# FIXED ROUTE

Operating Statistics For Periods Ending 3/31/2007 & 3/31/2008

#### **CURRENT MONTH**

#### YEAR TO DATE

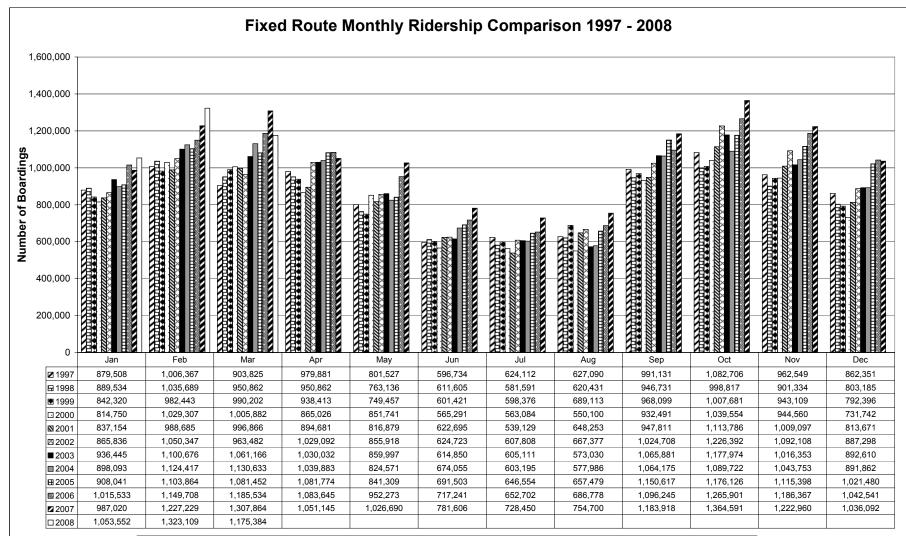
Actual	Actual	Variance		Actual	Actual	Variance
2007	2008	2007 to 2008		2007	2008	2007 to 2008
			Service Supplied			
494,370	462,174	(32,196)	Total (Vehicle) Miles *	1,394,099	1,377,986	(16,113)
33,058	31,331	(1,727)	Revenue Hours	93,653	92,530	(1,123)
37,039	34,891	(2,147)	Total (Vehicle) Hours *	104,508	103,289	(1,219)
			Ridership			
1,214,890	1,079,741	(135,149)	Revenue Passengers **	3,260,552	3,271,538	10,986
81,848	82,735	887	Transfers	232,705	246,686	13,981
<u>11,126</u>	<u>12,908</u>	<u>1,782</u>	Non-Revenue Rides	<u> 28,856</u>	<u>33,821</u>	<u>4,965</u>
1,307,864	1,175,384	(132,480)	Total Passengers	3,522,113	3,552,045	29,932
			Service Quality			
3,169	2,543	(626)	Trips using Lifts	7,672	7,109	(563)
11	13	2	Passenger Accidents	39	38	(1)
26	25	(1)	Vehicle Accidents	68	115	47
			Fleet/Maintenance			
77	87	10	Road Calls	215	307	92
83	77	(6)	Actual Inspections	233	230	(3)
83	77	(6)	Scheduled Inspections	233	230	(3)

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

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

<sup>\*</sup> Vehicle Miles and Hours are for fixed route service only.

<sup>\*\*</sup> Includes special events.



	Annual
Year	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

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

## ROUTE PRODUCTIVITY COMPARISON-<u>YEAR TO DATE--March 2008 vs. March 2007</u> (Routes sorted in order of 2008 passengers per revenue hour productivity)

