

## FIXED ROUTE

Operating Statistics For Periods Ending 9/30/2010 & 9/30/2011

CURRENT MONTH			YEAR TO DATE			
Actual 2010	Actual 2011	Variance 2010 to 2011		Actual 2010	Actual 2011	Variance 2010 to 2011
			<b>Service Supplied</b>			
490,983	<b>486,446</b>	(4,537)	Total (Vehicle) Miles	4,192,763	<b>4,183,028</b>	(9,735)
32,589	<b>32,941</b>	352	Revenue Hours	282,946	<b>285,744</b>	2,798
36,611	<b>36,916</b>	305	Total (Vehicle) Hours	314,421	<b>316,322</b>	1,901
			<i>Ridership</i>			
1,184,157	<b>1,361,448</b>	177,291	Revenue Passengers	9,051,271	<b>9,816,126</b>	764,855
72,205	<b>79,008</b>	6,803	Transfers	635,174	<b>688,012</b>	52,838
<u>19,775</u>	<u><b>21,298</b></u>	<u>1,523</u>	Non-Revenue Rides	<u>146,793</u>	<u><b>170,653</b></u>	23,860
1,276,137	<b>1,461,754</b>	185,617	Total Passengers	9,833,238	<b>10,674,791</b>	841,553
			<b>Service Quality</b>			
3,472	<b>3,220</b>	(252)	Trips using Lifts	28,705	<b>26,108</b>	(2,597)
14	<b>9</b>	(5)	Passenger Accidents	97	<b>86</b>	(11)
			Vehicle Accidents			
5	<b>13</b>	8	Chargeable	41	<b>54</b>	13
5	<b>6</b>	1	Non-chargeable	68	<b>68</b>	0
<u>1</u>	<u><b>1</b></u>	<u>0</u>	Preventable	<u>9</u>	<u><b>6</b></u>	<u>(3)</u>
11	<b>20</b>	9	Total Vehicle Accidents	118	<b>128</b>	10
			<b>Fleet/Maintenance</b>			
89	<b>79</b>	(10)	Road Calls	618	<b>663</b>	45
82	<b>81</b>	(1)	Actual Inspections	699	<b>698</b>	(1)
82	<b>81</b>	(1)	Scheduled Inspections	699	<b>698</b>	(1)

**ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--September 2011 vs. September 2010**  
**(Routes sorted in order of 2011 passengers per revenue hour productivity)**

ROUTE	RIDERSHIP, 2011 vs. 2010 Year to Date			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY	
	2011	2010	% change	2011	2010	% Change			
80 UW CAMPUS	1,363,272	1,157,405	17.8%	102.86	86.61	18.8%		<b>Core Routes</b> operate every day from early a.m. to late p.m.: <b>2, 3, 4, 5, 6, 7, 13</b> (3 operates weekdays only; 7 operates wkends & holidays only).	
90-94 SUPPLEMENTARY SCHOOL SERVICE	700,317	736,579	-4.9%	65.74	64.64	1.7%			
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	29,870	21,385	39.7%	69.76	50.21	38.9%			
85 UW CAMPUS-PARK ST CIRCULATOR	223,953	190,396	17.6%	65.64	59.12	11.0%			
81-82 UW LATE NITE CIRCULATORS	181,928	133,948	35.8%	55.13	38.92	41.7%			
2 WTP-NTP	975,357	842,186	15.8%	50.33	44.09	14.1%			
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	471,101	424,297	11.0%	49.10	44.87	9.4%			
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	69,571	60,430	15.1%	47.30	41.26	14.6%			
50 WTP-SCHROEDER-RAYMOND LOOP	130,664	131,527	-0.7%	42.04	41.45	1.4%			
4 NTP-STP	575,100	555,497	3.5%	40.84	39.14	4.4%			
40 STP - ARBOR HILLS LOOP	140,813	121,414	16.0%	38.37	33.65	14.0%			
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	1,125,420	1,065,329	5.6%	37.91	35.04	8.2%		<b>Commuter Routes</b> operate on weekdays during peak hours: <b>11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 55, 56, 57, 58, 71, 72, 74</b>	
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	108,062	98,969	9.2%	36.91	33.98	8.6%			
9 ETP - UW CAMPUS & 33 HIESTAND LOOP (peak hour trips on 9 began Aug. 24, 2009)	151,297	137,412	10.1%	36.13	34.17	5.7%			
16 STP - ETP	300,471	282,354	6.4%	33.49	30.66	9.2%			
3 WTP-ETP	428,634	386,569	10.9%	32.90	29.84	10.3%			
51 WTP-MUIR FIELD LOOP	62,314	49,420	26.1%	32.68	25.04	30.5%			
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	700,769	627,608	11.7%	32.36	31.16	3.9%			
55 VERONA- WTP COMMUTER	33,598	28,895	16.3%	32.22	27.71	16.3%			
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	824,228	779,128	5.8%	31.90	29.64	7.6%			
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	194,429	187,236	3.8%	31.42	30.40	3.3%			
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	17,385	19,005	-8.5%	28.80	31.65	-9.0%		<b>Peripheral Routes</b> operate from transfer points to outlying areas: <b>20, 21, 22, 26, 30, 32, 33, 36, 40, 50, 51, 52, 73, 78</b>	
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	278,677	255,128	9.2%	28.70	27.26	5.3%			
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	84,191	78,041	7.9%	28.11	26.37	6.6%			
11 & 12 WTP-DUTCH MILL-CAP SQUARE	104,550	95,176	9.8%	26.13	23.91	9.3%			
7 WTP-ETP (Weekends & Holidays Only)	99,194	87,236	13.7%	25.86	20.23	27.8%			
21 LAKEVIEW LOOP	116,525	141,120	-17.4%	25.26	30.26	-16.5%			
27 NTP - UW CAMPUS COMMUTER	34,843	29,234	19.2%	24.72	20.89	18.3%			
47 ARBOR HILLS COMMUTER	60,868	54,499	11.7%	24.67	22.20	11.1%			
1 CAP SQUARE - UW	17,869	16,578	7.8%	23.99	22.37	7.2%			
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	389,400	363,897	7.0%	23.43	21.46	9.2%			
58 GREENTREE COMMUTER	50,559	46,575	8.6%	22.24	20.60	8.0%	x	<b>Connector Routes</b> connect transfer points throughout the day: <b>16, 17, 18.</b>	
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	24,639	23,464	5.0%	22.21	18.82	18.0%	x		
70 MIDDLETON-CAPITOL SQUARE	111,875	102,621	9.0%	22.20	20.54	8.1%	x		
19 RED ARROW TR-CAP SQUARE	124,827	118,839	5.0%	21.93	20.93	4.8%	x		
32 ACEWOOD-THOMPSON LOOP	32,968	39,149	-15.8%	21.70	24.71	-12.2%	x		
73 WTP-OLD SAUK TRAILS	99,330	94,192	5.5%	18.08	17.12	5.6%	x		
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	37,250	38,777	-3.9%	17.71	16.40	8.0%	x		
25 AMERICAN CENTER COMMUTER	9,658	7,303	32.2%	17.38	15.31	13.5%	x		
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)	52,434	41,612	26.0%	17.29	13.83	25.0%	x		
34 ETP-MATC & 39 ETP - DAIRY DRIVE (peak service on 34 began Aug. 24, 2009)	48,715	45,757	6.5%	16.35	15.54	5.2%	x		
52 WTP-FITCHBURG	30,590	47,232	-35.2%	14.42	22.45	-35.8%	x	<b>Circulator Routes</b> <b>1, 9, 10, 34</b>	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	7,835	7,399	5.9%	13.51	14.88	-9.2%	x		
74 MIDDLETON LOOP	17,897	20,997	-14.8%	12.70	14.97	-15.2%	x		
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	20,417	31,105	-34.4%	9.48	13.94	-32.0%	x		
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	8,364	7,772	7.6%	7.55	6.25	20.9%	x		
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	2,037	1,881	8.3%	4.83	4.48	7.7%	x		
UNKNOWN ROUTE & ROAD BUS *	726	665	9.2%	NA	NA	NA	x		
<b>SYSTEM TOTAL</b>	<b>10,674,791</b>	<b>9,833,238</b>	<b>8.6%</b>	<b>37.33</b>	<b>34.71</b>	<b>7.6%</b>	<b>22.40</b>		<b>Other routes:</b> <b>8</b> operates between the Capitol Square and Spring Harbor, weekends only. <b>19</b> operates like a core route between the Capitol Square and Allied Drive on weekdays. <b>39</b> operates as a commuter route during peak hours; operates like a circulator route midday. <b>59</b> operates weekends & holidays between the WTP and Fitchburg. <b>67</b> connects with route 6 at the West Transfer Point; operates to/from West Towne Mall. <b>63 and 68</b> operate between the West Transfer Point and Prairie <b>70</b> operates like a core route between the Capitol Square & Middleton on weekdays.  <b>UW Campus Circulators</b> <b>80, 81, 82, 84, 85</b>
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)</b>	<b>8,875,768</b>	<b>8,330,104</b>	<b>6.6%</b>	<b>33.42</b>	<b>31.69</b>	<b>5.5%</b>	<b>20.05</b>		

