

Fixed Route Performance Indicators
Year to Date as of 9/30/07

	YTD Sept. 2006	YTD Sept. 2007	Peer Comparison
<u>Revenue Indicators</u>			
Revenue Sources			
Passenger Revenue	22.1%	23.2%	
Other System Generated Revenue	1.3%	0.9%	
County	0.1%	0.1%	
Operating Revenue: Sub-Total	23.4%	24.2%	36.1%
Local - Madison	20.1%	18.3%	
Local - Other Municipalities/Entities	5.7%	6.9%	
Local Sub-Total	25.8%	25.2%	9.2%
State	38.3%	38.5%	28.8%
Federal	12.5%	12.2%	25.9%
State/Federal: Sub-Total	50.7%	50.7%	54.7%
Total Revenue	100.0%	100.0%	100.0%
Operating Revenue/Operating Cost	22.6%	24.8%	21.4%
Passenger Revenue/ Total Passenger Trips	\$ 0.70	\$ 0.71	\$ 0.77
<u>Expense Indicators</u>			
Operating Cost/ Revenue Hour	\$ 97.58	\$ 100.11	\$ 85.34
Operating Cost/Passenger Trip	\$ 3.11	\$ 3.01	\$ 3.62
<u>Operations</u>			
Trips / Revenue Hour	31.42	33.27	23.60
Number of Trips using Lifts	28,120	23,212	NA
<u>Maintenance</u>			
Maintenance Inspections Conducted/Scheduled	100.6%	100.1%	NA
Miles per Road Call	6,165	5,899	3,773
<u>Customer Service</u>			
Customer Complaints	1257	1586	NA
Customer Compliments	100	117	NA
Customer Suggestions	146	182	NA
# Complaints/1000 Passenger Trips	0.15	0.18	NA

- Notes:
- (1) Trips per route are included in a separate monthly report.
 - (2) Reported Expenses do not include depreciation, debt principal, or fixed assets.
 - (3) Peer Comparison data from **2004** NTD database for Peer Service Level systems..

FIXED ROUTE
Operating Statistics For Periods Ending 8/31/2006 & 8/31/2007

CURRENT MONTH			YEAR TO DATE			
Actual 2006	Actual 2007	Variance 2006 to 2007		Actual 2006	Actual 2007	Variance 2005 to 2006
			Service Supplied			
433,082	422,035	(11,047)	Total (Vehicle) Miles *	3,598,923	3,563,799	(35,124)
30,301	29,188	(1,113)	Revenue Hours	241,507	241,823	316
32,401	31,231	(1,170)	Total (Vehicle) Hours *	266,133	266,524	391
			<i>Ridership</i>			
587,572	648,601	61,029	Revenue Passengers **	6,717,179	7,092,763	375,584
87,282	90,093	2,811	Transfers	643,838	673,587	29,749
<u>11,924</u>	<u>16,006</u>	<u>4,082</u>	Non-Revenue Rides	<u>82,397</u>	<u>98,354</u>	<u>15,957</u>
686,778	754,700	67,922	Total Passengers	7,443,414	7,864,704	421,290
			Service Quality			
3,622	3,547	(75)	Trips using Lifts	25,678	23,212	(2,467)
8	11	3	Passenger Accidents	52	78	26
23	13	(10)	Vehicle Accidents	161	151	(10)
			Fleet/Maintenance			
103	95	(8)	Road Calls	594	606	12
75	70	(5)	Actual Inspections	603	595	(8)
72	70	(2)	Scheduled Inspections	599	594	(5)

