

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 4/30/2014 & 4/30/2015**

CURRENT MONTH			YEAR TO DATE				
Actual 2014	Actual 2015	Variance 2014 to 2015		Actual 2014	Actual 2015	Variance 2014 to 2015	% Change
			<b>Service Supplied</b>				
515,241	<b>517,370</b>	2,129	Total (Vehicle) Miles	2,014,369	<b>2,033,347</b>	18,978	0.9%
35,150	<b>35,108</b>	(42)	Revenue Hours	136,065	<b>137,397</b>	1,332	1.0%
39,076	<b>39,235</b>	159	Total (Vehicle) Hours	151,735	<b>153,730</b>	1,995	1.3%
			<i>Ridership</i>				
1,383,958	<b>1,268,560</b>	(115,398)	Revenue Passengers	5,395,330	<b>5,219,164</b>	(176,166)	-3.3%
71,692	<b>62,338</b>	(9,354)	Transfers	271,460	<b>245,389</b>	(26,071)	-9.6%
<u>15,386</u>	<u><b>13,384</b></u>	<u>(2,002)</u>	Non-Revenue Rides	<u>58,074</u>	<u><b>47,976</b></u>	<u>(10,098)</u>	-17.4%
1,471,036	<b>1,344,282</b>	(126,754)	Total Passengers	5,724,864	<b>5,512,529</b>	(212,335)	-3.7%
			<b>Service Quality</b>				
3,292	<b>3,477</b>	185	Trips using Lifts	12,509	<b>11,789</b>	(720)	-5.8%
10	<b>6</b>	(4)	Passenger Accidents	60	<b>38</b>	(22)	-36.7%
			<b>Vehicle Accidents</b>				
7	<b>6</b>	(1)	Chargeable	24	<b>24</b>	0	0.0%
5	<b>4</b>	(1)	Non-chargeable	27	<b>29</b>	2	7.4%
<u>0</u>	<u><b>0</b></u>	<u>0</u>	Preventable	<u>1</u>	<u><b>0</b></u>	<u>(1)</u>	-100.0%
12	<b>10</b>	(2)	Total Vehicle Accidents	52	<b>53</b>	1	1.9%
			<b>Fleet/Maintenance</b>				
57	<b>68</b>	11	Road Calls	319	<b>376</b>	57	17.9%
86	<b>86</b>	0	Actual Inspections	336	<b>339</b>	3	0.9%
86	<b>86</b>	0	Scheduled Inspections	335	<b>339</b>	4	1.2%