**School Day Supplemental Routes**  
L, E, M, W

**ROUTE PERFORMANCE, Year to Date -September 2011**

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2011	2010	% change	2011	2010
1 CAP SQUARE - UW	17,869	16,578	7.8%	23.99	22.37
2 WTP-NTP	975,357	842,186	15.8%	49.13	44.09
3 WTP-ETP	428,634	386,569	10.9%	32.90	29.84
4 NTP-STP	575,100	555,497	3.5%	40.16	39.14
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8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	24,639	23,464	5.0%	20.01	18.82
9 ETP - UW CAMPUS & 33 HIESTAND LOOP (peak hour trips on 9 began Aug. 24, 2009)	151,297	137,412	10.1%	36.13	34.17
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14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	700,769	627,608	11.7%	32.36	31.16
16 STP - ETP	300,471	282,354	6.4%	32.77	30.66
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	389,400	363,897	7.0%	22.95	21.46
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71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	69,571	60,430	15.1%	47.30	41.26
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78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	7,835	7,399	5.9%	12.12	14.88
<b>MIDDLETON ROUTES TOTAL</b>	<b>414,570</b>	<b>384,608</b>	<b>7.8%</b>	<b>24.40</b>	<b>22.93</b>
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	37,250	38,777	-3.9%	15.96	16.40
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90-94 SUPPLEMENTARY SCHOOL SERVICE	700,317	736,579	-4.9%	65.74	64.64
UNKNOWN ROUTE & ROAD BUS *	726	665	9.2%	NA	NA
<b>SYSTEM TOTAL</b>	<b>10,674,791</b>	<b>9,833,238</b>	<b>8.6%</b>	<b>37.33</b>	<b>34.71</b>
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)</b>	<b>8,875,768</b>	<b>8,330,104</b>	<b>6.6%</b>	<b>33.42</b>	<b>31.69</b>

\* 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.

**ParaTransit**  
**Operating Statistics For Periods Ending 9/30/2010 & 9/30/2011**

CURRENT MONTH			YEAR TO DATE			
Actual 2010	Actual 2011	Variance 2010 to 2011		Actual 2010	Actual 2011	Variance 2010 to 2011
			<b>Service Supplied Data</b>			
1,130	1,118	(12)	No. of Clients riding the System	1,708	1,671	(37)
			<i>Ridership</i>			
4,582	4,284	(298)	Directly Operated Service	43,008	40,006	(3,002)
18,143	18,394	251	ADA Contracted Services	160,675	161,673	998
22,725	22,678	(47)	Total ADA Ridership	203,683	201,679	(2,004)
361	553	192	Total No-shows	3,698	4,474	776
			<b>Service Quality Data</b>			
1	0	(1)	Passenger Accidents	8	11	3
			Vehicle Accidents			
0	2	2	Chargeable	3	4	1
0	0	0	Non-chargeable	4	8	4
0	0	0	Preventable	1	0	(1)
0	2	2	Total Vehicle Accidents	8	12	4
			<b>Fleet/Maintenance Data</b>			
1	5	4	Road Calls	28	32	4
10	9	(1)	Actual Inspections	95	87	(8)
11	9	(2)	Scheduled Inspections	99	87	(12)

**Paratransit Performance Indicators  
September, 2011**

<b>Revenue Indicators</b>	<b>Metro Plus YTD</b>		<b>Fixed Route YTD</b>	
	<b>Sept. 2010</b>	<b>Sept. 2011</b>	<b>Sept. 2010</b>	<b>Sept. 2011</b>
Operating Revenue/ Operating Cost	40.8%	41.1%	25.2%	26.6%
Passenger Revenue/ Total Passenger Trips	\$1.23	\$1.42	\$0.77	\$0.77

<b>Expense Indicators</b>				
Operating Cost/Passenger Trip	\$28.25	\$29.73	\$3.06	\$2.91

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Sept. 2010</b>	<b>Sept. 2011</b>	<b>YTD 2010</b>	<b>YTD 2011</b>
Total Trips	22,725	22,678	203,683	201,679
Rides Cancelled	2,924	3,526	29,824	31,903
Cancellation Rate	12.9%	15.5%	14.6%	15.8%
No Shows	361	553	3,698	4,474
No Shows/Rides Provided	1.6%	2.4%	1.8%	2.2%
Number of Clients Provided Service	1,130	1,118	1,708	1,671
Average Trips/Client	20.1	20.3	119.3	120.7
DDS Trips	14,114	14,261	125,797	123,864
Subscription Trips	12,511	12,939	118,799	118,986
DDS Subscription Trips	8,440	8,913	81,280	77,388
D2D Trips	16,874	15,364	153,473	141,188
Lv Attended Trips	6,735	7,077	58,627	60,891
Maintenance Inspections Conducted/Scheduled	90.9%	100.0%	96.0%	100.0%

<b>Number of Trips by Provider YTD</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Ambulatory	24,206	34,580	37,471	45,188	141,445
Non-Ambulatory	15,800	988	6,837	36,609	60,234
Percentage	19.84%	17.64%	21.97%	40.56%	100.00%

<b>Customer Service YTD</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Rides Provided	40,006	35,568	44,308	81,797	201,679
Customer Complaints	135	198	59	66	458
Customer Compliments	12	11	3	2	28
Customer Suggestions	7	3	2	2	14
Complaints/1000 passenger trips	3.37	5.57	1.33	0.81	2.27
Late Service Reports (2)	32	269	126	127	554
Late Service Reports/1000 passenger trips	0.80	7.56	2.84	1.55	2.75

<b>On-Time Performance, June. 2011</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
	91%	95%	95%	94%

<b>ADA Certifications, June 2011</b>	<b>Clients</b>	<b>1-19 Trips</b>	<b>&gt;20 - 40&lt;</b>	<b>&lt;40 Trips/mo</b>	<b>TTL Trips</b>
Category 1	1,554	269	205	162	16,220
Category 2	24	0	0	0	0
Category 2/3	68	5	0	0	23
Category 3	2,663	394	102	26	6,423
<b>Total</b>	4,309				22,666

Monthly New Certification	39
Monthly Denied Applications	0

Fixed Route Trips Using Lifts 3,220

(1) Passenger Revenue does not include Group Access revenue.

