

FIXED ROUTE
Operating Statistics For Periods Ending 12/31/2012 & 12/31/2013

| CURRENT MONTH | | | | | | | YEAR TO DATE | | |
|----------------|------------------|--------------------------|--------------------------|----------------|-------------------|--------------------------|--------------|--|--|
| Actual 2012 | Actual 2013 | Variance 2012 to 2013 | | Actual 2012 | Actual 2013 | Variance 2012 to 2013 | | | |
| | | | Service Supplied | | | | | | |
| 414,836 | 475,267 | 60,431 | Total (Vehicle) Miles | 5,644,577 | 5,758,725 | 114,148 | | | |
| 30,010 | 33,742 | 3,732 | Revenue Hours | 385,829 | 391,100 | 5,271 | | | |
| 33,116 | 37,404 | 4,288 | Total (Vehicle) Hours | 427,442 | 433,813 | 6,371 | | | |
| | | | Ridership | | | | | | |
| 972,087 | 1,135,227 | 163,140 | Revenue Passengers | 13,415,656 | 13,594,003 | 178,347 | | | |
| 63,234 | 66,015 | 2,781 | Transfers | 924,115 | 908,192 | (15,923) | | | |
| <u>22,184</u> | <u>22,571</u> | <u>387</u> | Non-Revenue Rides | <u>252,443</u> | <u>238,541</u> | <u>(13,902)</u> | | | |
| 1,057,505 | 1,223,813 | 166,308 | Total Passengers | 14,592,214 | 14,740,736 | 148,522 | | | |
| | | | Service Quality | | | | | | |
| 2,247 | 3,155 | 908 | Trips using Lifts | 36,260 | 39,463 | 3,203 | | | |
| 8 | 10 | 2 | Passenger Accidents | 128 | 134 | 6 | | | |
| | | | Vehicle Accidents | | | | | | |
| 3 | 4 | 1 | Chargeable | 53 | 65 | 12 | | | |
| 8 | 7 | (1) | Non-chargeable | 73 | 108 | 35 | | | |
| <u>0</u> | <u>0</u> | <u>0</u> | Preventable | <u>4</u> | <u>8</u> | <u>4</u> | | | |
| 11 | 11 | 0 | Total Vehicle Accidents | 130 | 181 | 51 | | | |
| | | | Fleet/Maintenance | | | | | | |
| 68 | 76 | 8 | Road Calls | 818 | 957 | 139 | | | |
| 69 | 81 | 12 | Actual Inspections | 941 | 962 | 21 | | | |
| 69 | 79 | 10 | Scheduled Inspections | 939 | 958 | 19 | | | |

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--December 2013 vs. December 2012
(Routes sorted in order of 2013 passengers per revenue hour productivity)

