

FIXED ROUTE
Operating Statistics For Periods Ending 1/31/2016 & 1/31/2017

CURRENT MONTH			YEAR TO DATE					
Actual 2016	Actual 2017	Variance 2016 to 2017		Actual 2016	Actual 2017	Variance 2016 to 2017	% Change	
			Service Supplied					
495,470	504,719	9,249	Total (Vehicle) Miles	495,470	504,719	9,249	1.9%	
32,325	33,429	1,104	Revenue Hours	32,325	33,429	1,104	3.4%	
35,951	37,153	1,202	Total (Vehicle) Hours	35,951	37,153	1,202	3.3%	
			<i>Ridership</i>					
1,056,562	1,038,382	(18,180)	Revenue Passengers	1,056,562	1,038,382	(18,180)	-1.7%	
58,686	57,062	(1,624)	Transfers	58,686	57,062	(1,624)	-2.8%	
<u>10,852</u>	<u>10,240</u>	(612)	Non-Revenue Rides	<u>10,852</u>	<u>10,240</u>	(612)	-5.6%	
1,126,100	1,105,684	(20,416)	Total Passengers	1,126,100	1,105,684	(20,416)	-1.8%	
			Service Quality*					
86.8%	84.8%	-2.0%	% Trips on time	86.8%	84.8%	-2.0%	-2.3%	
3.4%	3.7%	0.3%	% Trips early	3.4%	3.7%	0.3%	9.8%	
9.9%	11.6%	1.7%	% Trips late	9.9%	11.6%	1.7%	17.6%	
9	15		Passenger Accidents	9	15	6	66.7%	
			Vehicle Accidents**					
5	6	1	Chargeable	5	6	1	20.0%	
6	13	7	Non-chargeable	6	13	7	116.7%	
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>0</u>	<u>0</u>	<u>0</u>	0.0%	
11	19	8	Total Vehicle Accidents	11	19	8	72.7%	
			Fleet/Maintenance					
46	36	(10)	Road Calls	46	36	(10)	-21.7%	
83	84	1	Actual Inspections	83	84	1	1.2%	
83	84	1	Scheduled Inspections	83	84	1	1.2%	
0.18	0.17	(0.00)	Complaints/1000 Rides	0.18	0.17	(0.00)	-2.2%	

*Sample of over 200,000 trips. Early=one minute or more early at a timepoint. Late=five minutes or more late at a timepoint.

**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
Operating Statistics For Periods Ending 1/31/2016 & 1/31/2017

CURRENT MONTH			YEAR TO DATE				
Actual 2016	Actual 2017	Variance 2016 to 2017		Actual 2016	Actual 2017	Variance 2016 to 2017	% Change
			Service Supplied Data				
1,073	1,117	44	No. of Clients riding the System	1,073	1,117	44	4.1%
			<i>Ridership</i>				
4,109	3,812	(297)	Directly Operated Service	4,109	3,812	(297)	-7.2%
<u>17,858</u>	<u>18,688</u>	<u>830</u>	ADA Contracted Services	<u>17,858</u>	<u>18,688</u>	<u>830</u>	4.6%
21,967	22,500	533	Total ADA Ridership	21,967	22,500	533	2.4%
621	730	109	Total No-shows	621	730	109	17.6%
			Service Quality Data				
0	1	1	Passenger Accidents	0	1	1	NA
			Vehicle Accidents				
0	0	0	Chargeable	0	0	0	0.0%
1	0	(1)	Non-chargeable	1	0	(1)	NA
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>0</u>	<u>0</u>	<u>0</u>	0.0%
1	0	(1)	Total Vehicle Accidents	1	0	(1)	-100.0%
			Fleet/Maintenance Data				
3	1	(2)	Road Calls	3	1	(2)	-66.7%
10	9	(1)	Actual Inspections	10	9	(1)	-10.0%
10	9	(1)	Scheduled Inspections	10	9	(1)	-10.0%

*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--January 2017 vs. January 2016
(Routes sorted in order of 2017 passengers per revenue hour productivity)

