

**ParaTransit**  
**Operating Statistics For Periods Ending 7/31/2010 & 7/31/2011**

CURRENT MONTH			YEAR TO DATE			
Actual 2010	Actual 2011	Variance 2010 to 2011		Actual 2010	Actual 2011	Variance 2010 to 2011
			<b>Service Supplied Data</b>			
1,112	<b>1,098</b>	(14)	No. of Clients riding the System	1,619	<b>1,603</b>	(16)
			<i>Ridership</i>			
4,135	<b>3,409</b>	(726)	Directly Operated Service	34,462	<b>31,818</b>	(2,644)
<u>17,275</u>	<b><u>16,866</u></b>	(409)	ADA Contracted Services	<u>124,707</u>	<b><u>124,778</u></b>	71
21,410	<b>20,275</b>	(1,135)	Total ADA Ridership *	159,169	<b>156,596</b>	(2,573)
421	<b>517</b>	96	Total No-shows	2,878	<b>3,355</b>	477
			<b>Service Quality Data</b>			
0	<b>3</b>	3	Passenger Accidents	6	<b>8</b>	2
			Vehicle Accidents			
0	<b>0</b>	0	Chargeable	3	2	(1)
1	<b>0</b>	(1)	Non-chargeable	4	7	3
<u>0</u>	<b><u>0</u></b>	<u>0</u>	Preventable	<u>1</u>	<u>0</u>	<u>(1)</u>
1	<b>0</b>	(1)	Total Vehicle Accidents	8	9	1
			<b>Fleet/Maintenance Data</b>			
5	<b>3</b>	(2)	Road Calls	23	<b>23</b>	0
10	<b>8</b>	(2)	Actual Inspections	76	<b>69</b>	(7)
12	<b>8</b>	(4)	Scheduled Inspections	78	<b>69</b>	(9)

\* ADA Ridership does not include Group Access.

**Paratransit Performance Indicators  
July, 2011**

**Revenue Indicators**

Operating Revenue/ Operating Cost  
Passenger Revenue/ Total Passenger Trips

	<b>Metro Plus YTD</b>		<b>Fixed Route YTD</b>	
	July, 2010	July, 2011	July, 2010	July, 2011

*Financial Data not available at time of printing*

**Expense Indicators**

Operating Cost/Passenger Trip

<b>Operations</b>	<b>Metro Plus</b>			
	<b>July, 2010</b>	<b>July, 2011</b>	<b>YTD July, 2010</b>	<b>YTD July, 2011</b>
Total Trips	21,410	20,275	159,169	156,596
Rides Cancelled	2,881	3,087	23,804	24,858
Cancellation Rate	13.5%	15.2%	15.0%	15.9%
No Shows	421	517	2,878	3,355
No Shows/Rides Provided	2.0%	2.5%	1.8%	2.1%
Number of Clients Provided Service	1,112	1,098	1,619	1,603
Average Trips/Client	19.3	18.5	98.3	97.7
DDS Trips	13,465	12,970	97,784	94,889
Subscription Trips	11,674	11,520	94,324	93,129
DDS Subscription Trips	8,104	8,140	64,350	59,163
D2D Trips	16,083	13,870	120,175	110,415
Lv Attended Trips	8,805	6,405	45,331	46,468
Maintenance Inspections Conducted/Scheduled	83.3%	100.0%	97.4%	100.0%

**Number of Trips by Provider YTD**

	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Ambulatory	19,151	26,885	28,984	34,845	109,865
Non-Ambulatory	12,667	586	5,053	28,425	46,731
Percentage	20.32%	17.54%	21.74%	40.40%	100.00%

**Customer Service YTD**

	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Rides Provided	31,818	27,471	34,037	63,270	156,596
Customer Complaints	104	160	44	48	356
Customer Compliments	11	9	2	2	24
Customer Suggestions	6	2	2	2	12
Complaints/1000 passenger trips	3.27	5.82	1.29	0.76	2.27
Late Service Reports (2)	17	181	76	85	359
Late Service Reports/1000 passenger trips	0.53	6.59	2.23	1.34	2.29

**On-Time Performance, July 2011**

	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
	88%	88%	95%	95%

**ADA Certifications, July 2011**

	<b>Clients</b>	<b>1-19 Trips</b>	<b>&gt;20 - 40&lt;</b>	<b>&lt;40 Trips/mo</b>	<b>TTL Trips</b>
Category 1	1,538	292	227	107	14,224
Category 2	24	0	0	0	0
Category 2/3	70	5	0	0	35
Category 3	2,616	399	95	17	5,953
<b>Total</b>	4,248				20,212

Monthly New Certification	42
Monthly Denied Applications	1
Fixed Route Trips Using Lifts or Ramps	0

(1) Passenger Revenue does not include Group Access revenue.

