

FIXED ROUTE
Operating Statistics For Periods Ending 3/31/2014 & 3/31/2015

CURRENT MONTH			YEAR TO DATE				
Actual 2014	Actual 2015	Variance 2013 to 2014		Actual 2014	Actual 2015	Variance 2014 to 2015	% Change
			Service Supplied				
515,443	527,986	12,543	Total (Vehicle) Miles	1,499,128	1,515,977	16,849	1.1%
34,731	35,739	1,008	Revenue Hours	100,915	102,289	1,374	1.4%
38,885	39,969	1,084	Total (Vehicle) Hours	112,659	114,495	1,836	1.6%
			<i>Ridership</i>				
1,385,604	1,402,901	17,297	Revenue Passengers	4,011,372	3,950,604	(60,768)	-1.5%
69,848	63,078	(6,770)	Transfers	199,768	183,051	(16,717)	-8.4%
<u>14,568</u>	<u>12,116</u>	<u>(2,452)</u>	Non-Revenue Rides	<u>42,688</u>	<u>34,592</u>	<u>(8,096)</u>	-19.0%
1,470,020	1,478,095	8,075	Total Passengers	4,253,828	4,168,247	(85,581)	-2.0%
			Service Quality				
3,365	3,075	(290)	Trips using Lifts	9,217	8,312	(905)	-9.8%
17	9	(8)	Passenger Accidents	50	32	(18)	-36.0%
			Vehicle Accidents				
9	4	(5)	Chargeable	17	18	1	5.9%
5	6	1	Non-chargeable	22	25	3	13.6%
<u>1</u>	<u>0</u>	<u>(1)</u>	Preventable	<u>1</u>	<u>0</u>	<u>(1)</u>	-100.0%
15	10	(5)	Total Vehicle Accidents	40	43	3	7.5%
			Fleet/Maintenance				
84	88	4	Road Calls	262	308	46	17.6%
86	88	2	Actual Inspections	250	253	3	1.2%
86	88	2	Scheduled Inspections	249	253	4	1.6%

*Chargeable – Accidents that are caused by the actions of the bus operator.
 Non-chargeable – Accidents caused by the other vehicle’s operator’s actions.
 Preventable – Both parties involved share liability of the accident.

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--March 2015 vs. March 2014
(Routes sorted in order of 2015 passengers per revenue hour productivity)

