

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 6/30/2007 & 6/30/2008**

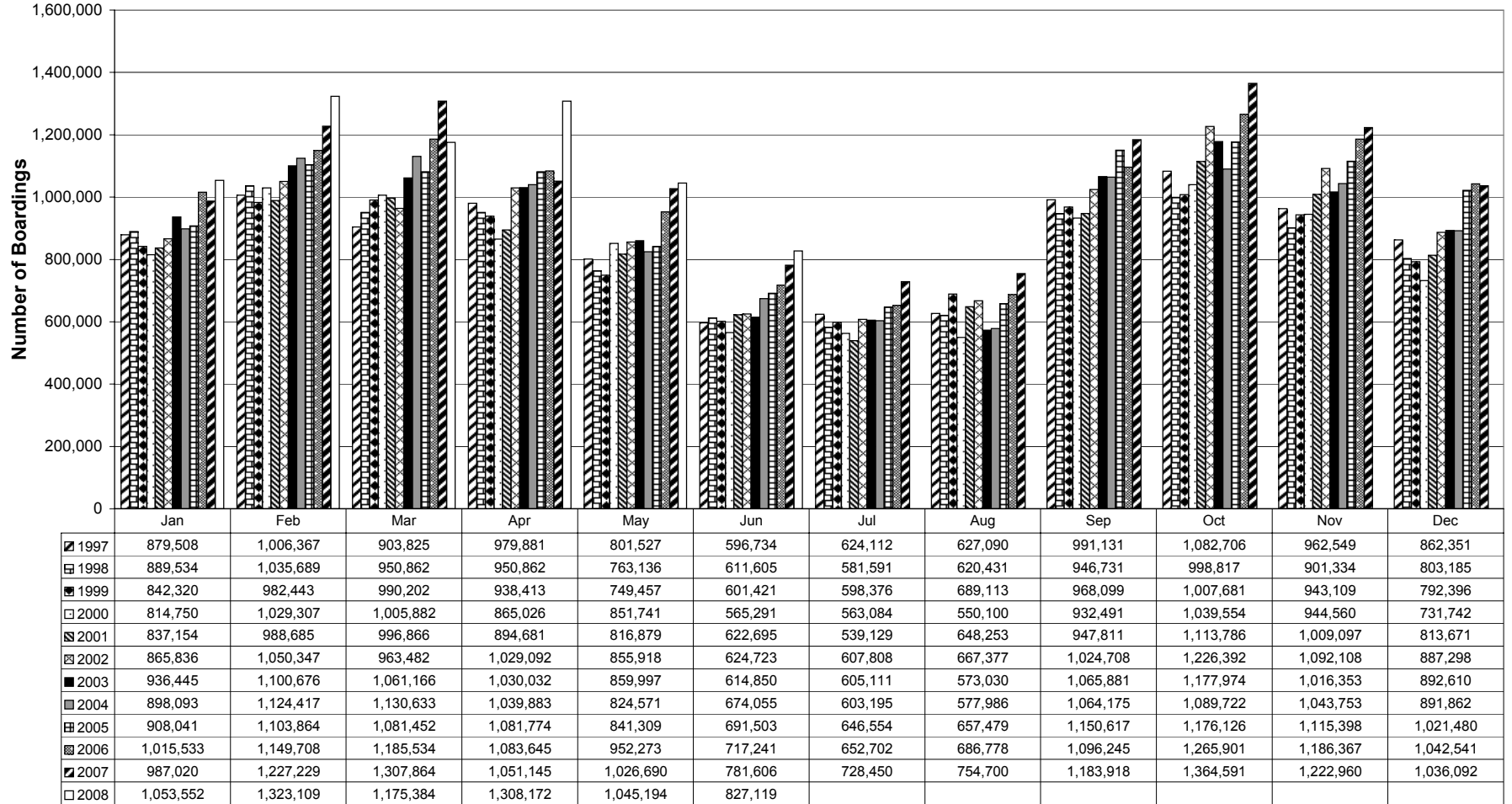
CURRENT MONTH			YEAR TO DATE			
Actual 2007	Actual 2008	Variance 2007 to 2008		Actual 2007	Actual 2008	Variance 2007 to 2008
			<b>Service Supplied</b>			
419,388	<b>421,963</b>	2,575	Total (Vehicle) Miles *	2,746,296	<b>2,751,241</b>	4,945
28,793	<b>28,469</b>	(324)	Revenue Hours	184,885	<b>184,225</b>	(660)
31,559	<b>31,232</b>	(327)	Total (Vehicle) Hours *	205,604	<b>205,462</b>	(142)
			<i>Ridership</i>			
674,107	<b>714,467</b>	<b>40,360</b>	Revenue Passengers **	5,825,723	<b>6,135,413</b>	<b>309,690</b>
92,266	<b>95,515</b>	<b>3,249</b>	Transfers	488,049	<b>514,970</b>	<b>26,921</b>
<u>15,233</u>	<u>17,137</u>	<u>1,904</u>	Non-Revenue Rides	<u>67,782</u>	<u>82,147</u>	<b>14,365</b>
781,606	<b>827,119</b>	45,513	Total Passengers	6,381,554	<b>6,732,530</b>	350,976
			<b>Service Quality</b>			
2,342	<b>2,068</b>	(274)	Trips using Lifts	16,241	<b>15,220</b>	(1,021)
5	<b>9</b>	4	Passenger Accidents	61	<b>67</b>	6
13	<b>16</b>	3	Vehicle Accidents	119	<b>164</b>	45
			<b>Fleet/Maintenance</b>			
73	<b>91</b>	18	Road Calls	432	<b>559</b>	127
70	<b>70</b>	0	Actual Inspections	459	<b>459</b>	0
70	<b>70</b>	0	Scheduled Inspections	458	<b>459</b>	1

