

FIXED ROUTE
Operating Statistics For Periods Ending 1/31/2015 & 1/31/2016

CURRENT MONTH			YEAR TO DATE				
Actual 2015	Actual 2016	Variance 2015 to 2016		Actual 2015	Actual 2016	Variance 2015 to 2016	% Change
			Service Supplied				
502,049	495,470	(6,579)	Total (Vehicle) Miles	502,049	495,470	(6,579)	-1.3%
33,760	32,325	(1,435)	Revenue Hours	33,760	32,325	(1,435)	-4.2%
37,743	35,951	(1,792)	Total (Vehicle) Hours	37,743	35,951	(1,792)	-4.7%
			<i>Ridership</i>				
1,129,237	1,056,562	(72,675)	Revenue Passengers	1,129,237	1,056,562	(72,675)	-6.4%
62,448	58,686	(3,762)	Transfers	62,448	58,686	(3,762)	-6.0%
<u>12,188</u>	<u>10,852</u>	<u>(1,336)</u>	Non-Revenue Rides	<u>12,188</u>	<u>10,852</u>	<u>(1,336)</u>	-11.0%
1,203,873	1,126,100	(77,773)	Total Passengers	1,203,873	1,126,100	(77,773)	-6.5%
			Service Quality*				
	86.8%		% Trips on time		86.8%		
	3.4%		% Trips early		3.4%		
	9.9%		% Trips late		9.9%		
9	9		Passenger Accidents	9	9	0	0.0%
			Vehicle Accidents**				
8	5	(3)	Chargeable	8	5	(3)	-37.5%
11	6	(5)	Non-chargeable	11	6	(5)	-45.5%
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	0	0	0	0.0%
19	11	(8)	Total Vehicle Accidents	19	11	(8)	-42.1%
			Fleet/Maintenance				
87	46	(41)	Road Calls	87	46	(41)	-47.1%
84	83	(1)	Actual Inspections	84	83	(1)	-1.2%
84	83	(1)	Scheduled Inspections	84	83	(1)	-1.2%

*Sample of 226,660 trips. Early=one minute or more early at a timepoint. Late=five minutes or more late at a timepoint.

**Chargeable – Accidents that are caused by the actions of the bus operator.

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

Preventable – Both parties involved share liability of the accident.

ParaTransit
Operating Statistics For Periods Ending 1/31/2015 & 1/31/2016

CURRENT MONTH			YEAR TO DATE				
Actual 2015	Actual 2016	Variance 2015 to 2016		Actual 2015	Actual 2016	Variance 2015 to 2016	% Change
			Service Supplied Data				
1,083	1,073	(10)	No. of Clients riding the System	1,083	1,073	(10)	-0.9%
			<i>Ridership</i>				
4,225	4,109	(116)	Directly Operated Service	4,225	4,109	(116)	-2.7%
<u>17,434</u>	<u>17,858</u>	<u>424</u>	ADA Contracted Services	<u>17,434</u>	<u>17,858</u>	<u>424</u>	2.4%
21,659	21,967	308	Total ADA Ridership	21,659	21,967	308	1.4%
549	621	72	Total No-shows	549	621	72	13.1%
			Service Quality Data				
1	0	(1)	Passenger Accidents	1	0	(1)	-100.0%
			Vehicle Accidents				
3	0	(3)	Chargeable	3	0	(3)	-100.0%
0	1	1	Non-chargeable	0	1	1	NA
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>0</u>	<u>0</u>	<u>0</u>	0.0%
3	1	(2)	Total Vehicle Accidents	3	1	(2)	-66.7%
			Fleet/Maintenance Data				
2	3	1	Road Calls	2	3	1	50.0%
9	10	1	Actual Inspections	9	10	1	11.1%
9	10	1	Scheduled Inspections	9	10	1	11.1%

*Chargeable – Accidents that are caused by the actions of the bus operator.

Non Chargeable – Accidents caused by the other vehicle’s operator’s actions.

Preventable – Both parties involved share liability of the accident.