ROUTE	RIDERSHIP, 2015 vs. 2014			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY
	Year to Date			2014	2015	% Change		
	2014	2015	% change	2014	2015	% Change		
80 UW CAMPUS (service revised August 26, 2012)	694,545	682,536	-1.7%	125.78	119.90	-4.7%		Core Routes operate every day from early a.m. to late p.m.: 2, 3, 4, 5, 6, 7, 13
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	347,798	349,196	0.4%	67.93	68.44	0.8%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	118,060	112,139	-5.0%	68.77	64.24	-6.6%		(3 operates weekdays only; 7 operates weekends & holidays only).
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	8,530	8,337	-2.3%	60.63	59.34	-2.1%		Commuter Routes operate on weekdays during peak hours: 11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 49, 55, 56, 57, 58, 71, 72, 74, 75
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	30,147	26,783	-11.2%	46.53	59.29	27.4%		
2 WTP-NTP (revised August 25, 2013)	415,843	389,604	-6.3%	54.53	50.91	-6.6%		Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 26, 30, 31, 32, 33, 35, 36, 40, 50, 51, 52, 73, 78
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	212,550	220,713	3.8%	48.93	50.21	2.6%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	107,972	108,267	0.3%	47.17	46.24	-2.0%		Connector Routes connect transfer points throughout the day: 16, 17, 18.
50 WTP-SCHROEDER-RAYMOND LOOP	49,543	62,855	26.9%	46.45	45.12	-2.9%		
4 NTP-STP	214,506	205,831	-4.0%	46.50	43.91	-5.6%		Circulator Routes 1, 9, 10, 34
67 WTP-WEST TOWNE	72,289	72,002	-0.4%	43.35	42.34	-2.3%		
81-82 UW LATE NITE CIRCULATORS	36,213	43,294	19.6%	40.00	42.03	5.1%		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 WTP and Prairie Town Center. 70 operates like a core route between the Capitol Square & Middleton on weekdays.
22 MENDOTA LOOP	59,299	65,374	10.2%	38.32	40.31	5.2%		
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	51,650	50,292	-2.6%	41.60	40.13	-3.5%		UW Campus Circulators 80, 81, 82, 84
3 WTP-ETP	177,887	163,728	-8.0%	41.97	38.06	-9.3%		
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	17,810	22,791	28.0%	34.02	36.80	8.2%		School Day Supplemental Routes E, L, M, W
6 EAST TOWNE-WTP	324,307	305,483	-5.8%	39.09	36.65	-6.2%		
5 ETP-STP	130,247	126,049	-3.2%	37.38	36.07	-3.5%		
11 WTP-DUTCH MILL-CAP SQUARE	26,440	25,897	-2.1%	37.34	35.90	-3.9%		
1 CAP SQUARE - UW	8,985	8,924	-0.7%	37.16	34.55	-7.0%		
27 NTP - UW CAMPUS COMMUTER	16,498	15,494	-6.1%	36.11	33.37	-7.6%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	22,082	28,847	30.6%	43.81	32.47	-25.9%		
7 WTP-ETP (Weekends & Holidays Only)	47,475	45,403	-4.4%	32.51	32.30	-0.6%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	12,952	12,959	0.1%	30.69	31.88	3.9%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	37,059	37,897	2.3%	39.32	31.06	-21.0%		
21 LAKEVIEW LOOP	45,129	44,030	-2.4%	31.67	30.60	-3.4%		
51 WTP-MUIR FIELD LOOP	24,558	20,369	-17.1%	34.52	29.69	-14.0%		
58 GREENTREE COMMUTER	24,651	21,879	-11.2%	34.13	29.18	-14.5%		
18 STP-WTP (revised August 25, 2013)	101,343	91,527	-9.7%	31.49	28.66	-9.0%		
57 PILGRIM-REITZ COMMUTER & MUIR FIELD COMMUTER	29,126	27,310	-6.2%	31.85	28.65	-10.0%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	5,703	5,668	-0.6%	20.22	28.38	40.4%		
47 ARBOR HILLS COMMUTER	22,505	21,054	-6.4%	30.17	27.78	-7.9%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	84,664	82,391	-2.7%	28.64	27.68	-3.4%		
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	110,326	114,081	3.4%	26.70	27.37	2.5%		
30 ETP-EAST TOWNE	62,132	56,578	-8.9%	31.20	26.86	-13.9%		
16 STP - ETP	85,971	83,565	-2.8%	27.70	26.76	-3.4%		
70 MIDDLETON-CAPITOL SQUARE	39,713	42,470	6.9%	23.84	26.36	10.6%		
17 ETP-NTP	32,842	24,665	-24.9%	33.63	26.14	-22.3%		
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	9,987	10,284	3.0%	24.20	24.92	3.0%		
19 RED ARROW TR-CAP SQUARE	51,954	46,559	-10.4%	28.43	24.84	-12.6%		
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	9,196	8,677	-5.6%	24.83	24.32	-2.0%	x	
56 PILGRIM-REITZ COMMUTER & MUIR FIELD COMMUTER	27,791	28,355	2.0%	24.43	24.26	-0.7%	x	
12 WTP-DUTCH MILL-CAP SQUARE	14,067	13,555	-3.6%	24.27	23.01	-5.2%	x	
13 STP-CAP SQUARE	41,930	41,547	-0.9%	21.87	21.71	-0.7%	x	
39 ETP - DAIRY DRIVE (revised August 25, 2013)	4,486	7,888	75.8%	12.47	21.70	73.9%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	3,846	2,425	-36.9%	14.00	21.15	51.0%	x	
20 NTP-EAST TOWNE	41,465	57,400	38.4%	14.89	20.68	38.9%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	20,503	19,909	-2.9%	20.04	19.30	-3.7%	x	
73 WTP-OLD SAUK TRAILS	31,328	29,522	-5.8%	18.61	18.97	1.9%	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	5,568	5,980	7.4%	18.14	18.50	2.0%	x	
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	13,857	11,212	-19.1%	21.43	18.07	-15.7%	x	
52 WTP-FITCHBURG	12,036	11,795	-2.0%	18.45	17.97	-2.6%	x	
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	2,371	2,460	3.8%	17.23	16.48	-4.4%	x	
32 ACEWOOD-THOMPSON LOOP	10,961	9,030	-17.6%	19.42	16.08	-17.2%	x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	10,537	8,416	NA	17.05	13.23	-22.4%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	2,755	2,762	0.3%	11.88	12.82	8.0%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	8,796	8,022	-8.8%	12.36	12.65	2.3%	x	
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	-	3,589	NA	NA	9.23	NA	x	
31 MARSH RD - ETP (began August 25, 2013)	5,789	5,817	0.5%	8.56	8.80	2.9%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	3,402	2,850	-16.2%	8.07	7.17	-11.2%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	964	1,631	69.2%	7.00	6.69	-4.5%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,497	2,280	-8.7%	5.81	5.51	-5.2%	x	
74 MIDDLETON LOOP (ended operating on August 23, 2014)	8,389	-	-100.0%	18.59	NA	NA		
UNKNOWN ROUTE & ROAD BUS *	3	-	NA	NA	NA	NA		
SYSTEM TOTAL	4,253,828	4,168,247	-2.0%	42.15	40.75	-3.3%	24.45	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	3,514,540	3,434,080	-2.3%	37.25	35.99	-3.4%	21.59	

Average weekday ridership March 2014: 62,504
Average weekday ridership March 2015: 61,046

