

FIXED ROUTE
Operating Statistics For Periods Ending 12/31/2010 & 12/31/2011

CURRENT MONTH			YEAR TO DATE			
Actual 2010	Actual 2011	Variance 2010 to 2011		Actual 2010	Actual 2011	Variance 2010 to 2011
			Service Supplied			
480,664	481,951	1,287	Total (Vehicle) Miles	5,648,866	5,635,041	(13,825)
32,907	32,830	(77)	Revenue Hours	381,406	384,386	2,980
36,502	36,417	(85)	Total (Vehicle) Hours	424,157	426,048	1,891
			Ridership			
1,095,178	1,186,803	91,625	Revenue Passengers	12,602,554	13,798,395	1,195,841
59,432	66,040	6,608	Transfers	822,273	891,731	69,458
<u>17,969</u>	<u>22,109</u>	<u>4,140</u>	Non-Revenue Rides	<u>198,634</u>	<u>233,844</u>	<u>35,210</u>
1,172,579	1,274,952	102,373	Total Passengers	13,623,461	14,923,970	1,300,509
			Service Quality			
2,504	2,710	206	Trips using Lifts	37,660	34,853	(2,807)
8	21	13	Passenger Accidents	123	138	15
			Vehicle Accidents			
4	7	3	Chargeable	58	69	11
12	7	(5)	Non-chargeable	98	87	(11)
0	0	0	Preventable	9	8	(1)
16	14	(2)	Total Vehicle Accidents	165	164	(1)
			Fleet/Maintenance			
71	75	4	Road Calls	837	889	52
80	80	0	Actual Inspections	942	939	(3)
80	80	0	Scheduled Inspections	941	939	(2)

