

Eau Claire Transit Commission Public Notice and Agenda



Wednesday, October 16, 2019

**6:00PM
North Conference Room
City Hall
203 S. Farwell St.**

PLEASE TAKE NOTICE that the Eau Claire Transit Commission will meet Wednesday, October 16, 2019 at 6:00 P.M. in the North Conference Room at the City Hall, 203 S. Farwell Street, Eau Claire, Wisconsin. The purpose of this meeting will be to discuss the items on the agenda below:

***Please note: The Chair of the Transit Commission may call for public comment before or after any item on the agenda.**

Call to Order

1. Call for Public Comment for items not on the agenda
2. Roll Call
 - a. Members Present:
 - b. Members Absent:
 - c. Staff Present:
 - d. Others Present:

3. Approval of the Minutes for the regular meeting on **August 21, 2019.**

Business Agenda

Discussion Agenda

4. Summary of the WIPTA Fall Conference (Bob Schraufnagel and Tom Wagener)
5. Discuss the progress on the Transfer Center Project including planned Stakeholder meetings and Open houses. (Tom Wagener)
6. Discuss the progress on the Transit Development Plan. (Tom Wagener)

Staff Reports

7. Presentation of the Ridership and Revenue Reports. (Tom Wagener)
8. 2019 2nd Quarter Complaint Report (Tom Wagener)
9. Manager's Report – (Tom Wagener)
 - a. Summary of Income Qualifying Fare usage.
 - b. Update on Budget process for City

This notice is given pursuant to the provisions of Subchapter V of Chapter 19 of the Wisconsin Statutes. In order to accommodate the participation of people with disabilities at this meeting, the City will provide the services of a sign language interpreter or make other reasonable accommodations on request. To make such a request, please notify the City at (715) 839-4902 at least two (2) days prior to the meeting. The room is available for access at 5:30PM.

**COMMISSION MEMBERS - PLEASE CALL THE TRANSIT OFFICE AT
(715) 839-5111 IF YOU ARE UNABLE TO ATTEND THE MEETING.**



Eau Claire Transit Commission Minutes

Wednesday, August 21, 2019

Call to Order at 6:11PM

1. Call for Public Comment for items not on the agenda
2. Roll Call
 - a. Members Present: **Bob Schraufnagel, Georgia Eaton, Joshua Clements, Jeremy Gragert, Elizabeth Sullivan, Cheryle Keisler, Rose Fowler, Chandler Lorentz**
 - b. Members Absent: None
 - c. Staff Present: **Tom Wagener, Amber Willi, Kyle Herman, Scott Jenson**
 - d. Others Present: None
3. Approval of the Minutes for the regular meeting on **July 17, 2019**.
 - a. Motion to approve by Commissioner Keisler, Seconded by Council Member Gragert. All votes in favor, except Commissioner Clements who abstained. Minutes were approved as presented.

Business Agenda

4. Discuss and consider adoption of the Eau Claire Transit Disadvantaged Business Enterprise Program. (Tom Wagener)
 - a. Motion to adopt the Eau Claire Transit Disadvantaged Business Enterprise Program by Commissioner Clements, seconded by Commissioner Keisler. All votes in favor, motion passed.
5. Discuss and consider options for the regularly scheduled September 18 Transit Commission Meeting.
 - a. Motion to cancel the September meeting by Council Member Gragert, seconded by Commissioner Lorentz. All votes in favor, motion passed.

Discussion Agenda

6. Tour of the Central Maintenance Facility and New Buses.

Staff Reports

7. Presentation of the Ridership and Revenue Reports. (Tom Wagener)
 - a. Presented by Tom Wagener
8. Manager's Report – (Tom Wagener)
 - a. Presented by Tom Wagener
 - i. Summary of Income Qualifying Fare usage.
 - ii. Update on the Transit Development Plan
 - iii. Update on the Transfer Center Project
 - iv. Update on Budget process for City
 - v. Funding for Bus Stop improvements
9. Adjournment
 - a. Motion to adjourn by Commissioner Sullivan, seconded by Commissioner Lorentz. All votes in favor, motion adjourned at 7:02PM

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WIPTA 2019 Report – Summary of Attended Sessions

By Bob Schraufnagel

Electronic Ticketing

Electronic ticketing is the future. The challenge for ECT is the need to collect cash, use fare cards, and use mobile payments. The use of fare cards will require hardware to read the card, but fortunately this will also enable smartphone-based payments as well. There are a variety of hardware options that are designed specifically for transit to this purpose. They are “off-the-shelf” and integrate with most mobile ticketing apps.

Tixora seems to have the most robust system as far as integration with fare cards, Apple Pay, Android Pay, RFID enabled credit cards, and from within the Tixora app on a smartphone. Milwaukee transit has been using Tixora successfully for a few years with over 80,000 users. Tixora offers an open payment platform if using the app – PayPal, Apple Pay or any other smart phone payment scheme that is supported by Tixora.

Tixora does not offer the real-time bus position software, so the existing relationship with Double Map will be required for that feature. Double Map has ticketing but does not support integration with fare cards. It can record rider boarding’s from the off-the-shelf reading hardware with the system that ECT currently uses. Unless double map improves their ticketing offering, a partnership with Double Map and a e-ticket vendor will be required. Both Tixora and Double map offer reporting for rider boarding’s.

Autonomous Vehicle Future

The vision for 2075 is a fully autonomous vehicles on streets except for rare “historic license” cars. The best state for the progression to fully autonomous is “connected” cars. Currently newer cars have automatic braking or warnings for obstructions or lane departure. The state where cars could drive themselves but turn over control the to the human in case of a problem is theoretically next, but that state is very problematic. Imagine a scenario where a collision is imminent, but the computer doesn’t know how to avoid it... you are reading and suddenly the computer says you need to avoid the accident that will occur in a few seconds.

The presenter proposed that the next state would be connected cars that reliably present imminent collision warnings and/or automatic braking. This state can only be achieved when sensors are at intersections to detect pedestrians and to sense on-coming cars. This in conjunction with cars broadcasting their speed/acceleration and direction info to other connected case could allow the technology to be very reliable to sense a collision or to provide evasive action info.

Electric Busses

WISPIRG – a non-profit research group indicates that electric busses can break-even with a diesel fleet in 10 years. If diesel prices rise, that break-even point can be achieved sooner.

Duluth Transit has purchased a few electric busses. They are seeing a 50% availability for the busses due to charging and weather issues.

The challenge is the battery charging and issues during hot weather (running AC), and cold weather (heating the bus and the batteries). If weather is colder that -15 to -20 the performance of the battery is not enough to sustain the required heating.

Lessons that Duluth learned is that a small diesel heater (oil furnace essentially) needs to be on-board to keep the driver warm – this heater could be configured to run on alcohol (a green fuel). Proterra (an electric bus builder) has also improved the ducting and heat flow from the on-board electric heaters to provide better passenger comfort.

For 30 miles of travel, a fast charger (\$1,000,000.00 price tag), can replace that draw down in about 10 minutes at a transfer center.

Planning Livable Community

Amber Miller – Community Outreach, AARP Wisconsin.

<https://www.aarp.org/livable-communities/about/>

AARP has a certification program to certify your city as “Livable”. This is the “AARP Network of Age Friendly States and Communities”. Currently the list of Wisconsin cities on this list are:

- **Greendale:** Joined: 2017 | Population: 14,046
- **La Crosse:** Joined 2019 | Population: 52,000
- **Sheboygan:** Joined: 2017 | Population: 48,329
- **Shorewood:** Joined: 2017 | Population: 13,311
- **Wausau:** Joined: 2018 | Population: 39,114

This is a program designed to help you achieve this goal, become certified and get on the list. Livable is defined as walkable (safe street crossings), bikeable (lanes and trails accessible though out city), good transit system, safe living, and a network of age-friendly work and volunteer opportunities. The biggest message is when planning, don't just plan for a single use, or a single mode of transportation. Plan for all modes of transportation and all ages of use.

I believe that currently Eau Claire has many organizations and programs geared towards specific parts of this goal. I believe that this something that Eau Claire could join with a minimum of work.

