

FIXED ROUTE
Operating Statistics For Periods Ending 3/31/2016 & 3/31/2017

CURRENT MONTH			YEAR TO DATE					
Actual 2016	Actual 2017	Variance 2016 to 2017		Actual 2016	Actual 2017	Variance 2016 to 2017	% Change	
			Service Supplied					
540,372	537,318	(3,054)	Total (Vehicle) Miles	1,551,901	1,532,293	(19,608)	-1.3%	
35,847	36,534	687	Revenue Hours	102,044	102,641	597	0.6%	
39,763	40,790	1,027	Total (Vehicle) Hours	113,528	114,365	837	0.7%	
			<i>Ridership</i>					
1,181,334	1,261,591	80,257	Revenue Passengers	3,566,072	3,494,378	(71,694)	-2.0%	
62,741	58,316	(4,425)	Transfers	181,284	171,140	(10,144)	-5.6%	
<u>11,801</u>	<u>10,162</u>	<u>(1,639)</u>	Non-Revenue Rides	<u>33,109</u>	<u>30,498</u>	<u>(2,611)</u>	-7.9%	
1,255,876	1,330,069	74,193	Total Passengers	3,780,465	3,696,016	(84,449)	-2.2%	
			Service Quality*					
88.0%	90.1%	2.1%	% Trips on time	87.3%	87.4%	0.1%	0.1%	
3.9%	4.7%	0.8%	% Trips early	3.6%	4.1%	0.5%	13.9%	
8.1%	5.2%	-2.9%	% Trips late	9.2%	8.6%	-0.6%	-6.9%	
21	21	0	Passenger Accidents	44	52	8	18.2%	
			Vehicle Accidents**					
12	2	(10)	Chargeable	23	10	(13)	-56.5%	
6	17	11	Non-chargeable	18	36	18	100.0%	
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>0</u>	<u>0</u>	<u>0</u>	0.0%	
18	19	1	Total Vehicle Accidents	41	46	5	12.2%	
			Fleet/Maintenance					
71	42	(29)	Road Calls	167	102	(65)	-38.9%	
90	90	0	Actual Inspections	259	256	(3)	-1.2%	
90	90	0	Scheduled Inspections	259	256	(3)	-1.2%	
0.18	0.16	(0.02)	Complaints/1000 Rides	0.10	0.16	0.06	57.9%	

*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.

ParaTransit
Operating Statistics For Periods Ending 3/31/2016 & 3/31/2017

CURRENT MONTH			YEAR TO DATE				
Actual 2016	Actual 2017	Variance 2016 to 2017		Actual 2016	Actual 2017	Variance 2016 to 2017	% Change
			Service Supplied Data				
1,104	1,133	29	No. of Clients riding the System	1,257	1,334	77	6.1%
			<i>Ridership</i>				
5,607	4,885	(722)	Directly Operated Service	14,182	13,060	(1,122)	-7.9%
19,337	21,860	2,523	ADA Contracted Services	56,528	60,427	3,899	6.9%
24,944	26,745	1,801	Total ADA Ridership	70,710	73,487	2,777	3.9%
676	665	(11)	Total No-shows	1,924	2,003	79	4.1%
			Service Quality Data				
2	2	0	Passenger Accidents	2	4	2	100.0%
			<i>Vehicle Accidents:</i>				
1	0	(1)	Chargeable	1	0	(1)	-100.0%
2	0	(2)	Non-chargeable	5	0	(5)	-100.0%
0	0	0	Preventable	0	0	0	NA
3	0	(3)	Total Vehicle Accidents	6	0	(6)	-100.0%
			Fleet/Maintenance Data				
2	1	(1)	Road Calls	6	3	(3)	-50.0%
13	10	(3)	Actual Inspections	33	29	(4)	-12.1%
13	10	(3)	Scheduled Inspections	33	28	(5)	-15.2%

*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.

Madison Metro Transit
Unaudited Financial Performance Report
Year-to-Date through March 31
All Modes

		2016	2017	2017	Over/Under	Change from
		Actual	Budget	Actual	Budget	Prior Year
Passenger Revenue						
	Cash, Tickets, Passes	\$ 1,651,288	\$ 1,686,270	\$ 1,726,006	\$ 39,736	\$ 74,719
	Unlimited Ride Passes	\$ 1,686,731	\$ 1,713,640	\$ 1,715,852	\$ 2,212	\$ 29,121
	Sub Total	\$ 3,338,019	\$ 3,399,910	\$ 3,441,858	\$ 41,948	\$ 103,839
Misc Revenue						
	Advertising	\$ 86,379	\$ 112,500	\$ 152,707	\$ 40,207	\$ 66,329
	County	\$ 1,093,538	\$ 1,083,750	\$ 1,151,364	\$ 67,614	\$ 57,826
	Other	\$ 4,697	\$ 44,525	\$ 22,367	\$ (22,158)	\$ 17,670
	Sub Total	\$ 1,184,614	\$ 1,240,775	\$ 1,326,438	\$ 85,663	\$ 141,824
Local Subsidies						
	City of Madison	\$ 1,470,590	\$ 2,749,551	\$ 2,749,551	\$ -	\$ 1,278,961
	Funding Partners	\$ 876,000	\$ 937,500	\$ 937,500	\$ -	\$ 61,500
	Sub Total	\$ 2,346,590	\$ 3,687,051	\$ 3,687,051	\$ -	\$ 1,340,461
	State Assistance	\$ 4,341,000	\$ 4,340,000	\$ 4,340,000	\$ -	\$ (1,000)
	Federal grant funding for capital maintenance	\$ 1,536,000	\$ 1,550,000	\$ 1,550,000	\$ -	\$ 14,000
	Total Revenue	\$ 12,746,223	\$ 14,217,736	\$ 14,345,347	\$ 127,611	\$ 1,599,124
Salaries						
	Salaries/Wages	\$ 6,312,022	\$ 6,582,125	\$ 6,700,194	\$ 118,069	\$ 388,172
	OT	\$ 679,919	\$ 544,330	\$ 567,962	\$ 23,632	\$ (111,957)
	Workers Comp	\$ 49,445	\$ 50,000	\$ 61,016	\$ 11,016	\$ 11,571
Benefits						
	Health	\$ 1,690,077	\$ 1,552,870	\$ 1,567,331	\$ 14,461	\$ (122,746)
	WI Retirement	\$ 444,219	\$ 441,154	\$ 481,918	\$ 40,764	\$ 37,699
	Other	\$ 1,166,067	\$ 946,526	\$ 1,007,718	\$ 61,192	\$ (158,349)
	Sub Total	\$ 10,341,749	\$ 10,117,005	\$ 10,386,139	\$ 269,134	\$ 44,390
Utilities						
	Natural Gas	\$ 79,982	\$ 90,000	\$ 99,128	\$ 9,128	\$ 19,146
	Electricity	\$ 72,610	\$ 72,500	\$ 72,520	\$ 20	\$ (90)
	Telephone	\$ 1,833	\$ 4,000	\$ 3,962	\$ (38)	\$ 2,129
	Other	\$ 8,932	\$ 11,250	\$ 9,990	\$ (1,260)	\$ 1,057
Building & Grounds						
	Repairs/Maintenance	\$ 60,518	\$ 62,250	\$ 61,814	\$ (437)	\$ 1,295
	Supplies	\$ 80,364	\$ 62,500	\$ 49,526	\$ (12,974)	\$ (30,838)
	Services	\$ 2,493	\$ 2,500	\$ 3,298	\$ 798	\$ 806
Rolling Stock/Support Equipment						
	Equip. Repairs/Maintenance	\$ 188,335	\$ 126,250	\$ 110,192	\$ (16,058)	\$ (78,143)
	Parts	\$ 254,895	\$ 312,500	\$ 310,632	\$ (1,868)	\$ 55,737
	Tires	\$ 55,574	\$ 67,500	\$ 57,253	\$ (10,247)	\$ 1,679
	Equipment Supplies	\$ 15,187	\$ 22,500	\$ 7,686	\$ (14,814)	\$ (7,500)
	Fuel, Oil, & Lubricants	\$ 975,230	\$ 858,815	\$ 819,731	\$ (39,084)	\$ (155,500)
Administrative						
	Insurance & Financial	\$ 325,790	\$ 386,133	\$ 383,779	\$ (2,353)	\$ 57,989
	Rentals/Leases	\$ 72,368	\$ 106,750	\$ 83,047	\$ (23,703)	\$ 10,679
	Training	\$ 16,810	\$ 8,750	\$ 19,187	\$ 10,437	\$ 2,376
	Supplies, Equipment and Services	\$ 99,959	\$ 179,675	\$ 166,366	\$ (13,309)	\$ 66,407
Operations						
	Paratransit Providers	\$ 1,137,736	\$ 1,206,250	\$ 1,226,117	\$ 19,867	\$ 88,381
	County Programs	\$ 143,135	\$ 150,000	\$ 150,000	\$ -	\$ 6,865
	Inter Departmental Charges	\$ 120,080	\$ 99,800	\$ 87,600	\$ (12,200)	\$ (32,480)
	Depreciation	\$ 1,644,844	\$ 1,650,000	\$ 1,650,000	\$ -	\$ 5,156
	Interest	\$ 91,800	\$ 96,465	\$ 96,600	\$ 135	\$ 4,800
	Total Operating Expenses	\$ 15,790,223	\$ 15,693,392	\$ 15,854,567	\$ 161,175	\$ 64,343
	Less Depreciation	\$ (1,644,844)	\$ (1,650,000)	\$ (1,650,000)	\$ -	\$ (5,156)
	Debt Principal Payments	\$ 341,400	\$ 398,301	\$ 398,400	\$ 99	\$ 57,000
	Fixed Assets/5310 passthrough	\$ 24,900	\$ 132,500	\$ 89,545	\$ (42,955)	\$ 64,645
	Federal grant funding for fixed assets/5310 passthrough	\$ (19,920)	\$ (123,500)	\$ (89,545)	\$ 33,955	\$ (69,625)
	Total Expenditures	\$ 14,491,759	\$ 14,450,693	\$ 14,602,967	\$ 152,274	\$ 111,208
	Reserves generated (used)	\$ (1,745,536)	\$ (232,957)	\$ (257,619)	\$ (24,662)	\$ 1,487,917
	Reserve balance-beginning	\$ 7,453,566		\$ 2,739,271		
	Reserve balance-ending	\$ 5,708,030		\$ 2,481,652		

