## Metro Performance Summary 1st Quarter Data for 2019

#### Data

- Metro fixed route ridership was down 6.9% through the 1st quarter, down from 3,596,002 in 2018 to 3,348,661 in 2019, driven in part by reductions of UW campus and MMSD bus ridership. This in turn was caused partly by school closings due to extremely cold weather. Nationally, transit systems Metro's size, show bus ridership dropped on average by 1.1% in the 4th quarter of 2018. Also, as previously reported, studies conducted on this national transit trend indicate decreased gas prices, increased auto vehicle miles traveled and auto purchases due to a strong economy, ridership shifts to Transportation Network Companies (TNCs), and local factors (i.e., Metro has been out of peak-capacity for three years) as the most commonly cited factors. Metro's plans to add service to Sun Prairie and recent changes to routes 37 and 38 are forecast to help increase ridership.
- Paratransit ridership for the same period was down 56% from 62,428 to 27,422, primarily due to the implementation of Family Care, and that directly-operated paratransit service ceased operations on August 10, 2018. The family care transition started in February 2018 and was fully implemented on May 1<sup>st</sup>, so the quarterly ridership is not an apples to apples comparison, but will be on a monthly basis starting in May.
- Metro's financial status through March shows revenues over budget by \$168,000 and expenses over budget by \$169,000, leading to a projected reserve decrease of about \$1,000. The positive revenue picture is caused by increases in agency ticket revenues on the paratransit side, despite the drops in ridership on both fixed route and paratransit. The expense overrun is caused by personnel costs, as Metro is still catching up on driver training after the paratransit service changes in 2018. It is too early in the year to make any long-term projections, but overall, the financial picture appears to be starting out on sound footing.
- Preventable and chargeable accidents through the 1st quarter totaled 19 in 2018 versus 20 during the same time period in 2019. Through the first quarter of the year, our insurance company, Transit Mutual (TMI), reports a total payout and reserve claims to be at \$7,400 versus the 2018 first quarter figure of \$15,700. Metro Transit is in the second year of a five-year process where TMI is paying us back \$800,000 of excess surplus caused by reduced accidents and payout claims over a long period of time. In 2019 we expect to receive around a \$200,000 credit.

- Customer feedback through the 1st quarter of 2019 totaled 931 contacts, up from the 2018 level of 769. Fixed route input was the largest category at 670, up from 490 from 2018, with the biggest percentage increases in "driver rude," "bus never came," and "customer passed up." With video and GPS, Metro staff investigates each complaint, and in some cases it can be determined that the driver was not at fault, which was the case in 53% of these three categories. Metro tracks and coaches employees with multiple complaints to keep these complaints to a minimum. Paratransit input was down from 163 contacts in 2018 to 126 in 2019, due in part to the reduction in ridership caused by Family Care. Metro has a goal to respond to 90% of all complaints within 10 days when a response is requested, and through the 1st quarter of 2019, we've responded to 96.6% within that timeframe.
- Total driver reported security incidents were 90 for the 1st quarter for 2019 versus 82 for 2018, an 8.8% increase. The increase is a small uptick in disruptive behavior reports on fixed route and fighting on supplemental school routes. Fighting incidents have been addressed by working with school district staff.

#### **Projects**

- Sullivan Construction was selected for the first phase of the five-year project to upgrade Metro Transit's 1101 E. Washington Av facility. The first phase will focus on moving and upgrading the service lane, getting the facility ready for e-buses, and upgrading the fire safety infrastructure. Construction will begin in the spring and be completed in the spring of 2020.
- Metro staff finalized details of the proposed new Sun Prairie route to begin in August 2019. This is scheduled to be approved by Sun Prairie and the Transportation Commission in the April/May timeframe.
- Based on a request by the UW to use automated passenger counters to track ridership on campus buses (Route 80s), Metro planning staff is piloting a program to use these on specific campus buses and work with maintenance staff to ensure that consistency. This also involved working with the APC vendor as there have been some reliability issues that need to be resolved.
- As the Oscar Mayer site is reviewed for negotiations with the owner to purchase a 10-15 acre parcel on the north end of the site by the North Transfer Point for a satellite garage, planning, finance, and maintenance staff are involved in reviewing the City's efforts to make this happen.

- New Flyer Bus Manufacturing, the contractor selected for the next five-year bus contract, is scheduled to begin building fifteen new buses for Metro for delivery in late spring and early summer. The new buses will have the new Metro logo, and in 2020, in addition to twelve regular diesel buses that New Flyer will make, Metro will receive three new electric buses from Proterra.
- Metro employees participated in a survey as part of the City's Performance Excellence System (PES), and is now developing plans, with the assistance of Human Resources/Organization Development staff, to address City and Metro focus areas of communications and employee development.

## FIXED ROUTE

Operating Statistics For Periods Ending 3/31/2018 & 3/31/2019

#### **CURRENT MONTH**

#### YEAR TO DATE

Actual	Actual	Variance		Actual	Actual	Variance	%
2018	2019	2018 to 2019		2018	2019	2017 to 2018	Change
			Service Supplied				
526,019	514,413	(11,606)	Total (Vehicle) Miles	1,536,574	1,508,212	(28,362)	-1.8%
35,381	34,431		Revenue Hours	102,157	100,563	(1,594)	-1.6%
39,103	38,064	(1,039)	Total (Vehicle) Hours	113,458	111,234	(2,224)	-2.0%
			Ridership				
1,157,024	1,076,453	(80,571)	Revenue Passengers	3,406,348	3,140,581	(265,767)	-7.8%
55,394	54,726	(668)	Transfers	161,372	153,821	(7,551)	-4.7%
<u>9,944</u>	<u>9,255</u>	<u>(689)</u>	Non-Revenue Rides	<u>28,282</u>	<u>54,259</u>	<u>25,977</u>	91.8%
1,222,362	1,140,434	(81,928)	Total Passengers	3,596,002	3,348,661	(247,341)	-6.9%
			Service Quality*				
91.4%	91.2%	-0.2%	% Trips on time	88.6%	88.5%	-0.1%	-0.1%
4.1%	3.7%		% Trips early	3.2%	3.1%	-0.1%	-4.1%
4.5%	5.1%	0.6%	% Trips late	8.2%	8.4%	0.2%	2.4%
9	10	1	Passenger Accidents	25	45	20	80.0%
			Vehicle Accidents**				
10	5	(5)	Chargeable	19	20	1	5.3%
11	12	1	Non-chargeable	34	47	13	38.2%
<u>0</u> 21	<u>0</u> 17	<u>0</u>	Preventable	<u>0</u>	<u>0</u>	<u>0</u>	0.0%
21	17	(4)	Total Vehicle Accidents	53	67	14	26.4%
			Fleet/Maintenance				
25	36	11	Road Calls	37	70	33	89.2%
88	85	(3)	Actual Inspections	256	273	17	6.6%
88	86	(2)	Scheduled Inspections	256	252	(4)	-1.6%
0.13	0.16	0.02	Complaints/1000 Rides	0.13	0.19	0.06	44.4%

<sup>\*</sup>Sample of over 200,000 trips. Early=one minute or more early at a timepoint. Late=five minutes or more late at a timepoint.

Non-chargeable – Accidents caused by the other vehicle's operator's actions.

Preventable – Both parties involved share liability of the accident.

<sup>\*\*</sup>Chargeable – Accidents that are caused by the actions of the bus operator.

## ROUTE PRODUCTIVITY COMPARISON--<u>YEAR TO DATE--March 2019 vs. March 2018</u> (Routes sorted in order of 2019 passengers per revenue hour productivity)

RIDE	RSHIP, 2019 vs.	2018		Productivity.	Trips per Reve	enue Hour		ROUTE KEY
	i '	Year to Date		,	, and the second		Routes	
2017	2010	2212	0.4	2010	2010	0.4 03	< 60% of	Comp Develop on south account does
ROUTE 80 UW CAMPUS (service revised August 26, 2012)	2018 615,683	<b>2019</b> 540,462	% change -12.2%	2018 110.81	98.70	% Change -10.9%	system avg.	Core Routes operate every day from early a.m. to late p.m.:
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	332,000	280,409	-12.2%	71.08	69.40			2, 3, 4, 5, 6, 7, 13
28 NTP-WTP COMMUTER (revised August 25, 2013)	97,252	97,899	0.7%	64.72	65.72	1.5%		(3 operates weekdays only;
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	22,371	23,065	3.1%	49.53	51.89	4.8%		7 operates weekends & holidays only).
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	99,146	101,886	2.8%	48.56	51.17	5.4%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	8,056	7,154	-11.2%	56.45	50.92	-9.8%		Commuter Routes operate
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	221,166	210,159	-5.0%	46.89	45.17	-3.7%		on weekdays during peak hours:
2 WTP-NTP (revised August 25, 2013) 75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2	311,254 25,842	309,902 29,372	-0.4% 13.7%	44.09 36.29	44.09 41.90	0.0% 15.5%		11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 49, 55, 56, 57
81-82 UW LATE NITE CIRCULATORS	40,187	37,241	-7.3%	42.28	39.81			58, 71, 72, 75
6 EAST TOWNE-WTP	266,243	248,006	-6.8%	32.70	30.80			30, 71, 72, 73
4 NTP-STP	146,132	142,041	-2.8%	31.39	30.71	-2.2%		Peripheral Routes operate
50 WTP-SCHROEDER-RAYMOND LOOP	48,594	42,043	-13.5%	34.87	30.38			from transfer points to outlying
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 201	28,006	26,497	-5.4%	31.48	30.27	-3.9%		areas: 20, 21, 22, 26, 30, 31, 32, 33,
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	115,391	109,992	-4.7%	31.16	30.18			35, 36, 40, 50, 51, 52, 73, 78
3 WTP-ETP 11 WTP-DUTCH MILL-CAP SQUARE	130,769	126,021	-3.6%	30.77	30.13	-2.1%		Connector Doutes connect
11 WTP-DUTCH MILL-CAP SQUARE 22 MENDOTA LOOP	22,379 52,763	21,273 47,018	-4.9% -10.9%	31.08 32.60	30.02 29.31	-3.4% -10.1%		<u>Connector Routes</u> connect transfer points throughout the day:
1 CAP SQUARE - UW	8,163	7,657	-6.2%	30.49	29.31	-10.1%		<b>16, 17, 18</b> .
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	5,971	5,669	-5.1%	29.90	28.84	-3.5%		,,
12 WTP-DUTCH MILL-CAP SQUARE	16,899	16,046	-5.0%	29.64	28.60	-3.5%		Circulator Routes
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	35,349	35,408	0.2%	28.05	28.27	0.8%		1, 10, 34
5 ETP-STP	94,549	94,161	-0.4%	27.90	28.05	0.5%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	72,782	71,657	-1.5%	27.91	27.92	0.0%		Other routes:
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013) 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	34,908 25,656	34,244 25,415	-1.9% -0.9%	27.53 27.10	27.44 27.27	-0.3% 0.7%		8 operates between the Capitol
27 NTP - UW CAMPUS COMMUTER	14,064	12,264	-12.8%	30.29	26.84	-11.4%		Square and Spring Harbor, weekends only.
7 WTP-ETP (Weekends & Holidays Only)	34,349	36,260	5.6%	22.27	24.85	11.6%		19 operates like a core route
67 WTP-WEST TOWNE	46,575	41,016	-11.9%	27.30	24.27	-11.1%		between the Capitol Square and
21 LAKEVIEW LOOP	36,423	32,857	-9.8%	26.19	23.83	-9.0%		Allied Drive on weekdays.
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	1,201	1,558	29.7%	17.33	22.84	31.8%		
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	26,613	25,975	-2.4%	22.63	22.44	-0.8%		39 operates as a commuter
16 STP - ETP 58 GREENTREE COMMUTER	76,204 17,907	69,202 16,073	-9.2% -10.2%	23.90 23.89	21.83 21.79	-8.6% -8.8%		route during peak hours; operates
19 RED ARROW TR-CAP SQUARE	39,517	38,718	-10.2%	23.89	21.79			like a circulator route midday. 59 operates weekends & holidays
47 ARBOR HILLS COMMUTER	15,716	15,912	1.2%	20.67	21.26			between the WTP and Fitchburg.
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	10,469	8,680	-17.1%	25.72	20.59	-19.9%		67 connects with route 6 at the
70 MIDDLETON-CAPITOL SQUARE	33,949	33,725	-0.7%	20.21	20.40	0.9%		West Transfer Point; operates
18 STP-WTP (revised August 25, 2013)	72,994	64,774	-11.3%	22.69	20.17	-11.1%		to/from West Towne Mall.
39 ETP - DAIRY DRIVE (revised August 25, 2013)	8,985	7,086	-21.1%	24.72	19.81		Х	63 and 68 operate between the
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	9,730	9,399	-3.4%	19.49	19.13	-1.9%	Х	WTP and Prairie Town Center.
13 STP-CAP SQUARE 30 ETP-EAST TOWNE	38,298 42,859	35,510 38,976	-7.3% -9.1%	19.94 19.23	18.59 17.59	-6.8% -8.6%	X	70 operates like a core route between
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	6,122	5,513	-9.1%	18.94	17.33	-8.5%	X X	the Capitol Square & Middleton on weekdays.
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	16,066	15,786	-1.7%	16.61	16.44	-1.0%	X	on weekdays.
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	10,170	9,669	-4.9%	16.31	15.75	-3.4%	X	UW Campus Circulators
17 ETP-NTP	24,239	21,510	-11.3%	17.63	15.64	-11.3%	Х	80, 81, 82, 84
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	7,266	5,984	-17.6%	20.34	15.55	-23.5%	X	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	1,787	1,877	5.0%	14.40	15.37	6.7%	Х	School Day Supplemental Routes
51 WTP-MUIR FIELD LOOP 73 WTP-OLD SAUK TRAILS	12,069 25,320	10,312 21,187	-14.6% -16.3%	17.58 16.83	14.98 14.31	-14.8% -15.0%	X X	E, L, M, W
52 WTP-FITCHBURG	25,320 8,846	8,050	-16.3% -9.0%	13.31	12.31	-15.0%	X	
20 NTP-EAST TOWNE	36,425	31,005	-14.9%	12.98	11.07	-14.7%	X	Average weekday ridership March 2018: 50,369
32 ACEWOOD-THOMPSON LOOP	7,817	6,579	-15.8%	13.37	11.06	-17.3%	X	Average weekday ridership March 2019: 48,770
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	2,350	2,289	-2.6%	10.13	9.87	-2.6%	Х	, , , , , , , , , , , , , , , , , , , ,
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	3,310	3,487	5.3%	8.94	9.56		Х	Average weekend ridership March 2018: 11,642
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	6,850	6,015	-12.2%	10.07	8.98	-10.8%	Х	Average weekend ridership March 2019: 12,701
31 MARSH RD - ETP (began August 25, 2013)	9,926	7,767	-21.8%	9.22	7.19		Х	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	2,534	2,498	-1.4%	6.25	5.94	-4.9%	X	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008) 36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	6,128	6,072	-0.9%	4.43	4.40		X	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	3,447	2,654 1,725	-23.0% -12.3%	5.05 4.74	3.91 3.88		X V	
UNKNOWN ROUTE & ROAD BUS *	1,966	1,/45	-12.3% NA	4./4 NA	3.88 NA		X	
SYSTEM TOTAL	3,596,002	3,348,661	-6.9%	35.20			19.98	
DIOLEM TOTAL	3,370,002	3,370,001	-0.7-70	33.20	33.30	-3.470	17.70	I
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	2,932,076	2,763,804	-5.7%	30.70	29.40	-4.2%	17.64	
(	,,	,,	2 70	22.70		70		

