

FIXED ROUTE
Operating Statistics For Periods Ending 12/31/2007 & 12/31/2008

CURRENT MONTH				YEAR TO DATE		
Actual 2007	Actual 2008	Variance 2007 to 2008		Actual 2007	Actual 2008	Variance 2007 to 2008
			Service Supplied			
441,117	443,048	1,931	Total (Vehicle) Miles *	5,400,684	5,415,228	14,544
30,287	31,238	951	Revenue Hours	367,132	366,786	(347)
33,742	34,636	895	Total (Vehicle) Hours *	407,463	407,113	(350)
			Ridership			
950,138	1,042,009	91,871	Revenue Passengers **	11,527,640	12,219,602	691,962
73,826	70,663	(3,163)	Transfers	995,966	1,032,654	36,688
<u>12,128</u>	<u>15,477</u>	<u>3,349</u>	Non-Revenue Rides	<u>148,659</u>	<u>180,893</u>	<u>32,234</u>
1,036,092	1,128,149	92,057	Total Passengers	12,672,265	13,433,149	760,884
			Service Quality			
2,011	2,081	70	Trips using Lifts	34,995	32,759	(2,236)
9	12	3	Passenger Accidents	119	127	8
49	31	(18)	Vehicle Accidents	245	272	27
			Fleet/Maintenance			
86	92	6	Road Calls	926	1,020	94
74	74	0	Actual Inspections	907	902	(5)
74	74	0	Scheduled Inspections	901	902	1

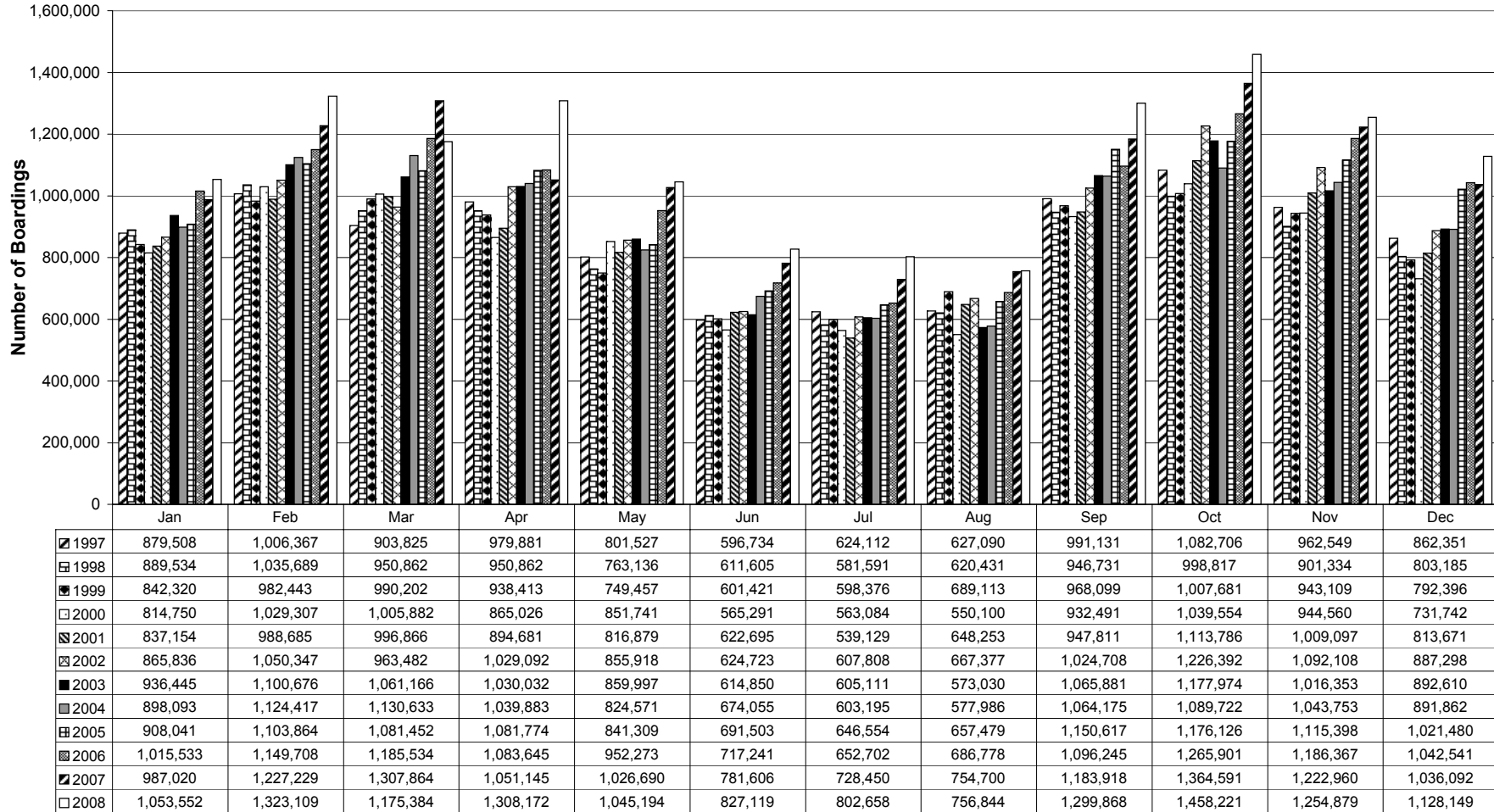
Note: NA means the information was not available at the time of this report. YTD would also be incorrect.

