

FIXED ROUTE
Operating Statistics For Periods Ending 12/31/2009 & 12/31/2010

CURRENT MONTH

YEAR TO DATE

Actual 2009	Actual 2010	Variance 2009 to 2010		Actual 2009	Actual 2010	Variance 2009 to 2010
			Service Supplied			
449,584	480,664	31,080	Total (Vehicle) Miles	5,471,517	5,648,866	177,349
31,097	32,947	1,850	Revenue Hours	372,134	381,446	9,312
34,502	36,544	2,042	Total (Vehicle) Hours	413,772	424,199	10,427
			Ridership			
999,825	1,095,178	95,353	Revenue Passengers	12,526,299	12,602,554	76,255
58,126	59,432	1,306	Transfers	896,264	822,273	(73,991)
<u>14,855</u>	<u>17,969</u>	<u>3,114</u>	Non-Revenue Rides	<u>165,863</u>	<u>198,634</u>	<u>32,771</u>
1,072,806	1,172,579	99,773	Total Passengers	13,588,426	13,623,461	35,035
			Service Quality			
2,066	2,504	438	Trips using Lifts	33,474	37,660	4,186
10	8	(2)	Passenger Accidents	103	123	20
			Vehicle Accidents			
0	4	4	Chargeable	46	57	11
15	12	(3)	Non-chargeable	112	98	(14)
3	0	(3)	Preventable	19	10	(9)
18	16	(2)	Total Vehicle Accidents	177	165	(12)
			Fleet/Maintenance			
62	71	9	Road Calls	821	837	16
75	80	5	Actual Inspections	914	942	28
75	80	5	Scheduled Inspections	914	941	27

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--December 2010 vs. December 2009
(Routes sorted in order of 2010 passengers per revenue hour productivity)