| ROUTE | RIDERSHIP, 2013 vs. 2012 Year to Date | | | Productivity, Trips per Revenue Hour | | | Routes < 60% of system avg. | ROUTE KEY |
|--|--|------------|----------|--------------------------------------|-------|----------|-----------------------------------|--|
| | 2012 | 2013 | % change | 2012 | 2013 | % Change | | |
| 80 UW CAMPUS (service revised August 26, 2012) | 1,737,917 | 1,773,918 | 2.1% | 89.67 | 83.18 | -7.2% | | Core Routes operate every day from early a.m. to late p.m.: 2, 3, 4, 5, 6, 7, 13 |
| 84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008) | 34,603 | 45,110 | 30.4% | 61.55 | 79.84 | 29.7% | | |
| E, L, M, W SUPPLEMENTARY SCHOOL SERVICE | 1,071,128 | 1,125,884 | 5.1% | 68.26 | 69.65 | 2.0% | | (3 operates weekdays only; 7 operates weekends & holidays only). |
| 28 NTP-WTP COMMUTER (revised August 25, 2013) | 391,824 | 403,609 | 3.0% | 60.94 | 60.62 | -0.5% | | Commuter Routes operate on weekdays during peak hours: 11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 55, 56, 57 |
| 2 WTP-NTP (revised August 25, 2013) | 1,387,306 | 1,453,218 | 4.8% | 51.42 | 51.18 | -0.5% | | |
| 67 WTP-WEST TOWNE | 322,967 | 313,669 | -2.9% | 49.62 | 47.18 | -4.9% | | 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 |
| 71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013) | 98,157 | 92,970 | -5.3% | 51.20 | 46.81 | -8.6% | | |
| 50 WTP-SCHROEDER-RAYMOND LOOP | 192,774 | 192,096 | -0.4% | 45.77 | 45.00 | -1.7% | | Connector Routes connect transfer points throughout the day: 16, 17, 18. |
| 9 ETP - UW CAMPUS (ended operating on August 24, 2013) | 207,144 | 144,152 | -30.4% | 41.08 | 43.66 | 6.3% | | |
| 4 NTP-STP | 779,308 | 776,415 | -0.4% | 41.55 | 41.21 | -0.8% | | Circulator Routes 1, 9, 10, 34 |
| 72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013) | 149,397 | 147,994 | -0.9% | 39.14 | 38.27 | -2.2% | | |
| 22 MENDOTA LOOP | 251,032 | 251,449 | 0.2% | 37.71 | 38.26 | 1.4% | | 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. |
| 10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013) | 90,486 | 335,863 | 271.2% | 22.88 | 38.23 | 67.0% | | |
| 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013) | 315,150 | 339,044 | 7.6% | 36.72 | 38.07 | 3.7% | | UW Campus Circulators 80, 81, 82, 84, 85 |
| 40 STP - ARBOR HILLS LOOP (revised August 25, 2013) | 186,385 | 187,320 | 0.5% | 37.69 | 37.45 | -0.7% | | |
| 3 WTP-ETP | 599,932 | 624,731 | 4.1% | 35.25 | 36.14 | 2.5% | | School Day Supplemental Routes E, L, M, W |
| 5 ETP-STP | 522,308 | 511,791 | -2.0% | 36.73 | 35.86 | -2.4% | | |
| 6 EAST TOWNE-WTP | 1,207,722 | 1,198,317 | -0.8% | 36.23 | 35.62 | -1.7% | | Average weekday ridership December 2012: 45,615* Average weekday ridership December 2013: 49,874 |
| 18 STP-WTP (revised August 25, 2013) | 471,919 | 461,064 | -2.3% | 36.55 | 35.50 | -2.9% | | |
| 44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES | 90,760 | 94,024 | 3.6% | 33.84 | 34.87 | 3.0% | | *No service on December 20-21, 2012 due to blizzard |
| 17 ETP-NTP | 133,757 | 132,440 | -1.0% | 36.05 | 34.45 | -4.4% | | |
| 30 ETP-EAST TOWNE | 261,814 | 278,474 | 6.4% | 32.47 | 34.38 | 5.9% | | |
| 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER | 130,754 | 123,406 | -5.6% | 36.47 | 33.59 | -7.9% | | |
| 51 WTP-MUIR FIELD LOOP | 86,919 | 90,903 | 4.6% | 33.03 | 33.48 | 1.4% | | |
| 16 STP - ETP | 430,029 | 398,838 | -7.3% | 35.19 | 32.21 | -8.5% | | |
| 75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013) | 25,336 | 53,964 | 113.0% | 22.40 | 32.11 | 43.4% | | |
| 11 WTP-DUTCH MILL-CAP SQUARE | 92,944 | 93,915 | 1.0% | 31.58 | 31.78 | 0.6% | | |
| 81-82 UW LATE NITE CIRCULATORS | 174,279 | 102,957 | -40.9% | 40.90 | 31.61 | -22.7% | | |
| 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013) | 543,803 | 505,219 | -7.1% | 34.53 | 31.16 | -9.8% | | |
| 27 NTP - UW CAMPUS COMMUTER | 49,800 | 55,093 | 10.6% | 27.10 | 29.52 | 8.9% | | |
| 21 LAKEVIEW LOOP | 172,135 | 177,708 | 3.2% | 27.96 | 29.30 | 4.8% | | |
| 63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only) | 43,221 | 42,846 | -0.9% | 28.54 | 29.08 | 1.9% | | |
| 14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013) | 408,768 | 377,891 | -7.6% | 30.21 | 28.81 | -4.7% | | |
| 7 WTP-ETP (Weekends & Holidays Only) | 155,799 | 161,925 | 3.9% | 26.09 | 27.87 | 6.8% | | |
| 58 GREENTREE COMMUTER | 74,053 | 82,880 | 11.9% | 24.99 | 27.73 | 11.0% | | |
| 1 CAP SQUARE - UW | 25,066 | 27,123 | 8.2% | 25.81 | 27.49 | 6.5% | | |
| 56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER | 133,184 | 124,387 | -6.6% | 30.02 | 27.31 | -9.0% | | |
| 47 ARBOR HILLS COMMUTER | 81,985 | 84,282 | 2.8% | 25.48 | 26.42 | 3.7% | | |
| 8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only) | 41,012 | 43,144 | 5.2% | 23.76 | 25.68 | 8.1% | | |
| 70 MIDDLETON-CAPITOL SQUARE | 161,636 | 168,490 | 4.2% | 24.60 | 25.08 | 1.9% | | |
| 55 VERONA-WTP COMMUTER (revised Mar 11, 2013) | 48,722 | 38,789 | -20.4% | 34.69 | 24.43 | -29.6% | | |
| 29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008) | 21,520 | 22,255 | 3.4% | 27.35 | 24.14 | -11.7% | | |
| 12 WTP-DUTCH MILL-CAP SQUARE | 50,732 | 53,217 | 4.9% | 22.32 | 22.85 | 2.4% | | |
| 19 RED ARROW TR-CAP SQUARE | 159,590 | 167,909 | 5.2% | 21.92 | 22.64 | 3.3% | | |
| 32 ACEWOOD-THOMPSON LOOP | 46,095 | 46,399 | 0.7% | 21.70 | 21.32 | -1.8% | x | |
| 73 WTP-OLD SAUK TRAILS | 148,443 | 144,004 | -3.0% | 20.73 | 20.18 | -2.6% | x | |
| 13 STP-CAP SQUARE | 153,116 | 155,824 | 1.8% | 19.79 | 20.01 | 1.1% | x | |
| 37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09) | 78,749 | 79,554 | 1.0% | 16.70 | 17.43 | 4.4% | x | |
| 35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013) | - | 15,192 | NA | NA | 17.32 | NA | x | |
| 34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013) | 32,198 | 27,067 | -15.9% | 17.71 | 16.50 | -6.8% | x | |
| 74 MIDDLETON LOOP | 25,734 | 30,170 | 17.2% | 14.00 | 16.23 | 15.9% | x | |
| 25 AMERICAN CENTER COMMUTER (revised August 25, 2013) | 12,073 | 10,833 | -10.3% | 16.66 | 16.04 | -3.8% | x | |
| 20 NTP-EAST TOWNE | 168,587 | 175,229 | 3.9% | 15.77 | 16.04 | 1.7% | x | |
| 33 SPRECHER/THOMPSON - ETP (revised August 25, 2013) | 4,154 | 20,827 | 401.4% | 6.98 | 15.87 | 127.4% | x | |
| 52 WTP-FITCHBURG | 38,464 | 38,462 | 0.0% | 13.90 | 13.94 | 0.3% | x | |
| 39 ETP - DAIRY DRIVE (revised August 25, 2013) | 27,972 | 23,763 | -15.0% | 13.53 | 12.64 | -6.6% | x | |
| 78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only) | 10,998 | 11,182 | 1.7% | 11.64 | 12.50 | 7.3% | x | |
| 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES | 12,542 | 13,581 | 8.3% | 11.34 | 12.10 | 6.7% | x | |
| 36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6) | 31,809 | 35,142 | 10.5% | 10.90 | 12.04 | 10.5% | x | |
| 31 MARSH RD - ETP (began August 25, 2013) | - | 7,545 | NA | NA | 7.87 | NA | x | |
| 26 AMERICAN CENTER LOOP (Began Oct. 5, 2008) | 3,608 | 4,099 | 13.6% | 6.56 | 7.32 | 11.6% | x | |
| 59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009) | 12,454 | 10,946 | -12.1% | 7.23 | 6.53 | -9.7% | x | |
| 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only) | 11,346 | 9,973 | -12.1% | 6.45 | 5.83 | -9.7% | x | |
| 85 UW CAMPUS-PARK ST CIRCULATOR (ended operating on August 25, 2012) | 158,385 | - | -100.0% | 59.22 | NA | NA | | |
| UNKNOWN ROUTE & ROAD BUS * | 410 | 251 | -38.8% | NA | NA | NA | | |
| SYSTEM TOTAL | 14,592,214 | 14,740,736 | 1.0% | 38.15 | 37.69 | -1.2% | 22.61 | |
| TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85) | 12,487,030 | 12,818,751 | 2.7% | 35.12 | 35.03 | -0.3% | 21.02 | |