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--January 2016 vs. January 2015
(Routes sorted in order of 2016 passengers per revenue hour productivity)

ROUTE	RIDERSHIP, 2016 vs. 2015			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY
	Year to Date			2015	2016	% Change		
	2015	2016	% change					
80 UW CAMPUS (service revised August 26, 2012)	146,195	131,741	-9.9%	91.96	84.61	-8.0%		Core Routes operate every day from early a.m. to late p.m.: 2, 3, 4, 5, 6, 7, 13 (3 operates weekdays only; 7 operates weekends & holidays only).
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	113,191	114,983	1.6%	67.15	69.76	3.9%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	31,103	28,745	-7.6%	56.61	64.96	14.8%		Commuter Routes operate on weekdays during peak hours: 11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 49, 55, 56, 57, 58, 71, 72, 75
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	2,665	2,477	-7.1%	56.91	55.54	-2.4%		
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	7,450	7,284	-2.2%	49.48	53.47	8.1%		Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 26, 30, 31, 32, 33, 35, 36, 40, 50, 51, 52, 73, 78
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	29,921	28,891	-3.4%	39.60	48.69	22.9%		
2 WTP-NTP (revised August 25, 2013)	118,429	103,915	-12.3%	46.22	44.28	-4.2%		Connector Routes connect transfer points throughout the day: 16, 17, 18.
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	57,079	61,945	8.5%	38.96	43.99	12.9%		
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2012)	7,302	9,109	24.7%	35.37	43.30	22.4%		Circulator Routes 1, 9, 10, 34
40 WTP-SCHROEDER-RAYMOND LOOP	20,958	18,025	-14.0%	44.40	39.83	-10.3%		
4 NTP-STP	64,532	58,973	-8.6%	40.87	38.97	-4.7%		Other routes: 8 operates between the Capitol Square and Spring Harbor, weekends only. 19 operates like a core route between the Capitol Square and Allied Drive on weekdays. 39 operates as a commuter route during peak hours; operates like a circulator route midday. 59 operates weekends & holidays between the WTP and Fitchburg. 67 connects with route 6 at the West Transfer Point; operates to/from West Towne Mall. 63 and 68 operate between the WTP and Prairie Town Center. 70 operates like a core route between the Capitol Square & Middleton on weekdays.
22 MENDOTA LOOP	21,562	19,978	-7.3%	39.38	38.40	-2.5%		
67 WTP-WEST TOWNE	23,354	19,671	-15.8%	40.71	36.21	-11.1%		UW Campus Circulators 80, 81, 82, 84
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	16,886	14,126	-16.3%	39.70	34.37	-13.4%		
5 ETP-STP	41,206	38,223	-7.2%	34.79	33.58	-3.5%		School Day Supplemental Routes E, L, M, W
3 WTP-ETP	46,491	42,971	-7.6%	32.62	33.54	2.8%		
6 EAST TOWNE-WTP	93,150	86,101	-7.6%	33.56	33.14	-1.2%		Average weekday ridership January 2015: 49,240 Average weekday ridership January 2016: 48,190
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	8,780	8,478	-3.4%	29.65	31.60	6.6%		
27 NTP - UW CAMPUS COMMUTER	4,695	4,335	-7.7%	30.34	30.96	2.1%		
11 WTP-DUTCH MILL-CAP SQUARE	7,589	6,578	-13.3%	31.56	30.29	-4.0%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	11,491	11,012	-4.2%	28.25	30.08	6.5%		
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	32,980	33,492	1.6%	24.90	29.88	20.0%		
