

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 1/31/2012 & 1/31/2013**

CURRENT MONTH			YEAR TO DATE			
Actual 2012	Actual 2013	Variance 2012 to 2013		Actual 2012	Actual 2013	Variance 2012 to 2013
			<b>Service Supplied</b>			
461,601	<b>488,880</b>	27,279	Total (Vehicle) Miles	461,601	<b>488,880</b>	27,279
31,140	<b>31,959</b>	819	Revenue Hours	31,140	<b>31,959</b>	819
34,585	<b>35,585</b>	1,000	Total (Vehicle) Hours	34,585	<b>35,585</b>	1,000
			<i>Ridership</i>			
1,059,572	<b>1,151,050</b>	91,478	Revenue Passengers	1,059,572	<b>1,151,050</b>	91,478
72,919	<b>73,956</b>	1,037	Transfers	72,919	<b>73,956</b>	1,037
<u>18,646</u>	<u><b>16,482</b></u>	<u>(2,164)</u>	Non-Revenue Rides	<u>18,646</u>	<u><b>16,482</b></u>	<u>(2,164)</u>
1,151,137	<b>1,241,488</b>	90,351	Total Passengers	1,151,137	<b>1,241,488</b>	90,351
			<b>Service Quality</b>			
2,447	<b>2,550</b>	103	Trips using Lifts	2,447	<b>2,550</b>	103
15	<b>15</b>	0	Passenger Accidents	15	<b>15</b>	0
			<b>Vehicle Accidents</b>			
7	<b>6</b>	(1)	Chargeable	7	<b>6</b>	(1)
11	<b>11</b>	0	Non-chargeable	11	<b>11</b>	0
<u>0</u>	<u><b>1</b></u>	1	Preventable	0	<u><b>1</b></u>	1
18	<b>18</b>	0	Total Vehicle Accidents	18	<b>18</b>	0
			<b>Fleet/Maintenance</b>			
40	<b>59</b>	19	Road Calls	40	<b>59</b>	19
77	<b>81</b>	4	Actual Inspections	77	<b>81</b>	4
77	<b>81</b>	4	Scheduled Inspections	77	<b>81</b>	4

**ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--January 2013 vs. January 2012**

(Routes sorted in order of 2013 passengers per revenue hour productivity)