<sup>\*</sup> 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.

1	RI	DERSHIP	1	Passengers/r	ev. hour
ROUTE	2018	2019	% change	2018	2019
1 CAP SQUARE - UW	8,163	7,657	-6.2%	30.49	29.06
2 WTP-NTP (revised August 25, 2013)	311,254	309,902	-0.4%	44.09	44.09
3 WTP-ETP	130,769	126,021	-3.6%	30.77	30.13
4 NTP-STP 5 ETP-STP	146,132 94,549	142,041 94,161	-2.8% -0.4%	31.39 27.90	30.71 28.05
6 EAST TOWNE-WTP	266,243	248,006	-6.8%	32.70	30.80
7 WTP-ETP (Weekends & Holidays Only)	34,349	36,260	5.6%	22.27	24.85
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	10,469	8,680	-17.1%	25.72	20.59
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	221,166	210,159	-5.0%	46.89	45.17
11 WTP-DUTCH MILL-CAP SQUARE	22,379	21,273	-4.9%	31.08	30.02
12 WTP-DUTCH MILL-CAP SQUARE	16,899	16,046	-5.0%	29.64	28.60
13 STP-CAP SQUARE 14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	38,298 72,782	35,510 71,657	-7.3% -1.5%	19.94 27.91	18.59 27.92
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	115,391	109,992	-4.7%	31.16	30.18
16 STP - ETP	76,204	69,202	-9.2%	23.90	21.83
17 ETP-NTP	24,239	21,510	-11.3%	17.63	15.64
18 STP-WTP (revised August 25, 2013)	72,994	64,774	-11.3%	22.69	20.17
19 RED ARROW TR-CAP SQUARE	39,517	38,718	-2.0%	21.39	21.30
20 NTP-EAST TOWNE	36,425	31,005	-14.9%	12.98	11.07
21 LAKEVIEW LOOP 22 MENDOTA LOOP	36,423	32,857	-9.8% -10.9%	26.19	23.83
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	52,763 1,201	47,018 1,558	-10.9% 29.7%	32.60 17.33	29.31 22.84
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	6,128	6,072	-0.9%	4.43	4.40
27 NTP - UW CAMPUS COMMUTER	14,064	12,264	-12.8%	30.29	26.84
28 NTP-WTP COMMUTER (revised August 25, 2013)	97,252	97,899	0.7%	64.72	65.72
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	5,971	5,669	-5.1%	29.90	28.84
30 ETP-EAST TOWNE	42,859	38,976	-9.1%	19.23	17.59
31 MARSH RD - ETP (began August 25, 2013)	9,926	7,767	-21.8%	9.22	7.19
32 ACEWOOD-THOMPSON LOOP 33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	7,817 10,170	6,579 9,669	-15.8% -4.9%	13.37 16.31	11.06 15.75
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013) 34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	6,122	5,513	-9.9%	18.94	17.33
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	6,850	6,015	-12.2%	10.07	8.98
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	3,447	2,654	-23.0%	5.05	3.91
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	16,066	15,786	-1.7%	16.61	16.44
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	99,146	101,886	2.8%	48.56	51.17
39 ETP - DAIRY DRIVE (revised August 25, 2013)	8,985	7,086	-21.1%	24.72	19.81
40 STP - ARBOR HILLS LOOP (revised August 25, 2013) 44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	35,349 22,371	35,408 23,065	0.2% 3.1%	28.05 49.53	28.27 51.89
47 ARBOR HILLS COMMUTER	15,716	15,912	1.2%	20.67	21.26
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	1,787	1,877	5.0%	14.40	15.37
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	3,310	3,487	5.3%	8.94	9.56
50 WTP-SCHROEDER-RAYMOND LOOP	48,594	42,043	-13.5%	34.87	30.38
51 WTP-MUIR FIELD LOOP	12,069	10,312	-14.6%	17.58	14.98
52 WTP-FITCHBURG	8,846	8,050	-9.0%	13.31	12.31
55 VERONA- WTP COMMUTER (revised Mar 11, 2013) 56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	9,730	9,399 25,975	-3.4% -2.4%	19.49 22.63	19.13 22.44
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	26,613 25,656	25,975	-2.4%	27.10	27.27
58 GREENTREE COMMUTER	17,907	16,073	-10.2%	23.89	21.79
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	2,534	2,498	-1.4%	6.25	5.94
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	7,266	5,984	-17.6%	20.34	15.55
67 WTP-WEST TOWNE	46,575	41,016	-11.9%	27.30	24.27
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	1,966	1,725	-12.3%	4.74	3.88
70 MIDDLETON-CAPITOL SQUARE 71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	33,949 28,006	33,725	-0.7%	20.21 31.48	20.40 30.27
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised August 25, 2013) 72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	34,908	26,497 34,244	-5.4% -1.9%	27.53	27.44
73 WTP-OLD SAUK TRAILS	25,320	21,187	-16.3%	16.83	14.31
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	25,842	29,372	13.7%	36.29	41.90
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	2,350	2,289	-2.6%	10.13	9.87
80 UW CAMPUS (service revised August 26, 2012)	615,683	540,462	-12.2%	110.81	98.70
81-82 UW LATE NITE CIRCULATORS	40,187	37,241	-7.3%	42.28	39.81
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	8,056	7,154	-11.2%	56.45	50.92
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE UNKNOWN ROUTE & ROAD BUS *	332,000	280,409	-15.5%	71.08	69.40
SYSTEM TOTAL	3,596,002	3,348,661	-6.9%	NA 35.20	33.30
313111111111111111111111111111111111111	3,370,002	3,340,001	-0.9%	33.40	33.30
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	2,932,076	2,763,804	-5.7%	30.70	29.40

<sup>\*</sup> 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 2018: 50,369 Average weekday ridership March 2019: 48,770

# Monthly Paratransit Performance March 2019

Operations			YTD	YTD
<u>Operations</u>	March 2018	March 2019	March 2018	March 2019
Total Trips	17,681	10,132	62,428	27,422
Rides Cancelled	4,122	2,662	16,125	9,788
Cancellation rate	23.3%	26.3%	25.8%	35.7%
No Shows	579	340	1,735	805
No Shows per Rides Provided	3.3%	3.4%	2.8%	2.9%
Clients Provided Service	980	680	1,303	850
Average Trips per Client	18	15	48	32
Percent Subscription Trips	72%	52%	76%	51%
Provider Performance YTD			Transit	Total
	Abby Vans	Badger Bus	Solutions	Paratransit
Ambulatory Trips	6,347	•	2,839	19,734
Non-Ambulatory Trips	152	6,103	1,433	7,688
Total Trips	6,499	16,651	4,272	27,422
Percentage of Total Trips	24%	61%	16%	100%
Customer Service YTD			Transit	Total
	Abby Vans	Badger Bus	Solutions	Paratransit
Total Trips	6,499	•	4,272	27,422
Customer Compliments	0	4	1	5
Customer Suggestions	0	0	0	0
Customer Complaints	34	52	29	115
Complaints per 1000 Trips - 2018	2.26	2.05	2.32	2.31
Complaints per 1000 Trips - 2019	5.23	3.12	6.79	4.19
Late Service Reports	8	3	4	15
Late Service Reports per 1000 Trips - 2018	1.26	0.55	1.57	1.33
Late Service Reports per 1000 Trips - 2019	1.23	0.18	0.94	0.55
On-Time Performance			Transit	
	Abby Vans	Badger Bus	Solutions	
March 2019	95%	98%	89%	
YTD - 2018	95%	96%	89%	
YTD - 2019	91%	98%	88%	
ADA Eligible Clients		Non-	Total	
Total Clients for Reported Month	Ambulatory 2,611	Ambulatory 1,085	3,696	
·			40 Trips	
Client Activity	1 to 19 Trips	20 to 39 Trips	or More	