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

\*\* Includes special events.

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

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

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)	818,116	905,783	-9.7%	84.31	87.09	-3.2%		<p><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 &amp; holidays only).</p> <p><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></p> <p><b>Peripheral Routes</b> operate from transfer points to outlying areas: <b>20, 21, 22, 24, 30, 32, 33, 40, 50, 51, 52, 73</b></p> <p><b>Connector Routes</b> connect transfer points throughout the day: <b>16, 17, 18.</b></p> <p><b>Circulator Routes</b> operate midday only: <b>1, 9, 34</b></p> <p><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>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 Town Center on weekends.  <b>70</b> operates like a core route between the Capitol Square, Middleton &amp; the West Transfer Point on weekdays.</p> <p><b>UW Campus Circulators</b>  <b>80, 81, 82, 85</b></p> <p><b>School Day Supplemental Routes</b>  <b>90, 91, 92, 93</b></p>
85 UW CAMPUS-PARK ST CIRCULATOR	174,236	168,343	3.5%	79.71	72.76	9.6%		
90-93 SUPPLEMENTARY SCHOOL SERVICE	593,525	534,989	10.9%	70.73	65.09	8.7%		
81-82 UW LATE NITE CIRCULATORS	134,807	154,225	-12.6%	53.66	54.29	-1.2%		
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	298,497	275,243	8.4%	48.72	45.80	6.4%		
2 WTP-NTP	545,680	506,665	7.7%	43.17	39.41	9.6%		
50 WTP-SCHROEDER-RAYMOND LOOP	83,728	66,186	26.5%	41.57	32.73	27.0%		
4 NTP-STP	374,903	380,052	-1.4%	39.30	39.81	-1.3%		
40 STP - ARBOR HILLS LOOP	86,906	68,230	27.4%	35.37	27.79	27.3%		
29 SHERMAN COMMUTER	19,702	20,388	-3.4%	34.90	35.85	-2.6%		
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	673,405	638,960	5.4%	34.05	32.21	5.7%		
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER	196,674	185,072	6.3%	33.53	31.51	6.4%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	62,415	47,450	31.5%	33.19	31.64	4.9%		
1 CAP SQUARE - UW	16,653	13,634	22.1%	32.53	29.01	12.1%		
3 WTP-ETP	285,225	267,947	6.4%	31.93	30.08	6.2%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	44,216	45,893	-3.7%	31.49	31.40	0.3%		
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	58,761	49,014	19.9%	31.42	25.46	23.4%		
16 STP - ETP	185,651	140,689	32.0%	30.90	23.42	31.9%		
