

### **City of Appleton**

### Meeting Agenda - Final-revised

### Fox Cities Transit Commission

Wedn	esday, July 25, 20	18	2:00 PM	Council Chambers, 6th Floo
1.	Call meetir	g to order		
2.	Roll call of	membership		
3.	Approval o	f minutes from p	previous meeting	
	<u>18-1126</u>	Approval of m	inutes from previous meeting	
		<u>Attachments:</u>	MeetingMinutes19-Jul-2018-12-39-27.pdf	
4.	Public Hea	rings/Appeara	nces	
	<u>18-1127</u>	Public Particip	pation on Agenda Items	
5.	Action Iter	ns		
	<u>18-1128</u>	Approval of pa	ayments	
		Attachments:	May & June 2018 Check Register.pdf	
		1	May 2018 P-Card Report.pdf	
		2	June 2018 P-Card Report.pdf	
	<u>18-1129</u>	Authorization	to Accept Buses from Go Transit	
6.	Informatio	n Items		
	<u>18-1130</u>	Valley Transit	2017 Audit	
	<u>18-1145</u>	Valley Transit	Disadvantaged Enterprise Program	
		<u>Attachments:</u>	FCTC DBE Goal 2019.pdf	
	<u>18-1131</u>	Financial Rep	ort	
		Attachments:	June 2018 FCTC Monthly Income Statement.	<u>pdf</u>
		2	June 2018 FCTC Monthly Income Statement	PT.pdf
		<u> </u>	May 2018 FCTC Monthly Income Statement.p	<u>odf</u>
		<u> </u>	May 2018 FCTC Monthly Income Statement F	<u>PT.pdf</u>

<u>18-1132</u>	Ridership and Revenue
	Attachments: June 2018 Ridership.pdf
	May 2018 Ridership.pdf
<u>18-1133</u>	Key Performance Indicators (2nd Quarter)

Attachments: 2018 Q2 KPI.pdf

- <u>18-1134</u> Request for Future Agenda Items
- 7. Next Meeting Date & Time
  - August 8, 2018, 2:00 PM
  - August 22, 2018, 2:00 PM

#### 8. Adjournment

Notice is hereby given that a quorum of the Common Council may be present during this meeting, although no Council action will be taken.

Reasonable Accommodations for Persons with Disabilities will be made upon Request and if Feasible.



## City of Appleton

### Meeting Minutes - Final Fox Cities Transit Commission

Wedn	esday, June 13, 2018		2:00 PM	Council Chambers, 6th Floor
1.	Call meeting to o	rder		
2.	Roll call of memb	pership		
		Wils	imor, Detienne, Vice Chair Buckingham, Nau, on, Dexter, VandeHey and Stephenson vn, Lobner and Martin	Dearborn, Wurdinger,
3.	Approval of minu	tes from previ	ious meeting	
	<u>18-0874</u>	Approval of m	ninutes from previous meeting	
		Attachments:	MeetingMinutes 05-23-18.pdf	
			Detienne moved, seconded by Commission approved. Voice Vote. Motion Carried.	er Wurdinger, that
4.	Public Hearings	Appearances	5	
	<u>18-0875</u>	Public Partici	pation on Agenda Items	
		There was no p	ublic participation on the agenda items.	
5.	Action Items			
	<u>18-0876</u>	Authorization	to Purchase Three New Buses	
		<u>Attachments:</u>	Request for Authorization to Purchase Buse	<u>s 06.2018 (002).pdf</u>
			Wurdinger moved, seconded by Commissio tem be recommended for approval. Voice Ve	
	<u>18-0877</u>	Authorization	to Purchase Intelligent Transit System	1
		<u>Attachments:</u>	Memo to Purchase ITS System 06.2018.pdf	-
			Detienne moved, seconded by Commission tem be recommended for approval. Voice Vo	-

#### 6. Information Items

<u>18-0878</u>	Updated Table of Organization
	Attachments: Table of Organization May 2018.pdf
	This Presentation was presented.
<u>18-0879</u>	Request for Future Agenda Items
	This Presentation was presented.

#### 7. Next Meeting Date & Time - July 25, 2018, 2:00 PM

#### 8. Adjournment

A motion was made by Commissioner Nau, seconded by Commissioner Detienne, that this meeting was adjourned. The motion carried unanimously.

Page - 1 Date - 07/17/18

Check No.	Check Date	Payee Number	Payee Name	Voucher Number	Explanation -Remark-	Payment Amount	Bus. Unit		Sub	Sub1	Voucher Amount	Dis Take
535002	05/02/18	252304	GENFARE, DIVISION	382120	D22597-0001 TRIM CON	1,667.33-	580	2160			1,667.33	
total											1,667,33	
535012		18438	LEVENHAGEN OIL CO	382122 382122	#2 Ultra Low Sulfur #2 Ultra Low Sulfur	35,987,59-		2160 6322			16,668.61 7.51-	
total											16,661.10	
535014		180700	LUMINATOR MASS TR	382075	System Controller, M Front Sign 14x112, C Freight	3,463.75-	580	2160 2160 2160			907.59 2,530.57 25.59	
total											3,463.75	
535042		313461	RED SHOES PR. INC	382124	April Services	4,261.25-	580	2160			4,261.25	
total											4.261.25	
535080		315467	HUNT, LISA	382114	connector ticket ref	60.00-	580	2131			60.00	
total											60.00	
535090	05/09/18	224354	ABC BUS, INC.		bus parts bus parts	487.24-		6326 6326			75.45 411.79	
total											487.24	
535091		308646	ADVANCED CORROSIO	382166	inspection	300.00-	5830	6416			300.00	
total											300.00	
535094		15755	BAYCOM, INC.	382253	radio parts	117.00-	5820	6804	1		117.00	
total											117.00	
535109		95126	EJ ARENA SPORTS,	382181	uniforms	46.00-	5840	6321	1		46.00	
total											46.00	
535111		182561	ERGOMETRICS & APP	382182 382183 382184	start operator test start operator test start operator test	440.00-	5810 5810 5810	6201			$150.00 \\ 150.00 \\ 140.00$	
total											440.00	
535115		70519	FICO, JAMES M. PH	382259	road supervisor test	1,000.00-	5810	6205			500.00	
total											500.00	
535127		252304	GENFARE, DIVISION		freight freight	116.46-	5810 5810				89.80 26.66	
total											116.46	
535128		162894	GILLIG LLC	382271	bus parts	36.60-	5820	6326			36.60	
total											36.60	
535138		18850	LAKESHORE CLEANER	382279 382280 382281	snow removal snow removal snow removal	79,005.37-	5830 5830 5830	6440			714.51 8,645.29 450.00	
total											9,809.80	
535145		162907	MCI SERVICE PARTS	382289	order 7m306/00	955.12-	5820	6326			955.12	
total											955.12	
535152		297369	PERFORMA, INC	382206	heating upgrades	2,400.00-	5830	6803		1800	2,400.00	
total					1						2,400.00	