	RIDERSHIP, 2008 vs. 2007				vity, Trips	per Reven	ROUTE KEY	
	Year to Date				Routes			
							< 60% of	Core Routes operate
ROUTES	2008	2007	% Change	2008	2007		system avg.	every day, from early a.m. to
80 UW CAMPUS (Schedule changed September 2, 2007)	485,791	586,657	-17.2%	95.62	102.01			late p.m.: 2, 3, 4, 5, 6, 7, 13
85 UW CAMPUS-PARK ST CIRCULATOR	108,549	110,239	-1.5%	93.67	86.76			(3 operates weekdays only;
90-93 SUPPLEMENTARY SCHOOL SERVICE	297,048	294,520	0.9%	68.18	66.09			7 operates wkends & holidays only).
81-82 UW LATE NITE CIRCULATORS	75,222	99,094	-24.1%	53.45	53.42			
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	155,729	146,007	6.7%	51.48	48.00			Commuter Routes operate
2 WTP-NTP	282,522	272,346	3.7%	45.09	42.50	6.1%		on weekdays during peak hours:
4 NTP-STP	199,174	203,014	-1.9%	42.01	42.72	-1.7%		11, 12, 14, 15, 25, 27, 28, 29,
50 WTP-SCHROEDER-RAYMOND LOOP	38,762	29,936	29.5%	38.67	29.79	29.8%		37, 38, 44, 47, 48, 55, 56, 57
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER	111,274	104,907	6.1%	38.14	35.65	7.0%		58, 71, 72, 74
1 CAP SQUARE - UW	9,578	8,737	9.6%	37.41	37.48	-0.2%		
29 SHERMAN COMMUTER	10,459	11,534	-9.3%	37.14	39.81	-6.7%		Peripheral Routes operate
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	351,960	333,123	5.7%	35.73	33.69	6.0%		from transfer points to outlying
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	33,019	27,888	18.4%	35.31	29.20	20.9%		areas: 20, 21, 22, 24, 30, 32, 33
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	31,880	24,663	29.3%	33.91	33.15	2.3%		40, 50, 51, 52, 73
3 WTP-ETP	150,481	148,356	1.4%	33.75	33.57	0.5%		
SPECIAL EVENT SERVICE	14,073	7,320	92.3%	33.75	16.92	99.4%		Connector Routes connect
40 STP - ARBOR HILLS LOOP	40,386	33,427	20.8%	33.02	27.40	20.5%		transfer points throughout the day:
9 ETP - UW CAMPUS & 33 HIESTAND LOOP	38,518	34,916	10.3%	32.72	30.35	7.8%		16, 17, 18.
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	22,824	24,443	-6.6%	32.51	33.71			-, ,
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	204.332	194,432	5.1%	31.04	29.94			Circulator Routes operate
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	59,338	63,595	-6.7%	30.65	32.97	-7.0%		midday only: 1, 9, 34
16 STP - ETP	88,235	70,916	24.4%	29.51	23.76			
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	250,055	229.064	9.2%	29.20	26.91	8.5%		Other routes:
58 GREENTREE COMMUTER	21,317	20.326	4.9%	28.20	27.67	1.9%		8 operates between the Capitol
21 LAKEVIEW LOOP	35,785	36,374	-1.6%	27.90	28.57			Square and Spring Harbor,
11 & 12 WTP-DUTCH MILL-CAP SQUARE	33,636	28,286	18.9%	26.19	21.69			weekends only.
19 RED ARROW TR-CAP SQUARE	51.052	53,766	-5.0%	26.15	26.69			19 operates like a core route
27 NTP - UW CAMPUS COMMUTER	12.214	10.808	13.0%	24.40	20.50			between the Capitol Square and
47 ARBOR HILLS COMMUTER	20,461	15,162	34.9%	24.35	18.33			Allied Drive on weekdays.
52 WTP-FITCHBURG (began operating Sept. 4, 2007)	16,231	NA	NA	24.35	NA			39 operates as a commuter
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	124,576	110.405	12.8%	23.73	21.09			route during peak hours; operates
70 MIDDLETON-CAPITOL SQUARE	36,378	42.409	-14.2%	22.22	25.26	-12.1%	х	like a circulator route midday.
51 WTP-MUIR FIELD LOOP	13,547	16,076	-14.276	21.95	26.01		x	67 connects with route 6 at the
7 WTP-ETP (Weekends & Holidays Only)	27,901	29,456	-5.3%	19.54	19.72	-0.9%	x	West Transfer Point; operates
55 VERONA- WTP COMMUTER (began Sept. 19, 2005)	7.008	4.153	68.7%	19.04	11.73		x	to/from West Towne Mall.
32 ACEWOOD-THOMPSON LOOP	9,556	6,686	42.9%	18.49	12.85		x	63 and 68 operate between the
34 ETP-MATC & 39 ETP - DAIRY DRIVE	11,807	9,841	20.0%	17.59	14.75	19.2%	X	West Transfer Point and Prairie
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	6,739	6,293	7.1%	17.39	15.44		X	Town Center on weekends.
25 AMERICAN CENTER	2.385	2.625	-9.1%	17.13	19.26		X	70 operates like a core route between
73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07)	32.850	38.348	-9.1%	16.14	28.18	-11.5% -42.7%	X	the Capitol Square, Middleton & the
74 MIDDLETON LOOP	6,357	1,953	225.5%	15.23	5.17		X	West Transfer Point on weekdays.
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	12,330	1,953	4.6%	15.23	13.98	8.5%	X	west fransier rount on weekdays.
24 AIRPORT LOOP	12,330	8.070	4.6% 29.9%	15.16	13.98			LIW Compus Circulatere
UNKNOWN ROUTE & ROAD BUS **	10,479	8,070 440	-21274		11.87 NA		Х	UW Campus Circulators
	221	440	-48.4%	NA	NA	. NA		80, 81, 82, 85
ROUTES DISCONTINUED DURING 2007:			100		*0		Г	
53 UW HOSP COMMUTER (service reduced 8/27/06-discontinued 8/31/07)	-	9,016	-100.0%	NA	20.59			School Day Supplemental Routes
89 PARKING RAMP SHUTTLE (operated January 2 - June 15, 2007)	-	694	NA	NA	0.99			90, 91, 92, 93
SYSTEM TOTAL	3,552,045	3,522,113	0.8%	38.39	37.61	2.1%	23.03	
TOTAL WITHOUT CAMBLE CIDCULATORS (B. 4, 88.85)	2 002 402	2 827 122		33.04	22.11	F (8)	20.25	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	2,882,483	2,726,123	5.7%	33.96	32.16	5.6%	20.37	

