

FIXED ROUTE
Operating Statistics For Periods Ending 1/31/2008 & 1/31/2007

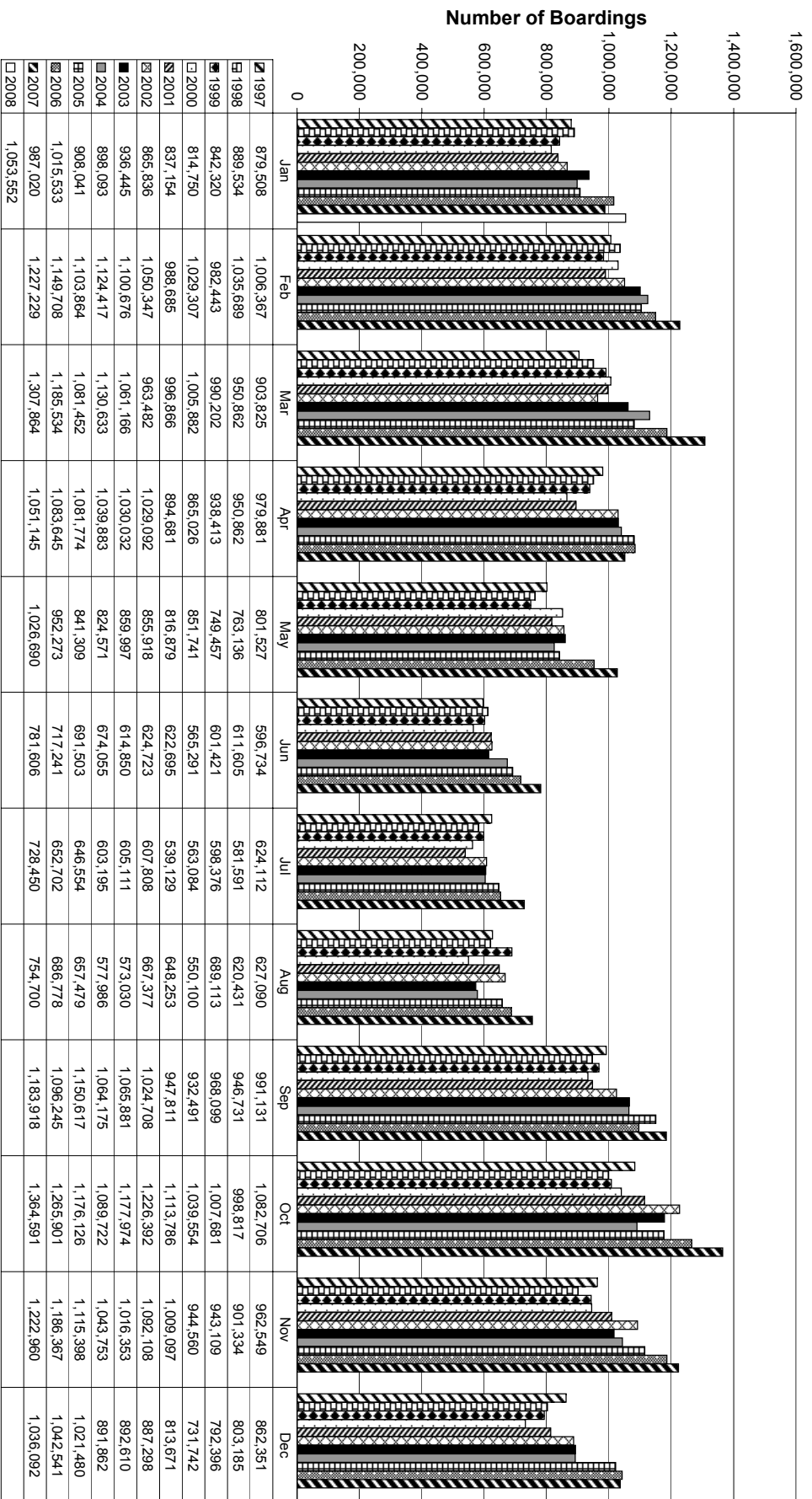
CURRENT MONTH			YEAR TO DATE		
Actual 2007	Actual 2008	Variance 2007 to 2008	Actual 2007	Actual 2008	Variance 2007 to 2008
Service Supplied					
459,558	459,891	333	459,558	459,891	333
30,630	30,997	367	30,630	30,997	367
34,029	34,652	623	34,029	34,652	623
<i>Ridership</i>					
893,974	956,273	62,299	893,974	956,273	62,299
82,818	85,649	2,831	82,818	85,649	2,831
<u>10,228</u>	<u>11,630</u>	<u>1,402</u>	<u>10,228</u>	<u>11,630</u>	<u>1,402</u>
987,020	1,053,552	66,532	987,020	1,053,552	66,532
Service Quality					
2,176	2,345	169	2,176	2,345	169
18	17	(1)	18	17	(1)
25	37	12	25	37	12
Fleet/Maintenance					
53	103	50	53	103	50
77	77	0	77	77	0
77	77	0	77	77	0

