

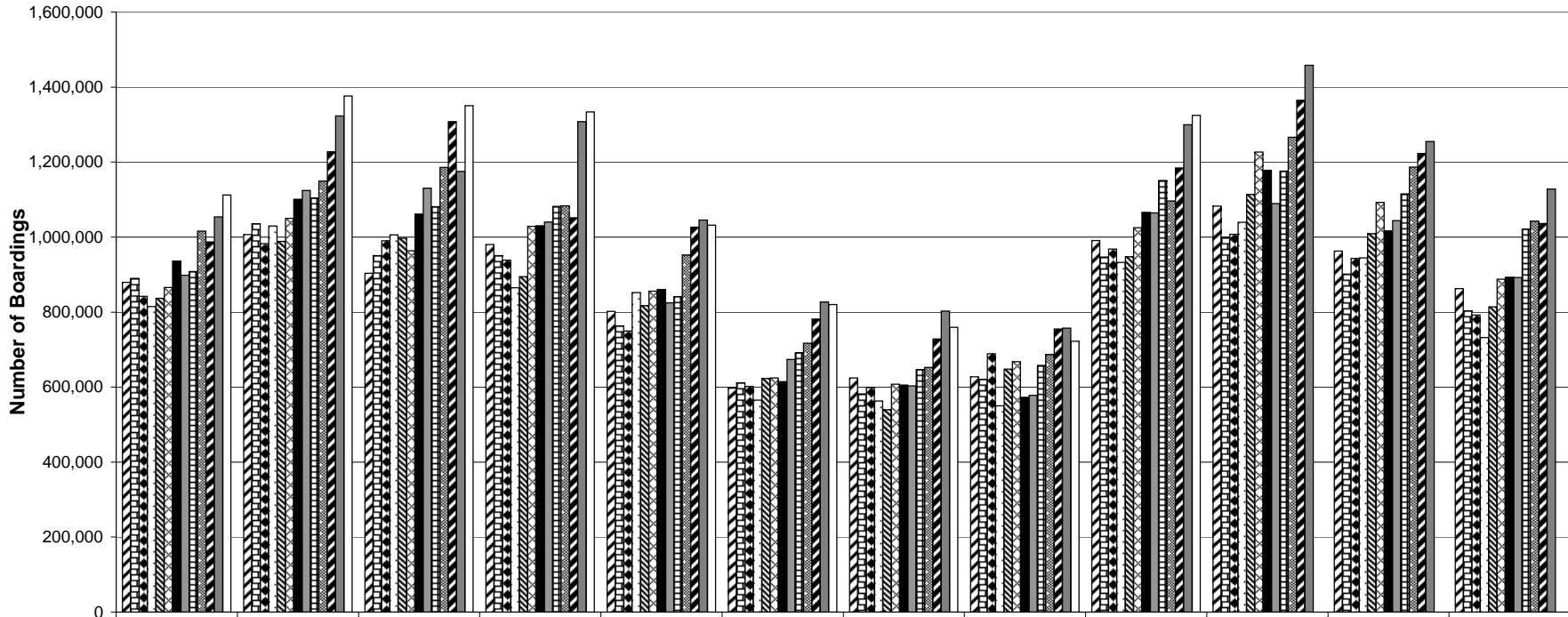
FIXED ROUTE
Operating Statistics For Periods Ending 9/30/2008 & 9/30/2009

CURRENT MONTH			YEAR TO DATE			
Actual 2008	Actual 2009	Variance 2008 to 2009		Actual 2008	Actual 2009	Variance 2008 to 2009
			Service Supplied			
470,793	485,753	14,960	Total (Vehicle) Miles	4,051,015	4,059,892	8,877
31,437	32,466	1,029	Revenue Hours	272,580	275,862	3,281
35,427	36,533	1,106	Total (Vehicle) Hours	301,769	306,125	4,356
			<i>Ridership</i>			
1,192,795	1,232,391	39,596	Revenue Passengers	8,654,855	9,000,964	346,109
90,865	76,336	(14,529)	Transfers	801,062	704,902	(96,160)
<u>16,208</u>	<u>15,735</u>	<u>(473)</u>	Non-Revenue Rides	<u>135,983</u>	<u>124,890</u>	(11,093)
1,299,868	1,324,462	24,594	Total Passengers	9,591,900	9,830,756	238,856
			Service Quality			
3,140	3,283	143	Trips using Lifts	25,135	25,629	494
16	9	(7)	Passenger Accidents	101	78	(23)
			Vehicle Accidents			
4	5	1	Chargeable *	76	36	(40)
15	8	(7)	Non-chargeable *	121	94	(27)
2	0	(2)	Preventable *	8	14	6
21	13	(8)	Total Vehicle Accidents *	205	144	(61)
			Fleet/Maintenance			
68	66	(2)	Road Calls	797	612	(185)
78	81	3	Actual Inspections	675	679	4
78	81	3	Scheduled Inspections	675	679	4

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

* Staff continues to refine updated accident reporting process.

Fixed Route Monthly Ridership Comparison 1997 - 2009



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1997	879,508	1,006,367	903,825	979,881	801,527	596,734	624,112	627,090	991,131	1,082,706	962,549	862,351
1998	889,534	1,035,689	950,862	950,862	763,136	611,605	581,591	620,431	946,731	998,817	901,334	803,185
1999	842,320	982,443	990,202	938,413	749,457	601,421	598,376	689,113	968,099	1,007,681	943,109	792,396
2000	814,750	1,029,307	1,005,882	865,026	851,741	565,291	563,084	550,100	932,491	1,039,554	944,560	731,742
2001	837,154	988,685	996,866	894,681	816,879	622,695	539,129	648,253	947,811	1,113,786	1,009,097	813,671
2002	865,836	1,050,347	963,482	1,029,092	855,918	624,723	607,808	667,377	1,024,708	1,226,392	1,092,108	887,298
2003	936,445	1,100,676	1,061,166	1,030,032	859,997	614,850	605,111	573,030	1,065,881	1,177,974	1,016,353	892,610
2004	898,093	1,124,417	1,130,633	1,039,883	824,571	674,055	603,195	577,986	1,064,175	1,089,722	1,043,753	891,862
2005	908,041	1,103,864	1,081,452	1,081,774	841,309	691,503	646,554	657,479	1,150,617	1,176,126	1,115,398	1,021,480
2006	1,015,533	1,149,708	1,185,534	1,083,645	952,273	717,241	652,702	686,778	1,096,245	1,265,901	1,186,367	1,042,541
2007	987,020	1,227,229	1,307,864	1,051,145	1,026,690	781,606	728,450	754,700	1,183,918	1,364,591	1,222,960	1,036,092
2008	1,053,552	1,323,109	1,175,384	1,308,172	1,045,194	827,119	802,658	756,844	1,299,868	1,458,221	1,254,879	1,128,149
2009	1,112,562	1,376,551	1,350,400	1,334,028	1,031,449	819,950	759,100	722,254	1,324,462			