ROUTE	RIDERSHIP, 2017 vs. 2016			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY
	Year to Date			2016	2017	% Change		
	2016	2017	% change					
80 UW CAMPUS (service revised August 26, 2012)	131,741	138,349	5.0%	84.61	83.43	-1.4%		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 weekends & holidays only).
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	114,983	107,826	-6.2%	69.76	65.22	-6.5%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	28,745	28,619	-0.4%	64.96	60.83	-6.4%		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, 75
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	28,891	31,227	8.1%	48.69	49.40	1.5%		
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	7,284	6,960	-4.4%	53.47	48.54	-9.2%		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
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	9,109	10,143	11.4%	43.30	46.71	7.9%		
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	61,945	66,942	8.1%	43.99	44.96	2.2%		Connector Routes connect transfer points throughout the day: 16, 17, 18.
2 WTP-NTP (revised August 25, 2013)	103,915	101,580	-2.2%	44.28	42.77	-3.4%		
50 WTP-SCHROEDER-RAYMOND LOOP	18,025	15,988	-11.3%	39.83	34.56	-13.2%		Circulator Routes 1, 10, 34
4 NTP-STP	58,973	53,052	-10.0%	38.97	34.00	-12.8%		
22 MENDOTA LOOP	19,978	17,885	-10.5%	38.40	33.62	-12.4%		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.
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	14,126	13,631	-3.5%	34.37	32.42	-5.7%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	8,478	9,074	7.0%	31.60	32.13	1.7%		UW Campus Circulators 80, 81, 82, 84
3 WTP-ETP	42,971	43,202	0.5%	33.54	32.03	-4.5%		
6 EAST TOWNE-WTP	86,101	84,978	-1.3%	33.14	31.83	-4.0%		School Day Supplemental Routes E, L, M, W
12 WTP-DUTCH MILL-CAP SQUARE	4,852	5,608	15.6%	28.22	30.98	9.8%		
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	33,492	36,415	8.7%	29.88	30.86	3.3%		Average weekday ridership January 2016: 48,190 Average weekday ridership January 2017: 45,988
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	11,012	11,819	7.3%	30.08	30.83	2.5%		
67 WTP-WEST TOWNE	19,671	17,131	-12.9%	36.21	30.61	-15.4%		Average weekend ridership January 2016: 11,422 Average weekend ridership January 2017: 10,443
27 NTP - UW CAMPUS COMMUTER	4,335	4,477	3.3%	30.96	30.37	-1.9%		
5 ETP-STP	38,223	34,156	-10.6%	33.58	30.37	-9.6%		
1 CAP SQUARE - UW	2,214	2,532	14.4%	28.42	29.79	4.8%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,593	1,870	17.4%	26.45	29.50	11.5%		
11 WTP-DUTCH MILL-CAP SQUARE	6,578	6,684	1.6%	30.29	29.24	-3.5%		
81-82 UW LATE NITE CIRCULATORS	5,408	6,634	22.7%	15.75	28.36	80.1%		
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,555	8,428	-1.5%	29.76	28.09	-5.6%		
