

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 6/30/2010 & 6/30/2011**

CURRENT MONTH			YEAR TO DATE			
Actual 2010	Actual 2011	Variance 2010 to 2011		Actual 2010	Actual 2011	Variance 2010 to 2011
			<b>Service Supplied</b>			
440,887	<b>438,513</b>	(2,374)	Total (Vehicle) Miles *	2,844,934	<b>2,851,480</b>	6,546
29,773	<b>30,476</b>	703	Revenue Hours	190,967	<b>192,705</b>	1,738
32,986	<b>33,355</b>	369	Total (Vehicle) Hours *	213,514	<b>214,674</b>	1,160
			<i>Ridership</i>			
737,087	<b>804,800</b>	<b>67,713</b>	Revenue Passengers **	6,514,395	<b>6,994,834</b>	<b>480,439</b>
78,305	<b>88,620</b>	<b>10,315</b>	Transfers	403,052	<b>424,277</b>	<b>21,225</b>
<u>16,623</u>	<u>20,532</u>	<u>3,909</u>	Non-Revenue Rides	<u>88,990</u>	<u>105,682</u>	<b>16,692</b>
832,015	<b>913,952</b>	81,937	Total Passengers	7,006,437	<b>7,524,793</b>	518,356
			<b>Service Quality</b>			
3,609	<b>3,130</b>	(479)	Trips using Lifts	17,407	<b>16,914</b>	(493)
14	<b>10</b>	(4)	Passenger Accidents	67	<b>55</b>	(12)
			Vehicle Accidents			
5	<b>6</b>	1	Chargeable	25	<b>35</b>	10
3	<b>10</b>	7	Non-chargeable	49	<b>44</b>	(5)
<u>1</u>	<u>0</u>	<u>(1)</u>	Preventable	<u>8</u>	<u>5</u>	<u>(3)</u>
9	<b>16</b>	7	Total Vehicle Accidents	82	<b>84</b>	2
			<b>Fleet/Maintenance</b>			
72	<b>61</b>	(11)	Road Calls	368	<b>444</b>	76
73	<b>73</b>	0	Actual Inspections	474	<b>476</b>	2
73	<b>73</b>	0	Scheduled Inspections	474	<b>476</b>	2

**ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--June 2011 vs. June 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	978,804	858,749	14.0%	105.84	93.36	13.4%		<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 & holidays only).	
85 UW CAMPUS-PARK ST CIRCULATOR	178,269	162,652	9.6%	81.99	74.66	9.8%			
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	18,556	14,462	28.3%	65.01	51.06	27.3%			
90-93 SUPPLEMENTARY SCHOOL SERVICE	570,891	613,866	-7.0%	64.06	64.10	-0.1%			
81-82 UW LATE NITE CIRCULATORS	160,563	117,961	36.1%	63.54	46.61	36.3%			
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	330,206	297,494	11.0%	51.33	47.32	8.5%			
2 WTP-NTP	659,095	568,651	15.9%	49.98	44.90	11.3%			
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	47,239	41,766	13.1%	48.31	42.99	12.4%			
50 WTP-SCHROEDER-RAYMOND LOOP	88,546	91,460	-3.2%	41.97	43.44	-3.4%			
4 NTP-STP	398,893	381,130	4.7%	41.81	40.44	3.4%			
9 ETP - UW CAMPUS & 33 HIESTAND LOOP (peak hour trips on 9 began Aug. 24, 2009)	114,429	100,846	13.5%	41.01	37.54	9.2%		<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</b> <b>58, 71, 72, 74</b>	
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	767,786	727,797	5.5%	38.38	35.88	7.0%			
40 STP - ARBOR HILLS LOOP	94,396	84,197	12.1%	38.01	35.02	8.5%			
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	72,305	66,577	8.6%	37.14	34.47	7.7%			
3 WTP-ETP	300,720	274,989	9.4%	34.66	31.99	8.3%			
16 STP - ETP	209,493	193,743	8.1%	34.23	31.61	8.3%			
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	480,438	427,928	12.3%	33.26	31.86	4.4%			
51 WTP-MUIR FIELD LOOP	41,497	34,414	20.6%	31.87	26.38	20.9%			
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	204,502	187,105	9.3%	31.61	30.02	5.3%			
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	129,699	131,740	-1.5%	31.49	32.25	-2.4%			
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	550,354	535,165	2.8%	31.45	30.69	2.5%		<b>Peripheral Routes</b> operate from transfer points to outlying areas: <b>20, 21, 22, 26, 30, 32, 33, 36, 40, 50, 51, 52, 73, 78</b>	
55 VERONA- WTP COMMUTER	21,308	19,358	10.1%	30.66	28.07	9.2%			
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	12,157	13,213	-8.0%	30.29	33.19	-8.7%			
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	60,073	56,525	6.3%	29.99	28.78	4.2%			
1 CAP SQUARE - UW	13,981	12,845	8.8%	28.23	26.14	8.0%			
11 & 12 WTP-DUTCH MILL-CAP SQUARE	72,909	67,170	8.5%	27.40	25.45	7.7%			
21 LAKEVIEW LOOP	82,438	97,683	-15.6%	26.60	31.63	-15.9%			
27 NTP - UW CAMPUS COMMUTER	24,794	20,950	18.3%	26.45	22.59	17.1%			
47 ARBOR HILLS COMMUTER	41,621	38,104	9.2%	25.37	23.41	8.4%			
7 WTP-ETP (Weekends & Holidays Only)	67,922	58,691	15.7%	24.15	20.47	17.9%			
19 RED ARROW TR-CAP SQUARE	91,918	87,210	5.4%	24.06	23.04	4.4%		<b>Connector Routes</b> connect transfer points throughout the day: <b>16, 17, 18.</b>	
58 GREENTREE COMMUTER	35,819	33,378	7.3%	23.70	22.26	6.5%			
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	262,200	243,654	7.6%	23.27	21.68	7.4%	x		
70 MIDDLETON-CAPITOL SQUARE	76,225	69,192	10.2%	22.74	20.90	8.8%	x		
32 ACEWOOD-THOMPSON LOOP	22,625	26,861	-15.8%	21.57	25.53	-15.5%	x		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	16,941	15,837	7.0%	20.84	19.11	9.0%	x		
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)	38,594	30,415	26.9%	19.14	15.25	25.5%	x		
73 WTP-OLD SAUK TRAILS	63,873	60,843	5.0%	17.49	16.65	5.1%	x		
34 ETP-MATC & 39 ETP - DAIRY DRIVE (peak service on 34 began Aug. 24, 2009)	33,398	31,345	6.5%	16.86	16.08	4.8%	x		
25 AMERICAN CENTER COMMUTER	6,015	4,759	26.4%	16.28	13.35	21.9%	x		
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	24,165	25,447	-5.0%	15.68	16.18	-3.1%	x	<b>Circulator Routes</b> <b>1, 9, 10, 34</b>	
52 WTP-FITCHBURG	21,057	32,251	-34.7%	14.92	23.14	-35.5%	x		
74 MIDDLETON LOOP	12,121	14,292	-15.2%	12.93	15.37	-15.9%	x		
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	5,284	5,190	1.8%	12.26	14.24	-13.9%	x		
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	13,449	22,113	-39.2%	9.20	14.87	-38.1%	x		
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	5,665	4,688	20.8%	6.98	5.67	23.1%	x		
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	1,286	1,302	-1.2%	4.58	4.68	-2.0%	x		
UNKNOWN ROUTE & ROAD BUS *	274	430	-36.3%	NA	NA	NA	x		
<b>SYSTEM TOTAL</b>	<b>7,524,793</b>	<b>7,006,437</b>	<b>7.4%</b>	<b>39.05</b>	<b>36.69</b>	<b>6.4%</b>	<b>23.43</b>		<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>59</b> operates weekends & holidays between the WTP and Fitchburg. <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 <b>70</b> operates like a core route between the Capitol Square & Middleton on weekdays.  <b>UW Campus Circulators</b> <b>80, 81, 82, 84, 85</b>
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)</b>	<b>6,188,601</b>	<b>5,852,613</b>	<b>5.7%</b>	<b>34.68</b>	<b>33.11</b>	<b>4.7%</b>	<b>20.81</b>		