489

136

55

Clients with Trips for Reported Month

## Paratransit Trend Data 2017 - 2019 First Quarter

Data Item	January		February				March		2018 First Quarter	2019 First Quarter	% Change 2018 to 2019	
	2017	2018	2019	2017	2018	2019	2017	2018	2019	Thist Quarter	Tilist Quarter	2018 (0 2013
Ridership												
Total Metro Paratransit Trips	22,500	24,320	8,121	24,242	20,427	9,169	26,745	17,681	10,132	62,428	27,422	-56%
Dane Conty DDS MA Waiver Trips	15,465	17,115	0	16,937	10,179	0	18,673	7,067	0	34,361	0	-100%
Enrollment												
Total Metro Paratransit Clients	3,717	3,805	3,710	3,724	3,699	3,703	3,747	3,700	3,696	11,204	11,109	-1%
Metro DDS MA Waiver Clients	831	624	0	833	397	0	835	253	0	1,274	0	-100%
Fare Sales												
Senior/Disabled 31-Day Pass	\$35,718	\$24,623	\$30,485	\$29,933	\$28,307	\$26,163	\$22,718	\$ 29,575	\$ 26,747	\$82,505	\$83,395	1%
Senior/Disabled 10-Ride Card	\$7,090	\$7,242	\$7,120	\$6,500	\$6,270	\$5,650	\$5,790	\$ 7,110	\$ 6,400	\$20,622	\$19,170	-7%
Paratransit Convenience Tickets	\$14,099	\$12,734	\$12,441	\$12,539	\$10,899	\$9,789	\$12,870	\$ 13,553	\$ 13,455	\$37,186	\$35,685	-4%
Paratransit Agency Tickets	\$3,530	\$4,725	\$106,245	\$3,530	\$180,900	\$100,170	\$3,665	\$ 208,238	\$ 90,180	\$393,863	\$296,595	-25%
Total Sales	\$60,437	\$49,324	\$156,291	\$52,502	\$226,376	\$141,772	\$45,043	\$258,476	\$136,782	\$534,176	\$434,845	-19%
MA Waiver Revenue	\$306,958	\$340,359	\$0	\$336,221	\$202,358	\$0	370,685	\$139,811	\$0	\$682,528	\$0	-100%

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

			2018 Actual		2019 Budget		2019 Actual	0	ver/Under Budget		ange from rior Year
Passenger Reve	nue		710100				710000				
. accongo:cro	Cash, Tickets, Passes	\$	2,006,312	\$	1,780,800	\$	1,996,822	\$	216,022	\$	(9,490)
	Unlimited Ride Passes	\$	1,679,305	\$	1,663,875	\$	1,603,239	\$	(60,636)	\$	(76,067)
	S	Sub Total \$	3,685,617	\$	3,444,675	\$	3,600,060	\$	155,385	\$	(85,557)
Misc Revenue											
	Advertising	\$	206,328	\$	125,000	\$	134,496	\$	9,496	\$	(71,832)
	County	\$	842,041	\$	137,500	\$	137,500	\$	-	\$	(704,541)
	Other	\$	58,638	\$	50,000	\$	52,857	\$	2,857	\$	(5,781)
	s	Sub Total \$	1,107,007	\$	312,500	\$	324,853	\$	12,353	\$	(782,154)
Local Subsidies		_				_		_		_	
	City of Madison	\$	2,548,111	\$	3,459,391	\$	3,459,391	\$	-	\$	911,279
	Funding Partners	\$	926,871	\$	952,500	\$	952,500	\$	-	\$	25,629
0(-1- 11-1		Sub Total \$	3,474,982	\$	4,411,891	\$	4,411,891	\$	-	\$	936,909
State Assistance		\$	4,339,499	\$	4,340,000	\$	4,340,000	\$	-	\$	501
Federal grant ful	nding for capital maintenance	\$	1,550,001	\$	1,550,000	\$	1,550,000	\$	<u> </u>	\$	(1)
	Total	Revenue\$_	14,157,106	\$	14,059,066	\$	14,226,804	\$	167,738	\$	69,698
Salarias	Salarias/Magas	φ	G E46 400	φ	6 454 470	φ	6 605 054	φ	244.670	¢	170 440
Salaries	Salaries/Wages OT	\$	6,516,433	\$	6,451,172	\$	6,695,851	\$	244,679	\$	179,418
		\$ ¢	666,088	\$ \$	464,558	\$ \$	639,926	\$	175,369	\$	(26,162)
Benefits	Workers Comp Health	\$ \$	28,744 1,570,645	\$	49,500 1,556,458	\$	54,358 1,564,761	\$ \$	4,858 8,304	\$ \$	25,614 (5,884)
Delielits	WI Retirement	\$ \$	470,314	φ \$		φ \$	475,421	\$	42,214	φ \$	5,107
	Other	φ \$	1,048,108	\$	433,207 935,067	φ \$	1,026,614	\$	91,547	φ \$	
		Sub Total \$	10,300,332	\$	9,889,961	<u>φ</u>		\$	566,971	\$	(21,494) <b>156,600</b>
Utilities	Natural Gas	\$	102,266	\$	90,000	\$	92,090	\$	2,090	\$	(10,177)
Othitics	Electricity	\$	63,614	\$	72,500	\$	59,746	\$	(12,754)		(3,868)
	Telephone	\$	4,957	\$	4,325	\$	3,260	\$	(1,065)		(1,697)
	Other	\$	6,949	\$	11,250	\$	13,520	\$	2,270	\$	6,571
<b>Building &amp; Grou</b>	nds		-,		,		-,-		, -		-,-
J	Repairs/Maintenance	\$	25,263	\$	63,500	\$	46,604	\$	(16,896)	\$	21,341
	Supplies	\$	40,922	\$	47,500	\$	39,714	\$	(7,786)	\$	(1,208)
	Services	\$	3,424	\$	2,500	\$	2,509	\$	9	\$	(915)
Rolling Stock/Su	pport Equipment										
	Equip. Repairs/Maintenance	\$	121,248	\$	161,250	\$	117,337	\$	(43,913)	\$	(3,911)
	Parts	\$	264,598	\$	326,250	\$	303,202	\$	(23,048)	\$	38,604
	Tires	\$	58,859	\$	60,000	\$	72,466	\$	12,466	\$	13,607
	Equipment Supplies	\$	8,200	\$	20,000	\$	13,138	\$	(6,862)	\$	4,938
1	Fuel, Oil, & Lubricants	\$	611,917	\$	835,640	\$	693,871	\$	(141,769)	\$	81,953
Administrative	Insurance & Financial	\$	358,995	\$	358,611	\$	345,381	\$	(13,230)	\$	(13,614)
	Rentals/Leases	\$	113,023	\$	137,500		115,940		(21,560)		2,917
	Training	\$	7,009	\$	11,073		10,708		(365)		3,699
	Supplies, Equipment and Services		138,956	\$	187,425	\$	162,290		(25,135)		23,334
Operations	Paratransit Providers	\$	1,125,541	\$	800,000	\$	699,252	\$	(100,748)	_	(426,289)
Inter Description	County Programs	\$	152,795	\$	130,000	\$	130,200	\$	200	\$	(22,595)
Inter Departmen	tai Unarges	\$	124,868	\$	220,554		220,554	\$	-	\$	95,686
Depreciation		\$	1,696,719	\$	1,725,000	\$	1,725,000	\$	-	\$	28,281
Interest	Total Operating E	\$	108,463	\$	101,521	\$	101,521	\$	160 072	\$	(6,942)
Less Depreciation		xpenses \$	<b>15,438,917</b> (1,696,719)	\$	<b>15,256,360</b> (1,725,000)		<b>15,425,233</b> (1,725,000)	\$	168,873	<b>\$</b> \$	(13,684) (28,281)
Debt Principal P		Ф \$	445,206	Ф \$	527,706		527,706	э \$	-	Ф \$	82,500
Fixed Assets/53		э \$	<del>44</del> 3,200 -	\$ \$	50,000	Ф \$	39,060	э \$	(10,940)		39,060
	nding for fixed assets/5310 passth		-	φ \$	(50,000)		(39,060)		10,940)	φ \$	(39,060)
r ederai grant idi	-		14 107 402				·				
	-	enditures \$	14,187,403	\$	14,059,066		14,227,939	\$	168,873	\$	40,535
	Reserves generate		(30,297)	Þ	-	\$	(1,135)	Þ	(1,135)	Þ	29,162
	Reserve balance-b		3,686,821			_		-			
	Reserve balance	e-ending <u>\$</u>	3,656,524	ı		\$	(1,135)	=			

# Madison Metro Performance Measures YTD through March 31

	Fixed Route							
		2018		2019		2018		2019
Operating Cost/Revenue Hours	\$	109.33	\$	123.59	\$	103.22	\$	111.83
Operating Revenue/Operating Cost		28.97%		26.03%		46.79%		31.92%
Operating Cost/Passenger Trips	\$	3.11	\$	3.71	\$	38.77	\$	42.01
Passenger Trips/Revenue Hour		35.20	\$	33.30		2.66	\$	2.66
Passenger Trips/Service Area Population (annualized)		56.84		52.93		0.99		0.43
Revenue Hours/Service Area Population (annualized)		1.61		1.59		0.37		0.16
Passenger Revenue/Passenger Trips	\$	0.90	\$	0.97	\$	7.21	\$	13.41
Operating Cost/Platform Hours	\$	98.44	\$	109.77	\$	93.99	\$	101.83
Operating Cost/Total Miles	\$	7.27	\$	8.24	\$	5.08	\$	5.50
Passenger Trips/Revenue Mile		2.80		2.66		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

	 Fixed I	<u> </u>	Paratransit			Combined				2013		2015		
WI DOT Cost Efficiency Measures	2018		2019	2018		2019		2018		2019	Peer	(combined)	Pee	(FR only)
Expense per revenue hour	\$ 106.26	\$	119.34	\$ 96.59	\$	98.74	\$	104.46	\$	117.45	\$	97.57	\$	113.74
Revenue/expense ratio	29.81%		26.96%	19.86%		36.15%		28.09%		27.67%		21.12%		19.00%
Cost/passenger	\$ 3.02	\$	3.58	\$ 36.28	\$	37.09	\$	3.59	\$	3.85	\$	4.46	\$	4.36
Passengers/revenue hour	35.20		33.30	2.66		2.66		29.13		30.48		23.69		29.21
Passenger Trips/Capita (annualized)	49.69		46.27	0.86		0.38		50.55		46.64		37.63		25.49
Revenue Hours/Capita (annualized)	1.41		1.39	0.32		0.14		1.74		1.53		1.43		0.76