58 GREENTREE COMMUTER	6,112	6,375	4.3%	27.03	26.79	-0.9%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	22,858	22,071	-3.4%	29.07	26.51	-8.8%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	2,477	1,215	-50.9%	55.54	25.94	-53.3%		
7 WTP-ETP (Weekends & Holidays Only)	16,010	14,653	-8.5%	25.92	25.88	-0.2%		
21 LAKEVIEW LOOP	13,856	11,635	-16.0%	29.64	25.36	-14.4%		
47 ARBOR HILLS COMMUTER	6,006	6,062	0.9%	26.19	25.11	-4.1%		
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	440	502	14.1%	21.05	22.82	8.4%		
16 STP - ETP	24,699	24,039	-2.7%	23.86	22.44	-5.9%		
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,708	8,287	-4.8%	24.71	22.19	-10.2%		
19 RED ARROW TR-CAP SQUARE	12,165	12,921	6.2%	21.52	22.03	2.4%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	4,028	3,551	-11.8%	22.52	21.66	-3.8%		
30 ETP-EAST TOWNE	17,380	14,893	-14.3%	24.12	19.97	-17.2%		
51 WTP-MUIR FIELD LOOP	5,839	4,688	-19.7%	24.25	19.63	-19.1%	x	
70 MIDDLETON-CAPITOL SQUARE	10,507	10,036	-4.5%	21.63	19.62	-9.3%	x	
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	3,408	3,768	10.6%	18.12	19.03	5.0%	x	
18 STP-WTP (revised August 25, 2013)	25,871	20,457	-20.9%	24.04	18.87	-21.5%	x	
17 ETP-NTP	7,181	8,887	23.8%	25.28	18.79	-25.7%	x	
13 STP-CAP SQUARE	11,615	11,736	1.0%	18.31	18.23	-0.5%	x	
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	2,539	2,547	0.3%	19.38	17.54	-9.5%	x	
39 ETP - DAIRY DRIVE (revised August 25, 2013)	1,900	2,014	6.0%	17.33	17.45	0.7%	x	
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,914	2,493	-14.4%	18.59	17.36	-6.7%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	4,311	4,878	13.2%	15.42	16.35	6.0%	x	
20 NTP-EAST TOWNE	16,290	15,249	-6.4%	17.23	15.99	-7.2%	x	
52 WTP-FITCHBURG	3,104	3,166	2.0%	15.49	15.00	-3.1%	x	
73 WTP-OLD SAUK TRAILS	7,906	7,337	-7.2%	16.85	14.85	-11.8%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	587	529	-9.9%	16.98	13.43	-20.9%	x	
32 ACEWOOD-THOMPSON LOOP	2,736	2,742	0.2%	13.75	13.39	-2.7%	x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	2,560	2,493	-2.6%	13.65	12.63	-7.5%	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	1,367	1,248	-8.7%	14.02	12.16	-13.3%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	1,049	934	-11.0%	10.55	9.39	-11.0%	x	
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	1,057	909	-14.0%	9.02	7.74	-14.1%	x	
31 MARSH RD - ETP (began August 25, 2013)	1,897	2,815	48.4%	8.35	7.45	-10.8%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	1,379	1,365	-1.0%	5.73	6.00	4.6%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	2,240	2,419	8.0%	4.89	5.15	5.3%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	1,042	814	-21.9%	5.74	4.89	-14.8%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	864	746	-13.7%	4.74	4.46	-5.9%	x	
UNKNOWN ROUTE & ROAD BUS *	-	-	NA	NA	NA	NA		
SYSTEM TOTAL	1,126,100	1,105,684	-1.8%	34.84	33.08	-5.1%	19.85	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	986,474	959,486	-2.7%	32.47	30.47	-6.2%	18.28	