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

**NOTE: Reported expenses do not include depreciation, debt principal, or fixed assets.**

**Madison Metro Transit**  
**Unaudited Financial Performance Report**  
**Year-to-Date through September 30**  
**All Modes**

	2010 Actual	2011 Budget	2011 Actual	Over/Under Budget	Change from Prior Year
<b>Passenger Revenue:</b>					
Cash, Tickets, Passes:	\$ 4,190,446	\$ 4,308,093	\$ 4,336,265	\$ 28,172	\$ 145,819
Unlimited Ride Passes:	\$ 3,670,000	\$ 4,043,030	\$ 4,219,811	\$ 176,781	\$ 549,811
<b>Sub Total:</b>	<b>\$ 7,860,445</b>	<b>\$ 8,351,122</b>	<b>\$ 8,556,076</b>	<b>\$ 204,954</b>	<b>\$ 695,630</b>
<b>Misc Revenue:</b>					
Advertising:	\$ 300,375	\$ 318,750	\$ 318,750	0	\$ 18,375
County:	\$ 2,584,572	\$ 2,682,450	\$ 2,629,973	\$ (52,477)	\$ 45,401
Other Operating:	\$ 55,662	\$ 32,200	\$ 11,529	\$ (20,671)	\$ (44,133)
Non-Operating:	\$ 50,281	\$ 59,700	\$ 60,049	\$ 349	\$ 9,768
<b>Sub Total:</b>	<b>\$ 2,990,890</b>	<b>\$ 3,093,100</b>	<b>\$ 3,020,301</b>	<b>\$ (72,799)</b>	<b>\$ 29,411</b>
<b>Local Subsidies:</b>					
City of Madison:	\$ 5,566,532	\$ 6,340,712	\$ 6,340,712	\$ -	\$ 774,180
Funding Partners:	\$ 2,020,078	\$ 2,441,957	\$ 2,403,000	\$ (38,957)	\$ 382,922
<b>Sub Total:</b>	<b>\$ 7,586,610</b>	<b>\$ 8,782,668</b>	<b>\$ 8,743,712</b>	<b>\$ (38,957)</b>	<b>\$ 1,157,102</b>
<b>State Assistance:</b>	\$ 13,122,300	\$ 13,521,975	\$ 13,521,975	\$ 0	\$ 399,675
<b>Federal grant funding for capital maintenance</b>	\$ 5,202,148	\$ 4,489,200	\$ 4,489,200	\$ -	\$ (712,948)
<b>Total Revenue:</b>	<b>\$ 36,762,393</b>	<b>\$ 38,238,066</b>	<b>\$ 38,331,264</b>	<b>\$ 93,198</b>	<b>\$ 1,568,871</b>
<b>Salaries:</b>					
Salaries/Wages:	\$ 17,009,547	\$ 17,409,378	\$ 17,156,882	\$ (252,496)	\$ 147,336
OT:	\$ 1,100,540	\$ 859,484	\$ 974,433	\$ 114,949	\$ (126,107)
Workers Comp:	\$ 153,538	\$ 150,260	\$ 141,804	\$ (8,456)	\$ (11,734)
<b>Benefits:</b>					
Health:	\$ 4,114,118	\$ 4,379,416	\$ 4,377,299	\$ (2,117)	\$ 263,181
WI Retirement:	\$ 1,985,299	\$ 2,087,210	\$ 2,057,482	\$ (29,727)	\$ 72,183
Other:	\$ 2,487,938	\$ 2,472,520	\$ 2,540,996	\$ 68,477	\$ 53,059
<b>Sub Total:</b>	<b>\$ 26,850,979</b>	<b>\$ 27,358,267</b>	<b>\$ 27,248,896</b>	<b>\$ (109,371)</b>	<b>\$ 397,918</b>
<b>Utilities:</b>					
Natural Gas:	\$ 163,913	\$ 234,000	\$ 160,983	\$ (73,017)	\$ (2,929)
Electricity:	\$ 194,264	\$ 202,500	\$ 206,943	\$ 4,443	\$ 12,679
Telephone:	\$ 10,052	\$ 7,200	\$ 10,199	\$ 2,999	\$ 147
Other:	\$ 15,206	\$ 21,600	\$ 17,401	\$ (4,199)	\$ 2,195
<b>Building &amp; Grounds:</b>					
Repairs/Maintenance:	\$ 69,164	\$ 60,600	\$ 87,229	\$ 26,629	\$ 18,066
Supplies:	\$ 86,802	\$ 88,140	\$ 180,997	\$ 92,857	\$ 94,196
Services:	\$ 10,405	\$ 8,100	\$ 8,076	\$ (24)	\$ (2,328)
<b>Rolling Stock/Support Equipment:</b>					
Equip. Repairs/Maintenance:	\$ 221,900	\$ 231,300	\$ 287,501	\$ 56,201	\$ 65,602
Parts:	\$ 530,173	\$ 626,400	\$ 486,642	\$ (139,759)	\$ (43,532)
Tires:	\$ 144,844	\$ 144,000	\$ 137,302	\$ (6,698)	\$ (7,542)
Equipment Supplies:	\$ 101,040	\$ 93,600	\$ 75,551	\$ (18,049)	\$ (25,489)
Fuels, Oils, & Lubricants:	\$ 2,128,382	\$ 2,390,550	\$ 2,835,342	\$ 444,792	\$ 706,960
<b>Administrative:</b>					
Insurance & Financial:	\$ 750,598	\$ 860,162	\$ 828,323	\$ (31,838)	\$ 77,726
Rentals/Leases:	\$ 118,012	\$ 121,800	\$ 122,556	\$ 756	\$ 4,543
Training:	\$ 16,875	\$ 25,200	\$ 8,556	\$ (16,644)	\$ (8,320)
Supplies, Equipment and Services:	\$ 344,279	\$ 328,800	\$ 327,276	\$ (1,524)	\$ (17,003)
<b>Operations:</b>					
Paratransit Providers:	\$ 3,354,411	\$ 3,318,750	\$ 3,195,517	\$ (123,233)	\$ (158,894)
GAS / RSVP / Exc Rides:	\$ 461,437	\$ 496,425	\$ 511,144	\$ 14,719	\$ 49,707
<b>Inter Departmental Charges:</b>	\$ 555,785	\$ 587,950	\$ 622,007	\$ 34,057	\$ 66,222
<b>Depreciation:</b>	\$ 4,533,568	\$ 4,275,000	\$ 4,782,473	\$ 507,473	\$ 248,905
<b>Interest and Bad Debt Expense:</b>	\$ 304,653	\$ 205,275	\$ 205,275	\$ -	\$ (99,378)
<b>Total Operating Expenses:</b>	<b>\$ 40,966,741</b>	<b>\$ 41,685,618</b>	<b>\$ 42,346,191</b>	<b>\$ 660,572</b>	<b>\$ 1,379,450</b>
<b>Less Depreciation:</b>	\$ (4,533,568)	\$ (4,275,000)	\$ (4,782,473)	\$ (507,473)	\$ (248,905)
<b>Capital Debt:</b>	\$ 671,148	\$ 771,150	\$ 771,150	\$ -	\$ 100,002
<b>Local share of prepaid lease</b>	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Fixed Assets:</b>	\$ -	\$ -	\$ 77,634	\$ 77,634	\$ 77,634
<b>Federal grant funding for fixed assets</b>	\$ -	\$ -	\$ (62,107)	\$ (62,107)	\$ (62,107)
<b>Total Expenditures:</b>	<b>\$ 37,104,320</b>	<b>\$ 38,181,768</b>	<b>\$ 38,350,394</b>	<b>\$ 168,626</b>	<b>\$ 1,246,074</b>
<b>Reserves generated (used)</b>	<b>\$ (341,927)</b>	<b>\$ 56,297</b>	<b>\$ (19,130)</b>	<b>\$ (75,428)</b>	<b>\$ 322,797</b>