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--December 2011 vs. December 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	2,021,497	1,718,620	17.6%	108.90	92.05	18.3%		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	330,390	247,082	33.7%	70.09	54.63	28.3%			
90-94 SUPPLEMENTARY SCHOOL SERVICE	1,040,245	1,035,450	0.5%	68.76	65.57	4.9%			
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	38,915	29,418	32.3%	68.43	51.94	31.8%			
2 WTP-NTP	1,355,029	1,163,367	16.5%	50.81	45.29	12.2%			
81-82 UW LATE NITE CIRCULATORS	259,811	203,272	27.8%	50.47	38.57	30.9%			
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	641,364	583,220	10.0%	49.48	46.06	7.4%			
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	96,296	81,474	18.2%	49.43	41.62	18.8%			
50 WTP-SCHROEDER-RAYMOND LOOP	182,787	178,055	2.7%	43.13	42.10	2.5%			
4 NTP-STP	787,195	759,520	3.6%	41.27	39.96	3.3%			
40 STP - ARBOR HILLS LOOP	191,597	164,643	16.4%	38.46	33.94	13.3%		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	
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	1,538,977	1,452,777	5.9%	38.40	35.64	7.7%			
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	147,029	134,463	9.3%	37.91	34.51	9.8%			
9 ETP - UW CAMPUS & 33 HIESTAND LOOP (peak hour trips on 9 began Aug. 24, 2009)	210,156	197,532	6.4%	37.56	36.59	2.6%			
16 STP - ETP	417,058	385,803	8.1%	34.09	31.36	8.7%			
3 WTP-ETP	587,128	532,093	10.3%	33.97	30.66	10.8%			
55 VERONA- WTP COMMUTER	46,486	38,621	20.4%	33.44	27.71	20.7%			
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	963,706	870,924	10.7%	33.15	31.75	4.4%			
51 WTP-MUIR FIELD LOOP	87,429	65,706	33.1%	32.93	25.03	31.6%			
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	263,452	245,510	7.3%	32.16	29.76	8.1%			
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	1,120,485	1,046,297	7.1%	31.81	29.84	6.6%		Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 26, 30, 32, 33, 36, 40, 50, 51, 52, 73, 78	
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	389,538	359,383	8.4%	29.90	28.59	4.6%			
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	114,290	105,964	7.9%	28.90	26.60	8.6%			
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	22,839	25,474	-10.3%	28.57	31.62	-9.7%			
11 & 12 WTP-DUTCH MILL-CAP SQUARE	142,005	128,317	10.7%	26.79	24.10	11.2%			
21 LAKEVIEW LOOP	160,379	194,654	-17.6%	25.72	31.33	-17.9%			
27 NTP - UW CAMPUS COMMUTER	47,828	40,029	19.5%	25.62	21.36	19.9%			
1 CAP SQUARE - UW	25,226	24,359	3.6%	25.57	24.61	3.9%			
47 ARBOR HILLS COMMUTER	83,366	75,594	10.3%	25.50	23.03	10.8%			
7 WTP-ETP (Weekends & Holidays Only)	140,480	118,419	18.6%	24.17	20.76	16.4%			
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	534,232	497,548	7.4%	23.62	22.01	7.3%		Connector Routes connect transfer points throughout the day: 16, 17, 18.	
70 MIDDLETON-CAPITOL SQUARE	153,088	140,092	9.3%	22.93	20.96	9.4%	x		
19 RED ARROW TR-CAP SQUARE	170,592	163,811	4.1%	22.73	21.56	5.4%	x		
58 GREENTREE COMMUTER	67,831	63,935	6.1%	22.53	21.13	6.6%	x		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	36,129	32,109	12.5%	21.50	19.46	10.4%	x		
32 ACEWOOD-THOMPSON LOOP	44,641	51,467	-13.3%	21.05	24.41	-13.7%	x		
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)	78,501	60,095	30.6%	19.54	14.94	30.8%	x		
73 WTP-OLD SAUK TRAILS	134,519	126,752	6.1%	18.49	17.27	7.0%	x		
25 AMERICAN CENTER COMMUTER	13,144	9,487	38.5%	17.85	14.31	24.8%	x		
34 ETP-MATC & 39 ETP - DAIRY DRIVE (peak service on 34 began Aug. 24, 2009)	66,922	62,675	6.8%	16.96	15.91	6.5%	x		
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	53,048	52,550	0.9%	16.65	16.80	-0.9%	x	Circulator Routes 1, 9, 10, 34	
52 WTP-FITCHBURG	40,611	64,620	-37.2%	14.45	22.99	-37.2%	x		
74 MIDDLETON LOOP	24,118	27,508	-12.3%	12.92	14.69	-12.1%	x		
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	11,090	9,897	12.1%	12.17	13.89	-12.4%	x		
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	27,663	40,394	-31.5%	9.43	13.62	-30.8%	x		
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	11,134	11,342	-1.8%	6.64	6.87	-3.3%	x		
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	2,873	2,377	20.9%	5.14	4.24	21.2%	x		
UNKNOWN ROUTE & ROAD BUS *	851	762	11.7%	NA	NA	NA	x		
SYSTEM TOTAL	14,923,970	13,623,461	9.5%	38.83	35.69	8.8%	23.30		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. UW Campus Circulators 80, 81, 82, 84, 85
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	12,273,357	11,425,069	7.4%	34.53	32.39	6.6%	20.72		

* 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 - December 2011

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2011	2010	% change	2011	2010
1 CAP SQUARE - UW	25,226	24,359	3.6%	25.57	24.61
2 WTP-NTP	1,355,029	1,163,367	16.5%	50.81	45.29
3 WTP-ETP	587,128	532,093	10.3%	33.97	30.66
4 NTP-STP	787,195	759,520	3.6%	41.27	39.96
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	1,120,485	1,046,297	7.1%	31.81	29.84
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25 AMERICAN CENTER COMMUTER	13,144	9,487	38.5%	17.85	14.31
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	2,873	2,377	20.9%	5.14	4.24
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74 MIDDLETON LOOP	24,118	27,508	-12.3%	12.92	14.69
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	11,090	9,897	12.1%	12.17	13.89
MIDDLETON ROUTES TOTAL	566,140	520,186	8.8%	25.10	23.16
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	53,048	52,550	0.9%	16.65	16.80
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ParaTransit
Operating Statistics For Periods Ending 12/31/2010 & 12/31/2011