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

1997
 1998
 1999
 2000
 2001
 2002
 2003
 2004
 2005
 2006
 2007
 2008
 2009

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--September 2009 vs. September 2008
(Routes sorted in order of 2009 passengers per revenue hour productivity)

ROUTES	RIDERSHIP, 2009 vs. 2008 Year to Date			Productivity, Trips per Revenue Hour				ROUTES KEY
	2009	2008	% Change	2009	2008	% Change	Routes < 60% of system avg.	
80 UW CAMPUS	1,393,901	1,132,407	23.1%	104.32	83.35	25.2%		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).
90-93 SUPPLEMENTARY SCHOOL SERVICE	739,455	724,768	2.0%	67.67	71.62	-5.5%		
85 UW CAMPUS-PARK ST CIRCULATOR	212,485	219,054	-3.0%	66.47	71.66	-7.2%		
81-82 UW LATE NITE CIRCULATORS	189,296	168,608	12.3%	55.36	47.60	16.3%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	21,737	NA	NA	50.77	NA	NA		
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	418,820	427,956	-2.1%	44.91	46.77	-4.0%		
2 WTP-NTP	823,927	808,536	1.9%	43.00	42.53	1.1%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	62,772	65,934	-4.8%	42.41	44.89	-5.5%		
50 WTP-SCHROEDER-RAYMOND LOOP	122,559	127,044	-3.5%	40.26	41.90	-3.9%		
4 NTP-STP	543,787	537,442	1.2%	37.40	37.47	-0.2%		
9 ETP - UW CAMPUS & 33 HIESTAND LOOP (peak hour trips on 9 began Aug. 24, 2009)	120,419	92,178	30.6%	35.38	26.05	35.8%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	20,490	25,954	-21.0%	34.83	32.24	8.1%		
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	997,171	996,261	0.1%	33.34	33.56	-0.7%		
40 STP - ARBOR HILLS LOOP	121,318	130,468	-7.0%	33.29	35.29	-5.7%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	96,439	93,010	3.7%	33.25	32.98	0.8%		
21 LAKEVIEW LOOP	137,720	105,085	31.1%	32.38	27.27	18.7%		
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	183,793	174,167	5.5%	30.98	29.99	3.3%		
3 WTP-ETP	408,207	412,474	-1.0%	30.66	30.77	-0.4%		
1 CAP SQUARE - UW	23,983	21,076	13.8%	30.63	27.44	11.6%		
16 STP - ETP	262,113	274,350	-4.5%	29.18	30.33	-3.8%		
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	562,244	577,191	-2.6%	28.82	29.14	-1.1%		
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	255,795	275,955	-7.3%	28.15	31.45	-10.5%		
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	734,845	769,707	-4.5%	28.03	29.73	-5.7%		
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	74,036	82,446	-10.2%	25.40	29.39	-13.6%		
55 VERONA- WTP COMMUTER (began Sept. 19, 2005)	26,172	22,471	16.5%	25.25	20.35	24.1%		
51 WTP-MUIR FIELD LOOP	44,311	44,089	0.5%	23.70	23.52	0.8%		
19 RED ARROW TR-CAP SQUARE	133,146	124,286	7.1%	23.42	21.29	10.0%		
11 & 12 WTP-DUTCH MILL-CAP SQUARE	90,663	89,615	1.2%	22.58	23.26	-2.9%		
58 GREENTREE COMMUTER	50,776	54,609	-7.0%	22.34	24.08	-7.2%		
27 NTP - UW CAMPUS COMMUTER	31,118	31,843	-2.3%	22.08	21.21	4.1%		
47 ARBOR HILLS COMMUTER	54,174	57,839	-6.3%	21.95	22.94	-4.3%		
70 MIDDLETON-CAPITOL SQUARE	104,101	108,312	-3.9%	21.55	19.48	10.6%		
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	342,649	373,518	-8.3%	20.74	23.48	-11.6%	X	
52 WTP-FITCHBURG (began operating Sept. 4, 2007)	41,217	51,247	-19.6%	20.53	25.57	-19.7%	X	
7 WTP-ETP (Weekends & Holidays Only)	89,887	85,690	4.9%	20.35	19.46	4.6%	X	
32 ACEWOOD-THOMPSON LOOP	31,043	30,193	2.8%	19.70	19.20	2.6%	X	
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	21,554	21,584	-0.1%	17.51	17.71	-1.1%	X	
73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07)	91,486	106,317	-13.9%	16.66	17.37	-4.1%	X	
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	39,270	41,166	-4.6%	15.56	16.33	-4.7%	X	
34 ETP-MATC & 39 ETP - DAIRY DRIVE (midday service on 34 began Aug. 24, 2009)	35,863	31,975	12.2%	15.43	15.88	-2.8%	X	
74 MIDDLETON LOOP	21,585	19,101	13.0%	15.07	15.26	-1.2%	X	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	34,433	NA	NA	14.95	NA	NA	X	
25 AMERICAN CENTER COMMUTER	6,528	8,607	-24.2%	14.86	20.36	-27.0%	X	
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)	4,218	NA	NA	9.79	NA	NA	X	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	6,059	NA	NA	9.63	NA	NA	X	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	1,219	NA	NA	6.74	NA	NA	X	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	1,768	NA	NA	3.97	NA	NA	X	
UNKNOWN ROUTE & ROAD BUS **	204	624	-67.3%	NA	NA	NA	X	
ROUTES DISCONTINUED DURING 2008:								
24 AIRPORT LOOP (Discontinued October 2, 2008; Route 20 begins serving airport)	-	30,395	NA	NA	14.61	NA		
SPECIAL EVENT SERVICE	-	14,106	-100.0%	NA	30.07	NA		
SYSTEM TOTAL	9,830,756	9,591,900	2.5%	35.64	35.19	1.3%	21.38	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	8,013,337	8,071,831	-0.7%	31.37	31.99	-1.9%	18.82	

NOTE: Substantial changes were made across the system effective October 4, 2008, and again on August 23, 2009. 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 September 2009

ROUTE	RIDERSHIP			Passengers/revenue hour	
	2009	2008	% change	2009	2008
1 CAP SQUARE - UW	23,983	21,076	13.8%	30.63	27.44
2 WTP-NTP	823,927	808,536	1.9%	43.00	42.53
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25 AMERICAN CENTER COMMUTER	6,528	8,607	-24.2%	14.86	20.36
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59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	1,219	NA	NA	6.74	NA
70 MIDDLETON-CAPITOL SQUARE	104,101	108,312	-3.9%	21.55	19.48
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	62,772	65,934	-4.8%	42.41	44.89
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74 MIDDLETON LOOP	21,585	19,101	13.0%	15.07	15.26
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	6,059	NA	NA	9.63	NA
MIDDLETON ROUTES TOTAL	382,442	392,674	-2.6%	22.81	22.80
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	39,270	41,166	-4.6%	15.56	16.33
80 UW CAMPUS	1,393,901	1,132,407	23.1%	104.32	83.35
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84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	21,737	NA	NA	50.77	NA
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90-93 SUPPLEMENTARY SCHOOL SERVICE	739,455	724,768	2.0%	67.67	71.62
SPECIAL EVENT SERVICE	-	14,106	-100.0%	NA	30.07
UNKNOWN ROUTE & ROAD BUS **	204	624	-67.3%	NA	NA
SYSTEM TOTAL	9,830,756	9,591,900	2.5%	35.64	35.19
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	8,013,337	8,071,831	-0.7%	31.37	31.99

