP	50,004	48,594	-2.8%	35.88	34.87	-2.8%		
6 EAST TOWNE-WTP	275,118	266,243	-3.2%	33.75	32.70	-3.1%		Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 26, 30, 31, 32, 33, 35, 36, 40, 50, 51, 52, 73, 78
22 MENDOTA LOOP	59,498	52,763	-11.3%	36.76	32.60	-11.3%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	29,161	28,006	-4.0%	32.78	31.48	-4.0%		Connector Routes connect transfer points throughout the day:
4 NTP-STP	168,966	146,132	-13.5%	36.05	31.39	-12.9%		16, 17, 18.
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	121,647	115,391	-5.1%	32.73	31.16	-4.8%		
11 WTP-DUTCH MILL-CAP SQUARE	21,847	22,379	2.4%	30.34	31.08	2.4%		
3 WTP-ETP	147,488	130,769	-11.3%	34.71	30.77	-11.3%		Circulator Routes
1 CAP SQUARE - UW	9,604	8,163	-15.0%	35.87	30.49	-15.0%		1, 10, 34
27 NTP - UW CAMPUS COMMUTER	15,044	14,064	-6.5%	32.40	30.29	-6.5%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	6,048	5,971	-1.3%	30.28	29.90	-1.3%		
12 WTP-DUTCH MILL-CAP SQUARE	18,240	16,899	-7.4%	31.99	29.64	-7.4%		
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	41,367	35,349	-14.5%	32.83	28.05	-14.5%		Other routes:
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	75,108	72,782	-3.1%	28.64	27.91	-2.6%		8 operates between the Capitol Square and Spring Harbor, weekends only.
5 ETP-STP	105,423	94,549	-10.3%	31.14	27.90	-10.4%		19 operates like a core route between the Capitol Square and Allied Drive on weekdays.
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	37,749	34,908	-7.5%	31.26	27.53	-11.9%		
67 WTP-WEST TOWNE	50,934	46,575	-8.6%	29.85	27.30	-8.6%		
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	26,622	25,656	-3.6%	28.17	27.10	-3.8%		
21 LAKEVIEW LOOP	38,004	36,423	-4.2%	27.33	26.19	-4.2%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	10,087	10,469	3.8%	24.78	25.72	3.8%		
39 ETP - DAIRY DRIVE (revised August 25, 2013)	7,216	8,985	24.5%	19.85	24.72	24.5%		
16 STP - ETP	78,047	76,204	-2.4%	24.42	23.90	-2.1%		39 operates as a commuter route during peak hours; operates like a circulator route midday.
58 GREENTREE COMMUTER	20,621	17,907	-13.2%	27.51	23.89	-13.2%		
18 STP-WTP (revised August 25, 2013)	68,461	72,994	6.6%	21.49	22.69	5.6%		59 operates weekends & holidays between the WTP and Fitchburg.
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	27,250	26,613	-2.3%	23.17	22.63	-2.3%		67 connects with route 6 at the West Transfer Point; operates to/from West Towne Mall.
7 WTP-ETP (Weekends & Holidays Only)	38,189	34,349	-10.1%	27.12	22.27	-17.9%		63 and 68 operate between the WTP and Prairie Town Center.
19 RED ARROW TR-CAP SQUARE	44,296	39,517	-10.8%	23.98	21.39	-10.8%		70 operates like a core route between the Capitol Square & Middleton on weekdays.