CURRENT MONTH			YEAR TO DATE			
Actual 2010	Actual 2011	Variance 2010 to 2011		Actual 2010	Actual 2011	Variance 2010 to 2011
			Service Supplied Data			
1,156	1,112	(44)	No. of Clients riding the System	1,826	1,765	(61)
			<i>Ridership</i>			
4,649	4,498	(151)	Directly Operated Service	57,011	54,136	(2,875)
<u>16,934</u>	<u>16,778</u>	(156)	ADA Contracted Services	<u>214,336</u>	<u>214,805</u>	469
21,583	21,276	(307)	Total ADA Ridership	271,347	268,941	(2,406)
693	388	(305)	Total No-shows	5,244	5,731	487
			Service Quality Data			
0	3	3	Passenger Accidents	12	16	4
			Vehicle Accidents:			
1	1	0	Chargeable	4	6	2
2	0	(2)	Non-chargeable	6	9	3
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>1</u>	<u>0</u>	<u>(1)</u>
3	1	(2)	Total Vehicle Accidents	11	15	4
			Fleet/Maintenance Data			
2	5	3	Road Calls	33	47	14
11	7	(4)	Actual Inspections	127	115	(12)
11	7	(4)	Scheduled Inspections	131	115	(16)

**Paratransit Performance Indicators
December, 2011**

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

Metro Plus YTD		Fixed Route YTD	
Dec. 2010	Dec. 2011	Dec. 2010	Dec. 2011

Financial stats not available at time of printing.

Expense Indicators

Operating Cost/Passenger Trip

Operations	Metro Plus			
	Dec. 2010	Dec. 2011	YTD Dec. 2010	YTD Dec. 2011
Total Trips	21,583	21,276	271,347	268,941
Rides Cancelled	4,150	3,671	40,576	42,657
Cancellation Rate	19.2%	17.3%	15.0%	15.9%
No Shows	693	388	5,244	5,731
No Shows/Rides Provided	3.2%	1.8%	1.9%	2.1%
Number of Clients Provided Service	1,156	1,112	1,826	1,765
Average Trips/Client	18.7	19.1	148.6	152.4
DDS Trips	13,236	12,958	167,388	165,122
Subscription Trips	11,765	11,863	156,432	157,622
DDS Subscription Trips	7,906	7,879	106,430	103,123
D2D Trips	15,755	14,605	202,837	187,149
Lv Attended Trips	6,336	6,397	78,238	81,216
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	96.9%	100.0%

Number of Trips by Provider YTD

	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	2,794	3,481	3,302	5,094	14,671
Non-Ambulatory	1,704	160	781	3,960	6,605
Percentage	21.14%	17.11%	19.19%	42.55%	100.00%

Customer Service YTD

	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	4,498	3,641	4,083	9,054	21,276
Customer Complaints	189	248	77	101	615
Customer Compliments	16	16	3	2	37
Customer Suggestions	9	4	2	2	17
Complaints/1000 passenger trips	42.02	68.11	18.86	11.16	28.91
Late Service Reports (2)	50	354	160	187	751
Late Service Reports/1000 passenger trips	11.12	97.23	39.19	20.65	35.30

On-Time Performance, December, 2011

	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
	87%	98%	96%	94%

ADA Certifications, December 2011

	Clients	1-19 Trips	>20 - 40<	>40 Trips/mo	TTL Trips
Category 1	1,585	300	241	1	14,738
Category 2	24	0	0	0	0
Category 2/3	67	4	1	0	60
Category 3	2,719	387	92	31	6,388
Total	4,395				21,186