** Includes special events.

Note: 2008 totals are pre-audit.

Key: A (negative variance) denotes a decrease in activity over 2007.
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Fixed Route Monthly Ridership Comparison 1997 - 2008



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

Year	Annual Ridership
1997	10,370,107
1998	10,097,867
1999	10,110,441
2000	10,065,495
2001	10,210,834
2002	10,895,089
2003	10,934,125
2004	10,962,345
2005	11,475,597
2006	12,034,468
2007	12,672,265
2008	13,433,149

Note: 2008 total is pre-audit.

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

2008 totals are pre-audit

ROUTES	RIDERSHIP, 2008 vs. 2007 Year to Date			Productivity, Trips per Revenue Hour				ROUTE KEY
	2008	2007	% Change	2008	2007	% Change	Routes < 60% of system avg.	
80 UW CAMPUS (Schedule changed September 2, 2007)	1,750,362	1,763,716	-0.8%	92.94	87.94	5.7%		Core Routes operate every day, from early a.m. to late p.m.: 2, 3, 4, 5, 6, 7, 13 (3 operates weekdays only; 7 operates wkends & holidays only).
85 UW CAMPUS-PARK ST CIRCULATOR	327,799	321,583	1.9%	75.53	71.25	6.0%		
90-93 SUPPLEMENTARY SCHOOL SERVICE	1,051,468	962,349	9.3%	72.32	67.08	7.8%		
81-82 UW LATE NITE CIRCULATORS	277,702	305,357	-9.1%	52.17	57.09	-8.6%		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
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	585,361	556,792	5.1%	47.20	45.86	2.9%		
2 WTP-NTP	1,108,419	1,038,982	6.7%	43.51	40.34	7.9%		
50 WTP-SCHROEDER-RAYMOND LOOP	171,112	140,453	21.8%	42.28	34.67	22.0%		Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 24, 26, 30, 32, 33, 36, 40, 50, 51, 52, 73, 78
4 NTP-STP	741,816	743,335	-0.2%	38.59	38.83	-0.6%		
40 STP - ARBOR HILLS LOOP	176,173	140,251	25.6%	35.87	28.50	25.8%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	129,278	101,725	27.1%	34.24	31.55	8.5%		Connector Routes connect transfer points throughout the day: 16, 17, 18.
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	1,355,218	1,294,351	4.7%	34.24	32.49	5.4%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	86,980	90,436	-3.8%	33.31	31.12	7.0%		
29 SHERMAN COMMUTER	32,874	37,173	-11.6%	32.75	34.15	-4.1%		Circulator Routes operate midday only: 1, 9, 34
3 WTP-ETP	573,070	518,663	10.5%	32.25	29.26	10.2%		
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER	375,267	357,267	5.0%	31.67	30.52	3.8%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	6,209	NA	NA	31.28	NA	NA		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. 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 Town Center on weekends. 70 operates like a core route between the Capitol Square & Middleton on weekdays.
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	240,903	232,457	3.6%	31.13	30.12	3.3%		
1 CAP SQUARE - UW	31,604	27,755	13.9%	30.80	28.89	6.6%		