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,015	8,555	6.7%	25.23	29.76	18.0%		
21 LAKEVIEW LOOP	14,168	13,856	-2.2%	29.07	29.64	1.9%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	23,753	22,858	-3.8%	24.60	29.07	18.2%		
1 CAP SQUARE - UW	2,002	2,214	10.6%	23.25	28.42	22.2%		
12 WTP-DUTCH MILL-CAP SQUARE	4,111	4,852	18.0%	20.94	28.22	34.8%		
58 GREENTREE COMMUTER	6,634	6,112	-7.9%	26.55	27.03	1.8%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,769	1,593	-9.9%	26.57	26.45	-0.5%		
47 ARBOR HILLS COMMUTER	6,342	6,006	-5.3%	25.10	26.19	4.3%		
7 WTP-ETP (Weekends & Holidays Only)	16,169	16,010	-1.0%	31.55	25.92	-17.9%		
17 ETP-NTP	7,696	7,181	-6.7%	24.46	25.28	3.3%		
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,608	8,708	1.2%	22.10	24.71	11.8%		
51 WTP-MUIR FIELD LOOP	7,142	5,839	-18.2%	30.21	24.25	-19.7%		
30 ETP-EAST TOWNE	18,333	17,380	-5.2%	25.60	24.12	-5.8%		
18 STP-WTP (revised August 25, 2013)	30,690	25,871	-15.7%	28.10	24.04	-14.5%		
16 STP - ETP	27,616	24,699	-10.6%	26.00	23.86	-8.2%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	4,224	4,028	-4.6%	28.44	22.52	-20.8%		
70 MIDDLETON-CAPITOL SQUARE	11,788	10,507	-10.9%	21.95	21.63	-1.5%		
19 RED ARROW TR-CAP SQUARE	12,781	12,165	-4.8%	20.46	21.52	5.2%		
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	687	440	-36.0%	13.80	21.05	52.5%		
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	3,229	2,539	-21.4%	23.48	19.38	-17.4%	x	
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	3,232	2,914	-9.8%	24.86	18.59	-25.2%	x	
13 STP-CAP SQUARE	12,323	11,615	-5.7%	18.94	18.31	-3.3%	x	
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	3,445	3,408	-1.1%	16.65	18.12	8.8%	x	
39 ETP - DAIRY DRIVE (revised August 25, 2013)	2,241	1,900	-15.2%	18.49	17.33	-6.3%	x	
20 NTP-EAST TOWNE	18,725	16,290	-13.0%	19.75	17.23	-12.8%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	697	587	-15.8%	18.24	16.98	-6.9%	x	
73 WTP-OLD SAUK TRAILS	9,535	7,906	-17.1%	18.38	16.85	-8.4%	x	
81-82 UW LATE NITE CIRCULATORS	5,787	5,408	-6.5%	30.64	15.75	-48.6%	x	
52 WTP-FITCHBURG	3,464	3,104	-10.4%	15.83	15.49	-2.2%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	5,007	4,311	-13.9%	15.02	15.42	2.7%	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	1,652	1,367	-17.3%	15.33	14.02	-8.5%	x	
32 ACEWOOD-THOMPSON LOOP	3,307	2,736	-17.3%	17.05	13.75	-19.3%	x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	2,595	2,560	-1.3%	12.23	13.65	11.6%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	1,165	1,049	-10.0%	14.06	10.55	-25.0%	x	
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	1,197	1,057	-11.7%	9.24	9.02	-2.4%	x	
31 MARSH RD - ETP (began August 25, 2013)	2,025	1,897	-6.3%	9.06	8.35	-7.8%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	963	1,042	8.2%	6.62	5.74	-13.3%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	2,520	1,379	-45.3%	11.64	5.73	-50.7%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	490	2,240	357.1%	6.03	4.89	-18.9%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	737	864	17.2%	4.87	4.74	-2.7%	x	
UNKNOWN ROUTE & ROAD BUS *	-	-	NA	NA	NA	NA		
SYSTEM TOTAL	1,203,873	1,126,100	-6.5%	35.66	34.84	-2.3%	20.90	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	1,049,226	986,474	-6.0%	32.86	32.47	-1.2%	19.48	