47 ARBOR HILLS COMMUTER	19,839	15,716	-20.8%	26.09	20.67	-20.8%		
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	6,814	7,266	6.6%	19.07	20.34	6.6%	x	
70 MIDDLETON-CAPITOL SQUARE	36,074	33,949	-5.9%	22.39	20.21	-9.8%	x	
13 STP-CAP SQUARE	38,427	38,298	-0.3%	20.01	19.94	-0.3%	x	
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	7,542	9,730	29.0%	17.58	19.49	10.9%	x	
30 ETP-EAST TOWNE	47,665	42,859	-10.1%	21.37	19.23	-10.0%	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	4,957	6,122	23.5%	15.34	18.94	23.5%	x	
17 ETP-NTP	26,561	24,239	-8.7%	19.32	17.63	-8.7%	x	
51 WTP-MUIR FIELD LOOP	12,994	12,069	-7.1%	18.93	17.58	-7.1%	x	UW Campus Circulators
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	1,478	1,201	-18.7%	21.33	17.33	-18.7%	x	80, 81, 82, 84
73 WTP-OLD SAUK TRAILS	24,583	25,320	3.0%	15.80	16.83	6.5%	x	
33 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	17,427	16,066	-7.8%	17.82	16.61	-6.8%	x	School Day Supplemental Routes
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	11,841	10,170	-14.1%	18.99	16.31	-14.1%	x	E, L, M, W
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	1,755	1,787	1.8%	14.14	14.40	1.8%	x	
32 ACEWOOD-THOMPSON LOOP	8,064	7,817	-3.1%	13.83	13.37	-3.4%	x	
52 WTP-FITCHBURG	9,554	8,846	-7.4%	14.37	13.31	-7.4%	x	
20 NTP-EAST TOWNE	45,076	36,425	-19.2%	16.06	12.98	-19.2%	x	Average weekday ridership March 2017: 53,655 Average weekday ridership March 2018: 50,369
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	2,262	2,350	3.9%	9.75	10.13	3.9%	x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	7,686	6,850	-10.9%	12.36	10.07	-18.6%	x	Average weekend ridership March 2017: 12,249 Average weekend ridership March 2018: 12,701
31 MARSH RD - ETP (began August 25, 2013)	9,210	9,926	7.8%	8.54	9.22	8.0%	x	
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	2,974	3,310	11.3%	8.04	8.94	11.1%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	2,237	2,534	13.3%	5.42	6.25	15.2%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	4,035	3,447	-14.6%	5.93	5.05	-14.8%	x	Average weekday ridership March 2015: 61,046 Average weekday ridership March 2018: 50,369
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	1,858	1,966	5.8%	4.48	4.74	5.8%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	6,966	6,128	-12.0%	5.04	4.43	-12.0%	x	
UNKNOWN ROUTE & ROAD BUS *	-	-	NA	NA	NA	NA		Average weekend ridership March 2015: 15,025 Average weekend ridership March 2018: 12,701
SYSTEM TOTAL	3,696,016	3,596,002	-2.7%	35.99	35.20	-2.2%	21.12	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	3,127,134	2,932,076	-6.2%	32.63	30.70	-5.9%	18.42	