16 STP - ETP	370,204	295,751	25.2%	30.74	24.54	25.3%		UW Campus Circulators 80, 81, 82, 84, 85
SPECIAL EVENT SERVICE	14,106	52,622	-73.2%	30.07	31.64	-5.0%		
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	790,353	721,796	9.5%	30.04	27.64	8.7%		
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	1,021,866	940,652	8.6%	29.53	27.34	8.0%		School Day Supplemental Routes 90, 91, 92, 93
9 ETP - UW CAMPUS & 33 HIESTAND LOOP	136,167	118,618	14.8%	29.44	25.49	15.5%		
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	110,711	96,349	14.9%	29.44	25.42	15.8%		
21 LAKEVIEW LOOP	153,464	146,844	4.5%	29.16	28.75	1.4%		
52 WTP-FITCHBURG (began operating Sept. 4, 2007)	66,425	15,964	316.1%	24.94	18.63	33.9%		
58 GREENTREE COMMUTER	73,474	71,542	2.7%	24.35	24.15	0.8%		
51 WTP-MUIR FIELD LOOP	58,592	60,854	-3.7%	23.40	24.26	-3.6%		
47 ARBOR HILLS COMMUTER	77,897	64,479	20.8%	23.36	19.41	20.3%		
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	499,754	471,473	6.0%	23.32	22.23	4.9%		
11 & 12 WTP-DUTCH MILL-CAP SQUARE	120,541	107,230	12.4%	23.30	20.74	12.4%		
19 RED ARROW TR-CAP SQUARE	177,554	175,558	1.1%	23.03	22.12	4.1%		
70 MIDDLETON-CAPITOL SQUARE	146,318	148,074	-1.2%	22.49	22.23	1.2%		
27 NTP - UW CAMPUS COMMUTER	44,004	39,461	11.5%	22.36	19.04	17.5%		
55 VERONA- WTP COMMUTER (began Sept. 19, 2005)	30,204	20,515	47.2%	20.84	14.32	45.5%	X	
7 WTP-ETP (Weekends & Holidays Only)	121,294	114,288	6.1%	20.30	18.49	9.8%	X	
25 AMERICAN CENTER COMMUTER	11,181	9,417	18.7%	19.71	17.33	13.7%	X	
32 ACEWOOD-THOMPSON LOOP	40,499	36,075	12.3%	19.25	17.08	12.7%	X	
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	30,370	27,124	12.0%	18.38	16.12	14.0%	X	
73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07)	143,500	143,880	-0.3%	18.08	22.80	-20.7%	X	
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	57,274	53,133	7.8%	16.75	15.27	9.7%	X	
34 ETP-MATC & 39 ETP - DAIRY DRIVE	44,305	37,565	17.9%	16.18	14.06	15.0%	X	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	10,929	NA	NA	14.95	NA	NA	X	
74 MIDDLETON LOOP	25,600	14,242	79.8%	14.87	9.13	63.0%	X	
24 AIRPORT LOOP (Discontinued October 2, 2008; Route 20 begins serving airport)	30,992	34,774	-10.9%	14.66	12.72	15.3%	X	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	2,158	NA	NA	10.03	NA	NA	X	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	1,045	NA	NA	7.47	NA	NA	X	
UNKNOWN ROUTE & ROAD BUS **	634	1,044	-39.3%	NA	NA	NA		
ROUTES DISCONTINUED DURING 2007:								
53 UW HOSP COMMUTER (service reduced 8/27/06-discontinued 8/31/07)	NA	18,978	NA	NA	15.97	NA		
89 PARKING RAMP SHUTTLE (operated January 2 - June 15, 2007)	NA	1,316	NA	NA	1.01	NA		
SYSTEM TOTAL	13,433,149	12,672,265	6.0%	36.62	34.52	6.1%	21.97	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	11,071,077	10,281,609	7.7%	32.75	30.49	7.4%	19.65	

