

FIXED ROUTE
Operating Statistics For Periods Ending 3/31/2011 & 3/31/2012

CURRENT MONTH

YEAR TO DATE

Actual 2011	Actual 2012	Variance 2011 to 2012		Actual 2011	Actual 2012	Variance 2011 to 2012
			Service Supplied			
526,456	517,407	(9,049)	Total (Vehicle) Miles	1,446,688	1,465,655	18,967
34,823	32,905	(1,918)	Revenue Hours	96,170	96,934	764
39,127	39,103	(24)	Total (Vehicle) Hours	107,592	110,457	2,865
			<i>Ridership</i>			
1,411,780	1,386,475	(25,305)	Revenue Passengers	3,884,270	3,889,850	5,580
72,637	71,516	(1,121)	Transfers	205,264	217,003	11,739
<u>18,744</u>	<u>19,098</u>	<u>354</u>	Non-Revenue Rides	<u>47,943</u>	<u>54,946</u>	<u>7,003</u>
1,503,161	1,477,089	(26,072)	Total Passengers	4,137,477	4,161,799	24,322
			Service Quality			
3,095	3,685	590	Trips using Lifts	7,739	9,145	1,406
9	13	4	Passenger Accidents	30	37	7
			<i>Vehicle Accidents:</i>			
5	7	2	Chargeable	16	20	4
6	1	(5)	Non-chargeable	33	14	(19)
<u>1</u>	<u>1</u>	<u>0</u>	Preventable	<u>4</u>	<u>2</u>	<u>(2)</u>
12	9	(3)	Total Vehicle Accidents	53	36	(17)
			Fleet/Maintenance			
72	74	2	Road Calls	232	176	(56)
88	86	(2)	Actual Inspections	242	244	2
88	86	(2)	Scheduled Inspections	242	244	2

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--March 2012 vs. March 2011
(Routes sorted in order of 2012 passengers per revenue hour productivity)