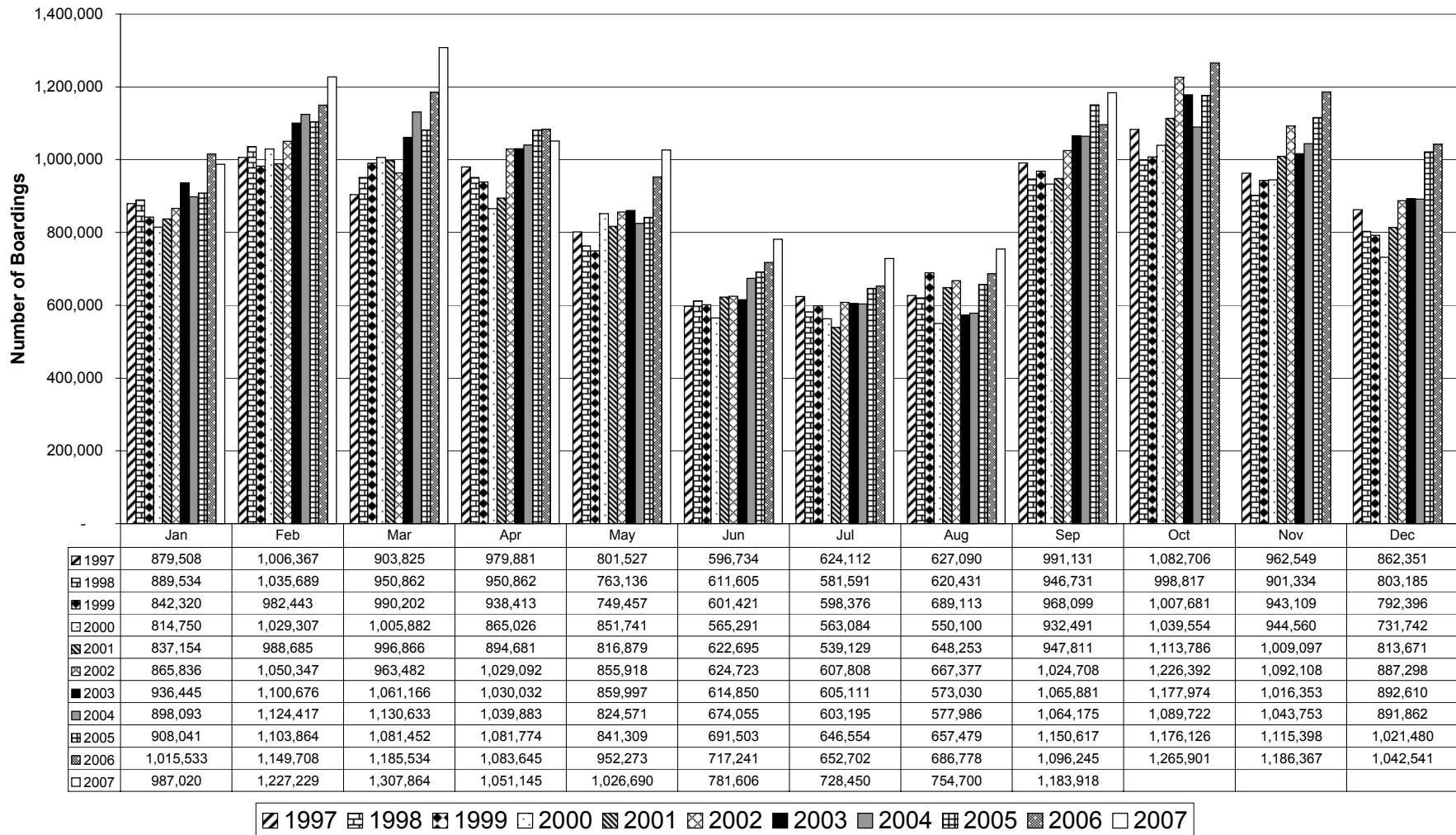
Note: NA means the information was not available at the time of this report. YTD would also be incorrect.

* Vehicle Miles and Hours are for fixed route service only. Miles & hours for training, maintenance testing etc. are not included in these totals.

** Includes special events.

Key: A (negative variance) denotes a decrease in activity over 2006.
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Fixed Route Monthly Ridership Comparison 1997 - 2007



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

Transfer Center-based system began July 19, 1998.