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

<sup>\*</sup> 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 March 2008**

	R <sup>1</sup>	IDERSHIP		Passengers/revenue hour		
ROUTE	2008	2007	% change	2008	2007	
1 CAP SQUARE - UW	9,578	8,737	9.6%	37.41	37.48	
2 WTP-NTP	282,522	272,346	3.7%	45.09	42.50	
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27 NTP - UW CAMPUS COMMUTER  29 SHERMAN COMMUTER	12,214 10,459	10,808 11,534	13.0% -9.3%	24.40 37.14	20.50 39.81	
32 ACEWOOD-THOMPSON LOOP	9,556		42.9%			
34 ETP-MATC & 39 ETP - DAIRY DRIVE		6,686 9,841	20.0%	18.49 17.59	12.85	
	11,807		-		14.75	
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER 40 STP - ARBOR HILLS LOOP	111,274	104,907	6.1%	38.14	35.65	
	40,386	33,427	20.8%	33.02	27.40	
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	33,019	27,888	18.4%	35.31	29.20	
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53 UW HOSP COMMUTER (service reduced 8/27/06-discontinued 8/31/07)	-	9,016	-100.0%	NA	20.59	
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73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07) 74 MIDDLETON LOOP	32,850	38,348	-14.3%	16.14	28.18	
	6,357	1,953	225.5%	15.23	5.17	
MIDDLETON ROUTES TOTAL	130,289	131,816	-1.2%	22.73	26.97	
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	12,330	11,792	4.6%	15.16	13.98	
89 PARKING RAMP SHUTTLE (operated January 2 - June 15, 2007)	<u> </u>	694	NA	NA	0.99	
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UNKNOWN ROUTE & ROAD BUS **	227	440	-48.4%	NA	NA	
SYSTEM TOTAL	3,552,045	3,522,113	0.8%	38.39	37.61	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	2,882,483	2,726,123	5.7%	33.96	32.16	

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<sup>\*</sup> 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.