#### 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, 2019 and 2018

				Fixed R	oute Pas	senger	Revenue	<del>)</del>					
2019	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	\$ 110,015		\$ 109,440										\$ 339,633
2 ride passes	\$ 17,762		\$ 8,036										\$ 35,863
10 ride passes	\$ 84,405		\$ 82,933										\$ 248,957
31 day passes	\$ 142,734		\$ 137,316										\$ 401,088
EZ Rider/Summer Youth passes	\$ 197,586		\$ 224,904										\$ 616,567
Total cash, ticket & pass revenue	\$ 552,502	\$ 526,977	\$ 562,629										\$ 1,642,108
UW ASM	\$ 279,897	\$ 279,897	\$ 279,897										\$ 839,691
UW Employees	\$ 164,845		\$ 164,845										\$ 494,535
MATC	\$ 24,211	. ,											\$ 100,146
City of Madison	\$ 14,423	. ,	. ,										\$ 46,738
Edgewood	\$ 3,750												\$ 14,088
St. Mary's	\$ 2,892	. ,	. ,										\$ 10,683
Meriter	\$ 1,770		\$ 1,798										\$ 5,331
Dane County	\$ 3,386		\$ 3,075										\$ 9,710
Commuter	\$ 22,160		\$ 24,894										\$ 73,001
Total unlimited ride pass revenue	\$ 517,334	\$ 539,192	\$ 537,397										\$ 1,593,923
Total passenger revenue	\$ 1,069,836	\$ 1,066,169	\$ 1,100,026										\$ 3,236,031
Cumulative YTD passenger revenue	\$ 1,069,836	\$ 2,136,005	\$ 3,236,031										
	Ψ 1,000,000	+ =,,	, -,,										
			· · ·	Anril	Mav	June	.lulv	August	September	October	November	December	Total
2018	January	February	March	April	Мау	June	July	August	September	October	November	December	<b>Total</b> \$ 349.046
2018 Cash fares	<b>January</b> \$ 117,424	<b>February</b> \$ 118,823	<b>March</b> \$ 112,799	April	Мау	June	July	August	September	October	November	December	\$ 349,046
2018 Cash fares 2 ride passes	<b>January</b> \$ 117,424 \$ 10,242	February \$ 118,823 \$ 10,172	<b>March</b> \$ 112,799 \$ 11,959	April	May	June	July	August	September	October	November	December	\$ 349,046 \$ 32,373
2018 Cash fares 2 ride passes 10 ride passes	<b>January</b> \$ 117,424 \$ 10,242 \$ 71,019	February \$ 118,823 \$ 10,172 \$ 73,756	<b>March</b> \$ 112,799 \$ 11,959 \$ 75,886	April	Мау	June	July	August	September	October	November	December	\$ 349,046 \$ 32,373 \$ 220,661
2018 Cash fares 2 ride passes 10 ride passes 31 day passes	<b>January</b> \$ 117,424 \$ 10,242 \$ 71,019 \$ 134,014	February \$ 118,823 \$ 10,172 \$ 73,756 \$ 122,376	March \$ 112,799 \$ 11,959 \$ 75,886 \$ 132,070	April	May	June	July	August	September	October	November	December	\$ 349,046 \$ 32,373 \$ 220,661 \$ 388,460
2018 Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes	January \$ 117,424 \$ 10,242 \$ 71,019 \$ 134,014 \$ 198,458	February \$ 118,823 \$ 10,172 \$ 73,756 \$ 122,376 \$ 194,931	<b>March</b> \$ 112,799 \$ 11,959 \$ 75,886	April	May	June	July	August	September	October	November	December	\$ 349,046 \$ 32,373 \$ 220,661 \$ 388,460 \$ 618,858
2018 Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass revenue	January \$ 117,424 \$ 10,242 \$ 71,019 \$ 134,014 \$ 198,458 \$ 531,157	February \$ 118,823 \$ 10,172 \$ 73,756 \$ 122,376 \$ 194,931 \$ 520,058	March \$ 112,799 \$ 11,959 \$ 75,886 \$ 132,070 \$ 225,469 \$ 558,183	April	May	June	July	August	September	October	November	December	\$ 349,046 \$ 32,373 \$ 220,661 \$ 388,460 \$ 618,858 \$ 1,609,398
2018 Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass revenue UW ASM	January \$ 117,424 \$ 10,242 \$ 71,019 \$ 134,014 \$ 198,458 \$ 531,157	February \$ 118,823 \$ 10,172 \$ 73,756 \$ 122,376 \$ 194,931 \$ 520,058 \$ 296,572	March \$ 112,799 \$ 11,959 \$ 75,886 \$ 132,070 \$ 225,469 \$ 558,183 \$ 296,572	April	May	June	July	August	September	October	November	December	\$ 349,046 \$ 32,373 \$ 220,661 \$ 388,460 \$ 618,858 \$ 1,609,398 \$ 889,716
2018 Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass revenue UW ASM UW Employees	\$ 117,424 \$ 10,242 \$ 71,019 \$ 134,014 \$ 198,458 \$ 531,157 \$ 296,572 \$ 165,653	February \$ 118,823 \$ 10,172 \$ 73,756 \$ 122,376 \$ 194,931 \$ 520,058 \$ 296,572 \$ 165,653	March \$ 112,799 \$ 11,959 \$ 75,886 \$ 132,070 \$ 225,469 \$ 558,183 \$ 296,572 \$ 165,653	April	May	June	July	August	September	October	November	December	\$ 349,046 \$ 32,373 \$ 220,661 \$ 388,460 \$ 618,858 \$ 1,609,398 \$ 889,716 \$ 496,959
2018  Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass revenue  UW ASM UW Employees MATC	January \$ 117,424 \$ 10,242 \$ 71,019 \$ 134,014 \$ 198,458 \$ 531,157 \$ 296,572 \$ 165,653 \$ 36,503	February \$ 118,823 \$ 10,172 \$ 73,756 \$ 122,376 \$ 194,931 \$ 520,058 \$ 296,572 \$ 165,653 \$ 44,619	March \$ 112,799 \$ 11,959 \$ 75,886 \$ 132,070 \$ 225,469 \$ 558,183 \$ 296,572 \$ 165,653 \$ 43,329	April	May	June	July	August	September	October	November	December	\$ 349,046 \$ 32,373 \$ 220,661 \$ 388,460 \$ 618,858 \$ 1,609,398 \$ 889,716 \$ 496,959 \$ 124,451
2018  Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass revenue  UW ASM UW Employees MATC City of Madison	January \$ 117,424 \$ 10,242 \$ 71,019 \$ 134,014 \$ 198,458 \$ 531,157 \$ 296,572 \$ 165,653 \$ 36,503 \$ 14,816	February \$ 118,823 \$ 10,172 \$ 73,756 \$ 122,376 \$ 194,931 \$ 520,058 \$ 296,572 \$ 165,653 \$ 44,619 \$ 14,679	March \$ 112,799 \$ 11,959 \$ 75,886 \$ 132,070 \$ 225,469 \$ 558,183 \$ 296,572 \$ 165,653 \$ 43,329 \$ 15,204	April	May	June	July	August	September	October	November	December	\$ 349,046 \$ 32,373 \$ 220,661 \$ 388,460 \$ 618,858 \$ 1,609,398 \$ 889,716 \$ 496,959 \$ 124,451 \$ 44,699
2018 Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass revenue  UW ASM UW Employees MATC City of Madison Edgewood	January \$ 117,424 \$ 10,242 \$ 71,019 \$ 134,014 \$ 198,458 \$ 531,157 \$ 296,572 \$ 165,653 \$ 36,503 \$ 14,816 \$ 5,190	February \$ 118,823 \$ 10,172 \$ 73,756 \$ 122,376 \$ 194,931 \$ 520,058 \$ 296,572 \$ 165,653 \$ 44,619 \$ 14,679 \$ 6,325	March \$ 112,799 \$ 11,959 \$ 75,886 \$ 132,070 \$ 225,469 \$ 558,183 \$ 296,572 \$ 165,653 \$ 43,329 \$ 15,204 \$ 4,983	April	May	June	July	August	September	October	November	December	\$ 349,046 \$ 32,373 \$ 220,661 \$ 388,460 \$ 618,858 \$ 1,609,398 \$ 889,716 \$ 496,959 \$ 124,451 \$ 44,699 \$ 16,498
2018 Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass revenue  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's	January \$ 117,424 \$ 10,242 \$ 71,019 \$ 134,014 \$ 198,458 \$ 531,157 \$ 296,572 \$ 165,653 \$ 36,503 \$ 14,816 \$ 5,190 \$ 2,468	February \$ 118,823 \$ 10,172 \$ 73,756 \$ 122,376 \$ 194,931 \$ 520,058  \$ 296,572 \$ 165,653 \$ 44,619 \$ 14,679 \$ 6,325 \$ 3,022	March \$ 112,799 \$ 11,959 \$ 75,886 \$ 132,070 \$ 225,469 \$ 558,183 \$ 296,572 \$ 165,653 \$ 43,329 \$ 15,204 \$ 4,983 \$ 3,097	April	May	June	July	August	September	October	November	December	\$ 349,046 \$ 32,373 \$ 220,661 \$ 388,460 \$ 618,858 \$ 1,609,398 \$ 889,716 \$ 496,959 \$ 124,451 \$ 44,699 \$ 16,498 \$ 8,587
2018 Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass revenue  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter	January \$ 117,424 \$ 10,242 \$ 71,019 \$ 134,014 \$ 198,458 \$ 531,157 \$ 296,572 \$ 165,653 \$ 36,503 \$ 14,816 \$ 5,190 \$ 2,468 \$ 2,463	February \$ 118,823 \$ 10,172 \$ 73,756 \$ 122,376 \$ 194,931 \$ 520,058  \$ 296,572 \$ 165,653 \$ 44,619 \$ 14,679 \$ 6,325 \$ 3,022 \$ 2,141	March \$ 112,799 \$ 11,959 \$ 75,886 \$ 132,070 \$ 225,469 \$ 558,183 \$ 296,572 \$ 165,653 \$ 43,329 \$ 15,204 \$ 4,983 \$ 3,097 \$ 2,222	April	May	June	July	August	September	October	November	December	\$ 349,046 \$ 32,373 \$ 220,661 \$ 388,460 \$ 618,858 \$ 1,609,398 \$ 889,716 \$ 496,959 \$ 124,451 \$ 44,699 \$ 16,498 \$ 8,587 \$ 6,826
2018 Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass revenue  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter Dane County	January \$ 117,424 \$ 10,242 \$ 71,019 \$ 134,014 \$ 198,458 \$ 531,157 \$ 296,572 \$ 165,653 \$ 36,503 \$ 14,816 \$ 5,190 \$ 2,468 \$ 2,463 \$ 5,054	February \$ 118,823 \$ 10,172 \$ 73,756 \$ 122,376 \$ 194,931 \$ 520,058 \$ 296,572 \$ 165,653 \$ 44,619 \$ 14,679 \$ 6,325 \$ 3,022 \$ 2,141 \$ 4,791	March \$ 112,799 \$ 11,959 \$ 75,886 \$ 132,070 \$ 225,469 \$ 558,183 \$ 296,572 \$ 165,653 \$ 43,329 \$ 15,204 \$ 4,983 \$ 3,097 \$ 2,222 \$ 4,693	April	May	June	July	August	September	October	November	December	\$ 349,046 \$ 32,373 \$ 220,661 \$ 388,460 \$ 618,858 \$ 1,609,398 \$ 889,716 \$ 496,959 \$ 124,451 \$ 44,699 \$ 16,498 \$ 8,587 \$ 6,826 \$ 14,538
2018 Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass revenue  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter Dane County Commuter	January \$ 117,424 \$ 10,242 \$ 71,019 \$ 134,014 \$ 198,458 \$ 531,157 \$ 296,572 \$ 165,653 \$ 36,503 \$ 14,816 \$ 5,190 \$ 2,468 \$ 2,463 \$ 5,054 \$ 23,098	February \$ 118,823 \$ 10,172 \$ 73,756 \$ 122,376 \$ 194,931 \$ 520,058 \$ 296,572 \$ 165,653 \$ 44,619 \$ 14,679 \$ 6,325 \$ 3,022 \$ 2,141 \$ 4,791 \$ 22,635	March \$ 112,799 \$ 11,959 \$ 75,886 \$ 132,070 \$ 225,469 \$ 558,183 \$ 296,572 \$ 165,653 \$ 43,329 \$ 15,204 \$ 4,983 \$ 3,097 \$ 2,222 \$ 4,693 \$ 22,072	April	May	June	July	August	September	October	November	December	\$ 349,046 \$ 32,373 \$ 220,661 \$ 388,460 \$ 618,858 \$ 1,609,398 \$ 889,716 \$ 496,959 \$ 124,451 \$ 44,699 \$ 16,498 \$ 8,587 \$ 6,826 \$ 14,538 \$ 67,805
2018 Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass revenue  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter Dane County	January \$ 117,424 \$ 10,242 \$ 71,019 \$ 134,014 \$ 198,458 \$ 531,157 \$ 296,572 \$ 165,653 \$ 36,503 \$ 14,816 \$ 5,190 \$ 2,468 \$ 2,463 \$ 5,054	February \$ 118,823 \$ 10,172 \$ 73,756 \$ 122,376 \$ 194,931 \$ 520,058 \$ 296,572 \$ 165,653 \$ 44,619 \$ 14,679 \$ 6,325 \$ 3,022 \$ 2,141 \$ 4,791 \$ 22,635	March \$ 112,799 \$ 11,959 \$ 75,886 \$ 132,070 \$ 225,469 \$ 558,183 \$ 296,572 \$ 165,653 \$ 43,329 \$ 15,204 \$ 4,983 \$ 3,097 \$ 2,222 \$ 4,693	April	Мау	June	July	August	September	October	November	December	\$ 349,046 \$ 32,373 \$ 220,661 \$ 388,460 \$ 618,858 \$ 1,609,398 \$ 889,716 \$ 496,959 \$ 124,451 \$ 44,699 \$ 16,498 \$ 8,587 \$ 6,826 \$ 14,538
2018 Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass revenue  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter Dane County Commuter	January \$ 117,424 \$ 10,242 \$ 71,019 \$ 134,014 \$ 198,458 \$ 531,157 \$ 296,572 \$ 165,653 \$ 36,503 \$ 14,816 \$ 5,190 \$ 2,468 \$ 2,463 \$ 5,054 \$ 23,098 \$ 551,817 \$ 1,082,974	February \$ 118,823 \$ 10,172 \$ 73,756 \$ 122,376 \$ 194,931 \$ 520,058 \$ 296,572 \$ 165,653 \$ 44,619 \$ 14,679 \$ 6,325 \$ 3,022 \$ 2,141 \$ 4,791 \$ 22,635 \$ 560,437	March \$ 112,799 \$ 11,959 \$ 75,886 \$ 132,070 \$ 225,469 \$ 558,183 \$ 296,572 \$ 165,653 \$ 43,329 \$ 15,204 \$ 4,983 \$ 3,097 \$ 2,222 \$ 4,693 \$ 22,072 \$ 557,825 \$ 1,116,008	April	Мау	June	July	August	September	October	November	December	\$ 349,046 \$ 32,373 \$ 220,661 \$ 388,460 \$ 618,858 \$ 1,609,398 \$ 889,716 \$ 496,959 \$ 124,451 \$ 44,699 \$ 16,498 \$ 8,587 \$ 6,826 \$ 14,538 \$ 67,805