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Madison Metro Transit
Financial Performance Report
Year-to-Date through September 30
All Modes

		2008	2009	2009	Over/Under	Change from
		Actual	Budget	Actual	Budget	Prior Year
Passenger Revenue:						
	Cash, Tickets, Passes:	\$ 3,765,898	\$ 4,676,122	\$ 4,064,286	\$ (611,835)	\$ 298,389
	Unlimited Ride Passes:	\$ 3,012,477	\$ 3,424,360	\$ 3,310,148	\$ (114,212)	\$ 297,671
	Other:	\$ 32,028	\$ 31,875	\$ 31,876	\$ 1	\$ (152)
	Sub Total:	\$ 6,810,402	\$ 8,132,357	\$ 7,406,310	\$ (726,047)	\$ 595,908
Misc Revenue:						
	Advertising:	\$ 265,255	\$ 225,000	\$ 180,303	\$ (44,697)	\$ (84,952)
	County:	\$ 2,376,195	\$ 2,564,550	\$ 2,564,655	\$ 105	\$ 188,461
	Other Operating:	\$ 13,731	\$ 49,000	\$ 35,238	\$ (13,762)	\$ 21,507
	Non-Operating:	\$ 42,547	\$ 35,300	\$ 43,360	\$ 8,060	\$ 813
	Sub Total:	\$ 2,697,728	\$ 2,873,850	\$ 2,823,557	\$ (50,293)	\$ 125,830
Local Subsidies:						
	City of Madison:	\$ 7,390,408	\$ 7,677,961	\$ 7,677,961	\$ -	\$ 287,553
	Funding Partners:	\$ 2,447,080	\$ 2,267,829	\$ 2,357,829	\$ 90,000	\$ (89,251)
	Sub Total:	\$ 9,837,488	\$ 9,945,790	\$ 10,035,790	\$ 90,000	\$ 198,302
	State Assistance:	\$ 12,565,614	\$ 12,868,800	\$ 12,868,800	\$ -	\$ 303,186
	Federal grant funding for capital maintenance	\$ 4,240,655	\$ 4,367,925	\$ 4,367,925	\$ -	\$ 127,270
	Total Revenue:	\$ 36,151,886	\$ 38,188,722	\$ 37,502,382	\$ (686,340)	\$ 1,350,496
Salaries:						
	Salaries/Wages:	\$ 16,165,936	\$ 17,103,328	\$ 16,765,080	\$ (338,248)	\$ 599,145
	OT:	\$ 1,176,563	\$ 1,111,865	\$ 1,347,194	\$ 235,329	\$ 170,631
	Workers Comp:	\$ 113,949	\$ 111,657	\$ 143,109	\$ 31,452	\$ 29,160
Benefits:						
	Health:	\$ 3,276,493	\$ 3,540,321	\$ 3,582,779	\$ 42,458	\$ 306,286
	WI Retirement:	\$ 1,830,777	\$ 1,947,650	\$ 1,881,462	\$ (66,188)	\$ 50,685
	Other:	\$ 2,609,185	\$ 2,482,633	\$ 2,372,050	\$ (110,583)	\$ (237,135)
	Sub Total:	\$ 25,172,903	\$ 26,297,454	\$ 26,091,674	\$ (205,781)	\$ 918,771
Utilities:						
	Natural Gas:	\$ 255,439	\$ 354,480	\$ 239,191	\$ (115,289)	\$ (16,248)
	Electricity:	\$ 214,165	\$ 239,400	\$ 201,249	\$ (38,151)	\$ (12,916)
	Telephone:	\$ 11,617	\$ 16,350	\$ 4,741	\$ (11,609)	\$ (6,876)
	Other:	\$ 12,907	\$ 17,250	\$ 24,247	\$ 6,997	\$ 11,340
Building & Grounds:						
	Repairs/Maintenance:	\$ 91,326	\$ 77,175	\$ 75,475	\$ (1,700)	\$ (15,851)
	Supplies:	\$ 59,511	\$ 52,270	\$ 90,826	\$ 38,556	\$ 31,315
	Services:	\$ 11,641	\$ 14,100	\$ 13,650	\$ (450)	\$ 2,008
Rolling Stock/Support Equipment:						
	Equip. Repairs/Maintenance:	\$ 159,972	\$ 159,825	\$ 193,179	\$ 33,354	\$ 33,207
	Parts:	\$ 573,183	\$ 642,750	\$ 605,197	\$ (37,553)	\$ 32,014
	Tires:	\$ 112,679	\$ 120,000	\$ 123,629	\$ 3,629	\$ 10,950
	Equipment Supplies:	\$ 91,215	\$ 119,325	\$ 156,021	\$ 36,696	\$ 64,806
	Fuels, Oils, & Lubricants:	\$ 3,374,905	\$ 3,478,658	\$ 3,247,829	\$ (230,829)	\$ (127,077)
Administrative:						
	Insurance & Financial:	\$ 739,347	\$ 760,600	\$ 723,312	\$ (37,288)	\$ (16,036)
	Rentals/Leases:	\$ 41,966	\$ 79,200	\$ 116,490	\$ 37,290	\$ 74,524
	Training:	\$ 10,171	\$ 33,000	\$ 22,702	\$ (10,298)	\$ 12,531
	Supplies, Equipment and Services:	\$ 305,550	\$ 412,725	\$ 325,093	\$ (87,632)	\$ 19,543
Operations:						
	Paratransit Providers:	\$ 3,165,226	\$ 3,016,050	\$ 3,038,924	\$ 22,874	\$ (126,301)
	GAS / RSVP / Exc Rides:	\$ 553,892	\$ 478,950	\$ 459,470	\$ (19,480)	\$ (94,422)
	Inter Departmental Charges:	\$ 532,472	\$ 467,400	\$ 568,028	\$ 100,628	\$ 35,556
	Depreciation:	\$ 4,020,817	\$ 3,918,750	\$ 4,019,210	\$ 100,460	\$ (1,606)
	Interest and Bad Debt Expense:	\$ 308,374	\$ 352,500	\$ 321,000	\$ (31,500)	\$ 12,626
	Total Operating Expenses:	\$ 39,820,172	\$ 41,108,212	\$ 40,661,138	\$ (447,075)	\$ 840,965
	Less Depreciation:	\$ (4,020,817)	\$ (3,918,750)	\$ (4,019,210)	\$ (100,460)	\$ 1,606
	Capital Debt:	\$ 564,273	\$ 660,000	\$ 693,000	\$ 33,000	\$ 128,727
	Local share of prepaid lease	\$ -	\$ -	\$ -	\$ -	\$ -
	Fixed Assets:	\$ 89,664	\$ 568,825	\$ 123,037	\$ (445,788)	\$ 33,372
	Federal grant funding for fixed assets	\$ (59,446)	\$ (462,904)	\$ (93,844)	\$ 369,060	\$ (34,398)
	Total Expenditures:	\$ 36,393,847	\$ 37,955,383	\$ 37,364,120	\$ (591,264)	\$ 970,273
	Reserves generated (used)	\$ (241,961)	\$ 233,339	\$ 138,262	\$ (95,076)	\$ 380,223

Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through September 30, 2009 and 2008

Fixed Route Passenger Revenue

2009	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	\$ 105,360	\$ 102,084	\$ 102,882	\$ 107,166	\$ 112,743	\$ 116,652	\$ 106,693	\$ 121,627	\$ 121,221				\$ 996,428
Day passes	\$ 6,438	\$ 6,100	\$ 6,344	\$ 6,782	\$ 6,804	\$ 7,703	\$ 7,524	\$ 8,437	\$ 7,283				\$ 63,415
10 ride passes/tickets	\$ 105,459	\$ 117,722	\$ 135,395	\$ 86,930	\$ 144,070	\$ 131,080	\$ 87,085	\$ 91,779	\$ 107,335				\$ 1,006,855
31 day passes	\$ 88,149	\$ 84,906	\$ 121,032	\$ 77,385	\$ 99,138	\$ 86,240	\$ 96,525	\$ 86,788	\$ 96,635				\$ 836,798
EZ Rider/Summer Youth passes	\$ 103,569	\$ 138,308	\$ 138,308	\$ 138,308	\$ 138,308	\$ 41,458	\$ 6,950	\$ 11,030	\$ 204,927				\$ 921,166
Total cash, ticket & pass revenue	\$ 408,975	\$ 449,120	\$ 503,961	\$ 416,571	\$ 501,063	\$ 383,133	\$ 304,777	\$ 319,661	\$ 537,401				\$ 3,824,662
UW ASM	\$ 199,653	\$ 271,639	\$ 243,144	\$ 245,974	\$ 157,873	\$ 139,002	\$ 145,926	\$ 136,869	\$ 242,682				\$ 1,782,762
UW Employees	\$ 127,812	\$ 133,570	\$ 136,701	\$ 126,874	\$ 107,176	\$ 109,864	\$ 112,435	\$ 104,571	\$ 111,963				\$ 1,070,966
MATC	\$ 38,642	\$ 42,883	\$ 42,938	\$ 45,863	\$ 24,353	\$ 12,862	\$ (33,045)	\$ 23,809	\$ 66,220				\$ 264,524
City of Madison	\$ 8,571	\$ 8,790	\$ 9,275	\$ 10,161	\$ 9,100	\$ 9,473	\$ 9,230	\$ 8,920	\$ 10,248				\$ 83,768
Edgewood	\$ 5,092	\$ 6,456	\$ 5,653	\$ 5,947	\$ 3,675	\$ 1,445	\$ 1,688	\$ 3,332	\$ 9,845				\$ 43,133
St. Mary's	\$ 2,279	\$ 2,600	\$ 2,841	\$ 3,220	\$ 3,076	\$ 3,249	\$ 4,104	\$ 4,199	\$ 4,434				\$ 30,001
Meriter	\$ 2,537	\$ 2,512	\$ 2,589	\$ 2,456	\$ 2,232	\$ 2,488	\$ 2,454	\$ 2,209	\$ 2,447				\$ 21,925
Total unlimited ride pass revenue	\$ 384,586	\$ 468,450	\$ 443,142	\$ 440,494	\$ 307,486	\$ 278,382	\$ 242,793	\$ 283,908	\$ 447,838				\$ 3,297,078
Total passenger revenue	\$ 793,561	\$ 917,570	\$ 947,103	\$ 857,065	\$ 808,549	\$ 661,515	\$ 547,570	\$ 603,569	\$ 985,239				\$ 7,121,740
Cumulative YTD passenger revenue	\$ 793,561	\$ 1,711,131	\$ 2,658,234	\$ 3,515,299	\$ 4,323,847	\$ 4,985,362	\$ 5,532,932	\$ 6,136,501	\$ 7,121,740				
2008	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	\$ 110,743	\$ 113,618	\$ 122,511	\$ 109,924	\$ 101,569	\$ 119,458	\$ 110,980	\$ 115,147	\$ 121,390				\$ 1,025,341
Day passes	\$ 4,775	\$ 4,614	\$ 5,474	\$ 5,677	\$ 5,505	\$ 6,694	\$ 8,139	\$ 9,727	\$ 7,919				\$ 58,523
10 ride passes/quiktix	\$ 128,545	\$ 99,630	\$ 102,533	\$ 121,847	\$ 137,074	\$ 105,447	\$ 82,446	\$ 73,075	\$ 112,289				\$ 962,885
31 day passes	\$ 90,334	\$ 91,650	\$ 81,381	\$ 84,060	\$ 83,143	\$ 88,313	\$ 92,496	\$ 77,619	\$ 88,760				\$ 777,754
EZ Rider/Summer Youth passes	\$ 82,109	\$ 110,108	\$ 110,109	\$ 110,108	\$ 110,108	\$ 35,570	\$ 7,570	\$ 7,570	\$ 173,061				\$ 746,313
Total cash, ticket & pass revenue	\$ 416,506	\$ 419,620	\$ 422,008	\$ 431,615	\$ 437,399	\$ 355,481	\$ 301,630	\$ 283,138	\$ 503,418				\$ 3,570,815
UW ASM	\$ 169,393	\$ 254,535	\$ 207,061	\$ 228,931	\$ 148,716	\$ 119,725	\$ 127,871	\$ 115,049	\$ 239,793				\$ 1,611,074
UW Employees	\$ 113,000	\$ 120,310	\$ 115,738	\$ 116,444	\$ 100,727	\$ 96,915	\$ 99,424	\$ 64,315	\$ 112,489				\$ 939,363
MATC	\$ 33,048	\$ 34,410	\$ 32,567	\$ 37,978	\$ 30,791	\$ 27,364	\$ (1,850)	\$ 31,428	\$ 52,731				\$ 278,468
City of Madison	\$ 8,771	\$ 9,184	\$ 9,160	\$ 9,113	\$ 8,601	\$ 8,434	\$ 9,006	\$ 7,994	\$ 9,418				\$ 79,680
Edgewood	\$ 4,147	\$ 5,560	\$ 4,906	\$ 5,693	\$ 3,550	\$ 1,686	\$ 1,932	\$ 2,999	\$ 7,191				\$ 37,665
St. Mary's	\$ 2,037	\$ 2,040	\$ 2,112	\$ 2,212	\$ 2,465	\$ 2,879	\$ 3,137	\$ 3,125	\$ 3,216				\$ 23,223
Meriter													\$ -
Total unlimited ride pass revenue	\$ 330,396	\$ 426,038	\$ 371,545	\$ 400,371	\$ 294,849	\$ 257,003	\$ 239,520	\$ 224,911	\$ 424,839				\$ 2,969,473
Total passenger revenue	\$ 746,901	\$ 845,659	\$ 793,552	\$ 831,986	\$ 732,249	\$ 612,484	\$ 541,151	\$ 508,049	\$ 928,257				\$ 6,540,289
Cumulative YTD passenger revenue	\$ 746,901	\$ 1,592,560	\$ 2,386,112	\$ 3,218,098	\$ 3,950,347	\$ 4,562,831	\$ 5,103,982	\$ 5,612,031	\$ 6,540,289				

**Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through September 30, 2009 and 2008**

Fixed Route Rides

2009	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	83,556	82,989	84,333	67,270	70,126	70,962	70,385	62,248	72,210				664,079
Day passes	5,868	5,474	5,476	4,337	4,186	5,373	6,014	5,681	4,908				47,317
10 ride passes/tickets	83,908	86,308	89,443	77,580	75,374	69,041	59,196	54,476	74,718				670,044
31 day passes	107,925	114,294	124,849	121,882	120,241	121,664	125,734	118,001	125,511				1,080,101
EZ Rider/Summer Youth passes	161,086	182,475	207,701	164,501	188,130	92,950	22,922	16,784	190,938				1,227,487
Total cash, ticket & pass rides	442,343	471,540	511,802	435,570	458,057	359,990	284,251	257,190	468,285				3,689,028
UW ASM	209,720	285,335	255,403	258,376	165,833	146,010	153,284	143,770	254,918				1,872,649
UW Employees	134,256	140,305	143,594	133,271	112,580	115,403	118,104	109,843	117,608				1,124,964
MATC	40,590	45,045	45,103	48,175	25,581	13,510	15,119	25,009	60,200				318,332
City of Madison	9,003	9,233	9,743	9,237	8,273	8,612	8,391	8,109	9,316				79,917
Edgewood	5,349	6,781	5,938	6,247	3,860	1,518	1,773	3,500	8,950				43,916
St. Mary's	2,394	2,731	2,984	3,382	3,231	3,413	3,731	3,817	4,031				29,714
Meriter	2,665	2,639	2,720	2,580	2,345	2,613	2,578	2,320	2,570				23,030
Total unlimited ride pass rides	403,977	492,069	465,485	461,268	321,703	291,079	302,980	296,368	457,593				3,492,522
UW routes 80-85	178,188	326,901	281,218	352,154	163,842	69,324	64,666	76,092	304,303				1,816,688
Total revenue rides	1,024,508	1,290,510	1,258,505	1,248,992	943,602	720,393	651,897	629,650	1,230,181				8,998,238
Transfers	75,063	74,196	79,443	72,609	73,475	84,698	91,290	77,779	76,336				704,889
Non-revenue rides	12,991	11,845	12,452	12,427	14,372	14,859	15,913	14,825	17,945				127,629
Total rides	1,112,562	1,376,551	1,350,400	1,334,028	1,031,449	819,950	759,100	722,254	1,324,462				9,830,756
Cumulative YTD total rides	1,112,562	2,489,113	3,839,513	5,173,541	6,204,990	7,024,940	7,784,040	8,506,294	9,830,756				

2008	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	97,084	87,976	84,165	90,854	92,874	91,823	89,639	84,458	100,841				819,714
Day passes	4,491	4,783	5,094	4,913	5,481	6,035	7,242	9,129	7,669				54,837
10 ride passes/tickets	92,189	95,727	90,169	96,252	87,857	74,466	68,685	62,796	89,371				757,512
31 day passes	104,836	104,136	112,035	111,336	109,679	108,837	113,682	111,686	121,069				997,296
EZ Rider/Summer Youth passes	126,110	153,291	146,885	189,786	179,152	77,724	23,901	16,553	180,201				1,093,603
Total cash, ticket & pass rides	424,710	445,913	438,348	493,141	475,043	358,885	303,149	284,622	499,151				3,722,962
UW ASM	192,492	289,244	235,297	260,149	168,995	136,051	145,308	130,738	251,883				1,810,157
UW Employees	128,409	136,716	131,521	132,323	114,462	110,131	112,982	105,193	118,161				1,089,898
MATC	37,554	39,102	37,008	43,157	34,990	31,096	31,135	35,714	55,390				345,146
City of Madison	9,213	9,647	9,622	9,572	9,035	8,859	9,460	8,397	9,893				83,698
Edgewood	4,713	6,318	5,575	6,469	4,034	1,916	2,196	3,408	7,554				42,183
St. Mary's	2,140	2,143	2,218	2,324	2,589	3,024	3,295	3,283	3,378				24,394
Meriter													-
Total unlimited ride pass rides	374,521	483,170	421,241	453,994	334,105	291,077	304,376	286,733	446,259				3,395,476
UW routes 80-85	156,518	300,281	212,763	260,857	132,235	64,505	73,127	74,640	247,385				1,522,311
Special events	524	6,160	7,389	33	-	-	-	-	-				14,106
Total revenue rides	956,273	1,235,524	1,079,741	1,208,025	941,383	714,467	680,652	645,995	1,192,795				8,654,855
Transfers	85,649	78,302	82,735	85,656	87,113	95,515	103,080	92,147	90,865				801,062
Non-revenue rides	11,630	9,283	12,908	14,491	16,698	17,137	18,926	18,702	16,208				135,983
Total rides	1,053,552	1,323,109	1,175,384	1,308,172	1,045,194	827,119	802,658	756,844	1,299,868				9,591,900
Cumulative YTD total rides	1,053,552	2,376,661	3,552,045	4,860,217	5,905,411	6,732,530	7,535,188	8,292,032	9,591,900				

Madison Metro Transit
Year to Year Fixed Route Ridership and Revenue Comparison
Through September 30, 2009 and 2008