ROUTE	RIDERSHIP, 2013 vs. 2012 Year to Date			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY
	2012	2013	% change	2012	2013	% Change		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	4,062	7,285	79.3%	82.80	148.27	79.1%		<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).
80 UW CAMPUS (service revised effective Aug 26, 2012)	118,024	143,689	21.7%	90.05	91.06	1.1%		
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	99,664	112,693	13.1%	68.12	71.65	5.2%		
28 NTP-WTP COMMUTER	29,948	35,460	18.4%	61.05	68.46	12.1%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	8,236	8,655	5.1%	53.48	53.53	0.1%		
2 WTP-NTP	107,887	117,207	8.6%	48.08	51.82	7.8%		
67 WTP-WEST TOWNE	24,118	26,105	8.2%	45.00	47.41	5.4%		
50 WTP-SCHROEDER-RAYMOND LOOP	16,111	16,286	1.1%	45.64	45.62	-0.1%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	26,911	30,431	13.1%	40.20	43.16	7.4%		
9 ETP - UW CAMPUS (peak hour trips on 9 began Aug. 24, 2009)	13,936	17,863	28.2%	35.16	42.82	21.8%		
4 NTP-STP	63,769	66,057	3.6%	41.19	41.80	1.5%		<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, 75</b>
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	12,015	13,152	9.5%	39.19	40.85	4.3%		
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	7,814	8,776	12.3%	36.28	38.80	7.0%		
22 MENDOTA LOOP	20,312	21,360	5.2%	37.05	37.95	2.4%		
6 EAST TOWNE-WTP	99,184	102,582	3.4%	36.54	36.61	0.2%		
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	10,297	10,996	6.8%	35.75	36.36	1.7%		
5 ETP-STP	42,419	43,550	2.7%	35.92	36.18	0.7%		
3 WTP-ETP	47,857	51,448	7.5%	35.18	36.00	2.3%		
11 WTP-DUTCH MILL-CAP SQUARE	7,899	8,897	12.6%	33.41	35.84	7.3%		
18 STP-WTP	36,834	38,484	4.5%	33.73	35.14	4.2%		
16 STP - ETP	32,998	36,180	9.6%	32.21	34.83	8.1%		<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>
17 ETP-NTP	10,193	10,715	5.1%	34.20	34.24	0.1%		
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	39,452	43,781	11.0%	32.41	34.17	5.4%		
40 STP - ARBOR HILLS LOOP	14,857	14,141	-4.8%	36.09	33.78	-6.4%		
51 WTP-MUIR FIELD LOOP	7,657	7,478	-2.3%	33.80	33.45	-1.1%		
30 ETP-EAST TOWNE	20,610	22,456	9.0%	30.53	32.87	7.7%		
27 NTP - UW CAMPUS COMMUTER	4,369	5,065	15.9%	29.60	32.68	10.4%		
55 VERONA- WTP COMMUTER	4,913	3,935	-19.9%	40.40	32.35	-19.9%		
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	10,646	11,830	11.1%	29.87	31.61	5.8%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	31,326	35,412	13.0%	29.25	31.52	7.8%		
75 VERONA-CAPITOL SQUARE COMMUTER (began operating March 26, 2012)	-	3,776	NA	NA	29.44	NA		<b>Connector Routes</b> connect transfer points throughout the day: <b>16, 17, 18.</b>
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	3,719	3,742	0.6%	25.89	28.78	11.2%		
81-82 UW LATE NITE CIRCULATORS	10,416	4,178	-59.9%	45.01	28.44	-36.8%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,816	1,879	3.5%	28.73	28.32	-1.5%		
58 GREENTREE COMMUTER	6,358	7,031	10.6%	26.71	28.14	5.3%		
21 LAKEVIEW LOOP	13,774	14,374	4.4%	27.04	27.59	2.1%		
47 ARBOR HILLS COMMUTER	7,066	7,307	3.4%	27.35	26.93	-1.5%		
7 WTP-ETP (Weekends & Holidays Only)	13,559	13,383	-1.3%	23.93	26.10	9.1%		
12 WTP-DUTCH MILL-CAP SQUARE	4,102	4,906	19.6%	22.46	25.59	13.9%		
70 MIDDLETON-CAPITOL SQUARE	11,566	13,664	18.1%	21.91	24.66	12.5%		
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)	6,250	8,189	31.0%	19.68	24.56	24.8%		<b>Circulator Routes</b> <b>1, 9, 10, 34</b>
19 RED ARROW TR-CAP SQUARE	13,717	14,510	5.8%	23.46	23.63	0.7%		
1 CAP SQUARE - UW	1,536	1,865	21.4%	19.69	22.77	15.6%	x	
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	2,967	3,277	10.4%	18.10	22.07	22.0%	x	
32 ACEWOOD-THOMPSON LOOP	3,627	3,823	5.4%	19.77	21.18	7.2%	x	
73 WTP-OLD SAUK TRAILS	10,595	11,544	9.0%	18.42	19.11	3.8%	x	
13 STP-CAP SQUARE	11,747	12,211	3.9%	18.18	18.63	2.5%	x	
34 ETP-MATC (peak service on 34 began Aug. 24, 2009)	2,625	2,804	6.8%	17.98	18.29	1.7%	x	
25 AMERICAN CENTER COMMUTER	1,096	1,026	-6.4%	18.83	16.79	-10.8%	x	
74 MIDDLETON LOOP	2,089	2,547	21.9%	14.15	16.43	16.1%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	5,593	6,320	13.0%	15.09	16.21	7.4%	x	<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 WTP and Prairie Town Center. <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>
20 NTP-EAST TOWNE	13,492	14,311	6.1%	14.93	15.78	5.6%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	2,008	3,285	63.6%	8.22	13.29	61.7%	x	
39 ETP - DAIRY DRIVE	2,389	2,214	-7.3%	14.39	12.70	-11.7%	x	
52 WTP-FITCHBURG	3,048	2,918	-4.3%	13.72	12.51	-8.8%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	1,040	1,021	-1.8%	10.46	12.32	17.8%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	1,002	1,013	1.1%	11.28	10.86	-3.7%	x	
33 HIESTAND LOOP	214	353	65.0%	4.48	7.03	57.1%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	935	909	-2.8%	5.73	6.15	7.3%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	922	875	-5.1%	5.51	5.78	4.9%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	202	264	30.7%	4.57	5.69	24.5%	x	
85 UW CAMPUS-PARK ST CIRCULATOR (ended operating on Aug 25, 2012)	17,349	-	-100.0%	59.03	NA	NA		<b>School Day Supplemental Routes</b> <b>E, L, M, W</b>
UNKNOWN ROUTE & ROAD BUS *	-	-		NA	NA	NA		
<b>SYSTEM TOTAL</b>	<b>1,151,137</b>	<b>1,241,488</b>	<b>7.8%</b>	<b>36.97</b>	<b>38.85</b>	<b>5.1%</b>	<b>23.31</b>	<b>Average weekday ridership January 2012: 47,390</b> <b>Average weekday ridership January 2013: 49,335</b>
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)</b>	<b>1,001,286</b>	<b>1,086,336</b>	<b>8.5%</b>	<b>34.23</b>	<b>35.99</b>	<b>5.2%</b>	<b>21.59</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 - January 2013