WIPTA FALL CONFERENCE SUMMARY

Highlights:

- Governor accepted Transportation Advocate Award in person
- 125+ Attendees
- Positive Responses from Surveys

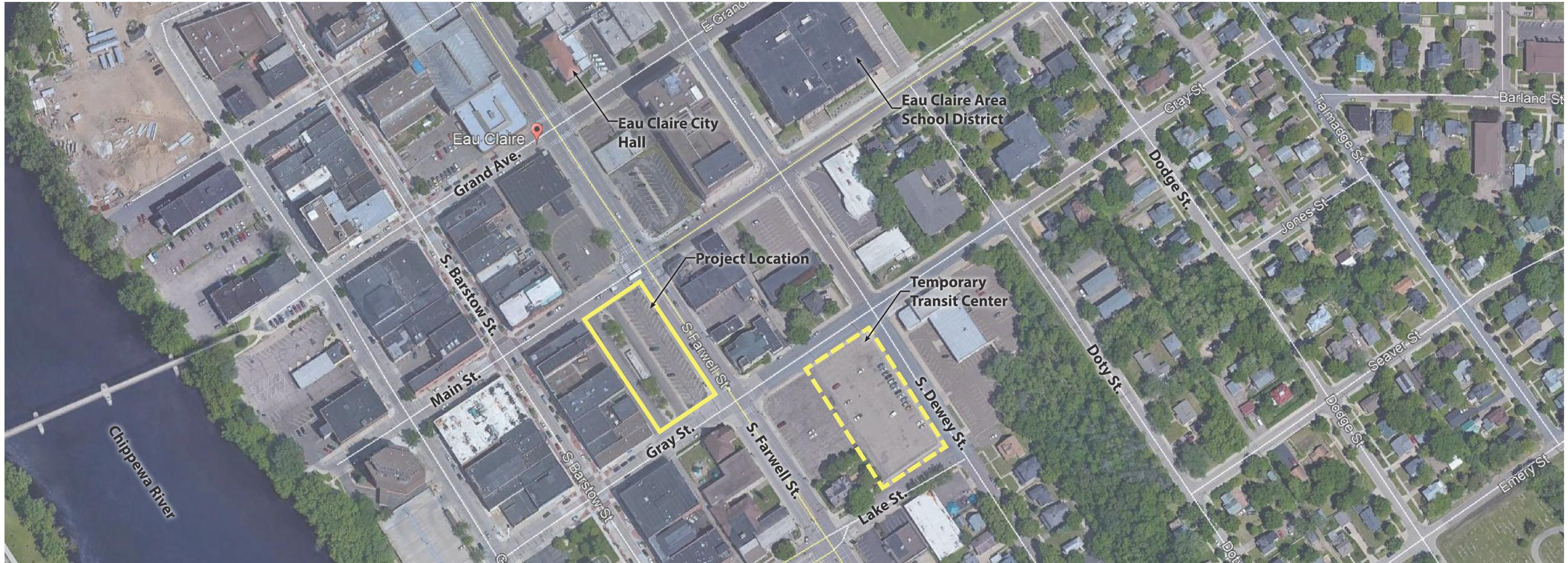
Workshops:

- Electric Buses –
 - The Technology continues to improve, but Wisconsin systems will need to adjust operations in order to use it at present.
 - There will come a break even point when the cost-effectiveness will compare favorably with diesel engine buses.
 - Gillig announced that 10% of their orders are Electric Buses even before they have begun production (which will be in 2020).
- Customer Service
 - Milwaukee has used on-board cameras to promote the system and commend its drivers. This has also led to national recognition.
 - Extensive training in customer service can help to improve staff morale and increase ridership.
 - All areas of operations need to understand the importance of customer service, including interdepartmental interactions.

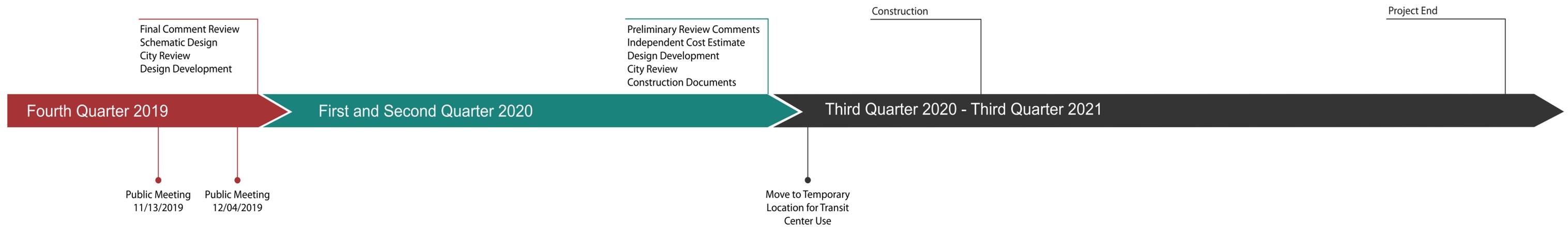
Vendor Exhibit:

- Met with mobile ticketing vendors. Likely will need to do a combined Request For Proposals as no single vendor supplies all the data collecting and fare collection elements that ECT needs.
- Gillig Bus continues to improve their Bus line which will have an Electric Bus option for 2020. Range for our environment is realistically 150 miles. Most of our routes are in the 200 – 250 mile range. Right now, to use electric buses in Eau Claire, we would have to increase our fleet size by about 40%.

When and Where is This Happening?



Project Location

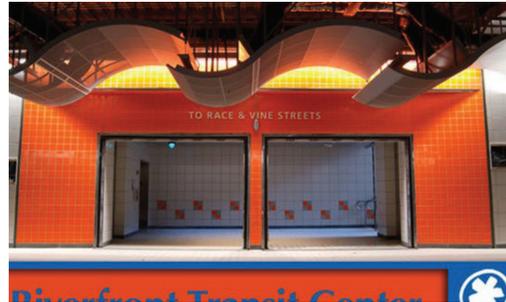


Eau Claire Transit Center

October 1, 2019



What Would You Like To See In The Transit Center?



Indoor Restrooms



Consistent and Efficient Transfers



Security Cameras



Vending Machines



Green Space



Charging Stations



Bottle Filler/Water Fountain



Bike Lockers



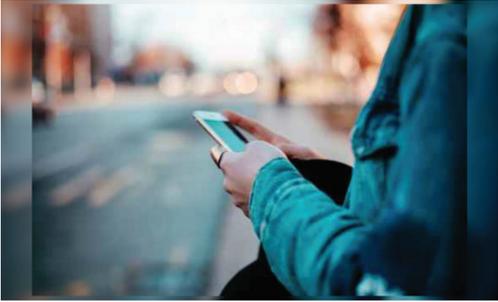
Real Time Signage



Climate Controlled Waiting Space



Infrared Heaters



Wifi

Use A Dot To Tell Us What is Most Important To You.

Your Ideas Here! - Use A Post-It To Add Your Idea.

What Are Your Values For The Transit Center?

Environmental

Social

Economic

Not Important

Very Important

Not Important

Very Important

Not Important

Very Important



Energy Use

- Renewable energy on site
- LED lighting throughout



Vision

- Transit Oriented Development
- Full Lifestyle



Operations

- Any bus, any berth, anytime
- No limits on usability



Site/Building Balance

- Proper access to bus routes for loading and unloading
- Visibility
- Pedestrian friendly site



Safety

- Camera coverage
- Activated spaces
- Blue light 911 stations with proper light levels in parking lot



Resilience

- Covered bus loading
- On-site emergency power generator
- Future Flex-use parking spaces



Waste

- Provide for waste and recycling collection
- Construction waste management plan
- Utilize sustainable water fixtures



Health

- Physical
- Mental
- Social
- Incorporate the arts



Local

- 360° access to downtown
- 10% of materials sourced or manufactured within a 300 mile radius

Use A Dot To Tell Us What is Most Important To You.



PERFORMANCE
DRIVEN DESIGN.
LHBcorp.com

AGENDA

EAU CLAIRE – CHIPPEWA VALLEY TRANSIT TRANSFER CENTER

STAKEHOLDER MEETINGS: OCTOBER 17, 2019

EAU CLAIRE CHAMBER OF COMMERCE

- 1) Introductions
- 2) Project background
- 3) Discussion questions:
 - a) What is the role of your organization relative to use of the Transit Transfer Center?
 - b) What is currently working well for you and your constituents?
 - c) What is not working well?
 - d) What kinds of facilities, amenities, and spaces are most important for you and your constituents?
 - e) What are your highest priorities for the facility?
 - f) What other related activities or projects are you conducting that we should be aware of?
 - g) What is the best way to communicate with you or your constituents to keep them involved and informed?
- 4) Next steps



EAU CLAIRE TRANSIT

Enjoy the ride.