* 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 - March 2015

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2014	2015	% change	2014	2015
1 CAP SQUARE - UW	8,985	8,924	-0.7%	37.16	34.55
2 WTP-NTP (revised August 25, 2013)	415,843	389,604	-6.3%	54.53	50.91
3 WTP-ETP	177,887	163,728	-8.0%	41.97	38.06
4 NTP-STP	214,506	205,831	-4.0%	46.50	43.91
5 ETP-STP	130,247	126,049	-3.2%	37.38	36.07
6 EAST TOWNE-WTP	324,307	305,483	-5.8%	39.09	36.65
7 WTP-ETP (Weekends & Holidays Only)	47,475	45,403	-4.4%	32.51	32.30
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	12,952	12,959	0.1%	30.69	31.88
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	212,550	220,713	3.8%	48.93	50.21
11 WTP-DUTCH MILL-CAP SQUARE	26,440	25,897	-2.1%	37.34	35.90
12 WTP-DUTCH MILL-CAP SQUARE	14,067	13,555	-3.6%	24.27	23.01
13 STP-CAP SQUARE	41,930	41,547	-0.9%	21.87	21.71
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	84,664	82,391	-2.7%	28.64	27.68
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	110,326	114,081	3.4%	26.70	27.37
16 STP - ETP	85,971	83,565	-2.8%	27.70	26.76
17 ETP-NTP	32,842	24,665	-24.9%	33.63	26.14
18 STP-WTP (revised August 25, 2013)	101,343	91,527	-9.7%	31.49	28.66
19 RED ARROW TR-CAP SQUARE	51,954	46,559	-10.4%	28.43	24.84
20 NTP-EAST TOWNE	41,465	57,400	38.4%	14.89	20.68
21 LAKEVIEW LOOP	45,129	44,030	-2.4%	31.67	30.60
22 MENDOTA LOOP	59,299	65,374	10.2%	38.32	40.31
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	2,371	2,460	3.8%	17.23	16.48
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	964	1,631	69.2%	7.00	6.69
27 NTP - UW CAMPUS COMMUTER	16,498	15,494	-6.1%	36.11	33.37
28 NTP-WTP COMMUTER (revised August 25, 2013)	118,060	112,139	-5.0%	68.77	64.24
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	5,703	5,668	-0.6%	20.22	28.38
30 ETP-EAST TOWNE	62,132	56,578	-8.9%	31.20	26.86
31 MARSH RD - ETP (began August 25, 2013)	5,789	5,817	0.5%	8.56	8.80
32 ACEWOOD-THOMPSON LOOP	10,961	9,030	-17.6%	19.42	16.08
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	13,857	11,212	-19.1%	21.43	18.07
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	5,568	5,980	7.4%	18.14	18.50
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	10,537	8,416	NA	17.05	13.23
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	8,796	8,022	-8.8%	12.36	12.65
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	20,503	19,909	-2.9%	20.04	19.30
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	107,972	108,267	0.3%	47.17	46.24
39 ETP - DAIRY DRIVE (revised August 25, 2013)	4,486	7,888	75.8%	12.47	21.70
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	51,650	50,292	-2.6%	41.60	40.13
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	30,147	26,783	-11.2%	46.53	59.29
47 ARBOR HILLS COMMUTER	22,505	21,054	-6.4%	30.17	27.78
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	3,846	2,425	-36.9%	14.00	21.15
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	-	3,589	NA	NA	9.23
50 WTP-SCHROEDER-RAYMOND LOOP	49,543	62,855	26.9%	46.45	45.12
51 WTP-MUIR FIELD LOOP	24,558	20,369	-17.1%	34.52	29.69
52 WTP-FITCHBURG	12,036	11,795	-2.0%	18.45	17.97
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	9,987	10,284	3.0%	24.20	24.92
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	27,791	28,355	2.0%	24.43	24.26
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	29,126	27,310	-6.2%	31.85	28.65
58 GREENTREE COMMUTER	24,651	21,879	-11.2%	34.13	29.18
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	3,402	2,850	-16.2%	8.07	7.17
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	9,196	8,677	-5.6%	24.83	24.32
67 WTP-WEST TOWNE	72,289	72,002	-0.4%	43.35	42.34
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,497	2,280	-8.7%	5.81	5.51
70 MIDDLETON-CAPITOL SQUARE	39,713	42,470	6.9%	23.84	26.36
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	22,082	28,847	30.6%	43.81	32.47
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	37,059	37,897	2.3%	39.32	31.06
73 WTP-OLD SAUK TRAILS	31,328	29,522	-5.8%	18.61	18.97
74 MIDDLETON LOOP (ended operating on August 23, 2014)	8,389	-	-100.0%	18.59	NA
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	17,810	22,791	28.0%	34.02	36.80
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	2,755	2,762	0.3%	11.88	12.82
80 UW CAMPUS (service revised August 26, 2012)	694,545	682,536	-1.7%	125.78	119.90
81-82 UW LATE NITE CIRCULATORS	36,213	43,294	19.6%	40.00	42.03
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	8,530	8,337	-2.3%	60.63	59.34
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	347,798	349,196	0.4%	67.93	68.44
UNKNOWN ROUTE & ROAD BUS *	3	-	NA	NA	NA
SYSTEM TOTAL	4,253,828	4,168,247	-2.0%	42.15	40.75
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	3,514,540	3,434,080	-2.3%	37.25	35.99

* 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.