* 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 - December 2013

| ROUTE | RIDERSHIP | | | Passengers/rev. hour | |
|--|-------------------|-------------------|-------------|----------------------|--------------|
| | 2012 | 2013 | % change | 2012 | 2013 |
| 1 CAP SQUARE - UW | 25,066 | 27,123 | 8.2% | 25.81 | 27.49 |
| 2 WTP-NTP (revised August 25, 2013) | 1,387,306 | 1,453,218 | 4.8% | 51.42 | 51.18 |
| 3 WTP-ETP | 599,932 | 624,731 | 4.1% | 35.25 | 36.14 |
| 4 NTP-STP | 779,308 | 776,415 | -0.4% | 41.55 | 41.21 |
| 5 ETP-STP | 522,308 | 511,791 | -2.0% | 36.73 | 35.86 |
| 6 EAST TOWNE-WTP | 1,207,722 | 1,198,317 | -0.8% | 36.23 | 35.62 |
| 7 WTP-ETP (Weekends & Holidays Only) | 155,799 | 161,925 | 3.9% | 26.09 | 27.87 |
| 8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only) | 41,012 | 43,144 | 5.2% | 23.76 | 25.68 |
| 9 ETP - UW CAMPUS (ended operating on August 24, 2013) | 207,144 | 144,152 | -30.4% | 41.08 | 43.66 |
| 10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013) | 90,486 | 335,863 | 271.2% | 22.88 | 38.23 |
| 11 WTP-DUTCH MILL-CAP SQUARE | 92,944 | 93,915 | 1.0% | 31.58 | 31.78 |
| 12 WTP-DUTCH MILL-CAP SQUARE | 50,732 | 53,217 | 4.9% | 22.32 | 22.85 |
| 13 STP-CAP SQUARE | 153,116 | 155,824 | 1.8% | 19.79 | 20.01 |
| 14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013) | 408,768 | 377,891 | -7.6% | 30.21 | 28.81 |
| 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013) | 543,803 | 505,219 | -7.1% | 34.53 | 31.16 |
| 16 STP - ETP | 430,029 | 398,838 | -7.3% | 35.19 | 32.21 |
| 17 ETP-NTP | 133,757 | 132,440 | -1.0% | 36.05 | 34.45 |
| 18 STP-WTP (revised August 25, 2013) | 471,919 | 461,064 | -2.3% | 36.55 | 35.50 |
| 19 RED ARROW TR-CAP SQUARE | 159,590 | 167,909 | 5.2% | 21.92 | 22.64 |
| 20 NTP-EAST TOWNE | 168,587 | 175,229 | 3.9% | 15.77 | 16.04 |
| 21 LAKEVIEW LOOP | 172,135 | 177,708 | 3.2% | 27.96 | 29.30 |
| 22 MENDOTA LOOP | 251,032 | 251,449 | 0.2% | 37.71 | 38.26 |
| 25 AMERICAN CENTER COMMUTER (revised August 25, 2013) | 12,073 | 10,833 | -10.3% | 16.66 | 16.04 |
| 26 AMERICAN CENTER LOOP (Began Oct. 5, 2008) | 3,608 | 4,099 | 13.6% | 6.56 | 7.32 |
| 27 NTP - UW CAMPUS COMMUTER | 49,800 | 55,093 | 10.6% | 27.10 | 29.52 |
| 28 NTP-WTP COMMUTER (revised August 25, 2013) | 391,824 | 403,609 | 3.0% | 60.94 | 60.62 |
| 29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008) | 21,520 | 22,255 | 3.4% | 27.35 | 24.14 |
| 30 ETP-EAST TOWNE | 261,814 | 278,474 | 6.4% | 32.47 | 34.38 |
| 31 MARSH RD - ETP (began August 25, 2013) | - | 7,545 | NA | NA | 7.87 |
| 32 ACEWOOD-THOMPSON LOOP | 46,095 | 46,399 | 0.7% | 21.70 | 21.32 |
| 33 SPRECHER/THOMPSON - ETP (revised August 25, 2013) | 4,154 | 20,827 | 401.4% | 6.98 | 15.87 |
| 34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013) | 32,198 | 27,067 | -15.9% | 17.71 | 16.50 |
| 35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013) | - | 15,192 | NA | NA | 17.32 |
| 36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6) | 31,809 | 35,142 | 10.5% | 10.90 | 12.04 |
| 37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09) | 78,749 | 79,554 | 1.0% | 16.70 | 17.43 |
| 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013) | 315,150 | 339,044 | 7.6% | 36.72 | 38.07 |
| 39 ETP - DAIRY DRIVE (revised August 25, 2013) | 27,972 | 23,763 | -15.0% | 13.53 | 12.64 |
| 40 STP - ARBOR HILLS LOOP (revised August 25, 2013) | 186,385 | 187,320 | 0.5% | 37.69 | 37.45 |
| 44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES | 90,760 | 94,024 | 3.6% | 33.84 | 34.87 |
| 47 ARBOR HILLS COMMUTER | 81,985 | 84,282 | 2.8% | 25.48 | 26.42 |
| 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES | 12,542 | 13,581 | 8.3% | 11.34 | 12.10 |
| 50 WTP-SCHROEDER-RAYMOND LOOP | 192,774 | 192,096 | -0.4% | 45.77 | 45.00 |
| 51 WTP-MUIR FIELD LOOP | 86,919 | 90,903 | 4.6% | 33.03 | 33.48 |
| 52 WTP-FITCHBURG | 38,464 | 38,462 | 0.0% | 13.90 | 13.94 |
| 55 VERONA - WTP COMMUTER (revised Mar 11, 2013) | 48,722 | 38,789 | -20.4% | 34.69 | 24.43 |
| 56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER | 133,184 | 124,387 | -6.6% | 30.02 | 27.31 |
| 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER | 130,754 | 123,406 | -5.6% | 36.47 | 33.59 |
| 58 GREENTREE COMMUTER | 74,053 | 82,880 | 11.9% | 24.99 | 27.73 |
| 59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009) | 12,454 | 10,946 | -12.1% | 7.23 | 6.53 |
| 63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only) | 43,221 | 42,846 | -0.9% | 28.54 | 29.08 |
| 67 WTP-WEST TOWNE | 322,967 | 313,669 | -2.9% | 49.62 | 47.18 |
| 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only) | 11,346 | 9,973 | -12.1% | 6.45 | 5.83 |
| 70 MIDDLETON-CAPITOL SQUARE | 161,636 | 168,490 | 4.2% | 24.60 | 25.08 |
| 71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013) | 98,157 | 92,970 | -5.3% | 51.20 | 46.81 |
| 72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013) | 149,397 | 147,994 | -0.9% | 39.14 | 38.27 |
| 73 WTP-OLD SAUK TRAILS | 148,443 | 144,004 | -3.0% | 20.73 | 20.18 |
| 74 MIDDLETON LOOP | 25,734 | 30,170 | 17.2% | 14.00 | 16.23 |
| 75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013) | 25,336 | 53,964 | 113.0% | 22.40 | 32.11 |
| 78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only) | 10,998 | 11,182 | 1.7% | 11.64 | 12.50 |
| 80 UW CAMPUS (service revised August 26, 2012) | 1,737,917 | 1,773,918 | 2.1% | 89.67 | 83.18 |
| 81-82 UW LATE NITE CIRCULATORS | 174,279 | 102,957 | -40.9% | 40.90 | 31.61 |
| 84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008) | 34,603 | 45,110 | 30.4% | 61.55 | 79.84 |
| 85 UW CAMPUS-PARK ST CIRCULATOR (ended operating on August 25, 2012) | 158,385 | - | -100.0% | 59.22 | NA |
| E, L, M, W SUPPLEMENTARY SCHOOL SERVICE | 1,071,128 | 1,125,884 | 5.1% | 68.26 | 69.65 |
| UNKNOWN ROUTE & ROAD BUS * | 410 | 251 | -38.8% | NA | NA |
| SYSTEM TOTAL | 14,592,214 | 14,740,736 | 1.0% | 38.15 | 37.69 |
| TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85) | 12,487,030 | 12,818,751 | 2.7% | 35.12 | 35.03 |

* 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.