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	116,745	120,809	-3.4%	30.15	31.07	-2.9%		
SPECIAL EVENT SERVICE	14,106	14,225	-0.8%	30.07	18.30	64.3%		
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	516,907	459,910	12.4%	30.03	26.84	11.9%		
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	392,017	360,724	8.7%	29.67	27.61	7.5%		
9 ETP - UW CAMPUS & 33 HIESTAND LOOP	67,986	59,622	14.0%	28.78	25.71	11.9%		
21 LAKEVIEW LOOP	73,228	76,870	-4.7%	28.42	30.10	-5.6%		
58 GREENTREE COMMUTER	38,305	38,510	-0.5%	25.34	26.01	-2.6%		
52 WTP-FITCHBURG (began operating Sept. 4, 2007)	33,150	NA	NA	24.82	NA	NA		
11 & 12 WTP-DUTCH MILL-CAP SQUARE	62,342	53,021	17.6%	24.27	20.23	19.9%		
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	251,261	222,966	12.7%	23.81	21.17	12.5%		
47 ARBOR HILLS COMMUTER	39,860	29,846	33.6%	23.72	17.90	32.5%		
27 NTP - UW CAMPUS COMMUTER	23,403	20,100	16.4%	23.38	18.91	23.6%		
19 RED ARROW TR-CAP SQUARE	91,302	92,523	-1.3%	23.34	22.84	2.2%		
51 WTP-MUIR FIELD LOOP	27,973	31,078	-10.0%	22.50	25.02	-10.1%		
70 MIDDLETON-CAPITOL SQUARE	71,872	78,153	-8.0%	21.91	23.09	-5.1%	X	
55 VERONA- WTP COMMUTER (began Sept. 19, 2005)	14,295	9,098	57.1%	19.42	12.75	52.4%	X	
32 ACEWOOD-THOMPSON LOOP	20,230	17,258	17.2%	19.42	16.51	17.6%	X	
7 WTP-ETP (Weekends & Holidays Only)	55,856	54,458	2.6%	19.27	18.42	4.6%	X	
25 AMERICAN CENTER	5,315	5,140	3.4%	18.99	18.79	1.1%	X	
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	13,902	12,504	11.2%	17.37	15.35	13.2%	X	
73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07)	67,842	75,921	-10.6%	16.64	27.68	-39.9%	X	
34 ETP-MATC & 39 ETP - DAIRY DRIVE	22,050	18,050	22.2%	16.42	13.42	22.4%	X	
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	25,564	24,356	5.0%	15.44	14.45	6.9%	X	
74 MIDDLETON LOOP	12,863	4,129	211.5%	15.41	5.42	184.4%	X	
24 AIRPORT LOOP	20,586	16,192	27.1%	14.85	11.82	25.7%	X	
UNKNOWN ROUTE & ROAD BUS **	469	640	-26.7%	NA	NA	NA		
<b>ROUTES DISCONTINUED DURING 2007:</b>								
53 UW HOSP COMMUTER (service reduced 8/27/06-discontinued 8/31/07)	-	15,373	-100.0%	NA	17.42	NA		
89 PARKING RAMP SHUTTLE (operated January 2 - June 15, 2007)	-	1,316	NA	NA	1.01	NA		
<b>SYSTEM TOTAL</b>	<b>6,732,530</b>	<b>6,381,554</b>	<b>5.5%</b>	<b>36.55</b>	<b>34.52</b>	<b>5.9%</b>	<b>21.93</b>	
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)</b>	<b>5,605,371</b>	<b>5,153,203</b>	<b>8.8%</b>	<b>33.01</b>	<b>30.43</b>	<b>8.5%</b>	<b>19.80</b>	