#### **Fixed Route Rides**

2019	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	57,171	63,684	61,970										182,825
2 ride passes	6,428	8,537	7,580										22,545
10 ride passes	44,584	54,412	50,561										149,557
31 day passes	120,886	126,132	142,492										389,510
EZ Rider/Summer Youth passes	110,509	151,099	136,997										398,605
Total cash, ticket & pass rides	339,578	403,864	399,600										1,143,042
UW ASM	173,917	319,966	262,942										756,825
UW Employees	139,858	163,955	156,512										460,325
MATC	17,934	27,952	28,296										74,182
City of Madison	10,684	12,207	11,730										34,621
Edgewood	2,778	4,057	3,601										10,436
St. Mary's	2,142	2,815	2,956										7,913
Meriter	1,311	1,306	1,332										3,949
Dane County	2,508	2,407	2,278										7,193
Commuter	15,845	18,551	17,814										52,210
Total unlimited ride pass rides	366,977	553,216	487,461										1,407,654
UW routes 80-85	132,578	264,113	188,166										584,857
Total revenue rides	839,133	1,221,193	1,075,227										3,135,553
Transfers	47 700	E4 07E	E 4 700										450.004
Non-revenue rides	47,720 37,254	51,375 11,552	54,726 10,481										153,821 59,287
Total rides	924,107	1,284,120	1,140,434										3,348,661
Cumulative YTD total rides	924,107	2,208,227	3,348,661										
2018	January	February	March	April	Mav	June	July	August	September	October	November	December	Total
2018 Cash fares	<b>January</b> 62.361	February 59 686	March 63 465	April	May	June	July	August	September	October	November	December	Total 185.512
Cash fares	62,361	59,686	63,465	April	Мау	June	July	August	September	October	November	December	185,512
Cash fares 2 ride passes	62,361 8,262	59,686 7,216	63,465 7,390	April	Мау	June	July	August	September	October	November	December	185,512 22,868
Cash fares 2 ride passes 10 ride passes	62,361 8,262 57,342	59,686 7,216 54,837	63,465 7,390 53,179	April	Мау	June	July	August	September	October	November	December	185,512 22,868 165,358
Cash fares 2 ride passes 10 ride passes 31 day passes	62,361 8,262 57,342 142,414	59,686 7,216 54,837 134,063	63,465 7,390 53,179 152,068	April	Мау	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes	62,361 8,262 57,342 142,414 172,384	59,686 7,216 54,837 134,063 152,214	63,465 7,390 53,179 152,068 140,120	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718
Cash fares 2 ride passes 10 ride passes 31 day passes	62,361 8,262 57,342 142,414	59,686 7,216 54,837 134,063	63,465 7,390 53,179 152,068	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes	62,361 8,262 57,342 142,414 172,384	59,686 7,216 54,837 134,063 152,214	63,465 7,390 53,179 152,068 140,120	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides	62,361 8,262 57,342 142,414 172,384 <b>442,763</b>	59,686 7,216 54,837 134,063 152,214 <b>408,016</b>	63,465 7,390 53,179 152,068 140,120 <b>416,222</b>	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718 <b>1,267,001</b>
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM	62,361 8,262 57,342 142,414 172,384 <b>442,763</b>	59,686 7,216 54,837 134,063 152,214 <b>408,016</b> 314,209	63,465 7,390 53,179 152,068 140,120 <b>416,222</b> 271,241	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718 <b>1,267,001</b> 784,839
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM UW Employees	62,361 8,262 57,342 142,414 172,384 <b>442,763</b> 199,389 158,553	59,686 7,216 54,837 134,063 152,214 <b>408,016</b> 314,209 157,499	63,465 7,390 53,179 152,068 140,120 <b>416,222</b> 271,241 157,870	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718 <b>1,267,001</b> 784,839 473,922
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM UW Employees MATC	62,361 8,262 57,342 142,414 172,384 <b>442,763</b> 199,389 158,553 27,039	59,686 7,216 54,837 134,063 152,214 <b>408,016</b> 314,209 157,499 33,051	63,465 7,390 53,179 152,068 140,120 <b>416,222</b> 271,241 157,870 32,096	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718 <b>1,267,001</b> 784,839 473,922 92,186
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM UW Employees MATC City of Madison	62,361 8,262 57,342 142,414 172,384 <b>442,763</b> 199,389 158,553 27,039 10,975	59,686 7,216 54,837 134,063 152,214 <b>408,016</b> 314,209 157,499 33,051 10,873	63,465 7,390 53,179 152,068 140,120 <b>416,222</b> 271,241 157,870 32,096 11,262	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718 <b>1,267,001</b> 784,839 473,922 92,186 33,110
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM UW Employees MATC City of Madison Edgewood	62,361 8,262 57,342 142,414 172,384 <b>442,763</b> 199,389 158,553 27,039 10,975 3,845	59,686 7,216 54,837 134,063 152,214 <b>408,016</b> 314,209 157,499 33,051 10,873 4,685	63,465 7,390 53,179 152,068 140,120 <b>416,222</b> 271,241 157,870 32,096 11,262 3,691	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718 <b>1,267,001</b> 784,839 473,922 92,186 33,110 12,221
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's	62,361 8,262 57,342 142,414 172,384 <b>442,763</b> 199,389 158,553 27,039 10,975 3,845 1,905	59,686 7,216 54,837 134,063 152,214 <b>408,016</b> 314,209 157,499 33,051 10,873 4,685 2,340	63,465 7,390 53,179 152,068 140,120 <b>416,222</b> 271,241 157,870 32,096 11,262 3,691 2,383	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718 <b>1,267,001</b> 784,839 473,922 92,186 33,110 12,221 6,628
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter	62,361 8,262 57,342 142,414 172,384 <b>442,763</b> 199,389 158,553 27,039 10,975 3,845 1,905 1,824	59,686 7,216 54,837 134,063 152,214 <b>408,016</b> 314,209 157,499 33,051 10,873 4,685 2,340 1,586	63,465 7,390 53,179 152,068 140,120 <b>416,222</b> 271,241 157,870 32,096 11,262 3,691 2,383 1,646	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718 <b>1,267,001</b> 784,839 473,922 92,186 33,110 12,221 6,628 5,056
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter Dane County	62,361 8,262 57,342 142,414 172,384 <b>442,763</b> 199,389 158,553 27,039 10,975 3,845 1,905 1,824 3,744	59,686 7,216 54,837 134,063 152,214 <b>408,016</b> 314,209 157,499 33,051 10,873 4,685 2,340 1,586 3,549	63,465 7,390 53,179 152,068 140,120 <b>416,222</b> 271,241 157,870 32,096 11,262 3,691 2,383 1,646 3,476	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718 <b>1,267,001</b> 784,839 473,922 92,186 33,110 12,221 6,628 5,056 10,769
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter Dane County Commuter Total unlimited ride pass rides	62,361 8,262 57,342 142,414 172,384 <b>442,763</b> 199,389 158,553 27,039 10,975 3,845 1,905 1,824 3,744 16,511 <b>423,785</b>	59,686 7,216 54,837 134,063 152,214 408,016 314,209 157,499 33,051 10,873 4,685 2,340 1,586 3,549 16,187 543,979	63,465 7,390 53,179 152,068 140,120 416,222 271,241 157,870 32,096 11,262 3,691 2,383 1,646 3,476 15,783 499,448	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718 1,267,001 784,839 473,922 92,186 33,110 12,221 6,628 5,056 10,769 48,481 1,467,212
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter Dane County Commuter Total unlimited ride pass rides  UW routes 80-85	62,361 8,262 57,342 142,414 172,384 <b>442,763</b> 199,389 158,553 27,039 10,975 3,845 1,905 1,824 3,744 16,511 <b>423,785</b>	59,686 7,216 54,837 134,063 152,214 408,016 314,209 157,499 33,051 10,873 4,685 2,340 1,586 3,549 16,187 543,979	63,465 7,390 53,179 152,068 140,120 416,222 271,241 157,870 32,096 11,262 3,691 2,383 1,646 3,476 15,783 499,448	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718 <b>1,267,001</b> 784,839 473,922 92,186 33,110 12,221 6,628 5,056 10,769 48,481 <b>1,467,212</b> 663,926
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter Dane County Commuter Total unlimited ride pass rides	62,361 8,262 57,342 142,414 172,384 <b>442,763</b> 199,389 158,553 27,039 10,975 3,845 1,905 1,824 3,744 16,511 <b>423,785</b>	59,686 7,216 54,837 134,063 152,214 408,016 314,209 157,499 33,051 10,873 4,685 2,340 1,586 3,549 16,187 543,979	63,465 7,390 53,179 152,068 140,120 416,222 271,241 157,870 32,096 11,262 3,691 2,383 1,646 3,476 15,783 499,448	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718 1,267,001 784,839 473,922 92,186 33,110 12,221 6,628 5,056 10,769 48,481 1,467,212
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter Dane County Commuter Total unlimited ride pass rides  UW routes 80-85	62,361 8,262 57,342 142,414 172,384 <b>442,763</b> 199,389 158,553 27,039 10,975 3,845 1,905 1,824 3,744 16,511 <b>423,785</b> 129,019 <b>995,567</b>	59,686 7,216 54,837 134,063 152,214 408,016 314,209 157,499 33,051 10,873 4,685 2,340 1,586 3,549 16,187 543,979 295,764 1,247,759	63,465 7,390 53,179 152,068 140,120 416,222 271,241 157,870 32,096 11,262 3,691 2,383 1,646 3,476 15,783 499,448 239,143 1,154,813	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718 <b>1,267,001</b> 784,839 473,922 92,186 33,110 12,221 6,628 5,056 10,769 48,481 <b>1,467,212</b> 663,926 <b>3,398,139</b>
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter Dane County Commuter Total unlimited ride pass rides  UW routes 80-85 Total revenue rides	62,361 8,262 57,342 142,414 172,384 442,763 199,389 158,553 27,039 10,975 3,845 1,905 1,824 3,744 16,511 423,785 129,019 995,567	59,686 7,216 54,837 134,063 152,214 408,016  314,209 157,499 33,051 10,873 4,685 2,340 1,586 3,549 16,187 543,979  295,764 1,247,759  50,426	63,465 7,390 53,179 152,068 140,120 416,222 271,241 157,870 32,096 11,262 3,691 2,383 1,646 3,476 15,783 499,448 239,143 1,154,813	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718 <b>1,267,001</b> 784,839 473,922 92,186 33,110 12,221 6,628 5,056 10,769 48,481 <b>1,467,212</b> 663,926 <b>3,398,139</b>
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter Dane County Commuter Total unlimited ride pass rides  UW routes 80-85 Total revenue rides  Transfers Non-revenue rides	62,361 8,262 57,342 142,414 172,384 <b>442,763</b> 199,389 158,553 27,039 10,975 3,845 1,905 1,824 3,744 16,511 <b>423,785</b> 129,019 <b>995,567</b> 55,560 12,485	59,686 7,216 54,837 134,063 152,214 408,016  314,209 157,499 33,051 10,873 4,685 2,340 1,586 3,549 16,187 543,979  295,764 1,247,759  50,426 11,843	63,465 7,390 53,179 152,068 140,120 416,222 271,241 157,870 32,096 11,262 3,691 2,383 1,646 3,476 15,783 499,448 239,143 1,154,813	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718 <b>1,267,001</b> 784,839 473,922 92,186 33,110 12,221 6,628 5,056 10,769 48,481 <b>1,467,212</b> 663,926 <b>3,398,139</b> 161,381 36,482
Cash fares 2 ride passes 10 ride passes 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter Dane County Commuter Total unlimited ride pass rides  UW routes 80-85 Total revenue rides  Transfers	62,361 8,262 57,342 142,414 172,384 442,763 199,389 158,553 27,039 10,975 3,845 1,905 1,824 3,744 16,511 423,785 129,019 995,567	59,686 7,216 54,837 134,063 152,214 408,016  314,209 157,499 33,051 10,873 4,685 2,340 1,586 3,549 16,187 543,979  295,764 1,247,759  50,426	63,465 7,390 53,179 152,068 140,120 416,222 271,241 157,870 32,096 11,262 3,691 2,383 1,646 3,476 15,783 499,448 239,143 1,154,813	April	May	June	July	August	September	October	November	December	185,512 22,868 165,358 428,545 464,718 <b>1,267,001</b> 784,839 473,922 92,186 33,110 12,221 6,628 5,056 10,769 48,481 <b>1,467,212</b> 663,926 <b>3,398,139</b>