Note: N/A means the information was not available at the time of this report. YTD would also be incorrect.

** Includes special events.

Key: A (negative variance) denotes a decrease in activity over 2007.

Fixed Route Monthly Ridership Comparison 1997 - 2008



1997
 1998
 1999
 2000
 2001
 2002
 2003
 2004
 2005
 2006
 2007
 2008

Year	Annual Ridership
1997	10,370,107
1998	10,097,867
1999	10,110,441
2000	10,065,495
2001	10,210,834
2002	10,695,089
2003	10,934,125
2004	10,962,345
2005	11,475,597
2006	12,034,468
2007	12,672,285

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--January 2008 vs. January 2007
(Routes sorted in order of 2008 passengers per revenue hour productivity)

ROUTES	RIDERSHIP, 2008 vs. 2007 Year to Date			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY
	2008	2007	% Change	2008	2007	% Change		
80 UW CAMPUS (Schedule changed September 2, 2007)	122,623	131,627	-6.8%	88.88	84.57	5.1%		Core Routes operate every day, from early am to late p.m.: 2, 3, 4, 5, 6, 7, 13
85 UW CAMPUS-PARK ST CIRCULATOR	23,993	15,195	57.9%	77.71	45.73	70.0%		
90-93 SUPPLEMENTARY SCHOOL SERVICE	98,288	87,885	11.8%	66.54	64.98	2.4%		(3) operates weekdays only;
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	48,128	41,040	17.3%	46.34	42.25	9.7%		7 operates Wends & Holidays only).
81-82 UW LATE NITE CIRCULATORS	9,902	14,896	-33.5%	42.78	30.23	41.5%		Commuter Routes operate on weekdays during peak hours:
2 WTP-NTP	86,396	83,620	3.3%	40.19	38.63	4.0%		11, 12, 14, 15, 25, 27, 28, 29,
4 NTP-STP	62,717	62,481	0.4%	38.48	38.99	-1.3%		58, 71, 72, 74
50 WTP-SCHROEDER-RAYMOND LOOP	12,023	8,832	36.1%	34.90	25.86	35.0%		37, 38, 44, 47, 48, 55, 56, 57
29 SHERMAN COMMUTER	3,316	3,787	-12.5%	34.65	40.65	-14.8%		
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	111,252	102,399	8.6%	32.83	30.96	6.0%		Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 24, 30, 32, 33
37 & 38 PELALUM RD-SHEBOYGAN AVE COMMUTER	32,783	28,951	13.2%	32.71	30.27	8.1%		40, 50, 51, 52, 73
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RITES	10,024	8,192	22.4%	31.19	25.73	21.2%		Connector Routes connect transfer points throughout the day: 16, 17, 18.
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	9,870	7,725	27.8%	30.54	31.15	-2.0%		Circulator Routes operate midday only: 1, 9, 34
40 STP - ARBOR HILLS LOOP	12,742	10,955	16.3%	30.30	26.50	14.4%		Other routes:
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	6,994	7,505	-6.8%	29.93	31.05	-3.6%		8 operates between the Capitol Square and Spring Harbor, weekdays only.
3 WTP-ETP	43,655	42,053	3.8%	28.39	28.55	-0.6%		19 operates like a core route between the Capitol Square and Allied Drive on weekdays.
16 STP - ETP	29,036	23,385	24.2%	28.27	23.04	22.7%		39 operates as a commuter route during peak hours; operates like a circulator route midday.