Check No.	Check Date	Payee Number	Payee Name	Voucher Number	Explanation -Remark-	Payment Amount	Bus. Unit	Obj Acct	Sub	Sub 1	Voucher Amount	Dis Take
535165	05/09/18	8942	ULTIMATE CLEANING	382216 382217	cleaning cleaning	560.52-		6599 6599			85.92 474.60	<b>-</b>
total											560.52	
535206	05/16/18	58712	AT&T	382412	5/18 security system	684.15-	5810	6413	7		273.66	
total											273.66	
535210		182019	CALUMET COUNTY DE		service/fares service/fares	1,359.49-		4875 6408		1818 1818	1,918.40- 3,277.89	
total											1,359.49	
535219		35828	DEPARTMENT OF WOR	382335	reimb of unemploymen	1,365.81-	5840	6155			1,365.81	
total											1,365,81	
535227		162886	FOX VALLEY CAB	382342 382342 382342 382342 382342	nw-dar fare nw-dar fare nw-dar fare nw-dar fare nw-dar fare nw-dar fare	7,906.50-	5860 5860 5860 5860 5860 5860	4875 4875 6408 6408		1816 1816 1813 1813 1813 1813	1,946.00- 262.50- 427.00- 7,784.00 1,050.00 1,708.00	
total											7,906.50	
535243		312240	IONIC STRUCTURES	382396	Site visit - mainten	795.60-	580	2160			795.60	
total											795.60	
535245		17806	KOBUSSEN BUSES, L	382351		54,334.40-	5860 5860 5860	6408		1809 1809 1808	3.996.00- 16,617.40 41,713.00	
total											54,334.40	
535246		196091	KWIK TRIP, INC	382353 382353 382353	fue] fue] fue]	1,674.08-	5820 5840 5840	6322			309.26 1.412.92 48.10-	
total											1,674.08	
535256		116759	NEW HOPE CENTER,	382358	april 2018 service	18,378.10-	5860	6408		1815	18,378.10	
total											18,378.10	
535266		246271	RUNNING, INC.	382363 382363	VTII Premium VTII Agency Local Share of Agenc	171,900.00-	580 580	2130 2132 2132			7,782.00 18,540.00	
				382363	VTII Basic Local Share of Agenc		5850	2133 4230			8,920.00	
				382363 382363	Tickets VTII Cash Fares		5850 5850	4875		$1805 \\ 1805$	35,242.00- 4,618.00-	
				382363	VT II Fuel Escalator		5850 5850	6408		1805	137,680.10	
				382363 382363 382363 382363 382364 382364	Elderly Fares Sunday Fares Elderly Sunday Connector Tickets Agency Local Share		5860 5860 5860 5860 580 580	4875 4875 6408 6408 2131 2131		1806 1807 1806 1807	1.052.00- 1.023.00- 4.247.45 1.501.95 2.335.00 432.00	
				382364 382364 382364 382364 382364 382364 382364 382364 382364	Agency Local Share Connector ESA Fares Connector ESH Fares ESA Ticket Revenue ESH Ticket Revenue Connector ESA Connector ESH Fuel escalator/deesc		5860 5860 5860 5860 5860 5860 5860 5860	4230 4875 4875 4875 4875 6408 6408 6408 6408		1819 1820 1819 1820 1819 1820 1819 1819 1819	432.00- 1,141.00- 5.988.00- 523.00- 1.812.00- 8.528.00 33.280.00	ı
total				002000	ochst march service		5860	0400		1810	484.50 171,900.00	

Page	-	3
Date		07/17/18
Date	-	0//1//10

Check No.	Check Date	Payee Number	Payee	Name	Voucher Number	Explanation -Remark-	Payment Amount	Bus. Unit		Sub	Sub1	Voucher Amount	Dis Take
535295	05/16/18	315601	SEEFELDT,	KRISTIN	382381	basit vtii ticket re	80.00-	580	2133			80.00	
total												80.00	
535305	05/23/18	224354	ABC BUS,	INC.	382493	bus parts	57.90-	5820	6326			57.90	
total												57.90	
535345		18438	LEVENHAGE	N OIL CO	382577	#2 Ultra Low Sulfur	17,303.04-	580	2160			17,303.04	
total												17,303.04	
535366		18711	RICOH USA	, INC.	382536	VT Lease VT Lease VT Copies	7,649.78-	5810	6320 6320 6320	1 1 1		31.34 195.51 91.79	
total												318.64	
535376		8942	ULTIMATE	CLEANING	382547 382548	cleaning cleaning	32,817.29-		6599 6599			85.92 474.60	
total												560.52	
535386		37022	WE ENERGI	ES	382560 382560 382560 382560 382560 382560	7216-827-232 Elec 7216-827-232 Gas 5028-442-903 5070-604-479 0425-072-359 6404-083-107	34,494,48-	5810 5810 5810 5810 5810 5810	6413 6413 6413 6413	1 2 1 2 1 2		1,171.53 90.70 2,534.61 1,352.95 492.38 12.58	
total												5,654.75	
535509	06/06/18	21830	ENERGY CO	NTROL AN	382707	bus garage hvac repl	54,150.00-	5830	6803		1800	54,150.00	
total												54,150.00	
535518		257295	FSC FINAN	CIAL SYS	382709	currency discriminat	2,015.00-	5810	6327			2,015.00	
total												2,015.00	
535520		252304	GENFARE, I	DIVISION		S/A CABLE TRIM (W4) S/A CONVEYOR	4,870.28-		2160 2160			35.20 4,835.08	
total												4,870.28	
535526		258503	Hoglund Bi	US AND T	382784	license plates	90.00-	5840	6303			90.00	
total												90.00	
535579		315900	PRICE, LI	NDA	382725	ticket reimb	40.00-	580	2133			40.00	
total												40.00	
535609	06/13/18	182019	CALUMET CO	DUNTY DE		service/fares service/fares	1,066.88-	5860 5860			1818 1818	1,307.80- 2,374.68	
total												1,066.88	
535620		35828	DEPARTMEN	T OF WOR	382901	reimb unemployment b	701.42-	5840	6155			701.42	
total												701.42	
535635		162886	FOX VALLEY	Y CAB	382924 382924 382924 382924 382924 382924 382924	nw dar fares nw dar fares nw dar fares nw dar fares nw dar fares nw dar fares	8,883.00-	5860 5860 5860 5860 5860 5860	4875 4875 6408 6408		1813 1813 1813 1813 1813 1813 1813	2,149.00- 262.50- 549.50- 8,596.00 1,050.00 2,198.00	
total												8,883.00	_
535639		35641	GARROW OIL	_ CORPOR		#2 Ultra Low Sulfur #2 Ultra Low Sulfur	16,229.98-	580 5840	2160 6322			16,229.63 .35	

Page - 4 Date - 07/17/18

Check No.	Check Date	Payee Number	Payee Name	Voucher Number	Explanation -Remark-	Payment Amount	Bus. Unit	Obj Acct	Sub	Sub1	Voucher Amount	Dis Take
total											16,229.98	<b></b>
535649		17806	KOBUSSEN BUSES, L	382925 382925 382926	rural fares rural fares may sheltered worksh	59,788.93-	5860	4875 6408 6408		1809	4,158.00- 17,645.50 46,301.43	
total											59,788.93	
535650		196091	KWIK TRIP, INC	382861 382861		3,252.85-		6322 6322			325.42 2,927.43	
total											3,252.85	
535663		257341	NATIONWIDE TRUST	382983 382983	pehp plan contributi pehp plan contributi	50,096.37-		6114 6115			20,118.68 387.92	
total											20,506.60	
535664		116759	NEW HOPE CENTER,	382928	may service	19,821.34-	5860	6408		1815	19,821.34	
total											19,821.34	
535682		313461	RED SHOES PR. INC	382949	May Services	5,575.50-	580	2160			5,575,50	
total											5,575.50	
535683		246271	RUNNING, INC.	382931 382931 382931 382931 382931 382931 382931 382931 382931 382931 382931 382931 382931 382932 382932 382932 382932 382932 382932 382932 382932 382932 382932 382932 382932 382932	Connector Tickets Agency Local Share Agency Local Share Connector ESA Fares ESA Ticket Revenue ESH Ticket Revenue Connector ESA	185,580.34-	580 580 5850 5850 5850 5850 5850 5850 5	4875 4875 6408 2131 2131 4230 4875 4875 4875 4875 6408 6408 6408 6408		1806 1807 1806 1807 1819 1820 1819 1820 1819 1820 1819 1810 1810	$\begin{array}{c} 7,842.00\\ 20,072.40\\ 25,326.75\\ 10,217.60\\ 25,326.75\\ 38,132.00\\ 5,826.00\\ 152,963.30\\ 1.434.30\\ 932.00\\ 1.155.00\\ 1.966.00\\ 1.96$	
tota]									_		185,580.34	
	06/20/18	58712	AT&I	383045	6/18 security system	684.15-	5810	6413	7		273.66	
total		16765		000104							273.66	
535751		15/55	BAYCOM, INC.	383104 383105	radio parts radio parts	955,15-	5820 5820				348.00 607.15	
total		01(105		000100		050.00	5010				955.15	
535755		316195	BUS COALITION, IN	383106	2018 due	250.00-	5810	6303			250.00	
total		01000		000110	t	0.000.00	5000	c		1000	250.00	
535765		21830	ENERGY CONTROL AN	383118	bus garage hvac repl	9,390.00-	5830	0803		1800	9,390.00	
total				000101		1 000 00		~ 4 4 ~			9,390.00	
535771		90190	FOX CITIES SHEET	383124	snelter repair	1,960.00-	5830	6416			1,960.00	