#### Madison Metro Transit Year to Year Fixed Route Ridership and Revenue Comparison Through March 31, 2019 and 2018

F	ixed	Route	e Passenge	er Rev	/enue % C	hange	

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	-6.3%	1.1%	-3.0%										-2.7%
2 ride passes	73.4%	-1.1%	-32.8%										10.8%
10 ride passes	18.8%	10.7%	9.3%										12.8%
31 day passes	6.5%	-1.1%	4.0%										3.3%
EZ Rider/Summer Youth passes	-0.4%	-0.4%	-0.3%										-0.4%
Total cash, ticket & pass revenue	4.0%	1.3%	0.8%										2.0%
UW ASM	-5.6%	-5.6%	-5.6%										-5.6%
UW Employees	-0.5%	-0.5%	-0.5%										-0.5%
MATC	-33.7%	-15.4%	-11.8%										-19.5%
City of Madison	-2.7%	12.3%	4.2%										4.6%
Edgewood	-27.7%	-13.4%	-2.4%										-14.6%
St. Mary's	17.2%	25.7%	28.9%										24.4%
Meriter	-28.1%	-17.7%	-19.1%										-21.9%
Dane County	-33.0%	-32.2%	-34.5%										-33.2%
Commuter	-4.1%	14.6%	12.8%										7.7%
Total unlimited ride pass revenue	-6.2%	-3.8%	-3.7%										-4.6%
Total passenger revenue	-1.2%	-1.3%	-1.4%										-1.3%
Cumulative YTD passenger revenue	-1.2%	-1.3%	-1.3%										

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	-8.3%	6.7%	-2.4%										-1.4%
2 ride passes	-22.2%	18.3%	2.6%										-1.4%
10 ride passes	-22.2%	-0.8%	-4.9%										-9.6%
31 day passes	-15.1%	-5.9%	-6.3%										-9.1%
EZ Rider/Summer Youth passes	-35.9%	-0.7%	-2.2%										-14.2%
Total cash, ticket & pass rides	-23.3%	-1.0%	-4.0%										-9.8%
UW ASM	-12.8%	1.8%	-3.1%										-3.6%
UW Employees	-11.8%	4.1%	-0.9%										-2.9%
MATC	-33.7%	-15.4%	-11.8%										-19.5%
City of Madison	-2.7%	12.3%	4.2%										4.6%
Edgewood	-27.8%	-13.4%	-2.4%										-14.6%
St. Mary's	12.4%	20.3%	24.0%										19.4%
Meriter	-28.1%	-17.7%	-19.1%										-21.9%
Dane County	-33.0%	-32.2%	-34.5%										-33.2%
Commuter	-4.0%	14.6%	12.9%										7.7%
Total unlimited ride pass rides	-13.4%	1.7%	-2.4%										-4.1%
UW routes 80-85	2.8%	-10.7%	-21.3%										-11.9%
Total revenue rides	-15.7%	-2.1%	-6.9%										-7.7%
Transfers	-14.1%	1.9%	-1.2%										-4.7%
Non-revenue rides	198.4%	-2.5%	-13.8%										62.5%
Total rides	-13.1%	-2.0%	-6.7%										-6.9%
Cumulative YTD total rides	-13.1%	-7.0%	-6.9%										

Route	Adult cash 72	Youth cash	S/D cash	Adult 2-ride	Youth 2-ride	Adult 10-ride 32	Youth 10-ride	<b>S/D</b> <b>10-ride</b>	Monthly pass	S/D month pass	Visitor & other	MMSD Easy Rider 51	UW student 6,229	UW employee 449	Edgewood 3	<b>MATC</b> 82	Meriter -	St. Mary's	City of Madison	Dane County	Commute fr	Metro ree rides	UW routes	Other Non-revenue	Transfers 83	Total 7,657
2	11,180	480	2,251	919	84	6,198	652	1,675	21,930	12,211	1,368	4,866	145,094	68,868	800	5,984	226	376	2,493	442	4,162	63		5,762	11,818	309,902
3	•	223	1,221	489	175	5,187	803	1,171	11,351	5,338	607	1,446	45,232	25,229	3,738	2,642	61	180	3,103	588	2,998	148		2,814	5,182	126,021
4	9,409	761	2,067	1,191	170	4,562	788	1,041	17,312	10,271	932	11,515	39,432	16,572	486	3,890	844	1,252	2,383	622	1,888	101		3,142	11,410	142,041
5	0,= .0	492	2,411	1,996	299	4,661	519	1,306	19,238	10,246	886	7,429	7,417	4,952	347	3,755	238	850	1,651	483	2,236	107		2,614	11,780	94,161
6	16,530	1,382	3,443	3,455	379	10,709	1,769	2,493	32,534	15,674	2,001	26,325	55,302	29,195	874	17,452	1,061	634	3,453	627	3,216	206		5,753	13,539	248,006
/ 8	3,134	149 26	505 <b>56</b>	208	- 6	1,328 225	214 19	403 55	4,657 367	2,417 282	322 12	592 53	13,131 5,472	3,214 1,174	652 13	1,141 191	45 25	73	517 63	127 12	630 65	57		528 59	2,210 104	36,260 8,680
10		96	488	189	66	1,760	196	567	3,457	1,687	311	800	144,461	44,260	246	1,250	78	66	345	103	723	29		4,360	1,509	210,159
11	-,	23	21	25	2	596	17	69	1,457	237	43	71	9,898	7,199	39	136	1	5	102	74	325	-		271	341	21,273
12	612	16	25	26	3	2,485	37	15	1,657	342	29	116	2,256	4,400	73	221	-	1	2,657	131	537	1		248	158	16,046
13	,	110	667	487	17	995	47	303	4,625	3,031	157	2,322	8,872	6,980	46	939	86	344	223	254	101	5		661	2,656	35,510
14		155	311	251	42	3,809	274	450	6,133	1,466	152	2,200	25,397	21,690	133	1,064	87	121	1,223	285	1,338	62		1,272	1,422	71,657
15 16		126 1,364	683 1,619	233 1,434	26 391	6,542 1,592	250 613	1,002 548	10,210 10,078	2,632	254 736	1,018	37,138 1,559	35,323 2,692	312	1,957 2,701	125 17	180	2,202 557	161 378	2,364	133 200		1,692 2,049	1,723 8,234	109,992 69,202
17		90	1,619	1,434	34	415	87	73	4,694	5,621 2,844	244	20,771 3,616	264	686	134 33	632	-	130 77	156	145	434 78	68		2,049 564	5,592	21,510
18		798	759	855	102	1,588	323	581	9,995	6,966	925	13,600	1,725	3,820	54	2,332	44	507	392	217	476	84		1,567	11,972	64,774
19	-,	84	155	39	6	1,403	190	278	1,818	684	126	927	18,874	10,048	350	521	35	31	593	39	431	8		729	400	38,718
20	2,481	270	551	253	27	737	413	292	5,086	3,753	423	3,750	1,262	1,104	52	4,377	6	33	198	146	219	22		727	4,823	31,005
21		522	739	311	172	729	357	263	5,293	3,321	311	8,561	727	2,134	58	1,286	-	72	260	40	142	101		1,227	4,347	32,857
22		780	1,295	686	152	1,365	343	337	8,133	5,159	405	10,466	1,172	2,549	182	1,589	10	137	380	161	450	64		1,535	6,062	47,018
25		1	7	7	-	270	10	33	659	25	18	7	55	112	1	16	-	10	3	-	4	-		37	155	1,558
26 27		67	111	72	2	207	4	58	1,785	489	121	617	218	253	1	358	4	5	11	3	19	2		76	1,043	6,072
28		32 31	44 95	32 49	21 5	1,093 706	18 12	64 142	1,275 2,621	121 578	12 99	1,017 402	2,509 47,675	4,009 40,426	81 133	104 341	41 128	52	651 407	111 117	416 786	25		157 1,139	167 764	12,264 97,899
29		1	19	2	-	781	3	197	395	149	4	55	933	2,063	2	32	5		579	28	123	3		48	97	5,669
30		396	831	319	60	1,315	145	339	7,777	4,956	732	5,536	875	1,262	149	2,247	67	521	276	143	86	121		918	6,414	38,976
31		100	49	130	11	233	87	48	1,387	469	111	2,455	173	196	14	334	2	3	62	59	27	3		140	1,056	7,767
32	720	133	173	87	23	189	33	87	942	737	62	883	323	240	53	437	-	5	59	25	13	14		158	1,183	6,579
33		61	102	25	26	560	114	43	1,406	428	39	2,728	318	1,370	48	701	-	33	95	23	136	41		145	631	9,669
34		16	47	67	2	156	9	79	565	169	18	484	51	122	8	2,942	-	4	21	11	5	5		100	376	5,513
35		56	45	28	5	421	60	99	999	301	145	532	360	1,249	31	254	16		273	10	79	16		89	463	6,015
36 37		16 8	63 56	37 53	- 6	82 408	24 22	26 68	685 1,402	362 195	55 24	209 106	9,768	63 1,958	12 10	119 286	1 26	3 12	219	90	17 231	- 1		47 206	524 225	2,654 15,786
38		103	263	57	30	3,845	94	448	3,458	401	138	120	47,916	35,724	32	429	30	8	3,384	289	1,262	58		1,598	516	101,886
39		22	74	430	44	305	37	25	1,557	793	77	304	152	288	2	546	1	1	76	126	14	31		116	1,634	7,086
40	3,365	539	727	607	72	1,021	173	390	5,863	3,019	443	8,331	1,121	1,040	15	1,383	12	349	160	110	109	79		1,094	5,386	35,408
44		11	26	24	4	67	25	24	655	157	23	343	12,013	8,578	5	154	69	133	49	2	32	1		223	211	23,065
47		55	111	71	15	725	106	71	2,822	877	42	1,569	2,953	3,404	27	353	14	203	316	133	367	7		220	531	15,912
48		1	1	25	-	25	2	- 07	102	68	2	33	907	437	12	14	10		3	30	-	-		14	97	1,877
49 50		24 662	11 478	43 632	103	66 1,059	29 293	67 337	570 6,926	129 3,767	22 649	328 8,053	439 1,658	843 2,245	2 52	115 1,488	31 151	18	29 390	3 64	33 654	38 91		45 1,411	281 6,584	3,487 42,043
51	,	163	123	102	29	286	78	146	1,366	873	154	2,318	604	739	38	507	23	161 69	46	6	58	17		238	1,529	10,312
52		135	115	79	13	245	49	123	1,234	408	123	876	664	1,216	4	472	-	57	102	1	31	5		207	1,194	8,050
55		5	5	1	-	612	1	49	2,546	19	12	28	392	404	7	150	-	4	8	8	4,230	-		192	444	9,399
56	880	53	118	54	3	1,921	109	155	2,933	411	55	984	6,557	8,520	93	464	33	164	892	73	627	30		287	559	25,975
57		62	98	54	10	1,951	61	100	2,969	594	42	1,690	5,821	8,090	49	611	40	82	843	175	497	22		300	602	25,415
58		12	29	9	1	776	164	38	1,506	279	34	66	4,223	6,444	513	173	7	95	260	20	532	24		215	223	16,073
59		90	24	31	2	86	17	28	454	227	124	167	238	155	5	83	1	18	26	3	10	-		126	469	2,498
63 67		52 585	76 416	24	2 253	122 1,320	36 386	45 363	1,058 5,860	619 3,643	124 617	660 10,588	732 3,098	390 2,168	21 159	192 1,194	48	24 211	21 190	8 60	45 205	- 124		92 746	1,193 5,685	5,984 41,016
68		12	28	11	1	116	13	25	306	73	34	99	238	107	7	139	1	15	4	-	14	-		31	223	1,725
70		145	376	162	8	1,268	232	328	2,500	1,344	207	300	14,263	6,190	35	1,002	102	135	214	198	259	10		828	1,280	33,725
71		39	91	27	3	2,308	107	396	3,406	755	50	119	6,038	9,598	15	378	39		578	86	503	7		390	541	26,497
72		59	200	78	1	1,919	121	236	3,561	965	126	279	8,429	13,569	43	860	19	13	468	83	449	3		448	894	34,244
73	•	130	384	121	11	870	104	140	4,384	1,936	385	841	1,536	2,137	58	764	11		231	55	215	7		448	4,232	21,187
75		18	70	14	1	2,504	2	69	4,614	394	73	26	1,105	1,079	9	88	2		506	55	16,485	3		633	414	29,372
78		10	21	15	1	100	28	44	432	188	51	71	176	243	1	58	25	3	18	3	21	1	E04 0E7	29	424	2,289
UW campus MMSD		7,608	240	181	2,411	287	33,764	65	1,043	117	58	224,886	740	787	65	247	2	228	457	28	277	904	584,857	5,796	214	584,857 <b>280,409</b>
IVIIVIOD	7	1,000	270	101	<b>∠, ⊤</b> 1 1	201	-00,707		1,040			224,000	770			271		220	- 101		<u> </u>			3,733	217	200,703
Total	122,901	19,463	25,177	17,211	5,334	87,143	44,488	17,926	264,182	125,328	15,284	398,605	756,273	460,256	10,437	74,177	3,951	7,919	34,897	7,285	51,689	3,161	584,857	56,894	153,823	3,348,661