Fixed Route Passenger Revenue % Change

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	-4.9%	-10.2%	-16.0%	-2.5%	11.0%	-2.3%	-3.9%	5.6%	-0.1%				-2.8%
Day passes	34.8%	32.2%	15.9%	19.5%	23.6%	15.1%	-7.6%	-13.3%	-8.0%				8.4%
10 ride passes/tickets	-18.0%	18.2%	32.1%	-28.7%	5.1%	24.3%	5.6%	25.6%	-4.4%				4.6%
31 day passes	-2.4%	-7.4%	48.7%	-7.9%	19.2%	-2.3%	4.4%	11.8%	8.9%				7.6%
EZ Rider/Summer Youth passes	26.1%	25.6%	25.6%	25.6%	25.6%	16.6%	-8.2%	45.7%	18.4%				23.4%
Total cash, ticket & pass revenue	-1.8%	7.0%	19.4%	-3.5%	14.6%	7.8%	1.0%	12.9%	6.8%				7.1%
UW ASM	17.9%	6.7%	17.4%	7.4%	6.2%	16.1%	14.1%	19.0%	1.2%				10.7%
UW Employees	13.1%	11.0%	18.1%	9.0%	6.4%	13.4%	13.1%	62.6%	-0.5%				14.0%
MATC	16.9%	24.6%	31.8%	20.8%	-20.9%	-53.0%	-1686.2%	-24.2%	25.6%				-5.0%
City of Madison	-2.3%	-4.3%	1.3%	11.5%	5.8%	12.3%	2.5%	11.6%	8.8%				5.1%
Edgewood	22.8%	16.1%	15.2%	4.5%	3.5%	-14.3%	-12.7%	11.1%	36.9%				14.5%
St. Mary's	11.9%	27.4%	34.5%	45.5%	24.8%	12.9%	30.8%	34.3%	37.9%				29.2%
Meriter													
Total unlimited ride pass revenue	16.4%	10.0%	19.3%	10.0%	4.3%	8.3%	1.4%	26.2%	5.4%				11.0%
Total passenger revenue	6.2%	8.5%	19.3%	3.0%	10.4%	8.0%	1.2%	18.8%	6.1%				8.9%
Cumulative YTD passenger revenue	6.2%	7.4%	11.4%	9.2%	9.5%	9.3%	8.4%	9.3%	8.9%				

Fixed Route Rides % Change

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	-13.9%	-5.7%	0.2%	-26.0%	-24.5%	-22.7%	-21.5%	-26.3%	-28.4%				-19.0%
Day passes	30.7%	14.4%	7.5%	-11.7%	-23.6%	-11.0%	-17.0%	-37.8%	-36.0%				-13.7%
10 ride passes/tickets	-9.0%	-9.8%	-0.8%	-19.4%	-14.2%	-7.3%	-13.8%	-13.2%	-16.4%				-11.5%
31 day passes	2.9%	9.8%	11.4%	9.5%	9.6%	11.8%	10.6%	5.7%	3.7%				8.3%
EZ Rider/Summer Youth passes	27.7%	19.0%	41.4%	-13.3%	5.0%	19.6%	-4.1%	1.4%	6.0%				12.2%
Total cash, ticket & pass rides	4.2%	5.7%	16.8%	-11.7%	-3.6%	0.3%	-6.2%	-9.6%	-6.2%				-0.9%
UW ASM	8.9%	-1.4%	8.5%	-0.7%	-1.9%	7.3%	5.5%	10.0%	1.2%				3.5%
UW Employees	4.6%	2.6%	9.2%	0.7%	-1.6%	4.8%	4.5%	4.4%	-0.5%				3.2%
MATC	8.1%	15.2%	21.9%	11.6%	-26.9%	-56.6%	-51.4%	-30.0%	8.7%				-7.8%
City of Madison	-2.3%	-4.3%	1.3%	-3.5%	-8.4%	-2.8%	-11.3%	-3.4%	-5.8%				-4.5%
Edgewood	13.5%	7.3%	6.5%	-3.4%	-4.3%	-20.8%	-19.3%	2.7%	18.5%				4.1%
St. Mary's	11.9%	27.4%	34.5%	45.5%	24.8%	12.9%	13.2%	16.3%	19.3%				21.8%
Meriter													
Total unlimited ride pass rides	7.9%	1.8%	10.5%	1.6%	-3.7%	0.0%	-0.5%	3.4%	2.5%				2.9%
UW routes 80-85	13.8%	8.9%	32.2%	35.0%	23.9%	7.5%	-11.6%	1.9%	23.0%				19.3%
Total revenue rides	7.1%	4.5%	16.6%	3.4%	0.2%	0.8%	-4.2%	-2.5%	3.1%				4.0%
Transfers	-12.4%	-5.2%	-4.0%	-15.2%	-15.7%	-11.3%	-11.4%	-15.6%	-16.0%				-12.0%
Non-revenue rides	11.7%	27.6%	-3.5%	-14.2%	-13.9%	-13.3%	-15.9%	-20.7%	10.7%				-6.1%
Total rides	5.6%	4.0%	14.9%	2.0%	-1.3%	-0.9%	-5.4%	-4.6%	1.9%				2.5%
Cumulative YTD total rides	5.6%	4.7%	8.1%	6.4%	5.1%	4.3%	3.3%	2.6%	2.5%				

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

For the period 1/1 - 9/30

Report Totals

2009	2528
2008	2691
2007	2311
2006	2028



BGRNDS

Category ID and Name	2009	2008	2007	2006
34 Wheelchair accessibility	1	0	0	1
39 Shelter Posters	0	0	0	0
67 Transfer Pt/Shelter Vandalism	0	0	1	2
68 Transfer Pt/Shelter Graffiti	40	25	15	4
91 Compliment	2	0	0	0
116 Other - no current category	1	2	5	12
128 Transfer Pt/Shelter Maintenance	12	13	10	10
Unit Totals	56	40	31	29

FIN

Category ID and Name	2009	2008	2007	2006
18 Fare Policy	2	1	1	7
19 Transfer Policy	0	0	0	0
91 Compliment	1	0	0	0
116 Other - no current category	0	7	5	2
Unit Totals	3	8	6	9

FIXED

Category ID and Name	2009	2008	2007	2006
3 Smoking	8	8	4	6
4 Driving Behavior	163	103	209	177
6 Bus Early - Fixed Route	171	116	115	48
7 Customer passed-up	188	199	155	138
8 Bus Off-route	32	26	12	21
9 Driver Not Wearing Seatbelt	0	1	0	0
10 Driver Not Calling Stops	0	0	0	0
11 Destination Sign Incorrect	23	10	12	4
12 Disruptive Passenger(s)	41	65	31	14
13 Bus Never Came	69	117	99	51
26 Overloads	9	6	19	11
29 Special Event Service	0	1	0	0
32 Bus Idling	12	12	16	8
33 Detours	26	26	30	18
34 Wheelchair accessibility	0	3	0	0
41 ITS: Intelligent Transportation S	0	2	0	0
55 Driver Rude	110	94	103	106
60 Transfer Points	4	7	0	0
66 Equipment Malfunction	20	10	14	3
69 Securement, mobility device	4	0	0	1
71 Other Driver Conduct	54	36	40	93
76 Missed Stop Request	25	18	11	5
77 Fare Dispute	18	19	15	11
78 Discrimination	1	10	2	5
79 City Ordinances	5	7	0	9
80 Electronic Device	11	7	3	10
81 Driving With Cell Phone	26	24	37	31
84 Unauthorized Stop	9	3	3	2
85 Unprofessional Conduct	5	31	58	25
86 Excessive Conversation	7	11	1	0
87 Bus Late - Fixed Route	108	123	136	102
88 Unsafe Situation	35	88	25	31