Average weekday ridership December 2012: 45,615*

Average weekday ridership December 2013: 49,874

*No service on December 20-21, 2012 due to blizzard

MONTHLY RIDERSHIP - December 2013

| ROUTE | MONTHLY RIDERSHIP | | | YTD RIDERSHIP | | |
|--|-------------------|------------------|--------------|-------------------|-------------------|-------------|
| | 2012 | 2013 | % change | 2012 | 2013 | % change |
| 1 CAP SQUARE - UW | 1,757 | 2,623 | 49.3% | 25,066 | 27,123 | 8.2% |
| 2 WTP-NTP (revised August 25, 2013) | 104,890 | 121,379 | 15.7% | 1,387,306 | 1,453,218 | 4.8% |
| 3 WTP-ETP | 43,119 | 53,428 | 23.9% | 599,932 | 624,731 | 4.1% |
| 4 NTP-STP | 56,042 | 63,218 | 12.8% | 779,308 | 776,415 | -0.4% |
| 5 ETP-STP | 37,964 | 40,642 | 7.1% | 522,308 | 511,791 | -2.0% |
| 6 EAST TOWNE-WTP | 84,999 | 95,730 | 12.6% | 1,207,722 | 1,198,317 | -0.8% |
| 7 WTP-ETP (Weekends & Holidays Only) | 14,697 | 13,867 | -5.6% | 155,799 | 161,925 | 3.9% |
| 8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only) | 4,097 | 3,866 | -5.6% | 41,012 | 43,144 | 5.2% |
| 9 ETP - UW CAMPUS (ended operating on August 24, 2013) | 15,738 | | -100.0% | 207,144 | 144,152 | -30.4% |
| 10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013) | 7,346 | 58,771 | 700.0% | 90,486 | 335,863 | 271.2% |
| 11 WTP-DUTCH MILL-CAP SQUARE | 6,587 | 7,018 | 6.5% | 92,944 | 93,915 | 1.0% |
| 12 WTP-DUTCH MILL-CAP SQUARE | 3,362 | 3,940 | 17.2% | 50,732 | 53,217 | 4.9% |
| 13 STP-CAP SQUARE | 10,784 | 12,484 | 15.8% | 153,116 | 155,824 | 1.8% |
| 14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013) | 27,407 | 23,552 | -14.1% | 408,768 | 377,891 | -7.6% |
| 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013) | 36,133 | 32,832 | -9.1% | 543,803 | 505,219 | -7.1% |
| 16 STP - ETP | 32,372 | 27,762 | -14.2% | 430,029 | 398,838 | -7.3% |
| 17 ETP-NTP | 9,429 | 10,414 | 10.4% | 133,757 | 132,440 | -1.0% |
| 18 STP-WTP (revised August 25, 2013) | 37,354 | 35,949 | -3.8% | 471,919 | 461,064 | -2.3% |
| 19 RED ARROW TR-CAP SQUARE | 11,108 | 14,198 | 27.8% | 159,590 | 167,909 | 5.2% |
| 20 NTP-EAST TOWNE | 13,177 | 13,915 | 5.6% | 168,587 | 175,229 | 3.9% |
| 21 LAKEVIEW LOOP | 13,086 | 14,091 | 7.7% | 172,135 | 177,708 | 3.2% |
| 22 MENDOTA LOOP | 18,361 | 18,478 | 0.6% | 251,032 | 251,449 | 0.2% |
| 25 AMERICAN CENTER COMMUTER (revised August 25, 2013) | 692 | 616 | -11.0% | 12,073 | 10,833 | -10.3% |
| 26 AMERICAN CENTER LOOP (Began Oct. 5, 2008) | 242 | 301 | 24.4% | 3,608 | 4,099 | 13.6% |
| 27 NTP - UW CAMPUS COMMUTER | 3,459 | 4,466 | 29.1% | 49,800 | 55,093 | 10.6% |
| 28 NTP-WTP COMMUTER (revised August 25, 2013) | 26,682 | 30,594 | 14.7% | 391,824 | 403,609 | 3.0% |
| 29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008) | 1,302 | 1,644 | 26.3% | 21,520 | 22,255 | 3.4% |
| 30 ETP-EAST TOWNE | 21,454 | 20,154 | -6.1% | 261,814 | 278,474 | 6.4% |
| 31 MARSH RD - ETP (began August 25, 2013) | | 1,803 | NA | - | 7,545 | NA |
| 32 ACEWOOD-THOMPSON LOOP | 3,798 | 3,668 | -3.4% | 46,095 | 46,399 | 0.7% |
| 33 SPRECHER/THOMPSON - ETP (revised August 25, 2013) | 297 | 3,710 | 1149.2% | 4,154 | 20,827 | 401.4% |
| 34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013) | 2,068 | 1,494 | -27.8% | 32,198 | 27,067 | -15.9% |
| 35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013) | | 3,368 | NA | - | 15,192 | NA |
| 36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6) | 2,841 | 2,963 | 4.3% | 31,809 | 35,142 | 10.5% |
| 37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09) | 5,974 | 5,898 | -1.3% | 78,749 | 79,554 | 1.0% |
| 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013) | 21,870 | 27,686 | 26.6% | 315,150 | 339,044 | 7.6% |
| 39 ETP - DAIRY DRIVE (revised August 25, 2013) | 1,636 | 1,364 | -16.6% | 27,972 | 23,763 | -15.0% |
| 40 STP - ARBOR HILLS LOOP (revised August 25, 2013) | 13,007 | 16,518 | 27.0% | 186,385 | 187,320 | 0.5% |
| 44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES | 6,285 | 7,845 | 24.8% | 90,760 | 94,024 | 3.6% |
| 47 ARBOR HILLS COMMUTER | 5,538 | 6,138 | 10.8% | 81,985 | 84,282 | 2.8% |
| 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES | 693 | 1,119 | 61.5% | 12,542 | 13,581 | 8.3% |
| 50 WTP-SCHROEDER-RAYMOND LOOP | 14,783 | 17,269 | 16.8% | 192,774 | 192,096 | -0.4% |
| 51 WTP-MUIR FIELD LOOP | 7,051 | 8,648 | 22.6% | 86,919 | 90,903 | 4.6% |
| 52 WTP-FITCHBURG | 2,656 | 3,487 | 31.3% | 38,464 | 38,462 | 0.0% |
| 55 VERONA- WTP COMMUTER (revised Mar 11, 2013) | 2,889 | 3,137 | 8.6% | 48,722 | 38,789 | -20.4% |
| 56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER | 8,861 | 7,742 | -12.6% | 133,184 | 124,387 | -6.6% |
| 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER | 8,439 | 8,485 | 0.5% | 130,754 | 123,406 | -5.6% |
| 58 GREENTREE COMMUTER | 5,053 | 6,568 | 30.0% | 74,053 | 82,880 | 11.9% |
| 59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009) | 984 | 1,101 | 11.9% | 12,454 | 10,946 | -12.1% |
| 63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only) | 4,349 | 3,366 | -22.6% | 43,221 | 42,846 | -0.9% |
| 67 WTP-WEST TOWNE | 25,691 | 26,353 | 2.6% | 322,967 | 313,669 | -2.9% |
| 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only) | 875 | 718 | -17.9% | 11,346 | 9,973 | -12.1% |
| 70 MIDDLETON-CAPITOL SQUARE | 12,237 | 12,674 | 3.6% | 161,636 | 168,490 | 4.2% |
| 71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013) | 6,011 | 6,232 | 3.7% | 98,157 | 92,970 | -5.3% |
| 72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013) | 9,532 | 10,786 | 13.2% | 149,397 | 147,994 | -0.9% |
| 73 WTP-OLD SAUK TRAILS | 10,065 | 10,595 | 5.3% | 148,443 | 144,004 | -3.0% |
| 74 MIDDLETON LOOP | 1,757 | 2,514 | 43.1% | 25,734 | 30,170 | 17.2% |
| 75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013) | 2,525 | 4,881 | 93.3% | 25,336 | 53,964 | 113.0% |
| 78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only) | 1,049 | 803 | -23.5% | 10,998 | 11,182 | 1.7% |
| 80 UW CAMPUS (service revised August 26, 2012) | 129,951 | 165,969 | 27.7% | 1,737,917 | 1,773,918 | 2.1% |
| 81 UW LATE NIGHT CIRCULATOR | 4,242 | 6,151 | 45.0% | 84,245 | 42,331 | -49.8% |
| 82 UW LATE NITE CIRCULATOR | 4,430 | 6,800 | 53.5% | 90,034 | 60,626 | -32.7% |
| 84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008) | 2,146 | 3,098 | 44.4% | 34,603 | 45,110 | 30.4% |
| 85 UW CAMPUS-PARK ST CIRCULATOR (ended operating on Aug 25, 2012) | | | NA | 158,385 | - | -100.0% |
| E, L, M, W SUPPLEMENTARY SCHOOL SERVICE | 84,278 | 96,930 | 15.0% | 1,071,128 | 1,125,884 | 5.1% |
| UNKNOWN ROUTE & ROAD BUS | 4 | 0 | 0.0% | 410 | 251 | -38.8% |
| SYSTEM TOTAL | 1,057,505 | 1,223,813 | 15.7% | 14,592,214 | 14,740,736 | 1.0% |
| TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85) | 916,736 | 1,041,795 | 13.6% | 12,487,030 | 12,818,751 | 2.7% |