* Unknown Route refers to ridership data that isn't assigned to a route by the farebox (generally seen when farebox goes into "fallback mode"). Road buses are put into service to do portions of routes because of vehicle breakdowns, late regular buses, or overloads.

ROUTE PERFORMANCE, Year to Date - January 2016

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2015	2016	% change	2015	2016
1 CAP SQUARE - UW	2,002	2,214	10.6%	23.25	28.42
2 WTP-NTP (revised August 25, 2013)	118,429	103,915	-12.3%	46.22	44.28
3 WTP-ETP	46,491	42,971	-7.6%	32.62	33.54
4 NTP-STP	64,532	58,973	-8.6%	40.87	38.97
5 ETP-STP	41,206	38,223	-7.2%	34.79	33.58
6 EAST TOWNE-WTP	93,150	86,101	-7.6%	33.56	33.14
7 WTP-ETP (Weekends & Holidays Only)	16,169	16,010	-1.0%	31.55	25.92
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	4,224	4,028	-4.6%	28.44	22.52
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	57,079	61,945	8.5%	38.96	43.99
11 WTP-DUTCH MILL-CAP SQUARE	7,589	6,578	-13.3%	31.56	30.29
12 WTP-DUTCH MILL-CAP SQUARE	4,111	4,852	18.0%	20.94	28.22
13 STP-CAP SQUARE	12,323	11,615	-5.7%	18.94	18.31
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	23,753	22,858	-3.8%	24.60	29.07
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	32,980	33,492	1.6%	24.90	29.88
16 STP - ETP	27,616	24,699	-10.6%	26.00	23.86
17 ETP-NTP	7,696	7,181	-6.7%	24.46	25.28
18 STP-WTP (revised August 25, 2013)	30,690	25,871	-15.7%	28.10	24.04
19 RED ARROW TR-CAP SQUARE	12,781	12,165	-4.8%	20.46	21.52
20 NTP-EAST TOWNE	18,725	16,290	-13.0%	19.75	17.23
21 LAKEVIEW LOOP	14,168	13,856	-2.2%	29.07	29.64
22 MENDOTA LOOP	21,562	19,978	-7.3%	39.38	38.40
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	687	440	-36.0%	13.80	21.05
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	490	2,240	357.1%	6.03	4.89
27 NTP - UW CAMPUS COMMUTER	4,695	4,335	-7.7%	30.34	30.96
28 NTP-WTP COMMUTER (revised August 25, 2013)	31,103	28,745	-7.6%	56.61	64.96
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,769	1,593	-9.9%	26.57	26.45
30 ETP-EAST TOWNE	18,333	17,380	-5.2%	25.60	24.12
31 MARSH RD - ETP (began August 25, 2013)	2,025	1,897	-6.3%	9.06	8.35
32 ACEWOOD-THOMPSON LOOP	3,307	2,736	-17.3%	17.05	13.75
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	3,445	3,408	-1.1%	16.65	18.12
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	1,652	1,367	-17.3%	15.33	14.02
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	2,595	2,560	-1.3%	12.23	13.65
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	2,520	1,379	-45.3%	11.64	5.73
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	5,007	4,311	-13.9%	15.02	15.42
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	29,921	28,891	-3.4%	39.60	48.69
39 ETP - DAIRY DRIVE (revised August 25, 2013)	2,241	1,900	-15.2%	18.49	17.33
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	16,886	14,126	-16.3%	39.70	34.37
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	7,450	7,284	-2.2%	49.48	53.47
47 ARBOR HILLS COMMUTER	6,342	6,006	-5.3%	25.10	26.19
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	697	587	-15.8%	18.24	16.98
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	1,197	1,057	-11.7%	9.24	9.02
50 WTP-SCHROEDER-RAYMOND LOOP	20,958	18,025	-14.0%	44.40	39.83
51 WTP-MUIR FIELD LOOP	7,142	5,839	-18.2%	30.21	24.25
52 WTP-FITCHBURG	3,464	3,104	-10.4%	15.83	15.49
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	3,229	2,539	-21.4%	23.48	19.38
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,608	8,708	1.2%	22.10	24.71
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,015	8,555	6.7%	25.23	29.76
58 GREENTREE COMMUTER	6,634	6,112	-7.9%	26.55	27.03
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	963	1,042	8.2%	6.62	5.74
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	3,232	2,914	-9.8%	24.86	18.59
67 WTP-WEST TOWNE	23,354	19,671	-15.8%	40.71	36.21
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	737	864	17.2%	4.87	4.74
70 MIDDLETON-CAPITOL SQUARE	11,788	10,507	-10.9%	21.95	21.63
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	8,780	8,478	-3.4%	29.65	31.60
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	11,491	11,012	-4.2%	28.25	30.08
73 WTP-OLD SAUK TRAILS	9,535	7,906	-17.1%	18.38	16.85
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78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	1,165	1,049	-10.0%	14.06	10.55
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TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	1,049,226	986,474	-6.0%	32.86	32.47