\* 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 - June 2011**

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2011	2010	% change	2011	2010
1 CAP SQUARE - UW	13,981	12,845	8.8%	28.23	26.14
2 WTP-NTP	659,095	568,651	15.9%	49.98	44.90
3 WTP-ETP	300,720	274,989	9.4%	34.66	31.99
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<b>MIDDLETON ROUTES TOTAL</b>	<b>277,047</b>	<b>257,860</b>	<b>7.4%</b>	<b>24.52</b>	<b>23.10</b>
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<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)</b>	<b>6,188,601</b>	<b>5,852,613</b>	<b>5.7%</b>	<b>34.68</b>	<b>33.11</b>

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**Madison Metro Transit**  
**Year to Year Fixed Route Ridership and Revenue Comparison**  
**Through June 30, 2011 and 2010**

**Fixed Route Passenger Revenue**

<b>2011</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
Cash fares	\$ 113,456	\$ 124,917	\$ 123,260	\$ 106,168	\$ 109,926	\$ 122,187							\$ 699,914
Day passes	\$ 6,756	\$ 6,596	\$ 7,075	\$ 6,462	\$ 7,866	\$ 8,459							\$ 43,214
10 ride passes/tickets	\$ 148,710	\$ 76,940	\$ 130,155	\$ 100,335	\$ 83,700	\$ 134,450							\$ 674,290
31 day passes	\$ 102,053	\$ 95,480	\$ 118,167	\$ 109,615	\$ 95,645	\$ 115,610							\$ 636,570
EZ Rider/Summer Youth passes	\$ 109,549	\$ 146,065	\$ 146,065	\$ 146,065	\$ 146,065	\$ 43,116							\$ 736,923
<b>Total cash, ticket &amp; pass revenue</b>	<b>\$ 480,524</b>	<b>\$ 449,998</b>	<b>\$ 524,722</b>	<b>\$ 468,645</b>	<b>\$ 443,202</b>	<b>\$ 423,822</b>							<b>\$ 2,790,911</b>
UW ASM	\$ 245,290	\$ 245,290	\$ 245,290	\$ 245,290	\$ 245,290	\$ 245,290							\$ 1,471,742
UW Employees	\$ 104,265	\$ 136,825	\$ 136,825	\$ 136,825	\$ 136,825	\$ 136,824							\$ 788,387
MATC	\$ 57,524	\$ 73,902	\$ 83,751	\$ 82,367	\$ 42,080	\$ 24,678							\$ 364,302
City of Madison	\$ 11,953	\$ 12,050	\$ 13,534	\$ 11,079	\$ 11,183	\$ 11,440							\$ 71,239
Edgewood	\$ 8,510	\$ 9,078	\$ 9,571	\$ 9,108	\$ 5,425	\$ 3,631							\$ 45,323
St. Mary's	\$ 3,775	\$ 4,039	\$ 4,488	\$ 4,033	\$ 4,098	\$ 4,618							\$ 25,051
Meriter	\$ 2,929	\$ 2,821	\$ 3,503	\$ 3,034	\$ 3,112	\$ 3,535							\$ 18,934
Commuter	\$ 11,784	\$ 11,502	\$ 14,598	\$ 13,032	\$ 14,851	\$ 17,979							\$ 83,746
<b>Total unlimited ride pass revenue</b>	<b>\$ 446,030</b>	<b>\$ 495,507</b>	<b>\$ 511,560</b>	<b>\$ 504,768</b>	<b>\$ 462,864</b>	<b>\$ 447,995</b>							<b>\$ 2,868,724</b>
<b>Total passenger revenue</b>	<b>\$ 926,554</b>	<b>\$ 945,504</b>	<b>\$ 1,036,281</b>	<b>\$ 973,412</b>	<b>\$ 906,065</b>	<b>\$ 871,817</b>							<b>\$ 5,659,635</b>
<b>Cumulative YTD passenger revenue</b>	<b>\$ 926,554</b>	<b>\$ 1,872,058</b>	<b>\$ 2,908,340</b>	<b>\$ 3,881,752</b>	<b>\$ 4,787,818</b>	<b>\$ 5,659,635</b>							