**Madison Metro Transit**  
**Year to Year Fixed Route Ridership and Revenue Comparison**  
**Through September 30, 2011 and 2010**

**Fixed Route Passenger Revenue**

<b>2011</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
Cash fares	\$ 113,456	\$ 124,917	\$ 123,260	\$ 106,168	\$ 109,926	\$ 122,187	\$ 114,083	\$ 137,548	\$ 126,610				\$ 1,078,155
Day passes	\$ 6,756	\$ 6,596	\$ 7,075	\$ 6,462	\$ 7,866	\$ 9,201	\$ 10,631	\$ 12,411	\$ 8,775				\$ 75,773
10 ride passes/tickets	\$ 148,710	\$ 76,940	\$ 130,155	\$ 100,335	\$ 91,365	\$ 149,710	\$ 100,980	\$ 99,910	\$ 101,535				\$ 999,640
31 day passes	\$ 102,053	\$ 95,480	\$ 118,167	\$ 109,615	\$ 102,933	\$ 128,672	\$ 112,805	\$ 98,670	\$ 131,230				\$ 999,625
EZ Rider/Summer Youth passes	\$ 109,549	\$ 146,065	\$ 146,065	\$ 146,065	\$ 146,065	\$ 146,065	\$ 41,496	\$ 9,960	\$ 8,970				\$ 919,233
<b>Total cash, ticket &amp; pass revenue</b>	<b>\$ 480,524</b>	<b>\$ 449,998</b>	<b>\$ 524,722</b>	<b>\$ 468,645</b>	<b>\$ 458,155</b>	<b>\$ 451,266</b>	<b>\$ 348,459</b>	<b>\$ 357,509</b>	<b>\$ 533,150</b>				<b>\$ 4,072,426</b>
UW ASM	\$ 245,290	\$ 245,290	\$ 245,290	\$ 245,290	\$ 245,290	\$ 245,290	\$ 245,290	\$ 245,291	\$ 256,804				\$ 2,219,127
UW Employees	\$ 104,265	\$ 136,825	\$ 136,825	\$ 136,825	\$ 136,825	\$ 136,824	\$ 136,825	\$ 136,825	\$ 144,798				\$ 1,206,835
MATC	\$ 57,524	\$ 73,902	\$ 83,751	\$ 82,367	\$ 42,080	\$ 24,678	\$ 25,191	\$ 20,259	\$ 83,904				\$ 493,656
City of Madison	\$ 11,953	\$ 12,050	\$ 13,534	\$ 11,079	\$ 11,183	\$ 11,440	\$ 10,772	\$ 12,564	\$ 12,860				\$ 107,435
Edgewood	\$ 8,510	\$ 9,078	\$ 9,571	\$ 9,108	\$ 5,425	\$ 3,631	\$ 4,557	\$ 6,800	\$ 12,737				\$ 69,417
St. Mary's	\$ 3,775	\$ 4,039	\$ 4,488	\$ 4,033	\$ 4,098	\$ 4,618	\$ 5,057	\$ 5,097	\$ 4,787				\$ 39,992
Meriter	\$ 2,929	\$ 2,821	\$ 3,503	\$ 3,034	\$ 3,112	\$ 3,535	\$ 3,254	\$ 3,452	\$ 3,478				\$ 29,118
Dane County	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 59	\$ 1,203	\$ 1,688	\$ 1,767				\$ 4,717
Commuter	\$ 11,784	\$ 11,502	\$ 14,598	\$ 13,032	\$ 14,851	\$ 17,921	\$ 17,722	\$ 19,361	\$ 18,287				\$ 139,058
<b>Total unlimited ride pass revenue</b>	<b>\$ 446,030</b>	<b>\$ 495,507</b>	<b>\$ 511,560</b>	<b>\$ 504,768</b>	<b>\$ 462,864</b>	<b>\$ 447,996</b>	<b>\$ 449,871</b>	<b>\$ 451,337</b>	<b>\$ 539,422</b>				<b>\$ 4,309,355</b>
<b>Total passenger revenue</b>	<b>\$ 926,554</b>	<b>\$ 945,504</b>	<b>\$ 1,036,281</b>	<b>\$ 973,412</b>	<b>\$ 921,018</b>	<b>\$ 899,262</b>	<b>\$ 798,330</b>	<b>\$ 808,846</b>	<b>\$ 1,072,572</b>				<b>\$ 8,381,781</b>
<b>Cumulative YTD passenger revenue</b>	<b>\$ 926,554</b>	<b>\$ 1,872,058</b>	<b>\$ 2,908,340</b>	<b>\$ 3,881,752</b>	<b>\$ 4,802,771</b>	<b>\$ 5,702,033</b>	<b>\$ 6,500,363</b>	<b>\$ 7,309,209</b>	<b>\$ 8,381,781</b>				