Monthly New Certification 39
Monthly Denied Applications 0

Fixed Route Trips Using Lift 2,710

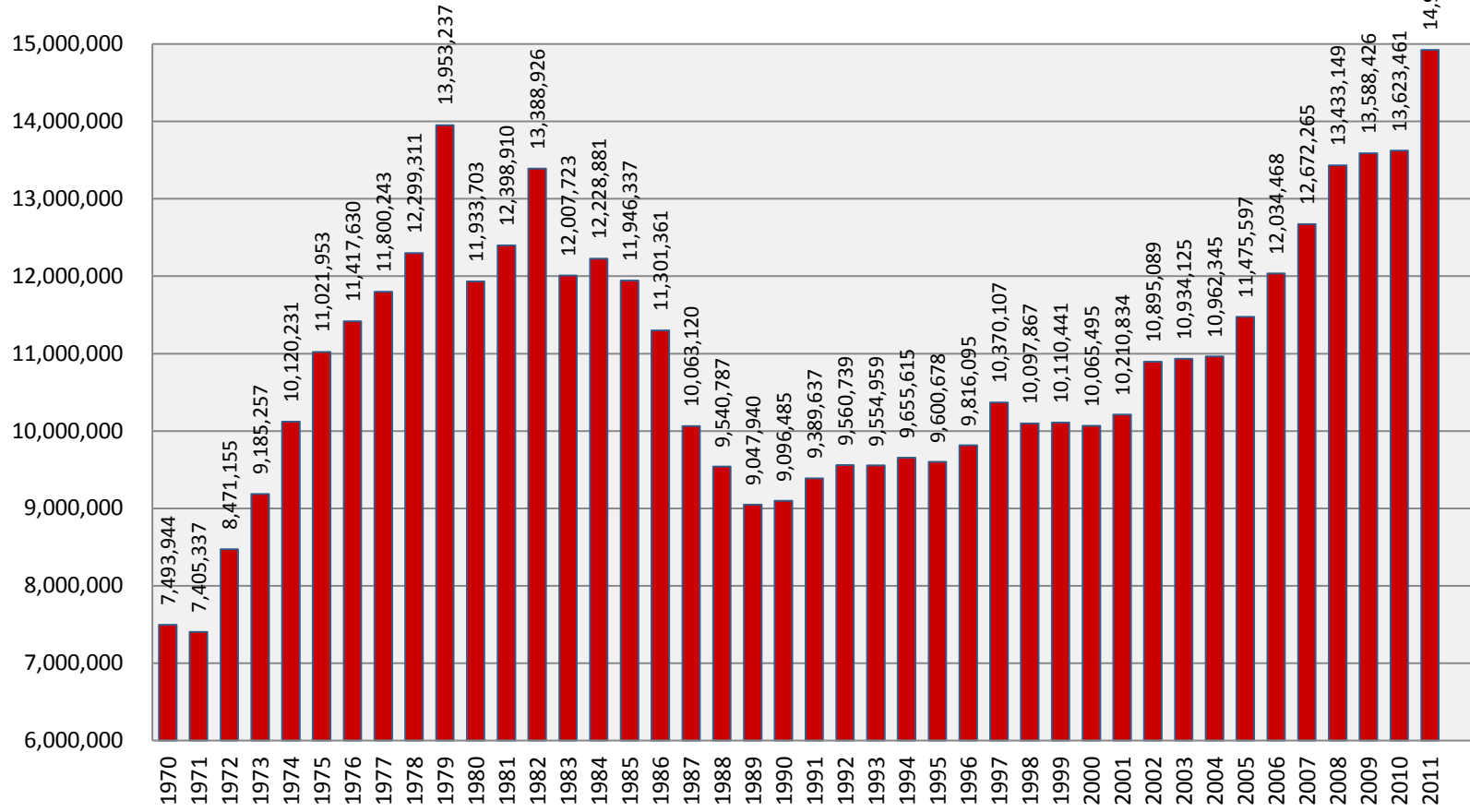
(1) Passenger Revenue does not include Group Access revenue.

