

FIXED ROUTE
Operating Statistics For Periods Ending 4/30/2015 & 4/30/2016

CURRENT MONTH			YEAR TO DATE				
Actual 2015	Actual 2016	Variance 2015 to 2016		Actual 2015	Actual 2016	Variance 2015 to 2016	% Change
			Service Supplied				
517,370	525,052	7,682	Total (Vehicle) Miles	2,033,347	2,076,953	43,606	2.1%
35,108	34,412	(696)	Revenue Hours	137,397	136,456	(941)	-0.7%
39,235	38,379	(856)	Total (Vehicle) Hours	153,730	151,907	(1,823)	-1.2%
			<i>Ridership</i>				
1,268,560	1,187,370	(81,190)	Revenue Passengers	5,219,164	4,753,442	(465,722)	-8.9%
62,338	59,468	(2,870)	Transfers	245,389	240,752	(4,637)	-1.9%
<u>13,384</u>	<u>10,985</u>	<u>(2,399)</u>	Non-Revenue Rides	<u>47,976</u>	<u>44,094</u>	<u>(3,882)</u>	-8.1%
1,344,282	1,257,823	(86,459)	Total Passengers	5,512,529	5,038,288	(474,241)	-8.6%
			Service Quality*				
	86.2%		% Trips on time		87.0%		
	3.5%		% Trips early		3.5%		
	10.3%		% Trips late		9.5%		
6	14	8	Passenger Accidents	38	58	20	52.6%
			Vehicle Accidents				
6	13	7	Chargeable	24	36	12	50.0%
4	13	9	Non-chargeable	29	31	2	6.9%
<u>0</u>	<u>1</u>	<u>1</u>	Preventable	<u>0</u>	<u>1</u>	<u>1</u>	100.0%
10	27	17	Total Vehicle Accidents	53	68	15	28.3%
			Fleet/Maintenance				
68	31	(37)	Road Calls	376	198	(178)	-47.3%
86	88	2	Actual Inspections	339	347	8	2.4%
86	88	2	Scheduled Inspections	339	347	8	2.4%

*Sample of 217,118 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 4/30/2015 & 4/30/2016

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				
1,089	1,103	14	No. of Clients riding the System	1,363	1,329	(34)	-2.5%
			<i>Ridership</i>				
4,470	4,830	360	Directly Operated Service	17,559	19,012	1,453	8.3%
<u>19,373</u>	<u>18,842</u>	<u>(531)</u>	ADA Contracted Services	<u>75,985</u>	<u>75,370</u>	<u>(615)</u>	-0.8%
23,843	23,672	(171)	Total ADA Ridership	93,544	94,382	838	0.9%
585	538	(47)	Total No-shows	2,400	2,462	62	2.6%
			Service Quality Data				
4	1	(3)	Passenger Accidents	6	3	(3)	-50.0%
			<i>Vehicle Accidents:</i>				
0	0	0	Chargeable	4	1	(3)	-75.0%
0	2	2	Non-chargeable	1	7	6	600.0%
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>0</u>	<u>0</u>	<u>0</u>	#DIV/0!
0	2	2	Total Vehicle Accidents	5	8	3	60.0%
			Fleet/Maintenance Data				
3	2	(1)	Road Calls	8	8	0	0.0%
10	11	1	Actual Inspections	38	44	6	15.8%
10	11	1	Scheduled Inspections	38	44	6	15.8%