Transit Development Plan

Steering Committee Meeting #1

October 1, 2019



Agenda

- Introductions
- Project overview
- Public and stakeholder engagement
- Policy goals and objectives (group discussion)
- Next steps

Introductions

- Name
- Organization and role
- Connection to ECT and/or public transportation

Project Overview

Project Purpose

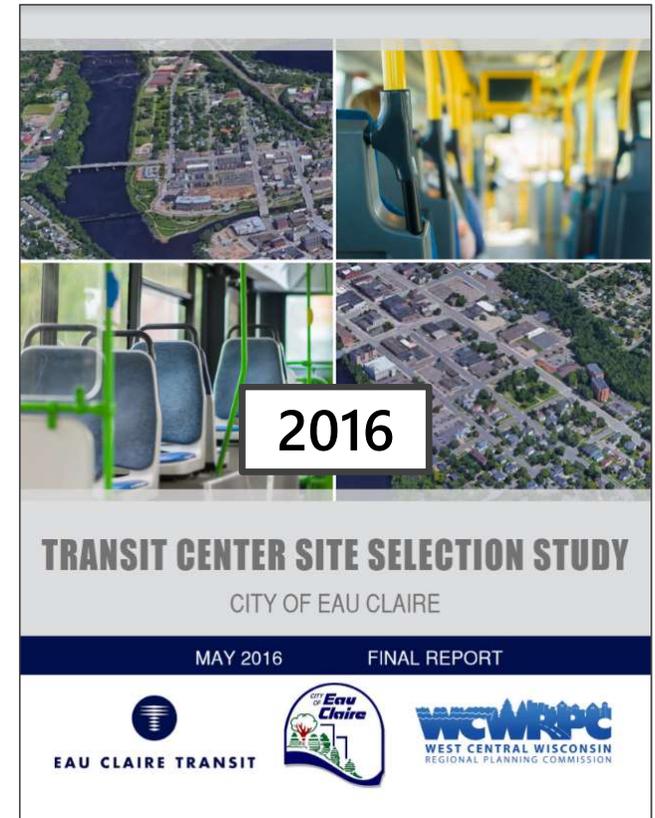
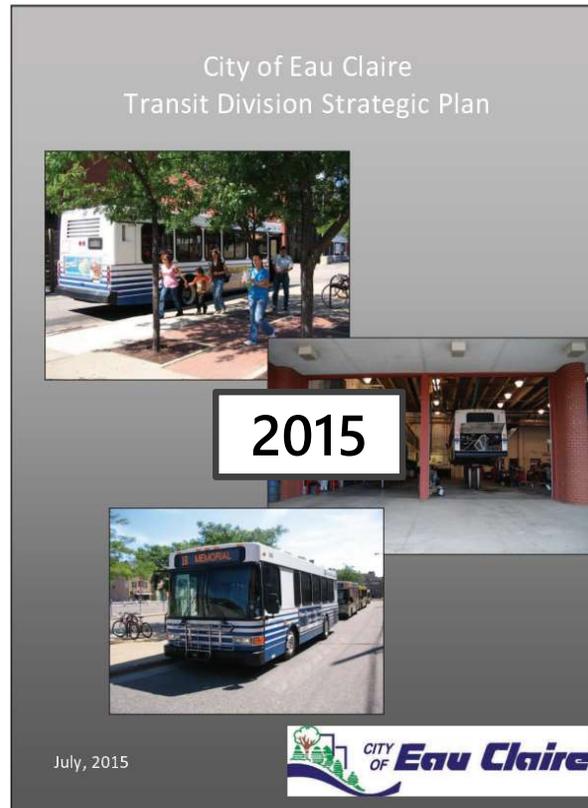
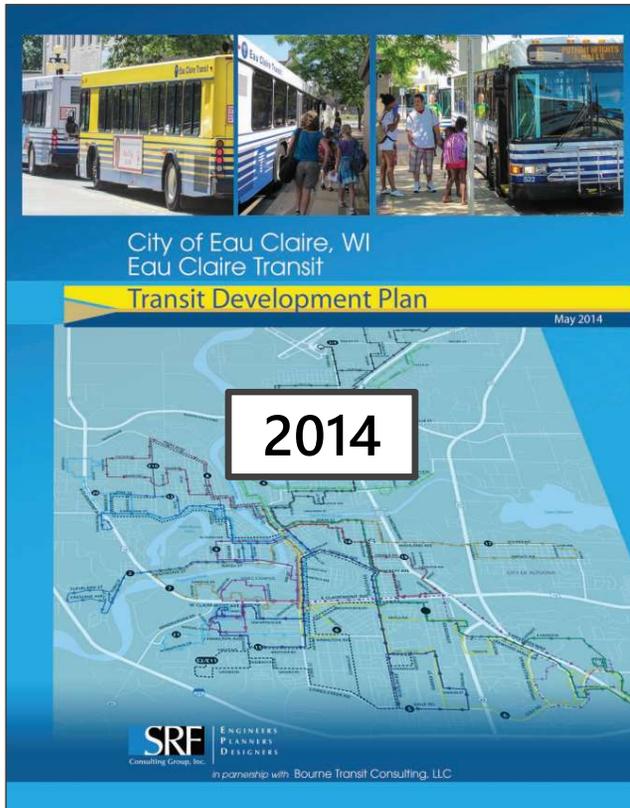
- To develop a five-year plan to guide Eau Claire Transit (ECT) service, with an emphasis on future needs and sustainable growth
- Evaluate existing conditions, conduct authentic public engagement, and develop recommendations that are reflective of community needs that can be feasibly implemented within the five-year period



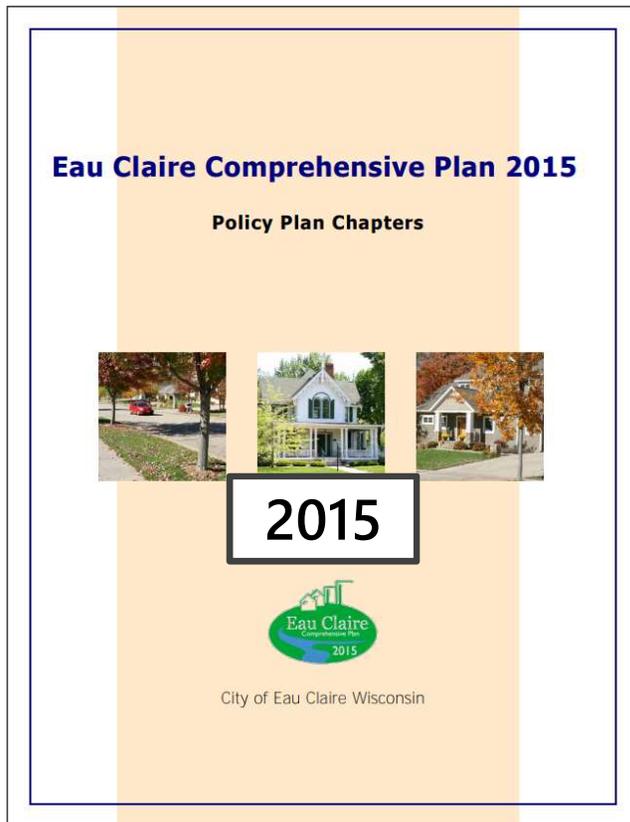
Steering Committee

- Contribute technical expertise
- Provide guidance
- Review and comment on deliverables
- Spread the word
- Meetings held once every 1-2 months

Previous Plans and Guiding Documents



Previous Plans and Guiding Documents



Previous Plans and Guiding Documents



2020-2024 TIP Project Listing
(in 2019 \$; in thousands of \$)

Primary Jurisdiction/ Project Sponsor	Project Description	Type of Cost	Jan - Dec 2020				Jan - Dec 2021				Jan - Dec 2022				Jan - Dec 2023				Jan - Dec 2024				
			Fed	State	Local	Total																	
Eau Claire	Operating Assistance Eau Claire Transit	DPS CAP	1,900	1,408	2,689	5,997	1,944	1,440	2,751	6,135	1,989	1,473	2,814	6,276	2,001	1,708	2,900	6,609	2,061	1,759	2,987	6,807	
Illustrative project	Section 5307	(P)	TOTAL	1,900	1,408	2,689	5,997	1,944	1,440	2,751	6,135	1,989	1,473	2,814	6,276	2,001	1,708	2,900	6,609	2,061	1,759	2,987	6,807
E. Eau Claire	Capital Assistance - ECT Replacement buses (35 foot) Transfer center building Replacement buses (40 foot) Bus Surveillance System Route map signs Paratransit vehicles Bus Shelters Computer Replacement	CAP CAP (P)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1080	270	1350	
Illustrative project	Section 5307 or 5339	(P)	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1080	270	1350	
E. Eau Claire	Capital Assistance Eau Claire Transit 35ft. transit bus (heavy duty)	(P)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Illustrative project	Section 5339	(P)	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
E. Eau Claire	Capital Assistance - ECT Transfer center building Replacement buses (40 foot) Replacement buses (35 foot) Bus shelters Tablet Fare and Data System	CAP CAP (P)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Illustrative project	Section 5307 or 5339	(P)	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
E. Eau Claire	Capital Assistance - ECT EC Transit Bus shelter improvement	CAP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Illustrative project	URB	(P)	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
E. Eau Claire	Capital Assistance Eau Claire Transit 35ft. transit bus (heavy duty) (2)	CAP DPS PLNG	761	0	190	951	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Illustrative project	Section 5339	(P)	TOTAL	761	0	190	951	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
E. Eau Claire	Capital Assistance - ECT 40' Hybrid Replacement buses (3)	CAP	0	1,968	0	1,968	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Illustrative project	VW Settlement Funds - DCA	(P)	TOTAL	0	1,968	0	1,968	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