Average weekday ridership March 2014: 62,504

Average weekday ridership March 2015: 61,046

MONTHLY RIDERSHIP - March 2015

ROUTE	MONTHLY RIDERSHIP			YTD RIDERSHIP		
	2014	2015	% change	2014	2015	% change
1 CAP SQUARE - UW	2,839	3,188	12.3%	8,985	8,924	-0.7%
2 WTP-NTP (revised August 25, 2013)	142,605	133,052	-6.7%	415,843	389,604	-6.3%
3 WTP-ETP	59,854	57,390	-4.1%	177,887	163,728	-8.0%
4 NTP-STP	78,520	71,663	-8.7%	214,506	205,831	-4.0%
5 ETP-STP	46,571	44,684	-4.1%	130,247	126,049	-3.2%
6 EAST TOWNE-WTP	111,891	106,026	-5.2%	324,307	305,483	-5.8%
7 WTP-ETP (Weekends & Holidays Only)	17,170	14,077	-18.0%	47,475	45,403	-4.4%
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	4,621	4,298	-7.0%	12,952	12,959	0.1%
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	71,739	80,629	12.4%	212,550	220,713	3.8%
11 WTP-DUTCH MILL-CAP SQUARE	9,028	8,854	-1.9%	26,440	25,897	-2.1%
12 WTP-DUTCH MILL-CAP SQUARE	4,779	4,777	0.0%	14,067	13,555	-3.6%
13 STP-CAP SQUARE	14,786	14,589	-1.3%	41,930	41,547	-0.9%
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	28,918	29,396	1.7%	84,664	82,391	-2.7%
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	38,385	41,346	7.7%	110,326	114,081	3.4%
16 STP - ETP	31,586	29,730	-5.9%	85,971	83,565	-2.8%
17 ETP-NTP	11,715	9,310	-20.5%	32,842	24,665	-24.9%
18 STP-WTP (revised August 25, 2013)	34,635	31,558	-8.9%	101,343	91,527	-9.7%
19 RED ARROW TR-CAP SQUARE	17,205	16,113	-6.3%	51,954	46,559	-10.4%
20 NTP-EAST TOWNE	15,403	21,082	36.9%	41,465	57,400	38.4%
21 LAKEVIEW LOOP	16,578	16,296	-1.7%	45,129	44,030	-2.4%
22 MENDOTA LOOP	21,650	23,399	8.1%	59,299	65,374	10.2%
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	833	1,005	20.6%	2,371	2,460	3.8%
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	411	602	46.5%	964	1,631	69.2%
27 NTP - UW CAMPUS COMMUTER	5,524	5,199	-5.9%	16,498	15,494	-6.1%
28 NTP-WTP COMMUTER (revised August 25, 2013)	38,986	38,504	-1.2%	118,060	112,139	-5.0%
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,867	2,055	10.1%	5,703	5,668	-0.6%
30 ETP-EAST TOWNE	22,427	20,675	-7.8%	62,132	56,578	-8.9%
31 MARSH RD - ETP (began August 25, 2013)	2,292	1,847	-19.4%	5,789	5,817	0.5%
32 ACEWOOD-THOMPSON LOOP	3,966	2,870	-27.6%	10,961	9,030	-17.6%
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	4,552	3,943	-13.4%	13,857	11,212	-19.1%
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	1,748	2,150	23.0%	5,568	5,980	7.4%
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	3,540	2,870	-18.9%	10,537	8,416	-20.1%
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	3,098	3,086	-0.4%	8,796	8,022	-8.8%
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	7,338	7,168	-2.3%	20,503	19,909	-2.9%
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	35,661	36,529	2.4%	107,972	108,267	0.3%
39 ETP - DAIRY DRIVE (revised August 25, 2013)	1,482	2,749	85.5%	4,486	7,888	75.8%
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	18,768	17,576	-6.4%	51,650	50,292	-2.6%
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	9,839	8,966	-8.9%	30,147	26,783	-11.2%
47 ARBOR HILLS COMMUTER	7,877	7,630	-3.1%	22,505	21,054	-6.4%
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	1,301	794	-39.0%	3,846	2,425	-36.9%
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)		1,242		-	3,589	NA
50 WTP-SCHROEDER-RAYMOND LOOP	17,795	22,070	24.0%	49,543	62,855	26.9%
51 WTP-MUIR FIELD LOOP	8,762	7,027	-19.8%	24,558	20,369	-17.1%
52 WTP-FITCHBURG	4,341	4,148	-4.4%	12,036	11,795	-2.0%
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	3,140	3,562	13.4%	9,987	10,284	3.0%
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	9,475	9,804	3.5%	27,791	28,355	2.0%
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	10,568	9,826	-7.0%	29,126	27,310	-6.2%
58 GREENTREE COMMUTER	8,250	7,165	-13.2%	24,651	21,879	-11.2%
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	1,257	1,152	-8.4%	3,402	2,850	-16.2%
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	3,563	3,023	-15.2%	9,196	8,677	-5.6%
67 WTP-WEST TOWNE	26,226	24,955	-4.8%	72,289	72,002	-0.4%
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	954	1,015	6.4%	2,497	2,280	-8.7%
70 MIDDLETON-CAPITOL SQUARE	14,087	15,451	9.7%	39,713	42,470	6.9%
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	7,609	10,114	32.9%	22,082	28,847	30.6%
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	12,598	13,156	4.4%	37,059	37,897	2.3%
73 WTP-OLD SAUK TRAILS	11,220	10,336	-7.9%	31,328	29,522	-5.8%
74 MIDDLETON LOOP (ended operating on August 23, 2014)	2,860		-100.0%	8,389	-	-100.0%
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	6,158	8,300	34.8%	17,810	22,791	28.0%
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	1,042	814	-21.9%	2,755	2,762	0.3%
80 UW CAMPUS (service revised August 26, 2012)	219,210	262,492	19.7%	694,545	682,536	-1.7%
81 UW LATE NIGHT CIRCULATOR	6,750	10,084	49.4%	16,419	23,686	44.3%
82 UW LATE NITE CIRCULATOR	7,534	6,867	-8.9%	19,794	19,608	-0.9%
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	2,757	2,300	-16.6%	8,530	8,337	-2.3%
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	131,873	115,517	-12.4%	347,798	349,196	0.4%
UNKNOWN ROUTE & ROAD BUS	3		NA	3	-	NA
SYSTEM TOTAL	1,470,020	1,478,095	0.5%	4,253,828	4,168,247	-2.0%

TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	1,233,769	1,196,352	-3.0%	3,514,540	3,434,080	-2.3%
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ParaTransit
Operating Statistics For Periods Ending 3/31/2014 & 3/31/2015

CURRENT MONTH			YEAR TO DATE				
Actual 2014	Actual 2015	Variance 2014 to 2015		Actual 2014	Actual 2015	Variance 2014 to 2015	% Change
			Service Supplied Data				
1,105	1,141	36	No. of Clients riding the System	1,290	1,303	13	1.0%
			<i>Ridership</i>				
5,045	4,697	(348)	Directly Operated Service	13,585	13,089	(496)	-3.7%
18,686	20,499	1,813	ADA Contracted Services	52,465	56,612	4,147	7.9%
23,731	25,196	1,465	Total ADA Ridership	66,050	69,701	3,651	5.5%
520	680	160	Total No-shows	1,583	1,815	232	14.7%
			Service Quality Data				
1	0	(1)	Passenger Accidents	2	2	0	0.0%
			<i>Vehicle Accidents:</i>				
1	0	(1)	Chargeable	3	4	1	33.3%
1	1	0	Non-chargeable	1	1	0	0.0%
0	0	0	Preventable	1	0	(1)	-100.0%
2	1	(1)	Total Vehicle Accidents	5	5	0	0.0%
			Fleet/Maintenance Data				
2	1	(1)	Road Calls	5	5	0	0.0%
11	10	(1)	Actual Inspections	30	28	(2)	-6.7%
11	10	(1)	Scheduled Inspections	30	28	(2)	-6.7%

*Chargeable – Accidents that are caused by the actions of the bus operator.

Non Chargeable – Accidents caused by the other vehicle’s operator’s actions.

Preventable – Both parties involved share liability of the accident.

**Paratransit Performance Indicators
March, 2015**

Operations	Metro Plus			
	Mar, 2014	Mar, 2015	YTD 2014	YTD 2015
Total Trips	23,731	25,196	66,050	69,701
Rides Cancelled	3,369	4,670	11,763	14,845
Cancellation Rate	14.2%	18.5%	17.8%	21.3%
No Shows	520	680	1,583	1,815
No Shows/Rides Provided	2.2%	2.7%	2.4%	2.6%
Number of Clients Provided Service	1,105	1,141	1,290	1,303
Average Trips/Client	21.5	22.1	51.2	53.5
DDS Trips	15,547	17,620	43,319	48,647
Subscription Trips	14,564	19,533	39,451	53,657
DDS Subscription Trips	10,472	15,882	28,586	43,658
D2D Trips	15,769	23,955	43,781	66,575
Lv Attended Trips	6,751	7,433	18,942	20,544
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	8,532	16,576	16,929	10,009	52,046
Non-Ambulatory	4,557	521	2,666	9,911	17,655
Percentage	18.78%	24.53%	28.11%	28.58%	100.00%

Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	13,089	17,097	19,595	19,920	69,701
Customer Complaints	28	87	35	55	205
Customer Compliments	8	1	1	6	16
Customer Suggestions	2	0	0	1	3
Complaints/1000 passenger trips - 2014	1.69	3.22	1.92	1.75	2.04
Complaints/1000 passenger trips - 2015	2.14	5.09	1.79	2.76	2.94
Late Service Reports (1)	0	41	11	22	74
Late Service Reports/1000 passenger trips - 2014	0.07	5.52	6.76	1.71	3.15
Late Service Reports/1000 passenger trips - 2015	0.00	2.40	0.56	1.10	1.06

On-Time Performance	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
March, 2015	93%	97%	94%	95%
YTD - 2014	91%	95%	94%	96%
YTD - 2015	92%	97%	94%	95%

ADA Certifications, March 2015	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,594	288	202	218	19,503
Category 2	9	0	0	0	0
Category 2/3	41	6	0	0	16
Category 3	2,316	332	68	32	5,637
Total	3,960				25,156