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--March 2017 vs. March 2016
(Routes sorted in order of 2017 passengers per revenue hour productivity)

ROUTE	RIDERSHIP, 2017 vs. 2016			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY
	Year to Date			2016	2017	% Change		
	2016	2017	% change	2016	2017	% Change		
80 UW CAMPUS (service revised August 26, 2012)	522,541	533,083	2.0%	91.72	93.40	1.8%		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	343,974	354,359	3.0%	70.34	67.81	-3.6%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	103,900	100,427	-3.3%	69.12	66.48	-3.8%		Commuter Routes operate on weekdays during peak hours: 11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 49, 55, 56, 57 58, 71, 72, 75
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	25,591	22,850	-10.7%	56.65	50.59	-10.7%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	103,677	103,917	0.2%	50.42	50.42	0.0%		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
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	235,080	237,824	1.2%	49.52	50.05	1.1%		
2 WTP-NTP (revised August 25, 2013)	339,675	329,466	-3.0%	47.67	46.64	-2.2%		Connector Routes connect transfer points throughout the day: 16, 17, 18.
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2012)	29,049	28,373	-2.3%	43.04	44.20	2.7%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	6,816	5,426	-20.4%	47.76	38.02	-20.4%		Circulator Routes 1, 10, 34
22 MENDOTA LOOP	61,733	59,498	-3.6%	37.79	36.76	-2.7%		
4 NTP-STP	187,343	168,966	-9.8%	40.11	36.05	-10.1%		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.
50 WTP-SCHROEDER-RAYMOND LOOP	52,606	50,004	-4.9%	37.52	35.88	-4.4%		
1 CAP SQUARE - UW	9,463	9,604	1.5%	36.64	35.87	-2.1%		UW Campus Circulators 80, 81, 82, 84
3 WTP-ETP	150,495	147,488	-2.0%	35.43	34.71	-2.0%		
6 EAST TOWNE-WTP	279,658	275,118	-1.6%	34.13	33.75	-1.1%		School Day Supplemental Routes E, L, M, W
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	43,676	41,367	-5.3%	34.59	32.83	-5.1%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	27,644	29,161	5.5%	31.08	32.78	5.5%		Average weekday ridership March 2016: 50,556 Average weekday ridership March 2017: 53,655
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	117,258	121,647	3.7%	31.55	32.73	3.7%		
27 NTP - UW CAMPUS COMMUTER	13,839	15,044	8.7%	29.81	32.40	8.7%		Average weekend ridership March 2016: 11,655 Average weekend ridership March 2017: 12,249
12 WTP-DUTCH MILL-CAP SQUARE	15,655	18,240	16.5%	27.46	31.99	16.5%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	35,919	37,749	5.1%	29.59	31.26	5.6%		
5 ETP-STP	118,803	105,423	-11.3%	33.77	31.14	-7.8%		
11 WTP-DUTCH MILL-CAP SQUARE	21,858	21,847	-0.1%	30.35	30.34	-0.1%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	5,546	6,048	9.1%	27.77	30.28	9.1%		
81-82 UW LATE NITE CIRCULATORS	32,258	30,373	-5.8%	28.42	29.99	5.5%		
67 WTP-WEST TOWNE	60,185	50,934	-15.4%	35.12	29.85	-15.0%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	80,427	75,108	-6.6%	30.85	28.64	-7.2%		
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	28,693	26,622	-7.2%	30.10	28.17	-6.4%		
58 GREENTREE COMMUTER	20,820	20,621	-1.0%	27.77	27.51	-1.0%		
21 LAKEVIEW LOOP	42,403	38,004	-10.4%	29.26	27.33	-6.6%		
7 WTP-ETP (Weekends & Holidays Only)	39,956	38,189	-4.4%	27.38	27.12	-0.9%		
47 ARBOR HILLS COMMUTER	20,095	19,839	-1.3%	26.43	26.09	-1.3%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	10,903	10,087	-7.5%	25.84	24.78	-4.1%		
16 STP - ETP	76,843	78,047	1.6%	24.43	24.42	-0.1%		
19 RED ARROW TR-CAP SQUARE	42,775	44,296	3.6%	22.82	23.98	5.1%		
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	29,588	27,250	-7.9%	25.32	23.17	-8.5%		
70 MIDDLETON-CAPITOL SQUARE	39,037	36,074	-7.6%	24.23	22.39	-7.6%		
18 STP-WTP (revised August 25, 2013)	75,282	68,461	-9.1%	23.43	21.49	-8.3%	x	
30 ETP-EAST TOWNE	55,454	47,665	-14.0%	25.17	21.37	-15.1%	x	
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	1,389	1,478	6.4%	20.04	21.33	6.4%	x	
13 STP-CAP SQUARE	39,625	38,427	-3.0%	20.46	20.01	-2.2%	x	
39 ETP - DAIRY DRIVE (revised August 25, 2013)	6,646	7,216	8.6%	18.28	19.85	8.6%	x	
17 ETP-NTP	22,614	26,561	17.5%	24.01	19.32	-19.6%	x	
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	7,349	6,814	-7.3%	19.84	19.07	-3.9%	x	
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	11,194	11,841	5.8%	17.95	18.99	5.8%	x	
51 WTP-MUIR FIELD LOOP	15,721	12,994	-17.3%	22.60	18.93	-16.3%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	17,672	17,427	-1.4%	18.12	17.82	-1.7%	x	
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	8,393	7,542	-10.1%	20.02	17.58	-12.2%	x	
20 NTP-EAST TOWNE	51,897	45,076	-13.1%	18.35	16.06	-12.5%	x	
73 WTP-OLD SAUK TRAILS	26,605	24,583	-7.6%	17.10	15.80	-7.6%	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	5,126	4,957	-3.3%	15.86	15.34	-3.3%	x	
52 WTP-FITCHBURG	10,629	9,554	-10.1%	15.99	14.37	-10.1%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	2,153	1,755	-18.5%	18.78	14.14	-24.7%	x	
32 ACEWOOD-THOMPSON LOOP	8,397	8,064	-4.0%	14.73	13.83	-6.1%	x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	8,565	7,686	-10.3%	13.77	12.36	-10.3%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	2,540	2,262	-10.9%	10.95	9.75	-10.9%	x	
31 MARSH RD - ETP (began August 25, 2013)	6,166	9,210	49.4%	9.21	8.54	-7.2%	x	
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	3,834	2,974	-22.4%	9.86	8.04	-18.5%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	4,757	4,035	-15.2%	6.42	5.93	-7.7%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	2,696	2,237	-17.0%	6.31	5.42	-14.0%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	7,610	6,966	-8.5%	5.57	5.04	-9.5%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,369	1,858	-21.6%	5.51	4.48	-18.7%	x	
UNKNOWN ROUTE & ROAD BUS *	-	-	NA	NA	NA	NA		
SYSTEM TOTAL	3,780,465	3,696,016	-2.2%	37.05	36.01	-2.8%	21.61	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	3,218,850	3,127,134	-2.8%	33.86	32.65	-3.6%	19.59	