* 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 - January 2017

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2015	2016	% change	2015	2016
1 CAP SQUARE - UW	2,214	2,532	14.4%	28.42	29.79
2 WTP-NTP (revised August 25, 2013)	103,915	101,580	-2.2%	44.28	42.77
3 WTP-ETP	42,971	43,202	0.5%	33.54	32.03
4 NTP-STP	58,973	53,052	-10.0%	38.97	34.00
5 ETP-STP	38,223	34,156	-10.6%	33.58	30.37
6 EAST TOWNE-WTP	86,101	84,978	-1.3%	33.14	31.83
7 WTP-ETP (Weekends & Holidays Only)	16,010	14,653	-8.5%	25.92	25.88
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	4,028	3,551	-11.8%	22.52	21.66
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	61,945	66,942	8.1%	43.99	44.96
11 WTP-DUTCH MILL-CAP SQUARE	6,578	6,684	1.6%	30.29	29.24
12 WTP-DUTCH MILL-CAP SQUARE	4,852	5,608	15.6%	28.22	30.98
13 STP-CAP SQUARE	11,615	11,736	1.0%	18.31	18.23
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	22,858	22,071	-3.4%	29.07	26.51
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	33,492	36,415	8.7%	29.88	30.86
16 STP - ETP	24,699	24,039	-2.7%	23.86	22.44
17 ETP-NTP	7,181	8,887	23.8%	25.28	18.79
18 STP-WTP (revised August 25, 2013)	25,871	20,457	-20.9%	24.04	18.87
19 RED ARROW TR-CAP SQUARE	12,165	12,921	6.2%	21.52	22.03
20 NTP-EAST TOWNE	16,290	15,249	-6.4%	17.23	15.99
21 LAKEVIEW LOOP	13,856	11,635	-16.0%	29.64	25.36
22 MENDOTA LOOP	19,978	17,885	-10.5%	38.40	33.62
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	440	502	14.1%	21.05	22.82
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	2,240	2,419	8.0%	4.89	5.15
27 NTP - UW CAMPUS COMMUTER	4,335	4,477	3.3%	30.96	30.37
28 NTP-WTP COMMUTER (revised August 25, 2013)	28,745	28,619	-0.4%	64.96	60.83
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,593	1,870	17.4%	26.45	29.50
30 ETP-EAST TOWNE	17,380	14,893	-14.3%	24.12	19.97
31 MARSH RD - ETP (began August 25, 2013)	1,897	2,815	48.4%	8.35	7.45
32 ACEWOOD-THOMPSON LOOP	2,736	2,742	0.2%	13.75	13.39
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	3,408	3,768	10.6%	18.12	19.03
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	1,367	1,248	-8.7%	14.02	12.16
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	2,560	2,493	-2.6%	13.65	12.63
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	1,379	1,365	-1.0%	5.73	6.00
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	4,311	4,878	13.2%	15.42	16.35
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	28,891	31,227	8.1%	48.69	49.40
39 ETP - DAIRY DRIVE (revised August 25, 2013)	1,900	2,014	6.0%	17.33	17.45
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	14,126	13,631	-3.5%	34.37	32.42
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	7,284	6,960	-4.4%	53.47	48.54
47 ARBOR HILLS COMMUTER	6,006	6,062	0.9%	26.19	25.11
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	587	529	-9.9%	16.98	13.43
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	1,057	909	-14.0%	9.02	7.74
50 WTP-SCHROEDER-RAYMOND LOOP	18,025	15,988	-11.3%	39.83	34.56
51 WTP-MUIR FIELD LOOP	5,839	4,688	-19.7%	24.25	19.63
52 WTP-FITCHBURG	3,104	3,166	2.0%	15.49	15.00
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	2,539	2,547	0.3%	19.38	17.54
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,708	8,287	-4.8%	24.71	22.19
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,555	8,428	-1.5%	29.76	28.09
58 GREENTREE COMMUTER	6,112	6,375	4.3%	27.03	26.79
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	1,042	814	-21.9%	5.74	4.89
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,914	2,493	-14.4%	18.59	17.36
67 WTP-WEST TOWNE	19,671	17,131	-12.9%	36.21	30.61
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	864	746	-13.7%	4.74	4.46
70 MIDDLETON-CAPITOL SQUARE	10,507	10,036	-4.5%	21.63	19.62
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	8,478	9,074	7.0%	31.60	32.13
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	11,012	11,819	7.3%	30.08	30.83
73 WTP-OLD SAUK TRAILS	7,906	7,337	-7.2%	16.85	14.85
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	9,109	10,143	11.4%	43.30	46.71
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	1,049	934	-11.0%	10.55	9.39
80 UW CAMPUS (service revised August 26, 2012)	131,741	138,349	5.0%	84.61	83.43
81-82 UW LATE NITE CIRCULATORS	5,408	6,634	22.7%	15.75	28.36
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	2,477	1,215	-50.9%	55.54	25.94
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	114,983	107,826	-6.2%	69.76	65.22
UNKNOWN ROUTE & ROAD BUS *	-	-	NA	NA	NA
SYSTEM TOTAL	1,126,100	1,105,684	-1.8%	34.84	33.08
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	986,474	959,486	-2.7%	32.47	30.47