<b>2010</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
Cash fares	\$ 107,668	\$ 100,462	\$ 102,833	\$ 92,170	\$ 104,315	\$ 108,660							\$ 616,108
Day passes	\$ 6,803	\$ 6,522	\$ 6,050	\$ 5,582	\$ 7,172	\$ 7,890							\$ 40,017
10 ride passes/quiktix	\$ 138,755	\$ 106,015	\$ 98,150	\$ 99,830	\$ 103,585	\$ 106,695							\$ 653,030
31 day passes	\$ 102,740	\$ 113,300	\$ 113,713	\$ 115,501	\$ 114,675	\$ 96,635							\$ 656,563
EZ Rider/Summer Youth passes	\$ 107,786	\$ 156,501	\$ 156,501	\$ 156,501	\$ 156,501	\$ 55,075							\$ 788,865
<b>Total cash, ticket &amp; pass revenue</b>	<b>\$ 463,752</b>	<b>\$ 482,800</b>	<b>\$ 477,246</b>	<b>\$ 469,583</b>	<b>\$ 486,248</b>	<b>\$ 374,955</b>							<b>\$ 2,754,583</b>
UW ASM	\$ 202,962	\$ 288,960	\$ 270,208	\$ 239,974	\$ 169,240	\$ 148,529							\$ 1,319,873
UW Employees	\$ 131,380	\$ 141,041	\$ 144,131	\$ 125,765	\$ 112,549	\$ 115,941							\$ 770,807
MATC	\$ 46,655	\$ 70,730	\$ 76,078	\$ 71,084	\$ 38,410	\$ 20,888							\$ 323,846
City of Madison	\$ 11,661	\$ 11,846	\$ 12,510	\$ 11,547	\$ 10,767	\$ 10,823							\$ 69,154
Edgewood	\$ 7,597	\$ 8,246	\$ 8,575	\$ 7,687	\$ 3,970	\$ 2,584							\$ 38,657
St. Mary's	\$ 3,196	\$ 3,390	\$ 3,870	\$ 3,843	\$ 3,537	\$ 3,715							\$ 21,551
Meriter	\$ 3,305	\$ 3,785	\$ 3,800	\$ 3,499	\$ 2,637	\$ 2,801							\$ 19,827
Commuter	\$ 911	\$ 2,368	\$ 3,026	\$ 2,922	\$ 2,867	\$ 2,985							\$ 15,079
<b>Total unlimited ride pass revenue</b>	<b>\$ 407,666</b>	<b>\$ 530,365</b>	<b>\$ 522,196</b>	<b>\$ 466,322</b>	<b>\$ 343,978</b>	<b>\$ 308,266</b>							<b>\$ 2,578,793</b>
<b>Total passenger revenue</b>	<b>\$ 871,418</b>	<b>\$ 1,013,165</b>	<b>\$ 999,442</b>	<b>\$ 935,905</b>	<b>\$ 830,225</b>	<b>\$ 683,221</b>							<b>\$ 5,333,377</b>
<b>Cumulative YTD passenger revenue</b>	<b>\$ 871,418</b>	<b>\$ 1,884,583</b>	<b>\$ 2,884,025</b>	<b>\$ 3,819,930</b>	<b>\$ 4,650,156</b>	<b>\$ 5,333,377</b>							

**Madison Metro Transit**  
**Year to Year Fixed Route Ridership and Revenue Comparison**  
**Through June 30, 2011 and 2010**

**Fixed Route Rides**

<b>2011</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
Cash fares	71,189	67,676	71,132	59,044	66,002	75,648							410,691
Day passes	3,598	3,567	4,127	3,836	4,249	5,901							25,278
10 ride passes/tickets	72,573	67,323	83,097	63,613	68,058	59,074							413,738
31 day passes	133,180	121,420	151,517	136,740	145,278	147,151							835,286
EZ Rider/Summer Youth passes	189,975	151,918	239,213	183,109	220,301	92,446							1,076,962
<b>Total cash, ticket &amp; pass rides</b>	<b>470,515</b>	<b>411,904</b>	<b>549,086</b>	<b>446,342</b>	<b>503,888</b>	<b>380,220</b>							<b>2,761,955</b>
UW ASM	242,812	305,756	304,610	291,531	192,825	168,832							1,506,366
UW Employees	146,341	146,893	161,652	141,363	124,873	126,039							847,161
MATC	50,021	64,263	72,827	71,623	36,591	21,459							316,784
City of Madison	10,394	10,478	11,769	9,832	9,939	10,029							62,441
Edgewood	7,400	7,894	8,323	8,140	4,996	3,387							40,140
St. Mary's	3,283	3,512	3,903	3,504	3,563	4,015							21,780
Meriter	2,547	2,453	3,046	2,658	2,746	3,074							16,524
Commuter	10,247	10,002	12,755	11,356	12,945	15,647							72,952
<b>Total unlimited ride pass rides</b>	<b>473,045</b>	<b>551,251</b>	<b>578,885</b>	<b>540,007</b>	<b>388,478</b>	<b>352,482</b>							<b>2,884,148</b>
UW routes 80-85	220,475	340,473	281,593	297,059	126,300	70,906							1,336,806
<b>Total revenue rides</b>	<b>1,164,035</b>	<b>1,303,628</b>	<b>1,409,564</b>	<b>1,283,408</b>	<b>1,018,666</b>	<b>803,608</b>							<b>6,982,909</b>
Transfers	71,408	61,215	72,636	62,400	67,979	88,617							424,255
Non-revenue rides	18,034	15,996	20,961	19,180	21,731	21,727							117,629
<b>Total rides</b>	<b>1,253,477</b>	<b>1,380,839</b>	<b>1,503,161</b>	<b>1,364,988</b>	<b>1,108,376</b>	<b>913,952</b>							<b>7,524,793</b>
<b>Cumulative YTD total rides</b>	<b>1,253,477</b>	<b>2,634,316</b>	<b>4,137,477</b>	<b>5,502,465</b>	<b>6,610,841</b>	<b>7,524,793</b>							