* 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 2017

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2016	2017	% change	2016	2017
1 CAP SQUARE - UW	9,463	9,604	1.5%	36.64	35.87
2 WTP-NTP (revised August 25, 2013)	339,675	329,466	-3.0%	47.67	46.64
3 WTP-ETP	150,495	147,488	-2.0%	35.43	34.71
4 NTP-STP	187,343	168,966	-9.8%	40.11	36.05
5 ETP-STP	118,803	105,423	-11.3%	33.77	31.14
6 EAST TOWNE-WTP	279,658	275,118	-1.6%	34.13	33.75
7 WTP-ETP (Weekends & Holidays Only)	39,956	38,189	-4.4%	27.38	27.12
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	10,903	10,087	-7.5%	25.84	24.78
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	235,080	237,824	1.2%	49.52	50.05
11 WTP-DUTCH MILL-CAP SQUARE	21,858	21,847	-0.1%	30.35	30.34
12 WTP-DUTCH MILL-CAP SQUARE	15,655	18,240	16.5%	27.46	31.99
13 STP-CAP SQUARE	39,625	38,427	-3.0%	20.46	20.01
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	80,427	75,108	-6.6%	30.85	28.64
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	117,258	121,647	3.7%	31.55	32.73
16 STP - ETP	76,843	78,047	1.6%	24.43	24.42
17 ETP-NTP	22,614	26,561	17.5%	24.01	19.32
18 STP-WTP (revised August 25, 2013)	75,282	68,461	-9.1%	23.43	21.49
19 RED ARROW TR-CAP SQUARE	42,775	44,296	3.6%	22.82	23.98
20 NTP-EAST TOWNE	51,897	45,076	-13.1%	18.35	16.06
21 LAKEVIEW LOOP	42,403	38,004	-10.4%	29.26	27.33
22 MENDOTA LOOP	61,733	59,498	-3.6%	37.79	36.76
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	1,389	1,478	6.4%	20.04	21.33
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	7,610	6,966	-8.5%	5.57	5.04
27 NTP - UW CAMPUS COMMUTER	13,839	15,044	8.7%	29.81	32.40
28 NTP-WTP COMMUTER (revised August 25, 2013)	103,900	100,427	-3.3%	69.12	66.48
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	5,546	6,048	9.1%	27.77	30.28
30 ETP-EAST TOWNE	55,454	47,665	-14.0%	25.17	21.37
31 MARSH RD - ETP (began August 25, 2013)	6,166	9,210	49.4%	9.21	8.54
32 ACEWOOD-THOMPSON LOOP	8,397	8,064	-4.0%	14.73	13.83
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	11,194	11,841	5.8%	17.95	18.99
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	5,126	4,957	-3.3%	15.86	15.34
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	8,565	7,686	-10.3%	13.77	12.36
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	4,757	4,035	-15.2%	6.42	5.93
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	17,672	17,427	-1.4%	18.12	17.82
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	103,677	103,917	0.2%	50.42	50.42
39 ETP - DAIRY DRIVE (revised August 25, 2013)	6,646	7,216	8.6%	18.28	19.85
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	43,676	41,367	-5.3%	34.59	32.83
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	25,591	22,850	-10.7%	56.65	50.59
47 ARBOR HILLS COMMUTER	20,095	19,839	-1.3%	26.43	26.09
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	2,153	1,755	-18.5%	18.78	14.14
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	3,834	2,974	-22.4%	9.86	8.04
50 WTP-SCHROEDER-RAYMOND LOOP	52,606	50,004	-4.9%	37.52	35.88
51 WTP-MUIR FIELD LOOP	15,721	12,994	-17.3%	22.60	18.93
52 WTP-FITCHBURG	10,629	9,554	-10.1%	15.99	14.37
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	8,393	7,542	-10.1%	20.02	17.58
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	29,588	27,250	-7.9%	25.32	23.17
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	28,693	26,622	-7.2%	30.10	28.17
58 GREENTREE COMMUTER	20,820	20,621	-1.0%	27.77	27.51
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	2,696	2,237	-17.0%	6.31	5.42
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	7,349	6,814	-7.3%	19.84	19.07
67 WTP-WEST TOWNE	60,185	50,934	-15.4%	35.12	29.85
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,369	1,858	-21.6%	5.51	4.48
70 MIDDLETON-CAPITOL SQUARE	39,037	36,074	-7.6%	24.23	22.39
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	27,644	29,161	5.5%	31.08	32.78
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	35,919	37,749	5.1%	29.59	31.26
73 WTP-OLD SAUK TRAILS	26,605	24,583	-7.6%	17.10	15.80
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	29,049	28,373	-2.3%	43.04	44.20
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	2,540	2,262	-10.9%	10.95	9.75
80 UW CAMPUS (service revised August 26, 2012)	522,541	533,083	2.0%	91.72	93.40
81-82 UW LATE NITE CIRCULATORS	32,258	30,373	-5.8%	28.42	29.99
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	6,816	5,426	-20.4%	47.76	38.02
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	343,974	354,359	3.0%	70.34	67.81
UNKNOWN ROUTE & ROAD BUS *	-	-	NA	NA	NA
SYSTEM TOTAL	3,780,465	3,696,016	-2.2%	37.05	36.01
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	3,218,850	3,127,134	-2.8%	33.86	32.65