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2012	2013	% change	2012	2013
1 CAP SQUARE - UW	1,536	1,865	21.4%	19.69	22.77
2 WTP-NTP	107,887	117,207	8.6%	48.08	51.82
3 WTP-ETP	47,857	51,448	7.5%	35.18	36.00
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17 ETP-NTP	10,193	10,715	5.1%	34.20	34.24
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37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	5,593	6,320	13.0%	15.09	16.21
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	26,911	30,431	13.1%	40.20	43.16
39 ETP - DAIRY DRIVE	2,389	2,214	-7.3%	14.39	12.70
40 STP - ARBOR HILLS LOOP	14,857	14,141	-4.8%	36.09	33.78
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47 ARBOR HILLS COMMUTER	7,066	7,307	3.4%	27.35	26.93
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	1,002	1,013	1.1%	11.28	10.86
50 WTP-SCHROEDER-RAYMOND LOOP	16,111	16,286	1.1%	45.64	45.62
51 WTP-MUIR FIELD LOOP	7,657	7,478	-2.3%	33.80	33.45
52 WTP-FITCHBURG	3,048	2,918	-4.3%	13.72	12.51
55 VERONA- WTP COMMUTER	4,913	3,935	-19.9%	40.40	32.35
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	10,646	11,830	11.1%	29.87	31.61
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	10,297	10,996	6.8%	35.75	36.36
58 GREENTREE COMMUTER	6,358	7,031	10.6%	26.71	28.14
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	935	909	-2.8%	5.73	6.15
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	3,719	3,742	0.6%	25.89	28.78
67 WTP-WEST TOWNE	24,118	26,105	8.2%	45.00	47.41
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	922	875	-5.1%	5.51	5.78
70 MIDDLETON-CAPITOL SQUARE	11,566	13,664	18.1%	21.91	24.66
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	8,236	8,655	5.1%	53.48	53.53
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	12,015	13,152	9.5%	39.19	40.85
73 WTP-OLD SAUK TRAILS	10,595	11,544	9.0%	18.42	19.11
74 MIDDLETON LOOP	2,089	2,547	21.9%	14.15	16.43
75 VERONA-CAPITOL SQUARE COMMUTER (began operating March 26, 2012)	-	3,776	NA	NA	29.44
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	1,040	1,021	-1.8%	10.46	12.32
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<b>SYSTEM TOTAL</b>	<b>1,151,137</b>	<b>1,241,488</b>	<b>7.8%</b>	<b>36.97</b>	<b>38.85</b>
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)</b>	<b>1,001,286</b>	<b>1,086,336</b>	<b>8.5%</b>	<b>34.23</b>	<b>35.99</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.