NOTE: Substantial changes were made across the system effective September 2, 2007 & October 4, 2008. This will affect comparisons of current service to previous.

* Unknown Route refers to ridership data that isn't assigned to a route by the farebox (generally seen when farebox goes into "fallback mode").

Road buses are "extras" put into service to handle overloads.

ROUTE PERFORMANCE, Year to Date through December 2008

(2008 Totals are pre-audit)

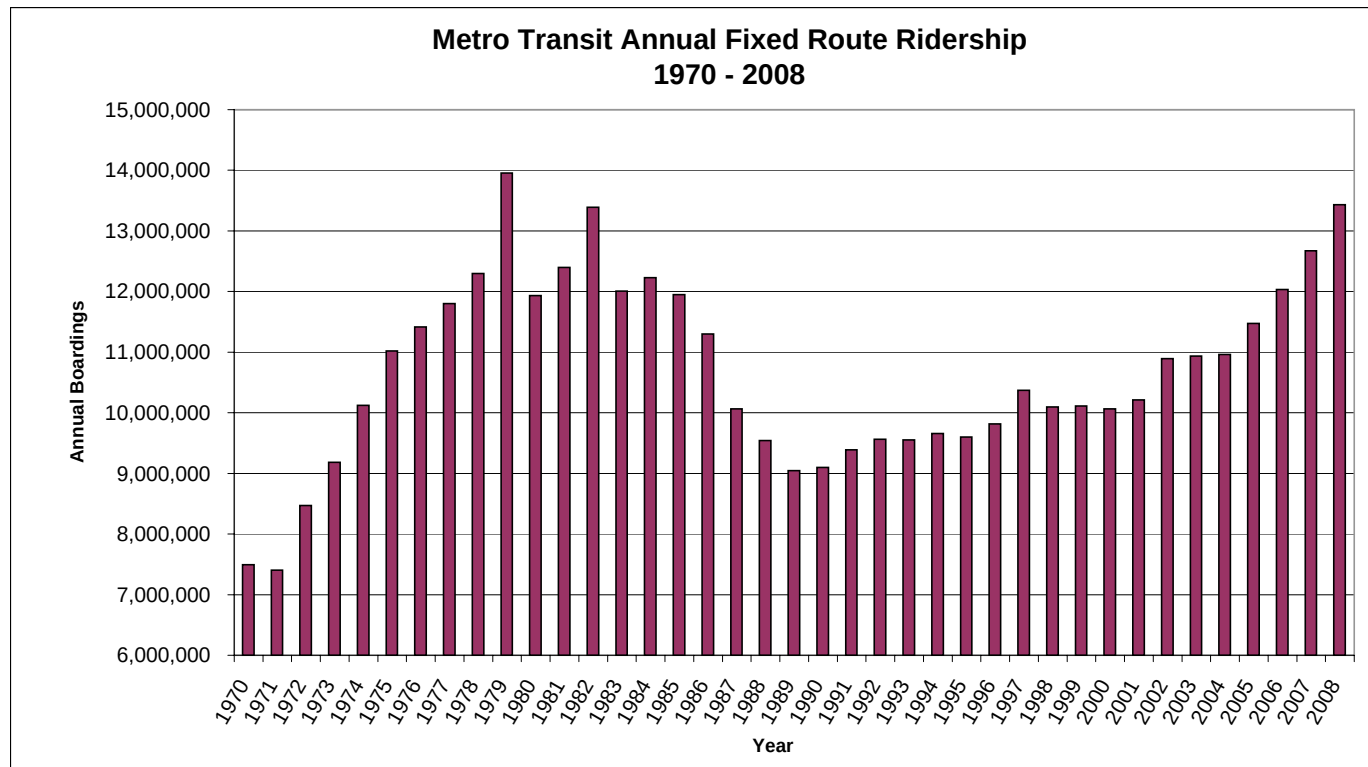
ROUTE	RIDERSHIP			Passengers/revenue hour	
	2008	2007	% change	2008	2007
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2 WTP-NTP	1,108,419	1,038,982	6.7%	43.51	40.34
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MIDDLETON ROUTES TOTAL	533,834	498,357	7.1%	23.45	24.12
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	57,274	53,133	7.8%	16.75	15.27
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Year	Annual Boardings
1970	7,493,944
1971	7,405,337
1972	8,471,155
1973	9,185,257
1974	10,120,231
1975	11,021,953
1976	11,417,630
1977	11,800,243
1978	12,299,311
1979	13,953,237
1980	11,933,703
1981	12,398,910
1982	13,388,926
1983	12,007,723
1984	12,228,881
1985	11,946,337
1986	11,301,361
1987	10,063,120
1988	9,540,787
1989	9,047,940
1990	9,096,485
1991	9,389,637
1992	9,560,739
1993	9,554,959
1994	9,655,615
1995	9,600,678
1996	9,816,095
1997	10,370,107
1998	10,097,867
1999	10,110,441
2000	10,065,495
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2002	10,895,089
2003	10,934,125
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1970-1979 Ridership figures from *Transit Development Program* 1982-1986 .

Paratransit Performance Indicators
December, 2008
(2008 data are pre-audit)

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

Metro Plus YTD		Fixed Route YTD	
Dec. 2007	Dec. 2008	Dec. 2007	Dec. 2008

Financial Data not available at time of printing

Expense Indicators

Operating Cost/Passenger Trip

Operations	Metro Plus			
	Dec. 2007	Dec. 2008	YTD 2007	YTD 2008
Total Trips	18,919	19,847	261,361	267,082
Rides Cancelled	4,977	6,171	45,327	47,405
Cancellation Rate	26.3%	31.1%	17.3%	17.7%
No Shows	682	662	5,718	6,000
No Shows/Rides Provided	3.6%	3.3%	2.2%	2.2%
Number of Clients Provided Service	1,141	1,154	1,774	1,767
Average Trips/Client	16.6	17.2	147.3	151.1
DDS Trips	10,642	10,903	149,727	154,932
Subscription Trips	9,858	10,888	143,252	151,962
DDS Subscription Trips	6,313	6,823	92,460	98,483
D2D Trips	13,360	14,721	188,221	195,933
Lv Attended Trips	4,963	4,957	69,785	71,290
Maintenance Inspections Conducted/Scheduled	112.5%	100.0%	101.7%	100.7%

Number of Trips by Provider YTD	Metro Direct	Laidlaw	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	28,390	21,337	59,862	43,723	29,666	182,978
Non-Ambulatory	31,964	28,646	-	2,352	21,142	84,104
Percentage	22.60%	18.71%	22.41%	17.25%	19.02%	100.00%