ROUTE PERFORMANCE, Year to Date through September 2007

ROUTE	RIDERSHIP			Passengers/revenue hour	
	2007	2006	% change	2007	2006
1 CAP SQUARE - UW (service reduced August 27, 2006)	17,840	29,854	-40.2%	25.17	27.15
2 WTP-NTP	752,239	665,410	13.0%	39.06	37.03
3 WTP-ETP & 7 WTP-ETP (route 7 weekend route began Aug. 27, 2006)	464,302	428,284	8.4%	25.96	24.79
4 NTP-STP	551,137	511,812	7.7%	38.49	33.60
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP (13 began Aug. 27, 2006)	693,712	631,725	9.8%	26.92	25.44
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE (67 began Aug. 27, 2006)	941,796	967,846	-2.7%	31.71	27.24
8 CAP SQUARE-SPRING HARBOR (reduced to weekend route only Aug. 27, 2006)	19,224	214,973	-91.1%	15.40	21.50
9 ETP - UW CAMPUS & 33 HIESTAND LOOP (Rte 9 expanded Aug. 27, 2006)	82,448	84,594	-2.5%	23.78	28.52
11 & 12 WTP-DUTCH MILL-CAP SQUARE (11 added & route expanded Aug. 27, 2006)	77,753	39,166	98.5%	19.91	17.32
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	524,602	496,883	5.6%	26.87	28.23
16 STP - ETP (began Aug. 27, 2006; replaces routes 31, 41, 42 & 43)	208,023	24,838	737.5%	23.04	21.60
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	341,113	315,589	8.1%	21.50	19.88
19 RED ARROW TR-CAP SQUARE (revised Aug. 27, 2006)	124,304	130,509	-4.8%	20.70	21.66
21 LAKEVIEW LOOP (was interlined with route 27 until August 27, 2006)	109,330	55,719	96.2%	28.66	24.08
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	401,542	373,628	7.5%	45.05	43.11
24 AIRPORT LOOP	24,593	26,786	-8.2%	11.99	13.38
25 AMERICAN CENTER	7,436	7,947	-6.4%	18.32	19.25
27 NTP - UW CAMPUS COMMUTER (serviced reduced August 27, 2006)	28,314	101,325	-72.1%	17.92	18.90
29 SHERMAN COMMUTER	27,573	24,723	11.5%	34.19	31.24
32 ACEWOOD-THOMPSON LOOP	26,645	22,509	18.4%	16.88	14.16
34 ETP-MATC & 39 ETP - DAIRY DRIVE	27,541	20,655	33.3%	13.70	10.75
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER	257,635	173,366	48.6%	29.52	23.31
40 STP - ARBOR HILLS LOOP (expanded August 27, 2006)	103,233	60,337	71.1%	27.99	23.62
44 STP - UW CAMPUS COMMUTER (began Aug. 27, 2006)	55,865	7,259	669.6%	26.39	26.79
47 ARBOR HILLS COMMUTER (service reduced Aug. 27, 2006)	46,416	119,271	-61.1%	18.61	22.50
48 FITCHBURG COMMUTER (reconfigured August 27, 2006)	13,580	15,172	-10.5%	18.03	21.97
50 WTP-SCHROEDER-RAYMOND LOOP	102,390	103,963	-1.5%	33.70	33.62
51 WTP-MUIR FIELD LOOP	46,508	37,266	24.8%	24.82	20.55
52 WTP-FITCHBURG (began operating Sept. 4, 2007)	3,539	NA	NA	17.82	NA
53 UW HOSP COMMUTER (service reduced 8/27/06-discontinued 8/31/07)	18,978	44,428	-57.3%	15.97	21.81
55 VERONA- WTP COMMUTER (began Sept. 19, 2005)	14,289	9,790	46.0%	13.35	8.95
56 PILGRIM-REETZ COMMUTER & 57 MUIR FIELD COMMUTER	172,209	160,928	7.0%	29.64	26.89
58 GREENTREE COMMUTER	53,667	52,056	3.1%	24.19	20.81
60 MIDDLETON-WTP (discontinued August 25, 2006)	NA	149,503	NA	NA	25.58
61 MIDDLETON OFFICE PARK (discontinued August 25, 2006)	NA	43,173	NA	NA	30.43
70 MIDDLETON-CAPITOL SQUARE (routes 70-74 began Aug. 27, 2006)	111,076	14,234	680.4%	22.02	22.25
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	68,831	9,983	589.5%	31.35	36.14
73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07)	110,531	13,940	692.9%	25.71	26.89
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	71,591	10,080	610.2%	31.15	35.56
74 MIDDLETON LOOP	7,100	884	703.2%	6.17	6.14
MIDDLETON ROUTES TOTAL	369,129	241,797	52.7%	24.63	26.50
63 WTP-PRAIRIE TOWNE CTR & 68 WTP-PRAIRIE TWN CTR (began Aug. 27, 2006)	38,812	6,171	528.9%	15.03	18.24
89 PARKING RAMP SHUTTLE (operated January 2 - June 15, 2007)	1,316	NA	NA	1.01	NA
90-93 SUPPLEMENTARY SCHOOL SERVICE	640,793	679,009	-5.6%	65.91	72.71
80 UW CAMPUS	1,202,882	1,227,634	-2.0%	83.00	84.97
81-82 UW LATE NITE CIRCULATORS	203,871	141,569	44.0%	57.86	41.77
85 UW CAMPUS-PARK ST CIRCULATOR (began July 31, 2006)	218,161	52,406	316.3%	68.00	76.20
SPECIAL EVENT SERVICE	33,095	28,665	15.5%	29.40	22.65
UNKNOWN ROUTE & ROAD BUS *	787	1,860	-57.7%	NA	NA
ROUTES DISCONTINUED AFTER AUGUST 26, 2006:					
31 TURNER-MONONA LOOP	NA	63,689	NA	NA	24.01
41 STP-LAKE POINT, 42 STP-MOORLAND & 43 MOORLAND-LAKEPOINT	NA	85,055	NA	NA	20.55
62 GREENWAY BLVD	NA	21,461	NA	NA	15.60
65 WALNUT GROVE COMMUTER	NA	31,734	NA	NA	22.46
SYSTEM TOTAL	9,048,622	8,539,659	6.0%	33.27	31.42
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	7,423,708	7,170,456	3.5%	29.61	28.31

NOTE: Substantial changes were made across the system effective August 27, 2006. This will affect comparisons of current service to previous.