* 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 January 2016: 48,190

Average weekday ridership January 2017: 45,988

MONTHLY RIDERSHIP - January 2017

ROUTE	MONTHLY RIDERSHIP			YTD RIDERSHIP		
	2016	2017	% change	2016	2017	% change
1 CAP SQUARE - UW	2,214	2,532	14.4%	2,214	2,532	14.4%
2 WTP-NTP (revised August 25, 2013)	103,915	101,580	-2.2%	103,915	101,580	-2.2%
3 WTP-ETP	42,971	43,202	0.5%	42,971	43,202	0.5%
4 NTP-STP	58,973	53,052	-10.0%	58,973	53,052	-10.0%
5 ETP-STP	38,223	34,156	-10.6%	38,223	34,156	-10.6%
6 EAST TOWNE-WTP	86,101	84,978	-1.3%	86,101	84,978	-1.3%
7 WTP-ETP (Weekends & Holidays Only)	16,010	14,653	-8.5%	16,010	14,653	-8.5%
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	4,028	3,551	-11.8%	4,028	3,551	-11.8%
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	61,945	66,942	8.1%	61,945	66,942	8.1%
11 WTP-DUTCH MILL-CAP SQUARE	6,578	6,684	1.6%	6,578	6,684	1.6%
12 WTP-DUTCH MILL-CAP SQUARE	4,852	5,608	15.6%	4,852	5,608	15.6%
13 STP-CAP SQUARE	11,615	11,736	1.0%	11,615	11,736	1.0%
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	22,858	22,071	-3.4%	22,858	22,071	-3.4%
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	33,492	36,415	8.7%	33,492	36,415	8.7%
16 STP - ETP	24,699	24,039	-2.7%	24,699	24,039	-2.7%
17 ETP-NTP	7,181	8,887	23.8%	7,181	8,887	23.8%
18 STP-WTP (revised August 25, 2013)	25,871	20,457	-20.9%	25,871	20,457	-20.9%
19 RED ARROW TR-CAP SQUARE	12,165	12,921	6.2%	12,165	12,921	6.2%
20 NTP-EAST TOWNE	16,290	15,249	-6.4%	16,290	15,249	-6.4%
21 LAKEVIEW LOOP	13,856	11,635	-16.0%	13,856	11,635	-16.0%
22 MENDOTA LOOP	19,978	17,885	-10.5%	19,978	17,885	-10.5%
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	440	502	14.1%	440	502	14.1%
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	2,240	2,419	8.0%	2,240	2,419	8.0%
27 NTP - UW CAMPUS COMMUTER	4,335	4,477	3.3%	4,335	4,477	3.3%
28 NTP-WTP COMMUTER (revised August 25, 2013)	28,745	28,619	-0.4%	28,745	28,619	-0.4%
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,593	1,870	17.4%	1,593	1,870	17.4%
30 ETP-EAST TOWNE	17,380	14,893	-14.3%	17,380	14,893	-14.3%
31 MARSH RD - ETP (began August 25, 2013)	1,897	2,815	48.4%	1,897	2,815	48.4%
32 ACEWOOD-THOMPSON LOOP	2,736	2,742	0.2%	2,736	2,742	0.2%
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	3,408	3,768	10.6%	3,408	3,768	10.6%
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	1,367	1,248	-8.7%	1,367	1,248	-8.7%
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	2,560	2,493	-2.6%	2,560	2,493	-2.6%
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	1,379	1,365	-1.0%	1,379	1,365	-1.0%
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	4,311	4,878	13.2%	4,311	4,878	13.2%
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	28,891	31,227	8.1%	28,891	31,227	8.1%
39 ETP - DAIRY DRIVE (revised August 25, 2013)	1,900	2,014	6.0%	1,900	2,014	6.0%
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	14,126	13,631	-3.5%	14,126	13,631	-3.5%
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	7,284	6,960	-4.4%	7,284	6,960	-4.4%
47 ARBOR HILLS COMMUTER	6,006	6,062	0.9%	6,006	6,062	0.9%
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	587	529	-9.9%	587	529	-9.9%
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	1,057	909	-14.0%	1,057	909	-14.0%
50 WTP-SCHROEDER-RAYMOND LOOP	18,025	15,988	-11.3%	18,025	15,988	-11.3%
51 WTP-MUIR FIELD LOOP	5,839	4,688	-19.7%	5,839	4,688	-19.7%
52 WTP-FITCHBURG	3,104	3,166	2.0%	3,104	3,166	2.0%
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	2,539	2,547	0.3%	2,539	2,547	0.3%
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,708	8,287	-4.8%	8,708	8,287	-4.8%
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	8,555	8,428	-1.5%	8,555	8,428	-1.5%
58 GREENTREE COMMUTER	6,112	6,375	4.3%	6,112	6,375	4.3%
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	1,042	814	-21.9%	1,042	814	-21.9%
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,914	2,493	-14.4%	2,914	2,493	-14.4%
67 WTP-WEST TOWNE	19,671	17,131	-12.9%	19,671	17,131	-12.9%
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	864	746	-13.7%	864	746	-13.7%
70 MIDDLETON-CAPITOL SQUARE	10,507	10,036	-4.5%	10,507	10,036	-4.5%
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	8,478	9,074	7.0%	8,478	9,074	7.0%
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	11,012	11,819	7.3%	11,012	11,819	7.3%
73 WTP-OLD SAUK TRAILS	7,906	7,337	-7.2%	7,906	7,337	-7.2%
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	9,109	10,143	11.4%	9,109	10,143	11.4%
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	1,049	934	-11.0%	1,049	934	-11.0%
80 UW CAMPUS (service revised August 26, 2012)	131,741	138,349	5.0%	131,741	138,349	5.0%
81 UW LATE NIGHT CIRCULATOR	2,167	3,310	52.7%	2,167	3,310	52.7%
82 UW LATE NITE CIRCULATOR	3,241	3,324	2.6%	3,241	3,324	2.6%
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	2,477	1,215	-50.9%	2,477	1,215	-50.9%
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	114,983	107,826	-6.2%	114,983	107,826	-6.2%
UNKNOWN ROUTE & ROAD BUS			NA			NA
SYSTEM TOTAL	1,126,100	1,105,684	-1.8%	1,126,100	1,105,684	-1.8%
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	986,474	959,486	-2.7%	986,474	959,486	-2.7%