*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--April 2016 vs. April 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)	906,216	687,812	-24.1%	117.05	88.13	-24.7%		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	454,539	465,806	2.5%	67.64	70.08	3.6%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	146,895	137,096	-6.7%	62.15	68.07	9.5%		
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	34,232	33,334	-2.6%	56.17	55.35	-1.5%		
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	291,968	317,982	8.9%	49.23	50.07	1.7%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	140,108	136,538	-2.5%	44.26	49.36	11.5%		
2 WTP-NTP (revised August 25, 2013)	512,245	457,272	-10.7%	49.95	48.20	-3.5%		
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2012)	30,591	38,524	25.9%	36.61	42.96	17.3%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	10,562	8,089	-23.4%	55.72	42.67	-23.4%		
4 NTP-STP	272,052	246,424	-9.4%	43.28	39.61	-8.5%		
22 MENDOTA LOOP	88,049	82,254	-6.6%	40.44	37.80	-6.5%		
50 WTP-SCHROEDER-RAYMOND LOOP	84,430	69,882	-17.2%	45.20	37.42	-17.2%		
1 CAP SQUARE - UW	11,812	12,303	4.2%	33.89	35.72	5.4%		
67 WTP-WEST TOWNE	96,314	80,714	-16.2%	42.17	35.35	-16.2%		
3 WTP-ETP	215,443	198,899	-7.7%	37.11	35.12	-5.4%		
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	67,468	57,992	-14.0%	40.18	34.49	-14.2%		
6 EAST TOWNE-WTP	405,993	373,733	-7.9%	36.25	34.22	-5.6%		
5 ETP-STP	169,345	154,817	-8.6%	36.15	33.05	-8.6%		
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	151,748	156,214	2.9%	26.91	31.52	17.2%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	38,184	36,753	-3.7%	31.86	30.99	-2.7%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	108,618	106,619	-1.8%	27.00	30.67	13.6%		
11 WTP-DUTCH MILL-CAP SQUARE	33,528	28,621	-14.6%	34.45	29.81	-13.5%		
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	36,806	37,635	2.3%	28.62	29.61	3.5%		
81-82 UW LATE NITE CIRCULATORS	57,796	47,579	-17.7%	40.32	29.60	-26.6%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	50,581	47,284	-6.5%	30.72	29.21	-4.9%		
27 NTP - UW CAMPUS COMMUTER	20,097	18,042	-10.2%	32.08	29.14	-9.2%		
21 LAKEVIEW LOOP	59,425	55,896	-5.9%	30.81	28.96	-6.0%		
7 WTP-ETP (Weekends & Holidays Only)	58,129	55,086	-5.2%	31.83	28.48	-10.5%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	7,494	7,290	-2.7%	27.81	27.38	-1.6%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	16,794	15,283	-9.0%	31.80	27.34	-14.0%		
58 GREENTREE COMMUTER	28,363	27,165	-4.2%	28.04	27.18	-3.1%		
12 WTP-DUTCH MILL-CAP SQUARE	17,750	20,559	15.8%	22.33	27.04	21.1%		
47 ARBOR HILLS COMMUTER	28,121	26,751	-4.9%	27.50	26.38	-4.1%		
30 ETP-EAST TOWNE	76,082	74,850	-1.6%	26.98	25.52	-5.4%		
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	37,316	39,253	5.2%	23.67	25.19	6.4%		
16 STP - ETP	111,872	103,942	-7.1%	26.78	24.81	-7.4%		
70 MIDDLETON-CAPITOL SQUARE	57,232	51,850	-9.4%	26.33	24.14	-8.3%		
17 ETP-NTP	33,396	30,204	-9.6%	26.23	24.05	-8.3%		
18 STP-WTP (revised August 25, 2013)	121,469	100,330	-17.4%	28.47	23.46	-17.6%		
51 WTP-MUIR FIELD LOOP	26,940	20,672	-23.3%	29.49	22.34	-24.2%		
19 RED ARROW TR-CAP SQUARE	60,671	55,703	-8.2%	23.99	22.29	-7.1%		
13 STP-CAP SQUARE	54,675	54,340	-0.6%	21.34	21.07	-1.3%	x	
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	14,376	11,061	-23.1%	25.82	19.87	-23.1%	x	
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	3,402	1,805	-46.9%	16.89	19.53	15.7%	x	
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	11,029	9,579	-13.1%	23.79	19.51	-18.0%	x	
39 ETP - DAIRY DRIVE (revised August 25, 2013)	10,437	9,088	-12.9%	21.28	18.75	-11.9%	x	
20 NTP-EAST TOWNE	76,492	69,137	-9.6%	20.63	18.37	-11.0%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	3,183	2,798	-12.1%	20.58	18.30	-11.0%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	26,302	23,810	-9.5%	18.86	18.12	-3.9%	x	
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	14,873	14,954	0.5%	17.76	17.98	1.2%	x	
73 WTP-OLD SAUK TRAILS	39,532	35,294	-10.7%	18.83	17.01	-9.7%	x	
52 WTP-FITCHBURG	15,678	14,272	-9.0%	17.70	16.10	-9.0%	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	8,139	6,837	-16.0%	18.67	15.87	-15.0%	x	
32 ACEWOOD-THOMPSON LOOP	11,882	11,149	-6.2%	15.90	14.70	-7.5%	x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	10,851	11,067	2.0%	12.64	13.35	5.6%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	3,489	3,434	-1.6%	12.39	10.91	-11.9%	x	
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	4,647	5,064	9.0%	8.86	9.77	10.3%	x	
31 MARSH RD - ETP (began August 25, 2013)	7,404	8,369	13.0%	8.40	9.37	11.5%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	3,581	3,549	-0.9%	6.94	6.27	-9.6%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	10,805	6,175	-42.9%	12.74	6.26	-50.9%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	2,200	10,280	367.3%	6.69	5.65	-15.4%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,878	3,174	10.3%	5.35	5.57	4.1%	x	
UNKNOWN ROUTE & ROAD BUS *	-	-	NA	NA	NA	NA		
SYSTEM TOTAL	5,512,529	5,038,288	-8.6%	40.12	36.92	-8.0%	22.15	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	4,537,955	4,294,808	-5.4%	35.44	33.86	-4.5%	20.31	

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).