ROUTE	RIDERSHIP, 2012 vs. 2011 Year to Date			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY
	2012	2011	% change	2012	2011	% Change		
80 UW CAMPUS	563,562	622,122	-9.4%	110.89	127.56	-13.1%		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 wkends & holidays only).
85 UW CAMPUS-PARK ST CIRCULATOR	96,880	111,600	-13.2%	79.15	85.74	-7.7%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	10,699	10,352	3.4%	73.81	73.68	0.2%		
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	349,930	326,309	7.2%	67.90	66.22	2.5%		
28 NTP-WTP COMMUTER	112,428	104,094	8.0%	67.37	68.28	-1.3%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	27,792	25,320	9.8%	57.29	53.04	8.0%		
2 WTP-NTP	368,799	352,546	4.6%	54.02	54.16	-0.3%		
81-82 UW LATE NITE CIRCULATORS	82,767	97,588	-15.2%	51.21	65.20	-21.5%		
9 ETP - UW CAMPUS (peak hour trips on 9 began Aug. 24, 2009)	62,138	67,252	-7.6%	48.17	55.15	-12.7%		
67 WTP-WEST TOWNE	77,938	73,524	6.0%	47.53	45.70	4.0%		
50 WTP-SCHROEDER-RAYMOND LOOP	49,727	45,130	10.2%	47.01	43.59	7.8%		
4 NTP-STP	208,805	212,373	-1.7%	44.14	45.12	-2.2%		Commuter Routes operate on weekdays during peak hours: 11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 55, 56, 57 58, 71, 72, 74, 75
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	96,821	90,188	7.4%	43.94	43.94	0.0%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	39,874	37,822	5.4%	41.29	39.79	3.8%		
55 VERONA- WTP COMMUTER	14,462	10,400	39.1%	40.96	30.40	34.8%		
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	27,372	29,773	-8.1%	40.34	41.74	-3.3%		Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 26, 30, 32, 33, 36, 40, 50, 51, 52, 73, 78
6 CITY VIEW DR-WTP	330,810	332,328	-0.5%	39.00	40.10	-2.7%		
3 WTP-ETP	168,256	167,967	0.2%	38.97	39.53	-1.4%		
40 STP - ARBOR HILLS LOOP	47,328	45,050	5.1%	38.07	36.99	2.9%		
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	34,299	33,715	1.7%	37.81	37.05	2.0%		Connector Routes connect transfer points throughout the day: 16, 17, 18.
22 MENDOTA LOOP	63,347	68,241	-7.2%	37.78	41.49	-8.9%		
5 ETP-STP	133,483	128,112	4.2%	37.33	36.36	2.7%		
11 WTP-DUTCH MILL-CAP SQUARE	26,995	25,935	4.1%	36.25	35.39	2.4%		
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	146,908	146,218	0.5%	36.09	37.21	-3.0%		Circulator Routes 1, 9, 10, 34
18 STP-WTP	116,010	110,992	4.5%	35.84	35.08	2.2%		
17 ETP-NTP	33,370	32,637	2.2%	35.55	35.33	0.6%		
1 CAP SQUARE - UW	8,684	8,186	6.1%	35.34	33.85	4.4%		
16 STP - ETP	107,376	106,375	0.9%	34.80	35.34	-1.5%		
51 WTP-MUIR FIELD LOOP	22,387	19,847	12.8%	34.05	30.95	10.0%		
30 ETP-EAST TOWNE	67,587	60,035	12.6%	33.38	30.28	10.2%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	114,112	110,450	3.3%	32.97	34.17	-3.5%		
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	36,508	32,541	12.2%	32.52	29.45	10.4%		
27 NTP - UW CAMPUS COMMUTER	14,436	13,704	5.3%	31.05	29.95	3.7%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	5,953	6,234	-4.5%	29.90	31.82	-6.0%		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 West Transfer Point and Prairie 70 operates like a core route between the Capitol Square & Middleton on weekdays.
21 LAKEVIEW LOOP	45,156	39,998	12.9%	29.15	26.33	10.7%		
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	10,786	9,267	16.4%	29.08	25.97	11.9%		
7 WTP-ETP (Weekends & Holidays Only)	42,078	38,150	10.3%	28.76	27.12	6.0%		
58 GREENTREE COMMUTER	21,149	19,868	6.4%	28.21	26.93	4.8%		
47 ARBOR HILLS COMMUTER	22,945	22,207	3.3%	28.19	27.72	1.7%		
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)	26,860	22,554	19.1%	26.85	22.91	17.2%		
19 RED ARROW TR-CAP SQUARE	48,583	52,657	-7.7%	26.37	28.13	-6.3%		
70 MIDDLETON-CAPITOL SQUARE	41,656	39,755	4.8%	25.06	24.30	3.1%	x	
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	10,441	8,815	18.4%	24.71	21.68	14.0%	x	
12 WTP-DUTCH MILL-CAP SQUARE	13,488	13,730	-1.8%	23.45	24.26	-3.3%	x	
32 ACEWOOD-THOMPSON LOOP	11,593	10,946	5.9%	21.85	21.17	3.2%	x	
13 STP-CAP SQUARE	40,663	39,328	3.4%	20.92	20.66	1.2%	x	
34 ETP-MATC (peak service on 34 began Aug. 24, 2009)	9,186	10,195	-9.9%	19.97	22.53	-11.3%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	23,548	28,590	-17.6%	19.51	25.58	-23.7%	x	
73 WTP-OLD SAUK TRAILS	34,843	30,613	13.8%	19.23	17.17	12.0%	x	
25 AMERICAN CENTER COMMUTER	3,507	2,712	29.3%	19.13	15.03	27.3%	x	
20 NTP-EAST TOWNE	42,559	36,848	15.5%	15.88	14.06	13.0%	x	
39 ETP - DAIRY DRIVE	7,710	8,613	-10.5%	14.74	16.74	-11.9%	x	
52 WTP-FITCHBURG	10,034	10,724	-6.4%	14.34	15.57	-7.9%	x	
74 MIDDLETON LOOP	6,638	6,024	10.2%	14.28	13.17	8.4%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	3,510	3,671	-4.4%	12.55	13.34	-5.9%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	2,809	2,672	5.1%	11.30	12.40	-8.9%	x	
75 VERONA-CAPITOL SQUARE COMMUTER (began operating March 26, 2012)	276	NA	NA	9.47	NA	NA	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	6,748	6,667	1.2%	9.21	9.30	-0.9%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	2,868	2,878	-0.3%	6.80	7.09	-4.1%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,680	3,153	-15.0%	6.22	7.62	-18.3%	x	
33 HIESTAND LOOP	887	988	-10.2%	5.89	6.67	-11.6%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	746	598	24.7%	5.36	4.36	22.8%	x	
UNKNOWN ROUTE & ROAD BUS *	9	296	-97.0%	NA	NA	NA		
SYSTEM TOTAL	4,161,799	4,137,477	0.6%	42.05	43.02	-2.3%	25.23	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	3,407,891	3,295,815	3.4%	37.49	37.30	0.5%	22.50	