**Proposed
2020-2024
Transportation
Improvement
Program (TIP)**

TDP Scope of Work: Tasks and Deliverables

Project Tasks

- Establish policy goals and objectives
- Analyze existing conditions
- Perform needs analysis
- Public engagement (ongoing)
- Set priorities
- Develop service recommendations
 - Microtransit analysis
- Establish funding plan

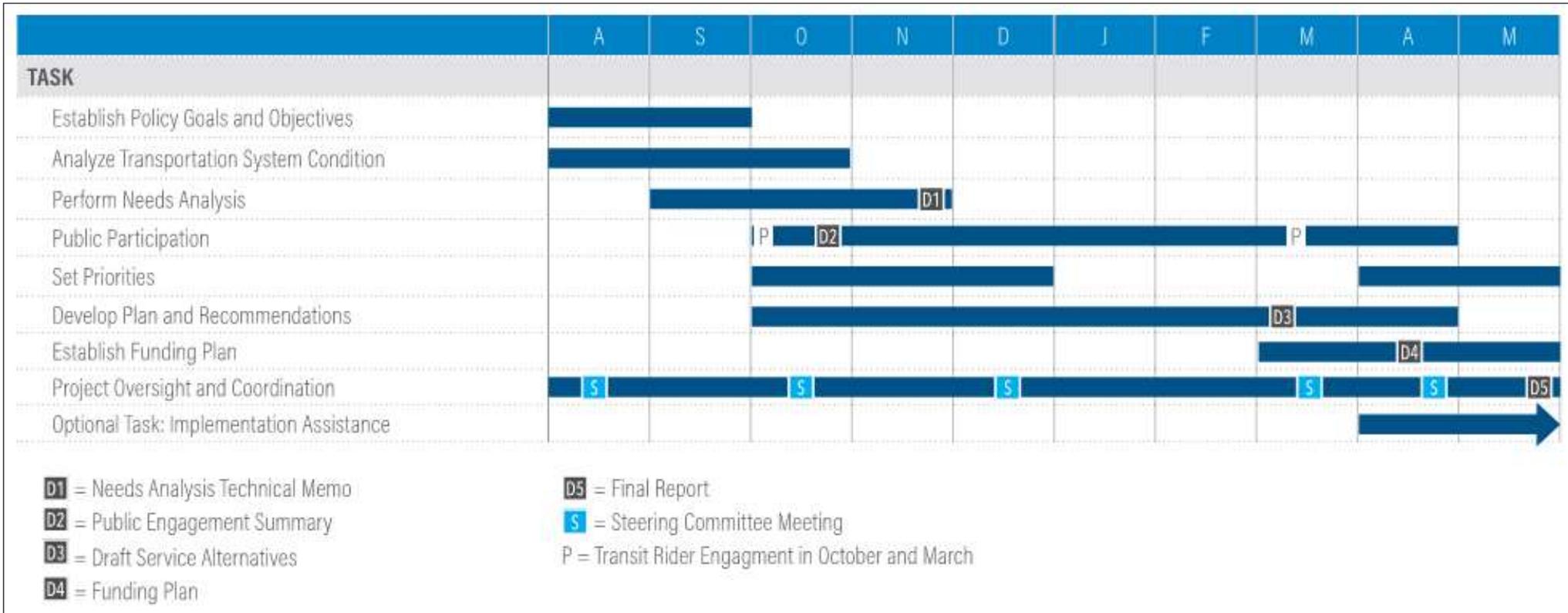
Technical Memos

- Needs Assessment
- Public Engagement Summary
- Draft Service Alternatives
- Funding Plan



Final TDP Report

Schedule To be updated



Scope of Work: Topics

Topics Included in the TDP

- Route-level data analysis
- System-wide data analysis (peer comparison)
- Economic and demographic analysis
- Fare use trends
- Field observations
- Identify opportunities for operating efficiencies
- Assess service gaps based on community needs
- Consider routing and scheduling changes
- Explore potential for new or expanded routes or services
- K-12, UWEC, and CVTC student ridership and service
- Microtransit and innovative service models
- Funding and capital implications
- Prioritization and phasing
- Realistic, implementable recommendations

Microtransit Analysis

What is Microtransit?

- Emerging transit model being piloted by public transit agencies around the nation
- Similar to Lyft/Uber but applied as public transit with shared rides, more structure
- Can be applied in many different scenarios depending on specific context and goals



Microtransit Analysis

What is Microtransit?

- Common characteristics
 - Technology-enabled, dynamic dispatching (resource allocation)
 - On demand (same-day, short wait times)
 - Shared rides
 - Smaller vehicles (accessible vans, small buses)
 - Origin-to-destination or connection to fixed route transit service
 - Advanced fare payment options: mobile app, pre-paid transit card, credit card, cash
- Evolving concept
- Similar terms: Ridesourcing/TNCs, Mobility on Demand (MOD)

Microtransit Analysis

Why Study Microtransit?

- Determine whether microtransit is a viable option
- Consider microtransit in combination with fixed route service
 - Feed into the higher demand fixed routes, or shared origin-to-destination rides
- Reduce passenger travel time and miles traveled (increase convenience)
- Reduce the number of heavy duty buses required
- Enable the use of smaller, more energy efficient vehicles
- City's main goals for a microtransit system:
 - Improve the overall performance of the transit system by attracting more riders
 - Reduce carbon emissions to help the City obtain its goal of carbon neutrality by 2050

Public Engagement Strategies

Public Engagement

Proposed Strategies

- Informal “pop-up” meetings in the community
 - Transfer Center
 - Community centers, events, and/or other high-activity areas
- Interviews and small group discussions with stakeholders
 - Structured conversations
 - One-on-one or with defined stakeholder groups
 - Examples: Community groups, business leaders, institutions
- Surveys
 - Passenger: Aboard buses and at the transfer center
 - Community: Online and in-person at events



Public Engagement

Seeking Feedback

- At the end of this project, what does successful public engagement look like?
- Who needs to be involved?
- Areas of high pedestrian traffic?
- Established community events?
- Community leaders/gatekeepers?
- Existing communication networks (e.g., listservs)?

Public Engagement: *Rider Survey*

Proposed Approach

- Ask riders about travel/use patterns and preferences
- Short survey, completed in a few minutes
- Collected over the course of two weekdays
- Surveys distributed aboard all scheduled trips (6a-10p)
- Paper and online versions
- Completed by SRF staff and temporary workers
- Incentivize participation with drawings for gift cards

Public Engagement: *Rider* Survey

Seeking Feedback

- Specific questions we want answered?
- Particularly good/bad day to complete?

Public Engagement: *Community Survey*

Proposed Approach

- Ask the general public about travel patterns and preferences; experiences with ECT; reasons they do or don't use ECT
- Primarily shared online, but also available on paper
- Survey open for at least two weeks
- Distribute using partner communication networks
- Incentivize participation with drawings for gift cards

Public Engagement: *Community Survey*

Seeking Feedback

- Specific questions we want answered?
- Existing communication networks (e.g., listservs)?

Policy Goals and Objectives

Policy Goals and Objectives

- Used to develop and evaluate recommendations
- Inform priorities and phasing

- Goals: What do we want to achieve? (broad outcomes)
- Objectives: How should be accomplish these? (more specific)

Policy Goals and Objectives

- 2015 ECT Strategic Plan
- Mission: To provide safe, reliable, economical, and convenient public transportation
- Do these values and goals still apply? Is there anything missing?

Value	Goal
Safety	Providing a safe and secure operation and environment.
Reliability/ Convenience	Ensuring that equipment and facilities are planned and made available in a systematic manner to meet today's needs and anticipate those of the future.
Economical	Operating the division in the most efficient and economical manner possible.
Customer Service	Providing a variety of services in a polite, respectful, and inviting manner in order to meet the expectations of the community.
Innovation	Being innovative and creative in seeking out opportunities to fund, sustain and improve services and programs.
Professionalism	Providing qualified and professional staff to serve the community.

Policy Goals and Objectives

- What are the qualities of a successful public service or utility?
- What are the qualities of a successful transportation service?
- In 10 years, how will the Eau Claire area have changed?
- In 10 years, how will ECT effectively serve the community?
- How can ECT meet evolving community needs?