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

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**

Connector Routes connect transfer points throughout the day:
16, 17, 18.

Circulator Routes
1, 9, 10, 34

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.

UW Campus Circulators
80, 81, 82, 84

School Day Supplemental Routes
E, L, M, W

Average weekday ridership April 2015: 55,782
Average weekday ridership April 2016: 53,978

* 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 - April 2016

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2015	2016	% change	2015	2016
1 CAP SQUARE - UW	11,812	12,303	4.2%	33.89	35.72
2 WTP-NTP (revised August 25, 2013)	512,245	457,272	-10.7%	49.95	48.20
3 WTP-ETP	215,443	198,899	-7.7%	37.11	35.12
4 NTP-STP	272,052	246,424	-9.4%	43.28	39.61
5 ETP-STP	169,345	154,817	-8.6%	36.15	33.05
6 EAST TOWNE-WTP	405,993	373,733	-7.9%	36.25	34.22
7 WTP-ETP (Weekends & Holidays Only)	58,129	55,086	-5.2%	31.83	28.48
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	16,794	15,283	-9.0%	31.80	27.34
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	291,968	317,982	8.9%	49.23	50.07
11 WTP-DUTCH MILL-CAP SQUARE	33,528	28,621	-14.6%	34.45	29.81
12 WTP-DUTCH MILL-CAP SQUARE	17,750	20,559	15.8%	22.33	27.04
13 STP-CAP SQUARE	54,675	54,340	-0.6%	21.34	21.07
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	108,618	106,619	-1.8%	27.00	30.67
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	151,748	156,214	2.9%	26.91	31.52
16 STP - ETP	111,872	103,942	-7.1%	26.78	24.81
17 ETP-NTP	33,396	30,204	-9.6%	26.23	24.05
18 STP-WTP (revised August 25, 2013)	121,469	100,330	-17.4%	28.47	23.46
19 RED ARROW TR-CAP SQUARE	60,671	55,703	-8.2%	23.99	22.29
20 NTP-EAST TOWNE	76,492	69,137	-9.6%	20.63	18.37
21 LAKEVIEW LOOP	59,425	55,896	-5.9%	30.81	28.96
22 MENDOTA LOOP	88,049	82,254	-6.6%	40.44	37.80
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	3,402	1,805	-46.9%	16.89	19.53
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	2,200	10,280	367.3%	6.69	5.65
27 NTP - UW CAMPUS COMMUTER	20,097	18,042	-10.2%	32.08	29.14
28 NTP-WTP COMMUTER (revised August 25, 2013)	146,895	137,096	-6.7%	62.15	68.07
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	7,494	7,290	-2.7%	27.81	27.38
30 ETP-EAST TOWNE	76,082	74,850	-1.6%	26.98	25.52
31 MARSH RD - ETP (began August 25, 2013)	7,404	8,369	13.0%	8.40	9.37
32 ACEWOOD-THOMPSON LOOP	11,882	11,149	-6.2%	15.90	14.70
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	14,873	14,954	0.5%	17.76	17.98
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	8,139	6,837	-16.0%	18.67	15.87
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	10,851	11,067	2.0%	12.64	13.35
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	10,805	6,175	-42.9%	12.74	6.26
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	26,302	23,810	-9.5%	18.86	18.12
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	140,108	136,538	-2.5%	44.26	49.36
39 ETP - DAIRY DRIVE (revised August 25, 2013)	10,437	9,088	-12.9%	21.28	18.75
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	67,468	57,992	-14.0%	40.18	34.49
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	34,232	33,334	-2.6%	56.17	55.35
47 ARBOR HILLS COMMUTER	28,121	26,751	-4.9%	27.50	26.38
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	3,183	2,798	-12.1%	20.58	18.30
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	4,647	5,064	9.0%	8.86	9.77
50 WTP-SCHROEDER-RAYMOND LOOP	84,430	69,882	-17.2%	45.20	37.42
51 WTP-MUIR FIELD LOOP	26,940	20,672	-23.3%	29.49	22.34
52 WTP-FITCHBURG	15,678	14,272	-9.0%	17.70	16.10
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	14,376	11,061	-23.1%	25.82	19.87
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	37,316	39,253	5.2%	23.67	25.19
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	36,806	37,635	2.3%	28.62	29.61
58 GREENTREE COMMUTER	28,363	27,165	-4.2%	28.04	27.18
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	3,581	3,549	-0.9%	6.94	6.27
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	11,029	9,579	-13.1%	23.79	19.51
67 WTP-WEST TOWNE	96,314	80,714	-16.2%	42.17	35.35
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,878	3,174	10.3%	5.35	5.57
70 MIDDLETON-CAPITOL SQUARE	57,232	51,850	-9.4%	26.33	24.14
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	38,184	36,753	-3.7%	31.86	30.99
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	50,581	47,284	-6.5%	30.72	29.21
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UNKNOWN ROUTE & ROAD BUS *	-	-	NA	NA	NA
SYSTEM TOTAL	5,512,529	5,038,288	-8.6%	40.12	36.92
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	4,537,955	4,294,808	-5.4%	35.44	33.86