* 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 2016: 50,556

Average weekday ridership March 2017: 53,655

MONTHLY RIDERSHIP - March 2017

ROUTE	MONTHLY RIDERSHIP			YTD RIDERSHIP		
	2016	2017	% change	2016	2017	% change
1 CAP SQUARE - UW	3,113	3,550	14.0%	9,463	9,604	1.5%
2 WTP-NTP (revised August 25, 2013)	111,473	117,846	5.7%	339,675	329,466	-3.0%
3 WTP-ETP	51,115	52,511	2.7%	150,495	147,488	-2.0%
4 NTP-STP	62,066	57,682	-7.1%	187,343	168,966	-9.8%
5 ETP-STP	40,854	36,387	-10.9%	118,803	105,423	-11.3%
6 EAST TOWNE-WTP	92,122	99,149	7.6%	279,658	275,118	-1.6%
7 WTP-ETP (Weekends & Holidays Only)	10,403	10,570	1.6%	39,956	38,189	-4.4%
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	2,996	3,202	6.9%	10,903	10,087	-7.5%
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	80,523	85,986	6.8%	235,080	237,824	1.2%
11 WTP-DUTCH MILL-CAP SQUARE	6,793	7,548	11.1%	21,858	21,847	-0.1%
12 WTP-DUTCH MILL-CAP SQUARE	5,336	6,693	25.4%	15,655	18,240	16.5%
13 STP-CAP SQUARE	14,443	13,766	-4.7%	39,625	38,427	-3.0%
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	27,522	27,939	1.5%	80,427	75,108	-6.6%
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	41,179	44,097	7.1%	117,258	121,647	3.7%
16 STP - ETP	26,572	28,861	8.6%	76,843	78,047	1.6%
17 ETP-NTP	7,811	8,004	2.5%	22,614	26,561	17.5%
18 STP-WTP (revised August 25, 2013)	24,767	27,167	9.7%	75,282	68,461	-9.1%
19 RED ARROW TR-CAP SQUARE	14,047	16,008	14.0%	42,775	44,296	3.6%
20 NTP-EAST TOWNE	18,521	13,478	-27.2%	51,897	45,076	-13.1%
21 LAKEVIEW LOOP	14,165	13,405	-5.4%	42,403	38,004	-10.4%
22 MENDOTA LOOP	21,238	21,896	3.1%	61,733	59,498	-3.6%
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	509	508	-0.2%	1,389	1,478	6.4%
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	2,887	2,389	-17.2%	7,610	6,966	-8.5%
27 NTP - UW CAMPUS COMMUTER	4,741	5,540	16.9%	13,839	15,044	8.7%
28 NTP-WTP COMMUTER (revised August 25, 2013)	34,871	36,603	5.0%	103,900	100,427	-3.3%
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,909	2,240	17.3%	5,546	6,048	9.1%
30 ETP-EAST TOWNE	20,416	17,174	-15.9%	55,454	47,665	-14.0%
31 MARSH RD - ETP (began August 25, 2013)	2,068	3,555	71.9%	6,166	9,210	49.4%
32 ACEWOOD-THOMPSON LOOP	2,927	2,594	-11.4%	8,397	8,064	-4.0%
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	4,043	4,052	0.2%	11,194	11,841	5.8%
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	1,805	1,901	5.3%	5,126	4,957	-3.3%
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	3,198	2,697	-15.7%	8,565	7,686	-10.3%
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	1,980	1,323	-33.2%	4,757	4,035	-15.2%
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	6,237	6,132	-1.7%	17,672	17,427	-1.4%
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	34,085	36,402	6.8%	103,677	103,917	0.2%
39 ETP - DAIRY DRIVE (revised August 25, 2013)	2,424	2,838	17.1%	6,646	7,216	8.6%
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	15,238	13,817	-9.3%	43,676	41,367	-5.3%
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	8,097	8,110	0.2%	25,591	22,850	-10.7%
47 ARBOR HILLS COMMUTER	7,035	7,428	5.6%	20,095	19,839	-1.3%
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	769	559	-27.3%	2,153	1,755	-18.5%
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	1,541	1,115	-27.6%	3,834	2,974	-22.4%
50 WTP-SCHROEDER-RAYMOND LOOP	17,030	16,935	-0.6%	52,606	50,004	-4.9%
51 WTP-MUIR FIELD LOOP	4,879	3,797	-22.2%	15,721	12,994	-17.3%
52 WTP-FITCHBURG	3,833	3,141	-18.1%	10,629	9,554	-10.1%
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	3,151	2,625	-16.7%	8,393	7,542	-10.1%
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	10,072	9,644	-4.2%	29,588	27,250	-7.9%
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	9,875	9,075	-8.1%	28,693	26,622	-7.2%
58 GREENTREE COMMUTER	6,846	7,451	8.8%	20,820	20,621	-1.0%
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	943	740	-21.5%	2,696	2,237	-17.0%
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,230	2,212	-0.8%	7,349	6,814	-7.3%
67 WTP-WEST TOWNE	20,195	16,801	-16.8%	60,185	50,934	-15.4%
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	832	500	-39.9%	2,369	1,858	-21.6%
70 MIDDLETON-CAPITOL SQUARE	13,795	13,388	-3.0%	39,037	36,074	-7.6%
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	9,475	10,233	8.0%	27,644	29,161	5.5%
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	12,152	13,479	10.9%	35,919	37,749	5.1%
73 WTP-OLD SAUK TRAILS	10,015	9,043	-9.7%	26,605	24,583	-7.6%
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	10,475	9,368	-10.6%	29,049	28,373	-2.3%
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	778	590	-24.2%	2,540	2,262	-10.9%
80 UW CAMPUS (service revised August 26, 2012)	167,770	200,510	19.5%	522,541	533,083	2.0%
81 UW LATE NIGHT CIRCULATOR	5,864	6,438	9.8%	15,201	15,827	4.1%
82 UW LATE NITE CIRCULATOR	5,554	5,655	1.8%	17,057	14,546	-14.7%
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	2,247	2,352	4.7%	6,816	5,426	-20.4%
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	104,026	133,370	28.2%	343,974	354,359	3.0%
UNKNOWN ROUTE & ROAD BUS			NA	-	-	NA
SYSTEM TOTAL	1,255,876	1,330,069	5.9%	3,780,465	3,696,016	-2.2%
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	1,074,441	1,115,114	3.8%	3,218,850	3,127,134	-2.8%

**Madison Metro
Performance Measures
YTD through March 31**

	Fixed Route		Paratransit	
	2016	2017	2016	2017
Operating Cost/Revenue Hours	\$ 113.01	\$ 112.03	\$ 93.02	\$ 92.58
Operating Revenue/Operating Cost	28.31%	29.26%	41.97%	42.71%
Operating Cost/Passenger Trips	\$ 3.05	\$ 3.11	\$ 34.94	\$ 34.78
Passenger Trips/Revenue Hour	37.05	\$ 36.01	2.66	\$ 2.66
Passenger Trips/Service Area Population (annualized)	59.75	58.42	1.12	1.16
Revenue Hours/Service Area Population (annualized)	1.61	1.62	0.42	0.44
Passenger Revenue/Passenger Trips	\$ 0.86	\$ 0.91	\$ 1.04	\$ 1.06
Operating Cost/Platform Hours	\$ 101.57	\$ 100.55	\$ 84.71	\$ 84.31
Operating Cost/Total Miles	\$ 7.43	\$ 7.50	\$ 4.58	\$ 4.56
Passenger Trips/Revenue Mile	2.97	2.87	0.15	\$ 0.15