#### 1st Quarter 2019

**COST PER MILE** 

January 1, 2019 through March 31, 2019

Bus #	Distance	Fuel Qty.	Fuel Cost	Parts cost	Labor cost		CPM	AVG MPG	Model Year
001-005	26,795	4,876.8	\$ 11,411.71	\$ 3,830.49	\$	8,638.13	0.89	5.49	2007
006-019	74,578	14,271.3	\$ 33,394.84	\$ 36,769.25	\$	28,005.47	1.32	5.23	2010
020-021	10,915	1,920.1	\$ 4,493.03	\$ 10,167.77	\$	8,882.87	2.16	5.68	2014
101-115	155,303	29,920.9	\$ 70,014.91	\$ 31,917.14	\$	27,366.91	0.83	5.19	2015
116-130	181,477	35,183.9	\$ 82,330.33	\$ 19,363.04	\$	22,508.36	0.68	5.16	2016
131-145	202,326	37,223.6	\$ 87,103.22	\$ 8,966.97	\$	20,032.74	0.57	5.44	2017
146-160	197,123	36,659.2	\$ 85,782.53	\$ 5,889.55	\$	20,563.32	0.57	5.38	2018
858-859	5,222	1,051.4	\$ 2,460.28	\$ 846.96	\$	1,670.70	0.95	4.97	2002
862-875	35,318	8,838.1	\$ 3,226.30	\$ 10,044.06	\$	10,500.66	0.67	4.00	2003
876-890	28,656	6,151.1	\$ 14,393.57	\$ 6,771.89	\$	12,263.05	1.17	4.66	2004
891-905	34,232	7,330.2	\$ 17,152.74	\$ 1,807.89	\$	7,314.63	0.77	4.67	2005
906-921	56,883	12,557.6	\$ 29,384.78	\$ 9,507.44	\$	20,573.52	1.05	4.53	2006
922-954	155,478	33,829.0	\$ 79,159.86	\$ 39,136.01	\$	46,624.22	1.06	4.60	2009
955-968	77,198	16,809.7	\$ 39,334.70	\$ 19,985.31	\$	25,381.75	1.10	4.59	2011
969-982	91,399	19,408.5	\$ 45,415.89	\$ 22,819.62	\$	27,642.63	1.05	4.71	2012
983-100	181,071	35,780.0	\$ 83,725.20	\$ 43,395.83	\$	37,688.23	0.91	5.06	2013
							0.98	4.96	

Cost Per Mile = Fuel + Parts + Labor

Miles

Cost Per Mile

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## Count of Driver Reported Incidents by Category

3/1/2018 to 3/31/2018 and 3/1/2019 to 3/31/2019



2018 2019

	FIXED ROUTE		PARATRANSIT		SCHOOL SVC		FIXED ROUTE		PARATRANSIT		SCHOO	LSVC
Category	Month	YTD*	Month	YTD*	Month	YTD*	Month	YTD*	Month	YTD*	Month	YTD*
Physical Assault		1					57					
Assault	1	2					. 1	4			2	3
Fighting	1	3			3	10	3	5			4	12
Thrown Objects Hitting Person		37					1.0	- 05				
Disruptive Behavior Disruptive Behavior &/or Vulgar Language	4	15			2	12	9	20			4	5
Fare Dispute	1	4				1	+	1			1	2
Fire		- 3		8			50 50:	- 15				
Smoking				10			i de	1				1
Theft	1	1										
Threat	1	3				1	21	1			1	1
Throwing Objects		1		100		1	L.	98		3		
Vandalism												2
Weapon							.0	07		3		
Other Illness or Potential Injury	2	8				2	1	6				2
Intoxicated Passenger	2	5					4	7				
Other	6	11		8	1	2	8	16		3		
Para - Alighting/Boarding Problems							1	1				
Para - Nobody to Meet Customer								8.8				
Total Count for Period	19	53			6	29	27	62		0.0	12	28

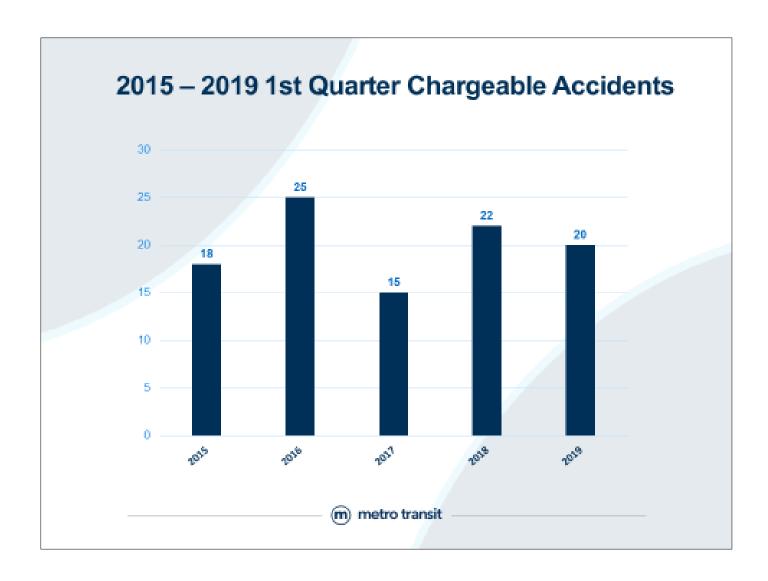
2018 Total YTD fixed and school - 82

2019 Total YTD fixed and school - 90

Wednesday April 2nd, 2019

Metro Transit, Madison WI

Page 1 of 1



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

	<b>BGRNDS</b>				
Ca	tegory ID and Name	<i>2016</i>	2017	<i>2018</i>	<i>2019</i>
34	Wheelchair accessibility	0	0	0	0
39	Shelter Posters	0	0	2	0
67	Transfer Pt/Shelter Vandalism	1	7	3	9
68	Transfer Pt/Shelter Graffiti	8	1	0	3
91	Compliment	0	0	1	0
116	Other - no current category	8	3	1	3
128	Transfer Pt/Shelter Maintenance	9	2	7	9
	Unit Totals	26	13	14	24

#### **FIN**

Ca	tegory ID and Name	2016	2017	<i>2018</i>	<i>2019</i>
18	Fare Policy	1	0	0	0
19	Transfer Policy	0	0	0	0
91	Compliment	0	0	0	0
116	Other - no current category	0	0	1	1
	Unit Totals	1	0	1	1

#### FIXED

	FIXED				
Ca	itegory ID and Name	<i>2016</i>	2017	<i>2018</i>	<i>2019</i>
3	Smoking	2	0	0	0
4	Driving Behavior	76	89	85	92
6	Bus Early - Fixed Route	67	50	48	36
7	Customer passed-up	77	90	66	95
8	Bus Off-route	17	14	10	7
9	Driver Not Wearing Seatbelt	1	0	0	0
10	Driver Not Calling Stops	0	0	1	0
11	Destination Sign Incorrect	8	5	2	11
12	Disruptive Passenger(s)	13	10	4	9
13	Bus Never Came	28	21	9	25
26	Overloads	9	4	2	1
29	Special Event Service	0	0	0	0
32	Bus Idling	9	8	4	2
33	Detours	10	3	1	0
34	Wheelchair accessibility	0	0	0	0
41	ITS: Intelligent Transportation S	0	0	0	0
55	Driver Rude	51	62	25	76
60	Transfer Points	0	0	0	0
66	Equipment Malfunction	9	7	0	0
69	Securement, mobility device	0	6	0	0
71	Other Driver Conduct	49	46	46	59
72	Other Public Info	4	1	2	3
76	Missed Stop Request	6	2	7	10
77	Fare Dispute	14	6	5	4
78	Discrimination	0	6	1	0
79	City Ordinances	1	0	1	0
80	Electronic Device	3	0	0	0
81	Driving With Cell Phone	0	0	0	0
84	Unauthorized Stop	0	1	0	0
85	Unprofessional Conduct	3	1	2	4
86	Excessive Conversation	1	3	0	1
87	Bus Late - Fixed Route	44	20	25	39
88	Unsafe Situation	1	4	1	9