NOTE: Substantial changes were made across the system effective September 2, 2007. 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 June 2008**

ROUTE	RIDERSHIP			Passengers/revenue hour	
	2008	2007	% change	2008	2007
1 CAP SQUARE - UW	16,653	13,634	22.1%	32.53	29.01
2 WTP-NTP	545,680	506,665	7.7%	43.17	39.41
3 WTP-ETP	285,225	267,947	6.4%	31.93	30.08
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5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	516,907	459,910	12.4%	30.03	26.84
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	673,405	638,960	5.4%	34.05	32.21
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51 WTP-MUIR FIELD LOOP	27,973	31,078	-10.0%	22.50	25.02
52 WTP-FITCHBURG (began operating Sept. 4, 2007)	33,150	NA	NA	24.82	NA
53 UW HOSP COMMUTER (service reduced 8/27/06-discontinued 8/31/07)	-	15,373	-100.0%	NA	17.42
55 VERONA- WTP COMMUTER (began Sept. 19, 2005)	14,295	9,098	57.1%	19.42	12.75
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	116,745	120,809	-3.4%	30.15	31.07
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73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07)	67,842	75,921	-10.6%	16.64	27.68
74 MIDDLETON LOOP	12,863	4,129	211.5%	15.41	5.42
<b>MIDDLETON ROUTES TOTAL</b>	<b>259,208</b>	<b>251,546</b>	<b>3.0%</b>	<b>22.58</b>	<b>25.53</b>
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	25,564	24,356	5.0%	15.44	14.45
89 PARKING RAMP SHUTTLE (operated January 2 - June 15, 2007)	-	1,316	NA	NA	1.01
90-93 SUPPLEMENTARY SCHOOL SERVICE	593,525	534,989	10.9%	70.73	65.09
80 UW CAMPUS (Schedule changed September 2, 2007)	818,116	905,783	-9.7%	84.31	87.09
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SPECIAL EVENT SERVICE	14,106	14,225	-0.8%	30.07	18.30
UNKNOWN ROUTE & ROAD BUS **	469	640	-26.7%	NA	NA
<b>SYSTEM TOTAL</b>	<b>6,732,530</b>	<b>6,381,554</b>	<b>5.5%</b>	<b>36.55</b>	<b>34.52</b>
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)</b>	<b>5,605,371</b>	<b>5,153,203</b>	<b>8.8%</b>	<b>33.01</b>	<b>30.43</b>

NOTE: Substantial changes were made across the system effective September 2, 2007. 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").

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**Paratransit Performance Indicators  
June, 2008**

<u>Revenue Indicators</u>	<b>Metro Plus YTD</b>		<b>Fixed Route YTD</b>	
	<b>June. 2007</b>	<b>June, 2008</b>	<b>June. 2007</b>	<b>June, 2008</b>
Operating Revenue/ Operating Cost	NA	<i>Financial</i>	24.5%	<i>Financial</i>
Passenger Revenue/ Total Passenger Trips	\$1.05	<i>info</i>	\$0.63	<i>info</i>
		<i>not available</i>		<i>not available</i>
		<i>for June</i>		<i>for June</i>
		<i>2008</i>		<i>2008</i>
<u>Expense Indicators</u>				
Operating Cost/Passenger Trip	\$27.35		\$2.87	