Next Steps

Next Steps

Action	SRF	ECT	Steering Committee (SC)
Schedule public engagement activities (SC to be kept aware of plans)	X	X	X
Continue existing conditions review	X		
Draft policy goals and objectives (SC to review at next meeting)	X		
Draft survey instruments	X	X	

- **Next meeting:** Late October or early November (Doodle poll forthcoming)
 - Confirm policy goals and objectives; existing conditions overview

Next Steps

Thank You!

- Joe Kapper
 - jkapper@srfconsulting.com
 - (651) 333-4136
- Jake Knight
 - jknight@srfconsulting.com
 - (651) 333-4114

Eau Claire Transit Commission
 Monthly Ridership Report
 July 2019

	Monthly			YTD Ridership		
	2018	2019	% Change	2018	2019	% Change
Full Cash Fare	3,373	3,174	-5.90%	25,205	23,134	-8.22%
Full Fare Tickets	2,197	2,574	17.16%	15,089	18,916	25.36%
Tokens*	59	0	-100.00%	3,151	0	-100.00%
\$1.50 Fare	161	28	-82.61%	161	332	106.21%
Student Cash Fare	982	951	-3.16%	5,877	5,510	-6.24%
Student Fare Tickets	140	99	-29.29%	922	760	-17.57%
1/2 Cash Fare	2,099	1,420	-32.35%	14,927	9,974	-33.18%
Reduced Fare Tickets	798	700	-12.28%	5,382	4,492	-16.54%
Monthly Pass	9,383	10,018	6.77%	71,790	72,389	0.83%
\$45 Pass	223	675	202.69%	223	4,040	1711.66%
Half Fare Pass	13,530	12,865	-4.92%	94,756	87,053	-8.13%
CVTC Pass	168	279	66.07%	5,696	4,266	-25.11%
Day Pass	4,234	3,407	-19.53%	29,748	21,380	-28.13%
MAX Pass	2,216	2,257	1.85%	16,973	15,579	-8.21%
Non-UWEC Ridership	39,563	38,447	-2.82%	289,900	267,825	-7.61%
UWEC	2,028	1,964	-3.16%	169,982	226,938	33.51%
Total	41,591	40,411	-2.84%	459,882	494,763	7.58%
Community Table	0	257	#DIV/0!	1,113	1,252	12.49%
Paratransit	3,202	2,999	-6.34%	25,532	20,010	-21.63%
Free	1,758	2,101	19.51%	5,766	7,016	21.68%
Pool	1,704	1,356	-20.42%	2,370	2,135	-9.92%
Library	1,033	984	-4.74%	1,337	1,221	-8.68%
Transfer	4,238	3,947	-6.87%	30,117	27,827	-7.60%
Total	53,526	52,055	-2.75%	526,117	554,224	5.34%
Evening Ridership	3,431	3,024	-11.86%	22,592	24,757	9.58%
Saturday Ridership	4,215	3,351	-20.50%	33,753	30,880	-8.51%
Miles of Service-Day	52,372	49,275	-5.91%	362,078	349,071	-3.59%
Passenger / Mile-Day	0.96	1.00	4.03%	1.39	1.52	9.07%
Hours of Service-Day	3,471	3,157	-9.04%	25,020	24,145	-3.50%
Passenger / Hour-Day	14.43	15.53	7.60%	20.12	21.93	8.96%
Miles of Service-Eve.	6,720	7,584	12.86%	55,384	56,536	2.08%
Passenger / Mile-Eve.	0.51	0.40	-21.90%	0.41	0.44	7.35%
Hours of Service-Eve.	468	516	10.21%	3,866	3,874	0.21%
Passenger / Hour-Eve.	7.33	5.86	-20.03%	5.84	6.39	9.35%
Saturday	4	4	0.00%	30	30	0.00%
Weekday School	0	0	0.00%	99	100	1.01%
Weekday Non-school	21	22	4.55%	51	51	0.00%

NOTE: Fares optional on 7/19/19 due to heat index

*Tokens accepted through 12/31/18

Eau Claire Transit Commission
 Monthly Ridership Report
 August 2019

	Monthly			YTD Ridership		
	2018	2019	% Change	2018	2019	% Change
Full Cash Fare	3,673	3,479	-5.3%	28,878	26,613	-7.8%
Full Fare Tickets	2,192	2,510	14.5%	17,281	21,426	24.0%
Tokens*	133	0	-100.0%	3,284	0	-100.0%
\$1.50 Fare***	65	32	-50.8%	226	364	61.1%
Student Cash Fare	1,009	914	-9.4%	6,886	6,424	-6.7%
Student Fare Tickets	319	331	3.8%	1,241	1,091	-12.1%
1/2 Cash Fare	2,460	1,550	-37.0%	17,387	11,524	-33.7%
Reduced Fare Tickets	789	857	8.6%	6,171	5,349	-13.3%
Monthly Pass	10,130	9,561	-5.6%	81,920	81,950	0.0%
\$45 Pass***	379	719	89.7%	602	4,759	690.5%
Half Fare Pass	14,328	12,707	-11.3%	109,084	99,760	-8.5%
CVTC Pass	344	170	-50.6%	6,040	4,436	-26.6%
Day Pass	3,944	3,751	-4.9%	33,692	25,131	-25.4%
MAX Pass	2,116	1,368	-35.3%	19,089	16,947	-11.2%
Non-UWEC Ridership	41,881	37,949	-9.4%	331,781	305,774	-7.8%
UWEC	2,646	2,576	-2.6%	172,628	229,514	33.0%
Total	44,527	40,525	-9.0%	504,409	535,288	6.1%
Community Table	0	301		1,113	1,553	39.5%
Paratransit	3,561	2,898	-18.6%	29,093	22,908	-21.3%
Free	903	1,207	33.7%	6,669	8,223	23.3%
Pool	860	350	-59.3%	3,230	2,485	-23.1%
Library	1,029	922	-10.4%	2,366	2,143	-9.4%
Transfer	4,486	4,345	-3.1%	34,603	32,172	-7.0%
Total	55,366	50,548	-8.7%	581,483	604,772	4.0%
Evening Ridership	2,956	2,982	0.9%	25,548	27,739	8.6%
Saturday Ridership	4,229	4,962	17.3%	37,982	35,842	-5.6%
Miles of Service-Day	51,292	50,447	-1.6%	413,370	399,517	-3.4%
Passenger / Mile-Day	1.02	0.94	-7.7%	1.34	1.44	7.4%
Hours of Service-Day	3,432	3,150	-8.2%	28,452	27,295	-4.1%
Passenger / Hour-Day	15.27	15.10	-1.1%	19.54	21.14	8.2%
Miles of Service-Eve.	7,728	7,584	-1.9%	63,112	64,120	1.6%
Passenger / Mile-Eve.	0.38	0.39	2.8%	0.40	0.43	6.9%
Hours of Service-Eve.	538	516	-4.1%	4,404	4,390	-0.3%
Passenger / Hour-Eve.	5.49	5.78	5.2%	5.80	6.32	8.9%
Saturday	4	5	25.0%	34	35	2.9%
Weekday School	0	0	#DIV/0!	99	100	1.0%
Weekday Non-school	23	22	-4.3%	74	73	-1.4%