Check Check Payee Voucher Explanation Payment Bus. 0bj Sub Voucher Dis Date Number Payee Name Sub1 No. Number -Remark-Amount Unit Acct Amount Take -------total 1,960.00 535775 35641 GARROW OIL CORPOR 383126 fuel 36,349.18-5840 6322 16,542.60 tota] 16,542.60 535798 96524 MIRON CONSTRUCTIO 383150 vt bus pit modificat 15.903.93-5830 6803 1800 15,903.93 tota] 15,903.93 535810 297369 PERFORMA, INC 383160 heating upgrades 2,400.00-5830 6803 1800 2,400.00 total 2,400.00 535816 383030 VT Lease 18711 RICOH USA, INC. 8,134.58-5810 6320 1 31.34 383030 VT Lease 5810 6320 1 195.51 383030 VT Copies 5810 6320 1 115.94 total 342.79 535827 8942 ULTIMATE CLEANING 383168 future neenah 33.779.85-5830 6599 128.88 cleaning 5830 6599 383169 474.60 total 603.48 5820 6326 535862 06/27/18 224354 ABC BUS. INC. 383186 bus parts 167.70-75.00 383187 bus parts 5820 6326 92.70 total 167.70 535872 15755 BAYCOM. INC. 383195 radio parts 450.00-5820 6326 450.00 total 450.00 535878 180890 CHEMSTATION WISCO 383202 cleaning solution 1,518.00-5820 6309 1 1.518.00 total 1,518.00 535902 1800 312240 IONIC STRUCTURES 383225 maint pit project 840.00-5830 6803 840.00 total 840.00 580 2160 535920 288606 POMP'S TIRE - APP 383317 TRANSFORCE HT 6.367.80-306.00 580 2160 383318 TRANSFORCE HT 612.00 383319 305/70R22.5 BRM 348B 580 2160 5,449.80 total 6,367.80 VT Lease 535922 18711 RICOH USA, INC. 383241 8,346.88-5810 6320 31.34 1 383241 VT Lease 5810 6320 1 195.51 VT Copies 383241 1 5810 6320 155.74 total 382.59 37022 WE ENERGIES 383277 32,605.90-1,194.88 535948 7216-827-232 Elec 5810 6413 1 2 1 383277 7216-827-232 Gas 5810 6413 13.44 2,200.28 383277 5028-442-903 5810 6413 5070-604-479 0425-072-359 2 383277 5810 6413 104.33 383277 5810 6413 1 2 547.46 383277 6404-083-107 5810 6413 9.59 total 4,069.98 535953 240522 WISCONSIN PAINT & 383285 bus shelter repair 368.00-5830 6416 368.00 total 368.00 

769,202.46

Page

Date

5

- 07/17/18

total

Run Date: 07/17/2018 Report ID: 10013

CHASE O J.P.Morgan

Posting Date: 04/27/2018 - 05/25/2018

Spend Analysis by Merchant

VALLEY TRANSIT 100 N APPLETON APPLETON, WI 54911-4799 USA

Morchant Name     Amount       New FLYER INDUSTRIES C     11,674.86       New FLYER INDUSTRIES C     11,674.86       New FLYER INDUSTRIES C     11,674.86       ACCURATE ALGNMENT AND BATTERES PLUS #0508     4,778.70       BATTERES PLUS #0508     3,933.78       AUTOMOTIVE SUPPLY CO     3,933.78       AUTOMOTIVE SUPPLY CO     3,937.17       AUTOMOTIVE SUPPLY CO     1,937.17       AUTOMOTIVE SUPPLY     1,937.17       ALEXANDER MARKETING GR     1,232.49       TCAW OCC HEALTH     1,232.49       SPRINT *WIRELESS     922.00       DELTA     USI NF       AUVSI NF     THE GREATER VALLEY GUI       UFIRST *UNIFIRST CORP     549.28       WESTIN     WESTIN		26.34 26.34 10.78 8.88 8.88 4.95 4.37 3.79 2.92 2.92 2.08 2.92 2.08 1.76 1.76	Amount 729.68 7,068.80 4,778.70 3,933.78 144.39 484.29 1,681.06 1,457.68 646.25 461.00 866.60 779.00	Count 16 16 16 16 16 16 16 16 16 16 16 16 16	<b>Total</b> 16.00 1.00 1.00 1.00 1.00 2.00 2.00 1.00 1
		26.34 15.95 10.78 8.88 8.88 3.79 3.79 3.29 2.92 2.92 2.08 1.96	729.68 7,068.80 4,778.70 3,933.78 144.39 484.29 1,457.68 646.25 461.00 866.60 779.00	<u>6 4</u> 4 0 0	16.00 1.00 1.00 1.00 1.00 2.00 2.00 1.00 1
		15.95 10.78 8.88 4.95 3.79 3.79 2.92 2.92 2.08 1.76	7,068.80 4,778.70 3,933.78 144.39 144.39 1,457.68 646.25 461.00 866.60 866.60	<del>4</del> 400	
₹₩. ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩		10.78 8.88 4.95 4.37 3.79 3.79 2.92 2.08 2.08 1.76	4,778.70 3,933.78 144.39 484.29 1,681.06 646.25 461.00 866.60 866.60	<del>4</del> 4 0 0	00.1 00.4 00.4 00.2 00.2 00.2 00.1 00.1 00.1 00.1 00.1
	3,933.78 2,021.52 1,937.17 1,681.06 1,457.68 1,457.68 1,292.49 922.00 866.60 779.00 600.00 600.00	8.88 4.95 3.79 3.29 2.92 2.08 1.96 1.76	3,933.78 144.39 484.29 1,681.06 646.25 461.00 866.60 866.60	r <del>1</del> 4 r r 0 0 r r r	1.00 4.00 1.00 1.00 2.00 1.00 1.00 1.00 1.00 1
۲. ۳. ۲. ۲. ۲.	2,021.52 1,937.17 1,681.06 1,457.68 1,292.49 922.00 866.60 779.00 600.00 600.00	4.95 3.79 3.29 2.92 1.96 1.76	144.39 484.29 1,681.06 1,457.68 646.25 461.00 866.60 779.00	<u>4</u> 4 ~ ~ ~ 0 0 ~ ~ ~ ~	74.00 7.00 7.00 7.00 7.00 7.00 7.00 7.00
ETON SUPPLY TING GR EY GUI ORP	1,937.17 1,681.06 1,457.68 1,292.49 922.00 866.60 779.00 600.00 600.00	4.37 3.29 2.92 1.96 1.76	484.29 1,681.06 1,457.68 646.25 461.00 866.60 779.00	4 ~ ~ 0 0 ~	4.00 2.00 2.00 1.00 2.00 2.00 2.00 2.00
SUPPLY TING GR EY GUI ORP	1,681.06 1,457.68 1,292.49 922.00 866.60 600.00 600.00	3.79 3.29 2.92 1.96 1.76	1,681.06 1,457.68 646.25 461.00 866.60 779.00	~ ~ N N ~ ~ ~	1.00 2.00 1.00 1.00 1.00
TING GR EY GUI ORP	1,457.68 1,292.49 922.00 866.60 600.00 600.00	3.29 2.92 2.08 1.96 1.76	1,457.68 646.25 461.00 866.60 779.00	- 0 0	1.00 2.00 1.00 1.00
EY GUI ORP	1,292.49 922.00 866.60 779.00 600.00	2.92 2.08 1.96 1.76	646.25 461.00 866.60 779.00	0 0 4 4 4	2.00 2.00 1.00 1.00
EY GUI CORP	922.00 866.60 779.00 600.00	2.08 1.96 1.76	461.00 866.60 779.00	0 <del></del>	2.00 1.00 1.00
ER VALLEY GUI FIRST CORP	866.60 779.00 600.00 540.20	1.96 1.76	866.60 779.00	<del>د.</del> ۴. ۴.	1.00 1.00 1.00
ER VALLEY GUI FIRST CORP	779.00 600.00 540.20	1.76	779.00	<i>₹ ₹</i>	1.00
ER VALLEY GUI FIRST CORP	600.00 540.20	10.4		<del></del>	1.00
FIRST CORP		02.1	600.00		
	048.20	1.24	549.28	~	1.00
	528.64	1.19	528.64	~	1.00
	460.00	1.04	51.11	o	9.00
SAFELITE ONLINE PAYMEN 403.99	403.99	0.91	403.99	~	1.00
HILTON 400.59	400.59	0.90	400.59	Ł	1.00
KONECRANES INC 390.00	390.00	0.88	390.00	<b>~</b>	1.00
HOGLUND BUS & TRUCK 354.40	354.40	0.80	354.40	۴.,	1.00
CELLCOM 339.45	339.45	0.77	339.45	<b>~</b>	1.00
SUMMIT COMPANIES ST PA 283.30	283.30	0.64	283.30	~	1.00
QUILL CORPORATION 206.17	206.17	0.47	68.72	ი	3.00
HYDROCLEAN EQUIPMENT I 188.42	188.42	0.43	188.42	-	1.00
SQU*SQ *QUICK PRINT CE 167.28	167.28	0.38	167.28	~	1.00
AIRGASS NORTH 134.85	134.85	0.30	134.85	<del>،</del>	1.00
MENARDS APPLETON WEST 110.31	110.31	0.25	110.31	<b>-</b>	1.00