ROUTE	RIDERSHIP, 2010 vs. 2009 Year to Date			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY
	2010	2009	% change	2010	2009	% Change		
80 UW CAMPUS	1,718,620	2,022,007	-15.0%	91.96	109.13	-15.73%		Core Routes operate every day, from early a.m. to late p.m.: 2, 3, 4, 5, 6, 7, 13 (3 operates weekdays only; 7 operates wkends & holidays only).
90-93 SUPPLEMENTARY SCHOOL SERVICE	1,035,450	1,048,373	-1.2%	65.57	68.93	-4.88%		
85 UW CAMPUS-PARK ST CIRCULATOR	247,082	303,720	-18.6%	54.63	66.39	-17.71%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	29,418	26,690	10.2%	51.94	47.12	10.22%		
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	583,220	565,948	3.1%	46.06	45.63	0.95%		
2 WTP-NTP	1,163,367	1,124,168	3.5%	45.29	43.54	4.02%		Commuter Routes operate on weekdays during peak hours: 11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 55, 56, 57 58, 71, 72, 74
50 WTP-SCHROEDER-RAYMOND LOOP	178,055	167,267	6.4%	42.10	41.31	1.92%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	81,474	84,275	-3.3%	41.62	43.08	-3.40%		
4 NTP-STP	759,520	730,903	3.9%	39.96	37.78	5.78%		
81-82 UW LATE NITE CIRCULATORS	203,272	278,919	-27.1%	38.40	52.92	-27.43%		
9 ETP - UW CAMPUS & 33 HIESTAND LOOP (peak hour trips on 9 began Aug. 24, 2009)	197,532	174,140	13.4%	36.59	36.69	-0.26%		
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	1,452,777	1,370,370	6.0%	35.64	34.18	4.28%		Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 26, 30, 32, 33, 36, 40, 50, 51, 52, 73, 78
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	134,463	130,615	2.9%	34.51	33.97	1.60%		
40 STP - ARBOR HILLS LOOP	164,643	163,737	0.6%	33.94	33.80	0.41%		
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	870,924	782,828	11.3%	31.75	29.78	6.64%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	25,474	27,503	-7.4%	31.62	35.29	-10.38%		
16 STP - ETP	385,803	358,492	7.6%	31.36	29.83	5.15%		Connector Routes connect transfer points throughout the day: 16, 17, 18.
21 LAKEVIEW LOOP	194,654	186,427	4.4%	31.33	32.98	-5.01%		
3 WTP-ETP	532,093	553,966	-3.9%	30.66	31.33	-2.15%		
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	1,046,297	991,526	5.5%	29.84	28.40	5.07%		
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	245,510	249,007	-1.4%	29.76	31.07	-4.22%		Circulator Routes 1, 9, 10, 34
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	359,383	352,739	1.9%	28.59	29.03	-1.50%		
55 VERONA- WTP COMMUTER	38,621	34,158	13.1%	27.71	24.77	11.85%		
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	105,964	102,757	3.1%	26.60	26.25	1.34%		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 West Transfer Point and Prairie. 70 operates like a core route between the Capitol Square & Middleton on weekdays.
51 WTP-MUIR FIELD LOOP	65,706	60,384	8.8%	25.03	24.21	3.40%		
1 CAP SQUARE - UW	24,359	27,227	-10.5%	24.61	26.26	-6.30%		
32 ACEWOOD-THOMPSON LOOP	51,467	43,775	17.6%	24.41	20.78	17.47%		
11 & 12 WTP-DUTCH MILL-CAP SQUARE	128,317	121,919	5.2%	24.10	22.90	5.24%		
47 ARBOR HILLS COMMUTER	75,594	73,516	2.8%	23.03	22.50	2.36%		
52 WTP-FITCHBURG	64,620	54,887	17.7%	22.99	20.62	11.51%		
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	497,548	459,670	8.2%	22.01	20.91	5.25%		
19 RED ARROW TR-CAP SQUARE	163,811	168,098	-2.6%	21.56	22.26	-3.14%		
27 NTP - UW CAMPUS COMMUTER	40,029	41,873	-4.4%	21.36	22.43	-4.76%	x	
58 GREENTREE COMMUTER	63,935	67,709	-5.6%	21.13	22.49	-6.04%	x	
70 MIDDLETON-CAPITOL SQUARE	140,092	140,219	-0.1%	20.96	21.86	-4.13%	x	
7 WTP-ETP (Weekends & Holidays Only)	118,419	121,687	-2.7%	20.76	20.68	0.40%	x	
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	32,109	30,127	6.6%	19.46	18.10	7.54%	x	
73 WTP-OLD SAUK TRAILS	126,752	121,128	4.6%	17.27	16.68	3.52%	x	
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	52,550	53,473	-1.7%	16.80	15.91	5.57%	x	
34 ETP-MATC & 39 ETP - DAIRY DRIVE (peak service on 34 began Aug. 24, 2009)	62,675	53,524	17.1%	15.91	16.16	-1.50%	x	
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)	60,095	19,519	207.9%	14.94	13.75	8.62%	x	
74 MIDDLETON LOOP	27,508	29,584	-7.0%	14.69	15.59	-5.81%	x	
25 AMERICAN CENTER COMMUTER	9,487	8,551	10.9%	14.31	14.67	-2.44%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	9,897	8,413	17.6%	13.89	9.78	42.09%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	40,394	45,710	-11.6%	13.62	14.92	-8.67%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	11,342	4,116	175.6%	6.87	6.58	4.45%	x	UW Campus Circulators 80, 81, 82, 84, 85
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	2,377	2,497	-4.8%	4.24	4.24	0.01%	x	
UNKNOWN ROUTE & ROAD BUS *	762	285	167.4%	1.35	0.50	167.4%	x	
SYSTEM TOTAL	13,623,461	13,588,426	0.3%	35.68	36.50	-2.2%	21.41	School Day Supplemental Routes 90, 91, 92, 93
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	11,425,069	10,957,090	4.3%	32.39	31.91	1.5%	19.43	

NOTE 1: Substantial changes were made across the system effective August 23, 2009. This will affect comparisons of current service to previous.

NOTE 2: Metro service did not operate on December 12, 2010 because of a severe weather event.

* Unknown Route refers to ridership data that isn't assigned to a route by the farebox (generally seen when farebox goes into "fallback mode").