56 & 57 PILGRIM-REITZ COMMUTER & MUIR FIELD COMMUTER	18,363	20,476	-10.3%	27.59	31.84	-13.3%		67 connects with route 6 at the West Transfer Point; operates to/from West Towne Mall.
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	80,305	77,040	4.2%	27.44	26.74	2.6%		63 and 68 operate between the West Transfer Point and Prairie Town Center on weekends.
14 & 15 RICHMOND HILL-WE-FORD RIDGE/JUNCTION RIDGE	61,213	56,192	8.9%	26.97	26.08	3.4%		70 operates like a core route between the Capitol Square, Middleton & the West Transfer Point on weekdays.
21 LAKEVIEW LOOP	11,643	9,660	20.5%	26.43	22.51	17.4%		LW Campus Circulators 80, 81, 82, 85
58 GREENTREE COMMUTER	6,546	6,545	0.0%	25.19	26.73	-5.7%		School Day Supplemental Routes 90, 91, 92, 93
9 ETP - UW CAMPUS & 33 HESTAND LOOP	10,080	8,816	14.3%	24.91	22.99	8.3%		
1 CAP SQUARE - UW	2,163	1,796	20.4%	24.58	23.11	6.3%		
11 & 12 WTP-DUTCH MILL-CAP SQUARE	10,485	8,486	23.6%	23.75	19.68	20.6%		
52 WTP-FITCHBURG (began operating Sept. 4, 2007)	5,286	NA	NA	22.99	NA	NA		
51 WTP-MUIR FIELD LOOP	4,737	5,174	-8.4%	22.41	24.32	-7.8%		
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	40,677	35,625	14.2%	22.37	19.82	12.9%		
19 RED ARROW TR-CAP SQUARE	14,852	13,826	7.4%	22.09	20.66	6.9%		
47 ARBOR HILLS COMMUTER	6,368	4,830	31.8%	22.05	17.52	25.8%		
27 NTP - UW CAMPUS COMMUTER	3,728	3,216	15.9%	21.67	18.30	18.4%		
7 WTP-ETP (Weekends & Holidays Only)	9,247	10,908	-15.2%	19.41	20.32	-4.5%		
55 VERONA - WTP COMMUTER (began Sept. 19, 2005)	2,383	1,264	88.5%	18.84	10.71	75.9%		
70 MIDDLETON-CAPITOL SQUARE	10,497	12,881	-18.5%	18.59	23.02	-19.2%		
32 ACEWOOD-THOMPSON LOOP	3,126	2,295	36.2%	17.67	12.77	38.5%		
34 ETP-MATIC & 39 ETP - DAIRY DRIVE	4,031	3,209	25.6%	17.47	14.43	21.0%		
25 AMERICAN CENTER	837	888	-5.7%	17.37	19.66	-11.7%		
73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07)	10,764	10,912	-1.4%	15.33	24.06	-36.3%		
63 & 68 WTP-PRAIRIE TWIN CTR (Weekends & Holidays only)	4,184	4,152	0.8%	15.20	13.50	12.6%		
74 MIDDLETON LOOP	2,140	356	501.1%	14.92	2.83	428.0%		
24 AIRPORT LOOP	3,493	2,118	64.9%	14.63	9.35	56.6%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	1,949	1,988	-2.0%	14.63	13.37	9.4%		
SPECIAL EVENT SERVICE	524	750	-30.1%	6.44	10.82	-40.4%		
UNKNOWN ROUTE & ROAD BUS **	190	53	258.5%	NA	NA	NA		
ROUTES DISCONTINUED DURING 2007:								
53 UW-HOSP COMMUTER (service reduced 8/27/06-discontinued 8/31/07)	-	2,845	NA	NA	19.49	NA		
89 PARKING RAMP SHUTTLE (operated January 2 - June 15, 2007)	-	191	NA	NA	0.82	NA		
SYSTEM TOTAL	1,053,552	987,020	6.7%	33.99	32.22	5.5%	20.39	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	897,034	825,302	8.7%	30.85	29.22	5.6%	18.51	

NOTE: Substantial changes were made across the system effective September 2, 2007. This will affect comparisons of current service to previous.

* 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 "extras" put into service to handle overloads.