<b>2010</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
Cash fares	\$ 107,668	\$ 100,462	\$ 102,833	\$ 92,170	\$ 104,315	\$ 108,660	\$ 94,258	\$ 124,803	\$ 123,569				\$ 958,738
Day passes	\$ 6,803	\$ 6,522	\$ 6,050	\$ 5,582	\$ 7,172	\$ 7,890	\$ 8,600	\$ 8,870	\$ 5,080				\$ 62,566
10 ride passes/quiktix	\$ 138,755	\$ 106,015	\$ 98,150	\$ 99,830	\$ 103,585	\$ 106,695	\$ 118,815	\$ 80,735	\$ 102,395				\$ 954,975
31 day passes	\$ 102,740	\$ 113,300	\$ 113,713	\$ 115,501	\$ 114,675	\$ 96,635	\$ 97,927	\$ 107,883	\$ 123,750				\$ 986,123
EZ Rider/Summer Youth passes	\$ 107,786	\$ 156,501	\$ 156,501	\$ 156,501	\$ 156,501	\$ 156,501	\$ 55,075	\$ 8,340	\$ 8,340				\$ 1,000,215
<b>Total cash, ticket &amp; pass revenue</b>	<b>\$ 463,752</b>	<b>\$ 482,800</b>	<b>\$ 477,246</b>	<b>\$ 469,583</b>	<b>\$ 486,248</b>	<b>\$ 374,955</b>	<b>\$ 327,940</b>	<b>\$ 330,631</b>	<b>\$ 549,464</b>				<b>\$ 3,962,617</b>
UW ASM	\$ 202,962	\$ 288,960	\$ 270,208	\$ 239,974	\$ 169,240	\$ 148,529	\$ 149,624	\$ 149,831	\$ 245,290				\$ 1,864,618
UW Employees	\$ 131,380	\$ 141,041	\$ 144,131	\$ 125,765	\$ 112,549	\$ 115,941	\$ 111,546	\$ 115,915	\$ 138,054				\$ 1,136,321
MATC	\$ 46,655	\$ 70,730	\$ 76,078	\$ 71,084	\$ 38,410	\$ 20,888	\$ 24,138	\$ 34,286	\$ 13,166				\$ 395,436
City of Madison	\$ 11,661	\$ 11,846	\$ 12,510	\$ 11,547	\$ 10,767	\$ 10,823	\$ 10,271	\$ 10,928	\$ 11,392				\$ 101,745
Edgewood	\$ 7,597	\$ 8,246	\$ 8,575	\$ 7,687	\$ 3,970	\$ 2,584	\$ 2,537	\$ 4,507	\$ 10,328				\$ 56,029
St. Mary's	\$ 3,196	\$ 3,390	\$ 3,870	\$ 3,843	\$ 3,537	\$ 3,715	\$ 3,966	\$ 4,016	\$ 4,805				\$ 34,338
Meriter	\$ 3,305	\$ 3,785	\$ 3,800	\$ 3,499	\$ 2,637	\$ 2,801	\$ 2,795	\$ 3,058	\$ 2,893				\$ 28,573
Commuter	\$ 911	\$ 2,368	\$ 3,026	\$ 2,922	\$ 2,867	\$ 2,985	\$ 3,074	\$ 3,671	\$ 4,298				\$ 26,122
<b>Total unlimited ride pass revenue</b>	<b>\$ 407,666</b>	<b>\$ 530,365</b>	<b>\$ 522,196</b>	<b>\$ 466,322</b>	<b>\$ 343,978</b>	<b>\$ 308,266</b>	<b>\$ 307,950</b>	<b>\$ 326,212</b>	<b>\$ 430,226</b>				<b>\$ 3,643,181</b>
<b>Total passenger revenue</b>	<b>\$ 871,418</b>	<b>\$ 1,013,165</b>	<b>\$ 999,442</b>	<b>\$ 935,905</b>	<b>\$ 830,225</b>	<b>\$ 683,221</b>	<b>\$ 635,890</b>	<b>\$ 656,842</b>	<b>\$ 979,690</b>				<b>\$ 7,605,799</b>
<b>Cumulative YTD passenger revenue</b>	<b>\$ 871,418</b>	<b>\$ 1,884,583</b>	<b>\$ 2,884,025</b>	<b>\$ 3,819,930</b>	<b>\$ 4,650,156</b>	<b>\$ 5,333,377</b>	<b>\$ 5,969,266</b>	<b>\$ 6,626,109</b>	<b>\$ 7,605,799</b>				

**Madison Metro Transit**  
**Year to Year Fixed Route Ridership and Revenue Comparison**  
**Through September 30, 2011 and 2010**

**Fixed Route Rides**

<b>2011</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
Cash fares	65,670	64,772	66,436	55,966	61,466	75,648	75,641	74,059	73,196				612,854
Day passes	3,598	3,567	4,127	3,836	4,249	5,901	6,727	7,732	5,471				45,208
10 ride passes/tickets	78,092	70,215	87,793	66,691	72,594	59,074	48,852	54,488	73,189				610,988
31 day passes	133,180	121,416	151,517	136,740	145,278	147,151	143,065	154,030	151,657				1,284,034
EZ Rider/Summer Youth passes	189,975	151,918	239,213	183,109	220,301	92,446	26,706	24,614	199,698				1,327,980
<b>Total cash, ticket &amp; pass rides</b>	<b>470,515</b>	<b>411,888</b>	<b>549,086</b>	<b>446,342</b>	<b>503,888</b>	<b>380,220</b>	<b>300,991</b>	<b>314,923</b>	<b>503,211</b>				<b>3,881,064</b>
UW ASM	242,812	305,756	304,610	291,511	192,816	168,831	166,852	167,930	290,895				2,132,013
UW Employees	146,341	146,893	161,652	141,391	124,909	126,077	114,868	125,955	130,249				1,218,335
MATC	50,021	64,263	72,827	71,623	36,591	21,459	21,905	17,617	72,960				429,266
City of Madison	10,394	10,478	11,769	9,634	9,724	9,948	9,367	10,925	11,183				93,422
Edgewood	7,400	7,894	8,323	7,920	4,717	3,157	3,963	5,913	11,076				60,363
St. Mary's	3,283	3,512	3,903	3,507	3,563	4,016	4,397	4,432	4,163				34,776
Meriter	2,547	2,453	3,046	2,638	2,706	3,074	2,830	3,002	3,024				25,320
Dane County						51	1,046	1,468	1,537				4,102
Commuter	10,247	10,002	12,694	11,332	12,914	15,583	15,410	16,836	15,902				120,920
<b>Total unlimited ride pass rides</b>	<b>473,045</b>	<b>551,251</b>	<b>578,824</b>	<b>539,556</b>	<b>387,940</b>	<b>352,196</b>	<b>340,638</b>	<b>354,078</b>	<b>540,989</b>				<b>4,118,517</b>
UW routes 80-85	220,478	340,489	281,654	297,510	126,838	71,192	73,154	76,066	313,228				1,800,609
<b>Total revenue rides</b>	<b>1,164,038</b>	<b>1,303,628</b>	<b>1,409,564</b>	<b>1,283,408</b>	<b>1,018,666</b>	<b>803,608</b>	<b>714,783</b>	<b>745,067</b>	<b>1,357,428</b>				<b>9,800,190</b>
Transfers	71,405	61,215	72,636	62,400	67,979	88,617	95,328	89,389	79,012				687,981
Non-revenue rides	18,034	15,996	20,961	19,180	21,731	21,727	20,423	23,253	25,314				186,619
<b>Total rides</b>	<b>1,253,477</b>	<b>1,380,839</b>	<b>1,503,161</b>	<b>1,364,988</b>	<b>1,108,376</b>	<b>913,952</b>	<b>830,534</b>	<b>857,709</b>	<b>1,461,754</b>				<b>10,674,790</b>
<b>Cumulative YTD total rides</b>	<b>1,253,477</b>	<b>2,634,316</b>	<b>4,137,477</b>	<b>5,502,465</b>	<b>6,610,841</b>	<b>7,524,793</b>	<b>8,355,327</b>	<b>9,213,036</b>	<b>10,674,790</b>				