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MONTHLY RIDERSHIP - April 2016

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3 WTP-ETP	51,715	48,404	-6.4%	215,443	198,899	-7.7%
4 NTP-STP	66,221	59,081	-10.8%	272,052	246,424	-9.4%
5 ETP-STP	43,296	36,014	-16.8%	169,345	154,817	-8.6%
6 EAST TOWNE-WTP	100,510	94,075	-6.4%	405,993	373,733	-7.9%
7 WTP-ETP (Weekends & Holidays Only)	12,726	15,130	18.9%	58,129	55,086	-5.2%
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	3,835	4,380	14.2%	16,794	15,283	-9.0%
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	71,255	82,902	16.3%	291,968	317,982	8.9%
11 WTP-DUTCH MILL-CAP SQUARE	7,631	6,763	-11.4%	33,528	28,621	-14.6%
12 WTP-DUTCH MILL-CAP SQUARE	4,195	4,904	16.9%	17,750	20,559	15.8%
13 STP-CAP SQUARE	13,128	14,715	12.1%	54,675	54,340	-0.6%
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	26,227	26,192	-0.1%	108,618	106,619	-1.8%
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	37,667	38,956	3.4%	151,748	156,214	2.9%
16 STP - ETP	28,307	27,099	-4.3%	111,872	103,942	-7.1%
17 ETP-NTP	8,731	7,590	-13.1%	33,396	30,204	-9.6%
18 STP-WTP (revised August 25, 2013)	29,942	25,048	-16.3%	121,469	100,330	-17.4%
19 RED ARROW TR-CAP SQUARE	14,112	12,928	-8.4%	60,671	55,703	-8.2%
20 NTP-EAST TOWNE	19,092	17,240	-9.7%	76,492	69,137	-9.6%
21 LAKEVIEW LOOP	15,395	13,493	-12.4%	59,425	55,896	-5.9%
22 MENDOTA LOOP	22,675	20,521	-9.5%	88,049	82,254	-6.6%
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	942	416	-55.8%	3,402	1,805	-46.9%
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	569	2,670	369.2%	2,200	10,280	367.3%
27 NTP - UW CAMPUS COMMUTER	4,603	4,203	-8.7%	20,097	18,042	-10.2%
28 NTP-WTP COMMUTER (revised August 25, 2013)	34,756	33,196	-4.5%	146,895	137,096	-6.7%
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,826	1,744	-4.5%	7,494	7,290	-2.7%
30 ETP-EAST TOWNE	19,504	19,396	-0.6%	76,082	74,850	-1.6%
31 MARSH RD - ETP (began August 25, 2013)	1,587	2,203	38.8%	7,404	8,369	13.0%
32 ACEWOOD-THOMPSON LOOP	2,852	2,752	-3.5%	11,882	11,149	-6.2%
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	3,661	3,760	2.7%	14,873	14,954	0.5%
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	2,159	1,711	-20.8%	8,139	6,837	-16.0%
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	2,435	2,502	2.8%	10,851	11,067	2.0%
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	2,783	1,418	-49.0%	10,805	6,175	-42.9%
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	6,393	6,138	-4.0%	26,302	23,810	-9.5%
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	31,841	32,861	3.2%	140,108	136,538	-2.5%
39 ETP - DAIRY DRIVE (revised August 25, 2013)	2,549	2,442	-4.2%	10,437	9,088	-12.9%
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	17,176	14,316	-16.7%	67,468	57,992	-14.0%
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	7,449	7,743	3.9%	34,232	33,334	-2.6%
47 ARBOR HILLS COMMUTER	7,067	6,656	-5.8%	28,121	26,751	-4.9%
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	758	645	-14.9%	3,183	2,798	-12.1%
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	1,058	1,230	16.3%	4,647	5,064	9.0%
50 WTP-SCHROEDER-RAYMOND LOOP	21,575	17,276	-19.9%	84,430	69,882	-17.2%
51 WTP-MUIR FIELD LOOP	6,571	4,951	-24.7%	26,940	20,672	-23.3%
52 WTP-FITCHBURG	3,883	3,643	-6.2%	15,678	14,272	-9.0%
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	4,092	2,668	-34.8%	14,376	11,061	-23.1%
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,961	9,665	7.9%	37,316	39,253	5.2%
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	9,496	8,942	-5.8%	36,806	37,635	2.3%
58 GREENTREE COMMUTER	6,484	6,345	-2.1%	28,363	27,165	-4.2%
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	731	853	16.7%	3,581	3,549	-0.9%
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,352	2,230	-5.2%	11,029	9,579	-13.1%
67 WTP-WEST TOWNE	24,312	20,529	-15.6%	96,314	80,714	-16.2%
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	598	805	34.6%	2,878	3,174	10.3%
70 MIDDLETON-CAPITOL SQUARE	14,762	12,813	-13.2%	57,232	51,850	-9.4%
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	9,337	9,109	-2.4%	38,184	36,753	-3.7%
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	12,684	11,365	-10.4%	50,581	47,284	-6.5%
73 WTP-OLD SAUK TRAILS	10,010	8,689	-13.2%	39,532	35,294	-10.7%
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	7,800	9,475	21.5%	30,591	38,524	25.9%
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	727	894	23.0%	3,489	3,434	-1.6%
80 UW CAMPUS (service revised August 26, 2012)	223,680	165,271	-26.1%	906,216	687,812	-24.1%
81 UW LATE NIGHT CIRCULATOR	7,684	7,347	-4.4%	31,370	22,548	-28.1%
82 UW LATE NITE CIRCULATOR	6,818	7,974	17.0%	26,426	25,031	-5.3%
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	2,225	1,273	-42.8%	10,562	8,089	-23.4%
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	105,343	121,832	15.7%	454,539	465,806	2.5%
UNKNOWN ROUTE & ROAD BUS			NA	-	-	NA
SYSTEM TOTAL	1,344,282	1,257,823	-6.4%	5,512,529	5,038,288	-8.6%
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	1,103,875	1,075,958	-2.5%	4,537,955	4,294,808	-5.4%