ROUTE PERFORMANCE, Year to Date through January 2008

ROUTE	RIDERSHIP			% change	Passengers/revenue hour	
	2008	2007			2008	2007
1 CAP SQUARE - UW	2,163	1,796	20.4%	24.58	23.11	
2 WTP-NTP	86,396	83,620	3.3%	40.19	38.63	
3 WTP-ETP	43,655	42,053	3.8%	28.39	28.55	
4 NTP-STP	62,717	62,481	0.4%	38.48	38.99	
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	80,305	77,040	4.2%	27.44	26.74	
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	111,252	102,399	8.6%	32.83	30.96	
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74 MIDDLETON LOOP	2,140	356	501.1%	14.92	2.83	
MIDDLETON ROUTES TOTAL	40,265	39,379	2.2%	20.47	24.17	
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SYSTEM TOTAL	1,053,552	987,020	6.7%	33.99	32.22	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	897,034	825,302	8.7%	30.85	29.22	

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Paratransit Performance Indicators
Year to Date as of Jan 31, 2008

	Metro Plus YTD		Fixed Route YTD	
	Jan. 2007	Jan. 2008	Jan. 2007	Jan. 2008
Revenue Indicators				
Operating Revenue/ Operating Cost				
Passenger Revenue/ Total Passenger Trips				

Financial Data not available at time of printing

Expense Indicators
Operating Cost/Passenger Trip

	Metro Plus			
	Jan. 2007	Jan. 2008	YTD 2007	YTD 2008
Operations				
Total Trips	22,376	21,464	22,376	21,464
Rides Cancelled	3,702	4,133	3,702	4,133
Cancellation Rate	16.5%	19.3%	16.5%	19.3%
No Shows	492	468	492	468
No Shows/Rides Provided	2.2%	2.2%	2.2%	2.2%
Number of Clients Provided Service	1,154	1,062	1,154	1,062
Average Trips/Client	19.4	20.2	19.4	20.2
DDS Trips	12,712	12,376	12,712	12,376
Subscription Trips	11,999	11,849	11,999	11,849
DDS Subscription Trips	7,653	7,737	7,653	7,737
D2D Trips	15,950	15,391	15,950	15,391
Lv Attended Trips	5,884	5,863	5,884	5,863
Maintenance Inspections Conducted/Scheduled	100.0%	111.1%	100.0%	111.1%

	Metro Direct		Laidlaw		Badger Trans. Sol.		Badger Bus		
	1,875	2,199	1,946	2,436	5,301	-	216	1,807	Total
Number of Trips by Provider YTD									
Ambulatory	1,875	2,199	1,946	2,436	5,301	-	216	1,807	14,806
Non-Ambulatory	2,199	18.98%	2,436	20.42%	-	24.70%	16.01%	19.89%	6,658
Percentage									100.00%

	Metro Direct		Laidlaw		Badger Transit Sol		Badger Bus		
	4,074	4,382	4	22	3	3	0	0	Total
Customer Service YTD									
Rides Provided	4,074	4,382	4	22	3	3	0	0	21,464
Customer Complaints	6	4	0	0	0	0	1	2	38
Customer Compliments	0	0	0	0	0	0	1	0	0
Customer Suggestions	1	0	0	0	0	0	1	1	2
Complaints/1000 passenger trips	1.47	0.91	0	4.15	0.87	0.70	0.70	1.77	1.77
Late Service Reports (2)	1	28	0	86	19	5	139	139	139
Late Service Reports/1000 passenger trips	0.25	6.39	0	16.22	5.53	1.17	6.48	6.48	6.48

	Metro Direct		Laidlaw		Badger Transit Sol.		Badger Bus	
	88%	91%	92%	91%	95%			
On-Time Performance, Jan. 2008								

	Clients				
	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips	
ADA Certifications, Jan. 2008					
Category 1	1,219	240	188	122	13,778
Category 2	46	3	2	0	63
Category 2/3	96	16	8	1	355
Category 3	1,946	377	118	30	7,208
Total	3,307	3,307	3,307	3,307	21,404