Additional changes made September 2, 2007 will also affect comparisons.

* 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 PRODUCTIVITY COMPARISON--YEAR TO DATE
September 2007 vs. September 2006
(Routes sorted in order of 2007 passengers per revenue hour productivity)

REGULAR ROUTES	RIDERSHIP, 2007 vs. 2006 Year to Date			Productivity, Trips per Revenue Hour				ROUTE KEY
	2007	2006	% Change	2007	2006	% Change	Routes < 60% of system avg.	
80 UW CAMPUS	1,202,882	1,227,634	-2.0%	83.00	84.97	-2.3%		Core Routes operate every day, from early a.m. to late p.m.: 2, 3, 4, 5, 6, 7, 13 (3 operates weekends only; 7 operates weekdays only). Commuter Routes operate on weekdays during peak hours: 11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 53, 55, 56, 57, 58, 71, 72, 74 Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 24, 30, 32, 33, 40, 50, 51, 52, 73 Connector Routes connect transfer points throughout the day: 16, 17, 18. Circulator Routes operate midday only: 1, 9, 34 Other routes: 7 operates between the East and West Transfer Point on weekends. 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 on weekdays. 67 connects with route 6 at the West Transfer Point; operates to/from West Towne Mall. 63 and 68 operate between the West Transfer Point and Prairie Town Center on weekends. 70 operates like a core route between the Capitol Square, Middleton & the West Transfer Point on weekdays. UW Campus Circulators 80, 81, 82, 85 School Day Supplemental Routes 90, 91, 92, 93
85 UW CAMPUS-PARK ST CIRCULATOR (began July 31, 2006)	218,161	52,406	316.3%	68.00	76.20	-10.8%		
90-93 SUPPLEMENTARY SCHOOL SERVICE	640,793	679,009	-5.6%	65.91	72.71	-9.4%		
81-82 UW LATE NITE CIRCULATORS	203,871	141,569	44.0%	57.86	41.77	38.5%		
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6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE (67 began Aug. 27, 2006)	941,796	967,846	-2.7%	31.71	27.24	16.4%		
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19 RED ARROW TR-CAP SQUARE (revised Aug. 27, 2006)	124,304	130,509	-4.8%	20.70	21.66	-4.4%		
11 & 12 WTP-DUTCH MILL-CAP SQUARE (11 added & route expanded Aug. 27, 2006)	77,753	39,166	98.5%	19.91	17.32	14.9%	X	
47 ARBOR HILLS COMMUTER (service reduced Aug. 27, 2006)	46,416	119,271	-61.1%	18.61	22.50	-17.3%	X	
25 AMERICAN CENTER	7,436	7,947	-6.4%	18.32	19.25	-4.9%	X	
48 FITCHBURG COMMUTER (reconfigured August 27, 2006)	13,580	15,172	-10.5%	18.03	21.97	-17.9%	X	
27 NTP - UW CAMPUS COMMUTER (service reduced August 27, 2006)	28,314	101,325	-72.1%	17.92	18.90	-5.2%	X	
52 WTP-FITCHBURG (began operating Sept. 4, 2007)	3,539	NA	NA	17.82	NA	NA	X	
32 ACEWOOD-THOMPSON LOOP	26,645	22,509	18.4%	16.88	14.16	19.2%	X	
53 UW HOSP COMMUTER (service reduced 8/27/06-discontinued 8/31/07)	18,978	44,428	-57.3%	15.97	21.81	-26.8%	X	
8 CAP SQUARE-SPRING HARBOR (reduced to weekend route only Aug. 27, 2006)	19,224	214,973	-91.1%	15.40	21.50	-28.4%	X	
63 WTP-PRAIRIE TOWNE CTR & 68 WTP-PRAIRIE TWN CTR (began Aug. 27, 2006)	38,812	6,171	528.9%	15.03	18.24	-17.6%	X	
34 ETP-MATC & 39 ETP - DAIRY DRIVE	27,541	20,655	33.3%	13.70	10.75	27.4%	X	
55 VERONA- WTP COMMUTER (began Sept. 19, 2005)	14,289	9,790	46.0%	13.35	8.95	49.2%	X	
24 AIRPORT LOOP	24,593	26,786	-8.2%	11.99	13.38	-10.4%	X	
74 MIDDLETON LOOP	7,100	884	703.2%	6.17	6.14	0.6%	X	
89 PARKING RAMP SHUTTLE (operated January 2 - June 15, 2007)	1,316	NA	NA	1.01	NA	NA	X	
UNKNOWN ROUTE & ROAD BUS *	787	1,860	-57.7%	NA	NA	NA		
ROUTES DISCONTINUED AFTER AUGUST 26, 2006:								
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41 STP-LAKE POINT, 42 STP-MOORLAND & 43 MOORLAND-LAKEPOINT	NA	85,055	NA	NA	20.55	NA		
60 MIDDLETON-WTP (discontinued August 25, 2006)	NA	149,503	NA	NA	25.58	NA		
61 MIDDLETON OFFICE PARK (discontinued August 25, 2006)	NA	43,173	NA	NA	30.43	NA		
62 GREENWAY BLVD	NA	21,461	NA	NA	15.60	NA		
65 WALNUT GROVE COMMUTER	NA	31,734	NA	NA	22.46	NA		
SYSTEM TOTAL	9,048,622	8,539,659	6.0%	33.27	31.42	5.9%	19.96	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	7,423,708	7,170,456	3.5%	29.61	28.31	4.6%	17.76	