* 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 - March 2012

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2012	2011	% change	2012	2011
1 CAP SQUARE - UW	8,684	8,186	6.1%	35.34	33.85
2 WTP-NTP	368,799	352,546	4.6%	54.02	54.16
3 WTP-ETP	168,256	167,967	0.2%	38.97	39.53
4 NTP-STP	208,805	212,373	-1.7%	44.14	45.12
5 ETP-STP	133,483	128,112	4.2%	37.33	36.36
6 CITY VIEW DR-WTP	330,810	332,328	-0.5%	39.00	40.10
7 WTP-ETP (Weekends & Holidays Only)	42,078	38,150	10.3%	28.76	27.12
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	10,441	8,815	18.4%	24.71	21.68
9 ETP - UW CAMPUS (peak hour trips on 9 began Aug. 24, 2009)	62,138	67,252	-7.6%	48.17	55.15
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)	26,860	22,554	19.1%	26.85	22.91
11 WTP-DUTCH MILL-CAP SQUARE	26,995	25,935	4.1%	36.25	35.39
12 WTP-DUTCH MILL-CAP SQUARE	13,488	13,730	-1.8%	23.45	24.26
13 STP-CAP SQUARE	40,663	39,328	3.4%	20.92	20.66
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	114,112	110,450	3.3%	32.97	34.17
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	146,908	146,218	0.5%	36.09	37.21
16 STP - ETP	107,376	106,375	0.9%	34.80	35.34
17 ETP-NTP	33,370	32,637	2.2%	35.55	35.33
18 STP-WTP	116,010	110,992	4.5%	35.84	35.08
19 RED ARROW TR-CAP SQUARE	48,583	52,657	-7.7%	26.37	28.13
20 NTP-EAST TOWNE	42,559	36,848	15.5%	15.88	14.06
21 LAKEVIEW LOOP	45,156	39,998	12.9%	29.15	26.33
22 MENDOTA LOOP	63,347	68,241	-7.2%	37.78	41.49
25 AMERICAN CENTER COMMUTER	3,507	2,712	29.3%	19.13	15.03
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	746	598	24.7%	5.36	4.36
27 NTP - UW CAMPUS COMMUTER	14,436	13,704	5.3%	31.05	29.95
28 NTP-WTP COMMUTER	112,428	104,094	8.0%	67.37	68.28
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	5,953	6,234	-4.5%	29.90	31.82
30 ETP-EAST TOWNE	67,587	60,035	12.6%	33.38	30.28
32 ACEWOOD-THOMPSON LOOP	11,593	10,946	5.9%	21.85	21.17
33 HIESTAND LOOP	887	988	-10.2%	5.89	6.67
34 ETP-MATC (peak service on 34 began Aug. 24, 2009)	9,186	10,195	-9.9%	19.97	22.53
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	6,748	6,667	1.2%	9.21	9.30
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	23,548	28,590	-17.6%	19.51	25.58
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	96,821	90,188	7.4%	43.94	43.94
39 ETP - DAIRY DRIVE	7,710	8,613	-10.5%	14.74	16.74
40 STP - ARBOR HILLS LOOP	47,328	45,050	5.1%	38.07	36.99
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	27,372	29,773	-8.1%	40.34	41.74
47 ARBOR HILLS COMMUTER	22,945	22,207	3.3%	28.19	27.72
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	3,510	3,671	-4.4%	12.55	13.34
50 WTP-SCHROEDER-RAYMOND LOOP	49,727	45,130	10.2%	47.01	43.59
51 WTP-MUIR FIELD LOOP	22,387	19,847	12.8%	34.05	30.95
52 WTP-FITCHBURG	10,034	10,724	-6.4%	14.34	15.57
55 VERONA- WTP COMMUTER	14,462	10,400	39.1%	40.96	30.40
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	36,508	32,541	12.2%	32.52	29.45
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	34,299	33,715	1.7%	37.81	37.05
58 GREENTREE COMMUTER	21,149	19,868	6.4%	28.21	26.93
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	2,868	2,878	-0.3%	6.80	7.09
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	10,786	9,267	16.4%	29.08	25.97
67 WTP-WEST TOWNE	77,938	73,524	6.0%	47.53	45.70
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,680	3,153	-15.0%	6.22	7.62
70 MIDDLETON-CAPITOL SQUARE	41,656	39,755	4.8%	25.06	24.30
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	27,792	25,320	9.8%	57.29	53.04
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	39,874	37,822	5.4%	41.29	39.79
73 WTP-OLD SAUK TRAILS	34,843	30,613	13.8%	19.23	17.17
74 MIDDLETON LOOP	6,638	6,024	10.2%	14.28	13.17
75 VERONA-CAPITOL SQUARE COMMUTER (began operating March 26, 2012)	276	NA	NA	9.47	NA
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	2,809	2,672	5.1%	11.30	12.40
80 UW CAMPUS	563,562	622,122	-9.4%	110.89	127.56
81-82 UW LATE NITE CIRCULATORS	82,767	97,588	-15.2%	51.21	65.20
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	10,699	10,352	3.4%	73.81	73.68
85 UW CAMPUS-PARK ST CIRCULATOR	96,880	111,600	-13.2%	79.15	85.74
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	349,930	326,309	7.2%	67.90	66.22
UNKNOWN ROUTE & ROAD BUS *	9	296	-97.0%	NA	NA
SYSTEM TOTAL	4,161,799	4,137,477	0.6%	42.05	43.02
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	3,407,891	3,295,815	3.4%	37.49	37.30