89 Property Damage	6	6	7	0
90 Passenger Injury	10	22	21	21
91 Compliment	126	134	91	79
116 Other - no current category	81	87	74	5
117 Climate Control	7	12	12	3
121 Missed Transfer	30	44	29	23
122 School Routes	16	23	1	6
124 Items Not Allowed on Bus	1	10	2	0
126 ADA Issues	13	29	12	24
130 Cut Route	1	7	7	4
132 Harassment	3	1	1	2
133 Running a Red Light	18	19	21	13
137 Weather Related	12	11	5	0
Unit Totals	1508	1588	1433	1110

INFSYS

Category ID and Name	2009	2008	2007	2006
41 ITS: Intelligent Transportation S	13	8	1	0
91 Compliment	4	1	0	0
116 Other - no current category	2	2	2	0
136 Trip Planner	46	19	18	16
Unit Totals	65	30	21	16

MAINT

Category ID and Name	2009	2008	2007	2006
32 Bus Idling	0	2	0	0
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
66 Equipment Malfunction	6	15	8	4
91 Compliment	0	2	0	0
115 Bus Appearance-Cleanliness	7	18	7	6
116 Other - no current category	18	8	0	2
117 Climate Control	2	8	6	1
Unit Totals	33	53	21	13

MKTG

Category ID and Name	2009	2008	2007	2006
18 Fare Policy	3	1	2	3
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	0	0	1	0
29 Special Event Service	0	0	0	0
33 Detours	1	2	2	2
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	14	2	8	19
37 Advertisements - General	4	4	1	2
38 Sales Outlets	0	0	0	0
39 Shelter Posters	2	2	4	0
40 Schedules	4	2	5	9
72 Other Public Info	2	5	7	19
91 Compliment	15	15	19	9
98 Schedule Info	17	10	12	6
100 Phones Busy	2	9	4	0
101 Behavior - Cust Svc	5	4	14	3
115 Bus Appearance-Cleanliness	1	0	1	0

116 Other - no current category	10	6	12	4
119 Lost and Found	2	3	2	2
120 Para - Ride Booking	10	11	10	3
135 Website	6	3	5	3
136 Trip Planner	2	1	0	1
137 Weather Related	2	7	2	0
138 Advertisements - Bus Wraps	2	9	26	0
140 Text/Email Alerts	1	0	0	0
Unit Totals	105	96	137	85

PARA

Category ID and Name	2009	2008	2007	2006
3 Smoking	0	0	1	1
4 Driving Behavior	21	7	7	9
55 Driver Rude	33	13	29	17
66 Equipment Malfunction	1	0	3	3
69 Securement, mobility device	31	9	3	4
79 City Ordinances	0	0	1	0
80 Electronic Device	3	0	0	0
81 Driving With Cell Phone	0	0	2	0
85 Unprofessional Conduct	1	3	6	2
88 Unsafe Situation	1	4	4	3
90 Passenger Injury	9	11	0	1
91 Compliment	39	9	22	10
93 Notification - Para App	1	0	0	0
94 Availability - Para App	1	1	0	0
95 Processing Time - Para App	0	0	1	0
96 Fares	18	8	6	13
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	7	1	1	0
99 Order Taking	16	7	6	6
100 Phones Busy	3	1	2	0
101 Behavior - Cust Svc	0	2	0	2
102 Bus Early - Para	26	13	11	10
103 Bus On-Time	0	0	0	0
104 Bus Late - Para	109	80	81	57
105 No Shows	46	31	55	17
106 Door-to-Door	10	9	11	21
107 Leave Attended	15	12	18	22
108 Mobility Device Securement	0	0	1	5
109 Travel Time - Para	51	40	39	22
110 Service Area - Para Policy	1	2	1	4
111 Backtracking	0	0	0	1
112 Passenger Behavior	11	21	15	6
113 Driver Behavior	15	25	9	19
114 Dispatch	12	5	6	7
116 Other - no current category	17	29	24	4
118 Drop-Off Wrong Location	2	0	0	0
120 Para - Ride Booking	6	8	8	9
132 Harassment	0	0	1	0
133 Running a Red Light	0	0	0	0
137 Weather Related	0	2	0	0
Unit Totals	506	353	374	275

PLN

Category ID and Name	2009	2008	2007	2006
18 Fare Policy	3	1	0	2
19 Transfer Policy	0	0	0	1
21 Span	3	2	7	3
23 Express Service	0	11	3	3
25 Frequency	3	4	2	5
26 Overloads	28	21	20	27
27 Park & Ride	0	3	5	3
28 School Trippers Concern	6	8	9	4
29 Special Event Service	0	1	0	6
31 Expansion Request	19	21	22	16
33 Detours	16	11	13	3
34 Wheelchair accessibility	0	0	0	0
40 Schedules	30	39	44	25
42 Routes	6	307	47	316
43 Schedules - Service Design	26	14	7	26
44 Quality	0	1	2	1
47 Corridor Schedules	1	0	0	0
48 Transfer Coordination	6	2	2	2
49 Travel Time - Service Design	0	1	1	5
60 Transfer Points	0	0	0	4
70 Other Service Design	8	4	1	0
73 Bus Stop Request	28	33	40	19
74 Bus Stop Damage	3	2	6	4
75 Shelter Addition/Removal	19	6	1	0
91 Compliment	5	8	9	12
92 Public Hearing Comment	15	1	41	0
116 Other - no current category	16	20	2	2
127 Public Hearing Addendum	1	1	0	0
129 Service Design Request	10	0	4	2
139 Surveys	0	1	0	0
Unit Totals	252	523	288	491

ParaTransit
Operating Statistics For Periods Ending 9/30/2008 & 9/30/2009

CURRENT MONTH				YEAR TO DATE		
Actual 2008	Actual 2009	Variance 2008 to 2009		Actual 2008	Actual 2009	Variance 2008 to 2009
			Service Supplied Data			
1,153	1,166	13	No. of Clients riding the System	1,641	1,743	102
			<i>Ridership</i>			
5,410	5,413	3	Directly Operated Service	44,846	48,937	4,091
17,652	17,137	(515)	ADA Contracted Services	155,127	155,443	316
23,062	22,550	(512)	Total ADA Ridership *	199,973	204,380	4,407
1,524	1,804	280	Group Access *	14,608	14,696	88
382	410	28	Total No-shows	4,364	4,326	(38)
			Service Quality Data			
0	2	2	Passenger Accidents	13	11	(2)
			Vehicle Accidents			
0	2	2	Chargeable **	5	8	3
0	0	0	Non-chargeable **	7	1	(6)
0	0	0	Preventable **	2	0	(2)
0	2	2	Total Vehicle Accidents **	16	9	(7)
			Fleet/Maintenance Data			
2	5	3	Road Calls	24	33	9
12	12	0	Actual Inspections	103	107	4
12	12	0	Scheduled Inspections	102	107	5

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

* ADA Ridership does not include Group Access.