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Average weekday ridership January 2015: 49,240

Average weekday ridership January 2016: 48,190

MONTHLY RIDERSHIP - January 2016

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	2015	2016	% change	2015	2016	% change
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10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	57,079	61,945	8.5%	57,079	61,945	8.5%
11 WTP-DUTCH MILL-CAP SQUARE	7,589	6,578	-13.3%	7,589	6,578	-13.3%
12 WTP-DUTCH MILL-CAP SQUARE	4,111	4,852	18.0%	4,111	4,852	18.0%
13 STP-CAP SQUARE	12,323	11,615	-5.7%	12,323	11,615	-5.7%
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	23,753	22,858	-3.8%	23,753	22,858	-3.8%
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	32,980	33,492	1.6%	32,980	33,492	1.6%
16 STP - ETP	27,616	24,699	-10.6%	27,616	24,699	-10.6%
17 ETP-NTP	7,696	7,181	-6.7%	7,696	7,181	-6.7%
18 STP-WTP (revised August 25, 2013)	30,690	25,871	-15.7%	30,690	25,871	-15.7%
19 RED ARROW TR-CAP SQUARE	12,781	12,165	-4.8%	12,781	12,165	-4.8%
20 NTP-EAST TOWNE	18,725	16,290	-13.0%	18,725	16,290	-13.0%
21 LAKEVIEW LOOP	14,168	13,856	-2.2%	14,168	13,856	-2.2%
22 MENDOTA LOOP	21,562	19,978	-7.3%	21,562	19,978	-7.3%
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	687	440	-36.0%	687	440	-36.0%
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	490	2,240	357.1%	490	2,240	357.1%
27 NTP - UW CAMPUS COMMUTER	4,695	4,335	-7.7%	4,695	4,335	-7.7%
28 NTP-WTP COMMUTER (revised August 25, 2013)	31,103	28,745	-7.6%	31,103	28,745	-7.6%
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,769	1,593	-9.9%	1,769	1,593	-9.9%
30 ETP-EAST TOWNE	18,333	17,380	-5.2%	18,333	17,380	-5.2%
31 MARSH RD - ETP (began August 25, 2013)	2,025	1,897	-6.3%	2,025	1,897	-6.3%
32 ACEWOOD-THOMPSON LOOP	3,307	2,736	-17.3%	3,307	2,736	-17.3%
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	3,445	3,408	-1.1%	3,445	3,408	-1.1%
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	1,652	1,367	-17.3%	1,652	1,367	-17.3%
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	2,595	2,560	-1.3%	2,595	2,560	-1.3%
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	2,520	1,379	-45.3%	2,520	1,379	-45.3%
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	5,007	4,311	-13.9%	5,007	4,311	-13.9%
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	29,921	28,891	-3.4%	29,921	28,891	-3.4%
39 ETP - DAIRY DRIVE (revised August 25, 2013)	2,241	1,900	-15.2%	2,241	1,900	-15.2%
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	16,886	14,126	-16.3%	16,886	14,126	-16.3%
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	7,450	7,284	-2.2%	7,450	7,284	-2.2%
47 ARBOR HILLS COMMUTER	6,342	6,006	-5.3%	6,342	6,006	-5.3%
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	697	587	-15.8%	697	587	-15.8%
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	1,197	1,057	-11.7%	1,197	1,057	-11.7%
50 WTP-SCHROEDER-RAYMOND LOOP	20,958	18,025	-14.0%	20,958	18,025	-14.0%
51 WTP-MUIR FIELD LOOP	7,142	5,839	-18.2%	7,142	5,839	-18.2%
52 WTP-FITCHBURG	3,464	3,104	-10.4%	3,464	3,104	-10.4%
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	3,229	2,539	-21.4%	3,229	2,539	-21.4%
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,608	8,708	1.2%	8,608	8,708	1.2%
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,015	8,555	6.7%	8,015	8,555	6.7%
58 GREENTREE COMMUTER	6,634	6,112	-7.9%	6,634	6,112	-7.9%
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	963	1,042	8.2%	963	1,042	8.2%
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	3,232	2,914	-9.8%	3,232	2,914	-9.8%
67 WTP-WEST TOWNE	23,354	19,671	-15.8%	23,354	19,671	-15.8%
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	737	864	17.2%	737	864	17.2%
70 MIDDLETON-CAPITOL SQUARE	11,788	10,507	-10.9%	11,788	10,507	-10.9%
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	8,780	8,478	-3.4%	8,780	8,478	-3.4%
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	11,491	11,012	-4.2%	11,491	11,012	-4.2%
73 WTP-OLD SAUK TRAILS	9,535	7,906	-17.1%	9,535	7,906	-17.1%
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	7,302	9,109	24.7%	7,302	9,109	24.7%
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	1,165	1,049	-10.0%	1,165	1,049	-10.0%
80 UW CAMPUS (service revised August 26, 2012)	146,195	131,741	-9.9%	146,195	131,741	-9.9%
81 UW LATE NIGHT CIRCULATOR	2,685	2,167	-19.3%	2,685	2,167	-19.3%
82 UW LATE NITE CIRCULATOR	3,102	3,241	4.5%	3,102	3,241	4.5%
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	2,665	2,477	-7.1%	2,665	2,477	-7.1%
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	113,191	114,983	1.6%	113,191	114,983	1.6%
UNKNOWN ROUTE & ROAD BUS	-	-	NA	-	-	NA
SYSTEM TOTAL	1,203,873	1,126,100	-6.5%	1,203,873	1,126,100	-6.5%
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	1,049,226	986,474	-6.0%	1,049,226	986,474	-6.0%