Report Run By: Deb Ebben (debe1999, Level Manager) © 1994-2018. MasterCard. All rights reserved.

Page 6 of 7

Run Date: 07/17/2018 Report ID: 10013

CHASE O J.P.Morgan

Posting Date: 04/27/2018 - 05/25/2018

Spend Analysis by Merchant

VALLEY TRANSIT 100 N APPLETON APPLETON, WI 54911-4799 USA

	¥	Amount % Of	Average	8	Count % Of
Merchant Name	Amount	Total	Amount	Count	Total
UFIRST *LAUNDRY SVCS	105.80	0.24	105.80		1.00
TRUDIGITAL	98.00	0.22	98.00	~	1.00
FEDEX 28461272	59.83	0.13	59.83	-	1.00
UNITED AIRLINES	50.00	0.11	25.00	2	2.00
FEDEX 28348352	47.80	0.11	47.80	<b>4</b>	1.00
OUTAGAMIE CTY REG AQPS	35.00	0.08	35.00	ł	1.00
FASTENAL COMPANY01	27.35	0.06	13.68	2	2.00
TAXI SVC FORT LAUDERDA	24.96	0.06	24.96	~	1.00
LYFT *RIDE MON 12PM	16.91	0.04	16.91	4	1.00
MILLS FLEET FARM 100	15.53	0.04	15.53	<b>~</b>	1.00
THE HOME DEPOT #4903	0.00	0.32	0.00	2	2.00
Total	44,011.52	100.00	523.95	28	84.00

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Page 7 of 7

### Account Allocation-Summary

Accounting Code	Allocation Amount	Amount Reallocated	Percent Reallocated	Amount Available for Reallocation	Percent Available for Reallocation	Amount Extracted	Percent Extracted
<u>5810.6301.</u>	\$ 130.33	\$ 130.33	100%	\$ 0.00	0%	\$ 0.00	0%
<u>5810 .6304.</u>	61.39	61.39	100%	0.00	0%	0.00	0%
<u>5810.6305.</u> .	23.22	23.22	100%	0.00	0%	0.00	0%
<u>5810.6307.</u> .	320.29	320.29	100%	0.00	0%	0.00	0%
<u>5810.6316.</u> .	142.82	142.82	100%	0.00	0%	0.00	0%
<u>5810.6316.3</u> .	69.42	69.42	100%	0.00	0%	0.00	0%
<u>5810.6413.8</u> .	286.06	286.06	100%	0.00	0%	0.00	0%
<u>5820.6201.</u> .	246.00	246.00	100%	0.00	0%	0.00	0%
<u>5820.6309.1</u> .	1,625.78	1,625.78	100%	0.00	0%	0.00	0%
<u>5820.6309.2</u> .	2,999.40	2,999.40	100%	0.00	0%	0.00	0%
<u>5820 .6326.</u>	1,988.00	1,988.00	100%	0.00	0%	0.00	0%
<u>5820 .6417.</u>	2,645.56	2,645.56	100%	0.00	0%	0.00	0%
<u>5820 .6430.</u>	139.06	139.06	100%	0.00	0%	0.00	0%
<u>5830 .6451.</u>	471.61	471.61	100%	0.00	0%	0.00	0%
<u>5830 .6599.</u>	1,192.50	1,192.50	100%	0.00	0%	0.00	0%
<u>5840.6326.3</u> .	2,291.10	2,291.10	100%	0.00	0%	0.00	0%
<u>5840 .6430.</u>	1,511.90	1,511.90	100%	0.00	0%	0.00	0%
Total	\$ 16,144.44	\$ 16,144.44	100%	\$ 0.00	0%	\$ 0.00	0%

Total Number of Records: 17

End of Report

#### Account Allocation-Summary Output Parameter Page

Cycle Close Date Range: 05/2018 to 06/2018 Accounting Code: All Allocation Status: All

Sort Report By: (1) Accounting Code, (2) No Sort, (3) No Sort, (4) No Sort Break/Subtotal Level: No Break/Subtotal

 Processing Hierarchy Position:
 Bank
 Agent
 Company
 Division
 Department

 3757
 6815
 22954
 5810
 All

Account Allocation-Summary / DEBBENAL / 07/18/2018 15:04:07 / AccountAllocationReport1531944245613\_7610\_31470923280539476

Page 2



July 24, 2018

To: Fox Cities Transit Commission Appleton City Council

From: Debra Ebben, Administrative Services Manager

#### Subject: City of Appleton, Valley Transit Disadvantaged Business Enterprise (DBE) Program

#### **Background:**

Valley Transit receives Federal financial assistance from the Department of Transportation, and as a condition of receiving this assistance we are required to establish a Disadvantaged Business Enterprise (DBE) Program. A Disadvantaged Business Enterprise is defined as a for-profit small business concern where socially and economically disadvantaged individuals own at least a 51% interest and also control management and daily business operations.

Valley Transit's DBE goals must be reviewed every three years and a new goal established to reflect any new trends. The purpose of this program is to ensure that DBE's as defined in Federal Regulations have an equal opportunity to receive and participate in DOT-assisted contracts. It is also our policy to:

- Ensure nondiscrimination in the award and administration of DOT assisted contracts
- Create a level playing field on which DBE's can compete fairly for DOT-assisted contracts
- Ensure that the DBE Program is narrowly tailored in accordance with applicable law
- Ensure that only firms that fully meet 49 CFR Part 26 eligibility standards are permitted to participate as DBE's
- Help remove barriers to the participation of DBE's in DOT assisted contracts
- Assist the development of firms that can compete successfully in the market place outside the DBE program

Valley Transit has determined its overall goal for FY 2019 through 2020 as 1% of the Federal Financial assistance that it receives (approximately \$12,000 per year). We are required to advertise the goal, allowing time for public comment. Attached you will find Valley Transit's DBE program submitted to the Federal Transit Administration for approval.