(2) 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**

		2010 Actual	2011 Budget	2011 Actual	Over/Under Budget	Change from Prior Year
<b>Passenger Revenue:</b>						
	Cash, Tickets, Passes:	\$ 3,264,847	\$ 3,340,828	\$ 3,395,151	\$ 54,323	\$ 130,304
	Unlimited Ride Passes:	\$ 2,906,427	\$ 3,165,182	\$ 3,281,137	\$ 115,955	\$ 374,710
	<b>Sub Total:</b>	<b>\$ 6,171,273</b>	<b>\$ 6,506,010</b>	<b>\$ 6,676,287</b>	<b>\$ 170,278</b>	<b>\$ 505,014</b>
<b>Misc Revenue:</b>						
	Advertising:	\$ 233,333	\$ 247,917	\$ 247,917	0	\$ 14,583
	County:	\$ 2,008,271	\$ 2,086,350	\$ 2,046,640	\$ (39,710)	\$ 38,368
	Other Operating:	\$ 28,674	\$ 30,600	\$ 7,593	\$ (23,007)	\$ (21,081)
	Non-Operating:	\$ 45,462	\$ 46,433	\$ 47,801	\$ 1,368	\$ 2,339
	<b>Sub Total:</b>	<b>\$ 2,315,741</b>	<b>\$ 2,411,300</b>	<b>\$ 2,349,951</b>	<b>\$ (61,349)</b>	<b>\$ 34,210</b>
<b>Local Subsidies:</b>						
	City of Madison:	\$ 4,386,463	\$ 5,112,467	\$ 5,112,467	\$ -	\$ 726,004
	Funding Partners:	\$ 1,571,172	\$ 1,899,300	\$ 1,869,000	\$ (30,300)	\$ 297,828
	<b>Sub Total:</b>	<b>\$ 5,957,635</b>	<b>\$ 7,011,766</b>	<b>\$ 6,981,467</b>	<b>\$ (30,300)</b>	<b>\$ 1,023,832</b>
	<b>State Assistance:</b>	\$ 10,206,233	\$ 10,517,092	\$ 10,517,092	\$ 0	\$ 310,858
	<b>Federal grant funding for capital maintenance</b>	\$ 4,048,997	\$ 3,491,600	\$ 3,491,600	\$ 0	\$ (557,397)
	<b>Total Revenue:</b>	<b>\$ 28,699,879</b>	<b>\$ 29,937,768</b>	<b>\$ 30,016,397</b>	<b>\$ 78,629</b>	<b>\$ 1,316,518</b>
<b>Salaries:</b>						
	Salaries/Wages:	\$ 13,213,678	\$ 13,623,352	\$ 13,371,197	\$ (252,156)	\$ 157,518
	OT:	\$ 850,219	\$ 697,204	\$ 746,123	\$ 48,919	\$ (104,097)
	Workers Comp:	\$ 116,240	\$ 116,869	\$ 116,490	\$ (379)	\$ 250
<b>Benefits:</b>						
	Health:	\$ 3,197,258	\$ 3,406,212	\$ 3,419,954	\$ 13,741	\$ 222,695
	WI Retirement:	\$ 1,541,609	\$ 1,623,385	\$ 1,625,433	\$ 2,048	\$ 83,824
	Other:	\$ 1,931,149	\$ 1,923,071	\$ 1,964,171	\$ 41,100	\$ 33,023
	<b>Sub Total:</b>	<b>\$ 20,850,154</b>	<b>\$ 21,390,093</b>	<b>\$ 21,243,367</b>	<b>\$ (146,726)</b>	<b>\$ 393,214</b>
<b>Utilities:</b>						
	Natural Gas:	\$ 162,339	\$ 227,500	\$ 160,178	\$ (67,322)	\$ (2,161)
	Electricity:	\$ 147,554	\$ 157,500	\$ 158,677	\$ 1,177	\$ 11,124
	Telephone:	\$ 7,208	\$ 5,600	\$ 7,881	\$ 2,281	\$ 673