Paratransit Performance Indicators
April, 2016

Operations	Metro Plus			
	Apr. 2015	Apr. 2016	YTD 2015	YTD 2016
Total Trips	23,843	23,672	93,544	94,382
Rides Cancelled	5,421	4,316	20,266	20,926
Cancellation Rate	22.7%	18.2%	21.7%	22.2%
No Shows (1)	585	538	2,400	2,462
No Shows/Rides Provided	2.5%	2.3%	2.6%	2.6%
Number of Clients Provided Service	1,089	1,103	1,363	1,329
Average Trips/Client	21.9	21.5	68.6	71.0
DDS Trips	16,726	16,468	65,373	65,497
Subscription Trips	18,662	18,290	72,319	72,332
DDS Subscription Trips	15,023	14,795	58,683	58,660
D2D Trips	22,979	22,651	89,554	89,936
Lv Attended Trips	7,246	6,935	27,790	26,957
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	9,664	11,279	17,363	19,059	12,912	70,277
Non-Ambulatory	-	7,733	647	3,641	12,084	24,105
Percentage	10.24%	20.14%	19.08%	24.05%	26.48%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	9,664	19,012	18,010	22,700	24,996	94,382
Customer Complaints	47	33	37	55	107	279
Customer Compliments	2	7	0	3	7	19
Customer Suggestions	1	3	0	0	0	4
Complaints/1000 passenger trips - 2015	NA	1.99	5.07	1.67	3.26	3.01
Complaints/1000 passenger trips - 2016	4.86	1.74	2.05	2.42	4.28	2.96
Late Service Reports (2)	30	0	26	10	56	122
Late Service Reports/1000 passenger trips - 2015	NA	0.00	2.40	0.76	1.61	1.26
Late Service Reports/1000 passenger trips - 2016	3.10	-	1.44	0.44	2.24	1.29

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
April, 2016	95%	95%	97%	94%	94%
YTD - 2015	NA	93%	97%	94%	95%
YTD - 2016	94%	94%	97%	92%	95%

ADA Certifications, April 2016	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,606	276	206	200	18,522
Category 2	9	0	0	0	0
Category 2/3	24	2	0	0	10
Category 3	2,296	330	73	22	5,116
Total		3,935			23,648

Monthly New Certification	22
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.