<b>2010</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total</b>
Cash fares	62,055	56,315	60,361	56,320	60,003	65,860							360,914
Day passes	3,716	3,794	3,733	3,828	4,369	5,373							24,813
10 ride passes/tickets	81,433	78,442	81,291	71,757	70,266	59,635							442,824
31 day passes	126,169	129,516	144,359	129,655	129,782	136,347							795,828
EZ Rider/Summer Youth passes	192,573	188,628	215,939	199,078	206,591	90,118							1,092,927
<b>Total cash, ticket &amp; pass rides</b>	<b>465,946</b>	<b>456,695</b>	<b>505,683</b>	<b>460,638</b>	<b>471,011</b>	<b>357,333</b>							<b>2,717,306</b>
UW ASM	213,195	303,529	283,832	252,074	177,773	156,018							1,386,421
UW Employees	138,004	148,152	151,398	132,106	118,224	121,787							809,671
MATC	42,414	64,300	69,162	64,622	34,918	18,989							294,405
City of Madison	10,140	10,301	10,878	10,041	9,363	9,411							60,134
Edgewood	6,906	7,496	7,795	6,988	3,609	2,349							35,143
St. Mary's	2,779	2,948	3,365	3,342	3,076	3,230							18,740
Meriter	2,874	3,291	3,304	3,043	2,293	2,436							17,241
Commuter	792	2,059	2,631	2,541	2,493	2,596							13,112
<b>Total unlimited ride pass rides</b>	<b>417,104</b>	<b>542,076</b>	<b>532,365</b>	<b>474,757</b>	<b>351,749</b>	<b>316,816</b>							<b>2,634,867</b>
UW routes 80-85	159,861	306,025	263,277	237,658	124,127	61,919							1,152,867
<b>Total revenue rides</b>	<b>1,042,911</b>	<b>1,304,796</b>	<b>1,301,325</b>	<b>1,173,053</b>	<b>946,887</b>	<b>736,068</b>							<b>6,505,040</b>
Transfers	66,399	61,933	68,110	63,282	65,023	78,305							403,052
Non-revenue rides	16,013	13,011	16,114	16,862	18,703	17,642							98,345
<b>Total rides</b>	<b>1,125,323</b>	<b>1,379,740</b>	<b>1,385,549</b>	<b>1,253,197</b>	<b>1,030,613</b>	<b>832,015</b>							<b>7,006,437</b>
<b>Cumulative YTD total rides</b>	<b>1,125,323</b>	<b>2,505,063</b>	<b>3,890,612</b>	<b>5,143,809</b>	<b>6,174,422</b>	<b>7,006,437</b>							

**Madison Metro Transit**  
**Year to Year Fixed Route Ridership and Revenue Comparison**  
**Through June 30, 2011 and 2010**

**Fixed Route Passenger Revenue % Change**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	5.4%	24.3%	19.9%	15.2%	5.4%	12.4%							13.6%
Day passes	-0.7%	1.1%	17.0%	15.8%	9.7%	7.2%							8.0%
10 ride passes/tickets	7.2%	-27.4%	32.6%	0.5%	-19.2%	26.0%							3.3%
31 day passes	-0.7%	-15.7%	3.9%	-5.1%	-16.6%	19.6%							-3.0%
EZ Rider/Summer Youth passes	1.6%	-6.7%	-6.7%	-6.7%	-6.7%	-21.7%							-6.6%
<b>Total cash, ticket &amp; pass revenue</b>	<b>3.6%</b>	<b>-6.8%</b>	<b>9.9%</b>	<b>-0.2%</b>	<b>-8.9%</b>	<b>13.0%</b>							<b>1.3%</b>
UW ASM	20.9%	-15.1%	-9.2%	2.2%	44.9%	65.1%							11.5%
UW Employees	-20.6%	-3.0%	-5.1%	8.8%	21.6%	18.0%							2.3%
MATC	23.3%	4.5%	10.1%	15.9%	9.6%	18.1%							12.5%
City of Madison	2.5%	1.7%	8.2%	-4.1%	3.9%	5.7%							3.0%
Edgewood	12.0%	10.1%	11.6%	18.5%	36.7%	40.5%							17.2%
St. Mary's	18.1%	19.1%	16.0%	4.9%	15.8%	24.3%							16.2%
Meriter	-11.4%	-25.5%	-7.8%	-13.3%	18.0%	26.2%							-4.5%
Commuter	1193.8%	385.8%	382.5%	346.0%	418.0%	502.2%							455.4%
<b>Total unlimited ride pass revenue</b>	<b>9.4%</b>	<b>-6.6%</b>	<b>-2.0%</b>	<b>8.2%</b>	<b>34.6%</b>	<b>45.3%</b>							<b>11.2%</b>
<b>Total passenger revenue</b>	<b>6.3%</b>	<b>-6.7%</b>	<b>3.7%</b>	<b>4.0%</b>	<b>9.1%</b>	<b>27.6%</b>							<b>6.1%</b>
<b>Cumulative YTD passenger revenue</b>	<b>6.3%</b>	<b>-0.7%</b>	<b>0.8%</b>	<b>1.6%</b>	<b>3.0%</b>	<b>6.1%</b>							

**Fixed Route Rides % Change**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	14.7%	20.2%	17.8%	4.8%	10.0%	14.9%							13.8%
Day passes	-3.2%	-6.0%	10.6%	0.2%	-2.7%	9.8%							1.9%
10 ride passes/tickets	-10.9%	-14.2%	2.2%	-11.3%	-3.1%	-0.9%							-6.6%
31 day passes	5.6%	-6.3%	5.0%	5.5%	11.9%	7.9%							5.0%
EZ Rider/Summer Youth passes	-1.3%	-19.5%	10.8%	-8.0%	6.6%	2.6%							-1.5%
<b>Total cash, ticket &amp; pass rides</b>	<b>1.0%</b>	<b>-9.8%</b>	<b>8.6%</b>	<b>-3.1%</b>	<b>7.0%</b>	<b>6.4%</b>							<b>1.6%</b>
UW ASM	13.9%	0.7%	7.3%	15.7%	8.5%	8.2%							8.7%
UW Employees	6.0%	-0.8%	6.8%	7.0%	5.6%	3.5%							4.6%
MATC	17.9%	-0.1%	5.3%	10.8%	4.8%	13.0%							7.6%
City of Madison	2.5%	1.7%	8.2%	-2.1%	6.2%	6.6%							3.8%
Edgewood	7.2%	5.3%	6.8%	16.5%	38.4%	44.2%							14.2%
St. Mary's	18.1%	19.1%	16.0%	4.8%	15.8%	24.3%							16.2%
Meriter	-11.4%	-25.5%	-7.8%	-12.7%	19.8%	26.2%							-4.2%
Commuter	1193.8%	385.8%	384.8%	346.9%	419.3%	502.7%							456.4%
<b>Total unlimited ride pass rides</b>	<b>13.4%</b>	<b>1.7%</b>	<b>8.7%</b>	<b>13.7%</b>	<b>10.4%</b>	<b>11.3%</b>							<b>9.5%</b>
UW routes 80-85	37.9%	11.3%	7.0%	25.0%	1.8%	14.5%							16.0%
<b>Total revenue rides</b>	<b>11.6%</b>	<b>-0.1%</b>	<b>8.3%</b>	<b>9.4%</b>	<b>7.6%</b>	<b>9.2%</b>							<b>7.3%</b>
Transfers	7.5%	-1.2%	6.6%	-1.4%	4.5%	13.2%							5.3%
Non-revenue rides	12.6%	22.9%	30.1%	13.7%	16.2%	23.2%							19.6%
<b>Total rides</b>	<b>11.4%</b>	<b>0.1%</b>	<b>8.5%</b>	<b>8.9%</b>	<b>7.5%</b>	<b>9.8%</b>							<b>7.4%</b>
<b>Cumulative YTD total rides</b>	<b>11.4%</b>	<b>5.2%</b>	<b>6.3%</b>	<b>7.0%</b>	<b>7.1%</b>	<b>7.4%</b>							