NOTE: Substantial changes were made across the system effective August 27, 2006 and then again on September 2, 2007. This will affect comparisons of current service to previous.
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**Paratransit Performance Indicators
September, 2007**

<u>Revenue Indicators</u>	Metro Plus YTD		Fixed Route YTD	
	Sep. 2006	Sep. 2007	Sep. 2006	Sep. 2007
Operating Revenue/ Operating Cost	42.4%	44.0%	22.6%	24.8%
Passenger Revenue/ Total Passenger Trips	\$ 1.02	\$1.07	\$0.70	\$0.71

<u>Expense Indicators</u>	Sep. 2006	Sep. 2007	Sep. 2006	Sep. 2007
Operating Cost/Passenger Trip	\$ 28.03	\$27.66	\$3.11	\$3.01

<u>Operations</u>	Metro Plus			
	Sep. 2006	Sep. 2007	YTD 2006	YTD 2007
Total Trips	20,550	20,600	187,113	196,140
Rides Cancelled	3,040	2,898	31,045	31,827
Cancellation Rate	14.8%	14.1%	16.6%	16.2%
No Shows	420	467	3,817	4,016
No Shows/Rides Provided	2.0%	2.3%	2.0%	2.0%
Number of Clients Provided Service	1,086	1,083	1,573	1,668
Average Trips/Client	18.9	19.0	119.0	117.6
DDS Trips	11,972	11,794	106,572	111,951
Subscription Trips	11,619	11,253	104,891	107,194
DDS Subscription Trips	7,823	7,315	67,486	68,977
D2D Trips	15,037	14,747	131,472	141,876
Lv Attended Trips	2,447	5,622	22,369	52,351
Maintenance Inspections Conducted/Scheduled	122.2%	100.0%	108.6%	101.2%

<u>Number of Trips by Provider YTD</u>	Metro Direct	Laidlaw	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	16,684	16,076	48,656	26,535	22,316	130,267
Non-Ambulatory	21,981	24,879	-	1,825	17,188	65,873
Percentage	19.71%	20.88%	24.81%	14.46%	20.14%	100.00%

<u>Customer Service YTD</u>	Metro Direct	Laidlaw	Badger	Transit Sol	Badger Bus	Total
Rides Provided	38,665	40,955	48,656	28,360	39,504	196,140
Customer Complaints	96	70	123	33	23	345
Customer Compliments	7	6	1	2	4	20
Customer Suggestions	7	0	0	1	1	9
Complaints/1000 passenger trips	2.48	1.71	2.53	1.16	0.58	1.76
Late Service Reports (2)	24	179	644	100	40	987
Late Service Reports/1000 passenger trips	0.62	4.37	13.24	3.53	1.01	5.03

<u>On-Time Performance, Sept. 2007</u>	Metro Direct	Laidlaw	Badger	Transit Sol.	Badger Bus
	90%	93%	93%	94%	97%

<u>ADA Certifications, September 2007</u>	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,198	275	213	83	13135
Category 2	45	0	0	0	0
Category 2/3	92	11	3	0	126
Category 3	1,884	390	121	25	7,307
Total		3,219			20,568

Monthly New Certification	38
Monthly Denied Applications	3

(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.