<u>Operations</u>	<b>Metro Plus</b>		<b>YTD</b>	<b>YTD</b>
	<b>June. 2007</b>	<b>June, 2008</b>	<b>2007</b>	<b>2008</b>
Total Trips	20,621	21,143	133,889	133,714
Rides Cancelled	3,183	3,467	22,252	24,079
Cancellation Rate	15.4%	16.4%	16.6%	18.0%
No Shows	405	434	2,592	3,025
No Shows/Rides Provided	2.0%	2.1%	1.9%	2.3%
Number of Clients Provided Service	1,117	1,109	1,550	1,500
Average Trips/Client	18.5	19.1	86.4	89.1
DDS Trips	11,745	12,296	75,773	77,398
Subscription Trips	11,143	12,168	73,121	75,544
DDS Subscription Trips	7,230	7,907	46,725	48,760
D2D Trips	14,983	15,529	96,996	97,095
Lv Attended Trips	5,567	5,680	34,827	36,013
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	101.8%	101.5%

<u>Number of Trips by Provider YTD</u>	Metro Direct	Laidlaw	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	14,459	11,308	31,867	19,178	15,451	92,263
Non-Ambulatory	15,135	14,395	-	1,176	10,745	41,451
Percentage	22.13%	19.22%	23.83%	15.22%	19.59%	100.00%

<u>Customer Service YTD</u>	Metro Direct	Laidlaw	Badger	Transit Sol	Badger Bus	Total
Rides Provided	29,594	25,703	31,867	20,354	26,196	133,714
Customer Complaints	62	47	84	30	14	237
Customer Compliments	3	0	2	0	0	5
Customer Suggestions	3	0	2	0	2	7
Complaints/1000 passenger trips	2.10	1.83	2.64	1.47	0.53	1.77
Late Service Reports (2)	32	175	620	93	27	947
Late Service Reports/1000 passenger trips	1.08	6.81	19.46	4.57	1.03	7.08

<u>On-Time Performance, June, 2008</u>	Metro Direct	Laidlaw	Badger	Transit Sol.	Badger Bus
	89%	94%	96%	95%	99%

<u>ADA Certifications, June 2008</u>	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,258	289	186	132	13,862
Category 2	44	1	0	0	2
Category 2/3	97	12	2	0	168
Category 3	2,013	394	106	32	7,045
<b>Total</b>	<b>3,412</b>				<b>21,077</b>

Monthly New Certification	35
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 6/30/2007 & 6/30/2008**