Monthly New Certification 66
Monthly Denied Applications 3

ParaTransit
Operating Statistics For Periods Ending 1/31/2007 & 1/31/2008

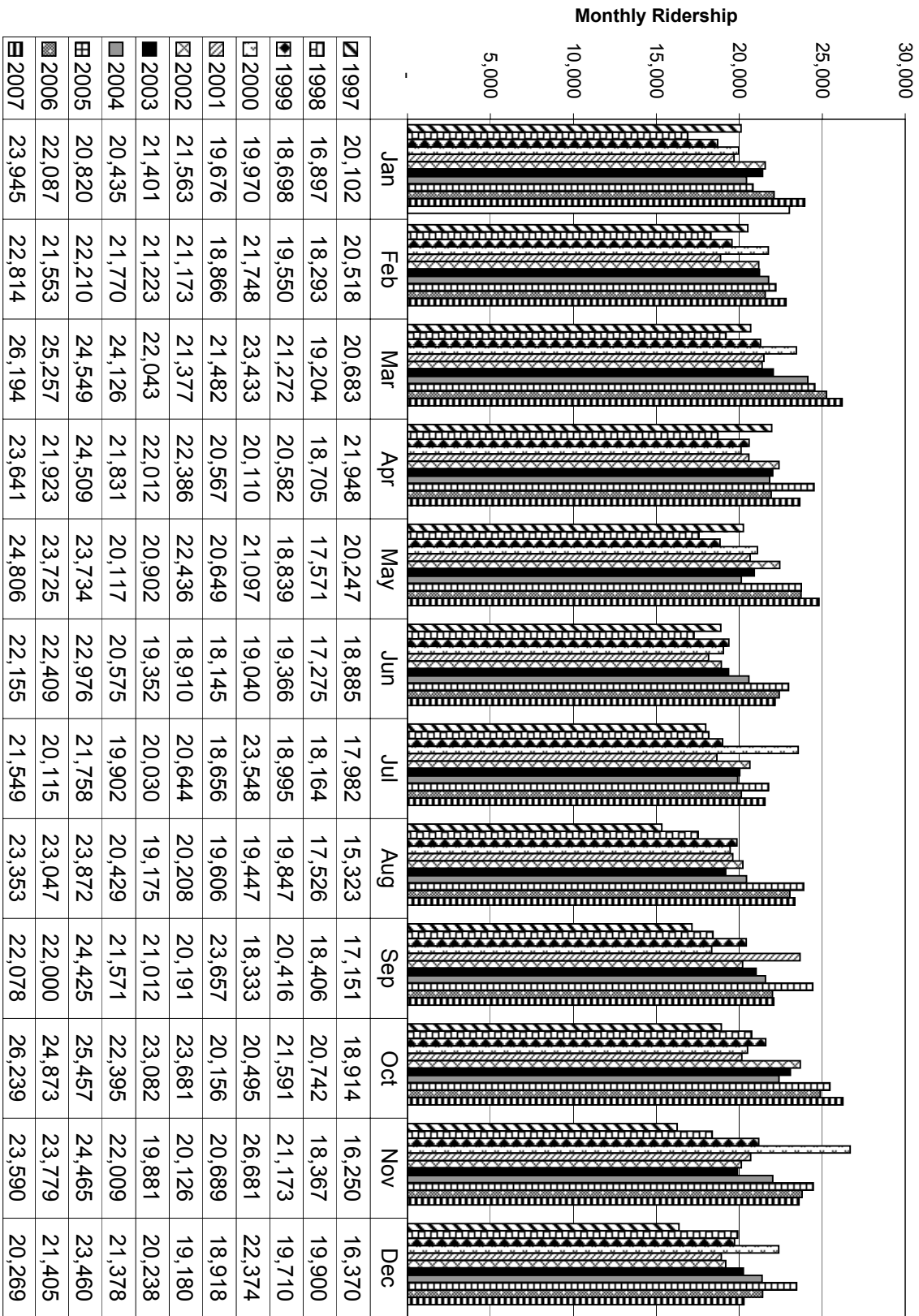
CURRENT MONTH				YEAR TO DATE		
Actual 2007	Actual 2008	Variance 2007 to 2008		Actual 2007	Actual 2008	Variance 2007 to 2008
			Service Supplied Data			
			No. of Clients riding the System	1,154	1,062	(92)
			<i>Ridership</i>			
1,154	1,062	(92)	Directly Operated Service	4,391	4,074	(317)
4,391	4,074	(317)	ADA Contracted Services	17,985	17,390	(595)
<u>17,985</u>	<u>17,390</u>	(595)	Total ADA Ridership *	22,376	21,464	(912)
22,376	21,464	(912)	Group Access *	1,569	1,551	(18)
1,569	1,551	(18)	Total No-shows	492	468	(24)
492	468	(24)				
			Service Quality Data			
8	2	(6)	Passenger Accidents	8	2	(6)
0	4	4	Vehicle Accidents	0	4	4
			Fleet/Maintenance Data			
1	3	2	Road Calls	1	3	2
7	10	3	Actual Inspections	7	10	3
7	9	2	Scheduled Inspections	7	9	2