* 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 3/31/2011 & 3/31/2012

CURRENT MONTH			YEAR TO DATE			
Actual 2011	Actual 2012	Variance 2011 to 2012		Actual 2011	Actual 2012	Variance 2011 to 2012
			Service Supplied Data			
1,176	1,108	(68)	No. of Clients riding the System	1,379	3,626	2,247
			<i>Ridership</i>			
5,721	4,552	(1,169)	Directly Operated Service	14,459	13,026	(1,433)
<u>19,915</u>	<u>19,290</u>	(625)	ADA Contracted Services	<u>54,176</u>	<u>55,318</u>	1,142
25,636	23,842	(1,794)	Total ADA Ridership	68,635	68,344	(291)
496	279	(217)	Total No-shows	1,364	890	(474)
			Service Quality Data			
3	4	1	Passenger Accidents	3	7	4
			<i>Vehicle Accidents:</i>			
1	0	(1)	Chargeable	1	0	(1)
2	0	(2)	Non-chargeable	5	0	(5)
<u>0</u>	<u>0</u>	0	Preventable	<u>0</u>	<u>0</u>	0
3	0	(3)	Total Vehicle Accidents	6	0	(6)
			Fleet/Maintenance Data			
2	1	(1)	Road Calls	9	16	7
14	10	(4)	Actual Inspections	34	29	(5)
14	9	(5)	Scheduled Inspections	34	27	(7)

* ADA Ridership does not include Group Access.

**Paratransit Performance Indicators
March, 2012**

Metro Plus YTD **Fixed Route YTD**
Mar. 2011 Mar. 2012 Mar. 2011 Mar. 2012

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

Financial Data not available at time of printing

Expense Indicators

Operating Cost/Passenger Trip

Operations	Metro Plus			
	Mar. 2011	Mar. 2012	YTD 2011	YTD 2012
Total Trips	25,636	23,842	68,635	68,344
Rides Cancelled	3,992	3,377	11,864	9,772
Cancellation Rate	15.6%	14.2%	17.3%	14.3%
No Shows	496	279	1,364	890
No Shows/Rides Provided	1.9%	1.2%	2.0%	1.3%
Number of Clients Provided Service	1,176	1,108	1,379	1,307
Average Trips/Client	21.8	21.5	49.8	52.3
DDS Trips	15,356	14,842	40,713	42,017
Subscription Trips	14,932	13,960	39,209	39,811
DDS Subscription Trips	9,599	9,292	25,428	26,622
D2D Trips	18,197	16,638	48,744	47,419
Lv Attended Trips	7,286	7,454	19,477	21,314
Maintenance Inspections Conducted/Scheduled	100.0%	111.1%	100.0%	107.4%