**Madison Metro Transit**  
**Unaudited Financial Performance Report**  
**Year-to-Date through June 30**  
**All Modes**

		2010 Actual	2011 Budget	2011 Actual	Over/Under Budget	Change from Prior Year
<b>Passenger Revenue:</b>						
	Cash, Tickets, Passes:	\$ 2,914,598	\$ 2,977,098	\$ 3,018,447	\$ 41,349	\$ 103,848
	Unlimited Ride Passes:	\$ 2,596,722	\$ 2,818,971	\$ 2,956,137	\$ 137,165	\$ 359,414
	<b>Sub Total:</b>	<b>\$ 5,511,321</b>	<b>\$ 5,796,069</b>	<b>\$ 5,974,583</b>	<b>\$ 178,514</b>	<b>\$ 463,263</b>
<b>Misc Revenue:</b>						
	Advertising:	\$ 200,000	\$ 212,500	\$ 212,500	\$ 0	\$ 12,500
	County:	\$ 1,721,994	\$ 1,788,300	\$ 1,752,605	\$ (35,695)	\$ 30,611
	Other Operating:	\$ 4,562	\$ 29,800	\$ 7,630	\$ (22,170)	\$ 3,068
	Non-Operating:	\$ 35,186	\$ 39,800	\$ 41,591	\$ 1,791	\$ 6,406
	<b>Sub Total:</b>	<b>\$ 1,961,741</b>	<b>\$ 2,070,400</b>	<b>\$ 2,014,327</b>	<b>\$ (56,074)</b>	<b>\$ 52,585</b>
<b>Local Subsidies:</b>						
	City of Madison:	\$ 3,630,814	\$ 4,234,855	\$ 4,234,855	\$ -	\$ 604,041
	Funding Partners:	\$ 1,346,718	\$ 1,627,971	\$ 1,602,000	\$ (25,971)	\$ 255,282
	<b>Sub Total:</b>	<b>\$ 4,977,533</b>	<b>\$ 5,862,826</b>	<b>\$ 5,836,855</b>	<b>\$ (25,971)</b>	<b>\$ 859,322</b>
	<b>State Assistance:</b>	\$ 8,748,200	\$ 9,014,650	\$ 9,014,650	\$ 0	\$ 266,450
	<b>Federal grant funding for capital maintenance</b>	\$ 3,467,800	\$ 2,992,800	\$ 2,992,800	\$ -	\$ (475,000)
	<b>Total Revenue:</b>	<b>\$ 24,666,595</b>	<b>\$ 25,736,745</b>	<b>\$ 25,833,214</b>	<b>\$ 96,470</b>	<b>\$ 1,166,620</b>
<b>Salaries:</b>						
	Salaries/Wages:	\$ 11,303,915	\$ 11,670,450	\$ 11,514,108	\$ (156,341)	\$ 210,193
	OT:	\$ 749,550	\$ 625,080	\$ 639,089	\$ 14,010	\$ (110,460)
	Workers Comp:	\$ 93,898	\$ 100,173	\$ 100,292	\$ 119	\$ 6,394
<b>Benefits:</b>						
	Health:	\$ 2,747,609	\$ 2,919,611	\$ 2,933,661	\$ 14,051	\$ 186,052
	WI Retirement:	\$ 1,320,377	\$ 1,391,473	\$ 1,403,749	\$ 12,276	\$ 83,372
	Other:	\$ 1,655,192	\$ 1,648,347	\$ 1,686,870	\$ 38,523	\$ 31,678
	<b>Sub Total:</b>	<b>\$ 17,870,540</b>	<b>\$ 18,355,132</b>	<b>\$ 18,277,769</b>	<b>\$ (77,363)</b>	<b>\$ 407,229</b>
<b>Utilities:</b>						
	Natural Gas:	\$ 161,599	\$ 224,250	\$ 158,777	\$ (65,473)	\$ (2,822)
	Electricity:	\$ 126,127	\$ 135,000	\$ 136,458	\$ 1,458	\$ 10,331
	Telephone:	\$ 6,094	\$ 4,800	\$ 6,350	\$ 1,550	\$ 255
	Other:	\$ 14,764	\$ 14,400	\$ 15,312	\$ 912	\$ 548
<b>Building &amp; Grounds:</b>						
	Repairs/Maintenance:	\$ 48,013	\$ 53,400	\$ 72,849	\$ 19,449	\$ 24,835
	Supplies:	\$ 52,843	\$ 60,840	\$ 153,814	\$ 92,974	\$ 100,972
	Services:	\$ 7,204	\$ 5,400	\$ 5,576	\$ 176	\$ (1,628)
<b>Rolling Stock/Support Equipment:</b>						
	Equip. Repairs/Maintenance:	\$ 153,370	\$ 154,200	\$ 192,571	\$ 38,371	\$ 39,202
	Parts:	\$ 379,499	\$ 417,600	\$ 344,018	\$ (73,582)	\$ (35,481)
	Tires:	\$ 101,901	\$ 96,000	\$ 89,659	\$ (6,341)	\$ (12,242)
	Equipment Supplies:	\$ 53,487	\$ 62,400	\$ 38,134	\$ (24,266)	\$ (15,353)
	Fuels, Oils, & Lubricants:	\$ 1,482,187	\$ 1,593,700	\$ 1,901,555	\$ 307,855	\$ 419,368
<b>Administrative:</b>						
	Insurance & Financial:	\$ 508,618	\$ 581,441	\$ 557,855	\$ (23,586)	\$ 49,237
	Rentals/Leases:	\$ 78,681	\$ 81,200	\$ 81,648	\$ 448	\$ 2,967
	Training:	\$ 6,261	\$ 16,800	\$ 3,392	\$ (13,408)	\$ (2,869)
	Supplies, Equipment and Services:	\$ 228,155	\$ 219,200	\$ 232,276	\$ 13,076	\$ 4,121
<b>Operations:</b>						
	Paratransit Providers:	\$ 2,199,137	\$ 2,212,500	\$ 2,117,051	\$ (95,450)	\$ (82,086)
	GAS / RSVP / Exc Rides:	\$ 303,809	\$ 330,950	\$ 341,160	\$ 10,210	\$ 37,351
	<b>Inter Departmental Charges:</b>	\$ 399,072	\$ 429,050	\$ 453,398	\$ 24,348	\$ 54,326
	<b>Depreciation:</b>	\$ 2,838,352	\$ 2,850,000	\$ 3,177,869	\$ 327,869	\$ 339,517
	<b>Interest and Bad Debt Expense:</b>	\$ 203,102	\$ 136,850	\$ 136,850	\$ -	\$ (66,252)
	<b>Total Operating Expenses:</b>	<b>\$ 27,222,815</b>	<b>\$ 28,035,113</b>	<b>\$ 28,494,340</b>	<b>\$ 459,226</b>	<b>\$ 1,271,525</b>
	<b>Less Depreciation:</b>	\$ (2,838,352)	\$ (2,850,000)	\$ (3,177,869)	\$ (327,869)	\$ (339,517)
	<b>Capital Debt:</b>	\$ 447,432	\$ 514,100	\$ 514,100	\$ -	\$ 66,668
	Local share of prepaid lease	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>Fixed Assets:</b>	\$ -	\$ -	\$ 77,634	\$ 77,634	\$ 77,634
	<b>Federal grant funding for fixed assets</b>	\$ -	\$ -	\$ (62,107)	\$ (62,107)	\$ (62,107)
	<b>Total Expenditures:</b>	<b>\$ 24,831,894</b>	<b>\$ 25,699,213</b>	<b>\$ 25,846,098</b>	<b>\$ 146,884</b>	<b>\$ 1,014,203</b>
	<b>Reserves generated (used)</b>	<b>\$ (165,300)</b>	<b>\$ 37,532</b>	<b>\$ (12,883)</b>	<b>\$ (50,415)</b>	<b>\$ 152,416</b>