No service on December 20-21, 2012 due to blizzard

ParaTransit
Operating Statistics For Periods Ending 12/31/2012 & 12/31/2013

| CURRENT MONTH | | | YEAR TO DATE | | | |
|----------------|----------------|--------------------------|----------------------------------|----------------|----------------|--------------------------|
| Actual 2012 | Actual 2013 | Variance 2012 to 2013 | | Actual 2012 | Actual 2013 | Variance 2012 to 2013 |
| | | | Service Supplied Data | | | |
| 1,051 | 1,063 | 12 | No. of Clients riding the System | 1,670 | 1,660 | (10) |
| | | | <i>Ridership</i> | | | |
| 3,032 | 3,466 | 434 | Directly Operated Service | 49,696 | 49,317 | (379) |
| <u>14,427</u> | <u>16,969</u> | 2,542 | ADA Contracted Services | <u>210,249</u> | <u>211,707</u> | 1,458 |
| 17,459 | 20,435 | 2,976 | Total ADA Ridership | 259,945 | 261,024 | 1,079 |
| 330 | 625 | 295 | Total No-shows | 3,430 | 5,782 | 2,352 |
| | | | Service Quality Data | | | |
| 0 | 2 | 2 | Passenger Accidents | 17 | 14 | (3) |
| | | | Vehicle Accidents: | | | |
| 0 | 0 | 0 | Chargeable | 0 | 11 | 11 |
| 0 | 1 | 1 | Non-chargeable | 4 | 4 | 0 |
| <u>0</u> | <u>0</u> | <u>0</u> | Preventable | <u>0</u> | <u>0</u> | <u>0</u> |
| 0 | 1 | 1 | Total Vehicle Accidents | 4 | 15 | 11 |
| | | | Fleet/Maintenance Data | | | |
| 1 | 3 | 2 | Road Calls | 51 | 31 | (20) |
| 7 | 8 | 1 | Actual Inspections | 114 | 103 | (11) |
| 7 | 8 | 1 | Scheduled Inspections | 110 | 108 | (2) |

**Paratransit Performance Indicators
December, 2013**

| Operations | Metro Plus | | | |
|---|-------------|-----------|------------------|------------------|
| | Dec, 2012 | Dec, 2013 | YTD Dec, 2012 | YTD Dec, 2013 |
| | Total Trips | 17,459 | 20,435 | 259,945 |
| Rides Cancelled | 5,069 | 4,068 | 38,696 | 41,010 |
| Cancellation Rate | 29.0% | 19.9% | 14.9% | 15.7% |
| No Shows (1) | 330 | 625 | 3,430 | 5,782 |
| No Shows/Rides Provided | 1.9% | 3.1% | 1.3% | 2.2% |
| Number of Clients Provided Service | 1,051 | 1,063 | 1,670 | 1,660 |
| Average Trips/Client | 16.6 | 19.2 | 155.7 | 157.2 |
| DDS Trips | 11,149 | 13,719 | 165,845 | 173,365 |
| Subscription Trips | 9,862 | 11,870 | 151,801 | 155,620 |
| DDS Subscription Trips | 6,916 | 8,825 | 104,488 | 116,520 |
| D2D Trips | 12,008 | 13,470 | 178,562 | 176,866 |
| Lv Attended Trips | 5,273 | 6,036 | 80,440 | 79,027 |
| Maintenance Inspections Conducted/Scheduled | 100.0% | 100.0% | 103.6% | 95.4% |

| Number of Trips by Provider YTD | Metro Direct | AbbyVans | Trans. Sol. | Badger Bus | Total |
|---------------------------------|--------------|----------|-------------|------------|---------|
| Ambulatory | 32,562 | 48,338 | 45,994 | 61,074 | 187,968 |
| Non-Ambulatory | 16,755 | 2,293 | 10,411 | 43,597 | 73,056 |
| Percentage | 18.89% | 19.40% | 21.61% | 40.10% | 100.00% |

| Customer Service YTD | Metro Direct | AbbyVans | Trans. Sol. | Badger Bus | Total |
|--|--------------|----------|-------------|------------|---------|
| Rides Provided | 49,317 | 50,631 | 56,405 | 104,671 | 261,024 |
| Customer Complaints | 112 | 166 | 116 | 177 | 571 |
| Customer Compliments | 10 | 14 | 8 | 16 | 48 |
| Customer Suggestions | 6 | 2 | 6 | 2 | 16 |
| Complaints/1000 passenger trips - 2012 | 2.54 | 3.04 | 2.03 | 1.53 | 2.10 |
| Complaints/1000 passenger trips - 2013 | 2.27 | 3.28 | 2.06 | 1.69 | 2.19 |
| Late Service Reports (2) | 35 | 270 | 340 | 241 | 886 |
| Late Service Reports/1000 passenger trips - 2012 | 1.09 | 4.50 | 4.32 | 2.85 | 3.13 |
| Late Service Reports/1000 passenger trips - 2013 | 0.71 | 5.33 | 6.03 | 2.30 | 3.39 |

| On-Time Performance | Metro Direct | AbbyVans | Transit Sol. | Badger Bus |
|---------------------|--------------|----------|--------------|------------|
| December, 2013 | 89% | 94% | 95% | 94% |
| YTD - 2012 | 91% | 96% | 95% | 95% |
| YTD - 2013 | 91% | 95% | 95% | 96% |

| ADA Certifications, December 2013 | Clients | 1-19 Trips | >20 - 40< | >40 Trips/mo | TTL Trips |
|-----------------------------------|--------------|------------|-----------|--------------|---------------|
| Category 1 | 1,480 | 335 | 248 | 101 | 15,322 |
| Category 2 | 13 | 0 | 0 | 0 | 0 |
| Category 2/3 | 43 | 5 | 0 | 0 | 35 |
| Category 3 | 2,129 | 319 | 87 | 10 | 4,979 |
| Total | 3,665 | | | | 20,336 |

| | |
|------------------------------------|--------|
| Monthly New Certification | 47 |
| Monthly Denied Applications | 0 |
| Fixed Route Trips Using Lift (YTD) | 39,463 |

(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.