#### City of Appleton VALLEY TRANSIT INCOME STATEMENT For Six Months Ending June 30, 2018

	Month of	Prior	YTD As of	Prior	2018	2018
	June	Year	June	YTD	Amended	% of Total
Description	Actual	June	Actual	June	Budget	Budget
REVENUES						
Bus Fare Revenue	58,692	51,285	396,685	385,756	943,218	42.06%
Paratransit Fare Revenue	58,546	56,695	362,431	302,371	749,330	<u>48.37%</u>
Total Fare Revenue	117,238	107,980	759,116	688,127	1,692,548	44.85%
Other Charges for Service	4,571	5,699	28,363	38,134	55,000	51.57%
Other Revenues	4,955	500	17,539	14,382	14,000	<u>125.28%</u>
TOTAL REVENUES	126,764	114,179	805,018	740,643	1,761,548	<u>45.70%</u>
EXPENSES BY LINE ITEM						
Regular Salaries & Labor pool alloc	215,499	158,092	1,254,611	1,068,224	2,797,847	44.84%
Call Time	-	-	-	-	-	0.00%
Overtime	30,769	12,969	129,483	114,918	68,522	188.97%
Incentive Pay	-	-	-	-	315	0.00%
Other Compensation	450	56	1,950	1,962	-	-
Fringes	80,504	90,528	489,262	642,167	1,161,711	42.12%
Unemployment Compensation	701	436	5,571	11,911	-	<u>-</u>
Salaries & Fringe Benefits	327,923	262,081	1,880,877	1,839,182	4,028,395	46.69%
Training & Conferences	3,137	454	5,525	2,057	27,000	20.46%
Employee Recruitment	389	397	2,757	2,799	3,200	86.16%
Parking Permits	-	-	65	150	360	0.00%
Office Supplies	206	157	1,402	2,672	5,000	28.04%
Subscriptions	98	266	550	989	1,904	28.89%
Memberships & Licenses	340	-	6,036	5,611	5,947	101.50%
Postage & Freight	60	49	1,016	1,102	4,300	23.63%
Awards & Recognition	-	172	355	217	878	40.43%
Food & Provisions	-	96	491	1,143	1,170	41.97%
Insurance	15,641	17,475	161,989	150,566	227,006	41.34%
Insurance dividend & return of surplus	-	-	(68,141)	(45,714)	-	0.00%
Depreciation Expense	50,568	56,106	303,409	336,633	606,818	<u>50.00%</u>
Administrative Expenses	70,439	75,172	415,454	458,225	883,583	47.02%
Landscape Supplies	907	-	907	-	3,000	30.23%
Shop Supplies & Tools (& misc)	6,445	4,732	20,590	15,470	51,720	39.81%
Printing & Reproduction	893	1,294	11,799	6,032	27,136	43.48%
Uniforms	-	749	1,735	1,779	5,000	34.70%
Gas Purchases	52,891	13,549	223,649	157,354	605,000	36.97%
Safety Supplies	-	-	555	-	500	111.00%
Vehicle & Equipment Parts	27,024	35,444	127,860	116,637	237,700	53.79%
Miscellaneous Equipment	3,403	75	22,714	2,860	18,100	125.49%
Signs					2,000	<u>0.00%</u>
Supplies & Materials	91,563	55,843	409,809	300,132	950,156	43.13%
Accounting/Audit	-	-	-	-	11,500	0.00%
Bank Services	98	98	1,065	907	3,000	35.50%
Consulting Services	-	880	-	880	61,364	0.00%
Collection Services	488	461	1,310	1,428	4,600	28.48%
Contractor Fees	256,909	277,188	1,703,432	1,497,897	3,579,941	47.58%
Temp Help	-	-	543	(434)	5,000	10.86%
Advertising	600	2,899	1,850	11,461	50,309	3.68%

#### City of Appleton VALLEY TRANSIT INCOME STATEMENT For Six Months Ending June 30, 2018

	Month of	Prior	YTD As of	Prior	2018	2018
	June	Year	June	YTD	Amended	% of Total
Description	Actual	June	Actual	June	Budget	Budget
Health Services	1,292	558	3,071	5,044	9,200	33.38%
Snow Removal Services	-	-	18,419	10,271	15,000	122.79%
Laundry Services	1,115	418	2,492	2,309	6,100	40.85%
Other Contracts/Obligations	603	1,127	6,723	19,897	97,690	<u>6.88%</u>
Purchased Services	261,105	283,629	1,738,905	1,549,660	3,843,704	45.24%
	,	,	, ,	, ,	, ,	
Electric	3,708	2,589	26,491	23,694	61,900	42.80%
Gas	127	319	14,419	14,160	38,300	37.65%
Water	1,440	1,199	3,592	3,392	7,850	45.76%
Waste Disposal/Collection	508	399	1,323	1,232	2,975	44.47%
Stormwater	1,728	1,433	4,427	3,938	8,175	54.15%
Telephone	1,720	1,350	6,221	6,573	14,300	<u>43.50%</u>
Utilities	9,231	7,289	56,473	52,989	133,500	42.30%
	-, -	,	, -	- ,	,	
Building/Grounds Repair & Maintenance	2,328	626	3,457	8,787	-	0.00%
Vehicle Repair & Maintenance	7,473	-	22,207	2,289	12,000	185.06%
Equipment Repair & Maintenance	862	2,667	8,186	8,527	8,950	91.46%
FMD Charges & Material	-	9,181	53,575	53,539	129,226	41.46%
Software Support	2,806	5,708	18,386	35,248	72,000	25.54%
CEA Equipment Rental	, -	, -	, -	, -	2,000	0.00%
Repairs & Maintenance	13,469	18,182	105,811	108,390	224,176	47.20%
·	,	,	,	,	,	
Total Operating Expenses	773,730	702,196	4,607,329	4,308,578	10,063,514	<u>45.78%</u>
OPERATING INCOME (LOSS)	(646,966)	(588,017)	(3,802,311)	(3,567,935)	(8,301,966)	
				<u> </u>		
NON-OPERATING REVENUES						
Federal Support	418,327	(111,692)	493,531	385,425	2,994,136	16.48%
State Support	753,549	630,739	753,549	735,957	2,736,001	27.54%
Appleton Support	263,593	241,656	1,581,558	1,449,936	660,829	239.33%
Other Local Support	227,764	584,685	1,751,638	2,085,626	1,610,003	108.80%
Investment Income	522	-	2,683	12,177	12,500	21.46%
Donations	4,337	4,167	26,028	26,277	62,678	41.53%
Fund Balance Applied	-	-	-	-	225,747	0.00%
TOTAL NON-OPERATING REVENUE	1,668,092	1,349,555	4,608,987	4,695,398	8,301,894	55.52%
	_,000,00_	2,010,000	1,000,001	.,,	0,000,000	00.02/0
Buildings	87,463	-	89,863	935	528,285	0.00%
Machinery & Equipment	-	(2,460)	95,055	-	26,098	0.00%
Vehicles	-	-	-	-	-	0.00%
Capital Expenditures	87,463	(2,460)	184,918	935	554,383	0.00%
NET INCOME (LOSS)	933,663	763,998	621,758	1,126,528	(554,455)	
		105,556	021,738	1,120,320	(334,433)	

#### City of Appleton PURCHASED TRANSPORTATION For Six Months Ending June 30, 2018

Description	Month of June Actual	Prior Year June	YTD As of June Actual	Prior YTD June	2018 Amended Budget	2018 % of Total Budget
PURCHASED TRANSPORTATION EXPENSE						
VTII - Disabled	150,219	134,501	931,232	835,661	1,871,109	49.77%
VTII - Elderly	3,488	3,989	24,095	19,014	58,680	41.06%
PT - Optional (Sunday)	1,890	1,017	9,286	7,929	20,119	46.16%
Family Care Sheltered Workshop	44,716	45,430	264,519	216,825	535,991	49.35%
Outagamie County Demand Response Rural	12,808	19,010	94,461	110,861	220,906	42.76%
Outagamie County Human Services Transportation	659	48	3,847	2,648	11,418	33.69%
Neenah Dial - A - Ride	12,390	12,852	67,844	77,294	150,920	44.95%
Calumet County New Hope	-	16,450	89,559	94,861	192,011	46.64%
Calumet County Van Service	3,278	1,223	13,708	9,877	45,310	30.25%
Connector - Extended Service Hours	29,414	33,945	191,495	224,341	473,600	40.43%
Connector - Extended Service Area	8,487	7,011	50,819	50,717	112,750	45.07%
Downtown Trolley		8,675		8,675	30,024	0.00%
Total Purchased Transportation	267,349	284,151	1,740,865	1,658,703	3,722,838	46.76%