*Tokens accepted through 12/31/18

Eau Claire Transit Commission
 Monthly Ridership Report
 September 2019

	Monthly			YTD Ridership		
	2018	2019	% Change	2018	2019	% Change
Full Cash Fare	2,974	3,270	10.0%	31,852	29,883	-6.2%
Full Fare Tickets	2,365	2,597	9.8%	19,646	24,023	22.3%
Tokens*	83	0	-100.0%	3,367	0	-100.0%
\$1.50 Fare	35	16	-54.3%	261	380	45.6%
Student Cash Fare	756	612	-19.0%	7,642	7,036	-7.9%
Student Fare Tickets	141	79	-44.0%	1,382	1,170	-15.3%
1/2 Cash Fare	2,269	1,395	-38.5%	19,656	12,919	-34.3%
Reduced Fare Tickets	733	739	0.8%	6,904	6,088	-11.8%
Monthly Pass	9,084	7,401	-18.5%	91,004	89,351	-1.8%
\$45 Pass***	306	585	91.2%	908	5,344	488.5%
Half Fare Pass	12,563	11,857	-5.6%	121,647	111,617	-8.2%
CVTC Pass	891	455	-48.9%	6,931	4,891	-29.4%
Day Pass	3,052	2,187	-28.3%	36,744	27,318	-25.7%
MAX Pass	1,539	2,165	40.7%	20,628	19,112	-7.3%
Non-UWEC Ridership	36,791	33,358	-9.3%	368,572	339,132	-8.0%
UWEC	35,553	28,154	-20.8%	208,181	257,668	23.8%
Total	72,344	61,512	-15.0%	576,753	596,800	3.5%
Community Table	0	241		1,113	1,794	61.2%
Paratransit	3,037		-100.0%	32,130	22,908	-28.7%
Free	1,375	547	-60.2%	8,044	8,770	9.0%
Pool	0	0		3,230	2,485	-23.1%
Library	54	0	-100.0%	2,420	2,143	-11.4%
Transfer	3,897	3,494	-10.3%	38,500	35,666	-7.4%
Total	80,707	65,794	-18.5%	662,190	670,566	1.3%
Evening Ridership	3,418	2,680	-21.6%	28,966	30,419	5.0%
Saturday Ridership	5,712	4,035	-29.4%	43,694	39,877	-8.7%
Miles of Service-Day	47,096	59,512	26.4%	460,466	459,029	-0.3%
Passenger / Mile-Day	1.64	1.06	-35.4%	1.38	1.39	1.4%
Hours of Service-Day	3,345	3,932	17.5%	31,797	31,227	-1.8%
Passenger / Hour-Day	23.10	16.05	-30.5%	19.91	20.50	2.9%
Miles of Service-Eve.	8,316	8,242	-0.9%	71,428	72,362	1.3%
Passenger / Mile-Eve.	0.41	0.33	-20.9%	0.41	0.42	3.7%
Hours of Service-Eve.	581	565	-2.8%	4,986	4,955	-0.6%
Passenger / Hour-Eve.	5.88	4.74	-19.3%	5.81	6.14	5.7%
Saturday	5	4	-20.0%	39	39	0.0%
Weekday School	19	20	5.3%	118	120	1.7%
Weekday Non-school	1	1	0.0%	75	74	-1.3%

*Tokens accepted through 12/31/18

Eau Claire Transit System

Operating Revenues

Report Date: July 31, 2019

% of Year Expired: 58.3%

	Prior Year		Current Year		
	2018 Budget	2018 Y-T-D	2019 Budget	2019 Y-T-D	% of Budget
Full Fare Cash	\$ 73,000	\$ 43,864	\$ 73,000	\$ 40,538	55.5%
Full Fare Pass	\$ 122,000	\$ 94,620	\$ 122,000	\$ 94,050	77.1%
Full Fare Tickets	\$ 47,800	\$ 17,393	\$ 47,800	\$ 27,896	58.4%
Tokens Redeemed	\$ -	\$ 4,066	\$ -	\$ -	
Day Pass	\$ 51,700	\$ 22,613	\$ 51,700	\$ 16,114	31.2%
Total Full Adult Fares	<u>\$ 294,500</u>	<u>\$ 182,556</u>	<u>\$ 294,500</u>	<u>\$ 178,597</u>	60.6%
Income-Qualifying Cash	\$ -	\$ 69	\$ 1,900	\$ 500	26.3%
Income-Qualifying Pass	\$ -	\$ 2,565	\$ 5,400	\$ 4,365	80.8%
Total I-Q Fares:	<u>\$ -</u>	<u>\$ 2,634</u>	<u>\$ 7,300</u>	<u>\$ 4,865</u>	66.6%
Reduced Fare Cash	\$ 15,000	\$ 12,632	\$ 15,000	\$ 8,495	56.6%
Reduced Fare Pass	\$ 70,000	\$ 49,304	\$ 70,000	\$ 53,136	75.9%
Reduced Fare Tickets	\$ 7,800	\$ 4,140	\$ 7,800	\$ 6,167	79.1%
Total Reduced Fares	<u>\$ 92,800</u>	<u>\$ 66,076</u>	<u>\$ 92,800</u>	<u>\$ 67,798</u>	73.1%
Student Fare Cash	\$ 21,000	\$ 7,276	\$ 21,000	\$ 6,861	32.7%
Student Fare Tickets	\$ 1,900	\$ 1,153	\$ 1,900	\$ 1,398	73.6%
Student MAX Pass	\$ 21,200	\$ 18,140	\$ 21,200	\$ 21,730	102.5%
CVTC Student Pass	\$ 11,800	\$ 6,875	\$ 11,800	\$ 3,500	29.7%
UW - Eau Claire	\$ 389,000	\$ 258,000	\$ 389,000	\$ 263,000	67.6%
Pool/Library	\$ 7,000	\$ -	\$ 7,000	\$ -	0.0%
Total Student Fares	<u>\$ 451,900</u>	<u>\$ 291,444</u>	<u>\$ 451,900</u>	<u>\$ 296,489</u>	65.6%
Paratransit Co-Pay	\$ 175,000	\$ 91,942	\$ 175,000	\$ 59,990	34.3%
Agency Fare	\$ 180,500	\$ 88,189	\$ 180,500	\$ 117,021	64.8%
Local Reimbursement	\$ 3,200	\$ 503	\$ 3,200	\$ 458	14.3%
State PT Assistance	\$ 61,900	\$ 61,475	\$ 61,900	\$ 62,450	100.9%
Total Paratransit	<u>\$ 420,600</u>	<u>\$ 242,108</u>	<u>\$ 420,600</u>	<u>\$ 239,919</u>	57.0%
Federal Assistance	\$ 1,787,100	\$ -	\$ 1,787,100	\$ -	0.0%
State Assistance	\$ 1,402,900	\$ 342,057	\$ 1,402,900	\$ 1,329,289	94.8%
EC County Assistance	\$ 134,800	\$ 73,464	\$ 134,800	\$ 81,559	60.5%
Altoona Assistance	\$ 67,900	\$ -	\$ 67,900	\$ -	0.0%
Total Assistance	<u>\$ 3,392,700</u>	<u>\$ 415,521</u>	<u>\$ 3,392,700</u>	<u>\$ 1,410,848</u>	41.6%
Advertising	\$ 52,000	\$ 21,793	\$ 52,000	\$ 44,753	86.1%
Vending Commission	\$ -	\$ 2,373	\$ -	\$ 2,173	
Gifts & Donations	\$ -	\$ -	\$ -	\$ -	
Other Penalties	\$ -	\$ 36	\$ -	\$ -	
Miscellaneous	\$ 1,000	\$ 266	\$ 1,000	\$ 327	32.7%
General Fund - Operation:	\$ 1,106,000	\$ -	\$ 1,106,000	\$ 672,465	60.8%
Sale of Capital Assets	\$ -	\$ 1,311	\$ -	\$ -	
Fund Balance Applied	\$ -	\$ -	\$ -	\$ -	
Fund Balance Used for CI	\$ -	\$ -	\$ -	\$ -	
Total Other	<u>\$ 1,159,000</u>	<u>\$ 25,779</u>	<u>\$ 1,159,000</u>	<u>\$ 719,717</u>	62.1%
TOTAL REVENUES	<u>\$ 5,811,500</u>	<u>\$ 1,226,118</u>	<u>\$ 5,818,800</u>	<u>\$ 2,918,232</u>	50.2%