Number of Trips by Provider YTD

	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	2,898	3,559	4,518	5,855	16,830
Non-Ambulatory	1,654	209	967	4,182	7,012
Percentage	19.09%	15.80%	23.01%	42.10%	100.00%

Customer Service YTD

	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	4,552	3,768	5,485	10,037	23,842
Customer Complaints	50	36	25	62	173
Customer Compliments	7	4	3	0	14
Customer Suggestions	4	0	0	3	7
Complaints/1000 passenger trips	10.98	9.55	4.56	6.18	7.26
Late Service Reports (2)	24	64	97	130	315
Late Service Reports/1000 passenger trips	5.27	16.99	17.68	12.95	13.21

On-Time Performance, Mar. 2012

	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	90%	98%	94%	94%

ADA Certifications, March 2012

	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,606	288	189	189	17,223
Category 2	23	0	0	0	0
Category 2/3	68	6	1	0	70
Category 3	2,748	347	103	30	6,525
Total	4,445				23,818

Monthly New Certification

29

Monthly Denied Applications

0

Fixed Route Trips Using Lift

3,685

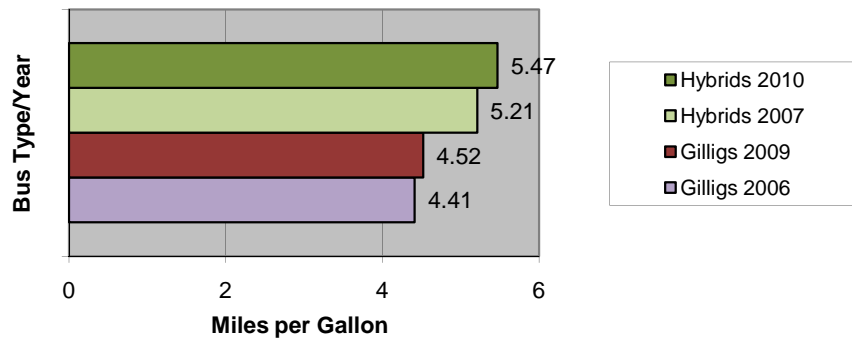
** Late Service Reports are based on passenger feedback. Not all late reports are chargeable to the vendor.

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

Hybrid/Diesel Comparison - January 1, 2012 - March 31, 2012

Bus Type/Year	Bus #	Mileage	Fuel	Fuel Cost*	Parts	Labor	CPM**	AVG MPG				
Gilligs (2006)	917-921	37,969	8,614	\$26,789	\$6,387	\$7,658	\$1.08	4.41				
Hybrids (2007)	001-005	40,350	7,749	\$24,100	\$5,064	\$8,150	\$0.92	5.21				
Gilligs (2009)	941-954	155,245	34,317	\$106,726	\$12,204	\$24,822	\$0.93	4.52				
Hybrids (2010)	006-019	178,478	32,629	\$101,475	\$5,624	\$16,723	\$0.69	5.47				

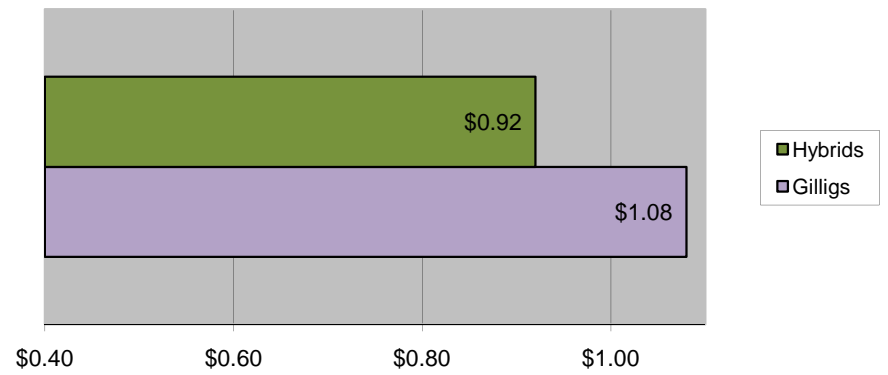
Miles per Gallon by Bus Type and Year



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 \$3.11 per gallon for the period.

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