(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.



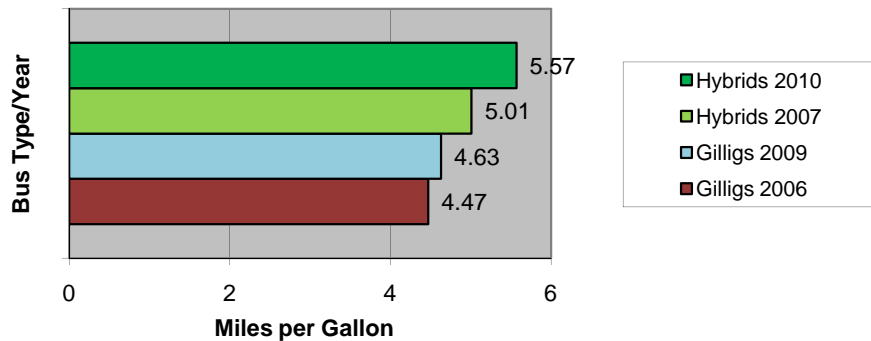
Annual Fixed Route Ridership 1970-2011



Hybrid/Diesel Comparison - October 1, 2011 - December 31, 2011

Bus Type/Year	Bus #	Mileage	Fuel	Fuel Cost*	Parts	Labor	CPM**	AVG MPG
Gilligs (2006)	917-921	35,299	7,900	\$24,570	\$1,073	\$7,694	\$0.94	4.47
Hybrids (2007)	001-005	38,019	7,588	\$23,600	\$5,088	\$7,816	\$0.96	5.01
Gilligs (2009)	941-954	152,930	33,022	\$102,700	\$5,492	\$22,800	\$0.86	4.63
Hybrids (2010)	006-019	218,313	39,208	\$121,938	\$5,074	\$17,546	\$0.66	5.57

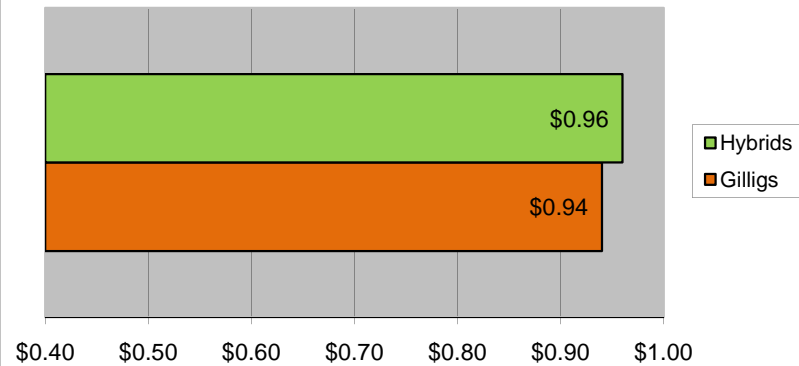
Miles per Gallon by Bus Type and Year



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

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

For the period 1/1 - 12/31

Report Totals

2011	3445
2010	3200
2009	3426
2008	3757



BGRNDS

Category ID and Name	2011	2010	2009	2008
34 Wheelchair accessibility	2	0	1	0
39 Shelter Posters	3	1	0	0
67 Transfer Pt/Shelter Vandalism	0	1	1	0
68 Transfer Pt/Shelter Graffiti	94	55	59	31
91 Compliment	0	0	2	0
116 Other - no current category	2	0	1	2
128 Transfer Pt/Shelter Maintenance	4	13	14	17
Unit Totals	105	70	78	50

FIN

Category ID and Name	2011	2010	2009	2008
18 Fare Policy	6	3	2	1
19 Transfer Policy	0	0	0	0
91 Compliment	1	0	1	0
116 Other - no current category	2	0	1	8
Unit Totals	9	3	4	9