<b>2010</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
Cash fares	62,055	56,315	60,361	56,320	60,003	65,860	69,686	63,508	67,665				561,773
Day passes	3,716	3,794	3,733	3,828	4,369	5,373	5,961	6,085	4,639				41,498
10 ride passes/tickets	81,433	78,442	81,291	71,757	70,266	59,635	50,262	50,451	75,239				618,776
31 day passes	126,169	129,516	144,359	129,655	129,782	136,347	134,541	134,969	140,532				1,205,870
EZ Rider/Summer Youth passes	192,573	188,628	215,939	199,078	206,591	90,118	26,891	19,774	194,282				1,333,874
<b>Total cash, ticket &amp; pass rides</b>	<b>465,946</b>	<b>456,695</b>	<b>505,683</b>	<b>460,638</b>	<b>471,011</b>	<b>357,333</b>	<b>287,341</b>	<b>274,787</b>	<b>482,357</b>				<b>3,761,791</b>
UW ASM	213,195	303,529	283,832	252,074	177,773	156,018	157,168	157,386	262,755				1,963,730
UW Employees	138,004	148,152	151,398	132,106	118,224	121,787	117,170	121,759	123,355				1,171,955
MATC	42,414	64,300	69,162	64,622	34,918	18,989	21,944	31,169	74,529				422,047
City of Madison	10,140	10,301	10,878	10,041	9,363	9,411	8,931	9,503	9,906				88,474
Edgewood	6,906	7,496	7,795	6,988	3,609	2,349	2,306	4,097	8,981				50,527
St. Mary's	2,779	2,948	3,365	3,342	3,076	3,230	3,449	3,492	4,178				29,859
Meriter	2,874	3,291	3,304	3,043	2,293	2,436	2,430	2,659	2,516				24,846
Commuter	792	2,059	2,631	2,541	2,493	2,596	2,673	3,192	3,737				22,714
<b>Total unlimited ride pass rides</b>	<b>417,104</b>	<b>542,076</b>	<b>532,365</b>	<b>474,757</b>	<b>351,749</b>	<b>316,816</b>	<b>316,071</b>	<b>333,257</b>	<b>489,957</b>				<b>3,774,152</b>
UW routes 80-85	159,861	306,025	263,277	237,658	124,127	61,919	67,004	74,097	207,687				1,501,655
<b>Total revenue rides</b>	<b>1,042,911</b>	<b>1,304,796</b>	<b>1,301,325</b>	<b>1,173,053</b>	<b>946,887</b>	<b>736,068</b>	<b>670,416</b>	<b>682,141</b>	<b>1,180,001</b>				<b>9,037,598</b>
Transfers	66,399	61,933	68,110	63,282	65,023	78,305	85,957	73,960	72,205				635,174
Non-revenue rides	16,013	13,011	16,114	16,862	18,703	17,642	18,682	19,508	23,931				160,466
<b>Total rides</b>	<b>1,125,323</b>	<b>1,379,740</b>	<b>1,385,549</b>	<b>1,253,197</b>	<b>1,030,613</b>	<b>832,015</b>	<b>775,055</b>	<b>775,609</b>	<b>1,276,137</b>				<b>9,833,238</b>
<b>Cumulative YTD total rides</b>	<b>1,125,323</b>	<b>2,505,063</b>	<b>3,890,612</b>	<b>5,143,809</b>	<b>6,174,422</b>	<b>7,006,437</b>	<b>7,781,492</b>	<b>8,557,101</b>	<b>9,833,238</b>				



**Madison Metro Transit**  
**Year to Year Fixed Route Ridership and Revenue Comparison**  
**Through September 30, 2011 and 2010**

**Fixed Route Passenger Revenue % Change**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	5.4%	24.3%	19.9%	15.2%	5.4%	12.4%	21.0%	10.2%	2.5%				12.5%
Day passes	-0.7%	1.1%	17.0%	15.8%	9.7%	16.6%	23.6%	39.9%	72.7%				21.1%
10 ride passes/tickets	7.2%	-27.4%	32.6%	0.5%	-11.8%	40.3%	-15.0%	23.8%	-0.8%				4.7%
31 day passes	-0.7%	-15.7%	3.9%	-5.1%	-10.2%	33.2%	15.2%	-8.5%	6.0%				1.4%
EZ Rider/Summer Youth passes	1.6%	-6.7%	-6.7%	-6.7%	-6.7%	-24.7%	19.4%	7.6%	-15.2%				-8.1%
<b>Total cash, ticket &amp; pass revenue</b>	<b>3.6%</b>	<b>-6.8%</b>	<b>9.9%</b>	<b>-0.2%</b>	<b>-5.8%</b>	<b>20.4%</b>	<b>6.3%</b>	<b>8.1%</b>	<b>-3.0%</b>				<b>2.8%</b>
UW ASM	20.9%	-15.1%	-9.2%	2.2%	44.9%	65.1%	63.9%	63.7%	4.7%				19.0%
UW Employees	-20.6%	-3.0%	-5.1%	8.8%	21.6%	18.0%	22.7%	18.0%	4.9%				6.2%
MATC	23.3%	4.5%	10.1%	15.9%	9.6%	18.1%	-4.4%	-40.9%	537.3%				24.8%
City of Madison	2.5%	1.7%	8.2%	-4.1%	3.9%	5.7%	4.9%	15.0%	12.9%				5.6%
Edgewood	12.0%	10.1%	11.6%	18.5%	36.7%	40.5%	79.6%	50.9%	23.3%				23.9%
St. Mary's	18.1%	19.1%	16.0%	4.9%	15.8%	24.3%	27.5%	26.9%	-0.4%				16.5%
Meriter	-11.4%	-25.5%	-7.8%	-13.3%	18.0%	26.2%	16.4%	12.9%	20.2%				1.9%
Commuter	1193.8%	385.8%	382.5%	346.0%	418.0%	500.3%	476.5%	427.4%	325.5%				432.3%
<b>Total unlimited ride pass revenue</b>	<b>9.4%</b>	<b>-6.6%</b>	<b>-2.0%</b>	<b>8.2%</b>	<b>34.6%</b>	<b>45.3%</b>	<b>46.1%</b>	<b>38.4%</b>	<b>25.4%</b>				<b>18.3%</b>
<b>Total passenger revenue</b>	<b>6.3%</b>	<b>-6.7%</b>	<b>3.7%</b>	<b>4.0%</b>	<b>10.9%</b>	<b>31.6%</b>	<b>25.5%</b>	<b>23.1%</b>	<b>9.5%</b>				<b>10.2%</b>
<b>Cumulative YTD passenger revenue</b>	<b>6.3%</b>	<b>-0.7%</b>	<b>0.8%</b>	<b>1.6%</b>	<b>3.3%</b>	<b>6.9%</b>	<b>8.9%</b>	<b>10.3%</b>	<b>10.2%</b>				