Customer Service YTD	Metro Direct	Laidlaw	Badger	Transit Sol	Badger Bus	Total
Rides Provided	60,354	49,983	59,862	46,075	50,808	267,082
Customer Complaints	142	88	139	77	27	473
Customer Compliments	7	0	4	1	0	12
Customer Suggestions	4	1	2	0	3	10
Complaints/1000 passenger trips	2.35	1.76	2.32	1.67	0.53	1.77
Late Service Reports (2)	59	283	854	202	40	1,438
Late Service Reports/1000 passenger tr	0.98	5.66	14.27	4.38	0.79	5.38

On-Time Performance, Dec. 2008	Metro Direct	Laidlaw	Badger	Transit Sol.	Badger Bus
	84%	89%	89%	91%	95%

ADA Certifications, December 2008	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,300	331	234	60	12,334
Category 2	41	1	1	0	31
Category 2/3	89	21	5	0	313
Category 3	2,116	406	123	20	7,114
Total	3,546				19,792

Monthly New Certification	57
Monthly Denied Applications	0

(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.

ParaTransit
Operating Statistics For Periods Ending 12/31/2007 & 12/31/2008

CURRENT MONTH				YEAR TO DATE		
Actual 2007	Actual 2008	Variance 2007 to 2008		Actual 2007	Actual 2008	Variance 2007 to 2008
			Service Supplied Data			
1,141	1,154	13	No. of Clients riding the System	1,774	1,767	(7)
			<i>Ridership</i>			
3,435	4,459	1,024	Directly Operated Service	51,543	60,354	8,811
<u>15,484</u>	<u>15,388</u>	(96)	ADA Contracted Services	<u>209,818</u>	<u>206,728</u>	(3,090)
18,919	19,847	928	Total ADA Ridership *	261,361	267,082	5,721
1,350	1,234	(116)	Group Access *	19,248	18,955	(293)
682	662	(20)	Total No-shows	5,718	6,000	282
			Service Quality Data			
3	3	0	Passenger Accidents	31	18	(13)
3	0	(3)	Vehicle Accidents	13	20	7
			Fleet/Maintenance Data			
0	1	1	Road Calls	20	31	11
9	10	1	Actual Inspections	117	136	19
8	10	2	Scheduled Inspections	115	135	20

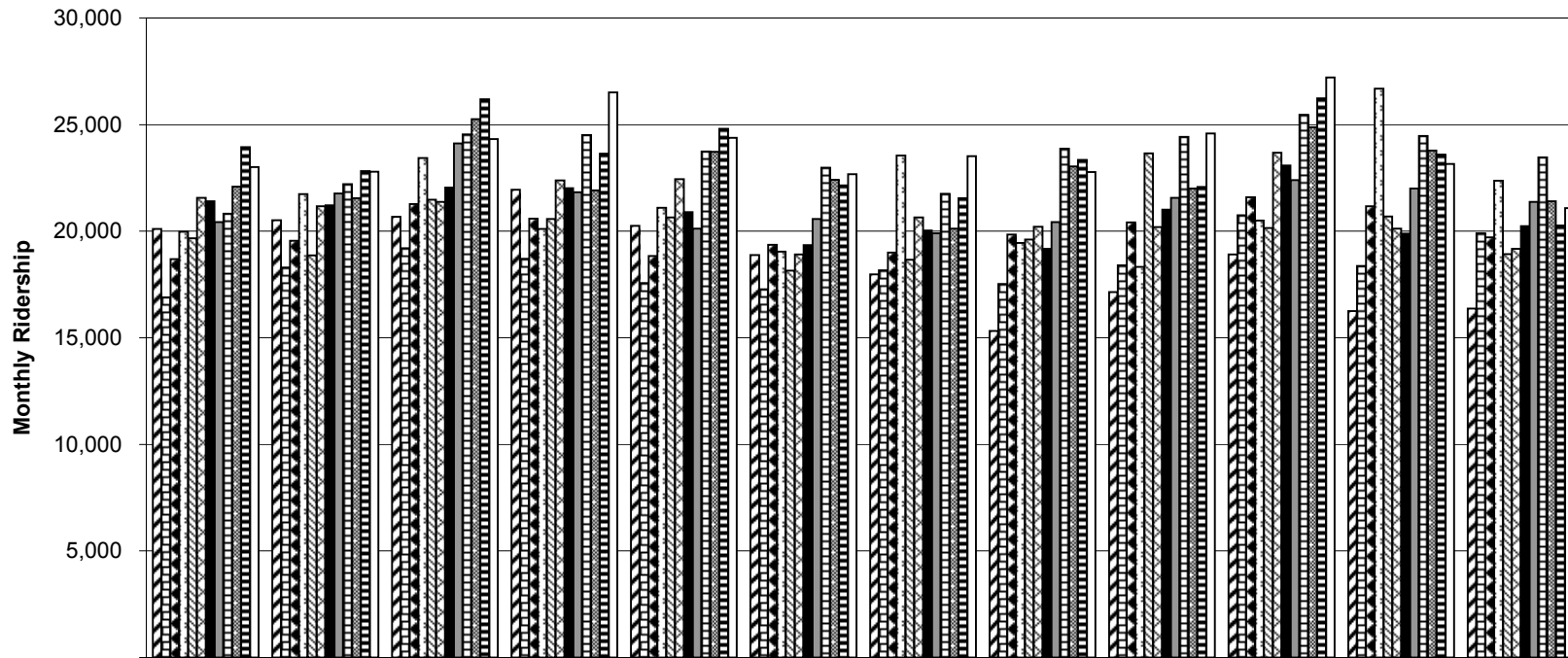
Note: N/A means the information was not available at the time of this report. The YTD would also be incorrect as it only reflects the information that was available from previous months.