FIXED

Category ID and Name	2011	2010	2009	2008
3 Smoking	3	4	12	10
4 Driving Behavior	238	261	214	169
6 Bus Early - Fixed Route	143	156	214	176
7 Customer passed-up	280	268	270	281
8 Bus Off-route	43	47	47	52
9 Driver Not Wearing Seatbelt	3	0	0	1
10 Driver Not Calling Stops	0	0	0	0
11 Destination Sign Incorrect	14	18	28	16
12 Disruptive Passenger(s)	66	75	48	69
13 Bus Never Came	90	125	109	151
26 Overloads	19	16	11	15
29 Special Event Service	0	1	0	1
32 Bus Idling	8	18	18	16
33 Detours	37	23	29	27
34 Wheelchair accessibility	1	2	0	3
41 ITS: Intelligent Transportation S	1	2	1	2
55 Driver Rude	147	144	159	143
60 Transfer Points	23	17	5	8
66 Equipment Malfunction	20	19	24	17
69 Securement, mobility device	6	1	4	1
71 Other Driver Conduct	88	72	88	64
76 Missed Stop Request	15	20	28	24
77 Fare Dispute	39	22	19	28
78 Discrimination	4	1	2	11
79 City Ordinances	2	7	6	7
80 Electronic Device	10	17	14	10
81 Driving With Cell Phone	12	6	38	39
84 Unauthorized Stop	4	7	9	7
85 Unprofessional Conduct	22	27	15	40
86 Excessive Conversation	13	6	8	12
87 Bus Late - Fixed Route	108	123	139	167
88 Unsafe Situation	33	38	43	107

89 Property Damage	8	6	7	6
90 Passenger Injury	46	31	16	31
91 Compliment	192	168	185	188
116 Other - no current category	109	87	112	121
117 Climate Control	15	14	8	15
121 Missed Transfer	56	49	33	54
122 School Routes	49	51	37	28
124 Items Not Allowed on Bus	4	1	2	10
126 ADA Issues	17	41	20	33
130 Cut Route	12	9	6	10
132 Harassment	2	0	3	1
133 Running a Red Light	52	30	36	27
137 Weather Related	23	45	50	16
144 Stroller Policy	12	14	0	0
146 Bus Seating Layout	1	2	0	0
147 Crosswalk Violation	32	0	0	0
Unit Totals	2122	2091	2117	2214

INFSYS

Category ID and Name	2011	2010	2009	2008
41 ITS: Intelligent Transportation S	11	5	27	10
91 Compliment	0	0	4	1
116 Other - no current category	2	8	4	3
135 Website	3	11	1	0
136 Trip Planner	26	47	50	45
141 TransitTracker	11	33	4	0
142 Google Transit	7	8	0	0
143 Google Data Format	1	1	0	0
Unit Totals	61	113	90	59

MAINT

Category ID and Name	2011	2010	2009	2008
32 Bus Idling	0	0	1	2
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
66 Equipment Malfunction	16	12	10	21
91 Compliment	0	1	0	3
115 Bus Appearance-Cleanliness	8	7	11	20
116 Other - no current category	6	15	19	9
117 Climate Control	3	4	2	8
146 Bus Seating Layout	1	1	0	0
Unit Totals	34	40	43	63

MKTG

Category ID and Name	2011	2010	2009	2008
18 Fare Policy	8	8	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	1	0	0
36 Telephone Information	7	20	23	2
37 Advertisements - General	9	0	4	4
38 Sales Outlets	1	0	1	0

39 Shelter Posters	3	1	2	3
40 Schedules	1	2	4	2
72 Other Public Info	4	5	5	7
91 Compliment	14	17	20	20
98 Schedule Info	12	18	18	16
99 Order Taking	2	0	0	0
100 Phones Busy	1	1	5	11
101 Behavior - Cust Svc	4	11	6	6
115 Bus Appearance-Cleanliness	1	0	1	0
116 Other - no current category	22	34	15	6
119 Lost and Found	2	4	2	4
120 Para - Ride Booking	4	6	12	17
135 Website	13	13	13	4
137 Weather Related	0	1	2	7
138 Advertisements - Bus Wraps	2	3	2	9
140 Text/Email Alerts	0	0	3	0
146 Bus Seating Layout	0	2	0	0
Unit Totals	114	153	142	121