Note: N/A means the information was not available at the time of this report. The YTD would also be incorrect as it only reflects the information that was available from previous months.

* ADA Ridership does not include Group Access.

Key: A (negative variance) denotes a decrease in activity over 2007.

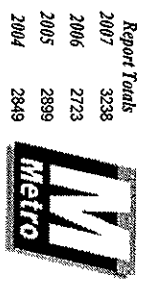
Monthly Paratransit Ridership, 1997 - 2008 (includes Group Access)



Year	Annual Ridership
1997	224,373
1998	221,050
1999	240,039
2000	256,276
2001	241,067
2002	251,875
2003	250,351
2004	256,538
2005	282,235
2006	272,173
2007	280,633

Note: Annual Ridership includes Group Access.

Customer Feedback: Multi-Year Counts by Primary Unit and Category
For the period 1/1 - 12/31



Report Totals	2007	2006	2005	2004
3238	2723	2899	2849	

BGRNDS

Category ID and Name	2007	2006	2005	2004
34 Wheelchair accessibility	0	1	1	0
39 Shelter Posters	0	0	1	3
67 Transfer P/S/Sheiler Vandalism	1	7	1	1
68 Transfer P/S/Sheiler Graffiti	33	5	4	2
91 Complaint	0	0	0	0
116 Other - no current category	5	14	8	10
128 Transfer P/S/Sheiler Maintenance	13	15	18	7
Unit Totals	52	42	33	23

FIN

Category ID and Name	2007	2006	2005	2004
18 Fare Policy	2	8	90	12
19 Transfer Policy	0	0	0	0
91 Complaint	0	0	1	0
116 Other - no current category	8	3	4	5
Unit Totals	10	11	95	17

FIXED

Category ID and Name	2007	2006	2005	2004
3 Smoking	4	9	1	6
4 Dining Behavior	279	240	242	237
6 Bus Early - Fixed Route	156	76	87	110
7 Customer passed-up	232	194	234	215
8 Bus Off-route	13	32	31	69
9 Driver Not Wearing Seatbelt	2	0	1	0
10 Driver Not Calling Stops	0	0	0	37
11 Destination Sign Incorrect	20	12	20	14
12 Disruptive Passenger(s)	39	22	48	51
13 Bus Never Came	142	70	99	142
26 Overloads	25	20	24	9
29 Special Event Service	0	0	2	2
32 Bus Killing	22	13	12	26
33 Delours	38	18	8	7
34 Wheelchair accessibility	0	0	0	3
41 ITS - Intelligent Transportation S	0	0	11	1
55 Driver Ride	146	138	178	104
60 Transfer Points	0	0	2	0
66 Equipment Malfunction	16	8	9	3
69 Securement, mobility device	0	1	1	5
71 Other Driver Conduct	45	99	90	15
76 Missed Stop Request	18	11	10	16
77 Fare Dispute	24	5	22	33
78 Discrimination	2	5	1	11
79 City Ordinances	1	12	19	7
80 Electronic Device	5	14	6	3
81 Driving With Cell Phone	47	38	30	28
84 Unauthorized Stop	3	3	6	20
85 Unprofessional Conduct	77	33	17	79
86 Excessive Conversation	2	1	0	3
87 Bus Late - Fixed Route	217	133	124	91
88 Unsafe Situation	39	37	71	68

INFSYS

Category ID and Name	2007	2006	2005	2004
41 ITS - Intelligent Transportation S	3	0	2	7
91 Complaint	0	0	2	1
116 Other - no current category	7	4	15	3
135 Trip Planner	35	20	12	4
Unit Totals	45	24	31	15