**Fixed Route Rides % Change**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	5.8%	15.0%	10.1%	-0.6%	2.4%	14.9%	8.5%	16.6%	8.2%				9.1%
Day passes	-3.2%	-6.0%	10.6%	0.2%	-2.7%	9.8%	12.9%	27.1%	17.9%				8.9%
10 ride passes/tickets	-4.1%	-10.5%	8.0%	-7.1%	3.3%	-0.9%	-2.8%	8.0%	-2.7%				-1.3%
31 day passes	5.6%	-6.3%	5.0%	5.5%	11.9%	7.9%	6.3%	14.1%	7.9%				6.5%
EZ Rider/Summer Youth passes	-1.3%	-19.5%	10.8%	-8.0%	6.6%	2.6%	-0.7%	24.5%	2.8%				-0.4%
<b>Total cash, ticket &amp; pass rides</b>	<b>1.0%</b>	<b>-9.8%</b>	<b>8.6%</b>	<b>-3.1%</b>	<b>7.0%</b>	<b>6.4%</b>	<b>4.8%</b>	<b>14.6%</b>	<b>4.3%</b>				<b>3.2%</b>
UW ASM	13.9%	0.7%	7.3%	15.6%	8.5%	8.2%	6.2%	6.7%	10.7%				8.6%
UW Employees	6.0%	-0.8%	6.8%	7.0%	5.7%	3.5%	-2.0%	3.4%	5.6%				4.0%
MATC	17.9%	-0.1%	5.3%	10.8%	4.8%	13.0%	-0.2%	-43.5%	-2.1%				1.7%
City of Madison	2.5%	1.7%	8.2%	-4.1%	3.9%	5.7%	4.9%	15.0%	12.9%				5.6%
Edgewood	7.2%	5.3%	6.8%	13.3%	30.7%	34.4%	71.9%	44.3%	23.3%				19.5%
St. Mary's	18.1%	19.1%	16.0%	4.9%	15.8%	24.3%	27.5%	26.9%	-0.4%				16.5%
Meriter	-11.4%	-25.5%	-7.8%	-13.3%	18.0%	26.2%	16.5%	12.9%	20.2%				1.9%
Commuter	1193.8%	385.8%	382.5%	346.0%	418.0%	500.3%	476.5%	427.4%	325.5%				432.4%
<b>Total unlimited ride pass rides</b>	<b>13.4%</b>	<b>1.7%</b>	<b>8.7%</b>	<b>13.6%</b>	<b>10.3%</b>	<b>11.2%</b>	<b>7.8%</b>	<b>6.2%</b>	<b>10.4%</b>				<b>9.1%</b>
UW routes 80-85	37.9%	11.3%	7.0%	25.2%	2.2%	15.0%	9.2%	2.7%	50.8%				19.9%
<b>Total revenue rides</b>	<b>11.6%</b>	<b>-0.1%</b>	<b>8.3%</b>	<b>9.4%</b>	<b>7.6%</b>	<b>9.2%</b>	<b>6.6%</b>	<b>9.2%</b>	<b>15.0%</b>				<b>8.4%</b>
Transfers	7.5%	-1.2%	6.6%	-1.4%	4.5%	13.2%	10.9%	20.9%	9.4%				8.3%
Non-revenue rides	12.6%	22.9%	30.1%	13.7%	16.2%	23.2%	9.3%	19.2%	5.8%				16.3%
<b>Total rides</b>	<b>11.4%</b>	<b>0.1%</b>	<b>8.5%</b>	<b>8.9%</b>	<b>7.5%</b>	<b>9.8%</b>	<b>7.2%</b>	<b>10.6%</b>	<b>14.5%</b>				<b>8.6%</b>
<b>Cumulative YTD total rides</b>	<b>11.4%</b>	<b>5.2%</b>	<b>6.3%</b>	<b>7.0%</b>	<b>7.1%</b>	<b>7.4%</b>	<b>7.4%</b>	<b>7.7%</b>	<b>8.6%</b>				

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

For the period 1/1 - 9/30

**Report Totals**

2011	2656
2010	2298
2009	2528
2008	2691



**BGRNDS**

Category ID and Name	2011	2010	2009	2008
34 Wheelchair accessibility	2	0	1	0
39 Shelter Posters	1	1	0	0
67 Transfer Pt/Shelter Vandalism	0	1	0	0
68 Transfer Pt/Shelter Graffiti	71	37	40	25
91 Compliment	0	0	2	0
116 Other - no current category	1	0	1	2
128 Transfer Pt/Shelter Maintenance	3	12	12	13
<b>Unit Totals</b>	<b>78</b>	<b>51</b>	<b>56</b>	<b>40</b>

**FIN**

Category ID and Name	2011	2010	2009	2008
18 Fare Policy	6	2	2	1
19 Transfer Policy	0	0	0	0
91 Compliment	1	0	1	0
116 Other - no current category	2	0	0	7
<b>Unit Totals</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>8</b>

**FIXED**

Category ID and Name	2011	2010	2009	2008
3 Smoking	3	4	8	8
4 Driving Behavior	185	194	163	103
6 Bus Early - Fixed Route	114	106	171	116
7 Customer passed-up	215	197	188	199
8 Bus Off-route	33	34	32	26
9 Driver Not Wearing Seatbelt	2	0	0	1
10 Driver Not Calling Stops	0	0	0	0
11 Destination Sign Incorrect	13	12	23	10
12 Disruptive Passenger(s)	49	49	41	65
13 Bus Never Came	67	82	69	117
26 Overloads	15	11	9	6
29 Special Event Service	0	1	0	1
32 Bus Idling	8	15	12	12
33 Detours	33	22	26	26
34 Wheelchair accessibility	0	2	0	3
41 ITS: Intelligent Transportation S	0	1	0	2
55 Driver Rude	114	111	110	94
60 Transfer Points	19	6	4	7
66 Equipment Malfunction	14	13	20	10
69 Securement, mobility device	6	1	4	0
71 Other Driver Conduct	57	50	54	36
76 Missed Stop Request	12	15	25	18
77 Fare Dispute	30	12	18	19
78 Discrimination	2	1	1	10
79 City Ordinances	2	6	5	7
80 Electronic Device	7	15	11	7
81 Driving With Cell Phone	11	4	26	24
84 Unauthorized Stop	4	6	9	3
85 Unprofessional Conduct	20	20	5	31
86 Excessive Conversation	12	4	7	11
87 Bus Late - Fixed Route	86	88	108	123
88 Unsafe Situation	26	36	35	88

89 Property Damage	8	6	6	6
90 Passenger Injury	31	23	10	22
91 Compliment	149	126	126	134
116 Other - no current category	81	65	81	87
117 Climate Control	14	14	7	12
121 Missed Transfer	38	31	30	44
122 School Routes	32	42	16	23
124 Items Not Allowed on Bus	4	1	1	10
126 ADA Issues	15	31	13	29
130 Cut Route	9	4	1	7
132 Harassment	2	0	3	1
133 Running a Red Light	38	24	18	19
137 Weather Related	23	7	12	11
144 Stroller Policy	9	13	0	0
146 Bus Seating Layout	1	0	0	0
147 Crosswalk Violation	26	0	0	0
<b>Unit Totals</b>	<b>1639</b>	<b>1505</b>	<b>1508</b>	<b>1588</b>

**INFSYS**

Category ID and Name	2011	2010	2009	2008
41 ITS: Intelligent Transportation S	7	4	13	8
91 Compliment	0	0	4	1
116 Other - no current category	2	4	2	2
135 Website	3	4	0	0
136 Trip Planner	23	24	46	19
141 TransitTracker	7	16	0	0
142 Google Transit	8	5	0	0
143 Google Data Format	1	1	0	0
<b>Unit Totals</b>	<b>51</b>	<b>58</b>	<b>65</b>	<b>30</b>

**MAINT**

Category ID and Name	2011	2010	2009	2008
32 Bus Idling	0	0	0	2
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
66 Equipment Malfunction	13	7	6	15
91 Compliment	0	1	0	2
115 Bus Appearance-Cleanliness	7	5	7	18
116 Other - no current category	2	13	18	8
117 Climate Control	1	4	2	8
146 Bus Seating Layout	0	1	0	0
<b>Unit Totals</b>	<b>23</b>	<b>31</b>	<b>33</b>	<b>53</b>

**MKTG**

Category ID and Name	2011	2010	2009	2008
18 Fare Policy	5	6	3	1
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	1	0	0	0
29 Special Event Service	0	0	0	0
33 Detours	3	6	1	2
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	5	15	14	2
37 Advertisements - General	9	0	4	4
38 Sales Outlets	1	0	0	0