* 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 - March 2018

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2017	2018	% change	2017	2018
1 CAP SQUARE - UW	9,604	8,163	-15.0%	35.87	30.49
2 WTP-NTP (revised August 25, 2013)	329,466	311,254	-5.5%	46.64	44.09
3 WTP-ETP	147,488	130,769	-11.3%	34.71	30.77
4 NTP-STP	168,966	146,132	-13.5%	36.05	31.39
5 ETP-STP	105,423	94,549	-10.3%	31.14	27.90
6 EAST TOWNE-WTP	275,118	266,243	-3.2%	33.75	32.70
7 WTP-ETP (Weekends & Holidays Only)	38,189	34,349	-10.1%	27.12	22.27
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	10,087	10,469	3.8%	24.78	25.72
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	237,824	221,166	-7.0%	50.05	46.89
11 WTP-DUTCH MILL-CAP SQUARE	21,847	22,379	2.4%	30.34	31.08
12 WTP-DUTCH MILL-CAP SQUARE	18,240	16,899	-7.4%	31.99	29.64
13 STP-CAP SQUARE	38,427	38,298	-0.3%	20.01	19.94
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	75,108	72,782	-3.1%	28.64	27.91
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	121,647	115,391	-5.1%	32.73	31.16
16 STP - ETP	78,047	76,204	-2.4%	24.42	23.90
17 ETP-NTP	26,561	24,239	-8.7%	19.32	17.63
18 STP-WTP (revised August 25, 2013)	68,461	72,994	6.6%	21.49	22.69
19 RED ARROW TR-CAP SQUARE	44,296	39,517	-10.8%	23.98	21.39
20 NTP-EAST TOWNE	45,076	36,425	-19.2%	16.06	12.98
21 LAKEVIEW LOOP	38,004	36,423	-4.2%	27.33	26.19
22 MENDOTA LOOP	59,498	52,763	-11.3%	36.76	32.60
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	1,478	1,201	-18.7%	21.33	17.33
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	6,966	6,128	-12.0%	5.04	4.43
27 NTP - UW CAMPUS COMMUTER	15,044	14,064	-6.5%	32.40	30.29
28 NTP-WTP COMMUTER (revised August 25, 2013)	100,427	97,252	-3.2%	66.48	64.72
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	6,048	5,971	-1.3%	30.28	29.90
30 ETP-EAST TOWNE	47,665	42,859	-10.1%	21.37	19.23
31 MARSH RD - ETP (began August 25, 2013)	9,210	9,926	7.8%	8.54	9.22
32 ACEWOOD-THOMPSON LOOP	8,064	7,817	-3.1%	13.83	13.37
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	11,841	10,170	-14.1%	18.99	16.31
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	4,957	6,122	23.5%	15.34	18.94
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	7,686	6,850	-10.9%	12.36	10.07
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	4,035	3,447	-14.6%	5.93	5.05
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	17,427	16,066	-7.8%	17.82	16.61
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	103,917	99,146	-4.6%	50.42	48.56
39 ETP - DAIRY DRIVE (revised August 25, 2013)	7,216	8,985	24.5%	19.85	24.72
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	41,367	35,349	-14.5%	32.83	28.05
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	22,850	22,371	-2.1%	50.59	49.53
47 ARBOR HILLS COMMUTER	19,839	15,716	-20.8%	26.09	20.67
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	1,755	1,787	1.8%	14.14	14.40
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	2,974	3,310	11.3%	8.04	8.94
50 WTP-SCHROEDER-RAYMOND LOOP	50,004	48,594	-2.8%	35.88	34.87
51 WTP-MUIR FIELD LOOP	12,994	12,069	-7.1%	18.93	17.58
52 WTP-FITCHBURG	9,554	8,846	-7.4%	14.37	13.31
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	7,542	9,730	29.0%	17.58	19.49
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57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	26,622	25,656	-3.6%	28.17	27.10
58 GREENTREE COMMUTER	20,621	17,907	-13.2%	27.51	23.89
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	2,237	2,534	13.3%	5.42	6.25
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	6,814	7,266	6.6%	19.07	20.34
67 WTP-WEST TOWNE	50,934	46,575	-8.6%	29.85	27.30
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	1,858	1,966	5.8%	4.48	4.74
70 MIDDLETON-CAPITOL SQUARE	36,074	33,949	-5.9%	22.39	20.21
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	29,161	28,006	-4.0%	32.78	31.48
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SYSTEM TOTAL	3,696,016	3,596,002	-2.7%	35.99	35.20
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	3,127,134	2,932,076	-6.2%	32.63	30.70

* 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 March 2017: 53,655

Average weekday ridership March 2018: 50,369

ParaTransit
Operating Statistics For Periods Ending 3/31/2017 & 3/31/2018

CURRENT MONTH			YEAR TO DATE				
Actual 2017	Actual 2018	Variance 2017 to 2018		Actual 2017	Actual 2018	Variance 2017 to 2018	% Change
			Service Supplied Data				
1,133	980	(153)	No. of Clients riding the System	1,334	1,303	(31)	-2.3%
			<i>Ridership</i>				
4,885	3,249	(1,636)	Directly Operated Service	13,060	10,659	(2,401)	-18.4%
<u>21,860</u>	<u>14,432</u>	<u>(7,428)</u>	ADA Contracted Services	<u>60,427</u>	<u>51,769</u>	<u>(8,658)</u>	-14.3%
26,745	17,681	(9,064)	Total ADA Ridership	73,487	62,428	(11,059)	-15.0%
665	579	(86)	Total No-shows	2,003	1,735	(268)	-13.4%
			Service Quality Data				
2	4	2	Passenger Accidents	4	4	0	0.0%
			<i>Vehicle Accidents:</i>				
0	0	0	Chargeable	0	0	0	0.0%
0	1	1	Non-chargeable	0	1	1	100.0%
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>0</u>	<u>0</u>	<u>0</u>	0.0%
0	1	1	Total Vehicle Accidents	0	1	1	100.0%
			Fleet/Maintenance Data				
1	0	(1)	Road Calls	3	2	(1)	-33.3%
10	8	(2)	Actual Inspections	29	23	(6)	-20.7%
10	8	(2)	Scheduled Inspections	28	25	(3)	-10.7%