* ADA Ridership does not include Group Access.

Note: 2008 totals are pre-audit.

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

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



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1997	20,102	20,518	20,683	21,948	20,247	18,885	17,982	15,323	17,151	18,914	16,250	16,370
1998	16,897	18,293	19,204	18,705	17,571	17,275	18,164	17,526	18,406	20,742	18,367	19,900
1999	18,698	19,550	21,272	20,582	18,839	19,366	18,995	19,847	20,416	21,591	21,173	19,710
2000	19,970	21,748	23,433	20,110	21,097	19,040	23,548	19,447	18,333	20,495	26,681	22,374
2001	19,676	18,866	21,482	20,567	20,649	18,145	18,656	19,606	23,657	20,156	20,689	18,918
2002	21,563	21,173	21,377	22,386	22,436	18,910	20,644	20,208	20,191	23,681	20,126	19,180
2003	21,401	21,223	22,043	22,012	20,902	19,352	20,030	19,175	21,012	23,082	19,881	20,238
2004	20,435	21,770	24,126	21,831	20,117	20,575	19,902	20,429	21,571	22,395	22,009	21,378
2005	20,820	22,210	24,549	24,509	23,734	22,976	21,758	23,872	24,425	25,457	24,465	23,460
2006	22,087	21,553	25,257	21,923	23,725	22,409	20,115	23,047	22,000	24,873	23,779	21,405
2007	23,945	22,814	26,194	23,641	24,806	22,155	21,549	23,353	22,078	26,239	23,590	20,269
2008	23,015	22,787	24,327	26,509	24,386	22,681	23,519	22,771	24,586	27,216	23,159	21,081

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

Year	Annual Ridership
1997	224,373
1998	221,050
1999	240,039
2000	256,276
2001	241,067
2002	251,875
2003	250,351
2004	256,538
2005	282,235
2006	272,173
2007	280,633
2008	286,037

Note: Annual Ridership includes Group Access.
2008 Total is pre-audit.

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

Report Totals	
2008	3757
2007	3238
2006	2723
2005	2899



BGRNDS				
Category ID and Name	2008	2007	2006	2005
34 Wheelchair accessibility	0	0	1	1
39 Shelter Posters	0	0	0	1
67 Transfer Pt/Shelter Vandalism	0	1	7	1
68 Transfer Pt/Shelter Graffiti	31	33	5	4
91 Compliment	0	0	0	0
116 Other - no current category	2	5	14	8
128 Transfer Pt/Shelter Maintenance	17	13	15	18
Unit Totals	50	52	42	33

FIN				
Category ID and Name	2008	2007	2006	2005
18 Fare Policy	1	2	8	90
19 Transfer Policy	0	0	0	0
91 Compliment	0	0	0	1
116 Other - no current category	8	8	3	4
Unit Totals	9	10	11	95

FIXED				
Category ID and Name	2008	2007	2006	2005
3 Smoking	10	4	9	1
4 Driving Behavior	169	279	240	242
6 Bus Early - Fixed Route	176	156	76	87
7 Customer passed-up	281	232	194	234
8 Bus Off-route	52	13	32	31
9 Driver Not Wearing Seatbelt	1	2	0	1
10 Driver Not Calling Stops	0	0	0	0
11 Destination Sign Incorrect	16	20	12	20
12 Disruptive Passenger(s)	69	39	22	48
13 Bus Never Came	151	142	70	99
26 Overloads	15	25	20	24
29 Special Event Service	1	0	0	2
32 Bus Idling	16	22	13	12
33 Detours	27	38	18	8
34 Wheelchair accessibility	3	0	0	0
41 ITS: Intelligent Transportation S	2	0	0	11
55 Driver Rude	143	146	138	178
60 Transfer Points	8	0	0	2
66 Equipment Malfunction	17	16	8	9
69 Securement, mobility device	1	0	1	1
71 Other Driver Conduct	64	45	99	90
76 Missed Stop Request	24	18	11	10
77 Fare Dispute	28	24	15	22
78 Discrimination	11	2	5	1
79 City Ordinances	7	1	12	19
80 Electronic Device	10	5	14	6
81 Driving With Cell Phone	39	47	38	30
84 Unauthorized Stop	7	3	3	6
85 Unprofessional Conduct	40	77	33	17
86 Excessive Conversation	12	2	1	0
87 Bus Late - Fixed Route	167	217	133	124
88 Unsafe Situation	107	39	37	71