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

Service area population is 253,075

WI DOT Cost Efficiency Measures	Fixed Route		Paratransit		Combined		2013
	2016	2017	2016	2017	2016	2017	Peer
Expense per revenue hour	\$ 110.48	\$ 109.67	\$ 87.39	\$ 87.23	\$ 105.72	\$ 104.92	\$ 97.57
Revenue/expense ratio	28.96%	29.88%	3.15%	3.23%	24.55%	25.19%	21.12%
Cost/passenger	\$ 2.98	\$ 3.05	\$ 32.83	\$ 32.76	\$ 3.53	\$ 3.63	\$ 4.46
Passengers/revenue hour	37.05	36.01	2.66	2.66	29.95	28.94	23.69
Passenger Trips/Capita (annualized)	52.23	51.07	0.98	1.02	53.21	52.08	37.63
Revenue Hours/Capita (annualized)	1.41	1.42	0.37	0.38	1.78	1.80	1.43

Notes:

Revenue includes passenger revenue only (does not include MA Waiver revenue)

Expense includes "Total operating expenses" less depreciation, expenses associated with County programs, lease and interest expenses and inter-agency charges

Cost and expense are the same number

The population used for the efficiency measures is 289,500

**Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through March 31, 2017 and 2016**

Fixed Route Passenger Revenue

2017	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	\$ 120,916	\$ 123,984	\$ 127,257										\$ 372,157
2 ride passes	\$ 16,660	\$ 6,948	\$ 23,453										\$ 47,061
10 ride passes	\$ 87,444	\$ 87,360	\$ 84,775										\$ 259,579
31 day passes	\$ 172,471	\$ 144,660	\$ 131,441										\$ 448,572
EZ Rider/Summer Youth passes	\$ 144,852	\$ 191,912	\$ 192,328										\$ 529,092
Total cash, ticket & pass revenue	\$ 542,343	\$ 554,864	\$ 559,254										\$ 1,656,461
UW ASM	\$ 304,714	\$ 304,714	\$ 304,714										\$ 914,142
UW Employees	\$ 165,556	\$ 165,556	\$ 165,556										\$ 496,668
MATC	\$ 32,752	\$ 48,379	\$ 49,361										\$ 130,492
City of Madison	\$ 15,198	\$ 15,167	\$ 16,728										\$ 47,093
Edgewood	\$ 5,366	\$ 7,822	\$ 7,389										\$ 20,577
St. Mary's	\$ 2,685	\$ 3,073	\$ 3,251										\$ 9,009
Meriter	\$ 2,302	\$ 2,206	\$ 2,478										\$ 6,986
Dane County	\$ 3,582	\$ 3,660	\$ 4,138										\$ 11,380
Commuter	\$ 23,690	\$ 22,549	\$ 25,023										\$ 71,262
Total unlimited ride pass revenue	\$ 555,845	\$ 573,126	\$ 578,638										\$ 1,707,609
Total passenger revenue	\$ 1,098,188	\$ 1,127,990	\$ 1,137,892										\$ 3,364,070
Cumulative YTD passenger revenue	\$ 1,098,188	\$ 2,226,178	\$ 3,364,070										

2016	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	\$ 112,553	\$ 121,148	\$ 121,485										\$ 355,186
2 ride passes	\$ 28,264	\$ 5,828	\$ 10,722										\$ 44,814
10 ride passes	\$ 88,680	\$ 85,780	\$ 85,365										\$ 259,825
31 day passes	\$ 162,827	\$ 123,242	\$ 123,822										\$ 409,891
EZ Rider/Summer Youth passes	\$ 185,898	\$ 169,720	\$ 169,846										\$ 525,464
Total cash, ticket & pass revenue	\$ 578,222	\$ 505,718	\$ 511,240										\$ 1,595,180
UW ASM	\$ 307,760	\$ 307,760	\$ 307,760										\$ 923,280
UW Employees	\$ 164,456	\$ 164,456	\$ 164,456										\$ 493,368
MATC	\$ 41,599	\$ 51,225	\$ 47,766										\$ 140,590
City of Madison	\$ 11,402	\$ 12,225	\$ 12,751										\$ 36,378
Edgewood	\$ 6,807	\$ 8,515	\$ 6,834										\$ 22,156
St. Mary's	\$ 2,025	\$ 2,495	\$ 2,804										\$ 7,324
Meriter	\$ 1,869	\$ 1,831	\$ 1,883										\$ 5,583
Dane County	\$ 3,164	\$ 3,175	\$ 2,914										\$ 9,253
Commuter	\$ 18,722	\$ 19,657	\$ 19,470										\$ 57,849
Total unlimited ride pass revenue	\$ 557,804	\$ 571,339	\$ 566,638										\$ 1,695,781
Total passenger revenue	\$ 1,136,026	\$ 1,077,057	\$ 1,077,878										\$ 3,290,961
Cumulative YTD passenger revenue	\$ 1,136,026	\$ 2,213,083	\$ 3,290,961										

**Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through March 31, 2017 and 2016**

Fixed Route Rides

2017	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	64,548	60,966	65,536										191,050
2 ride passes	8,393	8,040	8,534										24,967
10 ride passes	60,170	58,687	66,246										185,103
31 day passes	143,936	152,207	164,497										460,640
EZ Rider/Summer Youth passes	157,691	164,546	190,302										512,539
Total cash, ticket & pass rides	434,738	444,446	495,115										1,374,299
UW ASM	237,268	308,744	298,116										844,128
UW Employees	155,879	156,172	171,394										483,445
MATC	24,261	35,836	36,564										96,661
City of Madison	11,258	11,235	12,391										34,884
Edgewood	3,975	5,794	5,473										15,242
St. Mary's	1,989	2,276	2,408										6,673
Meriter	1,705	1,634	1,836										5,175
Dane County	3,115	3,183	3,598										9,896
Commuter	16,960	16,134	17,900										50,994
Total unlimited ride pass rides	456,410	541,008	549,680										1,547,098
UW routes 80-85	146,198	207,729	214,955										568,882
Total revenue rides	1,037,346	1,193,183	1,259,750										3,490,279
Transfers	57,062	55,762	58,316										171,140
Non-revenue rides	11,276	11,318	12,003										34,597
Total rides	1,105,684	1,260,263	1,330,069										3,696,016
Cumulative YTD total rides	1,105,684	2,365,947	3,696,016										

2016	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	59,277	60,278	60,464										180,019
2 ride passes	12,411	11,900	10,919										35,230
10 ride passes	63,900	68,150	64,153										196,203
31 day passes	148,785	156,027	168,084										472,896
EZ Rider/Summer Youth passes	175,608	183,435	157,974										517,017
Total cash, ticket & pass rides	459,981	479,790	461,594										1,401,365
UW ASM	231,679	352,360	289,815										873,854
UW Employees	150,763	168,706	164,495										483,964
MATC	36,173	44,543	41,536										122,252
City of Madison	9,915	10,630	11,088										31,633
Edgewood	5,919	7,404	5,943										19,266
St. Mary's	1,761	2,170	2,438										6,369
Meriter	1,625	1,592	1,638										4,855
Dane County	2,751	2,761	2,534										8,046
Commuter	14,980	15,738	15,588										46,306
Total unlimited ride pass rides	455,566	605,904	535,075										1,596,545
UW routes 80-85	139,626	240,554	181,435										561,615
Total revenue rides	1,055,173	1,326,248	1,178,104										3,559,525
Transfers	58,703	59,862	62,754										181,319
Non-revenue rides	12,224	12,379	15,018										39,621
Total rides	1,126,100	1,398,489	1,255,876										3,780,465
Cumulative YTD total rides	1,126,100	2,524,589	3,780,465										

Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through March 31, 2017 and 2016

Fixed Route Passenger Revenue % Change

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	7.4%	2.3%	4.8%										4.8%
2 ride passes	-41.1%	19.2%	118.7%										5.0%
10 ride passes	-1.4%	1.8%	-0.7%										-0.1%
31 day passes	5.9%	17.4%	6.2%										9.4%
EZ Rider/Summer Youth passes	-22.1%	13.1%	13.2%										0.7%
Total cash, ticket & pass revenue	-6.2%	9.7%	9.4%										3.8%
UW ASM	-1.0%	-1.0%	-1.0%										-1.0%
UW Employees	0.7%	0.7%	0.7%										0.7%
MATC	-21.3%	-5.6%	3.3%										-7.2%
City of Madison	33.3%	24.1%	31.2%										29.5%
Edgewood	-21.2%	-8.1%	8.1%										-7.1%
St. Mary's	32.6%	23.2%	15.9%										23.0%
Meriter	23.2%	20.5%	31.6%										25.1%
Dane County	13.2%	15.3%	42.0%										23.0%
Commuter	26.5%	14.7%	28.5%										23.2%
Total unlimited ride pass revenue	-0.4%	0.3%	2.1%										0.7%
Total passenger revenue	-3.3%	4.7%	5.6%										2.2%
Cumulative YTD passenger revenue	-3.3%	0.6%	2.2%										

Fixed Route Rides % Change

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	8.9%	1.1%	8.4%										6.1%
2 ride passes	-32.4%	-32.4%	-21.8%										-29.1%
10 ride passes	-5.8%	-13.9%	3.3%										-5.7%
31 day passes	-3.3%	-2.4%	-2.1%										-2.6%
EZ Rider/Summer Youth passes	-10.2%	-10.3%	20.5%										-0.9%
Total cash, ticket & pass rides	-5.5%	-7.4%	7.3%										-1.9%
UW ASM	2.4%	-12.4%	2.9%										-3.4%
UW Employees	3.4%	-7.4%	4.2%										-0.1%
MATC	-32.9%	-19.5%	-12.0%										-20.9%
City of Madison	13.5%	5.7%	11.8%										10.3%
Edgewood	-32.8%	-21.7%	-7.9%										-20.9%
St. Mary's	12.9%	4.9%	-1.2%										4.8%
Meriter	4.9%	2.6%	12.1%										6.6%
Dane County	13.2%	15.3%	42.0%										23.0%
Commuter	13.2%	2.5%	14.8%										10.1%
Total unlimited ride pass rides	0.2%	-10.7%	2.7%										-3.1%
UW routes 80-85	4.7%	-13.6%	18.5%										1.3%
Total revenue rides	-1.7%	-10.0%	6.9%										-1.9%
Transfers	-2.8%	-6.8%	-7.1%										-5.6%
Non-revenue rides	-7.8%	-8.6%	-20.1%										-12.7%
Total rides	-1.8%	-9.9%	5.9%										-2.2%
Cumulative YTD total rides	-1.8%	-6.3%	-2.2%										

**Paratransit Performance Indicators
March, 2017**

Operations	Metro Plus			
	Mar, 2016	Mar, 2017	YTD 2016	YTD 2017
Total Trips	24,944	26,745	70,710	73,487
Rides Cancelled	5,988	5,349	16,610	16,977
Cancellation Rate	24.0%	20.0%	23.5%	23.1%
No Shows (1)	676	665	1,924	2,003
No Shows/Rides Provided	2.7%	2.5%	2.7%	2.7%
Number of Clients Provided Service	1,104	1,133	1,257	1,334
Average Trips/Client	22.6	23.6	56.3	55.1
DDS Trips	17,375	18,673	49,029	51,075
Subscription Trips	19,252	21,227	54,042	57,303
DDS Subscription Trips	15,571	17,031	43,865	46,200
D2D Trips	23,717	25,177	67,285	69,523
Lv Attended Trips	6,997	7,261	20,022	19,872
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	103.6%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	9,705	7,374	12,817	14,789	10,637	55,322
Non-Ambulatory	-	5,686	479	2,483	9,517	18,165
Percentage	13.21%	17.77%	18.09%	23.50%	27.43%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	9,705	13,060	13,296	17,272	20,154	73,487
Customer Complaints	55	49	54	40	79	277
Customer Compliments	1	3	0	3	6	13
Customer Suggestions	0	3	1	0	0	4
Complaints/1000 passenger trips - 2016	4.09	1.48	1.85	2.17	4.34	2.74
Complaints/1000 passenger trips - 2017	5.67	3.75	4.06	2.32	3.92	3.77
Late Service Reports (2)	49	0	33	14	46	142
Late Service Reports/1000 passenger trips-2016	3.00	0.00	0.89	0.53	2.20	1.19
Late Service Reports/1000 passenger trips - 2017	5.05	0.00	2.48	0.81	2.28	1.93

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
March, 2017	93%	93%	94%	91%	95%
YTD - 2016	94%	93%	96%	91%	95%
YTD - 2017	93%	93%	94%	92%	95%

ADA Certifications, March 2017	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,589	256	200	242	20,852
Category 2	9	0	0	0	0
Category 2/3	19	1	0	0	19
Category 3	2,130	316	82	34	5,830
Total		3,747			26,701