ParaTransit
Operating Statistics For Periods Ending 9/30/2006 & 9/30/2007

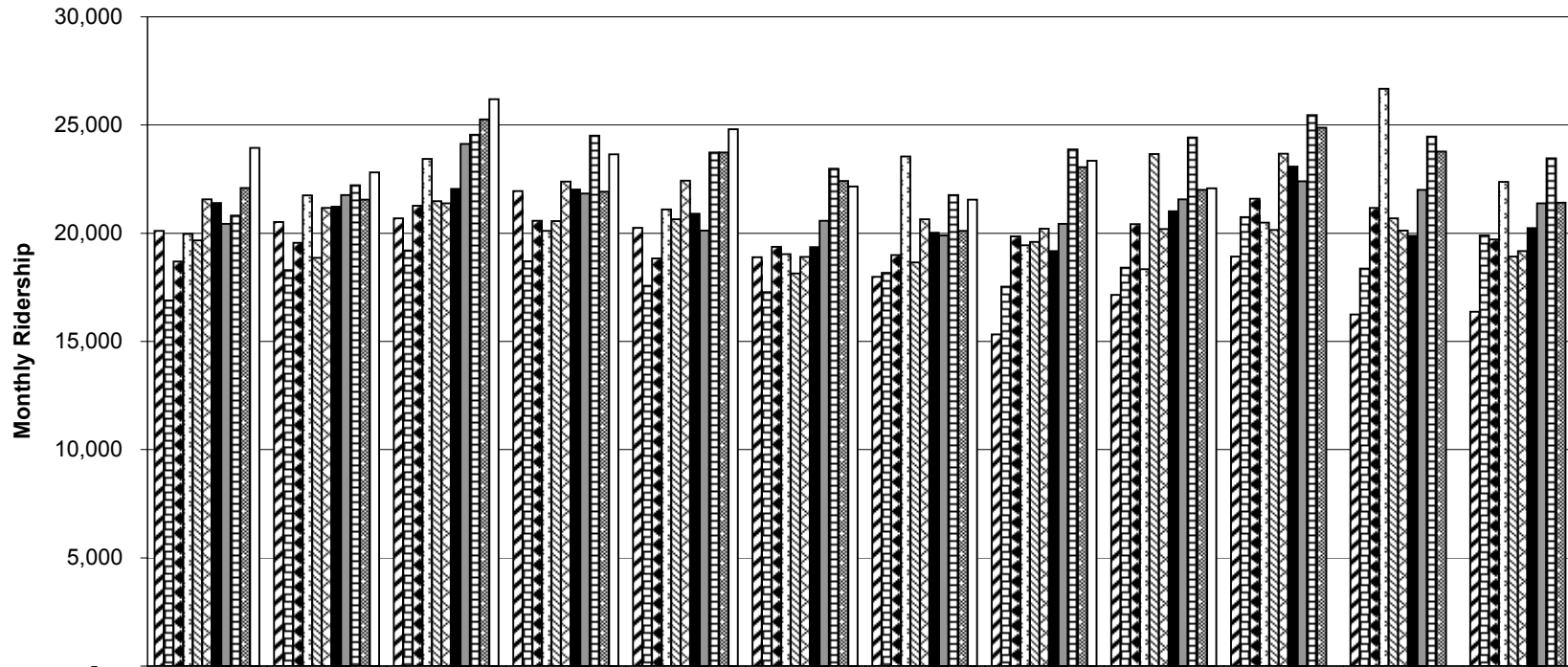
CURRENT MONTH			YEAR TO DATE			
Actual 2006	Actual 2007	Variance 2006 to 2007		Actual 2006	Actual 2007	Variance 2006 to 2007
			Service Supplied Data			
1,086	1,083	(3)	No. of Clients riding the System	1,573	1,668	95
			<i>Ridership</i>			
4,417	3,904	(513)	Directly Operated Service	41,184	38,665	(2,519)
1,450	1,478	28	Group Access *	15,003	14,371	(632)
<u>16,133</u>	<u>16,696</u>	563	ADA Contracted Services	<u>145,929</u>	<u>157,475</u>	11,546
20,550	20,600	50	Total ADA Ridership *	187,113	196,140	9,027
420	467	47	Total No-shows	3,817	4,016	199
			Service Quality Data			
3	2	(1)	Passenger Accidents	10	23	13
1	1	0	Vehicle Accidents	10	9	(1)
			Fleet/Maintenance Data			
3	2	(1)	Road Calls	25	18	(7)
11	9	(2)	Actual Inspections	101	85	(16)
9	9	0	Scheduled Inspections	93	84	(9)

Note: N/A means the information was not available at the time of this report. The YTD would also be incorrect as it only reflects the information that was available from previous months.