#### Paratransit Performance Indicators March, 2008

	Metro Plus YTD Fixed Route \					
Revenue Indicators	Mar. 2007	Mar. 2008	Mar. 2007	Mar. 2008		
Operating Revenue/ Operating Cost			41.7%	Financial	23.8%	Financial
Passenger Revenue/ Total Passenger Trips	3		\$0.93	info	\$0.61	info
				not available	ı	not available
Expense Indicators				for March		for March
Operating Cost/Passenger Trip			\$25.84	2008	\$2.70	2008
				Metro Plu	ıs	
			Mar. 2007	Mar. 2008	YTD	YTD
Operations					2007	2008
Total Trips			24,438	22,634	68,103	65,330
Rides Cancelled			3,851	3,934	11,980	13,406
Cancellation Rate			15.8%	17.4%	17.6%	20.5%
No Shows			478	578	1,429	1,635
No Shows/Rides Provided			2.0%	2.6%	2.1%	2.5%
Number of Clients Provided Service			1176	1,161	1,373	1,337
Average Trips/Client			20.8	19.5	49.6	48.9
DDS Trips			13,707	13,043	38,346	37,660
Subscription Trips			13,571	12,622	37,174	36,333
DDS Subscription Trips			8,564	8,144	23,566	23,557
D2D Trips			17,803	16,293	48,864	47,063
Lv Attended Trips			6,128	5,923	17,323	17,525
Maintenance Inspections Conducted/Schedu	uled		100.0%	100.0%	96.2%	103.4%
Number of Trips by Provider YTD  Ambulatory  Non-Ambulatory	6,034 6,997	5,691 7,551	Badger 16,612	8,945 590	7,562 5,348	44,844 20,486
Percentage	19.95%	20.27%	25.43%	14.60%	19.76%	100.00%
3						
Customer Service YTD	Metro Direct	Laidlaw	Badger	Transit Sol		Tota
Rides Provided	13,031	13,242	16,612	9,535	12,910	65,330
Customer Complaints	32	20	62	10	11	135
Customer Compliments	3	0	0	0	0	3
Customer Suggestions	3	0	1	0	1	5
Complaints/1000 passenger trips	2.46	1.51	3.73	1.05	0.85	2.07
Late Service Reports (2)	19	97	485	61	22	684
Late Service Reports/1000 passenger trips	1.46	7.33	29.20	6.40	1.70	10.47
On-Time Performance, Mar. 2008	Metro Direct	Laidlaw	Badger	Transit Sol.	Badger B	us
	NA NA	97%	92%	94%	98%	
ADA Certifications, March 2008		Clients	1-19 Trips	>20 . 40~	<40 Trips/mc	TTI Trine
Category 1		1,238	296	192	128	14,668
Category 1 Category 2		46	3	192	0	50
Category 2 Category 2/3		101	16	7	3	354
Category 2/3 Category 3		1,980	424	108	30	7,456
Total		3,365	T <u>4</u>	100	- 30	22,528
		,				,
Monthly New Certification						66
Monthly Denied Applications						5

<sup>(1)</sup> Passenger Revenue does not include Group Access revenue.