**Average weekday ridership January 2012: 47,390**

**Average weekday ridership January 2013: 49,335**

**ParaTransit**  
**Operating Statistics For Periods Ending 1/31/2012 & 1/31/2013**

CURRENT MONTH			YEAR TO DATE			
Actual 2012	Actual 2013	Variance 2012 to 2013		Actual 2012	Actual 2013	Variance 2012 to 2013
			<b>Service Supplied Data</b>			
1,083	1,067	(16)	No. of Clients riding the System	1,083	1,067	(16)
			<i>Ridership</i>			
4,616	3,802	(814)	Directly Operated Service	4,616	3,802	(814)
17,116	17,375	259	ADA Contracted Services	17,116	17,375	259
21,732	21,177	(555)	Total ADA Ridership *	21,732	21,177	(555)
326	250	(76)	Total No-shows	326	250	(76)
			<b>Service Quality Data</b>			
2	1	(1)	Passenger Accidents	2	1	(1)
			Vehicle Accidents:			
0	1	1	Chargeable	0	1	1
0	1	1	Non-chargeable	0	1	1
0	0	0	Preventable	0	0	0
0	2	2	Total Vehicle Accidents	0	2	2
			<b>Fleet/Maintenance Data</b>			
10	1	(9)	Road Calls	10	1	(9)
9	7	(2)	Actual Inspections	9	7	(2)
9	5	(4)	Scheduled Inspections	9	5	(4)

**Paratransit Performance Indicators  
January, 2013**

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Jan. 2012</b>	<b>Jan. 2013</b>	<b>YTD 2012</b>	<b>YTD 2013</b>
Total Trips	21,323	21,177	21,323	21,177
Rides Cancelled	3,239	3,274	3,239	3,274
Cancellation Rate	15.2%	15.5%	15.2%	15.5%
No Shows	326	250	326	250
No Shows/Rides Provided	1.5%	1.2%	1.5%	1.2%
Number of Clients Provided Service	1,083	1,067	1,083	1,067
Average Trips/Client	19.7	19.8	19.7	19.8
DDS Trips	13,490	13,852	13,490	13,852
Subscription Trips	12,107	12,304	12,107	12,304
DDS Subscription Trips	8,250	8,762	8,250	8,762
D2D Trips	14,587	14,563	14,587	14,563
Lv Attended Trips	6,606	6,666	6,606	6,666
Maintenance Inspections Conducted/Scheduled	100.0%	140.0%	100.0%	140.0%

<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	2,488	3,934	3,512	5,397	15,331
Non-Ambulatory	1,314	174	853	3,505	5,846
Percentage	17.95%	19.40%	20.61%	42.04%	100.00%

<b>Customer Service YTD</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol</b>	<b>Badger Bus</b>	<b>Total</b>
Rides Provided	3,802	4,108	4,365	8,902	21,177
Customer Complaints	13	10	12	24	59
Customer Compliments	1	4	2	0	7
Customer Suggestions	0	0	0	0	0
Complaints/1000 passenger trips - 2012	4.1	5.3	1.8	1.1	2.5
Complaints/1000 passenger trips - 2013	3.4	2.4	2.7	2.7	2.8
Late Service Reports (1)	2	16	29	14	61
Late Service Reports/1000 passenger trips - 2012	1.7	4.8	4.8	4.4	4.0
Late Service Reports/1000 passenger trips - 2013	0.5	3.9	6.6	1.6	2.9

<b>On-Time Performance</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
January, 2013	91%	95%	96%	96%
YTD - 2012	87%	96%	92%	93%
YTD - 2013	91%	95%	96%	96%

<b>ADA Certifications, Jan 2013</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	1635	298	201	151	14,701
Category 2	22	0	0	0	0
Category 2/3	63	6	1	1	50
Category 3	2732	337	83	25	5,367
<b>Total</b>	<b>4,452</b>				<b>20,118</b>

Monthly New Certification	36
Monthly Denied Applications	2
Fixed Route Trips Using Lift (YTD)	2,550

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