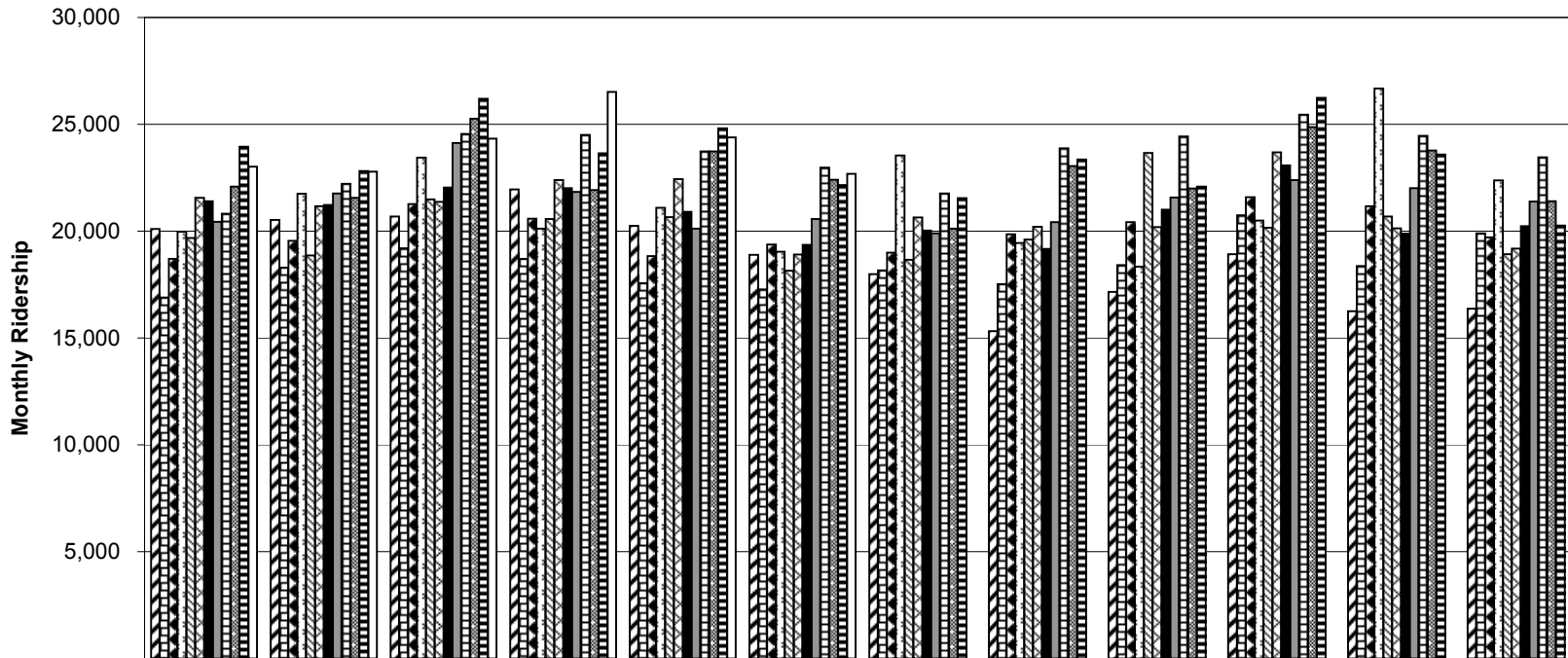
CURRENT MONTH				YEAR TO DATE		
Actual 2007	Actual 2008	Variance 2007 to 2008		Actual 2007	Actual 2008	Variance 2007 to 2008
			<b>Service Supplied Data</b>			
1,117	<b>1,109</b>	(8)	No. of Clients riding the System	1,550	<b>1,500</b>	(50)
			<i>Ridership</i>			
4,056	<b>5,262</b>	1,206	Directly Operated Service	26,599	<b>29,594</b>	2,995
<u>16,565</u>	<u><b>15,881</b></u>	(684)	ADA Contracted Services	<u>107,290</u>	<u><b>104,120</b></u>	(3,170)
20,621	<b>21,143</b>	522	Total ADA Ridership *	133,889	<b>133,714</b>	(175)
1,534	<b>1,538</b>	4	Group Access *	9,642	<b>9,991</b>	349
405	<b>434</b>	29	Total No-shows	2,592	<b>3,025</b>	433
			<b>Service Quality Data</b>			
3	<b>3</b>	0	Passenger Accidents	16	<b>12</b>	(4)
3	<b>0</b>	(3)	Vehicle Accidents	6	<b>14</b>	8
			<b>Fleet/Maintenance Data</b>			
2	<b>2</b>	0	Road Calls	9	<b>11</b>	2
9	<b>12</b>	3	Actual Inspections	56	<b>67</b>	11
9	<b>12</b>	3	Scheduled Inspections	55	<b>66</b>	11

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.

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						

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

Note: Annual Ridership includes Group Access.

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

For the period 1/1 - 6/30

**Report Totals**

2008	1978
2007	1483
2006	1257
2005	1506



**BGRNDS**

Category ID and Name	2008	2007	2006	2005
34 Wheelchair accessibility	0	0	0	1
39 Shelter Posters	0	0	0	0
67 Transfer Pt/Shelter Vandalism	0	0	1	1
68 Transfer Pt/Shelter Graffiti	20	8	1	3
91 Compliment	0	0	0	0
116 Other - no current category	2	3	3	4
128 Transfer Pt/Shelter Maintenance	13	6	4	11
<b>Unit Totals</b>	<b>35</b>	<b>17</b>	<b>9</b>	<b>20</b>