Customer Feedback: Multi-Year Counts by Primary Unit and Category

For the period 1/1 - 12/31

Report Totals

| | |
|------|------|
| 2010 | 3200 |
| 2011 | 3445 |
| 2012 | 3397 |
| 2013 | 4249 |



BGRNDS

| Category ID and Name | 2010 | 2011 | 2012 | 2013 |
|-------------------------------------|-----------|------------|-----------|------------|
| 34 Wheelchair accessibility | 0 | 2 | 0 | 0 |
| 39 Shelter Posters | 1 | 3 | 1 | 6 |
| 67 Transfer Pt/Shelter Vandalism | 1 | 0 | 6 | 24 |
| 68 Transfer Pt/Shelter Graffiti | 55 | 94 | 59 | 31 |
| 91 Compliment | 0 | 0 | 2 | 3 |
| 116 Other - no current category | 0 | 2 | 7 | 18 |
| 128 Transfer Pt/Shelter Maintenance | 13 | 4 | 8 | 24 |
| Unit Totals | 70 | 105 | 83 | 106 |

FIN

| Category ID and Name | 2010 | 2011 | 2012 | 2013 |
|---------------------------------|----------|----------|-----------|----------|
| 18 Fare Policy | 3 | 6 | 1 | 2 |
| 19 Transfer Policy | 0 | 0 | 0 | 0 |
| 91 Compliment | 0 | 1 | 0 | 0 |
| 116 Other - no current category | 0 | 2 | 0 | 4 |
| 148 Comment - Fare Policy | 0 | 0 | 27 | 0 |
| Unit Totals | 3 | 9 | 28 | 6 |

FIXED

| Category ID and Name | 2010 | 2011 | 2012 | 2013 |
|--------------------------------------|------|------|------|------|
| 3 Smoking | 4 | 3 | 2 | 5 |
| 4 Driving Behavior | 261 | 238 | 248 | 308 |
| 6 Bus Early - Fixed Route | 156 | 143 | 156 | 193 |
| 7 Customer passed-up | 268 | 280 | 284 | 389 |
| 8 Bus Off-route | 47 | 43 | 39 | 56 |
| 9 Driver Not Wearing Seatbelt | 0 | 3 | 1 | 2 |
| 10 Driver Not Calling Stops | 0 | 0 | 0 | 3 |
| 11 Destination Sign Incorrect | 18 | 14 | 21 | 21 |
| 12 Disruptive Passenger(s) | 75 | 66 | 49 | 63 |
| 13 Bus Never Came | 125 | 90 | 70 | 120 |
| 26 Overloads | 16 | 19 | 10 | 25 |
| 29 Special Event Service | 1 | 0 | 2 | 2 |
| 32 Bus Idling | 18 | 8 | 8 | 13 |
| 33 Detours | 23 | 37 | 31 | 24 |
| 34 Wheelchair accessibility | 2 | 1 | 0 | 0 |
| 41 ITS: Intelligent Transportation S | 2 | 1 | 0 | 1 |
| 55 Driver Rude | 144 | 147 | 193 | 202 |
| 60 Transfer Points | 17 | 23 | 9 | 10 |
| 66 Equipment Malfunction | 19 | 20 | 14 | 16 |
| 69 Securement, mobility device | 1 | 6 | 3 | 3 |
| 71 Other Driver Conduct | 72 | 88 | 103 | 107 |
| 76 Missed Stop Request | 20 | 15 | 25 | 30 |
| 77 Fare Dispute | 22 | 39 | 45 | 60 |
| 78 Discrimination | 1 | 4 | 3 | 4 |
| 79 City Ordinances | 7 | 2 | 2 | 0 |
| 80 Electronic Device | 17 | 10 | 11 | 3 |
| 81 Driving With Cell Phone | 6 | 12 | 8 | 1 |
| 84 Unauthorized Stop | 7 | 4 | 12 | 4 |
| 85 Unprofessional Conduct | 27 | 22 | 20 | 13 |
| 86 Excessive Conversation | 6 | 13 | 6 | 0 |
| 87 Bus Late - Fixed Route | 123 | 108 | 119 | 229 |

| | | | | |
|---------------------------------|-------------|-------------|-------------|-------------|
| 88 Unsafe Situation | 38 | 33 | 31 | 30 |
| 89 Property Damage | 6 | 8 | 5 | 5 |
| 90 Passenger Injury | 31 | 46 | 31 | 30 |
| 91 Compliment | 168 | 192 | 207 | 271 |
| 116 Other - no current category | 87 | 109 | 99 | 64 |
| 117 Climate Control | 14 | 15 | 17 | 11 |
| 121 Missed Transfer | 49 | 56 | 59 | 81 |
| 122 School Routes | 51 | 49 | 36 | 24 |
| 124 Items Not Allowed on Bus | 1 | 4 | 2 | 1 |
| 126 ADA Issues | 41 | 17 | 16 | 21 |
| 130 Cut Route | 9 | 12 | 6 | 11 |
| 132 Harassment | 0 | 2 | 2 | 0 |
| 133 Running a Red Light | 30 | 52 | 50 | 44 |
| 137 Weather Related | 45 | 23 | 28 | 20 |
| 144 Stroller Policy | 14 | 12 | 14 | 12 |
| 146 Bus Seating Layout | 2 | 1 | 2 | 2 |
| 147 Crosswalk Violation | 0 | 32 | 29 | 30 |
| Unit Totals | 2091 | 2122 | 2128 | 2564 |

INFSYS

| Category ID and Name | 2010 | 2011 | 2012 | 2013 |
|--------------------------------------|------------|-----------|-----------|-----------|
| 41 ITS: Intelligent Transportation S | 5 | 11 | 1 | 21 |
| 91 Compliment | 0 | 0 | 0 | 0 |
| 116 Other - no current category | 8 | 2 | 8 | 12 |
| 135 Website | 11 | 3 | 4 | 11 |
| 136 Trip Planner | 47 | 26 | 7 | 3 |
| 141 TransitTracker | 33 | 11 | 8 | 6 |
| 142 Google Transit | 8 | 7 | 3 | 4 |
| 143 Google Data Format | 1 | 1 | 0 | 1 |
| Unit Totals | 113 | 61 | 31 | 58 |

MAINT

| Category ID and Name | 2010 | 2011 | 2012 | 2013 |
|--------------------------------------|-----------|-----------|-----------|-----------|
| 32 Bus Idling | 0 | 0 | 0 | 0 |
| 34 Wheelchair accessibility | 0 | 0 | 0 | 0 |
| 41 ITS: Intelligent Transportation S | 0 | 0 | 0 | 0 |
| 66 Equipment Malfunction | 12 | 16 | 15 | 11 |
| 91 Compliment | 1 | 0 | 0 | 3 |
| 115 Bus Appearance-Cleanliness | 7 | 8 | 8 | 5 |
| 116 Other - no current category | 15 | 6 | 17 | 5 |
| 117 Climate Control | 4 | 3 | 4 | 3 |
| 146 Bus Seating Layout | 1 | 1 | 0 | 1 |
| Unit Totals | 40 | 34 | 44 | 28 |