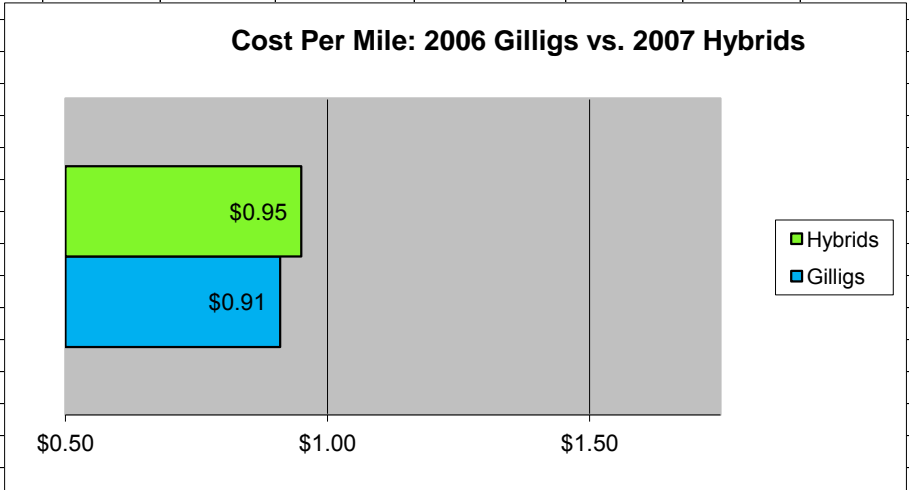
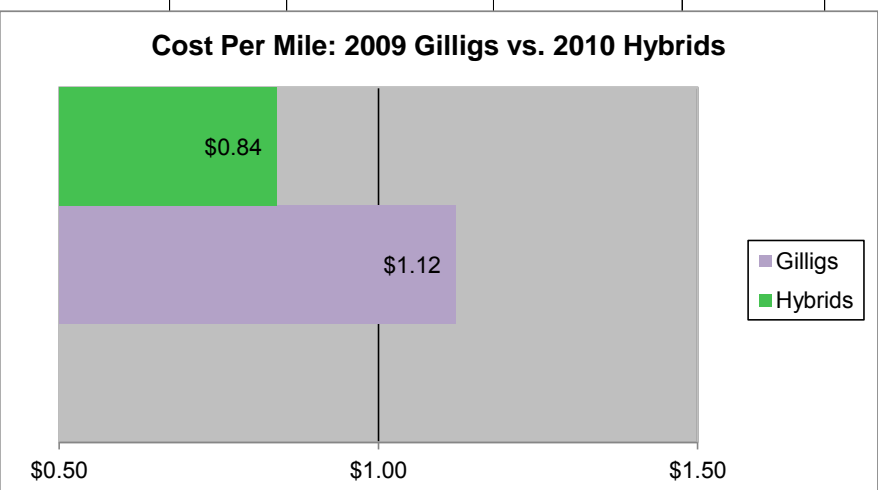
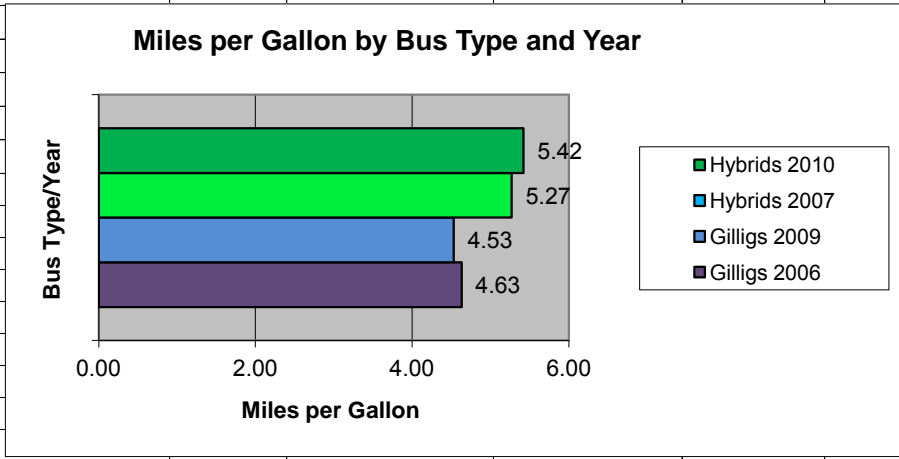
Monthly New Certification	38
Monthly Denied Applications	0

(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.

Hybrid/Diesel Comparison - January 1 - March 31, 2017

Bus Type/Year	Bus #	Mileage	Fuel	Fuel Cost*	Parts	Labor	CPM**	AVG MPG
Gilligs (2006)	906 - 921	75,826	16,367	\$38,639	\$12,646	\$18,067	\$0.91	4.63
Hybrids (2007)	001-005	41,052	7,790	\$18,390	\$12,179	\$8,249	\$0.95	5.27
Gilligs (2009)	922-954	197,525	43,636	\$103,015	\$69,973	\$49,012	\$1.12	4.53
Hybrids (2010)	006-019	113,896	21,013	\$49,608	\$23,324	\$22,488	\$0.84	5.42



*Average fuel price \$2.361 per gallon for the period.

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

Customer Feedback: Multi-Year Counts by Primary Unit and Category
For the period 1/1 - 3/31

Report Totals			
2014	964	2016	984
2015	951	2017	1037



BGRNDS

Category ID and Name	2014	2015	2016	2017
34 Wheelchair accessibility	0	1	0	0
39 Shelter Posters	0	0	0	0
67 Transfer Pt/Shelter Vandalism	0	2	1	7
68 Transfer Pt/Shelter Graffiti	17	11	8	1
91 Compliment	1	1	0	0
116 Other - no current category	4	0	8	3
128 Transfer Pt/Shelter Maintenance	7	2	9	2
Unit Totals	29	17	26	13

FIN

Category ID and Name	2014	2015	2016	2017
18 Fare Policy	0	0	1	0
19 Transfer Policy	0	0	0	0
91 Compliment	0	0	0	0
116 Other - no current category	1	1	0	0
Unit Totals	1	1	1	0

FIXED

Category ID and Name	2014	2015	2016	2017
3 Smoking	0	1	2	0
4 Driving Behavior	80	78	76	89
6 Bus Early - Fixed Route	45	57	67	50
7 Customer passed-up	97	60	77	90
8 Bus Off-route	12	15	17	14
9 Driver Not Wearing Seatbelt	0	3	1	0
10 Driver Not Calling Stops	0	0	0	0
11 Destination Sign Incorrect	4	4	8	5
12 Disruptive Passenger(s)	15	7	13	10
13 Bus Never Came	22	33	28	21
26 Overloads	14	4	9	4
29 Special Event Service	0	0	0	0
32 Bus Idling	4	1	9	8
33 Detours	3	1	10	3
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
55 Driver Rude	74	47	51	62
60 Transfer Points	1	0	0	0
66 Equipment Malfunction	7	1	9	7
69 Securement, mobility device	0	2	0	6
71 Other Driver Conduct	33	59	49	46
72 Other Public Info	0	2	4	1
76 Missed Stop Request	1	6	6	2
77 Fare Dispute	9	6	14	6
78 Discrimination	2	1	0	6
79 City Ordinances	0	0	1	0
80 Electronic Device	3	1	3	0
81 Driving With Cell Phone	0	0	0	0
84 Unauthorized Stop	1	0	0	1
85 Unprofessional Conduct	1	1	3	1
86 Excessive Conversation	0	3	1	3
87 Bus Late - Fixed Route	55	35	44	20
88 Unsafe Situation	7	7	1	4

89 Property Damage	2	5	3	1
90 Passenger Injury	6	2	13	7
91 Compliment	87	69	90	90
116 Other - no current category	15	31	12	15
117 Climate Control	2	1	1	0
121 Missed Transfer	18	7	6	9
122 School Routes	4	10	7	13
124 Items Not Allowed on Bus	1	1	0	0
126 ADA Issues	3	0	4	7
130 Cut Route	3	1	0	4
132 Harassment	0	0	0	1
133 Running a Red Light	5	11	16	13
137 Weather Related	3	1	1	2
144 Stroller Policy	0	0	1	0
146 Bus Seating Layout	1	0	0	0
147 Crosswalk Violation	6	7	9	8
Unit Totals	646	581	666	629

INFSYS

Category ID and Name	2014	2015	2016	2017
41 ITS: Intelligent Transportation S	3	4	0	1
91 Compliment	0	1	1	0
116 Other - no current category	2	0	1	1
135 Website	0	0	0	1
136 Trip Planner	0	0	0	0
141 TransitTracker	0	3	0	0
142 Google Transit	2	1	0	1
143 Google Data Format	0	0	0	0
Unit Totals	7	9	2	4

MAINT

Category ID and Name	2014	2015	2016	2017
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	4	4	8	1
91 Compliment	0	0	0	0
115 Bus Appearance-Cleanliness	0	2	0	1
116 Other - no current category	4	2	0	4
117 Climate Control	0	0	0	0
146 Bus Seating Layout	0	0	0	0
Unit Totals	8	8	8	6