\*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--April 2015 vs. April 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					
80 UW CAMPUS (service revised August 26, 2012)	939,432	906,216	-3.5%	122.00	117.05	-4.1%		<p><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 weekends &amp; holidays only).</p> <p><b>Commuter Routes</b> operate on weekdays during peak hours:  <b>11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 49, 55, 56, 57, 58, 71, 72, 74, 75</b></p> <p><b>Peripheral Routes</b> operate from transfer points to outlying areas: <b>20, 21, 22, 26, 30, 31, 32, 33, 35, 36, 40, 50, 51, 52, 73, 78</b></p> <p><b>Connector Routes</b> connect transfer points throughout the day:  <b>16, 17, 18.</b></p> <p><b>Circulator Routes</b>  <b>1, 9, 10, 34</b></p> <p><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 &amp; 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 &amp; Middleton on weekdays.</p> <p><b>UW Campus Circulators</b>  <b>80, 81, 82, 84</b></p> <p><b>School Day Supplemental Routes</b>  <b>E, L, M, W</b></p> <p>Average weekday ridership April 2014: 61,177            Average weekday ridership April 2015: 55,782</p>
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	445,182	454,539	2.1%	67.82	67.64	-0.3%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	159,028	146,895	-7.6%	67.60	62.15	-8.1%		
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	40,202	34,232	-14.9%	45.80	56.17	22.6%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	11,623	10,562	-9.1%	61.23	55.72	-9.0%		
2 WTP-NTP (revised August 25, 2013)	557,782	512,245	-8.2%	54.40	49.95	-8.2%		
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	290,829	291,968	0.4%	49.41	49.23	-0.4%		
50 WTP-SCHROEDER-RAYMOND LOOP	66,940	84,430	26.1%	46.85	45.20	-3.5%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	143,927	140,108	-2.7%	46.11	44.26	-4.0%		
4 NTP-STP	292,882	272,052	-7.1%	47.22	43.28	-8.3%		
67 WTP-WEST TOWNE	97,567	96,314	-1.3%	43.46	42.17	-3.0%		
22 MENDOTA LOOP	81,493	88,049	8.0%	39.15	40.44	3.3%		
81-82 UW LATE NITE CIRCULATORS	51,850	57,796	11.5%	38.38	40.32	5.1%		
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	70,513	67,468	-4.3%	42.29	40.18	-5.0%		
3 WTP-ETP	238,813	215,443	-9.8%	41.54	37.11	-10.7%		
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	24,116	30,591	26.8%	34.14	36.61	7.2%		
6 EAST TOWNE-WTP	434,605	405,993	-6.6%	38.83	36.25	-6.6%		
5 ETP-STP	176,722	169,345	-4.2%	37.78	36.15	-4.3%		
11 WTP-DUTCH MILL-CAP SQUARE	35,688	33,528	-6.1%	37.20	34.45	-7.4%		
1 CAP SQUARE - UW	12,059	11,812	-2.0%	36.81	33.89	-7.9%		
27 NTP - UW CAMPUS COMMUTER	21,664	20,097	-7.2%	34.99	32.08	-8.3%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	30,193	38,184	26.5%	44.21	31.86	-27.9%		
7 WTP-ETP (Weekends & Holidays Only)	60,950	58,129	-4.6%	32.40	31.83	-1.8%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	16,774	16,794	0.1%	30.86	31.80	3.1%		
21 LAKEVIEW LOOP	61,074	59,425	-2.7%	31.91	30.81	-3.5%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	50,915	50,581	-0.7%	39.88	30.72	-23.0%		
51 WTP-MUIR FIELD LOOP	33,009	26,940	-18.4%	34.86	29.49	-15.4%		
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	40,041	36,806	-8.1%	32.32	28.62	-11.4%		