**FIN**

Category ID and Name	2008	2007	2006	2005
18 Fare Policy	1	0	2	18
19 Transfer Policy	0	0	0	0
91 Compliment	0	0	0	0
116 Other - no current category	4	0	1	0
<b>Unit Totals</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>18</b>

**FIXED**

Category ID and Name	2008	2007	2006	2005
3 Smoking	6	2	2	1
4 Driving Behavior	72	141	116	118
6 Bus Early - Fixed Route	84	80	33	50
7 Customer passed-up	128	92	85	105
8 Bus Off-route	16	8	10	16
9 Driver Not Wearing Seatbelt	1	0	0	1
10 Driver Not Calling Stops	0	0	0	0
11 Destination Sign Incorrect	5	9	1	14
12 Disruptive Passenger(s)	49	16	13	20
13 Bus Never Came	87	67	27	46
26 Overloads	5	10	4	10
29 Special Event Service	1	0	0	0
32 Bus Idling	8	7	5	9
33 Detours	13	15	11	2
34 Wheelchair accessibility	3	0	0	0
41 ITS: Intelligent Transportation S	2	0	0	7
55 Driver Rude	63	69	62	91
60 Transfer Points	6	0	0	2
66 Equipment Malfunction	6	8	1	4
69 Securement, mobility device	0	0	0	0
71 Other Driver Conduct	21	26	62	44
76 Missed Stop Request	14	5	4	1
77 Fare Dispute	11	9	6	9
78 Discrimination	8	1	5	1
79 City Ordinances	5	0	7	7
80 Electronic Device	4	0	9	2
81 Driving With Cell Phone	21	28	23	18
84 Unauthorized Stop	0	3	2	4
85 Unprofessional Conduct	25	39	16	6
86 Excessive Conversation	8	1	0	0
87 Bus Late - Fixed Route	99	70	46	41
88 Unsafe Situation	58	16	26	43

89 Property Damage	5	5	0	1
90 Passenger Injury	13	12	16	17
91 Compliment	97	74	53	65
116 Other - no current category	58	46	2	17
117 Climate Control	3	5	3	6
121 Missed Transfer	30	21	9	11
122 School Routes	19	1	3	29
124 Items Not Allowed on Bus	7	0	0	2
126 ADA Issues	24	8	16	36
130 Cut Route	6	3	2	3
132 Harassment	1	1	2	2
133 Running a Red Light	16	18	2	0
137 Weather Related	11	5	0	0
<b>Unit Totals</b>	<b>1119</b>	<b>921</b>	<b>684</b>	<b>861</b>

**INFSYS**

Category ID and Name	2008	2007	2006	2005
41 ITS: Intelligent Transportation S	6	0	0	1
91 Compliment	1	0	0	2
116 Other - no current category	2	1	0	14
136 Trip Planner	13	10	10	3
<b>Unit Totals</b>	<b>22</b>	<b>11</b>	<b>10</b>	<b>20</b>

**MAINT**

Category ID and Name	2008	2007	2006	2005
32 Bus Idling	1	0	0	0
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
66 Equipment Malfunction	9	3	4	4
91 Compliment	0	0	0	1
115 Bus Appearance-Cleanliness	14	4	4	4
116 Other - no current category	4	0	1	1
117 Climate Control	3	6	0	0
<b>Unit Totals</b>	<b>31</b>	<b>13</b>	<b>9</b>	<b>10</b>

**MKTG**

Category ID and Name	2008	2007	2006	2005
18 Fare Policy	1	1	0	0
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	0	1	0	0
29 Special Event Service	0	0	0	0
33 Detours	1	2	0	0
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	2	2	15	14
37 Advertisements - General	4	0	2	1
38 Sales Outlets	0	0	0	0
39 Shelter Posters	1	1	0	2
40 Schedules	1	2	6	3
72 Other Public Info	4	1	16	10
91 Compliment	7	10	6	4
98 Schedule Info	5	8	0	0
100 Phones Busy	7	1	0	0
101 Behavior - Cust Svc	2	10	0	2
115 Bus Appearance-Cleanliness	0	0	0	0