#### City of Appleton VALLEY TRANSIT INCOME STATEMENT For Five Months Ending May 31, 2018

	Month of	Prior	YTD As of	Prior	2018	2018
	May	Year	May	YTD	Amended	% of Total
Description	Actual	May	Actual	May	Budget	Budget
REVENUES						
Bus Fare Revenue	57,102	66,333	337,993	334,472	943,218	35.83%
Paratransit Fare Revenue	63,424	60,510	303,885	297,052	749,330	<u>40.55%</u>
Total Fare Revenue	120,526	126,843	641,878	631,524	1,692,548	37.92%
Other Charges for Service	1,647	12,582	23,792	32,436	55,000	43.26%
Other Revenues	3,571	8,342	12,585	13,882	14,000	<u>89.89%</u>
TOTAL REVENUES	125,744	147,767	678,255	677,842	1,761,548	<u>38.50%</u>
EXPENSES BY LINE ITEM						
Regular Salaries & Labor pool alloc	278,445	315,721	1,039,114	1,061,704	2,797,847	37.14%
Call Time	-	-	-	-	-	0.00%
Overtime	37,286	30,955	98,714	101,949	68,522	144.06%
Incentive Pay	-	-	-	-	315	0.00%
Other Compensation	500	435	1,500	1,905	-	-
Fringes	113,776	114,901	408,758	400,067	1,161,711	35.19%
Unemployment Compensation	1,366	2,164	4,869	11,475	-	=
Salaries & Fringe Benefits	431,373	464,176	1,552,955	1,577,100	4,028,395	- 38.55%
Training & Conferences	1,118	1,142	2,388	1,602	27,000	8.84%
Employee Recruitment	930	212	2,368	2,403	3,200	74.00%
Parking Permits	-		65	150	360	0.00%
Office Supplies	190	157	1,196	2,515	5,000	23.92%
Subscriptions	233	98	452	723	1,904	23.74%
Memberships & Licenses		80	5,696	5,611	5,947	95.78%
Postage & Freight	69	_	956	1,053	4,300	22.23%
Awards & Recognition	58	30	355	45	878	40.43%
Food & Provisions	150	78	491	1,047	1,170	41.97%
Insurance	15,641	17,475	146,347	133,091	227,006	34.45%
Insurance dividend & return of surplus	-	-	(68,141)	(45,714)	-	0.00%
Depreciation Expense	50,568	56,106	252,841	280,528	606,818	<u>41.67%</u>
Administrative Expenses	68,957	75,378	345,014	383,054	883,583	39.05%
Landscape Supplies	-	-	_	-	3,000	0.00%
Shop Supplies & Tools (& misc)	3,583	4,653	14,145	10,738	51,720	27.35%
Printing & Reproduction	1,173	1,194	10,907	4,738	27,136	40.19%
Uniforms	101	201	1,735	1,030	5,000	34.70%
Gas Purchases	35,638	24,696	170,758	143,805	605,000	28.22%
Safety Supplies	-	-	555	-	500	111.00%
Vehicle & Equipment Parts	21,626	13,505	100,836	81,194	237,700	42.42%
Miscellaneous Equipment	-	-	19,311	2,785	18,100	106.69%
Signs	-	-	-	-	2,000	<u>0.00%</u>
Supplies & Materials	62,121	44,249	318,247	244,290	950,156	33.49%
Accounting/Audit	-	-	-	-	11,500	0.00%
Bank Services	167	151	967	809	3,000	32.23%
Consulting Services	-	-	-	-	61,364	0.00%
Collection Services	56	-	822	967	4,600	17.87%
Contractor Fees	297,230	292,129	1,439,513	1,413,443	3,579,941	40.21%
Temp Help	-	-	543	(434)	5,000	10.86%
Advertising	-	1,006	1,250	8,562	50,309	2.48%

#### City of Appleton VALLEY TRANSIT INCOME STATEMENT For Five Months Ending May 31, 2018

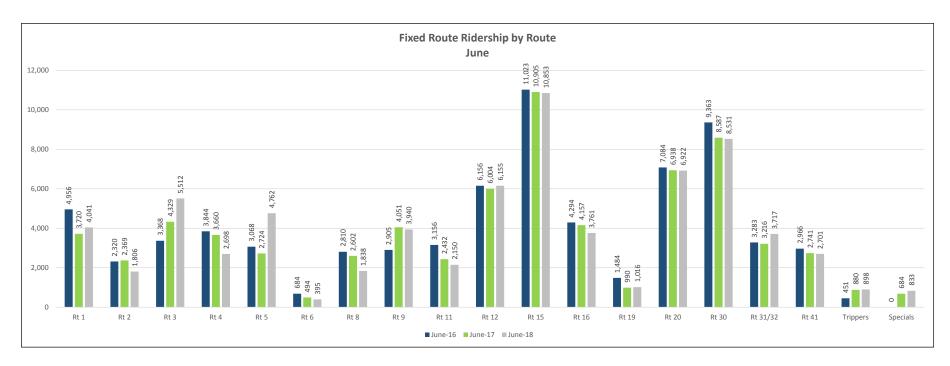
	Month of	Prior	YTD As of	Prior	2018	2018
	May	Year	May	YTD	Amended	% of Total
Description	Actual	May	Actual	May	Budget	Budget
Health Services	147	1,436	1,779	4,487	9,200	19.34%
Snow Removal Services	10,110	-	18,419	10,271	15,000	122.79%
Laundry Services	-	1,079	1,377	1,891	6,100	22.57%
Other Contracts/Obligations	1,917	941	6,119	18,770	97,690	<u>6.26%</u>
Purchased Services	309,627	296,742	1,470,789	1,458,766	3,843,704	38.26%
Electric	3,729	3,142	22,783	21,106	61,900	36.81%
Gas	1,456	870	14,292	13,841	38,300	37.32%
Water	475	545	2,152	2,192	7,850	27.41%
Waste Disposal/Collection	207	238	815	832	2,975	27.39%
Stormwater	573	497	2,699	2,504	8,175	33.02%
Telephone	458	1,303	4,501	5,225	14,300	<u>31.48%</u>
Utilities	6,898	6,595	47,242	45,700	133,500	35.39%
Building/Grounds Repair & Maintenance	549	919	1,129	8,161	-	#DIV/0!
Vehicle Repair & Maintenance	12,479	-	14,735	2,289	12,000	122.79%
Equipment Repair & Maintenance	1,706	3,020	7,324	5,860	8,950	81.83%
FMD Charges & Material	10,041	17,678	53,575	44,357	129,226	41.46%
Software Support	2,806	5,708	15,580	29,540	72,000	21.64%
CEA Equipment Rental	-	-	-	-	2,000	<u>0.00%</u>
Repairs & Maintenance	27,581	27,325	92,343	90,207	224,176	41.19%
·		,		·		
Total Operating Expenses	906,557	914,465	3,826,590	3,799,117	10,063,514	<u>38.02%</u>
OPERATING INCOME (LOSS)	(780,813)	(766,698)	(3,148,335)	(3,121,275)	(8,301,966)	
( )	( / /	( / /	(-) -)	<u>(-, , -</u> )	(-//	
NON-OPERATING REVENUES						
Federal Support	-	-	75,204	497,117	2,994,136	2.51%
State Support	-	105,200	-	105,218	2,736,001	0.00%
Appleton Support	263,593	241,656	1,317,965	1,208,280	660,829	199.44%
Other Local Support	195,519	222,642	1,523,875	1,500,941	1,610,003	94.65%
Investment Income	7,006	2,418	2,160	12,177	12,500	17.28%
Donations	4,167	4,167	21,691	22,110	62,678	34.61%
Fund Balance Applied	-	-	-	-	225,747	0.00%
TOTAL NON-OPERATING REVENUE	470,285	576,083	2,940,895	3,345,843	8,301,894	35.42%
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Buildings	2,400	-	2,400	935	528,285	0.00%
Machinery & Equipment	117	-	95,055	2,460	26,098	0.00%
Vehicles	-	-	-	-	-	0.00%
Capital Expenditures	2,517		97,455	3,395	554,383	0.00%
						5.00,0
NET INCOME (LOSS)	(313,045)	(190,615)	(304,895)	221,173	(554,455)	
	(313,043)	(130,013)	(304,893)	221,173	(334,433)	

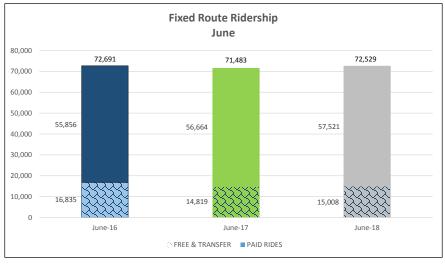
#### City of Appleton PURCHASED TRANSPORTATION For Five Months Ending May 31, 2018