	Other:	\$ 14,764	\$ 16,800	\$ 15,312	\$ (1,488)	\$ 548
<b>Building &amp; Grounds:</b>						
	Repairs/Maintenance:	\$ 55,693	\$ 55,800	\$ 74,774	\$ 18,974	\$ 19,082
	Supplies:	\$ 64,179	\$ 69,940	\$ 164,224	\$ 94,284	\$ 100,045
	Services:	\$ 7,772	\$ 6,300	\$ 5,826	\$ (474)	\$ (1,946)
<b>Rolling Stock/Support Equipment:</b>						
	Equip. Repairs/Maintenance:	\$ 176,962	\$ 179,900	\$ 223,076	\$ 43,176	\$ 46,114
	Parts:	\$ 429,486	\$ 487,200	\$ 393,812	\$ (93,388)	\$ (35,673)
	Tires:	\$ 116,165	\$ 112,000	\$ 102,032	\$ (9,968)	\$ (14,133)
	Equipment Supplies:	\$ 69,057	\$ 72,800	\$ 41,087	\$ (31,713)	\$ (27,971)
	Fuels, Oils, & Lubricants:	\$ 1,692,045	\$ 1,859,317	\$ 2,221,890	\$ 362,573	\$ 529,845
<b>Administrative:</b>						
	Insurance & Financial:	\$ 588,712	\$ 674,348	\$ 647,635	\$ (26,713)	\$ 58,924
	Rentals/Leases:	\$ 91,786	\$ 94,733	\$ 95,262	\$ 529	\$ 3,476
	Training:	\$ 7,747	\$ 19,600	\$ 3,556	\$ (16,044)	\$ (4,192)
	Supplies, Equipment and Services:	\$ 260,044	\$ 255,733	\$ 263,201	\$ 7,467	\$ 3,157
<b>Operations:</b>						
	Paratransit Providers:	\$ 2,593,732	\$ 2,581,250	\$ 2,451,897	\$ (129,353)	\$ (141,835)
	GAS / RSVP / Exc Rides:	\$ 355,020	\$ 386,108	\$ 397,304	\$ 11,195	\$ 42,284
	<b>Inter Departmental Charges:</b>	\$ 447,136	\$ 482,017	\$ 508,071	\$ 26,054	\$ 60,934
	<b>Depreciation:</b>	\$ 3,489,162	\$ 3,325,000	\$ 3,713,045	\$ 388,045	\$ 223,882
	<b>Interest and Bad Debt Expense:</b>	\$ 236,952	\$ 159,658	\$ 159,658	\$ -	\$ (77,294)
	<b>Total Operating Expenses:</b>	<b>\$ 31,863,668</b>	<b>\$ 32,619,198</b>	<b>\$ 33,051,764</b>	<b>\$ 432,566</b>	<b>\$ 1,188,096</b>
	<b>Less Depreciation:</b>	\$ (3,489,162)	\$ (3,325,000)	\$ (3,713,045)	\$ (388,045)	\$ (223,882)
	<b>Capital Debt:</b>	\$ 522,004	\$ 599,783	\$ 599,783	\$ -	\$ 77,780
	<b>Local share of prepaid lease</b>	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>Fixed Assets:</b>	\$ -	\$ -	\$ 77,634	\$ 77,634	\$ 77,634
	<b>Federal grant funding for fixed assets</b>	\$ -	\$ -	\$ (62,107)	\$ (62,107)	\$ (62,107)
	<b>Total Expenditures:</b>	<b>\$ 28,896,509</b>	<b>\$ 29,893,981</b>	<b>\$ 29,954,029</b>	<b>\$ 60,048</b>	<b>\$ 1,057,520</b>
	<b>Reserves generated (used)</b>	<b>\$ (196,630)</b>	<b>\$ 43,787</b>	<b>\$ 62,368</b>	<b>\$ 18,581</b>	<b>\$ 258,998</b>