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

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

ParaTransit
Operating Statistics For Periods Ending 3/31/2007 & 3/31/2008

#### **CURRENT MONTH**

#### YEAR TO DATE

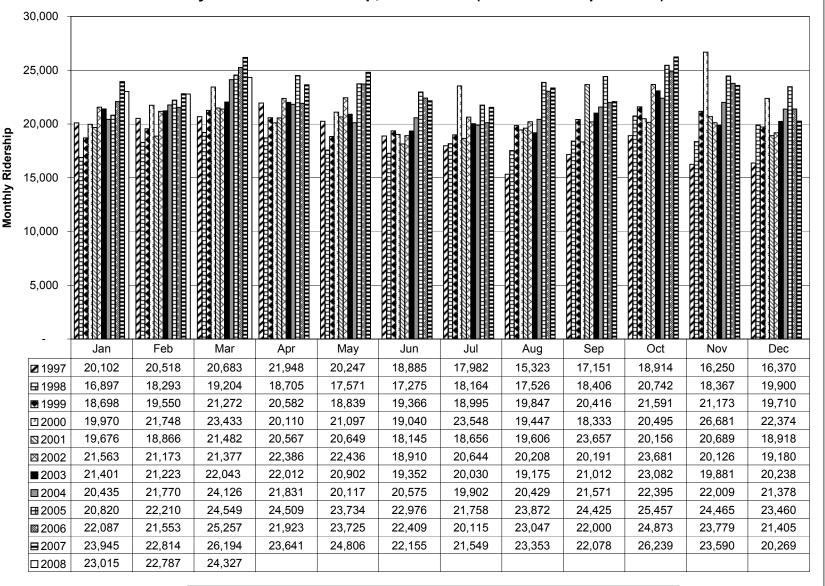
Actual	Actual	Variance		Actual	Actual	Variance
2007	2008	2007 to 2008		2007	2008	2007 to 2008
			Service Supplied Data			
			No. of Clients riding the			
1,176	1,161	(15)	System	1,373	1,337	(36)
			Ridership			
4,674	4,815	141	Directly Operated Service	13,244	13,031	(213)
<u>19,764</u>	<u>17,819</u>	(1,945)	ADA Contracted Services	<u>54,859</u>	<u>52,299</u>	(2,560)
24,438	22,634	(1,804)	Total ADA Ridership *	68,103	65,330	(2,773)
1,756	1,693	(63)	Group Access *	4,826	4,799	(27)
478	578	100	Total No-shows	1,429	1,635	206
			Service Quality Data			
5	1	(4)	Passenger Accidents	13	6	(7)
0	2	2	Vehicle Accidents	0	11	11
			Fleet/Maintenance Data			
3	2	(1)	Road Calls	5	7	2
11	10	(1)	Actual Inspections	25	30	5
11	10	(1)	Scheduled Inspections	26	29	3

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.

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

<sup>\*</sup> ADA Ridership does not include Group Access.

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



**☑** 1997 日 1998 閏 1999 월 2000 월 2001 월 2002 ■ 2003 월 2004 日 2005 월 2006 **日** 2007 월 2008

	Annual
Year	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

Bus Type/Year	Bus#	Mileage	Fuel	Fuel Cost*	Parts	Labor	CPM**	MPG
Gillig 2006	917 - 921	64213		41932.56		5953.95		4.21
Hybrids 2007	001 - 005	74223					0.58	5.46
<b>,</b>								
	Bus Milea	ge Comparison	Campus vs. Red	gular Route				
	Bus	Campus MPG	Regular MPG					
Gillig	876 - 921	3.75^	4.21					
Hybrids	001 - 003		5.69					
Hybrids	004 - 005	4.98						
,								
	Miles pe	er Gallon by B	us and Route	Туре				
Bus/Route Type				Campus - Gi	lligs^	] —		
<u> </u>				2006 Gilligs	3 -			
nte				Gilligs - Regu	ılar Route	<del> </del>		
§				Hybrids - Ca				
/sr				-				
<b>函</b>				Hybrids - Re	gular Route	]		
+	-							
0	2	4	6					
	Mile	s per Gallon						
		Cost Per M	ile: 2006 Gilliç	gs vs. Hybi	rids			
Gilligs								
Oilings								
								¬
1						■ Co	st Per Mile	
Hybrids								
				_				
\$0.00	\$0.10	\$0.20 \$0.30	\$0.40 \$0.50	\$0.60 \$0	.70 \$0.80			
*Average ULSD	Fuel Price \$	2.77 for the quart	er					
*Cost per Mile =								
			last quarter of 20	007				