**Paratransit Performance Indicators
January, 2016**

Operations	Metro Plus			
	Jan, 2015	Jan, 2016	YTD 2015	YTD 2016
Total Trips	21,659	21,967	21,659	21,967
Rides Cancelled	6,260	5,704	6,260	5,704
Cancellation Rate	28.9%	26.0%	28.9%	26.0%
No Shows (1)	549	621	549	621
No Shows/Rides Provided	2.5%	2.8%	2.5%	2.8%
Number of Clients Provided Service	1,083	1,073	1,083	1,073
Average Trips/Client	20.0	20.5	20.0	20.5
DDS Trips	14,988	15,124	14,988	15,124
Subscription Trips	16,179	16,456	16,179	16,456
DDS Subscription Trips	13,158	13,458	13,158	13,458
D2D Trips	20,879	20,945	20,879	20,945
Lv Attended Trips	6,365	6,350	6,365	6,350
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	2,273	2,396	4,099	4,574	3,024	16,366
Non-Ambulatory	-	1,713	165	815	2,908	5,601
Percentage	10.35%	18.71%	19.41%	24.53%	27.00%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Transit Sol	Badger Bus	Total
Rides Provided	2,273	4,109	4,264	5,389	5,932	21,967
Customer Complaints	17	6	7	14	35	79
Customer Compliments	2	1	0	1	3	7
Customer Suggestions	0	0	0	0	0	0
Complaints/1000 passenger trips - 2015	NA	2.13	5.09	1.50	3.48	3.05
Complaints/1000 passenger trips - 2016	7.48	1.46	1.64	2.60	5.90	3.60
Late Service Reports (2)	6	0	3	2	13	24
Late Service Reports/1000 passenger trips - 2015	NA	0.00	1.37	0.33	0.32	0.51
Late Service Reports/1000 passenger trips - 2016	2.64	0.00	0.70	0.37	2.19	1.09

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
January, 2016	94%	94%	96%	90%	95%
YTD - 2015	NA	92%	97%	94%	95%
YTD - 2016	94%	94%	96%	90%	95%

ADA Certifications, January 2016	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,602	280	241	144	16,902
Category 2	9	0	0	0	0
Category 2/3	36	1	0	0	11
Category 3	2,317	319	69	21	4,972
Total	3,964				21,885

Monthly New Certification	18
Monthly Denied Applications	0

(1) No-shows now include late cancels (late cancels used to be reported separately).

(2) Late Service Reports are based on passenger feedback. Not all late reports are chargeable to the vendor.