ROUTE PERFORMANCE, Year to Date - December 2010

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2010	2009	% change	2010	2009
1 CAP SQUARE - UW	24,359	27,227	-10.5%	24.61	26.26
2 WTP-NTP	1,163,367	1,124,168	3.5%	45.29	43.54
3 WTP-ETP	532,093	553,966	-3.9%	30.66	31.33
4 NTP-STP	759,520	730,903	3.9%	39.96	37.78
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	1,046,297	991,526	5.5%	29.84	28.40
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	1,452,777	1,370,370	6.0%	35.64	34.18
7 WTP-ETP (Weekends & Holidays Only)	118,419	121,687	-2.7%	20.76	20.68
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	32,109	30,127	6.6%	19.46	18.10
9 ETP - UW CAMPUS & 33 HIESTAND LOOP (peak hour trips on 9 began Aug. 24, 2009)	197,532	174,140	13.4%	36.59	36.69
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)	60,095	19,519	207.9%	14.94	13.75
11 & 12 WTP-DUTCH MILL-CAP SQUARE	128,317	121,919	5.2%	24.10	22.90
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	870,924	782,828	11.3%	31.75	29.78
16 STP - ETP	385,803	358,492	7.6%	31.36	29.83
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	497,548	459,670	8.2%	22.01	20.91
19 RED ARROW TR-CAP SQUARE	163,811	168,098	-2.6%	21.56	22.26
21 LAKEVIEW LOOP	194,654	186,427	4.4%	31.33	32.98
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	583,220	565,948	3.1%	46.06	45.63
25 AMERICAN CENTER COMMUTER	9,487	8,551	10.9%	14.31	14.67
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	2,377	2,497	-4.8%	4.24	4.24
27 NTP - UW CAMPUS COMMUTER	40,029	41,873	-4.4%	21.36	22.43
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	25,474	27,503	-7.4%	31.62	35.29
32 ACEWOOD-THOMPSON LOOP	51,467	43,775	17.6%	24.41	20.78
34 ETP-MATC & 39 ETP - DAIRY DRIVE (peak service on 34 began Aug. 24, 2009)	62,675	53,524	17.1%	15.91	16.16
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	40,394	45,710	-11.6%	13.62	14.92
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	359,383	352,739	1.9%	28.59	29.03
40 STP - ARBOR HILLS LOOP	164,643	163,737	0.6%	33.94	33.80
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	105,964	102,757	3.1%	26.60	26.25
47 ARBOR HILLS COMMUTER	75,594	73,516	2.8%	23.03	22.50
50 WTP-SCHROEDER-RAYMOND LOOP	178,055	167,267	6.4%	42.10	41.31
51 WTP-MUIR FIELD LOOP	65,706	60,384	8.8%	25.03	24.21
52 WTP-FITCHBURG	64,620	54,887	17.7%	22.99	20.62
55 VERONA- WTP COMMUTER	38,621	34,158	13.1%	27.71	24.77
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	245,510	249,007	-1.4%	29.76	31.07
58 GREENTREE COMMUTER	63,935	67,709	-5.6%	21.13	22.49
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	11,342	4,116	175.6%	6.87	6.58
70 MIDDLETON-CAPITOL SQUARE	140,092	140,219	-0.1%	20.96	21.86
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	81,474	84,275	-3.3%	41.62	43.08
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	134,463	130,615	2.9%	34.51	33.97
73 WTP-OLD SAUK TRAILS	126,752	121,128	4.6%	17.27	16.68
74 MIDDLETON LOOP	27,508	29,584	-7.0%	14.69	15.59
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	9,897	8,413	17.6%	13.89	9.78
MIDDLETON ROUTES TOTAL	520,186	514,234	1.2%	23.16	23.13
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	52,550	53,473	-1.7%	16.80	15.91
80 UW CAMPUS	1,718,620	2,022,007	-15.0%	91.96	109.13
81-82 UW LATE NITE CIRCULATORS	203,272	278,919	-27.1%	38.40	52.92
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	29,418	26,690	10.2%	51.94	47.12
85 UW CAMPUS-PARK ST CIRCULATOR	247,082	303,720	-18.6%	54.63	66.39
90-93 SUPPLEMENTARY SCHOOL SERVICE	1,035,450	1,048,373	-1.2%	65.57	68.93
UNKNOWN ROUTE & ROAD BUS *	762	285	167.4%	1.35	0.50
SYSTEM TOTAL	13,623,461	13,588,426	0.3%	35.68	36.50
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	11,425,069	10,957,090	4.3%	32.39	31.91

NOTE 1: Substantial changes were made across the system effective August 23, 2009. This will affect comparisons of current service to previous.

NOTE 2: Metro service did not operate on December 12, 2010 because of a severe weather event.