MKTG

| Category ID and Name | 2010 | 2011 | 2012 | 2013 |
|-----------------------------|------|------|------|------|
| 18 Fare Policy | 8 | 8 | 18 | 13 |
| 19 Transfer Policy | 0 | 0 | 0 | 0 |
| 28 School Trippers Concern | 0 | 1 | 0 | 0 |
| 29 Special Event Service | 0 | 0 | 1 | 0 |
| 33 Detours | 6 | 3 | 1 | 2 |
| 34 Wheelchair accessibility | 1 | 0 | 0 | 0 |
| 36 Telephone Information | 20 | 7 | 4 | 7 |
| 37 Advertisements - General | 0 | 9 | 1 | 29 |

| | | | | |
|---------------------------------|------------|------------|------------|------------|
| 38 Sales Outlets | 0 | 1 | 0 | 0 |
| 39 Shelter Posters | 1 | 3 | 3 | 1 |
| 40 Schedules | 2 | 1 | 4 | 3 |
| 72 Other Public Info | 5 | 4 | 3 | 10 |
| 91 Compliment | 17 | 14 | 29 | 48 |
| 98 Schedule Info | 18 | 12 | 9 | 14 |
| 99 Order Taking | 0 | 2 | 5 | 9 |
| 100 Phones Busy | 1 | 1 | 1 | 2 |
| 101 Behavior - Cust Svc | 11 | 4 | 2 | 8 |
| 115 Bus Appearance-Cleanliness | 0 | 1 | 0 | 0 |
| 116 Other - no current category | 34 | 22 | 73 | 51 |
| 119 Lost and Found | 4 | 2 | 1 | 16 |
| 120 Para - Ride Booking | 6 | 4 | 9 | 13 |
| 135 Website | 13 | 13 | 10 | 13 |
| 137 Weather Related | 1 | 0 | 14 | 5 |
| 138 Advertisements - Bus Wraps | 3 | 2 | 14 | 10 |
| 140 Text/Email Alerts | 0 | 0 | 0 | 4 |
| 146 Bus Seating Layout | 2 | 0 | 1 | 0 |
| 149 Audible Turn Signals | 0 | 0 | 0 | 0 |
| Unit Totals | 153 | 114 | 203 | 258 |

PARA

| Category ID and Name | 2010 | 2011 | 2012 | 2013 |
|---------------------------------|------|------|------|------|
| 3 Smoking | 2 | 2 | 0 | 0 |
| 4 Driving Behavior | 28 | 23 | 16 | 22 |
| 55 Driver Rude | 36 | 41 | 25 | 35 |
| 66 Equipment Malfunction | 2 | 6 | 10 | 8 |
| 69 Securement, mobility device | 8 | 7 | 6 | 10 |
| 79 City Ordinances | 0 | 0 | 0 | 1 |
| 80 Electronic Device | 6 | 1 | 3 | 4 |
| 81 Driving With Cell Phone | 2 | 2 | 2 | 4 |
| 85 Unprofessional Conduct | 1 | 1 | 6 | 2 |
| 88 Unsafe Situation | 1 | 5 | 7 | 11 |
| 90 Passenger Injury | 4 | 16 | 12 | 13 |
| 91 Compliment | 32 | 39 | 37 | 48 |
| 93 Notification - Para App | 1 | 0 | 0 | 1 |
| 94 Availability - Para App | 1 | 2 | 0 | 0 |
| 95 Processing Time - Para App | 2 | 0 | 0 | 0 |
| 96 Fares | 10 | 15 | 3 | 6 |
| 97 Winter Weather - Para Policy | 0 | 0 | 0 | 0 |
| 98 Schedule Info | 5 | 10 | 9 | 10 |
| 99 Order Taking | 15 | 26 | 9 | 5 |
| 100 Phones Busy | 2 | 2 | 0 | 0 |
| 101 Behavior - Cust Svc | 1 | 1 | 0 | 0 |
| 102 Bus Early - Para | 14 | 18 | 18 | 13 |
| 103 Bus On-Time | 1 | 2 | 2 | 4 |
| 104 Bus Late - Para | 100 | 150 | 118 | 121 |
| 105 No Shows | 49 | 76 | 62 | 63 |
| 106 Door-to-Door | 17 | 19 | 25 | 36 |
| 107 Leave Attended | 27 | 35 | 45 | 40 |
| 108 Mobility Device Securement | 2 | 2 | 1 | 0 |
| 109 Travel Time - Para | 24 | 56 | 55 | 60 |
| 110 Service Area - Para Policy | 3 | 5 | 2 | 0 |
| 111 Backtracking | 0 | 0 | 2 | 1 |

| | | | | |
|---------------------------------|------------|------------|------------|------------|
| 112 Passenger Behavior | 5 | 6 | 8 | 5 |
| 113 Driver Behavior | 10 | 10 | 23 | 49 |
| 114 Dispatch | 11 | 14 | 4 | 10 |
| 116 Other - no current category | 26 | 26 | 64 | 21 |
| 118 Drop-Off Wrong Location | 10 | 29 | 15 | 12 |
| 120 Para - Ride Booking | 16 | 19 | 17 | 17 |
| 132 Harassment | 3 | 2 | 0 | 1 |
| 133 Running a Red Light | 0 | 0 | 0 | 0 |
| 137 Weather Related | 1 | 2 | 2 | 1 |
| 147 Crosswalk Violation | 0 | 0 | 0 | 1 |
| Unit Totals | 478 | 670 | 608 | 635 |

PLN

| Category ID and Name | 2010 | 2011 | 2012 | 2013 |
|---------------------------------|------------|------------|------------|------------|
| 18 Fare Policy | 0 | 0 | 0 | 0 |
| 19 Transfer Policy | 0 | 0 | 0 | 0 |
| 21 Span | 4 | 3 | 7 | 4 |
| 23 Express Service | 2 | 2 | 0 | 0 |
| 25 Frequency | 8 | 6 | 1 | 3 |
| 26 Overloads | 42 | 64 | 45 | 76 |
| 27 Park & Ride | 5 | 2 | 1 | 0 |
| 28 School Trippers Concern | 7 | 11 | 4 | 6 |
| 29 Special Event Service | 1 | 1 | 0 | 0 |
| 31 Expansion Request | 16 | 22 | 21 | 22 |
| 33 Detours | 21 | 16 | 16 | 18 |
| 34 Wheelchair accessibility | 0 | 0 | 1 | 0 |
| 40 Schedules | 21 | 21 | 29 | 32 |
| 42 Routes | 3 | 7 | 7 | 4 |
| 43 Schedules - Service Design | 16 | 12 | 11 | 11 |
| 44 Quality | 0 | 0 | 0 | 0 |
| 47 Corridor Schedules | 1 | 2 | 0 | 5 |
| 48 Transfer Coordination | 3 | 2 | 3 | 7 |
| 49 Travel Time - Service Design | 0 | 0 | 1 | 0 |
| 60 Transfer Points | 2 | 0 | 0 | 0 |
| 70 Other Service Design | 7 | 6 | 11 | 8 |
| 73 Bus Stop Request | 38 | 46 | 41 | 48 |
| 74 Bus Stop Damage | 3 | 3 | 9 | 5 |
| 75 Shelter Addition/Removal | 11 | 9 | 6 | 13 |
| 87 Bus Late - Fixed Route | 0 | 0 | 0 | 22 |
| 91 Compliment | 4 | 9 | 2 | 5 |
| 92 Comment - Service Design | 7 | 63 | 13 | 221 |
| 116 Other - no current category | 8 | 7 | 21 | 51 |
| 127 Public Hearing Addendum | 0 | 0 | 1 | 7 |
| 129 Service Design Request | 7 | 3 | 3 | 5 |
| 135 Website | 0 | 0 | 0 | 1 |
| 136 Trip Planner | 9 | 3 | 8 | 2 |
| 139 Surveys | 0 | 1 | 0 | 0 |
| 141 TransitTracker | 4 | 1 | 4 | 5 |
| 142 Google Transit | 2 | 5 | 3 | 12 |
| 143 Google Data Format | 0 | 1 | 2 | 1 |
| 146 Bus Seating Layout | 0 | 2 | 1 | 0 |
| Unit Totals | 252 | 330 | 272 | 594 |