MKTG

Category ID and Name	2014	2015	2016	2017
18 Fare Policy	2	3	1	0
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	0	0	0	0
29 Special Event Service	0	0	0	0
33 Detours	0	0	0	0
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	1	0	0	0
37 Advertisements - General	1	0	0	0
38 Sales Outlets	0	2	1	0
39 Shelter Posters	0	0	0	0

40 Schedules	2	0	0	1
72 Other Public Info	1	1	1	0
91 Compliment	2	4	6	3
98 Schedule Info	3	3	3	0
99 Order Taking	0	1	0	0
100 Phones Busy	0	0	1	0
101 Behavior - Cust Svc	6	0	3	4
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	5	2	1	21
119 Lost and Found	4	1	1	0
120 Para - Ride Booking	3	4	1	4
135 Website	3	0	2	2
137 Weather Related	2	0	0	0
138 Advertisements - Bus Wraps	2	0	0	0
140 Text/Email Alerts	0	0	0	0
146 Bus Seating Layout	0	0	0	0
148 Public Hearing Comment - Fare	0	0	0	0
149 Audible Turn Signals	0	3	0	0
153 Public Hearing Comment - Other	0	0	0	9
155 Weapons Policy	0	0	0	0
Unit Totals	37	24	21	44

PARA

Category ID and Name	2014	2015	2016	2017
3 Smoking	0	0	1	0
4 Driving Behavior	3	6	8	9
55 Driver Rude	4	3	5	8
66 Equipment Malfunction	1	1	0	2
69 Securement, mobility device	2	3	5	3
72 Other Public Info	1	0	0	1
79 City Ordinances	0	0	0	0
80 Electronic Device	0	1	3	0
81 Driving With Cell Phone	0	1	0	0
85 Unprofessional Conduct	0	0	1	0
88 Unsafe Situation	1	2	1	1
90 Passenger Injury	3	4	3	7
91 Compliment	15	16	14	13
93 Notification - Para App	0	0	0	0
94 Availability - Para App	0	0	0	0
95 Processing Time - Para App	0	0	0	0
96 Fares	1	1	2	0
97 Winter Weather - Para Policy	0	1	0	0
98 Schedule Info	2	5	1	2
99 Order Taking	0	1	2	0
100 Phones Busy	0	0	0	0
101 Behavior - Cust Svc	1	0	0	0
102 Bus Early - Para	6	4	6	7
103 Bus On-Time	0	0	0	1
104 Bus Late - Para	24	48	48	91
105 No Shows	18	18	24	21
106 Door-to-Door	7	15	12	8
107 Leave Attended	8	10	17	13
108 Mobility Device Securement	1	2	1	2
109 Travel Time - Para	18	25	16	41
110 Service Area - Para Policy	2	0	0	0

111 Backtracking	0	0	0	0
112 Passenger Behavior	3	1	1	0
113 Driver Behavior	14	26	22	25
114 Dispatch	6	6	2	14
116 Other - no current category	1	7	3	10
118 Drop-Off Wrong Location	2	4	3	5
120 Para - Ride Booking	8	5	1	3
132 Harassment	1	0	0	0
133 Running a Red Light	0	0	0	1
137 Weather Related	1	0	0	0
147 Crosswalk Violation	0	0	0	0
150 Picked Up Wrong Client	0	3	2	1
151 Attempted Pick-Up, Wrong Loca	0	1	2	3
152 Missed Trip	0	4	3	2
Unit Totals	154	224	209	294

PLN

Category ID and Name	2014	2015	2016	2017
18 Fare Policy	0	0	0	0
19 Transfer Policy	0	0	0	0
21 Span	0	1	3	1
23 Express Service	0	0	1	0
25 Frequency	0	1	1	2
26 Overloads	16	10	14	12
27 Park & Ride	0	1	0	0
28 School Trippers Concern	0	0	0	1
29 Special Event Service	0	0	1	0
31 Expansion Request	1	1	0	2
33 Detours	1	1	1	2
34 Wheelchair accessibility	0	0	0	0
40 Schedules	11	2	2	2
42 Routes	3	1	0	0
43 Schedules - Service Design	5	1	2	0
44 Quality	0	0	0	0
47 Corridor Schedules	0	0	0	0
48 Transfer Coordination	0	0	0	0
49 Travel Time - Service Design	0	0	0	0
60 Transfer Points	0	1	0	0
70 Other Service Design	3	0	0	11
73 Bus Stop Addition Request	10	53	1	1
74 Bus Stop Damage	0	0	0	0
75 Shelter Addition/Removal	2	1	3	1
87 Bus Late - Fixed Route	1	0	1	0
91 Compliment	3	1	0	0
92 Public Hearing Comment - Servi	16	1	13	1
116 Other - no current category	9	4	5	10
127 Public Hearing Addendum	0	0	0	0
129 Service Design Request	0	1	2	1
135 Website	0	0	0	0
136 Trip Planner	0	1	1	0
139 Surveys	0	4	0	0
141 TransitTracker	1	0	0	0
142 Google Transit	0	1	0	0
143 Google Data Format	0	0	0	0
146 Bus Seating Layout	0	0	0	0

154 Bus Stop Closure	0	0	0	0
<i>Unit Totals</i>	82	87	51	47

Prompt Response Percentage Report: For Feedback with Requested Response
For the period 3/1/2017 - 3/31/2017



Primary Unit	<u>Feedback Requesting Response</u>		<u>Feedback w/ Prompt Response</u>		<u>Prompt Response Percentage</u>	
	<i>Curr Prd</i>	<i>YTD</i>	<i>Curr Prd</i>	<i>YTD</i>	<i>Curr Prd</i>	<i>YTD</i>
BGRNDS	1	2	1	2	100.00%	100.00%
FIN						
FIXED	99	284	97	281	97.98%	98.94%
INFSYS	1	2	1	2	100.00%	100.00%
MAINT	1	1	1	1	100.00%	100.00%
MKTG	12	18	10	16	83.33%	88.89%
PARA	44	147	42	141	95.45%	95.92%
PLN	8	28	8	28	100.00%	100.00%
<i>Metro-wide Totals</i>	166	482	160	471	96.39%	97.72%

Count of Driver Reported Incidents by Category

3/1/2016 to 3/31/2016 and 3/1/2017 to 3/31/2017



2016

2017

Category	FIXED ROUTE		PARATRANSIT		SCHOOL SVC		FIXED ROUTE		PARATRANSIT		SCHOOL SVC	
	Month	YTD*	Month	YTD*	Month	YTD*	Month	YTD*	Month	YTD*	Month	YTD*
<i>Physical Assault</i>												
Assault		3			1	4					2	4
Fighting	3	8			3	10	2	8			8	27
Thrown Objects Hitting Person						1						
<i>Disruptive Behavior</i>												
Disruptive Behavior &/or Vulgar Language	12	28			6	23	8	26			7	10
Fare Dispute	2	6			1	4	1	5				
Fire					1	1						
Smoking						1		1			2	4
Theft		2						1				
Threat	2	3									1	2
Throwing Objects						2		2			2	2
Vandalism		1				1					1	3
Weapon		2						1				
<i>Other</i>												
Illness or Potential Injury	7	15			1	2	2	7				1
Intoxicated Passenger	3	8					3	10				
Other	8	22			1	7	12	30			3	6
Para - Alighting/Boarding Problems												
Para - Nobody to Meet Customer												
<i>Total Count for Period</i>	37	98			14	56	28	91			26	59

2016 Total YTD fixed and school - 154

2017 Total YTD fixed and school - 150

Monday April 24th, 2017

Metro Transit, Madison WI

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