89 Property Damage	6	10	3	1
90 Passenger Injury	31	34	27	30
91 Compliment	188	139	100	106
116 Other - no current category	121	114	23	24
117 Climate Control	15	13	4	11
121 Missed Transfer	54	40	28	22
122 School Routes	28	2	7	37
124 Items Not Allowed on Bus	10	2	0	2
126 ADA Issues	33	20	26	57
130 Cut Route	10	17	8	17
132 Harassment	1	1	5	4
133 Running a Red Light	27	28	20	0
137 Weather Related	16	17	0	0
Unit Totals	2214	2051	1505	1717

INFSYS				
Category ID and Name	2008	2007	2006	2005
41 ITS: Intelligent Transportation S	10	3	0	2
91 Compliment	1	0	0	2
116 Other - no current category	3	7	4	15
136 Trip Planner	45	35	20	12
Unit Totals	59	45	24	31

MAINT				
Category ID and Name	2008	2007	2006	2005
32 Bus Idling	2	0	0	0
34 Wheelchair accessibility	0	0	2	0
41 ITS: Intelligent Transportation S	0	0	0	0
66 Equipment Malfunction	21	13	6	14
91 Compliment	3	0	0	1
115 Bus Appearance-Cleanliness	20	7	8	7
116 Other - no current category	9	8	3	1
117 Climate Control	8	6	1	0
Unit Totals	63	34	20	23

MKTG				
Category ID and Name	2008	2007	2006	2005
18 Fare Policy	1	2	3	7
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	0	1	0	0
29 Special Event Service	0	0	0	1
33 Detours	2	2	2	1
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	2	8	23	25
37 Advertisements - General	4	3	3	2
38 Sales Outlets	0	0	0	0
39 Shelter Posters	3	6	0	3
40 Schedules	2	5	9	8
72 Other Public Info	7	8	20	12
91 Compliment	20	30	11	19
98 Schedule Info	16	15	9	2
100 Phones Busy	11	6	1	2
101 Behavior - Cust Svc	6	17	4	3
115 Bus Appearance-Cleanliness	0	2	0	4

116 Other - no current category	6	17	6	27
119 Lost and Found	4	5	5	1
120 Para - Ride Booking	17	13	4	8
135 Website	3	6	4	3
136 Trip Planner	1	0	1	5
137 Weather Related	7	2	0	0
138 Advertisements - Bus Wraps	9	33	0	0
Unit Totals	121	181	105	133

PARA				
Category ID and Name	2008	2007	2006	2005
3 Smoking	0	1	1	5
4 Driving Behavior	12	9	11	34
55 Driver Rude	24	38	30	20
66 Equipment Malfunction	1	4	3	3
69 Securement, mobility device	13	6	9	26
79 City Ordinances	0	1	0	1
80 Electronic Device	2	0	0	0
81 Driving With Cell Phone	0	4	1	0
85 Unprofessional Conduct	3	8	4	3
88 Unsafe Situation	5	6	4	7
90 Passenger Injury	13	3	6	14
91 Compliment	12	25	20	32
93 Notification - Para App	0	0	0	0
94 Availability - Para App	1	0	0	0
95 Processing Time - Para App	0	1	0	0
96 Fares	11	9	13	11
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	3	1	0	9
99 Order Taking	12	6	7	16
100 Phones Busy	1	2	0	0
101 Behavior - Cust Svc	3	1	2	3
102 Bus Early - Para	16	13	15	13
103 Bus On-Time	1	0	0	1
104 Bus Late - Para	118	110	90	176
105 No Shows	49	69	30	41
106 Door-to-Door	13	14	22	35
107 Leave Attended	16	27	32	60
108 Mobility Device Securement	0	1	5	4
109 Travel Time - Para	52	45	37	53
110 Service Area - Para Policy	2	1	5	3
111 Backtracking	0	0	1	1
112 Passenger Behavior	25	16	7	20
113 Driver Behavior	35	15	28	30
114 Dispatch	8	8	15	31
116 Other - no current category	31	35	13	19
118 Drop-Off Wrong Location	0	0	0	0
120 Para - Ride Booking	10	11	14	18
132 Harassment	0	1	0	1
133 Running a Red Light	0	0	0	0
137 Weather Related	2	0	0	0
Unit Totals	494	491	425	690