**Paratransit Performance Indicators
January, 2017**

Operations	Metro Plus			
	Jan, 2016	Jan, 2017	YTD 2016	YTD 2017
Total Trips	21,967	22,500	21,967	22,500
Rides Cancelled	5,704	7,385	5,704	7,385
Cancellation Rate	26.0%	32.8%	26.0%	32.8%
No Shows (1)	621	730	621	730
No Shows/Rides Provided	2.8%	3.2%	2.8%	3.2%
Number of Clients Provided Service	1,073	1,117	1,073	1,117
Average Trips/Client	20.5	20.1	20.5	20.1
DDS Trips	15,124	15,465	15,124	15,465
Subscription Trips	16,456	17,120	16,456	17,120
DDS Subscription Trips	13,458	13,843	13,458	13,843
D2D Trips	20,945	21,442	20,945	21,442
Lv Attended Trips	6,350	6,075	6,350	6,075
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	2,959	2,164	4,034	4,559	3,254	16,970
Non-Ambulatory	-	1,648	143	755	2,984	5,530
Percentage	13.15%	16.94%	18.56%	23.62%	27.72%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Transit Sol	Badger Bus	Total
Rides Provided	2,959	3,812	4,177	5,314	6,238	22,500
Customer Complaints	14	13	13	9	26	75
Customer Compliments	0	0	0	0	2	2
Customer Suggestions	0	0	0	0	0	0
Complaints/1000 passenger trips - 2016	7.48	1.46	1.64	2.60	5.90	3.60
Complaints/1000 passenger trips - 2017	4.73	3.41	3.11	1.69	4.17	3.33
Late Service Reports (2)	16	0	11	5	13	45
Late Service Reports/1000 passenger trips - 2016	2.64	0.00	0.70	0.37	2.19	1.09
Late Service Reports/1000 passenger trips - 2017	5.41	0.00	2.63	0.94	2.08	2.00

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
January, 2017	92%	92%	91%	90%	94%
YTD - 2016	94%	94%	96%	90%	95%
YTD - 2017	92%	92%	91%	90%	94%

ADA Certifications, January 2017	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,575	276	241	152	17,302
Category 2	9	0	0	0	0
Category 2/3	19	1	0	0	9
Category 3	2,114	342	79	21	5,124
Total	3,717				22,435

Monthly New Certification	34
Monthly Denied Applications	0

(1) No-shows now include late cancels (late cancels used to be reported separately).

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