**ParaTransit**  
**Operating Statistics For Periods Ending 6/30/2010 & 6/30/2011**

CURRENT MONTH			YEAR TO DATE			
Actual 2010	Actual 2011	Variance 2010 to 2011		Actual 2010	Actual 2011	Variance 2010 to 2011
			<b>Service Supplied Data</b>			
1,145	1,141	(4)	No. of Clients riding the System	1,591	1,569	(22)
			<i>Ridership</i>			
4,697	4,397	(300)	Directly Operated Service	30,327	28,409	(1,918)
17,190	17,840	650	ADA Contracted Services	107,432	107,912	480
21,887	22,237	350	Total ADA Ridership	137,759	136,321	(1,438)
371	502	131	Total No-shows	2,457	2,838	381
			<b>Service Quality Data</b>			
1	1	0	Passenger Accidents	6	5	(1)
			Vehicle Accidents:			
0	0	0	Chargeable	3	2	(1)
0	1	1	Non-chargeable	3	7	4
0	0	0	Preventable	1	0	(1)
0	1	1	Total Vehicle Accidents	7	9	2
			<b>Fleet/Maintenance Data</b>			
6	5	(1)	Road Calls	18	20	2
12	8	(4)	Actual Inspections	66	61	(5)
12	8	(4)	Scheduled Inspections	66	61	(5)

**Paratransit Performance Indicators  
June, 2011**

<b>Revenue Indicators</b>	<b>Metro Plus YTD</b>		<b>Fixed Route YTD</b>	
	<b>June, 2010</b>	<b>June, 2011</b>	<b>June, 2010</b>	<b>June, 2011</b>
Operating Revenue/ Operating Cost	45.1%	44.9%	25.9%	27.2%
Passenger Revenue/ Total Passenger Trips	\$1.29	\$1.27	\$0.76	\$0.77

<b>Expense Indicators</b>	<b>Metro Plus</b>	<b>Fixed Route</b>
Operating Cost/Passenger Trip	\$25.40	\$2.84

<b>Operations</b>	<b>Metro Plus</b>			
	<b>June, 2010</b>	<b>June, 2011</b>	<b>YTD 2010</b>	<b>YTD 2011</b>
Total Trips	21,887	22,237	137,759	136,321
Rides Cancelled	3,303	3,341	20,923	21,771
Cancellation Rate	15.1%	15.0%	15.2%	16.0%
No Shows	371	502	2,457	2,838
No Shows/Rides Provided	1.7%	2.3%	1.8%	2.1%
Number of Clients Provided Service	1,145	1,141	1,591	1,569
Average Trips/Client	19.1	19.5	86.6	86.9
DDS Trips	13,791	13,869	84,319	81,919
Subscription Trips	12,772	12,732	82,650	81,609
DDS Subscription Trips	8,988	8,773	56,246	51,023
D2D Trips	16,524	15,493	104,092	96,545
Lv Attended Trips	6,333	6,934	36,526	40,063
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

<b>Number of Trips by Provider YTD</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Ambulatory	17,116	23,196	25,183	30,218	95,713
Non-Ambulatory	11,293	425	4,365	24,525	40,608
Percentage	20.84%	17.33%	21.68%	40.16%	100.00%

<b>Customer Service YTD</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Rides Provided	28,409	23,621	29,548	54,743	136,321
Customer Complaints	91	110	38	39	278
Customer Compliments	10	8	2	2	22
Customer Suggestions	6	1	2	2	11
Complaints/1000 passenger trips	3.20	4.66	1.29	0.71	2.04
Late Service Reports (2)	7	81	64	70	222
Late Service Reports/1000 passenger trips	0.25	3.43	2.17	1.28	1.63

<b>On-Time Performance, June, 2011</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
	90%	94%	96%	96%

<b>ADA Certifications, June 2011</b>	<b>Clients</b>	<b>1-19 Trips</b>	<b>&gt;20 - 40&lt;</b>	<b>&lt;40 Trips/mo</b>	<b>TTL Trips</b>
Category 1	1,536	302	192	153	15,540
Category 2	25	0	0	0	0
Category 2/3	72	6	0	0	59
Category 3	2,628	412	94	33	6,614
<b>Total</b>	<b>4,261</b>				<b>22,213</b>

Monthly New Certification	43
Monthly Denied Applications	0

Fixed Route Trips Using Lifts (YTD)	16,914
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(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.