Monthly New Certification	32
Monthly Denied Applications	2
Fixed Route Trips Using Lift (YTD)	8,312

(1) 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 - 3/31

Report Totals

2012	811	2014	964
2013	1124	2015	951



BGRNDS

Category ID and Name	2012	2013	2014	2015
34 Wheelchair accessibility	0	0	0	1
39 Shelter Posters	0	1	0	0
67 Transfer Pt/Shelter Vandalism	0	0	0	2
68 Transfer Pt/Shelter Graffiti	14	16	17	11
91 Compliment	1	3	1	1
116 Other - no current category	0	1	4	0
128 Transfer Pt/Shelter Maintenance	1	4	7	2
Unit Totals	16	25	29	17

FIN

Category ID and Name	2012	2013	2014	2015
18 Fare Policy	0	0	0	0
19 Transfer Policy	0	0	0	0
91 Compliment	0	0	0	0
116 Other - no current category	0	0	1	1
148 Comment - Fare Policy	0	0	0	0
Unit Totals	0	0	1	1

FIXED

Category ID and Name	2012	2013	2014	2015
3 Smoking	1	3	0	1
4 Driving Behavior	49	67	80	78
6 Bus Early - Fixed Route	42	59	45	57
7 Customer passed-up	61	115	97	60
8 Bus Off-route	9	15	12	15
9 Driver Not Wearing Seatbelt	0	1	0	3
10 Driver Not Calling Stops	0	0	0	0
11 Destination Sign Incorrect	8	7	4	4
12 Disruptive Passenger(s)	11	10	15	7
13 Bus Never Came	8	36	22	33
26 Overloads	1	17	14	4
29 Special Event Service	0	1	0	0
32 Bus Idling	2	0	4	1
33 Detours	0	2	3	1
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
55 Driver Rude	47	46	74	47
60 Transfer Points	1	3	1	0
66 Equipment Malfunction	4	9	7	1
69 Securement, mobility device	0	3	0	2
71 Other Driver Conduct	22	39	33	59
72 Other Public Info	0	0	0	3
76 Missed Stop Request	7	6	1	6
77 Fare Dispute	13	16	9	6
78 Discrimination	0	1	2	1
79 City Ordinances	0	0	0	0
80 Electronic Device	6	1	3	1
81 Driving With Cell Phone	4	0	0	0
84 Unauthorized Stop	1	0	1	0
85 Unprofessional Conduct	5	3	1	1
86 Excessive Conversation	2	0	0	3
87 Bus Late - Fixed Route	25	37	55	35
88 Unsafe Situation	12	7	7	7

89 Property Damage	1	3	2	5
90 Passenger Injury	5	3	6	2
91 Compliment	60	93	87	69
116 Other - no current category	24	15	15	31
117 Climate Control	4	0	2	1
121 Missed Transfer	17	23	18	7
122 School Routes	10	7	4	10
124 Items Not Allowed on Bus	2	0	1	1
126 ADA Issues	3	2	3	0
130 Cut Route	1	5	3	1
132 Harassment	1	0	0	0
133 Running a Red Light	15	10	5	11
137 Weather Related	6	10	3	1
144 Stroller Policy	1	3	0	0
146 Bus Seating Layout	0	0	1	0
147 Crosswalk Violation	10	6	6	7
Unit Totals	501	684	646	582

INFSYS

Category ID and Name	2012	2013	2014	2015
41 ITS: Intelligent Transportation S	1	0	3	4
91 Compliment	0	0	0	1
116 Other - no current category	3	4	2	0
135 Website	0	8	0	0
136 Trip Planner	2	2	0	0
141 TransitTracker	1	1	0	3
142 Google Transit	1	2	2	1
143 Google Data Format	0	0	0	0
Unit Totals	8	17	7	9

MAINT

Category ID and Name	2012	2013	2014	2015
32 Bus Idling	0	0	0	0
34 Wheelchair accessibility	0	0	0	0
41 ITS: Intelligent Transportation S	0	0	0	0
66 Equipment Malfunction	4	1	4	4
91 Compliment	0	0	0	0
115 Bus Appearance-Cleanliness	2	3	0	2
116 Other - no current category	2	2	4	2
117 Climate Control	0	0	0	0
146 Bus Seating Layout	0	1	0	0
Unit Totals	8	7	8	8

MKTG

Category ID and Name	2012	2013	2014	2015
18 Fare Policy	2	4	2	3
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	0	0	0	0
29 Special Event Service	0	0	0	0
33 Detours	0	0	0	0
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	1	1	1	0
37 Advertisements - General	0	0	1	0
38 Sales Outlets	0	0	0	2
39 Shelter Posters	0	0	0	0
40 Schedules	0	1	2	0