MAINT

Category ID and Name	2007	2006	2005	2004
32 Bus Killing	0	0	0	0
34 Wheelchair accessibility	0	2	0	3
41 ITS - Intelligent Transportation S	13	6	14	5
66 Equipment Malfunction	0	0	1	0
91 Complaint	0	0	1	0
115 Bus Appearance-Cleanliness	7	8	7	3
116 Other - no current category	8	3	1	7
117 Climate Control	6	1	0	1
Unit Totals	34	20	23	19

MKTG

Category ID and Name	2007	2006	2005	2004
18 Fare Policy	2	3	7	18
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	1	0	0	2
29 Special Event Service	0	0	1	0
33 Delours	2	2	1	3
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	8	23	25	19
37 Advertisements - General	3	3	2	2
38 Sales Outlets	0	0	0	7
39 Shelter Posters	6	0	3	2
40 Schedules	5	9	8	11
72 Other Public Info	8	20	12	21
91 Complaint	30	11	19	6
88 Schedule Info	15	9	2	1
100 Phones Busy	6	1	2	0
101 Behavior - Cust Svc	17	4	3	0
115 Bus Appearance-Cleanliness	2	0	4	0

PARA

Category ID and Name	2007	2006	2005	2004
3 Smoking	1	1	5	0
4 Dining Behavior	9	11	34	35
55 Driver Ride	38	30	20	22
66 Equipment Malfunction	4	3	3	0
69 Securement, mobility device	6	9	26	3
79 City Ordinances	1	0	1	0
80 Electronic Device	0	0	0	0
81 Driving With Cell Phone	4	1	0	1
85 Unprofessional Conduct	8	4	3	6
88 Unsafe Situation	6	4	7	7
90 Passenger Injury	3	6	14	12
91 Complaint	26	20	32	23
93 Notification - Para App	0	0	0	2
94 Availability - Para App	0	0	0	0
95 Processing Time - Para App	1	0	0	2
96 Fares	9	13	11	20
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	1	0	9	10
99 Order Taking	6	7	16	16
100 Phones Busy	2	0	0	3
101 Behavior - Cust Svc	1	2	0	3
102 Bus Early - Para	13	15	13	18
103 Bus On-Time	0	0	1	0
104 Bus Late - Para	110	90	176	194
105 No Shows	69	30	41	30
106 Door-to-Door	14	22	35	31
107 Leave Attended	27	32	60	63
108 Mobility Device Securement	1	5	4	6
109 Travel Time - Para	45	37	53	40
110 Service Area - Para Policy	1	5	3	2
111 Backtracking	0	1	1	0
112 Passenger Behavior	16	7	20	23
113 Driver Behavior	15	28	30	14
114 Dispatch	8	15	31	23
116 Other - no current category	35	13	19	23
120 Para - Ride Booking	11	14	18	23
132 Harassment	1	0	1	1
133 Running a Red Light	0	0	0	0
137 Weather Related	0	0	0	0
Unit Totals	491	425	690	633

PLN

Category ID and Name	2007	2006	2005	2004
18 Fare Policy	0	2	0	0
19 Transfer Policy	0	1	0	0
21 Span	7	4	10	4
23 Express Service	4	3	2	0
25 Frequency	3	7	1	2
26 Overloads	29	34	28	42
27 Park & Ride	5	5	3	1
28 School Trippers Concern	16	5	7	6
29 Special Event Service	1	6	0	4
31 Expansion Request	37	23	21	16
33 Delours	14	3	4	4
34 Wheelchair accessibility	0	0	0	0
40 Schedules	62	48	12	4
42 Routes	56	338	17	44
43 Schedules - Service Design	10	29	29	66
44 Quality	2	2	0	0
47 Corridor Schedules	0	0	0	1
48 Transfer Coordination	2	3	1	3
49 Travel Time - Service Design	2	6	0	7
60 Transfer Points	0	4	6	8
70 Other Service Design	2	0	4	5
73 Bus Stop Request	48	39	17	33
74 Bus Stop Damage	8	4	3	11
75 Shelter Addition/Removal	3	0	0	0
91 Complaint	12	18	3	7
92 Public Hearing Comment	41	0	0	0
116 Other - no current category	6	5	6	7
127 Public Hearing Addendum	0	0	0	0
129 Service Design Request	4	4	3	12
Unit Totals	374	591	177	287