18 STP-WTP (revised August 25, 2013)	136,261	121,469	-10.9%	31.70	28.47	-10.2%		
58 GREENTREE COMMUTER	32,654	28,363	-13.1%	33.37	28.04	-16.0%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	7,594	7,494	-1.3%	19.87	27.81	40.0%		
47 ARBOR HILLS COMMUTER	30,242	28,121	-7.0%	29.93	27.50	-8.1%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	114,445	108,618	-5.1%	28.43	27.00	-5.0%		
30 ETP-EAST TOWNE	84,778	76,082	-10.3%	31.79	26.98	-15.1%		
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	150,874	151,748	0.6%	26.70	26.91	0.8%		
16 STP - ETP	115,836	111,872	-3.4%	27.88	26.78	-4.0%		
70 MIDDLETON-CAPITOL SQUARE	55,448	57,232	3.2%	24.57	26.33	7.2%		
17 ETP-NTP	45,021	33,396	-25.8%	34.03	26.23	-22.9%		
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	13,010	14,376	10.5%	23.37	25.82	10.5%		
19 RED ARROW TR-CAP SQUARE	68,989	60,671	-12.1%	27.87	23.99	-13.9%	x	
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	11,941	11,029	-7.6%	25.02	23.79	-4.9%	x	
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	37,553	37,316	-0.6%	24.36	23.67	-2.9%	x	
12 WTP-DUTCH MILL-CAP SQUARE	19,387	17,750	-8.4%	24.68	22.33	-9.5%	x	
13 STP-CAP SQUARE	56,291	54,675	-2.9%	21.91	21.34	-2.6%	x	
39 ETP - DAIRY DRIVE (revised August 25, 2013)	6,241	10,437	67.2%	12.81	21.28	66.1%	x	
20 NTP-EAST TOWNE	56,873	76,492	34.5%	15.28	20.63	35.0%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	5,228	3,183	-39.1%	14.05	20.58	46.5%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	28,597	26,302	-8.0%	20.51	18.86	-8.0%	x	
73 WTP-OLD SAUK TRAILS	42,987	39,532	-8.0%	18.85	18.83	-0.1%	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	7,776	8,139	4.7%	18.70	18.67	-0.2%	x	
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	18,426	14,873	-19.3%	21.03	17.76	-15.5%	x	
52 WTP-FITCHBURG	16,326	15,678	-4.0%	18.48	17.70	-4.2%	x	
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	3,208	3,402	6.0%	17.20	16.89	-1.8%	x	
32 ACEWOOD-THOMPSON LOOP	14,909	11,882	-20.3%	19.88	15.90	-20.0%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	11,775	10,805	-8.2%	12.35	12.74	3.2%	x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	14,308	10,851	NA	17.08	12.64	-26.0%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	3,671	3,489	-5.0%	12.31	12.39	0.6%	x	
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	-	4,647	NA	NA	8.86	NA	x	
31 MARSH RD - ETP (began August 25, 2013)	7,784	7,404	-4.9%	8.62	8.40	-2.6%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	4,551	3,581	-21.3%	8.38	6.94	-17.2%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	1,378	2,200	59.7%	7.39	6.69	-9.5%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	3,274	2,878	-12.1%	5.91	5.35	-9.5%	x	
74 MIDDLETON LOOP (ended operating on August 23, 2014)	11,352	-	-100.0%	18.56	NA	NA		
UNKNOWN ROUTE & ROAD BUS *	3	-	NA	NA	NA	NA		
<b>SYSTEM TOTAL</b>	<b>5,724,864</b>	<b>5,512,529</b>	<b>-3.7%</b>	<b>42.08</b>	<b>40.12</b>	<b>-4.7%</b>	<b>24.07</b>	
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>	<b>4,721,959</b>	<b>4,537,955</b>	<b>-3.9%</b>	<b>37.24</b>	<b>35.44</b>	<b>-4.8%</b>	<b>21.27</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 - April 2015