72 Other Public Info	0	4	1	1
91 Compliment	6	3	2	4
98 Schedule Info	2	1	3	3
99 Order Taking	0	4	0	1
100 Phones Busy	0	1	0	0
101 Behavior - Cust Svc	0	2	6	0
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	6	19	5	2
119 Lost and Found	1	2	4	1
120 Para - Ride Booking	1	1	3	4
135 Website	0	4	3	0
137 Weather Related	1	3	2	0
138 Advertisements - Bus Wraps	0	3	2	0
140 Text/Email Alerts	0	0	0	0
146 Bus Seating Layout	0	0	0	0
149 Audible Turn Signals	0	0	0	2
Unit Totals	20	53	37	23

PARA

Category ID and Name	2012	2013	2014	2015
3 Smoking	0	0	0	0
4 Driving Behavior	6	4	3	6
55 Driver Rude	10	10	4	3
66 Equipment Malfunction	4	0	1	1
69 Securement, mobility device	2	0	2	3
72 Other Public Info	0	0	1	0
79 City Ordinances	0	1	0	0
80 Electronic Device	1	0	0	1
81 Driving With Cell Phone	0	3	0	1
85 Unprofessional Conduct	2	1	0	0
88 Unsafe Situation	4	1	1	2
90 Passenger Injury	4	7	3	4
91 Compliment	14	12	15	16
93 Notification - Para App	0	1	0	0
94 Availability - Para App	0	0	0	0
95 Processing Time - Para App	0	0	0	0
96 Fares	1	1	1	1
97 Winter Weather - Para Policy	0	0	0	1
98 Schedule Info	6	1	2	5
99 Order Taking	1	1	0	1
100 Phones Busy	0	0	0	0
101 Behavior - Cust Svc	0	0	1	0
102 Bus Early - Para	6	5	6	4
103 Bus On-Time	0	1	0	0
104 Bus Late - Para	30	34	24	48
105 No Shows	28	22	18	18
106 Door-to-Door	4	18	7	15
107 Leave Attended	13	11	8	10
108 Mobility Device Securement	1	0	1	2
109 Travel Time - Para	20	15	18	25
110 Service Area - Para Policy	1	0	2	0
111 Backtracking	0	1	0	0
112 Passenger Behavior	2	0	3	1
113 Driver Behavior	5	13	14	26
114 Dispatch	2	0	6	6
116 Other - no current category	15	15	1	7

118 Drop-Off Wrong Location	1	3	2	4
120 Para - Ride Booking	9	5	8	5
132 Harassment	0	1	1	0
133 Running a Red Light	0	0	0	0
137 Weather Related	2	0	1	0
147 Crosswalk Violation	0	0	0	0
150 Picked Up Wrong Client	0	0	0	3
151 Attempted Pick-Up, Wrong Loca	0	0	0	1
152 Missed Trip	0	0	0	4
Unit Totals	194	187	154	224

PLN

Category ID and Name	2012	2013	2014	2015
18 Fare Policy	0	0	0	0
19 Transfer Policy	0	0	0	0
21 Span	3	1	0	1
23 Express Service	0	0	0	0
25 Frequency	0	1	0	1
26 Overloads	14	23	16	10
27 Park & Ride	0	0	0	1
28 School Trippers Concern	0	1	0	0
29 Special Event Service	0	0	0	0
31 Expansion Request	3	6	1	1
33 Detours	3	0	1	1
34 Wheelchair accessibility	0	0	0	0
40 Schedules	6	6	11	2
42 Routes	0	0	3	1
43 Schedules - Service Design	2	3	5	1
44 Quality	0	0	0	0
47 Corridor Schedules	0	0	0	0
48 Transfer Coordination	1	2	0	0
49 Travel Time - Service Design	0	0	0	0
60 Transfer Points	0	0	0	1
70 Other Service Design	3	3	3	0
73 Bus Stop Request	11	6	10	53
74 Bus Stop Damage	2	2	0	0
75 Shelter Addition/Removal	3	1	2	1
87 Bus Late - Fixed Route	0	3	1	0
91 Compliment	1	0	3	1
92 Comment - Service Design	0	72	16	1
116 Other - no current category	4	17	9	4
127 Public Hearing Addendum	0	0	0	0
129 Service Design Request	1	0	0	1
135 Website	0	0	0	0
136 Trip Planner	5	1	0	1
139 Surveys	0	0	0	4
141 TransitTracker	0	2	1	0
142 Google Transit	2	1	0	1
143 Google Data Format	0	0	0	0
146 Bus Seating Layout	0	0	0	0
Unit Totals	64	151	82	87