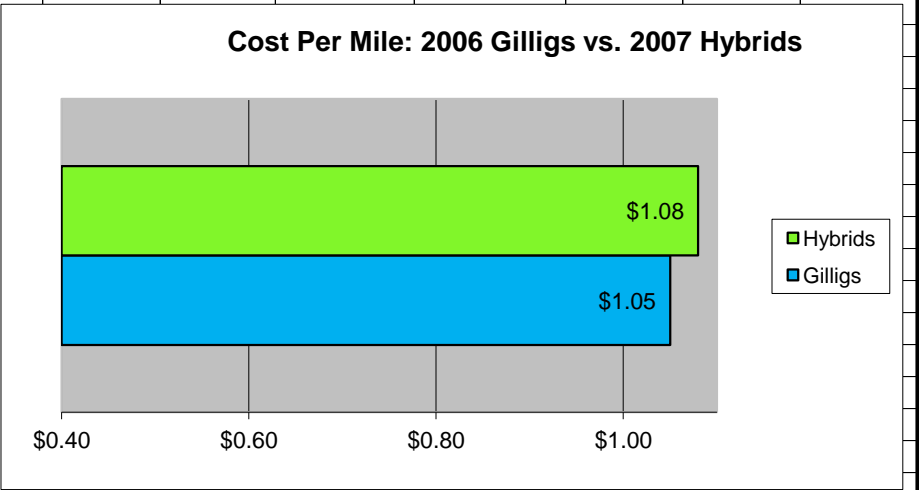
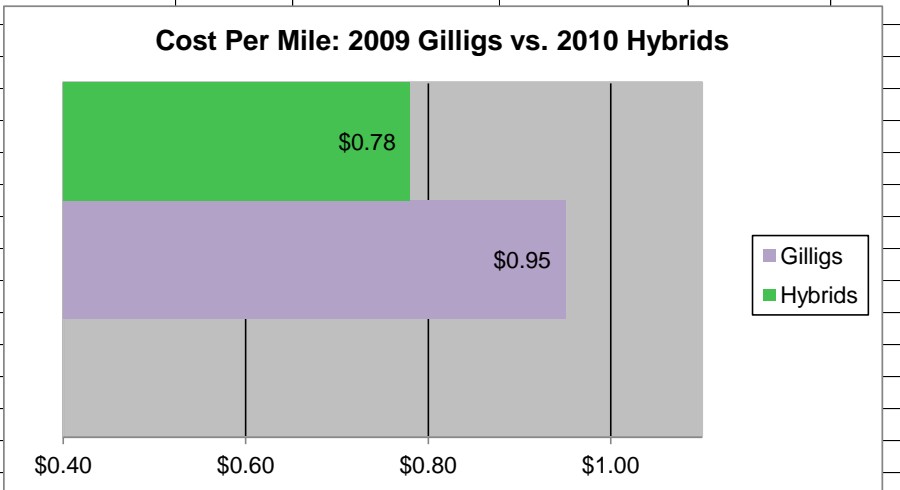
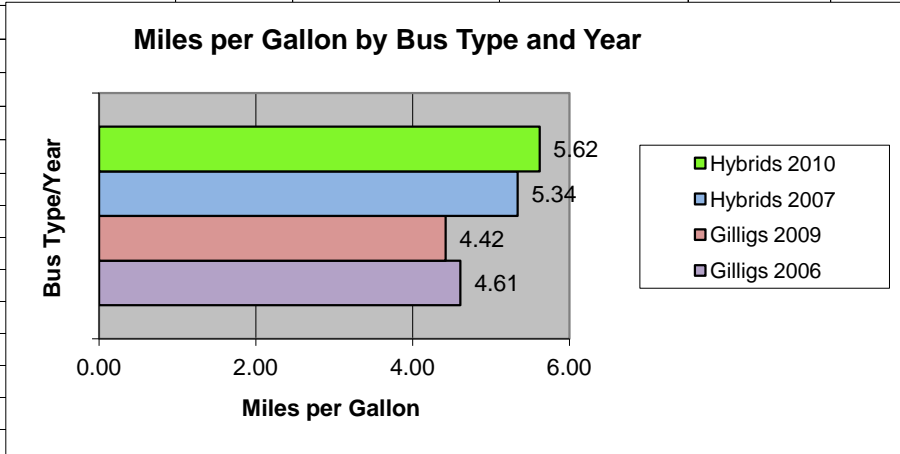
Prompt Response Percentage Report: For Feedback with Requested Response
For the period 12/1/2013 - 12/31/2013



| <u>Primary Unit</u> | <u>Feedback Requesting Response</u> | | <u>Feedback w/ Prompt Response</u> | | <u>Prompt Response Percentage</u> | |
|--------------------------|-------------------------------------|-------------|------------------------------------|-------------|-----------------------------------|---------------|
| | <u>Curr Prd</u> | <u>YTD</u> | <u>Curr Prd</u> | <u>YTD</u> | <u>Curr Prd</u> | <u>YTD</u> |
| BGRNDS | 0 | 16 | 0 | 16 | | 100.00% |
| FIN | 2 | 5 | 0 | 3 | 0.00% | 60.00% |
| FIXED | 90 | 1337 | 82 | 1292 | 91.11% | 96.63% |
| INFSYS | 0 | 25 | 0 | 24 | | 96.00% |
| MAINT | 0 | 12 | 0 | 11 | | 91.67% |
| MKTG | 9 | 104 | 8 | 100 | 88.89% | 96.15% |
| PARA | 29 | 350 | 29 | 350 | 100.00% | 100.00% |
| PLN | 18 | 424 | 18 | 404 | 100.00% | 95.28% |
| Metro-wide Totals | 148 | 2273 | 137 | 2200 | 92.57% | 96.79% |

Hybrid/Diesel Comparison - October 1, 2013 - December 31, 2013

| Bus Type/Year | Bus # | Mileage | Fuel | Fuel Cost* | Parts | Labor | CPM** | AVG MPG |
|----------------|---------|---------|--------|------------|----------|----------|--------|---------|
| Gilligs (2006) | 917-921 | 40,244 | 8,723 | \$23,987 | \$8,431 | \$9,758 | \$1.05 | 4.61 |
| Hybrids (2007) | 001-005 | 40,089 | 7,510 | \$20,653 | \$13,871 | \$8,948 | \$1.08 | 5.34 |
| Gilligs (2009) | 941-954 | 140,780 | 31,857 | \$87,606 | \$16,564 | \$29,313 | \$0.95 | 4.42 |
| Hybrids (2010) | 006-019 | 159,141 | 28,331 | \$77,911 | \$20,434 | \$25,314 | \$0.78 | 5.62 |



*ULSD fuel price \$2.750 per gallon for the period.

**Cost Per Mile (CPM) = fuel + parts + labor / miles