PLN				
Category ID and Name	2008	2007	2006	2005
18 Fare Policy	3	0	2	0
19 Transfer Policy	0	0	1	0
21 Span	3	7	4	10
23 Express Service	11	4	3	2
25 Frequency	5	3	7	1
26 Overloads	37	29	34	28
27 Park & Ride	4	5	5	3
28 School Trippers Concern	9	16	5	7
29 Special Event Service	1	1	6	0
31 Expansion Request	25	37	23	21
33 Detours	15	14	3	4
34 Wheelchair accessibility	0	0	0	0
40 Schedules	45	62	48	12
42 Routes	340	56	336	17
43 Schedules - Service Design	37	10	29	29
44 Quality	2	2	2	0
47 Corridor Schedules	0	0	0	0
48 Transfer Coordination	4	2	3	1
49 Travel Time - Service Design	1	2	6	0
60 Transfer Points	0	0	4	6
70 Other Service Design	5	2	0	4
73 Bus Stop Request	42	48	39	17
74 Bus Stop Damage	3	8	4	3
75 Shelter Addition/Removal	7	3	0	0
91 Compliment	9	12	18	3
92 Public Hearing Comment	111	41	0	0
116 Other - no current category	25	6	5	6
127 Public Hearing Addendum	2	0	0	0
129 Service Design Request	0	4	4	3
139 Surveys	1	0	0	0
Unit Totals	747	374	591	177

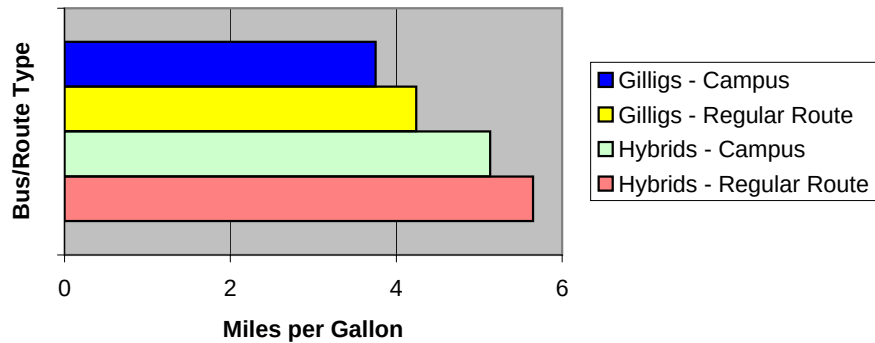
Hybrid/Diesel Comparison - October - December 2008

Bus Type/Year	Bus #	Mileage	Fuel	Fuel Cost*	Parts	Labor	CPM**	MPG
Gilligs (2006)	917-921	49,831	11,747	\$36,573	\$3,733	\$6,327	\$0.94	4.24
Hybrids	001-005	51,600	9,478	\$28,994	\$1,476	\$7,478	\$0.74	5.44

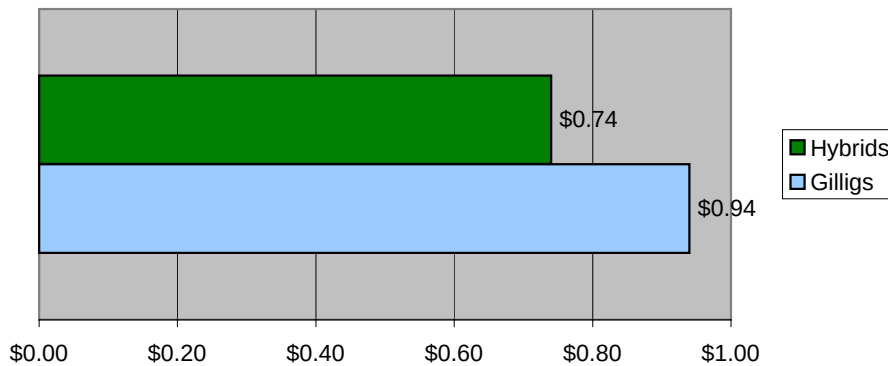
Bus Mileage Comparison Campus vs. Regular Route

	Bus	Campus MPG^	Regular MPG					
Gillig	917 - 921	3.75	4.24					
Hybrids	004-005	5.13						
Hybrids	001-003		5.65					

Miles per Gallon by Bus and Route Type



Cost Per Mile: Gilligs vs. Hybrids



*Average ULSD Fuel Price \$3.12 per gallon for the quarter

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

^Gillig MPG are a snapshot from the last quarter of 2007.