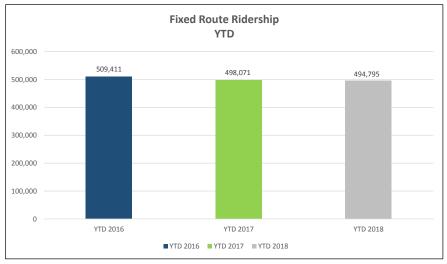
Description	Month of May Actual	Prior Year May	YTD As of May Actual	Prior YTD May	2018 Amended Budget	2018 % of Total Budget
PURCHASED TRANSPORTATION EXPENSE						
VTII - Disabled	163,403	141,926	781,013	701,160	1,871,109	41.74%
VTII - Elderly	3,763	3,796	20,607	15,025	58,680	35.12%
PT - Optional (Sunday)	1,696	1,486	7,397	6,912	20,119	36.77%
Family Care Sheltered Workshop	46,301	45,430	219,803	171,395	535,991	41.01%
Outagamie County Demand Response Rural	17,646	20,098	81,653	71,753	220,906	36.96%
Outagamie County Human Services Transportation	652	701	3,188	2,607	11,418	27.92%
Neenah Dial - A - Ride	11,844	12,866	55,454	51,576	150,920	36.74%
Calumet County New Hope	19,821	19,281	89,559	59,131	192,011	46.64%
Calumet County Van Service	2,375	1,720	10,430	6,934	45,310	23.02%
Connector - Extended Service Hours	30,882	35,456	162,081	189,926	473,600	34.22%
Connector - Extended Service Area	9,287	9,369	42,332	43,707	112,750	37.55%
Downtown Trolley					30,024	0.00%
Total Purchased Transportation	307,670	292,129	1,473,517	1,320,126	3,722,838	39.58%



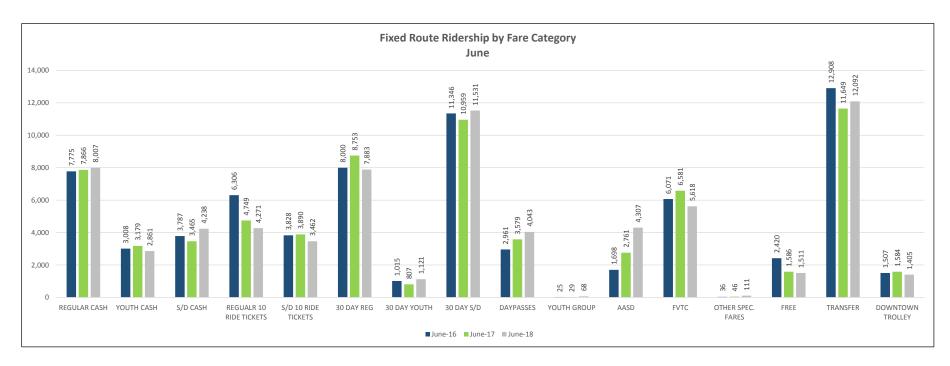
#### Valley Transit Ridership Report June 2018