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

For the period 1/1 - 6/30

**Report Totals**

2011	1693
2010	1445
2009	1707
2008	1978



**BGRNDS**

Category ID and Name	2011	2010	2009	2008
34 Wheelchair accessibility	2	0	1	0
39 Shelter Posters	0	1	0	0
67 Transfer Pt/Shelter Vandalism	0	0	0	0
68 Transfer Pt/Shelter Graffiti	40	27	27	20
91 Compliment	0	0	1	0
116 Other - no current category	1	0	1	2
128 Transfer Pt/Shelter Maintenance	3	8	9	13
<b>Unit Totals</b>	<b>46</b>	<b>36</b>	<b>39</b>	<b>35</b>

**FIN**

Category ID and Name	2011	2010	2009	2008
18 Fare Policy	6	0	1	1
19 Transfer Policy	0	0	0	0
91 Compliment	1	0	0	0
116 Other - no current category	1	0	0	4
<b>Unit Totals</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>5</b>

**FIXED**

Category ID and Name	2011	2010	2009	2008
3 Smoking	1	3	4	6
4 Driving Behavior	134	131	117	72
6 Bus Early - Fixed Route	77	64	124	84
7 Customer passed-up	132	116	103	128
8 Bus Off-route	22	14	18	16
9 Driver Not Wearing Seatbelt	0	0	0	1
10 Driver Not Calling Stops	0	0	0	0
11 Destination Sign Incorrect	5	7	13	5
12 Disruptive Passenger(s)	35	40	38	49
13 Bus Never Came	43	54	44	87
26 Overloads	6	10	5	5
29 Special Event Service	0	0	0	1
32 Bus Idling	5	11	6	8
33 Detours	17	7	19	13
34 Wheelchair accessibility	0	2	0	3
41 ITS: Intelligent Transportation S	0	0	0	2
55 Driver Rude	73	73	66	63
60 Transfer Points	13	4	3	6
66 Equipment Malfunction	10	7	11	6
69 Securement, mobility device	3	1	2	0
71 Other Driver Conduct	40	30	36	21
76 Missed Stop Request	5	9	18	14
77 Fare Dispute	14	8	11	11
78 Discrimination	2	1	1	8
79 City Ordinances	1	1	2	5
80 Electronic Device	5	12	6	4
81 Driving With Cell Phone	7	4	19	21
84 Unauthorized Stop	1	3	6	0
85 Unprofessional Conduct	11	15	4	25
86 Excessive Conversation	8	1	6	8
87 Bus Late - Fixed Route	53	45	70	99
88 Unsafe Situation	19	11	24	58

89 Property Damage	3	5	5	5
90 Passenger Injury	18	14	8	13
91 Compliment	96	84	90	97
116 Other - no current category	59	46	48	58
117 Climate Control	6	5	4	3
121 Missed Transfer	21	23	16	30
122 School Routes	23	29	6	19
124 Items Not Allowed on Bus	3	0	1	7
126 ADA Issues	8	22	8	24
130 Cut Route	7	4	0	6
132 Harassment	1	0	0	1
133 Running a Red Light	16	16	9	16
137 Weather Related	22	7	12	11
144 Stroller Policy	8	6	0	0
146 Bus Seating Layout	1	0	0	0
147 Crosswalk Violation	10	0	0	0
<b>Unit Totals</b>	<b>1044</b>	<b>945</b>	<b>983</b>	<b>1119</b>

**INFSYS**

Category ID and Name	2011	2010	2009	2008
41 ITS: Intelligent Transportation S	0	4	9	6
91 Compliment	0	0	4	1
116 Other - no current category	1	3	1	2
135 Website	2	2	0	0
136 Trip Planner	20	21	30	12
141 TransitTracker	6	12	0	0
142 Google Transit	5	4	0	0
143 Google Data Format	1	0	0	0
<b>Unit Totals</b>	<b>35</b>	<b>46</b>	<b>44</b>	<b>21</b>

**MAINT**

Category ID and Name	2011	2010	2009	2008
32 Bus Idling	0	0	0	1
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
66 Equipment Malfunction	11	3	5	9
91 Compliment	0	0	0	0
115 Bus Appearance-Cleanliness	4	1	7	14
116 Other - no current category	2	6	12	4
117 Climate Control	1	2	1	3
146 Bus Seating Layout	0	0	0	0
<b>Unit Totals</b>	<b>18</b>	<b>12</b>	<b>25</b>	<b>31</b>

**MKTG**

Category ID and Name	2011	2010	2009	2008
18 Fare Policy	2	2	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	3	0	1
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	5	5	9	2
37 Advertisements - General	8	0	4	4
38 Sales Outlets	1	0	0	0

39 Shelter Posters	1	1	2	1
40 Schedules	0	0	3	1
72 Other Public Info	2	2	1	4
91 Compliment	6	8	10	7
98 Schedule Info	1	9	13	5
99 Order Taking	2	0	0	0
100 Phones Busy	0	0	2	7
101 Behavior - Cust Svc	1	4	3	2
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	12	12	7	5
119 Lost and Found	2	1	2	2
120 Para - Ride Booking	4	5	7	9
135 Website	5	4	5	3
137 Weather Related	0	1	2	7
138 Advertisements - Bus Wraps	2	3	2	9
140 Text/Email Alerts	0	0	1	0
146 Bus Seating Layout	0	0	0	0
<b>Unit Totals</b>	<b>58</b>	<b>60</b>	<b>76</b>	<b>70</b>