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2014	2015	% change	2014	2015
1 CAP SQUARE - UW	12,059	11,812	-2.0%	36.81	33.89
2 WTP-NTP (revised August 25, 2013)	557,782	512,245	-8.2%	54.40	49.95
3 WTP-ETP	238,813	215,443	-9.8%	41.54	37.11
4 NTP-STP	292,882	272,052	-7.1%	47.22	43.28
5 ETP-STP	176,722	169,345	-4.2%	37.78	36.15
6 EAST TOWNE-WTP	434,605	405,993	-6.6%	38.83	36.25
7 WTP-ETP (Weekends & Holidays Only)	60,950	58,129	-4.6%	32.40	31.83
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	16,774	16,794	0.1%	30.86	31.80
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	290,829	291,968	0.4%	49.41	49.23
11 WTP-DUTCH MILL-CAP SQUARE	35,688	33,528	-6.1%	37.20	34.45
12 WTP-DUTCH MILL-CAP SQUARE	19,387	17,750	-8.4%	24.68	22.33
13 STP-CAP SQUARE	56,291	54,675	-2.9%	21.91	21.34
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	114,445	108,618	-5.1%	28.43	27.00
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	150,874	151,748	0.6%	26.70	26.91
16 STP - ETP	115,836	111,872	-3.4%	27.88	26.78
17 ETP-NTP	45,021	33,396	-25.8%	34.03	26.23
18 STP-WTP (revised August 25, 2013)	136,261	121,469	-10.9%	31.70	28.47
19 RED ARROW TR-CAP SQUARE	68,989	60,671	-12.1%	27.87	23.99
20 NTP-EAST TOWNE	56,873	76,492	34.5%	15.28	20.63
21 LAKEVIEW LOOP	61,074	59,425	-2.7%	31.91	30.81
22 MENDOTA LOOP	81,493	88,049	8.0%	39.15	40.44
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	3,208	3,402	6.0%	17.20	16.89
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	1,378	2,200	59.7%	7.39	6.69
27 NTP - UW CAMPUS COMMUTER	21,664	20,097	-7.2%	34.99	32.08
28 NTP-WTP COMMUTER (revised August 25, 2013)	159,028	146,895	-7.6%	67.60	62.15
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	7,594	7,494	-1.3%	19.87	27.81
30 ETP-EAST TOWNE	84,778	76,082	-10.3%	31.79	26.98
31 MARSH RD - ETP (began August 25, 2013)	7,784	7,404	-4.9%	8.62	8.40
32 ACEWOOD-THOMPSON LOOP	14,909	11,882	-20.3%	19.88	15.90
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	18,426	14,873	-19.3%	21.03	17.76
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	7,776	8,139	4.7%	18.70	18.67
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	14,308	10,851	NA	17.08	12.64
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	11,775	10,805	-8.2%	12.35	12.74
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	28,597	26,302	-8.0%	20.51	18.86
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	143,927	140,108	-2.7%	46.11	44.26
39 ETP - DAIRY DRIVE (revised August 25, 2013)	6,241	10,437	67.2%	12.81	21.28
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	70,513	67,468	-4.3%	42.29	40.18
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	40,202	34,232	-14.9%	45.80	56.17
47 ARBOR HILLS COMMUTER	30,242	28,121	-7.0%	29.93	27.50
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	5,228	3,183	-39.1%	14.05	20.58
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)	-	4,647	NA	NA	8.86
50 WTP-SCHROEDER-RAYMOND LOOP	66,940	84,430	26.1%	46.85	45.20
51 WTP-MUIR FIELD LOOP	33,009	26,940	-18.4%	34.86	29.49
52 WTP-FITCHBURG	16,326	15,678	-4.0%	18.48	17.70
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	13,010	14,376	10.5%	23.37	25.82
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	37,553	37,316	-0.6%	24.36	23.67
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	40,041	36,806	-8.1%	32.32	28.62
58 GREENTREE COMMUTER	32,654	28,363	-13.1%	33.37	28.04
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	4,551	3,581	-21.3%	8.38	6.94
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	11,941	11,029	-7.6%	25.02	23.79
67 WTP-WEST TOWNE	97,567	96,314	-1.3%	43.46	42.17
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	3,274	2,878	-12.1%	5.91	5.35
70 MIDDLETON-CAPITOL SQUARE	55,448	57,232	3.2%	24.57	26.33
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	30,193	38,184	26.5%	44.21	31.86
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	50,915	50,581	-0.7%	39.88	30.72
73 WTP-OLD SAUK TRAILS	42,987	39,532	-8.0%	18.85	18.83
74 MIDDLETON LOOP (ended operating on August 23, 2014)	11,352	-	-100.0%	18.56	NA
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	24,116	30,591	26.8%	34.14	36.61
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	3,671	3,489	-5.0%	12.31	12.39
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UNKNOWN ROUTE & ROAD BUS *	3	-	NA	NA	NA
<b>SYSTEM TOTAL</b>	<b>5,724,864</b>	<b>5,512,529</b>	<b>-3.7%</b>	<b>42.08</b>	<b>40.12</b>
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>	<b>4,721,959</b>	<b>4,537,955</b>	<b>-3.9%</b>	<b>37.24</b>	<b>35.44</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 April 2014: 61,177

Average weekday ridership April 2015: 55,782

**MONTHLY RIDERSHIP - April 2015**

ROUTE	MONTHLY RIDERSHIP			YTD RIDERSHIP		
	2014	2015	% change	2014	2015	% change
1 CAP SQUARE - UW	3,074	2,888	-6.1%	12,059	11,812	-2.0%
2 WTP-NTP (revised August 25, 2013)	141,939	122,641	-13.6%	557,782	512,245	-8.2%
3 WTP-ETP	60,926	51,715	-15.1%	238,813	215,443	-9.8%
4 NTP-STP	78,376	66,221	-15.5%	292,882	272,052	-7.1%
5 ETP-STP	46,475	43,296	-6.8%	176,722	169,345	-4.2%
6 EAST TOWNE-WTP	110,298	100,510	-8.9%	434,605	405,993	-6.6%
7 WTP-ETP (Weekends & