

FIXED ROUTE
Operating Statistics For Periods Ending 6/30/2013 & 6/30/2014

CURRENT MONTH			YEAR TO DATE				
Actual 2013	Actual 2014	Variance 2013 to 2014		Actual 2013	Actual 2014	Variance 2013 to 2014	% Change
			Service Supplied				
427,992	460,961	32,969	Total (Vehicle) Miles	2,900,478	2,981,675	81,197	2.8%
29,287	31,560	2,273	Revenue Hours	192,794	201,839	9,045	4.7%
32,092	34,612	2,520	Total (Vehicle) Hours	214,927	224,672	9,745	4.5%
			<i>Ridership</i>				
799,298	845,747	46,449	Revenue Passengers	7,040,691	7,373,568	332,877	4.7%
78,528	82,840	4,312	Transfers	428,365	428,166	(199)	0.0%
<u>20,405</u>	<u>18,937</u>	<u>(1,468)</u>	Non-Revenue Rides	<u>105,371</u>	<u>95,631</u>	<u>(9,740)</u>	-9.2%
898,231	947,524	49,293	Total Passengers	7,574,427	7,897,365	322,938	4.3%
			Service Quality				
3,256	3,698	442	Trips using Lifts	17,423	19,859	2,436	14.0%
8	10	2	Passenger Accidents	60	78	18	30.0%
			Vehicle Accidents*				
5	5	0	Chargeable	30	32	2	6.7%
12	7	(5)	Non-chargeable	57	40	(17)	-29.8%
<u>2</u>	<u>1</u>	<u>(1)</u>	Preventable	<u>7</u>	<u>2</u>	<u>(5)</u>	-71.4%
19	13	(6)	Total Vehicle Accidents	94	74	(20)	-21.3%
			Fleet/Maintenance				
78	68	(10)	Road Calls	480	446	(34)	-7.1%
71	77	6	Actual Inspections	484	497	13	2.7%
71	77	6	Scheduled Inspections	482	496	14	2.9%

*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--June 2014 vs. June 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)	960,848	1,147,779	19.5%	90.45	108.05	19.5%		Core Routes operate every day from early a.m. to late p.m.: 2, 3, 4, 5, 6, 7, 13 (3 operates weekdays only; 7 operates weekends & holidays only).
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	634,774	618,799	-2.5%	67.31	66.44	-1.3%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	215,931	207,567	-3.9%	66.55	60.45	-9.2%		Commuter Routes operate on weekdays during peak hours: 11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 55, 56, 57 58, 71, 72, 74, 75
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	28,245	16,869	-40.3%	99.58	59.47	-40.3%		
2 WTP-NTP (revised August 25, 2013)	711,681	766,985	7.8%	52.85	50.08	-5.2%		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
50 WTP-SCHROEDER-RAYMOND LOOP	93,982	101,893	8.4%	44.64	47.37	6.1%		
4 NTP-STP	394,845	425,752	7.8%	42.00	45.77	9.0%		Connector Routes connect transfer points throughout the day: 16, 17, 18.
67 WTP-WEST TOWNE	154,948	150,845	-2.6%	47.38	44.71	-5.6%		
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	53,943	382,428	608.9%	26.96	43.32	60.7%		Circulator Routes 1, 9, 10, 34
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	89,365	108,406	21.3%	36.08	43.23	19.8%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	49,077	42,025	-14.4%	50.58	41.02	-18.9%		Other routes: 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.
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	51,263	53,171	3.7%	37.78	40.38	6.9%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	184,705	184,909	0.1%	42.60	40.12	-5.8%		UW Campus Circulators 80, 81, 82, 84
22 MENDOTA LOOP	126,661	122,000	-3.7%	37.88	38.99	2.9%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	77,773	71,958	-7.5%	40.26	37.57	-6.7%		School Day Supplemental Routes E, L, M, W
3 WTP-ETP	320,585	322,525	0.6%	37.23	37.50	0.7%		
5 ETP-STP	254,693	263,811	3.6%	35.74	37.50	4.9%		Average weekday ridership June 2013: 38,867 Average weekday ridership June 2014: 39,967
6 EAST TOWNE-WTP	606,086	621,435	2.5%	36.07	37.20	3.1%		
81-82 UW LATE NITE CIRCULATORS	51,940	58,959	13.5%	32.66	37.07	13.5%		
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	23,499	35,999	53.2%	30.11	34.11	13.3%		
51 WTP-MUIR FIELD LOOP	43,628	48,430	11.0%	33.44	33.91	1.4%		
17 ETP-NTP	65,149	67,157	3.1%	34.70	33.84	-2.5%		
11 WTP-DUTCH MILL-CAP SQUARE	52,538	46,800	-10.9%	35.28	32.52	-7.8%		
21 LAKEVIEW LOOP	88,546	92,233	4.2%	28.67	32.04	11.7%		
30 ETP-EAST TOWNE	141,133	127,749	-9.5%	35.01	31.82	-9.1%		
18 STP-WTP (revised August 25, 2013)	230,692	205,860	-10.8%	35.84	31.78	-11.3%		
27 NTP - UW CAMPUS COMMUTER	29,179	29,326	0.5%	31.38	31.58	0.6%		
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	65,065	57,303	-11.9%	35.86	30.83	-14.0%		
7 WTP-ETP (Weekends & Holidays Only)	79,497	87,751	10.4%	27.73	30.61	10.4%		
58 GREENTREE COMMUTER	42,785	44,433	3.9%	28.53	30.27	6.1%		
1 CAP SQUARE - UW	14,420	14,844	2.9%	29.34	30.21	2.9%		
47 ARBOR HILLS COMMUTER	43,250	43,154	-0.2%	26.57	28.47	7.2%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	20,453	23,369	14.3%	24.69	28.20	14.3%		
16 STP - ETP	211,794	170,491	-19.5%	34.55	27.30	-21.0%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	218,507	156,848	-28.2%	31.96	26.32	-17.6%		
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	277,057	211,891	-23.5%	34.85	25.57	-26.6%		
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	21,007	18,467	-12.1%	28.89	25.40	-12.1%		
19 RED ARROW TR-CAP SQUARE	89,405	88,449	-1.1%	24.27	23.82	-1.8%		
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	68,491	54,241	-20.8%	30.50	23.46	-23.1%	x	
12 WTP-DUTCH MILL-CAP SQUARE	28,395	27,514	-3.1%	24.68	23.35	-5.4%	x	
70 MIDDLETON-CAPITOL SQUARE	87,424	78,557	-10.1%	26.29	23.20	-11.7%	x	
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	19,687	18,906	-4.0%	26.26	22.73	-13.5%	x	
13 STP-CAP SQUARE	77,248	81,763	5.8%	19.95	21.14	5.9%	x	
32 ACEWOOD-THOMPSON LOOP	23,803	22,978	-3.5%	22.63	20.30	-10.3%	x	
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	2,393	26,072	989.5%	7.95	19.84	149.7%	x	
73 WTP-OLD SAUK TRAILS	70,612	66,219	-6.2%	19.49	19.36	-0.7%	x	
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	11,695	10,939	-6.5%	29.37	19.08	-35.0%	x	
74 MIDDLETON LOOP	15,001	16,474	9.8%	16.13	17.96	11.3%	x	
52 WTP-FITCHBURG	18,125	23,639	30.4%	12.95	17.83	37.7%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	44,902	36,315	-19.1%	18.84	17.62	-6.5%	x	
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	5,529	4,772	-13.7%	15.08	17.06	13.1%	x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	-	21,004	NA	NA	16.72	NA	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	15,099	10,420	-31.0%	16.42	16.71	1.8%	x	
20 NTP-EAST TOWNE	86,255	92,581	7.3%	16.18	16.51	2.1%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	6,751	7,529	11.5%	12.07	13.49	11.8%	x	
39 ETP - DAIRY DRIVE (revised August 25, 2013)	13,683	9,339	-31.7%	13.08	12.78	-2.3%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	17,551	18,199	3.7%	12.04	12.68	5.4%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	5,465	5,523	1.1%	12.22	12.34	1.1%	x	
31 MARSH RD - ETP (began August 25, 2013)	-	11,823	NA	NA	8.69	NA	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	4,864	6,663	37.0%	5.88	8.05	37.0%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	1,930	2,144	11.1%	6.93	7.66	10.6%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	4,943	5,078	2.7%	5.86	6.02	2.7%	x	
9 ETP - UW CAMPUS (ended operating on August 24, 2013)	125,419	-	-100.0%	49.21	NA	NA		
UNKNOWN ROUTE & ROAD BUS *	213	3	NA	NA	NA	NA		
SYSTEM TOTAL	7,574,427	7,897,365	4.3%	39.28	39.14	-0.4%	23.48	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	6,533,394	6,673,758	2.1%	36.23	35.26	-2.7%	21.15	

* 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 - June 2014

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2013	2014	% change	2013	2014
1 CAP SQUARE - UW	14,420	14,844	2.9%	29.34	30.21
2 WTP-NTP (revised August 25, 2013)	711,681	766,985	7.8%	52.85	50.08
3 WTP-ETP	320,585	322,525	0.6%	37.23	37.50
4 NTP-STP	394,845	425,752	7.8%	42.00	45.77
5 ETP-STP	254,693	263,811	3.6%	35.74	37.50
6 EAST TOWNE-WTP	606,086	621,435	2.5%	36.07	37.20
7 WTP-ETP (Weekends & Holidays Only)	79,497	87,751	10.4%	27.73	30.61
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	20,453	23,369	14.3%	24.69	28.20
9 ETP - UW CAMPUS (ended operating on August 24, 2013)	125,419	-	-100.0%	49.21	NA
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	53,943	382,428	608.9%	26.96	43.32
11 WTP-DUTCH MILL-CAP SQUARE	52,538	46,800	-10.9%	35.28	32.52
12 WTP-DUTCH MILL-CAP SQUARE	28,395	27,514	-3.1%	24.68	23.35
13 STP-CAP SQUARE	77,248	81,763	5.8%	19.95	21.14
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	218,507	156,848	-28.2%	31.96	26.32
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	277,057	211,891	-23.5%	34.85	25.57
16 STP - ETP	211,794	170,491	-19.5%	34.55	27.30
17 ETP-NTP	65,149	67,157	3.1%	34.70	33.84
18 STP-WTP (revised August 25, 2013)	230,692	205,860	-10.8%	35.84	31.78
19 RED ARROW TR-CAP SQUARE	89,405	88,449	-1.1%	24.27	23.82
20 NTP-EAST TOWNE	86,255	92,581	7.3%	16.18	16.51
21 LAKEVIEW LOOP	88,546	92,233	4.2%	28.67	32.04
22 MENDOTA LOOP	126,661	122,000	-3.7%	37.88	38.99
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	5,529	4,772	-13.7%	15.08	17.06
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	1,930	2,144	11.1%	6.93	7.66
27 NTP - UW CAMPUS COMMUTER	29,179	29,326	0.5%	31.38	31.58
28 NTP-WTP COMMUTER (revised August 25, 2013)	215,931	207,567	-3.9%	66.55	60.45
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	11,695	10,939	-6.5%	29.37	19.08
30 ETP-EAST TOWNE	141,133	127,749	-9.5%	35.01	31.82
31 MARSH RD - ETP (began August 25, 2013)	-	11,823	NA	NA	8.69
32 ACEWOOD-THOMPSON LOOP	23,803	22,978	-3.5%	22.63	20.30
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	2,393	26,072	989.5%	7.95	19.84
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	15,099	10,420	-31.0%	16.42	16.71
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	-	21,004	NA	NA	16.72
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	17,551	18,199	3.7%	12.04	12.68
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	44,902	36,315	-19.1%	18.84	17.62
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	184,705	184,909	0.1%	42.60	40.12
39 ETP - DAIRY DRIVE (revised August 25, 2013)	13,683	9,339	-31.7%	13.08	12.78
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	89,365	108,406	21.3%	36.08	43.23
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	51,263	53,171	3.7%	37.78	40.38
47 ARBOR HILLS COMMUTER	43,250	43,154	-0.2%	26.57	28.47
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	6,751	7,529	11.5%	12.07	13.49
50 WTP-SCHROEDER-RAYMOND LOOP	93,982	101,893	8.4%	44.64	47.37
51 WTP-MUIR FIELD LOOP	43,628	48,430	11.0%	33.44	33.91
52 WTP-FITCHBURG	18,125	23,639	30.4%	12.95	17.83
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	19,687	18,906	-4.0%	26.26	22.73
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	68,491	54,241	-20.8%	30.50	23.46
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	65,065	57,303	-11.9%	35.86	30.83
58 GREENTREE COMMUTER	42,785	44,433	3.9%	28.53	30.27
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	4,864	6,663	37.0%	5.88	8.05
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	21,007	18,467	-12.1%	28.89	25.40
67 WTP-WEST TOWNE	154,948	150,845	-2.6%	47.38	44.71
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	4,943	5,078	2.7%	5.86	6.02
70 MIDDLETON-CAPITOL SQUARE	87,424	78,557	-10.1%	26.29	23.20
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	49,077	42,025	-14.4%	50.58	41.02
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	77,773	71,958	-7.5%	40.26	37.57
73 WTP-OLD SAUK TRAILS	70,612	66,219	-6.2%	19.49	19.36
74 MIDDLETON LOOP	15,001	16,474	9.8%	16.13	17.96
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	23,499	35,999	53.2%	30.11	34.11
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	5,465	5,523	1.1%	12.22	12.34
80 UW CAMPUS (service revised August 26, 2012)	960,848	1,147,779	19.5%	90.45	108.05
81-82 UW LATE NITE CIRCULATORS	51,940	58,959	13.5%	32.66	37.07
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TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	6,533,394	6,673,758	2.1%	36.23	35.26

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Average weekday ridership June 2013: 38,867

Average weekday ridership June 2014: 39,967

MONTHLY RIDERSHIP - June 2014

ROUTE	MONTHLY RIDERSHIP			YTD RIDERSHIP		
	2013	2014	% change	2013	2014	% change
1 CAP SQUARE - UW	867	984	13.5%	14,420	14,844	2.9%
2 WTP-NTP (revised August 25, 2013)	92,697	92,489	-0.2%	711,681	766,985	7.8%
3 WTP-ETP	37,599	38,337	2.0%	320,585	322,525	0.6%
4 NTP-STP	54,458	61,974	13.8%	394,845	425,752	7.8%
5 ETP-STP	40,319	42,099	4.4%	254,693	263,811	3.6%
6 EAST TOWNE-WTP	80,935	86,922	7.4%	606,086	621,435	2.5%
7 WTP-ETP (Weekends & Holidays Only)	12,449	12,343	-0.9%	79,497	87,751	10.4%
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	2,833	2,678	-5.5%	20,453	23,369	14.3%
9 ETP - UW CAMPUS (ended operating on August 24, 2013)	9,876		-100.0%	125,419	-	-100.0%
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	4,206	39,117	830.0%	53,943	382,428	608.9%
11 WTP-DUTCH MILL-CAP SQUARE	5,914	5,091	-13.9%	52,538	46,800	-10.9%
12 WTP-DUTCH MILL-CAP SQUARE	3,806	3,900	2.5%	28,395	27,514	-3.1%
13 STP-CAP SQUARE	10,152	11,291	11.2%	77,248	81,763	5.8%
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	26,060	20,148	-22.7%	218,507	156,848	-28.2%
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	34,930	28,708	-17.8%	277,057	211,891	-23.5%
16 STP - ETP	31,574	23,548	-25.4%	211,794	170,491	-19.5%
17 ETP-NTP	9,833	10,753	9.4%	65,149	67,157	3.1%
18 STP-WTP (revised August 25, 2013)	39,130	32,751	-16.3%	230,692	205,860	-10.8%
19 RED ARROW TR-CAP SQUARE	8,900	7,957	-10.6%	89,405	88,449	-1.1%
20 NTP-EAST TOWNE	13,644	20,008	46.6%	86,255	92,581	7.3%
21 LAKEVIEW LOOP	13,858	14,516	4.7%	88,546	92,233	4.2%
22 MENDOTA LOOP	19,933	18,350	-7.9%	126,661	122,000	-3.7%
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	909	827	-9.0%	5,529	4,772	-13.7%
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	375	370	-1.3%	1,930	2,144	11.1%
27 NTP - UW CAMPUS COMMUTER	3,412	3,201	-6.2%	29,179	29,326	0.5%
28 NTP-WTP COMMUTER (revised August 25, 2013)	22,809	21,500	-5.7%	215,931	207,567	-3.9%
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,737	1,632	-6.0%	11,695	10,939	-6.5%
30 ETP-EAST TOWNE	23,501	20,169	-14.2%	141,133	127,749	-9.5%
31 MARSH RD - ETP (began August 25, 2013)		1,718	NA	-	11,823	NA
32 ACEWOOD-THOMPSON LOOP	4,183	3,807	-9.0%	23,803	22,978	-3.5%
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	364	3,316	811.0%	2,393	26,072	989.5%
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	1,770	1,284	-27.5%	15,099	10,420	-31.0%
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)		3,251	NA	-	21,004	NA
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	2,985	3,241	8.6%	17,551	18,199	3.7%
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	3,784	2,945	-22.2%	44,902	36,315	-19.1%
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	18,581	18,028	-3.0%	184,705	184,909	0.1%
39 ETP - DAIRY DRIVE (revised August 25, 2013)	1,990	1,608	-19.2%	13,683	9,339	-31.7%
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	14,236	18,293	28.5%	89,365	108,406	21.3%
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	5,109	5,975	17.0%	51,263	53,171	3.7%
47 ARBOR HILLS COMMUTER	6,086	6,061	-0.4%	43,250	43,154	-0.2%
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	861	1,075	24.9%	6,751	7,529	11.5%
50 WTP-SCHROEDER-RAYMOND LOOP	14,449	16,166	11.9%	93,982	101,893	8.4%
51 WTP-MUIR FIELD LOOP	7,141	7,322	2.5%	43,628	48,430	11.0%
52 WTP-FITCHBURG	2,744	3,654	33.2%	18,125	23,639	30.4%
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	2,542	3,045	19.8%	19,687	18,906	-4.0%
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,832	8,090	-8.4%	68,491	54,241	-20.8%
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	9,005	8,187	-9.1%	65,065	57,303	-11.9%
58 GREENTREE COMMUTER	5,143	5,602	8.9%	42,785	44,433	3.9%
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	974	903	-7.3%	4,864	6,663	37.0%
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	3,857	2,895	-24.9%	21,007	18,467	-12.1%
67 WTP-WEST TOWNE	25,230	25,612	1.5%	154,948	150,845	-2.6%
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	888	815	-8.2%	4,943	5,078	2.7%
70 MIDDLETON-CAPITOL SQUARE	10,949	10,758	-1.7%	87,424	78,557	-10.1%
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	6,683	5,485	-17.9%	49,077	42,025	-14.4%
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	10,635	10,028	-5.7%	77,773	71,958	-7.5%
73 WTP-OLD SAUK TRAILS	11,284	11,628	3.0%	70,612	66,219	-6.2%
74 MIDDLETON LOOP	2,220	2,624	18.2%	15,001	16,474	9.8%
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	4,214	5,907	40.2%	23,499	35,999	53.2%
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	1,102	758	-31.2%	5,465	5,523	1.1%
80 UW CAMPUS (service revised August 26, 2012)	53,334	75,877	42.3%	960,848	1,147,779	19.5%
81 UW LATE NIGHT CIRCULATOR			NA	18,765	26,950	43.6%
82 UW LATE NITE CIRCULATOR			NA	33,175	32,009	-3.5%
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	2,532	2,210	-12.7%	28,245	16,869	-40.3%
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	47,663	47,693	0.1%	634,774	618,799	-2.5%
UNKNOWN ROUTE & ROAD BUS	145		NA	213	3	-98.6%
SYSTEM TOTAL	898,231	947,524	5.5%	7,574,427	7,897,365	4.3%

TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	842,365	869,437	3.2%	6,533,394	6,673,758	2.1%
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ParaTransit
Operating Statistics For Periods Ending 6/30/2013 & 6/30/2014

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				
			No. of Clients riding the System	1,458	1,471	13	0.9%
			<i>Ridership</i>				
1,068	1,025	(43)	Directly Operated Service	24,368	27,553	3,185	13.1%
3,719	4,265	546	ADA Contracted Services	105,399	105,637	238	0.2%
<u>15,942</u>	<u>16,769</u>	<u>827</u>	Total ADA Ridership	<u>129,767</u>	<u>133,190</u>	3,423	2.6%
19,661	21,034	1,373	Total No-shows	2,741	3,041	300	10.9%
402	516	114					
			Service Quality Data				
0	2	2	Passenger Accidents	5	8	3	60.0%
			Vehicle Accidents*				
2	0	(2)	Chargeable	6	5	(1)	-16.7%
0	1	1	Non-chargeable	3	3	0	0.0%
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>0</u>	<u>1</u>	<u>1</u>	100.0%
2	1	(1)	Total Vehicle Accidents	9	9	0	0.0%
			Fleet/Maintenance Data				
0	2	2	Road Calls	11	9	(2)	-18.2%
9	11	2	Actual Inspections	49	62	13	26.5%
9	10	1	Scheduled Inspections	52	62	10	19.2%

*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
June, 2014**

Operations	Metro Plus			
	Jun, 2013	Jun, 2014	YTD 2013	YTD 2014
Total Trips	19,661	21,034	129,767	133,190
Rides Cancelled	2,506	2,872	21,009	22,866
Cancellation Rate	12.7%	13.7%	16.2%	17.2%
No Shows	402	516	2,741	3,041
No Shows/Rides Provided	2.0%	2.5%	2.1%	2.3%
Number of Clients Provided Service	1,068	1,025	1,458	1,471
Average Trips/Client	18.4	20.5	89.0	90.5
DDS Trips	13,246	14,604	84,503	88,246
Subscription Trips	11,698	13,115	77,216	80,508
DDS Subscription Trips	8,669	9,940	58,384	58,530
D2D Trips	13,434	14,303	89,100	89,280
Lv Attended Trips	5,958	6,371	39,582	38,985
Maintenance Inspections Conducted/Scheduled	100.0%	110.0%	94.2%	100.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	18,707	23,785	24,118	31,421	98,031
Non-Ambulatory	8,846	1,017	4,878	20,418	35,159
Percentage	20.69%	18.62%	21.77%	38.92%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	27,553	24,802	28,996	51,839	133,190
Customer Complaints	54	94	56	84	288
Customer Compliments	9	9	12	14	44
Customer Suggestions	5	2	4	2	13
Complaints/1000 passenger trips - 2013	2.46	3.19	2.37	1.78	2.30
Complaints/1000 passenger trips - 2014	1.96	3.79	1.93	1.62	2.16
Late Service Reports (1)	4	95	137	73	309
Late Service Reports/1000 passenger trips - 2013	0.41	5.18	5.94	2.17	3.22
Late Service Reports/1000 passenger trips - 2014	0.15	3.83	4.72	1.41	2.32

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

ADA Certifications, June 2014	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,540	321	219	142	16,293
Category 2	11	0	0	0	0
Category 2/3	44	2	0	0	5
Category 3	2,259	316	63	22	4,727
Total	3,854				21,025

Monthly New Certification	18
Monthly Denied Applications	1
Fixed Route Trips Using Lifts (YTD)	19,859

(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 June 30
All Modes

	2013 Actual	2014 Budget	2014 Actual	Over/Under Budget	Change from Prior Year
Passenger Revenue:					
Cash, Tickets, Passes:	\$ 3,458,713	\$ 3,226,074	\$ 3,477,894	\$ 251,821	\$ 19,181
Unlimited Ride Passes:	\$ 3,148,727	\$ 3,243,730	\$ 3,261,357	\$ 17,627	\$ 112,630
Sub Total:	\$ 6,607,440	\$ 6,469,804	\$ 6,739,251	\$ 269,448	\$ 131,811
Misc Revenue:					
Advertising:	\$ 140,106	\$ 195,000	\$ 186,448	\$ (8,552)	\$ 46,341
County:	\$ 1,871,787	\$ 1,822,500	\$ 1,965,194	\$ 142,694	\$ 93,408
Other Operating:	\$ 47,716	\$ 26,000	\$ 57,985	\$ 31,985	\$ 10,269
Non-Operating:	\$ 33,280	\$ 16,000	\$ 5,780	\$ (10,220)	\$ (27,500)
Sub Total:	\$ 2,092,889	\$ 2,059,500	\$ 2,215,407	\$ 155,907	\$ 122,518
Local Subsidies:					
City of Madison:	\$ 5,301,897	\$ 5,874,506	\$ 5,874,506	\$ -	\$ 572,609
Funding Partners:	\$ 1,593,400	\$ 1,432,750	\$ 1,432,750	\$ -	\$ (160,650)
Sub Total:	\$ 6,895,297	\$ 7,307,256	\$ 7,307,256	\$ -	\$ 411,959
State Assistance:					
Federal grant funding for capital maintenance	\$ 8,300,000	\$ 8,322,750	\$ 8,322,750	\$ -	\$ 22,750
	\$ 3,072,800	\$ 3,132,300	\$ 3,132,300	\$ -	\$ 59,500
Total Revenue:	\$ 26,968,426	\$ 27,291,610	\$ 27,716,964	\$ 425,355	\$ 748,538
Salaries:					
Salaries/Wages:	\$ 11,993,884	\$ 12,786,980	\$ 12,358,258	\$ (428,722)	\$ 364,374
OT:	\$ 919,677	\$ 796,380	\$ 1,142,738	\$ 346,358	\$ 223,061
Workers Comp:	\$ 78,722	\$ 102,100	\$ 183,165	\$ 81,065	\$ 104,443
Benefits:					
Health:	\$ 2,900,585	\$ 2,871,100	\$ 2,870,152	\$ (948)	\$ (30,433)
WI Retirement:	\$ 830,534	\$ 955,256	\$ 924,385	\$ (30,871)	\$ 93,851
Other:	\$ 1,798,991	\$ 1,908,181	\$ 1,881,395	\$ (26,787)	\$ 82,403
Sub Total:	\$ 18,522,394	\$ 19,419,998	\$ 19,360,093	\$ (59,905)	\$ 837,699
Utilities:					
Natural Gas:	\$ 140,304	\$ 134,550	\$ 187,965	\$ 53,415	\$ 47,661
Electricity:	\$ 153,436	\$ 128,300	\$ 136,873	\$ 8,573	\$ (16,564)
Telephone:	\$ 7,450	\$ 8,500	\$ 6,002	\$ (2,498)	\$ (1,448)
Other:	\$ 529	\$ 16,500	\$ 26,377	\$ 9,877	\$ 25,849
Building & Grounds:					
Repairs/Maintenance:	\$ 43,140	\$ 56,500	\$ 34,644	\$ (21,856)	\$ (8,497)
Supplies:	\$ 111,740	\$ 103,750	\$ 143,172	\$ 39,422	\$ 31,432
Services:	\$ 4,084	\$ 6,000	\$ 4,887	\$ (1,113)	\$ 803
Rolling Stock/Support Equipment:					
Equip. Repairs/Maintenance:	\$ 220,677	\$ 222,950	\$ 214,549	\$ (8,401)	\$ (6,127)
Parts:	\$ 315,464	\$ 350,000	\$ 498,466	\$ 148,466	\$ 183,002
Tires:	\$ 115,784	\$ 115,000	\$ 130,010	\$ 15,010	\$ 14,226
Equipment Supplies:	\$ 33,068	\$ 52,500	\$ 33,461	\$ (19,039)	\$ 393
Fuel, Oil, & Lubricants:	\$ 1,800,853	\$ 2,016,682	\$ 2,088,383	\$ 71,701	\$ 287,530
Administrative:					
Insurance & Financial:	\$ 532,155	\$ 506,200	\$ 518,100	\$ 11,899	\$ (14,056)
Rentals/Leases:	\$ 91,847	\$ 105,000	\$ 95,969	\$ (9,031)	\$ 4,122
Training:	\$ 23,793	\$ 16,000	\$ 10,545	\$ (5,455)	\$ (13,248)
Supplies, Equipment and Services:	\$ 323,469	\$ 259,250	\$ 261,583	\$ 2,333	\$ (61,886)
Operations:					
Paratransit Providers:	\$ 2,173,094	\$ 2,294,000	\$ 2,277,186	\$ (16,814)	\$ 104,092
GAS / RSVP / Exc Rides:	\$ 316,294	\$ 327,900	\$ 288,056	\$ (39,844)	\$ (28,238)
Inter Departmental Charges:	\$ 425,069	\$ 430,140	\$ 427,018	\$ (3,122)	\$ 1,949
Depreciation:	\$ 3,120,999	\$ 3,300,000	\$ 3,113,014	\$ (186,986)	\$ (7,985)
Interest and Bad Debt Expense:	\$ 169,300	\$ 149,000	\$ 149,004	\$ 4	\$ (20,296)
Total Operating Expenses:	\$ 28,644,944	\$ 30,018,720	\$ 30,005,357	\$ (13,363)	\$ 1,360,413
Less Depreciation:	\$ (3,120,999)	\$ (3,300,000)	\$ (3,113,014)	\$ 186,986	\$ 7,985
Capital Debt:	\$ 584,514	\$ 546,500	\$ 546,504	\$ 4	\$ (38,010)
Fixed Assets:	\$ 792,356	\$ 103,950	\$ 36,068	\$ (67,882)	\$ (756,288)
Federal grant funding for fixed assets	\$ (633,885)	\$ (83,160)	\$ (34,879)	\$ 48,281	\$ 599,006
Total Expenditures:	\$ 26,266,930	\$ 27,286,010	\$ 27,440,035	\$ 154,026	\$ 1,173,106
Reserves generated (used)	\$ 701,496	\$ 5,600	\$ 276,929	\$ 271,329	\$ (424,567)
Reserve balance-beginning	\$ 784,150		\$ 2,673,292		
Reserve balance-ending	\$ 1,485,646		\$ 2,950,221		

**Madison Metro
Performance Measures
YTD through June 30**

	Fixed Route		Paratransit	
	2013	2014	2013	2014
Operating Revenue/Operating Cost	31.09%	29.88%	39.44%	40.68%
Passenger Revenue/Passenger Trips	\$ 0.85	\$ 0.84	\$ 1.12	\$ 1.00
Operating Cost/Passenger Trips	\$ 2.74	\$ 2.80	\$ 34.08	\$ 33.99
Operating Cost/Revenue Hours	\$ 107.81	\$ 109.38		
Operating Cost/Platform Hours	\$ 96.71	\$ 98.26		
Operating Cost/Total Miles	\$ 7.17	\$ 7.40		
Passenger Trips/Revenue Hour	39.29	39.13	2.73	
Passenger Trips/Revenue Mile	3.11	3.13		

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

Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through June 30, 2014 and 2013

Fixed Route Passenger Revenue

2014	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	\$ 120,789	\$ 105,366	\$ 149,108	\$ 136,985	\$ 120,107	\$ 154,159							\$ 786,514
Day passes	\$ 5,278	\$ 2,472	\$ 4,096	\$ 8,245	\$ 9,745	\$ 10,193							\$ 40,029
2 ride passes	\$ 25,118	\$ 6,285	\$ 27,735	\$ 11,185	\$ 10,518	\$ 12,841							\$ 93,682
10 ride passes	\$ 73,370	\$ 84,260	\$ 84,345	\$ 77,010	\$ 60,135	\$ 82,970							\$ 462,090
31 day passes	\$ 154,011	\$ 124,344	\$ 133,740	\$ 161,116	\$ 103,029	\$ 165,031							\$ 841,271
EZ Rider/Summer Youth passes	\$ 196,860	\$ 210,703	\$ 221,235	\$ 168,557	\$ 221,235	\$ 113,347							\$ 1,131,937
Total cash, ticket & pass revenue	\$ 575,426	\$ 533,430	\$ 620,259	\$ 563,098	\$ 524,769	\$ 538,541							\$ 3,355,523
UW ASM	\$ 285,124	\$ 285,124	\$ 285,124	\$ 285,124	\$ 285,125	\$ 285,124							\$ 1,710,745
UW Employees	\$ 156,101	\$ 156,101	\$ 156,100	\$ 156,101	\$ 156,100	\$ 156,101							\$ 936,604
MATC	\$ 51,225	\$ 64,571	\$ 62,230	\$ 69,729	\$ 46,717	\$ 15,452							\$ 309,924
City of Madison	\$ 10,380	\$ 10,379	\$ 11,001	\$ 11,040	\$ 10,345	\$ 9,941							\$ 63,086
Edgewood	\$ 9,155	\$ 12,211	\$ 10,872	\$ 11,128	\$ 6,416	\$ 2,653							\$ 52,435
St. Mary's	\$ 1,853	\$ 2,022	\$ 2,339	\$ 2,136	\$ 2,130	\$ 2,412							\$ 12,892
Meriter	\$ 2,013	\$ 1,984	\$ 2,010	\$ 1,898	\$ 1,810	\$ 1,845							\$ 11,560
Dane County	\$ 2,476	\$ 2,359	\$ 2,323	\$ 1,741	\$ 1,740	\$ 1,667							\$ 12,306
Commuter	\$ 15,143	\$ 15,358	\$ 15,686	\$ 15,317	\$ 11,810	\$ 14,639							\$ 87,953
Total unlimited ride pass revenue	\$ 533,470	\$ 550,109	\$ 547,685	\$ 554,214	\$ 522,193	\$ 489,834							\$ 3,197,505
Total passenger revenue	\$ 1,108,896	\$ 1,083,539	\$ 1,167,944	\$ 1,117,312	\$ 1,046,962	\$ 1,028,375							\$ 6,553,028
Cumulative YTD passenger revenue	\$ 1,108,896	\$ 2,192,435	\$ 3,360,379	\$ 4,477,691	\$ 5,524,653	\$ 6,553,028							

2013	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	\$ 128,244	\$ 124,263	\$ 129,802	\$ 133,392	\$ 124,976	\$ 141,365							\$ 782,042
Day passes	\$ 8,079	\$ 7,350	\$ 7,497	\$ 6,152	\$ 8,784	\$ 8,424							\$ 46,286
2 ride passes	\$ 23,830	\$ 13,130	\$ 20,658	\$ 10,900	\$ 8,040	\$ 44,510							\$ 121,068
10 ride passes	\$ 99,820	\$ 79,570	\$ 83,955	\$ 75,095	\$ 100,395	\$ 78,915							\$ 517,750
31 day passes	\$ 157,839	\$ 103,439	\$ 139,528	\$ 130,731	\$ 134,105	\$ 128,247							\$ 793,889
EZ Rider/Summer Youth passes	\$ 46,500	\$ 219,940	\$ 185,110	\$ 254,660	\$ 254,680	\$ 98,550							\$ 1,059,440
Total cash, ticket & pass revenue	\$ 464,312	\$ 547,692	\$ 566,550	\$ 610,930	\$ 630,980	\$ 500,011							\$ 3,320,475
UW ASM	\$ 271,644	\$ 271,643	\$ 271,644	\$ 271,643	\$ 271,644	\$ 271,643							\$ 1,629,861
UW Employees	\$ 150,772	\$ 150,772	\$ 150,772	\$ 150,771	\$ 150,771	\$ 150,772							\$ 904,630
MATC	\$ 52,571	\$ 69,315	\$ 62,306	\$ 61,867	\$ 47,352	\$ 13,887							\$ 307,298
City of Madison	\$ 11,518	\$ 11,347	\$ 11,566	\$ 10,368	\$ 10,178	\$ 9,156							\$ 64,133
Edgewood	\$ 8,466	\$ 12,368	\$ 10,187	\$ 10,106	\$ 8,156	\$ 3,045							\$ 52,328
St. Mary's	\$ 2,390	\$ 2,711	\$ 3,146	\$ 2,706	\$ 2,758	\$ 2,922							\$ 16,633
Meriter	\$ 2,754	\$ 2,673	\$ 2,586	\$ 2,221	\$ 2,253	\$ 1,923							\$ 14,410
Dane County	\$ 2,198	\$ 2,100	\$ 2,136	\$ 1,654	\$ 1,650	\$ 1,538							\$ 11,276
Commuter	\$ 11,317	\$ 12,142	\$ 13,795	\$ 13,209	\$ 14,668	\$ 13,421							\$ 78,552
Total unlimited ride pass revenue	\$ 513,630	\$ 535,071	\$ 528,138	\$ 524,545	\$ 509,430	\$ 468,307							\$ 3,079,121
Total passenger revenue	\$ 977,942	\$ 1,082,763	\$ 1,094,688	\$ 1,135,475	\$ 1,140,410	\$ 968,318							\$ 6,399,596
Cumulative YTD passenger revenue	\$ 977,942	\$ 2,060,705	\$ 3,155,393	\$ 4,290,868	\$ 5,431,278	\$ 6,399,596							

Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through June 30, 2014 and 2013

Fixed Route Rides

2014	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	66,780	65,125	68,027	66,819	69,806	74,845							411,402
Day passes	4,190	4,734	4,788	4,464	5,171	5,281							28,628
2 ride passes	11,147	11,776	12,058	11,631	12,636	15,317							74,565
10 ride passes	66,980	71,185	75,355	65,789	66,355	53,574							399,238
31 day passes	151,641	161,048	183,018	183,674	179,802	174,294							1,033,477
EZ Rider/Summer Youth passes	159,381	187,973	213,892	176,940	213,312	104,136							1,055,634
Total cash, ticket & pass rides	460,119	501,841	557,138	509,317	547,082	427,447							3,002,944
UW ASM	271,351	401,626	338,015	355,048	233,798	171,212							1,771,050
UW Employees	151,547	160,993	161,313	157,441	136,262	127,986							895,542
MATC	44,543	56,149	54,113	60,630	40,624	13,436							269,495
City of Madison	9,026	9,025	9,566	9,750	8,996	8,644							55,007
Edgewood	7,961	10,618	9,454	9,671	5,579	2,307							45,590
St. Mary's	1,611	1,758	2,034	1,866	1,852	2,097							11,218
Meriter	1,750	1,725	1,748	1,653	1,574	1,604							10,054
Dane County	2,153	2,051	2,020	1,510	1,513	1,450							10,697
Commuter	12,074	12,368	12,692	12,346	9,484	10,424							69,388
Total unlimited ride pass rides	502,016	656,313	590,955	609,915	439,682	339,160							3,138,041
UW routes 80-85	184,789	318,248	236,251	263,617	142,615	78,845							1,224,365
Total revenue rides	1,146,924	1,476,402	1,384,344	1,382,849	1,129,379	845,452							7,365,350
Transfers	65,410	64,510	69,848	71,703	73,869	82,840							428,180
Non-revenue rides	14,361	16,201	15,828	16,484	21,729	19,232							103,835
Total rides	1,226,695	1,557,113	1,470,020	1,471,036	1,224,977	947,524							7,897,365
Cumulative YTD total rides	1,226,695	2,783,808	4,253,828	5,724,864	6,949,841	7,897,365							

2013	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	70,426	65,704	68,961	58,134	67,358	68,209							398,792
Day passes	5,111	4,499	5,034	4,317	5,517	4,848							29,326
2 ride passes	8,335	8,339	8,954	9,206	11,284	13,559							59,677
10 ride passes	75,490	74,867	70,846	67,227	70,655	53,502							412,587
31 day passes	159,053	155,956	167,743	151,530	174,380	168,531							977,193
EZ Rider/Summer Youth passes	192,011	189,342	183,642	200,745	220,029	110,646							1,096,415
Total cash, ticket & pass rides	510,426	498,707	505,180	491,159	549,223	419,295							2,973,990
UW ASM	244,252	368,939	324,704	309,305	228,975	161,209							1,637,384
UW Employees	160,084	166,734	165,888	149,311	142,209	122,934							907,160
MATC	45,714	60,274	54,179	53,797	41,176	12,076							267,216
City of Madison	10,016	9,867	10,057	9,016	8,850	7,962							55,768
Edgewood	7,362	10,755	8,858	8,788	7,092	2,648							45,503
St. Mary's	2,078	2,357	2,736	2,353	2,398	2,541							14,463
Meriter	2,395	2,324	2,249	1,931	1,959	1,672							12,530
Dane County	1,911	1,680	1,709	1,323	1,320	1,231							9,174
Commuter	9,841	9,714	11,036	10,567	11,734	10,737							63,629
Total unlimited ride pass rides	483,653	632,644	581,416	546,391	445,713	323,010							3,012,827
UW routes 80-85	155,152	272,986	221,537	199,322	136,170	55,866							1,041,033
Total revenue rides	1,149,231	1,404,337	1,308,133	1,236,872	1,131,106	798,171							7,027,850
Transfers	73,957	68,637	72,342	61,355	73,602	78,548							428,441
Non-revenue rides	18,300	16,871	18,877	18,157	24,419	21,512							118,136
Total rides	1,241,488	1,489,845	1,399,352	1,316,384	1,229,127	898,231							7,574,427
Cumulative YTD total rides	1,241,488	2,731,333	4,130,685	5,447,069	6,676,196	7,574,427							

Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through June 30, 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%							0.6%
Day passes	-34.7%	-66.4%	-45.4%	34.0%	10.9%	21.0%							-13.5%
2 ride passes	5.4%	-52.1%	34.3%	2.6%	30.8%	-71.2%							-22.6%
10 ride passes	-26.5%	5.9%	0.5%	2.6%	-40.1%	5.1%							-10.8%
31 day passes	-2.4%	20.2%	-4.1%	23.2%	-23.2%	28.7%							6.0%
EZ Rider/Summer Youth passes	323.4%	-4.2%	19.5%	-33.8%	-13.1%	15.0%							6.8%
Total cash, ticket & pass revenue	23.9%	-2.6%	9.5%	-7.8%	-16.8%	7.7%							1.1%
UW ASM	5.0%	5.0%	5.0%	5.0%	5.0%	5.0%							5.0%
UW Employees	3.5%	3.5%	3.5%	3.5%	3.5%	3.5%							3.5%
MATC	-2.6%	-6.8%	-0.1%	12.7%	-1.3%	11.3%							0.9%
City of Madison	-9.9%	-8.5%	-4.9%	6.5%	1.6%	8.6%							-1.6%
Edgewood	8.1%	-1.3%	6.7%	10.1%	-21.3%	-12.9%							0.2%
St. Mary's	-22.5%	-25.4%	-25.7%	-21.1%	-22.8%	-17.5%							-22.5%
Meriter	-26.9%	-25.8%	-22.3%	-14.5%	-19.7%	-4.1%							-19.8%
Dane County	12.6%	12.3%	8.8%	5.3%	5.5%	8.4%							9.1%
Commuter	33.8%	26.5%	13.7%	16.0%	-19.5%	9.1%							12.0%
Total unlimited ride pass revenue	3.9%	2.8%	3.7%	5.7%	2.5%	4.6%							3.8%
Total passenger revenue	13.4%	0.1%	6.7%	-1.6%	-8.2%	6.2%							2.4%
Cumulative YTD passenger revenue	13.4%	6.4%	6.5%	4.4%	1.7%	2.4%							

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%							3.2%
Day passes	-18.0%	5.2%	-4.9%	3.4%	-6.3%	8.9%							-2.4%
2 ride passes	33.7%	41.2%	34.7%	26.3%	12.0%	13.0%							24.9%
10 ride passes	-11.3%	-4.9%	6.4%	-2.1%	-6.1%	0.1%							-3.2%
31 day passes	-4.7%	3.3%	9.1%	21.2%	3.1%	3.4%							5.8%
EZ Rider/Summer Youth passes	-17.0%	-0.7%	16.5%	-11.9%	-3.1%	-5.9%							-3.7%
Total cash, ticket & pass rides	-9.9%	0.6%	10.3%	3.7%	-0.4%	1.9%							1.0%
UW ASM	11.1%	8.9%	4.1%	14.8%	2.1%	6.2%							8.2%
UW Employees	-5.3%	-3.4%	-2.8%	5.4%	-4.2%	4.1%							-1.3%
MATC	-2.6%	-6.8%	-0.1%	12.7%	-1.3%	11.3%							0.9%
City of Madison	-9.9%	-8.5%	-4.9%	8.1%	1.6%	8.6%							-1.4%
Edgewood	8.1%	-1.3%	6.7%	10.0%	-21.3%	-12.9%							0.2%
St. Mary's	-22.5%	-25.4%	-25.7%	-20.7%	-22.8%	-17.5%							-22.4%
Meriter	-26.9%	-25.8%	-22.3%	-14.4%	-19.7%	-4.1%							-19.8%
Dane County	12.7%	22.1%	18.2%	14.1%	14.6%	17.8%							16.6%
Commuter	22.7%	27.3%	15.0%	16.8%	-19.2%	-2.9%							9.1%
Total unlimited ride pass rides	3.8%	3.7%	1.6%	11.6%	-1.4%	5.0%							4.2%
UW routes 80-85	19.1%	16.6%	6.6%	32.3%	4.7%	41.1%							17.6%
Total revenue rides	-0.2%	5.1%	5.8%	11.8%	-0.2%	5.9%							4.8%
Transfers	-11.6%	-6.0%	-3.4%	16.9%	0.4%	5.5%							-0.1%
Non-revenue rides	-21.5%	-4.0%	-16.2%	-9.2%	-11.0%	-10.6%							-12.1%
Total rides	-1.2%	4.5%	5.1%	11.7%	-0.3%	5.5%							4.3%
Cumulative YTD total rides	-1.2%	1.9%	3.0%	5.1%	4.1%	4.3%							

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

For the period 1/1 - 6/30

Report Totals

2011	1693
2012	1545
2013	2102
2014	1905



BGRNDS

Category ID and Name	2011	2012	2013	2014
34 Wheelchair accessibility	2	0	0	0
39 Shelter Posters	0	0	2	0
67 Transfer Pt/Shelter Vandalism	0	1	8	1
68 Transfer Pt/Shelter Graffiti	40	22	16	22
91 Compliment	0	1	3	1
116 Other - no current category	1	2	4	8
128 Transfer Pt/Shelter Maintenance	3	1	10	9
Unit Totals	46	27	43	41

FIN

Category ID and Name	2011	2012	2013	2014
18 Fare Policy	6	0	0	0
19 Transfer Policy	0	0	0	0
91 Compliment	1	0	0	0
116 Other - no current category	1	0	1	2
148 Comment - Fare Policy	0	0	0	0
Unit Totals	8	0	1	2

FIXED

Category ID and Name	2011	2012	2013	2014
3 Smoking	1	2	3	3
4 Driving Behavior	134	111	142	180
6 Bus Early - Fixed Route	77	82	99	85
7 Customer passed-up	132	113	200	156
8 Bus Off-route	22	17	26	19
9 Driver Not Wearing Seatbelt	0	1	1	2
10 Driver Not Calling Stops	0	0	2	1
11 Destination Sign Incorrect	5	13	10	11
12 Disruptive Passenger(s)	35	21	28	32
13 Bus Never Came	43	20	55	40
26 Overloads	6	4	21	15
29 Special Event Service	0	0	1	0
32 Bus Idling	5	4	2	13
33 Detours	17	12	7	15
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	1	0
55 Driver Rude	73	90	90	129
60 Transfer Points	13	1	6	3
66 Equipment Malfunction	10	6	12	11
69 Securement, mobility device	3	2	3	0
71 Other Driver Conduct	40	47	61	48
72 Other Public Info	0	0	0	4
76 Missed Stop Request	5	14	16	3
77 Fare Dispute	14	16	29	17
78 Discrimination	2	0	1	4
79 City Ordinances	1	0	0	1
80 Electronic Device	5	8	1	6
81 Driving With Cell Phone	7	5	0	2
84 Unauthorized Stop	1	3	4	2
85 Unprofessional Conduct	11	9	4	6
86 Excessive Conversation	8	2	0	2

87 Bus Late - Fixed Route	53	50	104	117
88 Unsafe Situation	19	20	14	8
89 Property Damage	3	4	5	3
90 Passenger Injury	18	15	10	8
91 Compliment	96	110	153	152
116 Other - no current category	59	46	31	30
117 Climate Control	6	8	2	8
121 Missed Transfer	21	29	46	38
122 School Routes	23	14	13	14
124 Items Not Allowed on Bus	3	2	0	1
126 ADA Issues	8	7	9	9
130 Cut Route	7	1	8	5
132 Harassment	1	1	0	0
133 Running a Red Light	16	20	17	17
137 Weather Related	22	6	11	3
144 Stroller Policy	8	7	7	3
146 Bus Seating Layout	1	0	2	1
147 Crosswalk Violation	10	13	16	13
Unit Totals	1044	956	1273	1240

INFSYS

Category ID and Name	2011	2012	2013	2014
41 ITS: Intelligent Transportation S	0	1	1	3
91 Compliment	0	0	0	0
116 Other - no current category	1	5	11	3
135 Website	2	0	9	3
136 Trip Planner	20	2	3	0
141 TransitTracker	6	3	2	1
142 Google Transit	5	2	3	2
143 Google Data Format	1	0	0	0
Unit Totals	35	13	29	12

MAINT

Category ID and Name	2011	2012	2013	2014
32 Bus Idling	0	0	0	0
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
66 Equipment Malfunction	11	8	3	6
91 Compliment	0	0	3	1
115 Bus Appearance-Cleanliness	4	3	4	0
116 Other - no current category	2	4	3	6
117 Climate Control	1	1	1	0
146 Bus Seating Layout	0	0	1	0
Unit Totals	18	16	15	13

MKTG

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

37 Advertisements - General	8	0	0	2
38 Sales Outlets	1	0	0	1
39 Shelter Posters	1	0	0	0
40 Schedules	0	1	1	2
72 Other Public Info	2	2	7	1
91 Compliment	6	14	10	5
98 Schedule Info	1	6	5	6
99 Order Taking	2	1	6	1
100 Phones Busy	0	0	1	1
101 Behavior - Cust Svc	1	0	2	8
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	12	21	35	14
119 Lost and Found	2	1	6	5
120 Para - Ride Booking	4	5	6	6
135 Website	5	2	9	5
137 Weather Related	0	1	3	3
138 Advertisements - Bus Wraps	2	0	3	3
140 Text/Email Alerts	0	0	1	1
146 Bus Seating Layout	0	0	0	0
149 Audible Turn Signals	0	0	0	0
Unit Totals	58	58	106	74

PARA

Category ID and Name	2011	2012	2013	2014
3 Smoking	1	0	0	0
4 Driving Behavior	14	13	11	12
55 Driver Rude	15	16	16	14
66 Equipment Malfunction	2	7	4	2
69 Securement, mobility device	3	3	5	4
72 Other Public Info	0	0	0	1
79 City Ordinances	0	0	1	0
80 Electronic Device	1	2	2	1
81 Driving With Cell Phone	1	0	3	1
85 Unprofessional Conduct	0	6	1	1
88 Unsafe Situation	4	5	2	3
90 Passenger Injury	4	5	7	6
91 Compliment	22	26	23	44
93 Notification - Para App	0	0	1	0
94 Availability - Para App	1	0	0	1
95 Processing Time - Para App	0	0	0	0
96 Fares	12	2	3	6
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	5	8	4	8
99 Order Taking	13	4	2	3
100 Phones Busy	2	0	0	0
101 Behavior - Cust Svc	0	0	0	2
102 Bus Early - Para	11	12	10	15
103 Bus On-Time	2	2	2	0
104 Bus Late - Para	57	58	66	53
105 No Shows	29	40	34	38
106 Door-to-Door	10	9	21	8
107 Leave Attended	16	28	23	13
108 Mobility Device Securement	2	1	0	1
109 Travel Time - Para	21	31	30	30

110 Service Area - Para Policy	3	1	0	3
111 Backtracking	0	1	1	0
112 Passenger Behavior	3	3	2	6
113 Driver Behavior	5	6	24	26
114 Dispatch	9	3	5	8
116 Other - no current category	15	36	15	13
118 Drop-Off Wrong Location	15	7	5	6
120 Para - Ride Booking	9	13	6	12
132 Harassment	2	0	1	1
133 Running a Red Light	0	0	0	0
137 Weather Related	2	2	0	3
147 Crosswalk Violation	0	0	0	0
Unit Totals	311	350	330	345

PLN

Category ID and Name	2011	2012	2013	2014
18 Fare Policy	0	0	0	0
19 Transfer Policy	0	0	0	0
21 Span	1	6	1	0
23 Express Service	2	0	0	0
25 Frequency	3	0	3	1
26 Overloads	32	20	28	21
27 Park & Ride	1	1	0	0
28 School Trippers Concern	2	1	2	1
29 Special Event Service	0	0	0	1
31 Expansion Request	11	9	13	11
33 Detours	5	6	8	10
34 Wheelchair accessibility	0	0	0	0
40 Schedules	11	11	9	12
42 Routes	6	2	0	6
43 Schedules - Service Design	6	6	4	7
44 Quality	0	0	0	0
47 Corridor Schedules	2	0	1	0
48 Transfer Coordination	2	3	2	2
49 Travel Time - Service Design	0	0	0	0
60 Transfer Points	0	0	0	0
70 Other Service Design	0	4	3	6
73 Bus Stop Request	15	19	11	11
74 Bus Stop Damage	1	7	2	1
75 Shelter Addition/Removal	0	3	8	2
87 Bus Late - Fixed Route	0	0	6	7
91 Compliment	1	1	0	3
92 Comment - Service Design	63	10	160	51
116 Other - no current category	5	5	25	21
127 Public Hearing Addendum	0	0	0	0
129 Service Design Request	0	1	3	1
135 Website	0	0	1	0
136 Trip Planner	1	5	2	1
139 Surveys	1	0	0	0
141 TransitTracker	0	1	4	2
142 Google Transit	0	2	8	0
143 Google Data Format	0	2	1	0
146 Bus Seating Layout	2	0	0	0
Unit Totals	173	125	305	178

Customer Feedback: Multi-Year Counts and NAR Counts By Category

For the period 1/1 - 6/30

Fixed-Route Operations Unit



FIXED Category ID and Name	NAR			Net			NAR			Net		
	2011	2011	2011	2012	2012	2012	2013	2013	2013	2014	2014	2014
3 Smoking	1	0	1	2	0	2	3	2	1	3	2	1
4 Driving Behavior	134	42	92	111	40	71	142	72	70	180	83	97
6 Bus Early - Fixed Route	77	39	38	82	40	42	99	46	53	85	44	41
7 Customer passed-up	132	56	76	113	64	49	200	104	96	156	71	85
8 Bus Off-route	22	2	20	17	2	15	26	7	19	19	5	14
9 Driver Not Wearing Seatbelt	0	0	0	1	0	1	1	0	1	2	1	1
10 Driver Not Calling Stops	0	0	0	0	0	0	2	2	0	1	0	1
11 Destination Sign Incorrect	5	1	4	13	3	10	10	4	6	11	5	6
12 Disruptive Passenger(s)	35	16	19	21	13	8	28	19	9	32	16	16
13 Bus Never Came	43	22	21	20	14	6	55	30	25	40	16	24
26 Overloads	6	2	4	4	1	3	21	10	11	15	8	7
29 Special Event Service	0	0	0	0	0	0	1	1	0	0	0	0
32 Bus Idling	5	2	3	4	0	4	2	2	0	13	6	7
33 Detours	17	5	12	12	4	8	7	2	5	15	4	11
34 Wheelchair accessibility	0	0	0	0	0	0	0	0	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0	0	0	1	0	1	0	0	0
55 Driver Rude	73	30	43	90	51	39	90	58	32	129	75	54
60 Transfer Points	13	1	12	1	0	1	6	2	4	3	1	2
66 Equipment Malfunction	10	9	1	6	3	3	12	11	1	11	5	6
69 Securement, mobility device	3	2	1	2	0	2	3	3	0	0	0	0
71 Other Driver Conduct	40	18	22	47	19	28	61	20	41	48	17	31
72 Other Public Info	0	0	0	0	0	0	0	0	0	4	0	4
76 Missed Stop Request	5	0	5	14	3	11	16	8	8	3	2	1
77 Fare Dispute	14	7	7	16	8	8	29	16	13	17	7	10
78 Discrimination	2	1	1	0	0	0	1	1	0	4	2	2
79 City Ordinances	1	1	0	0	0	0	0	0	0	1	0	1
80 Electronic Device	5	2	3	8	2	6	1	1	0	6	2	4
81 Driving With Cell Phone	7	2	5	5	3	2	0	0	0	2	2	0
84 Unauthorized Stop	1	0	1	3	2	1	4	4	0	2	2	0
85 Unprofessional Conduct	11	2	9	9	2	7	4	2	2	6	3	3
86 Excessive Conversation	8	1	7	2	0	2	0	0	0	2	0	2
87 Bus Late - Fixed Route	53	18	35	50	28	22	104	62	42	117	67	50
88 Unsafe Situation	19	12	7	20	8	12	14	8	6	8	3	5
89 Property Damage	3	1	2	4	3	1	5	3	2	3	2	1
90 Passenger Injury	18	14	4	15	12	3	10	5	5	8	5	3
91 Compliment	96	0	96	110	0	110	153	0	153	152	1	151
116 Other - no current category	59	8	51	46	17	29	31	6	25	30	7	23
117 Climate Control	6	2	4	8	1	7	2	2	0	8	4	4
121 Missed Transfer	21	10	11	29	19	10	46	28	18	38	22	16
122 School Routes	23	10	13	14	7	7	13	2	11	14	4	10
124 Items Not Allowed on Bus	3	1	2	2	0	2	0	0	0	1	0	1
126 ADA Issues	8	2	6	7	1	6	9	3	6	9	6	3
130 Cut Route	7	1	6	1	0	1	8	3	5	5	3	2
132 Harassment	1	1	0	1	1	0	0	0	0	0	0	0
133 Running a Red Light	16	8	8	20	6	14	17	7	10	17	5	12
137 Weather Related	22	2	20	6	1	5	11	0	11	3	1	2
144 Stroller Policy	8	1	7	7	5	2	7	3	4	3	2	1
146 Bus Seating Layout	1	0	1	0	0	0	2	0	2	1	0	1
147 Crosswalk Violation	10	6	4	13	9	4	16	7	9	13	10	3
Unit Totals	1044	360	684	956	392	564	1273	566	707	1240	521	719

Prompt Response Percentage Report: For Feedback with Requested Response
For the period 6/1/2014 - 6/30/2014



<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	1	14	1	10	100.00%	71.43%
FIN		2		2		100.00%
FIXED	76	517	73	505	96.05%	97.68%
INFSYS	0	4	0	4		100.00%
MAINT	0	6	0	5		83.33%
MKTG	8	37	8	37	100.00%	100.00%
PARA	26	152	26	148	100.00%	97.37%
PLN	9	113	9	108	100.00%	95.58%
Metro-wide Totals	120	845	117	819	97.50%	96.92%