**PARA**

Category ID and Name	2011	2010	2009	2008
3 Smoking	1	1	0	0
4 Driving Behavior	14	12	15	4
55 Driver Rude	15	16	20	8
66 Equipment Malfunction	2	0	1	0
69 Securement, mobility device	3	1	24	6
79 City Ordinances	0	0	0	0
80 Electronic Device	1	5	1	0
81 Driving With Cell Phone	1	1	0	0
85 Unprofessional Conduct	0	0	0	1
88 Unsafe Situation	4	1	1	2
90 Passenger Injury	4	4	5	7
91 Compliment	22	23	22	5
93 Notification - Para App	0	0	1	0
94 Availability - Para App	1	0	1	1
95 Processing Time - Para App	0	1	0	0
96 Fares	12	5	13	6
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	5	1	7	0
99 Order Taking	13	7	11	6
100 Phones Busy	2	1	3	1
101 Behavior - Cust Svc	0	0	0	1
102 Bus Early - Para	11	7	22	8
103 Bus On-Time	2	1	0	0
104 Bus Late - Para	57	48	92	61
105 No Shows	29	36	37	27
106 Door-to-Door	10	10	6	4
107 Leave Attended	16	18	6	10
108 Mobility Device Securement	2	0	0	0
109 Travel Time - Para	21	12	37	22
110 Service Area - Para Policy	3	2	0	1
111 Backtracking	0	0	0	0
112 Passenger Behavior	3	3	7	17
113 Driver Behavior	5	5	13	14

114 Dispatch	9	9	8	4
116 Other - no current category	15	15	13	24
118 Drop-Off Wrong Location	15	5	2	0
120 Para - Ride Booking	9	9	5	6
132 Harassment	2	1	0	0
133 Running a Red Light	0	0	0	0
137 Weather Related	2	0	0	2
147 Crosswalk Violation	0	0	0	0
<b>Unit Totals</b>	<b>311</b>	<b>260</b>	<b>373</b>	<b>248</b>

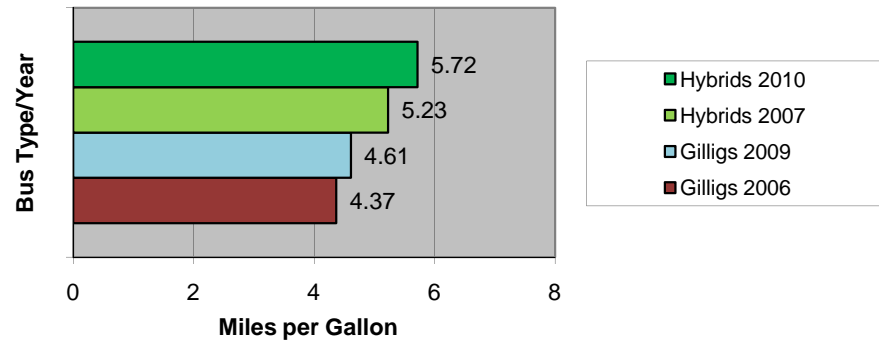
**PLN**

Category ID and Name	2011	2010	2009	2008
18 Fare Policy	0	0	3	1
19 Transfer Policy	0	0	0	0
21 Span	1	1	3	2
23 Express Service	2	1	0	11
25 Frequency	3	2	1	4
26 Overloads	32	16	11	10
27 Park & Ride	1	4	0	2
28 School Trippers Concern	2	1	2	3
29 Special Event Service	0	1	0	1
31 Expansion Request	11	11	16	19
33 Detours	5	13	12	6
34 Wheelchair accessibility	0	0	0	0
40 Schedules	11	5	17	28
42 Routes	6	2	3	292
43 Schedules - Service Design	6	4	22	6
44 Quality	0	0	0	1
47 Corridor Schedules	2	0	1	0
48 Transfer Coordination	2	0	1	2
49 Travel Time - Service Design	0	0	0	1
60 Transfer Points	0	1	0	0
70 Other Service Design	0	4	2	3
73 Bus Stop Request	15	9	21	24
74 Bus Stop Damage	1	0	3	1
75 Shelter Addition/Removal	0	2	14	5
91 Compliment	1	2	0	7
92 Public Hearing Comment	63	0	15	1
116 Other - no current category	5	1	9	17
127 Public Hearing Addendum	0	0	1	1
129 Service Design Request	0	2	9	0
135 Website	0	0	0	0
136 Trip Planner	1	4	0	0
139 Surveys	1	0	0	1
141 TransitTracker	0	0	0	0
142 Google Transit	0	0	0	0
143 Google Data Format	0	0	0	0
146 Bus Seating Layout	2	0	0	0
<b>Unit Totals</b>	<b>173</b>	<b>86</b>	<b>166</b>	<b>449</b>

Hybrid/Diesel Comparison - January 1, 2011 - June 30, 2011

Bus Type/Year	Bus #	Mileage	Fuel	Fuel Cost*	Parts	Labor	CPM**	AVG MPG
Gilligs (2006)	917-921	104,602	23,923	\$61,793	\$8,607	\$15,440	\$0.82	4.37
Hybrids (2007)	001-005	99,916	19,110	\$49,364	\$16,708	\$21,256	\$0.87	5.23
Gilligs (2009)	941-954	334,200	72,444	\$187,199	\$21,494	\$49,467	\$0.77	4.61
Hybrids (2010)	006-019	451,392	78,912	\$205,549	\$13,136	\$54,897	\$0.61	5.72

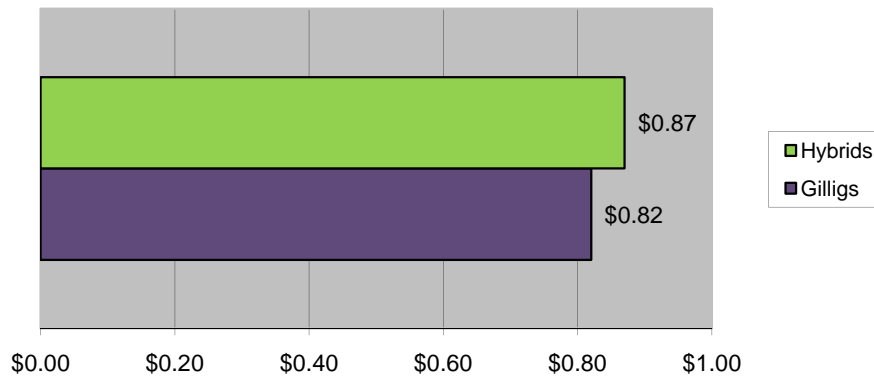
Miles per Gallon by Bus Type and Year



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 \$2.85 per gallon for the period

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