* ADA Ridership does not include Group Access.

Key: A (negative variance) denotes a decrease in activity over 2006.

Monthly Paratransit Ridership, 1997 - 2007 (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			

1997
 1998
 1999
 2000
 2001
 2002
 2003
 2004
 2005
 2006
 2007

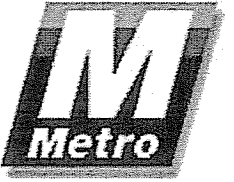
Year	Annual Ridership
1997	224,373
1998	221,050
1999	240,039
2000	256,276
2001	241,067
2002	251,875
2003	250,351
2004	256,538
2005	282,235
2006	272,173

Note: Annual Ridership includes Group Access.

Customer Feedback: Multi-Year Counts by Primary Unit and Category
For the period 1/1 - 6/30

Report Totals

2007	1483
2006	1257
2005	1506
2004	1415



BGRNDS

Category ID and Name	2007	2006	2005	2004
34 Wheelchair accessibility	0	0	1	0
39 Shelter Posters	0	0	0	2
67 Transfer Pt/Shelter Vandalism	0	1	1	1
68 Transfer Pt/Shelter Graffiti	8	1	3	0
91 Compliment	0	0	0	0
116 Other - no current category	3	3	4	6
128 Transfer Pt/Shelter Maintenance	6	4	11	3
Unit Totals	17	9	20	12

FIN

Category ID and Name	2007	2006	2005	2004
18 Fare Policy	0	2	18	11
19 Transfer Policy	0	0	0	0
91 Compliment	0	0	0	0
116 Other - no current category	0	1	0	3
Unit Totals	0	3	18	14

FIXED

Category ID and Name	2007	2006	2005	2004
3 Smoking	2	2	1	3
4 Driving Behavior	141	116	118	119
6 Bus Early - Fixed Route	80	33	50	53
7 Customer passed-up	92	85	105	107
8 Bus Off-route	8	10	16	31
9 Driver Not Wearing Seatbelt	0	0	1	0
10 Driver Not Calling Stops	0	0	0	0
11 Destination Sign Incorrect	9	1	14	8
12 Disruptive Passenger(s)	16	13	20	28
13 Bus Never Came	67	27	46	77
26 Overloads	10	4	10	5
29 Special Event Service	0	0	0	0
32 Bus Idling	7	5	9	12
33 Detours	15	11	2	1
34 Wheelchair accessibility	0	0	0	2
41 ITS: Intelligent Transportation S	0	0	7	1
55 Driver Rude	69	62	91	48
60 Transfer Points	0	0	2	0
66 Equipment Malfunction	8	1	4	2
69 Securement, mobility device	0	0	0	2
71 Other Driver Conduct	26	62	44	3
76 Missed Stop Request	5	4	1	7
77 Fare Dispute	9	6	9	20
78 Discrimination	1	5	1	7
79 City Ordinances	0	7	7	2
80 Electronic Device	0	9	2	3
81 Driving With Cell Phone	28	23	18	11
84 Unauthorized Stop	3	2	4	13
85 Unprofessional Conduct	39	16	6	47
86 Excessive Conversation	1	0	0	3
87 Bus Late - Fixed Route	70	46	41	38
88 Unsafe Situation	16	26	43	26
89 Property Damage	5	0	1	3
90 Passenger Injury	12	16	17	15
91 Compliment	74	53	65	53
116 Other - no current category	46	2	17	9
117 Climate Control	5	3	6	2
121 Missed Transfer	21	9	11	24
122 School Routes	1	3	29	10
124 Items Not Allowed on Bus	0	0	2	0
126 ADA Issues	8	16	36	14
130 Cut Route	3	2	3	2
132 Harassment	1	2	2	1
133 Running a Red Light	18	2	0	0
137 Weather Related	5	0	0	0
Unit Totals	921	684	861	812

INFSYS

Category ID and Name	2007	2006	2005	2004
41 ITS: Intelligent Transportation S	0	0	1	4
91 Compliment	0	0	2	0
116 Other - no current category	1	0	14	0
136 Trip Planner	10	10	3	1
Unit Totals	11	10	20	5

MAINT

Category ID and Name	2007	2006	2005	2004
32 Bus Idling	0	0	0	0
34 Wheelchair accessibility	0	0	0	1
41 ITS: Intelligent Transportation S	0	0	0	0
66 Equipment Malfunction	3	4	4	1
91 Compliment	0	0	1	0
115 Bus Appearance-Cleanliness	4	4	4	3
116 Other - no current category	0	1	1	3
117 Climate Control	6	0	0	1
Unit Totals	13	9	10	9