Eau Claire Transit System

Operating Expenses

Report Date: July 31, 2019

% of Year Expired: 58.3%

	Prior Year		Current Year		
	2018 Budget	2018 Y-T-D	2019 Budget	2019 Y-T-D	% of Budget
Admin Wages	\$ 285,065	\$ 165,103	\$ 300,500	\$ 156,697	52.1%
Admin OT Wages	\$ 12,000	\$ 1,170	\$ 12,000	\$ 1,393	11.6%
Admin Benefits	\$ 212,685	\$ 123,701	\$ 211,239	\$ 102,713	48.6%
Operator Wages	\$ 1,342,120	\$ 690,408	\$ 1,414,400	\$ 726,747	51.4%
Operator OT Wages	\$ 23,000	\$ 49,073	\$ 23,000	\$ 62,314	270.9%
Operator Benefits	\$ 714,726	\$ 343,298	\$ 687,355	\$ 374,870	54.5%
Shop Wages	\$ 251,415	\$ 141,356	\$ 266,900	\$ 145,850	54.6%
Shop OT Wages	\$ 23,800	\$ 16,584	\$ 23,800	\$ 36,867	154.9%
Shop Benefits	\$ 150,489	\$ 70,088	\$ 124,206	\$ 78,888	63.5%
Total Payroll	<u>\$ 3,015,300</u>	<u>\$ 1,600,780</u>	<u>\$ 3,063,400</u>	<u>\$ 1,686,340</u>	55.0%
Printing & Binding	\$ 15,300	\$ 6,433	\$ 15,300	\$ 4,631	30.3%
Advertising & Marketing	\$ 30,000	\$ 7,442	\$ 30,000	\$ 10,312	34.4%
Custodial	\$ 17,900	\$ 10,782	\$ 17,900	\$ 11,078	61.9%
Security	\$ 33,200	\$ 17,900	\$ 33,200	\$ 17,790	53.6%
Utilities	\$ 12,200	\$ 5,299	\$ 12,200	\$ 6,014	49.3%
Ins & Admin Charges	\$ 184,200	\$ 107,935	\$ 177,000	\$ 107,499	60.7%
Misc. Services	\$ 314,300	\$ 163,622	\$ 377,300	\$ 193,913	51.4%
Total Services	<u>\$ 607,100</u>	<u>\$ 319,413</u>	<u>\$ 662,900</u>	<u>\$ 351,236</u>	53.0%
Office Supplies	\$ 4,400	\$ 1,958	\$ 4,400	\$ 798	18.1%
Uniforms & Clothing	\$ 12,200	\$ 542	\$ 12,200	\$ 2,779	22.8%
Gas	\$ 2,700	\$ 645	\$ 2,700	\$ 536	19.9%
Diesel Fuel	\$ 419,400	\$ 172,142	\$ 419,400	\$ 159,734	38.1%
Motor Oil	\$ 20,500	\$ 10,403	\$ 20,500	\$ 7,866	38.4%
Tires	\$ 37,300	\$ 22,583	\$ 38,300	\$ 15,628	40.8%
Supplies	\$ 270,500	\$ 182,928	\$ 274,800	\$ 394,090	143.4%
Tool/Shop	\$ 7,500	\$ 5,737	\$ 7,500	\$ 5,921	79.0%
Equip Purchase	\$ -	\$ 1,824	\$ -	\$ -	
Misc. Materials/Supplies	\$ 4,900	\$ 241	\$ 4,900	\$ 1,579	32.2%
Total Materials/Supplies	<u>\$ 779,400</u>	<u>\$ 399,001</u>	<u>\$ 784,700</u>	<u>\$ 588,932</u>	75.1%
Purchased Transp.	\$ 1,307,200	\$ 667,250	\$ 1,314,200	\$ 626,622	47.7%
Paratransit Cer	\$ 64,600	\$ 40,976	\$ 68,000	\$ 34,916	51.3%
Total Paratransit	<u>\$ 1,371,800</u>	<u>\$ 708,225</u>	<u>\$ 1,382,200</u>	<u>\$ 661,538</u>	47.9%
Unfund Pen	\$ 37,900	\$ 22,108	\$ 37,900	\$ 22,108	58.3%
Loss on Disp of Equip	\$ -	\$ -	\$ -	\$ -	
Capital Purchases	\$ -	\$ -	\$ -	\$ -	
Depreciation	\$ -	\$ -	\$ -	\$ -	
Other Charges/Adj	\$ -	\$ -	\$ -	\$ -	
Total Other	<u>\$ 37,900</u>	<u>\$ 22,108</u>	<u>\$ 37,900</u>	<u>\$ 22,108</u>	58.3%
TOTAL EXPENSES	<u><u>\$ 5,811,500</u></u>	<u><u>\$ 3,049,527</u></u>	<u><u>\$ 5,931,100</u></u>	<u><u>\$ 3,310,155</u></u>	55.8%

Eau Claire Transit System

Operating Revenues

Report Date: August 31, 2019

% of Year Expired: 66.7%

	Prior Year		Current Year		
	2018 Budget	2018 Y-T-D	2019 Budget	2019 Y-T-D	% of Budget
Full Fare Cash	\$ 73,000	\$ 50,239	\$ 73,000	\$ 46,369	63.5%
Full Fare Pass	\$ 122,000	\$ 114,720	\$ 122,000	\$ 108,000	88.5%
Full Fare Tickets	\$ 47,800	\$ 19,812	\$ 47,800	\$ 30,692	64.2%
Tokens Redeemed	\$ -	\$ 4,233	\$ -	\$ -	
Day Pass	\$ 51,700	\$ 25,493	\$ 51,700	\$ 18,825	36.4%
Total Full Adult Fares	<u>\$ 294,500</u>	<u>\$ 214,496</u>	<u>\$ 294,500</u>	<u>\$ 203,886</u>	69.2%
Income-Qualifying Cash	\$ -	\$ 177	\$ 1,900	\$ 549	28.9%
Income-Qualifying Pass	\$ -	\$ 2,610	\$ 5,400	\$ 4,950	91.7%
Total I-Q Fares:	<u>\$ -</u>	<u>\$ 2,787</u>	<u>\$ 7,300</u>	<u>\$ 5,499</u>	75.3%
Reduced Fare Cash	\$ 15,000	\$ 14,705	\$ 15,000	\$ 9,755	65.0%
Reduced Fare Pass	\$ 70,000	\$ 55,529	\$ 70,000	\$ 58,337	83.3%
Reduced Fare Tickets	\$ 7,800	\$ 4,747	\$ 7,800	\$ 6,667	85.5%
Total Reduced Fares	<u>\$ 92,800</u>	<u>\$ 74,981</u>	<u>\$ 92,800</u>	<u>\$ 74,759</u>	80.6%
Student Fare Cash	\$ 21,000	\$ 8,571	\$ 21,000	\$ 8,024	38.2%
Student Fare Tickets	\$ 1,900	\$ 1,551	\$ 1,900	\$ 1,748	92.0%
Student MAX Pass	\$ 21,200	\$ 21,210	\$ 21,200	\$ 23,615	111.4%
CVTC Student Pass	\$ 11,800	\$ 6,875	\$ 11,800	\$ 3,500	29.7%
UW - Eau Claire	\$ 389,000	\$ 389,000	\$ 389,000	\$ 396,000	101.8%
Pool/Library	\$ 7,000	\$ 625	\$ 7,000	\$ -	0.0%
Total Student Fares	<u>\$ 451,900</u>	<u>\$ 427,833</u>	<u>\$ 451,900</u>	<u>\$ 432,886</u>	95.8%
Paratransit Co-Pay	\$ 175,000	\$ 91,942	\$ 175,000	\$ 68,730	39.3%
Agency Fare	\$ 180,500	\$ 88,189	\$ 180,500	\$ 134,283	74.4%
Local Reimbursement	\$ 3,200	\$ 623	\$ 3,200	\$ 458	14.3%
State PT Assistance	\$ 61,900	\$ 61,475	\$ 61,900	\$ 62,450	100.9%
Total Paratransit	<u>\$ 420,600</u>	<u>\$ 242,228</u>	<u>\$ 420,600</u>	<u>\$ 265,920</u>	63.2%
Federal Assistance	\$ 1,787,100	\$ -	\$ 1,787,100	\$ 1,209,167	67.7%
State Assistance	\$ 1,402,900	\$ 1,368,229	\$ 1,402,900	\$ 1,460,579	104.1%
EC County Assistance	\$ 134,800	\$ 90,758	\$ 134,800	\$ 81,559	60.5%
Altoona Assistance	\$ 67,900	\$ 33,539	\$ 67,900	\$ 34,559	50.9%
Total Assistance	<u>\$ 3,392,700</u>	<u>\$ 1,492,526</u>	<u>\$ 3,392,700</u>	<u>\$ 2,785,863</u>	82.1%
Advertising	\$ 52,000	\$ 27,383	\$ 52,000	\$ 49,988	96.1%
Vending Commission	\$ -	\$ 2,373	\$ -	\$ 2,559	
Gifts & Donations	\$ -	\$ -	\$ -	\$ -	
Other Penalties	\$ -	\$ 72	\$ -	\$ -	
Miscellaneous	\$ 1,000	\$ 589	\$ 1,000	\$ 4,011	401.1%
General Fund - Operations	\$ 1,106,000	\$ -	\$ 1,106,000	\$ 768,532	69.5%
Sale of Capital Assets	\$ -	\$ 1,311	\$ -	\$ -	
Fund Balance Applied	\$ -	\$ -	\$ -	\$ -	
Fund Balance Used for CII	\$ -	\$ -	\$ -	\$ -	
Total Other	<u>\$ 1,159,000</u>	<u>\$ 31,727</u>	<u>\$ 1,159,000</u>	<u>\$ 825,090</u>	71.2%
TOTAL REVENUES	<u>\$ 5,811,500</u>	<u>\$ 2,486,578</u>	<u>\$ 5,818,800</u>	<u>\$ 4,593,902</u>	78.9%