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89	Property Damage	3	1	2	4
90	Passenger Injury	13	7	10	8
91	Compliment	90	90	71	94
116	Other - no current category	12	15	16	26
117	Climate Control	1	0	1	2
121	Missed Transfer	6	9	11	12
122	School Routes	7	13	2	10
124	Items Not Allowed on Bus	0	0	2	0
126	ADA Issues	4	7	7	5
130	Cut Route	0	4	0	0
132	Harassment	0	1	0	0
133	Running a Red Light	16	13	17	8
137	Weather Related	1	2	1	15
144	Stroller Policy	1	0	0	1
146	Bus Seating Layout	0	0	0	0
147	Crosswalk Violation	9	8	3	2
	Unit Totals	666	629	490	670

#### *INFSYS*

Ca	tegory ID and Name	<i>2016</i>	2017	<i>2018</i>	2019
41	ITS: Intelligent Transportation S	0	1	1	3
91	Compliment	1	0	0	0
116	Other - no current category	1	1	0	0
135	Website	0	1	0	0
136	Trip Planner	0	0	0	0
141	TransitTracker	0	0	0	0
142	Google Transit	0	1	0	0
143	Google Data Format	0	0	0	0
	Unit Totals	2	4	1	3

#### **MAINT**

Ca	tegory ID and Name	2016	<i>2017</i>	<i>2018</i>	2019
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	8	1	7	2
91	Compliment	0	0	0	0
115	Bus Appearance-Cleanliness	0	1	1	3
116	Other - no current category	0	4	1	5
117	Climate Control	0	0	0	0
146	Bus Seating Layout	0	0	0	0
	Unit Totals	8	6	9	10

#### **MKTG**

Ca	itegory ID and Name	2016	2017	<i>2018</i>	2019
18	Fare Policy	1	0	0	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	0	0	1	0
37	Advertisements - General	0	0	0	0
38	Sales Outlets	1	0	0	0
39	Shelter Posters	0	0	0	0

40	Schedules	0	1	2	:
72	Other Public Info	1	0	1	;
91	Compliment	6	3	3	(
98	Schedule Info	3	0	0	(
99	Order Taking	0	0	0	(
100	Phones Busy	1	0	0	2
101	Behavior - Cust Svc	3	4	0	(
115	Bus Appearance-Cleanliness	0	0	0	(
116	Other - no current category	1	21	3	1
119	Lost and Found	1	0	0	
120	Para - Ride Booking	1	4	0	(
135	Website	2	2	1	4
137	Weather Related	0	0	0	(
138	Advertisements - Bus Wraps	0	0	0	
140	Text/Email Alerts	0	0	0	(
146	Bus Seating Layout	0	0	0	(
148	Public Hearing Comment - Fare	0	0	0	(
149	Audible Turn Signals	0	0	0	(
153	Public Hearing Comment - Other	0	9	0	(
155	Weapons Policy	0	0	0	(
	Unit Totals	21	44	11	33

#### **PARA**

Category ID and Name		2016	<i>2017</i>	<i>2018</i>	2019
3	Smoking	1	0	0	0
4	Driving Behavior	8	9	5	2
55	Driver Rude	5	8	10	5
66	Equipment Malfunction	0	2	0	1
69	Securement, mobility device	5	3	0	0
72	Other Public Info	0	1	0	1
79	City Ordinances	0	0	0	0
80	Electronic Device	3	0	0	0
81	Driving With Cell Phone	0	0	1	0
85	Unprofessional Conduct	1	0	0	2
88	Unsafe Situation	1	1	2	1
90	Passenger Injury	3	7	1	1
91	Compliment	14	13	6	5
92	Public Hearing Comment - Servi	0	0	5	0
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	2	0	0	1
97	Winter Weather - Para Policy	0	0	0	0
98	Schedule Info	1	2	0	0
99	Order Taking	2	0	0	0
100	Phones Busy	0	0	1	0
101	Behavior - Cust Svc	0	0	1	0
102	Bus Early - Para	6	7	4	2
103	Bus On-Time	0	1	1	0
104	Bus Late - Para	48	91	44	33
105	No Shows	24	21	11	12
106	Door-to-Door	12	8	6	5
107	Leave Attended	17	13	8	2
108	Mobility Device Securement	1	2	0	2
109	Travel Time - Para	16	41	20	21

	Report Totals									
2016	984	2018	769							
2017	1037	2019	931							



	2017 1001 20	1)	001		
110	Service Area - Para Policy	0	0	0	0
111	Backtracking	0	0	0	3
112	Passenger Behavior	1	0	1	2
113	Driver Behavior	22	25	17	9
114	Dispatch	2	14	2	0
116	Other - no current category	3	10	6	7
118	Drop-Off Wrong Location	3	5	6	0
120	Para - Ride Booking	1	3	1	5
132	Harassment	0	0	0	0
133	Running a Red Light	0	1	0	0
137	Weather Related	0	0	1	1
147	Crosswalk Violation	0	0	0	0
148	Public Hearing Comment - Far	re 0	0	2	0
150	Picked Up Wrong Client	2	1	0	2
151	Attempted Pick-Up, Wrong Lo	ca 2	3	1	1
152	Missed Trip	3	2	0	0
	Unit Tota	<i>ls</i> 209	294	163	126

#### **PLN**

Ca	tegory ID and Name	2016	2017	<i>2018</i>	2019
18	Fare Policy	0	0	0	0
19	Transfer Policy	0	0	0	0
21	Span	3	1	1	0
23	Express Service	1	0	0	0
25	Frequency	1	2	2	1
26	Overloads	14	12	8	7
27	Park & Ride	0	0	0	0
28	School Trippers Concern	0	1	3	2
29	Special Event Service	1	0	0	0
31	Expansion Request	0	2	2	1
33	Detours	1	2	2	1
34	Wheelchair accessibility	0	0	0	0
40	Schedules	2	2	2	1
42	Routes	0	0	0	2
43	Schedules - Service Design	2	0	4	0
44	Quality	0	0	0	0
47	Corridor Schedules	0	0	0	0
48	Transfer Coordination	0	0	0	6
49	Travel Time - Service Design	0	0	0	0
60	Transfer Points	0	0	0	0
70	Other Service Design	0	11	4	8
73	Bus Stop Addition Request	1	1	1	3
74	Bus Stop Damage	0	0	0	1
75	Shelter Addition/Removal	3	1	1	7
87	Bus Late - Fixed Route	1	0	1	0
91	Compliment	0	0	0	0
92	Public Hearing Comment - Servi	13	1	25	3
116	Other - no current category	5	10	8	8
127	Public Hearing Addendum	0	0	0	0
129	Service Design Request	2	1	1	2
135	Website	0	0	0	0
136	Trip Planner	1	0	1	0
139	Surveys	0	0	0	0
141	TransitTracker	0	0	1	1
142	Google Transit	0	0	0	1

110	Coorle Data Format	0	0	0	0
143	Google Data Format	U	U	U	U
146	Bus Seating Layout	0	0	0	0
154	Bus Stop ClosureMetro-initiate	0	0	0	0
156	Bus Stop Relocation/Removal R	0	0	13	9
	Unit Totals	51	47	80	64

# Customer Feedback: Multi-Year Counts and NAR Counts By Category For the period 1/1 - 3/31 - Fixed-Route Operations Unit



1												_	
	<b>FIXED</b>		<i>NAR</i>	Net		<i>NAR</i>	Net		NAR	Net		<i>NAR</i>	Net
Ca	tegory ID and Name	2016	<i>2016</i>	<i>2016</i>	2017	2017	<i>2017</i>	2018	2018	<i>2018</i>	2019	2019	2019
3	Smoking	2	1	1	0	0	0	0	0	0	0	0	0
4	Driving Behavior	76	45	31	89	50	39	85	44	41	92	52	40
6	Bus Early - Fixed Route	67	34	33	50	22	28	48	18	30	36	13	23
7	Customer passed-up	77	41	36	90	58	32	66	35	31	95	46	49
8	Bus Off-route	17	4	13	14	1	13	10	1	9	7	2	5
9	Driver Not Wearing Seatbelt	1	1	0	0	0	0	0	0	0	0	0	0
10	Driver Not Calling Stops	0	0	0	0	0	0	1	1	0	0	0	0
11	Destination Sign Incorrect	8	3	5	5	0	5	2	2	0	11	6	5
12	Disruptive Passenger(s)	13	6	7	10	5	5	4	3	1	9	3	6
13	Bus Never Came	28	16	12	21	11	10	9	5	4	25	9	16
26	Overloads	9	2	7	4	1	3	2	2	0	1	0	1
29	Special Event Service	0	0	0	0	0	0	0	0	0	0	0	0
32	Bus Idling	9	0	9	8	4	4	4	3	1	2	1	1
33	Detours	10	0	10	3	1	2	1	0	1	0	0	0
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	0	0	0	0	0	0
55	Driver Rude	51	31	20	62	40	22	25	17	8	76	49	27
60	Transfer Points	0	0	0	0	0	0	0	0	0	0	0	0
66	Equipment Malfunction	9	5	4	7	5	2	0	0	0	0	0	0
69	Securement, mobility device	0	0	0	6	2	4	0	0	0	0	0	0
71	Other Driver Conduct	49	21	28	46	22	24	46	25	21	59	20	39
72	Other Public Info	4	1	3	1	0	1	2	0	2	3	0	3
76	Missed Stop Request	6	1	5	2	2	0	7	3	4	10	7	3
77	Fare Dispute	14	10	4	6	4	2	5	2	3	4	1	3
78	Discrimination	0	0	0	6	4	2	1	0	1	0	0	0
79	City Ordinances	1	0	1	0	0	0	1	0	1	0	0	0
80	Electronic Device	3	2	1	0	0	0	0	0	0	0	0	0
81	Driving With Cell Phone	0	0	0	0	0	0	0	0	0	0	0	0
84	Unauthorized Stop	0	0	0	1	1	0	0	0	0	0	0	0
85	Unprofessional Conduct	3	1	2	1	1	0	2	1	1	4	3	1
86	Excessive Conversation	1	1	0	3	1	2	0	0	0	1	0	1
87	Bus Late - Fixed Route	44	22	22	20	14	6	25	10	15	39	18	21
88	Unsafe Situation	1	0	1	4	1	3	1	1	0	9	3	6
89	Property Damage	3	1	2	1	1	0	2	1	1	4	1	3
90	Passenger Injury	13	6	7	7	3	4	10	7	3	8	5	3
91	Compliment	90	2	88	90	0	90	71	1	70	94	0	94
116	Other - no current category	12	1	11	15	2	13	16	4	12	26	5	21
117	Climate Control	1	0	1	0	0	0	1	1	0	2	0	2
121	Missed Transfer	6	3	3	9	4	5	11	7	4	12	11	1
122	School Routes	7	3	4	13	2	11	2	0	2	10	4	6
124	Items Not Allowed on Bus	0	0	0	0	0	0	2	1	1	0	0	0
126	ADA Issues	4	1	3	7	2	5	7	2	5	5	2	3
130	Cut Route	0	0	0	4	3	1	0	0	0	0	0	0
	Harassment	0	0	0	1	1	0	0	0	0	0	0	0
133	Running a Red Light	16	8	8	13	4	9	17	6	11	8	3	5
137	Weather Related	1	0	1	2	0	2	1	0	1	15	1	14
144	Stroller Policy	<u>·</u>	0	1	0	0	0	0	0	0	1	0	1
146	Bus Seating Layout	0	0	0	0	0	0	0	0	0	0	0	0
147	Crosswalk Violation	9	4	5	8	3	5	3	3	0	2	1	1
	Unit Totals	666	277	389	629	275	354	490	206	284	670	266	404