* 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.

ParaTransit
Operating Statistics For Periods Ending 12/31/2009 & 12/31/2010

CURRENT MONTH			YEAR TO DATE			
Actual 2009	Actual 2010	Variance 2009 to 2010		Actual 2009	Actual 2010	Variance 2009 to 2010
			Service Supplied Data			
1,150	1,156	6	No. of Clients riding the System	1,849	1,826	(23)
			<i>Ridership</i>			
4,181	4,649	468	Directly Operated Service	63,152	57,011	(6,141)
<u>15,707</u>	<u>16,934</u>	1,227	ADA Contracted Services	<u>206,085</u>	<u>214,336</u>	8,251
19,888	21,583	1,695	Total ADA Ridership *	269,237	271,347	2,110
1,686	1,761	75	Group Access *	20,077	21,413	1,336
664	693	29	Total No-shows	5,873	5,244	(629)
			Service Quality Data			
0	0	0	Passenger Accidents	12	12	0
			Vehicle Accidents:			
0	1	1	Chargeable	9	4	(5)
0	2	2	Non-chargeable	3	6	3
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>0</u>	<u>1</u>	<u>1</u>
0	3	3	Total Vehicle Accidents	12	11	(1)
			Fleet/Maintenance Data			
4	2	(2)	Road Calls	41	33	(8)
10	9	(1)	Actual Inspections	139	111	(28)
10	9	(1)	Scheduled Inspections	139	111	(28)

* ADA Ridership does not include Group Access.

**Paratransit Performance Indicators
December, 2010**

Revenue Indicators	Metro Plus YTD		Fixed Route YTD	
	Dec. 2009	Dec. 2010	Dec. 2009	Dec. 2010
Operating Revenue/ Operating Cost	<i>Financial stats not available at time of printing.</i>			
Passenger Revenue/ Total Passenger Trips				
Expense Indicators				
Operating Cost/Passenger Trip				

Operations	Metro Plus			
	Dec. 2009	Dec. 2010	YTD Dec. 2009	YTD Dec. 2010
Total Trips	19,888	21,583	269,237	271,347
Rides Cancelled	5,263	4,150	45,946	40,576
Cancellation Rate	26.5%	19.2%	17.1%	15.0%
No Shows	664	693	5,873	5,244
No Shows/Rides Provided	3.3%	3.2%	2.2%	1.9%
Number of Clients Provided Service	1,150	1,156	1,849	1,826
Average Trips/Client	17.3	18.7	145.6	148.6
DDS Trips	12,198	13,236	158,113	167,388
Subscription Trips	11,100	11,765	158,910	156,432
DDS Subscription Trips	7,701	7,906	104,237	106,430
D2D Trips	15,002	15,755	205,451	202,837
Lv Attended Trips	5,270	6,336	70,536	78,238
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

Number of Trips by Provider YTD	Metro Direct	Capitol Exp	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	32,750	947	43,704	54,734	56,170	188,305
Non-Ambulatory	24,261	2,034	-	7,732	49,015	83,042
Percentage	21.01%	1.10%	16.11%	23.02%	38.76%	100.00%

Customer Service YTD	Metro Direct	Capitol Exp	Badger	Transit Sol	Badger Bus	Total
Rides Provided	57,011	2,981	43,704	62,466	105,185	271,347
Customer Complaints	153	6	100	59	117	435
Customer Compliments	14	1	2	7	8	32
Customer Suggestions	9	0	0	1	1	11
Complaints/1000 passenger trips	2.68	2.01	2.29	0.94	1.11	1.60
Late Service Reports (2)	119	26	433	141	293	1,012
Late Service Reports/1000 passenger t	2.09	8.72	9.91	2.26	2.79	3.73

On-Time Performance, Dec. 2010	Metro Direct	Capitol Exp	Badger	Transit Sol.	Badger Bus
	85%	92%	92%	94%	93%

ADA Certifications, December 2010	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,473	288	238	120	14,992
Category 2	27	0	1	0	31
Category 2/3	75	8	3	1	218
Category 3	2,527	416	98	22	6,326
Total	4,102				21,567

Monthly New Certification	70
Monthly Denied Applications	1

(1) Passenger Revenue does not include Group Access revenue.

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

NOTE: Reported expenses do not include depreciation, debt principal, or fixed assets.