PARA

Category ID and Name	2011	2010	2009	2008
3 Smoking	2	2	0	0
4 Driving Behavior	23	28	25	12
55 Driver Rude	41	36	40	24
66 Equipment Malfunction	6	2	2	1
69 Securement, mobility device	7	8	34	13
79 City Ordinances	0	0	0	0
80 Electronic Device	1	6	3	2
81 Driving With Cell Phone	2	2	0	0
85 Unprofessional Conduct	1	1	1	3
88 Unsafe Situation	5	1	1	5
90 Passenger Injury	16	4	12	13
91 Compliment	39	32	46	12
93 Notification - Para App	0	1	1	0
94 Availability - Para App	2	1	1	1
95 Processing Time - Para App	0	2	1	0
96 Fares	15	10	18	11
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	10	5	7	3
99 Order Taking	26	15	19	12
100 Phones Busy	2	2	3	1
101 Behavior - Cust Svc	1	1	0	3
102 Bus Early - Para	18	14	30	16
103 Bus On-Time	2	1	1	1
104 Bus Late - Para	150	100	138	118
105 No Shows	76	49	58	49
106 Door-to-Door	19	17	19	13
107 Leave Attended	35	27	22	16
108 Mobility Device Securement	2	2	0	0
109 Travel Time - Para	56	24	60	52
110 Service Area - Para Policy	5	3	1	2
111 Backtracking	0	0	0	0
112 Passenger Behavior	6	5	14	25
113 Driver Behavior	10	10	16	35

114 Dispatch	14	11	15	8
116 Other - no current category	26	26	23	31
118 Drop-Off Wrong Location	29	10	4	0
120 Para - Ride Booking	19	16	10	10
132 Harassment	2	3	0	0
133 Running a Red Light	0	0	0	0
137 Weather Related	2	1	0	2
147 Crosswalk Violation	0	0	0	0
Unit Totals	670	478	625	494

PLN

Category ID and Name	2011	2010	2009	2008
18 Fare Policy	0	0	3	3
19 Transfer Policy	0	0	0	0
21 Span	3	4	3	3
23 Express Service	2	2	0	11
25 Frequency	6	8	5	5
26 Overloads	64	42	45	37
27 Park & Ride	2	5	0	4
28 School Trippers Concern	11	7	8	9
29 Special Event Service	1	1	0	1
31 Expansion Request	22	16	28	25
33 Detours	16	21	17	15
34 Wheelchair accessibility	0	0	0	0
40 Schedules	21	21	41	45
42 Routes	7	3	6	340
43 Schedules - Service Design	12	16	29	37
44 Quality	0	0	1	2
47 Corridor Schedules	2	1	1	0
48 Transfer Coordination	2	3	7	4
49 Travel Time - Service Design	0	0	0	1
60 Transfer Points	0	2	2	0
70 Other Service Design	6	7	17	5
73 Bus Stop Request	46	38	35	42
74 Bus Stop Damage	3	3	5	3
75 Shelter Addition/Removal	9	11	20	7
91 Compliment	9	4	5	9
92 Public Hearing Comment	63	7	15	111
116 Other - no current category	7	8	21	25
127 Public Hearing Addendum	0	0	1	2
129 Service Design Request	3	7	11	0
135 Website	0	0	0	0
136 Trip Planner	3	9	1	0
139 Surveys	1	0	0	1
141 TransitTracker	1	4	0	0
142 Google Transit	5	2	0	0
143 Google Data Format	1	0	0	0
146 Bus Seating Layout	2	0	0	0
Unit Totals	330	252	327	747