MKTG

Category ID and Name	2007	2006	2005	2004
18 Fare Policy	1	0	0	18
19 Transfer Policy	0	0	0	0
28 School Trippers Concern	1	0	0	1
29 Special Event Service	0	0	0	0
33 Detours	2	0	0	1
34 Wheelchair accessibility	0	0	0	0
36 Telephone Information	2	15	14	10
37 Advertisements - General	0	2	1	1
38 Sales Outlets	0	0	0	2
39 Shelter Posters	1	0	2	5
40 Schedules	2	6	3	7
72 Other Public Info	1	16	10	11
91 Compliment	10	6	4	4
98 Schedule Info	8	0	0	1
100 Phones Busy	1	0	0	0
101 Behavior - Cust Svc	10	0	2	0
115 Bus Appearance-Cleanliness	0	0	0	0
116 Other - no current category	5	3	20	1
119 Lost and Found	2	1	1	10
120 Para - Ride Booking	4	2	6	7
135 Website	1	1	1	0
136 Trip Planner	0	0	2	0
137 Weather Related	2	0	0	0
138 Advertisements - Bus Wraps	14	0	0	0
Unit Totals	67	52	66	79

PARA

Category ID and Name	2007	2006	2005	2004
3 Smoking	1	1	5	0
4 Driving Behavior	5	7	19	14
55 Driver Rude	24	11	9	9
66 Equipment Malfunction	2	2	2	0
69 Securement, mobility device	3	3	25	2
79 City Ordinances	1	0	1	0
80 Electronic Device	0	0	0	0
81 Driving With Cell Phone	1	0	0	1
85 Unprofessional Conduct	5	1	2	3
88 Unsafe Situation	3	3	6	7
90 Passenger Injury	0	0	9	6
91 Compliment	13	9	25	12
93 Notification - Para App	0	0	0	0
94 Availability - Para App	0	0	0	0
95 Processing Time - Para App	1	0	0	1
96 Fares	4	9	4	11
97 Winter Weather - Para Policy	0	0	0	0
98 Schedule Info	1	0	7	6
99 Order Taking	4	1	12	9
100 Phones Busy	1	0	0	0
101 Behavior - Cust Svc	0	2	3	3
102 Bus Early - Para	9	6	8	9
103 Bus On-Time	0	0	1	0
104 Bus Late - Para	58	41	120	66
105 No Shows	38	9	28	15
106 Door-to-Door	10	12	19	19
107 Leave Attended	13	12	38	34
108 Mobility Device Securement	0	5	1	5
109 Travel Time - Para	34	17	29	15
110 Service Area - Para Policy	1	3	2	0
111 Backtracking	0	1	1	0
112 Passenger Behavior	9	5	10	11
113 Driver Behavior	5	15	11	7
114 Dispatch	6	5	15	11
116 Other - no current category	14	1	12	11
120 Para - Ride Booking	7	6	12	10
132 Harassment	1	0	0	0
133 Running a Red Light	0	0	0	0
137 Weather Related	0	0	0	0
Unit Totals	274	187	436	297

PLN

Category ID and Name	2007	2006	2005	2004
18 Fare Policy	0	1	0	0
19 Transfer Policy	0	0	0	0
21 Span	7	1	2	1
23 Express Service	2	3	1	0
25 Frequency	2	5	0	1
26 Overloads	13	9	12	23
27 Park & Ride	1	3	1	1
28 School Trippers Concern	0	0	0	2
29 Special Event Service	0	0	0	0
31 Expansion Request	18	11	11	6
33 Detours	5	2	2	0
34 Wheelchair accessibility	0	0	0	0
40 Schedules	21	1	8	4
42 Routes	17	230	8	40
43 Schedules - Service Design	5	17	4	53
44 Quality	1	0	0	0
47 Corridor Schedules	0	0	0	1
48 Transfer Coordination	1	2	0	2
49 Travel Time - Service Design	1	0	0	5
60 Transfer Points	0	2	4	4
70 Other Service Design	1	0	2	1
73 Bus Stop Request	26	8	9	23
74 Bus Stop Damage	4	3	3	4
75 Shelter Addition/Removal	1	0	0	0
91 Compliment	8	4	3	3
92 Public Hearing Comment	41	0	0	0
116 Other - no current category	1	1	3	3
127 Public Hearing Addendum	0	0	0	0
129 Service Design Request	4	0	2	10
Unit Totals	180	303	75	187