116 Other - no current category	5	5	3	20
119 Lost and Found	2	2	1	1
120 Para - Ride Booking	9	4	2	6
135 Website	2	1	1	1
136 Trip Planner	0	0	0	2
137 Weather Related	7	2	0	0
138 Advertisements - Bus Wraps	9	14	0	0
<b>Unit Totals</b>	<b>69</b>	<b>67</b>	<b>52</b>	<b>66</b>

**PARA**

Category ID and Name	2008	2007	2006	2005
3 Smoking	0	1	1	5
4 Driving Behavior	4	5	7	19
55 Driver Rude	8	24	11	9
66 Equipment Malfunction	0	2	2	2
69 Securement, mobility device	6	3	3	25
79 City Ordinances	0	1	0	1
80 Electronic Device	0	0	0	0
81 Driving With Cell Phone	0	1	0	0
85 Unprofessional Conduct	1	5	1	2
88 Unsafe Situation	2	3	3	6
90 Passenger Injury	7	0	0	9
91 Compliment	5	13	9	25
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	6	4	9	4
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	0	1	0	7
99 Order Taking	6	4	1	12
100 Phones Busy	1	1	0	0
101 Behavior - Cust Svc	1	0	2	3
102 Bus Early - Para	8	9	6	8
103 Bus On-Time	0	0	0	1
104 Bus Late - Para	61	58	41	120
105 No Shows	27	38	9	28
106 Door-to-Door	4	10	12	19
107 Leave Attended	10	13	12	38
108 Mobility Device Securement	0	0	5	1
109 Travel Time - Para	22	34	17	29
110 Service Area - Para Policy	1	1	3	2
111 Backtracking	0	0	1	1
112 Passenger Behavior	17	9	5	10
113 Driver Behavior	14	5	15	11
114 Dispatch	4	6	5	15
116 Other - no current category	24	14	1	12
120 Para - Ride Booking	6	7	6	12
132 Harassment	0	1	0	0
133 Running a Red Light	0	0	0	0
137 Weather Related	2	0	0	0
<b>Unit Totals</b>	<b>248</b>	<b>274</b>	<b>187</b>	<b>436</b>

**PLN**

Category ID and Name	2008	2007	2006	2005
18 Fare Policy	1	0	1	0
19 Transfer Policy	0	0	0	0
21 Span	2	7	1	2
23 Express Service	11	2	3	1
25 Frequency	4	2	5	0
26 Overloads	10	13	9	12
27 Park & Ride	2	1	3	1
28 School Trippers Concern	3	0	0	0
29 Special Event Service	1	0	0	0
31 Expansion Request	19	18	11	11
33 Detours	6	5	2	2
34 Wheelchair accessibility	0	0	0	0
40 Schedules	28	21	1	8
42 Routes	292	17	230	8
43 Schedules - Service Design	6	5	17	4
44 Quality	1	1	0	0
47 Corridor Schedules	0	0	0	0
48 Transfer Coordination	2	1	2	0
49 Travel Time - Service Design	1	1	0	0
60 Transfer Points	0	0	2	4
70 Other Service Design	3	1	0	2
73 Bus Stop Request	24	26	8	9
74 Bus Stop Damage	1	4	3	3
75 Shelter Addition/Removal	5	1	0	0
91 Compliment	7	8	4	3
92 Public Hearing Comment	1	41	0	0
116 Other - no current category	17	1	1	3
127 Public Hearing Addendum	1	0	0	0
129 Service Design Request	0	4	0	2
139 Surveys	1	0	0	0
<b>Unit Totals</b>	<b>449</b>	<b>180</b>	<b>303</b>	<b>75</b>