Eau Claire Transit System

Operating Expenses

Report Date: August 31, 2019

% of Year Expired: 66.7%

	Prior Year		Current Year		
	2018 Budget	2018 Y-T-D	2019 Budget	2019 Y-T-D	% of Budget
Admin Wages	\$ 285,065	\$ 188,748	\$ 300,500	\$ 181,284	60.3%
Admin OT Wages	\$ 12,000	\$ 1,420	\$ 12,000	\$ 1,393	11.6%
Admin Benefits	\$ 212,685	\$ 140,572	\$ 211,239	\$ 118,514	56.1%
Operator Wages	\$ 1,342,120	\$ 788,787	\$ 1,414,400	\$ 820,899	58.0%
Operator OT Wages	\$ 23,000	\$ 51,538	\$ 23,000	\$ 70,935	308.4%
Operator Benefits	\$ 714,726	\$ 392,770	\$ 687,355	\$ 425,256	61.9%
Shop Wages	\$ 251,415	\$ 160,738	\$ 266,900	\$ 166,901	62.5%
Shop OT Wages	\$ 23,800	\$ 20,974	\$ 23,800	\$ 41,744	175.4%
Shop Benefits	\$ 150,489	\$ 81,468	\$ 124,206	\$ 91,067	73.3%
Total Payroll	<u>\$ 3,015,300</u>	<u>\$ 1,827,015</u>	<u>\$ 3,063,400</u>	<u>\$ 1,917,993</u>	62.6%
Printing & Binding	\$ 15,300	\$ 7,496	\$ 15,300	\$ 5,218	34.1%
Advertising & Marketing	\$ 30,000	\$ 16,050	\$ 30,000	\$ 14,462	48.2%
Custodial	\$ 17,900	\$ 12,345	\$ 17,900	\$ 12,660	70.7%
Security	\$ 33,200	\$ 20,343	\$ 33,200	\$ 20,840	62.8%
Utilities	\$ 12,200	\$ 5,669	\$ 12,200	\$ 6,130	50.2%
Ins & Admin Charges	\$ 184,200	\$ 123,365	\$ 177,000	\$ 122,856	69.4%
Misc. Services	\$ 314,300	\$ 181,364	\$ 377,300	\$ 230,932	61.2%
Total Services	<u>\$ 607,100</u>	<u>\$ 366,634</u>	<u>\$ 662,900</u>	<u>\$ 413,098</u>	62.3%
Office Supplies	\$ 4,400	\$ 2,058	\$ 4,400	\$ 877	19.9%
Uniforms & Clothing	\$ 12,200	\$ 9,026	\$ 12,200	\$ 3,487	28.6%
Gas	\$ 2,700	\$ 744	\$ 2,700	\$ 685	25.4%
Diesel Fuel	\$ 419,400	\$ 198,119	\$ 419,400	\$ 181,543	43.3%
Motor Oil	\$ 20,500	\$ 12,144	\$ 20,500	\$ 9,529	46.5%
Tires	\$ 37,300	\$ 23,850	\$ 38,300	\$ 18,285	47.7%
Supplies	\$ 270,500	\$ 214,858	\$ 274,800	\$ 412,424	150.1%
Tool/Shop	\$ 7,500	\$ 7,053	\$ 7,500	\$ 6,002	80.0%
Equip Purchase	\$ -	\$ 11,384	\$ -	\$ -	
Misc. Materials/Supplies	\$ 4,900	\$ 331	\$ 4,900	\$ 1,584	32.3%
Total Materials/Supplies	<u>\$ 779,400</u>	<u>\$ 479,568</u>	<u>\$ 784,700</u>	<u>\$ 634,415</u>	80.8%
Purchased Transp.	\$ 1,307,200	\$ 668,210	\$ 1,314,200	\$ 717,924	54.6%
Paratransit Cer	\$ 64,600	\$ 40,976	\$ 68,000	\$ 39,914	58.7%
Total Paratransit	<u>\$ 1,371,800</u>	<u>\$ 709,185</u>	<u>\$ 1,382,200</u>	<u>\$ 757,838</u>	54.8%
Unfund Pen	\$ 37,900	\$ 25,267	\$ 37,900	\$ 25,267	66.7%
Loss on Disp of Equip	\$ -	\$ -	\$ -	\$ -	
Capital Purchases	\$ -	\$ -	\$ -	\$ -	
Depreciation	\$ -	\$ -	\$ -	\$ -	
Other Charges/Adj	\$ -	\$ -	\$ -	\$ -	
Total Other	<u>\$ 37,900</u>	<u>\$ 25,267</u>	<u>\$ 37,900</u>	<u>\$ 25,267</u>	66.7%
TOTAL EXPENSES	<u><u>\$ 5,811,500</u></u>	<u><u>\$ 3,407,669</u></u>	<u><u>\$ 5,931,100</u></u>	<u><u>\$ 3,748,611</u></u>	63.2%

Complaint Report

April 1st - June 30th, 2019

Summary

Complaint Type & Count	Unfounded	Total
Rude	1	0
Missed Pickup	3	2
Driving Habit	5	4
Other	1	0
Total	10	6

Date	Complaint Type	Method	Description	Action Taken	Unfounded
1-Apr	Other	Voicemail	Caller left message stating that they did not think it was fair to have to show a Medicare Card or Reduced Fare Permit Card to get the Reduced Fare.	Voicemail was forwarded to Transit Manager, but no name or callback number were left. Voicemail left at the number listed on the caller ID was never returned and all methods of contacting complainant were unsuccessful.	X
3-Apr	Driving Habit	Voicemail	Caller reported that bus did not yield appropriately when approaching uncontrolled intersection on Chapin at Woodland.	Video showed bus approaching stop and other vehicle pulled up and stopped so driver continued on. Supervisor reviewed uncontrolled intersection procedure with driver.	
8-Apr	Driving Habit	Phone	Caller alleged that a bus was travelling up to 10 MPH over the posted Speed Limit along State Street near UWEC.	GPS data shows driver slightly over the posted limit at times, but not anywhere near 10 MPH over. Supervisor did follow up with driver to discuss safe driving.	
15-Apr	Missed Pickup	Voicemail	Caller claims that he made eye contact with driver and pointed to the bus stop which he was a short distance from. Caller further claims that driver shook his head "no", dropped someone at the stop, and drove away while caller was only "5 steps away"	Video showed the caller on the opposite side of the street and ~1 block from stop when the bus stopped. The video did not capture the alleged exchange between the caller and driver. Supervisor followed up with caller to explain the stop policy.	X
8-May	Driving Habit	Voicemail	Caller claimed that she watched a city bus run 2 stop signs and a red light. Also claimed bus was making fast and sharp corners.	Supervisor reviewed 3 hours of driving during the time frame in question and found no evidence of bad driving on the part of the driver.	X
28-May	Driving Habit	Phone	Caller claimed that a City bus did not stop for a stop sign and the caller had to take evasive action to avoid a collision.	Supervisor followed up with driver, up to and including disciplinary action.	
28-May	Missed Pickup	Phone	Caller claimed she was waiting at the Family Video on Oxford and bus drove by without stopping.	Bus stop had been moved further down the block, towards the Brewing Projekt, for safety/traffic reasons. Caller was waiting at old stop location.	

31-May	Driving Habit	Phone	Store Manager from Target expressed concern about the safety of buses going behind the store. Transit Manager discussed options with her, and decided that ECT would ask drivers to go more slowly and carefully behind the building.	Supervisor posted Memo to drivers asking them to reduce speed through the area.	
26-Jun	Missed Pickup	Phone	Caller claimed that bus picked her up late at Mayo and she told the driver she needed a transfer, but he never called ahead and she missed her transfer.	Video surveillance confirms passenger's account of events. Supervisor reviewed incident with the driver.	
29-Jun	Rude	Email	Complainant alleged that driver was rude to her, and that this particular driver is always "mean" and "a jerk" to her	Video showed that driver explained the policy against "riding around" to the passenger who made the complaint. Video/Audio did not show any rude behavior on the part of the driver, rather he remained friendly yet firm, and never left his seat. Passenger immediately became aggressive and told the driver she would be making a complaint against him. Driver gave her the phone number for the office, wished her a good night, and after she got off the bus, radioed in the incident to a supervisor.	X



EAU CLAIRE TRANSIT

MANAGER'S REPORT

OCTOBER 16, 2019

SUMMARY OF INCOME QUALIFYING FARE USAGE

Included in your packet is a summary of the usage of the new fare that is for those people who are experiencing low income.

UPDATE ON BUDGET PROCESS FOR THE CITY

Work sessions have been scheduled for the City Council with the City Manager in order to finish the operating budget for 2020. Once individual items are worked out the budget will go to public hearing in November and the council will make a final vote. I have not received any direction from the Community Services Director to make any changes at this time.

New Income-Qualifying Fare Progress Report

	Apps Received	Permits Issued	\$1.50 Trips	Passes Sold	\$45 Pass Trips
January	0	0	68	9	456
February	1	1	46	8	368
March	2	2	40	14	735
April	1	1	81	7	631
May	7	8	37	7	542
June	2	2	32	6	633
July	7	10	28	9	675
August	1	1	32	9	719
September	2	7	16	10	585
October					
November					
December					
Total:	23	32	380	79	5344