*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
March, 2018**

Operations	Metro Plus			
	Mar, 2017	Mar, 2018	YTD 2017	YTD 2018
Total Trips	26,745	17,681	73,487	62,428
Rides Cancelled	5,349	4,122	16,977	16,125
Cancellation Rate	20.0%	23.3%	23.1%	25.8%
No Shows (1)	665	579	2,003	1,735
No Shows/Rides Provided	2.5%	3.3%	2.7%	2.8%
Number of Clients Provided Service	1,133	980	1,334	1,303
Average Trips/Client	23.6	18.0	55.1	47.9
DDS Trips	18,673	7,067	51,075	34,361
Subscription Trips	21,227	12,727	57,303	47,409
DDS Subscription Trips	17,031	6,490	46,200	31,141
D2D Trips	25,177	16,245	69,523	58,157
Lv Attended Trips	7,261	3,673	19,872	15,517
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	103.6%	92.0%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	8,423	6,569	11,704	10,796	9,676	47,168
Non-Ambulatory	-	4,090	243	2,572	8,355	15,260
Percentage	13.49%	17.07%	19.14%	21.41%	28.88%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	8,423	10,659	11,947	13,368	18,031	62,428
Customer Complaints	30	19	27	31	37	144
Customer Compliments	0	2	0	3	1	6
Customer Suggestions	2	3	0	1	0	6
Complaints/1000 passenger trips - 2017	5.67	3.75	4.06	2.32	3.92	3.77
Complaints/1000 passenger trips - 2018	3.56	1.78	2.26	2.32	2.05	2.31
Late Service Reports (2)	36	1	15	21	10	83
Late Service Reports/1000 passenger trips-2017	5.05	0.00	2.48	0.81	2.28	1.93
Late Service Reports/1000 passenger trips - 2018	4.27	0.09	1.26	1.57	0.55	1.33

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
March, 2018	94%	95%	96%	89%	97%
YTD - 2017	93%	93%	94%	92%	95%
YTD - 2018	93%	94%	95%	89%	96%

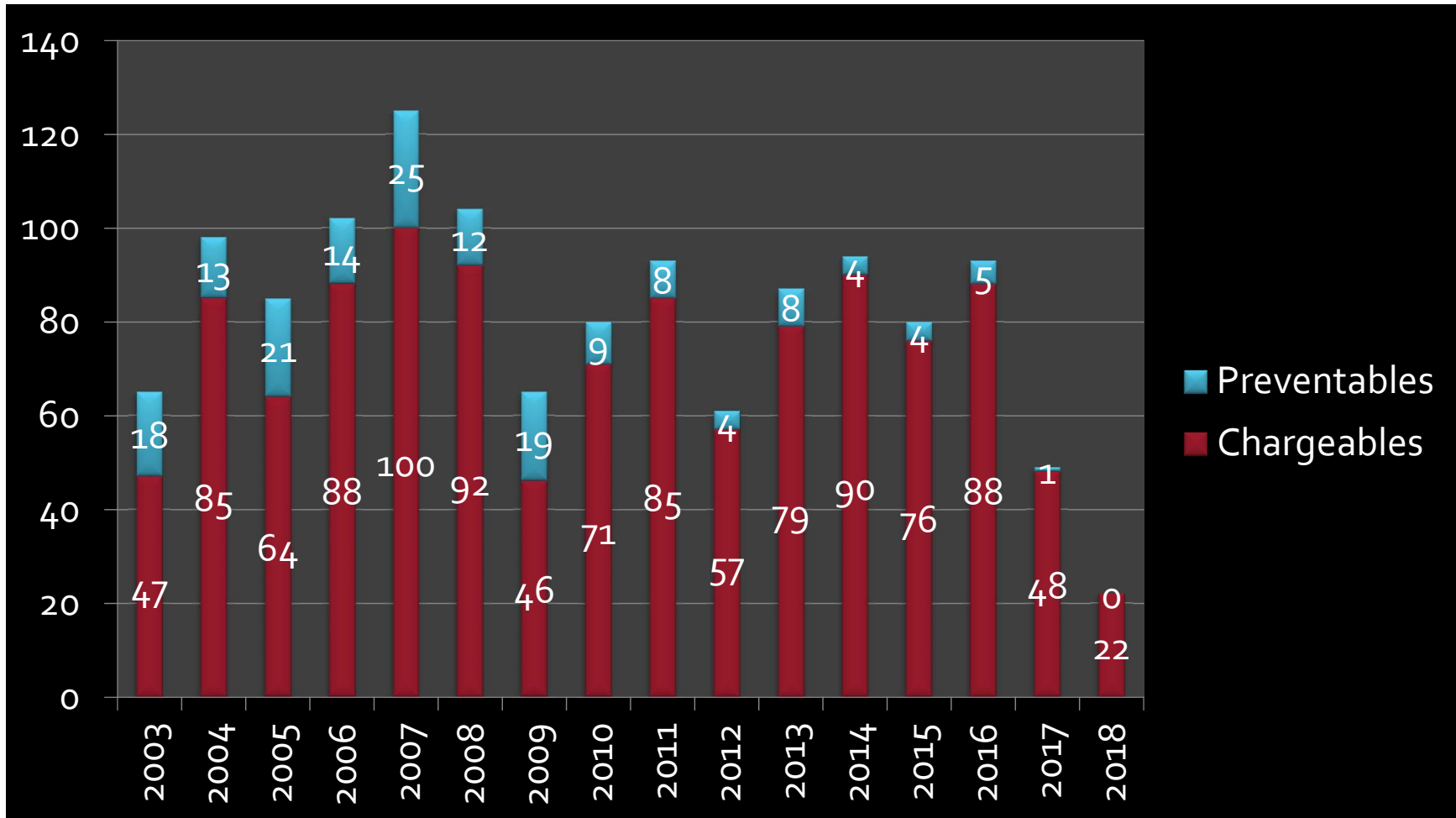
ADA Certifications, March 2018	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,582	283	140	126	12,607
Category 2	9	0	0	0	0
Category 2/3	17	1	0	0	11
Category 3	2,092	339	71	19	5,038
Total		3,700			17,656