** Staff continues to refine updated accident reporting process.

**Paratransit Performance Indicators
September, 2009**

Revenue Indicators

	Metro Plus YTD		Fixed Route YTD	
	Sept. 2008	Sept. 2009	Sept. 2008	Sept. 2009
Operating Revenue/ Operating Cost	37.9%	39.3%	22.1%	23.6%
Passenger Revenue/ Total Passenger Trips	\$1.04	\$1.17	\$0.69	\$0.73

Expense Indicators

Operating Cost/Passenger Trip	\$28.87	\$28.55	\$3.10	\$3.07
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	Metro Plus			
	Sept. 2008	Sept. 2009	YTD 2008	YTD 2009
Operations				
Total Trips	23,062	22,550	199,973	204,380
Rides Cancelled	3,400	3,205	34,307	33,537
Cancellation Rate	14.7%	14.2%	17.2%	16.4%
No Shows	382	410	4,364	4,326
No Shows/Rides Provided	1.7%	1.8%	2.2%	2.1%
Number of Clients Provided Service	1,153	1,166	1,641	1,743
Average Trips/Client	20.0	19.3	121.9	117.3
DDS Trips	13,643	13,637	116,577	118,337
Subscription Trips	13,202	13,262	113,774	120,629
DDS Subscription Trips	8,760	9,039	74,116	77,932
D2D Trips	17,215	17,333	146,570	156,289
Lv Attended Trips	6,306	6,130	54,046	53,252
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	101.0%	100.0%

Number of Trips by Provider YTD	Metro Direct	Cap. Express	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	23,180	535	37,884	39,465	37,589	138,653
Non-Ambulatory	25,757	579	-	4,747	34,644	65,727
Percentage	23.94%	0.55%	18.54%	21.63%	35.34%	100.00%

Customer Service YTD	Metro Direct	Cap. Express	Badger	Transit Sol	Badger Bus	Total
Rides Provided	48,937	1,114	37,884	44,212	72,233	204,380
Customer Complaints	140	1	99	74	140	454
Customer Compliments	17	2	2	7	11	39
Customer Suggestions	9	0	0	0	4	13
Complaints/1000 passenger trips	2.86	0.90	2.61	1.67	1.94	2.22
Late Service Reports (2)	26	8	307	138	169	648
Late Service Reports/1000 passenger trips	0.53	7.18	8.10	3.12	2.34	3.17

On-Time Performance, Sept. 2009	Metro Direct	Cap. Express	Badger	Transit Sol.	Badger Bus
	88%	96%	95%	97%	95%

ADA Certifications, September 2009	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,375	276	172	164	15,171
Category 2	38	0	0	0	0
Category 2/3	87	15	2	0	152
Category 3	2,322	439	108	36	7,186
Total	3,822				22,509

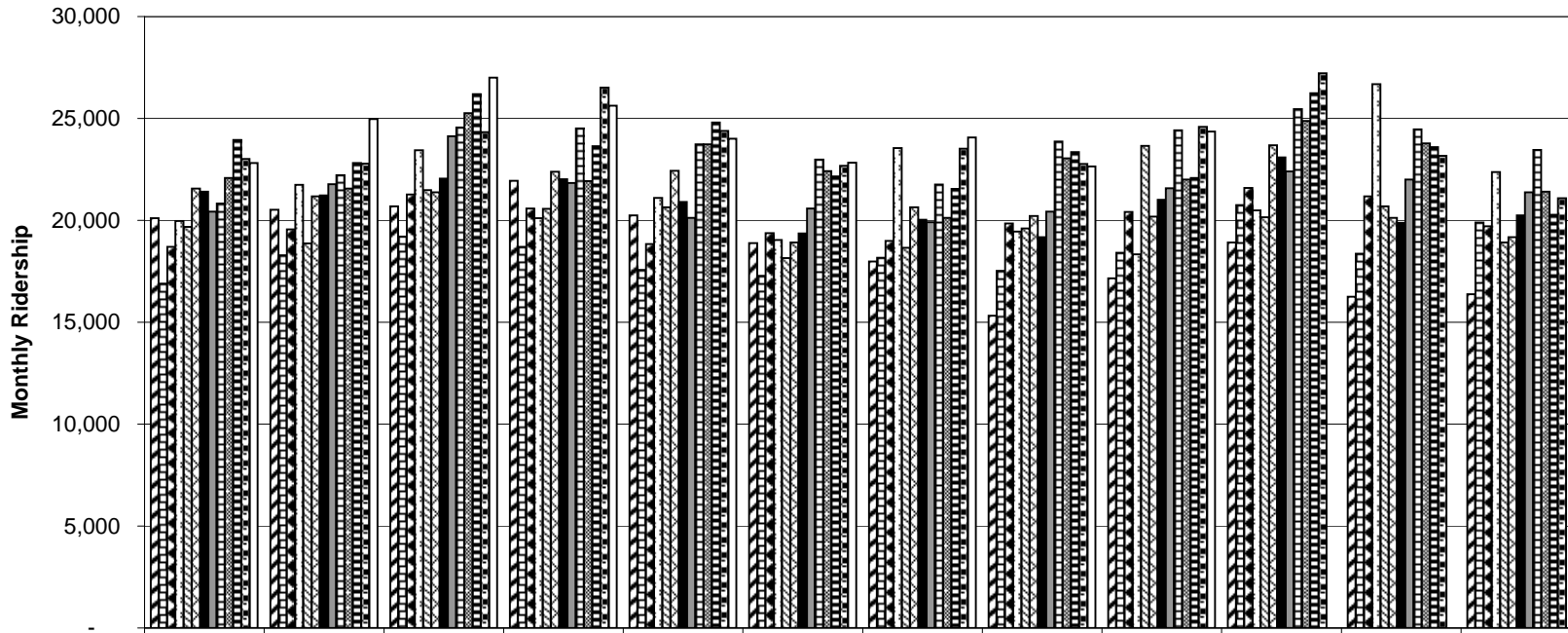
Monthly New Certification	48
Monthly Denied Applications	1

(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.

Monthly Paratransit Ridership, 1997 - 2009 (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
2009	22,810	24,972	27,006	25,626	24,011	22,831	24,066	22,646	24,354			

1997
 1998
 1999
 2000
 2001
 2002
 2003
 2004
 2005
 2006
 2007
 2008
 2009

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.