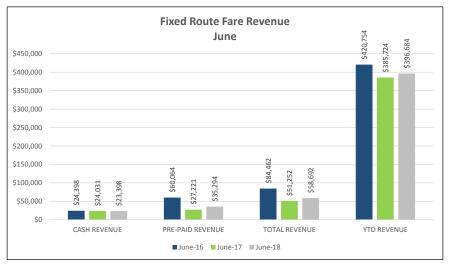


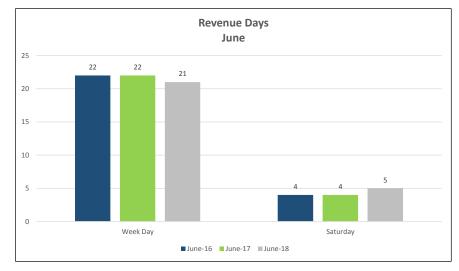




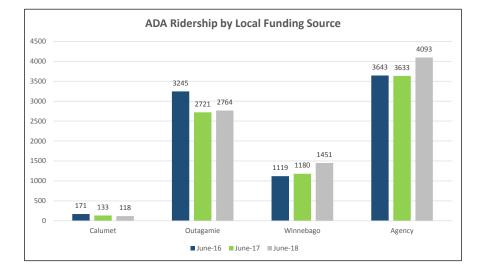


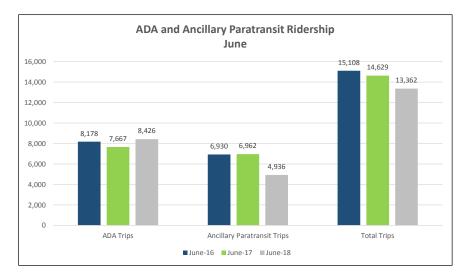


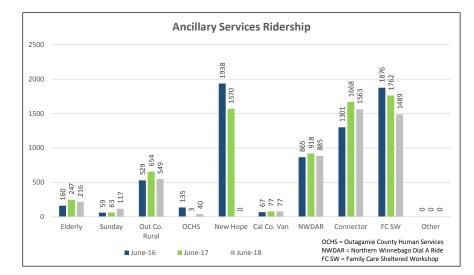


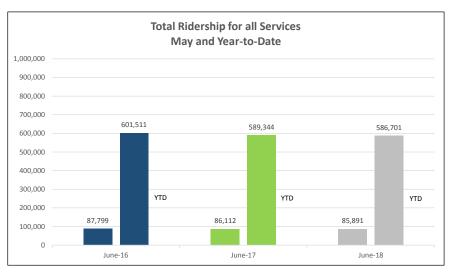






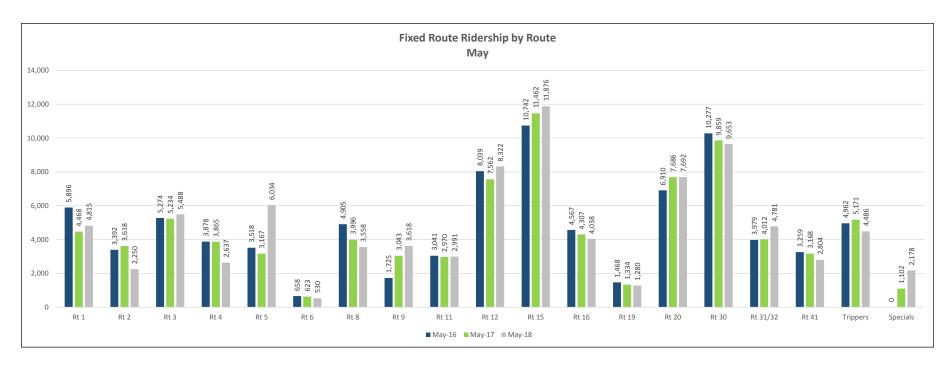


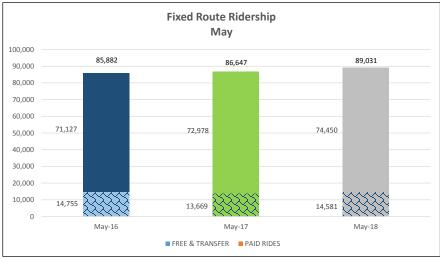


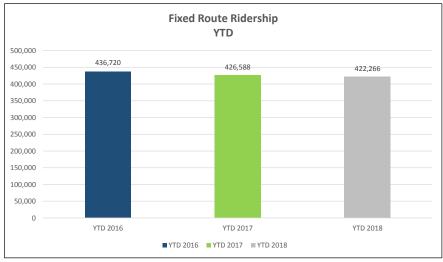




#### Valley Transit Ridership Report May 2018

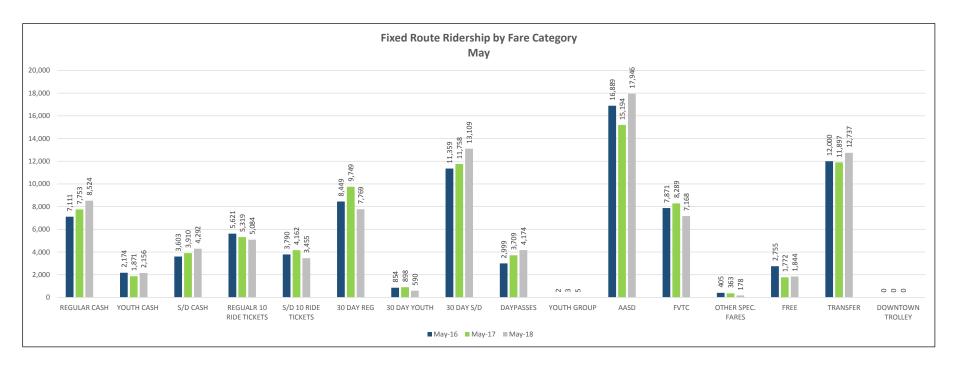


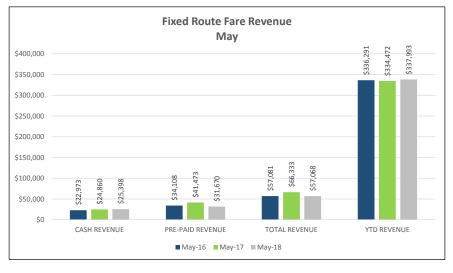


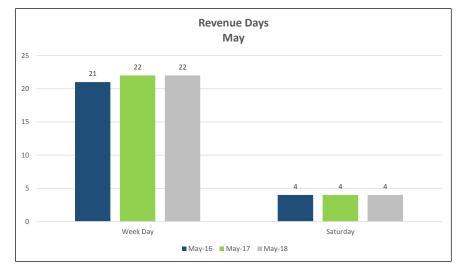




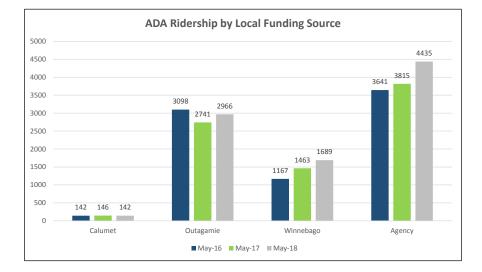
#### Valley Transit Ridership Report May 2018

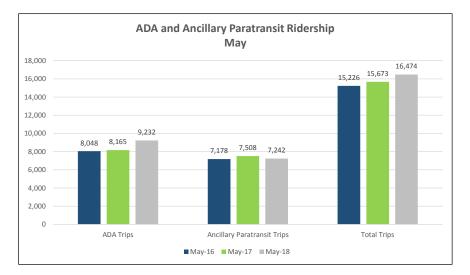


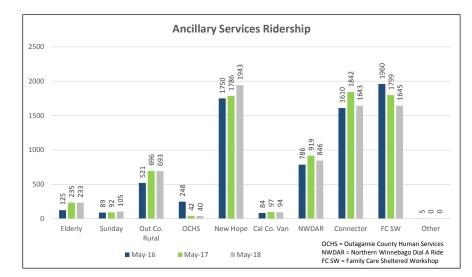


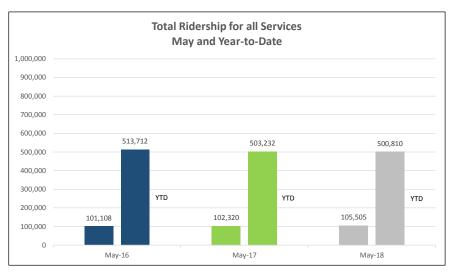






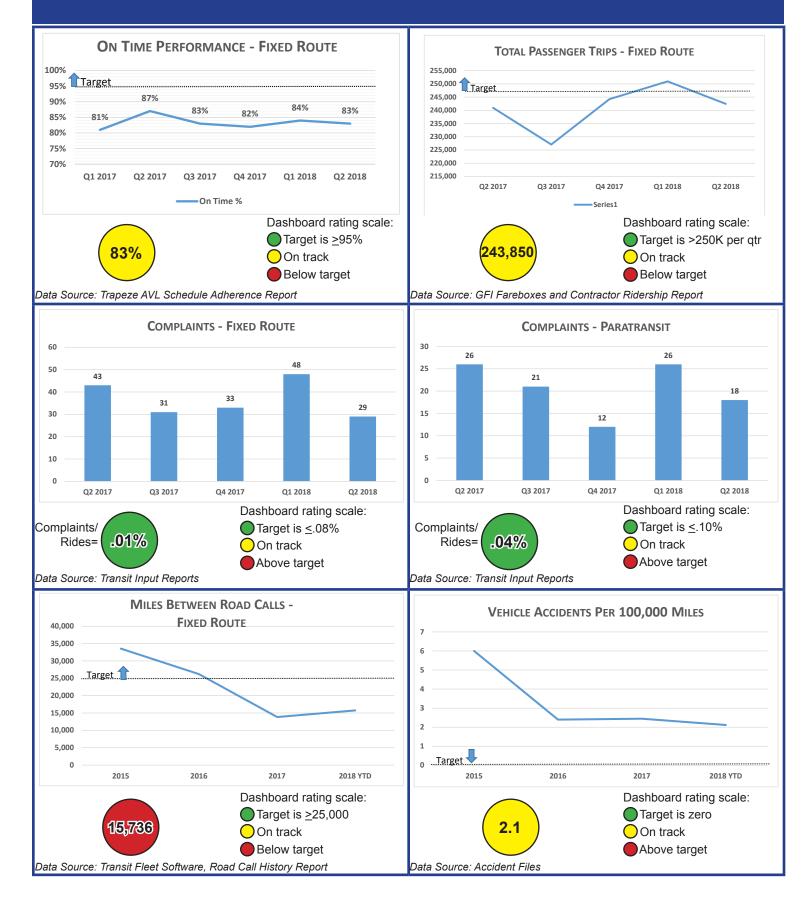






# **VALLEY TRANSIT**

# Key Performance Indicators - 2018, 2nd Quarter



# **VALLEY TRANSIT**

## **Key Performance Indicators - Definitions**

#### **On Time Performance**

The line graph shows quarterly on-time performance of the fixed route bus system. A bus is considered 'on time' if it arrives at each designated time point between one minute early and up to five minutes late. Each route has multiple time points along the route which are distributed to make sure that buses arrive at stops generally within the scheduled time frame. On time performance is calculated by dividing the number of on time stops at time points by all stops at time points.

On time performance is important to our customers because they need to know that we will regularly pick them up and get them to their destination on time.

Note: The current ITS system, which provides this data, is scheduled to be replaced later in 2018. The current system became difficult to maintain, which impacted data consistency and reliability. During transition, this data will not be available.

#### **Total Passenger Trips - Fixed Route**

This indicator shows number of trips provided by Valley Transit bus routes. A trip is counted each time a passenger gets on a bus. The total number of trips and a comparison from year to year provides a measure of the effectiveness of the system over time in serving customers. Valley Transit's target is to provide over 1 million rides per year based on current service levels.

#### **Complaints - Fixed Route & Paratransit**

These charts by service mode display the total number of complaints received and complaints as a percentage of rides. It indicates the level of concern customers have with the system. All complaints are investigated and resolved to improve customer services.

Note: Two different rating scales are used to measure fixed route and paratransit complaints as a percentage of rides. The .10% target for paratransit complaints is based on a standard (1 complaint for every 1,000 rides) that is used by the State of Wisconsin for Medicaid transportation. This standard was adjusted for the fixed route target, since each customer trip potentially includes transfers (1 complaint for every 1,250 rides).

#### Miles between Road Calls - Fixed Route

Miles between road calls is one indicator measuring the effectiveness of the preventative maintenance program. It tracks how often customers are inconvenienced by service disruptions due to vehicle break downs.

Note: A majority of the buses in Valley Transit's fleet are close to or significantly over their useful life and require replacement. Given the limited availability of capital grant funding, the aged fleet will continue to result in increased vehicle break downs despite an aggressive preventative maintenance program.

#### Vehicle Accidents per 100,000 miles

This is one common indicator used to measure the safety of operations. Accident data includes both preventable and non-preventable because all accidents impact budget expenses, customer satisfaction, on time performance and use of staff time.

By reviewing every accident, we can learn how to operate buses more defensively, reduce risk, reduce costs associated with accidents and revise procedures or conditions to help with accident prevention.