Monthly New Certification	23
Monthly Denied Applications	0

(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.

2003 – Present Yearly Chargeable and Preventable Accidents



Count of Driver Reported Incidents by Category

3/1/2017 to 3/31/2017 and 3/1/2018 to 3/31/2018



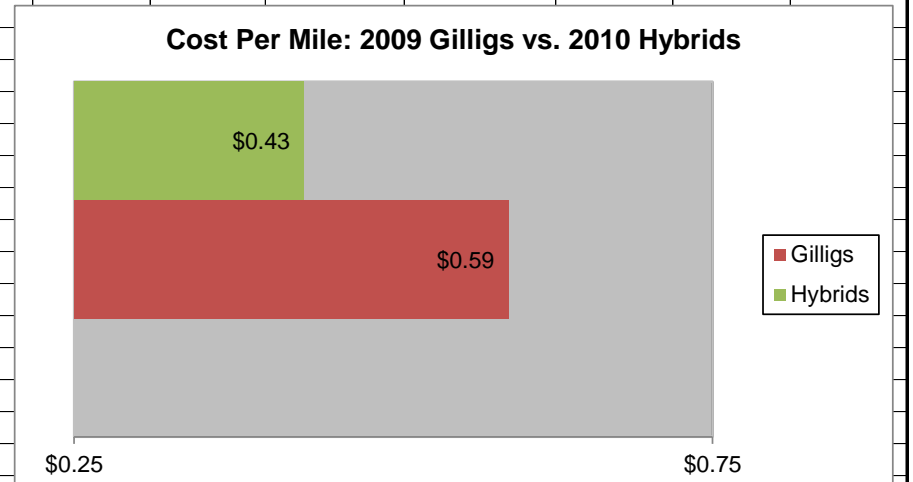
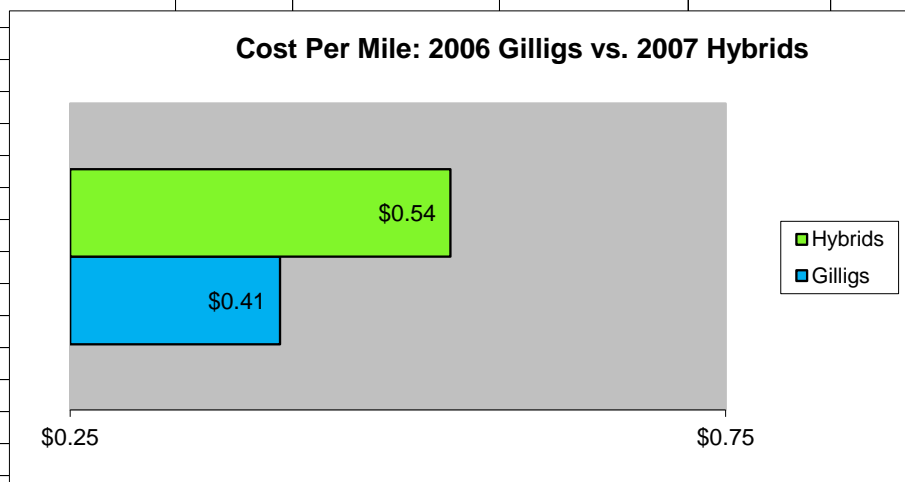
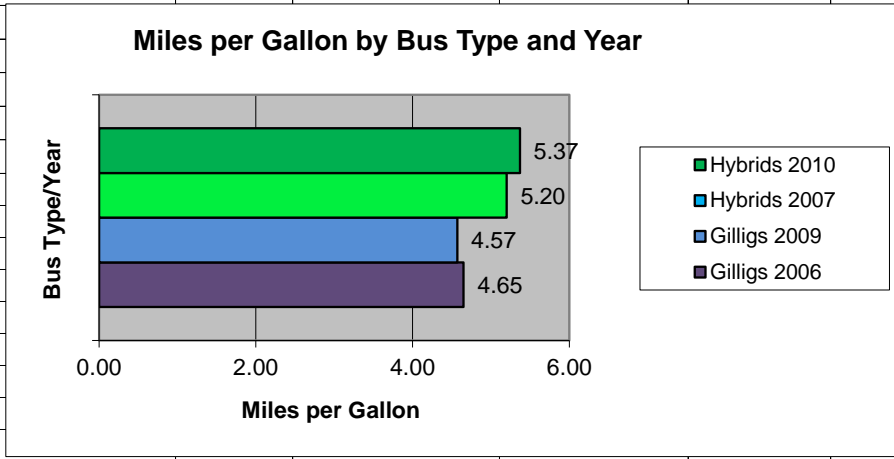
Category	2017				2018					
	FIXED ROUTE		PARATRANSIT		FIXED ROUTE		PARATRANSIT		SCHOOL SVC	
	Month	YTD*	Month	YTD*	Month	YTD*	Month	YTD*	Month	YTD*
<i>Physical Assault</i>										
Assault				2	4	1	2			
Fighting	2	8		8	27	1	3		3	10
Thrown Objects Hitting Person										
<i>Disruptive Behavior</i>										
Disruptive Behavior &/or Vulgar Language	8	26		7	10	4	15		2	12
Fare Dispute	1	5				1	4			1
Fire										
Smoking		1		2	4					
Theft		1				1	1			
Threat				1	2	1	3			1
Throwing Objects		2		2	2		1			1
Vandalism				1	3					
Weapon		1								
<i>Other</i>										
Illness or Potential Injury	2	7			1	2	8			2
Intoxicated Passenger	3	10				2	5			
Other	12	30		3	6	6	11		1	2
Para - Alighting/Boarding Problems										
Para - Nobody to Meet Customer										
<i>Total Count for Period</i>	28	91		26	59	19	53		6	29

2017 Total YTD fixed and school - 150

2018 Total YTD fixed and school - 82

Hybrid/Diesel Comparison - January 1, 2018 - March 31, 2018

Bus Type/Year	Bus #	Mileage	Fuel	Fuel Cost*	Parts	Labor	CPM**	AVG MPG
Gilligs (2006)	906 - 921	75,984	16,353	\$25,347	\$1,196	\$4,373	\$0.41	4.65
Hybrids (2007)	001-005	25,855	4,976	\$7,712	\$2,451	\$3,746	\$0.54	5.20
Gilligs (2009)	922-954	165,304	36,210	\$56,125	\$22,020	\$19,912	\$0.59	4.57
Hybrids (2010)	006-019	115,497	21,527	\$33,367	\$6,110	\$9,744	\$0.43	5.37



*Average fuel price \$2.383 per gallon for the period.

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