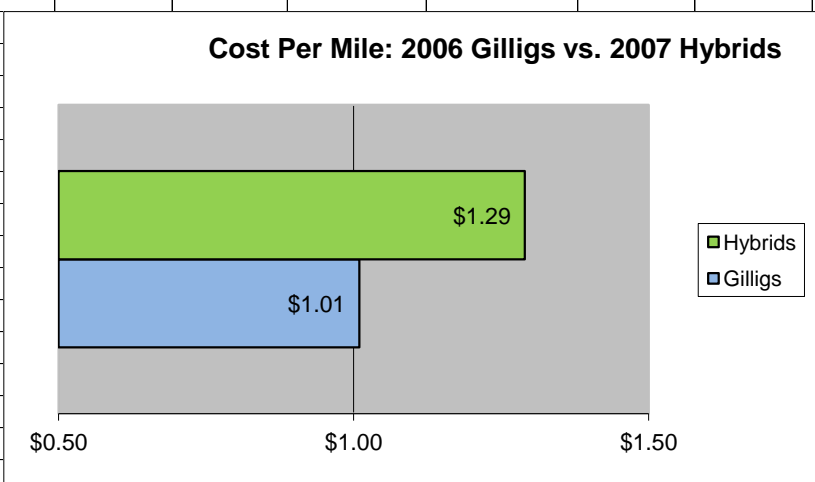
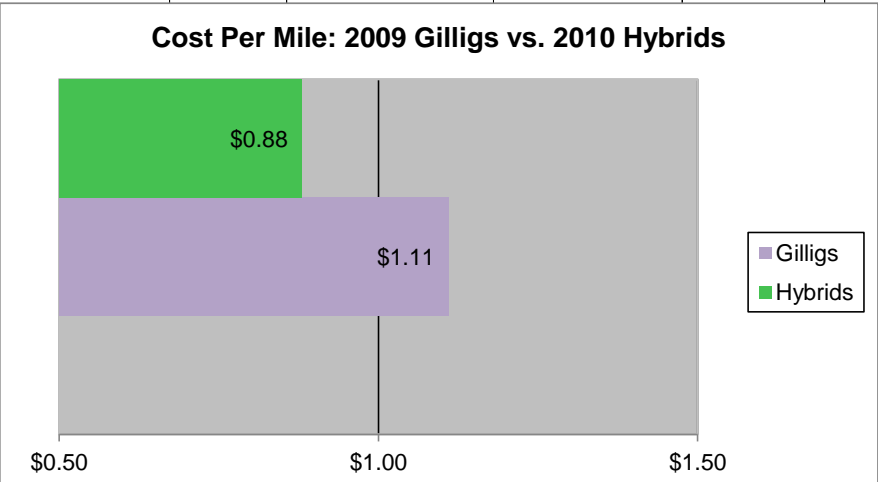
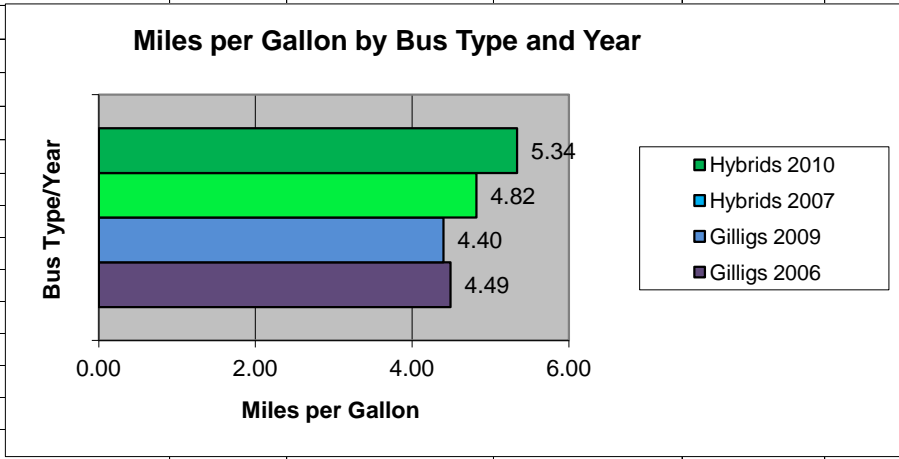
Prompt Response Percentage Report: For Feedback with Requested Response
For the period 3/1/2015 - 3/31/2015



<u>Primary Unit</u>	<u>Feedback Requesting Response</u>		<u>Feedback w/ Prompt Response</u>		<u>Prompt Response Percentage</u>	
	<u>Curr Prd</u>	<u>YTD</u>	<u>Curr Prd</u>	<u>YTD</u>	<u>Curr Prd</u>	<u>YTD</u>
BGRNDS	2	2	1	1	50.00%	50.00%
FIN		1		1		100.00%
FIXED	55	234	52	225	94.55%	96.15%
INFSYS	1	5	0	4	0.00%	80.00%
MAINT	1	1	1	1	100.00%	100.00%
MKTG	4	10	4	10	100.00%	100.00%
PARA	30	101	26	76	86.67%	75.25%
PLN	6	39	5	34	83.33%	87.18%
Metro-wide Totals	99	393	89	352	89.90%	89.57%

Hybrid/Diesel Comparison - January 1, 2015 - March 31, 2015

Bus Type/Year	Bus #	Mileage	Fuel	Fuel Cost*	Parts	Labor	CPM**	AVG MPG
Gilligs (2006)	906 - 921	99,101	22,069	\$64,427	\$15,330	\$20,540	\$1.01	4.49
Hybrids (2007)	001-005	32,087	19,420	\$19,420	\$13,855	\$8,223	\$1.29	4.82
Gilligs (2009)	922-954	252,949	57,466	\$167,767	\$62,584	\$51,309	\$1.11	4.40
Hybrids (2010)	006-019	153,988	28,858	\$84,249	\$24,429	\$26,376	\$0.88	5.34



*Average fuel price \$2.919 per gallon for the period.

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