39 Shelter Posters	1	1	2	2
40 Schedules	1	0	4	2
72 Other Public Info	3	3	3	5
91 Compliment	10	13	15	15
98 Schedule Info	6	12	17	10
99 Order Taking	2	0	0	0
100 Phones Busy	0	0	2	9
101 Behavior - Cust Svc	3	7	5	4
115 Bus Appearance-Cleanliness	0	0	1	0
116 Other - no current category	20	23	10	6
119 Lost and Found	2	2	2	3
120 Para - Ride Booking	4	5	10	11
135 Website	10	9	7	4
137 Weather Related	0	1	2	7
138 Advertisements - Bus Wraps	2	3	2	9
140 Text/Email Alerts	0	0	1	0
146 Bus Seating Layout	0	2	0	0
<b>Unit Totals</b>	<b>88</b>	<b>108</b>	<b>105</b>	<b>96</b>

**PARA**

Category ID and Name	2011	2010	2009	2008
3 Smoking	2	2	0	0
4 Driving Behavior	19	21	21	7
55 Driver Rude	28	27	33	13
66 Equipment Malfunction	4	0	1	0
69 Securement, mobility device	4	3	31	9
79 City Ordinances	0	0	0	0
80 Electronic Device	1	6	3	0
81 Driving With Cell Phone	1	2	0	0
85 Unprofessional Conduct	0	1	1	3
88 Unsafe Situation	5	1	1	4
90 Passenger Injury	11	4	9	11
91 Compliment	28	27	39	9
93 Notification - Para App	0	0	1	0
94 Availability - Para App	1	0	1	1
95 Processing Time - Para App	0	1	0	0
96 Fares	13	8	18	8
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	8	3	7	1
99 Order Taking	15	12	16	7
100 Phones Busy	2	2	3	1
101 Behavior - Cust Svc	0	0	0	2
102 Bus Early - Para	14	9	26	13
103 Bus On-Time	2	1	0	0
104 Bus Late - Para	116	77	109	80
105 No Shows	50	39	46	31
106 Door-to-Door	16	14	10	9
107 Leave Attended	27	22	15	12
108 Mobility Device Securement	2	1	0	0
109 Travel Time - Para	44	16	51	40
110 Service Area - Para Policy	3	3	1	2
111 Backtracking	0	0	0	0
112 Passenger Behavior	5	4	11	21
113 Driver Behavior	7	9	15	25

114 Dispatch	9	9	12	5
116 Other - no current category	21	19	17	29
118 Drop-Off Wrong Location	25	5	2	0
120 Para - Ride Booking	13	15	6	8
132 Harassment	2	2	0	0
133 Running a Red Light	0	0	0	0
137 Weather Related	2	0	0	2
147 Crosswalk Violation	0	0	0	0
<b>Unit Totals</b>	<b>500</b>	<b>365</b>	<b>506</b>	<b>353</b>

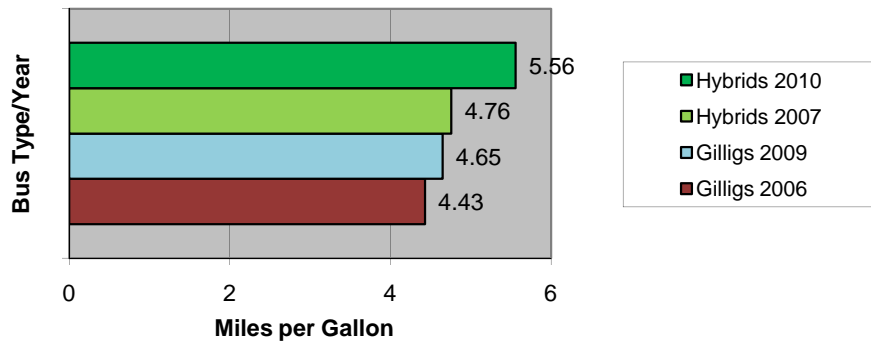
**PLN**

Category ID and Name	2011	2010	2009	2008
18 Fare Policy	0	0	3	1
19 Transfer Policy	0	0	0	0
21 Span	3	2	3	2
23 Express Service	2	2	0	11
25 Frequency	6	3	3	4
26 Overloads	56	27	28	21
27 Park & Ride	2	5	0	3
28 School Trippers Concern	11	6	6	8
29 Special Event Service	1	1	0	1
31 Expansion Request	17	14	19	21
33 Detours	15	19	16	11
34 Wheelchair accessibility	0	0	0	0
40 Schedules	13	14	30	39
42 Routes	7	3	6	307
43 Schedules - Service Design	9	12	26	14
44 Quality	0	0	0	1
47 Corridor Schedules	2	1	1	0
48 Transfer Coordination	2	1	6	2
49 Travel Time - Service Design	0	0	0	1
60 Transfer Points	0	2	0	0
70 Other Service Design	2	7	8	4
73 Bus Stop Request	31	29	28	33
74 Bus Stop Damage	3	0	3	2
75 Shelter Addition/Removal	2	6	19	6
91 Compliment	3	4	5	8
92 Public Hearing Comment	63	0	15	1
116 Other - no current category	6	5	16	20
127 Public Hearing Addendum	0	0	1	1
129 Service Design Request	2	3	10	0
135 Website	0	0	0	0
136 Trip Planner	3	7	0	0
139 Surveys	1	0	0	1
141 TransitTracker	1	3	0	0
142 Google Transit	2	2	0	0
143 Google Data Format	1	0	0	0
146 Bus Seating Layout	2	0	0	0
<b>Unit Totals</b>	<b>268</b>	<b>178</b>	<b>252</b>	<b>523</b>

Hybrid/Diesel Comparison - July 1, 2011 - September 30, 2011

Bus Type/Year	Bus #	Mileage	Fuel	Fuel Cost*	Parts	Labor	CPM**	AVG MPG
Gilligs (2006)	917-921	47,734	10,767	\$33,270	\$2,314	\$5,709	\$0.87	4.43
Hybrids (2007)	001-005	41,040	8,617	\$26,628	\$3,863	\$6,349	\$0.90	4.76
Gilligs (2009)	941-954	185,922	40,008	\$123,623	\$10,059	\$21,169	\$0.83	4.65
Hybrids (2010)	006-019	231,260	41,607	\$128,566	\$9,419	\$17,494	\$0.67	5.56

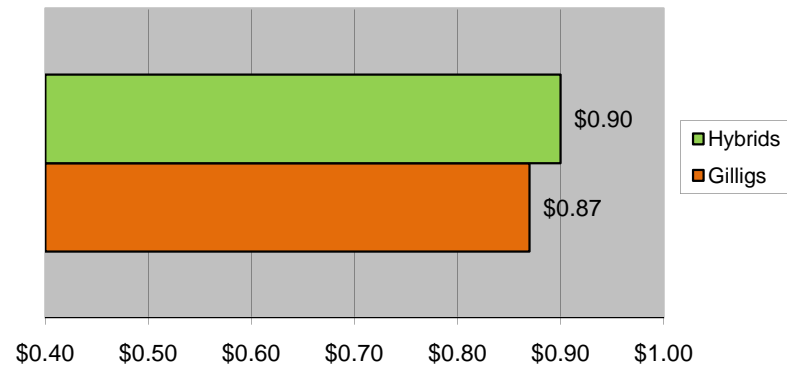
Miles per Gallon by Bus Type and Year



Cost Per Mile: 2009 Gilligs vs. 2010 Hybrids



Cost Per Mile: 2006 Gilligs vs. 2007 Hybrids



\*ULSD fuel price varied, but was an average of \$3.09 per gallon for the period.

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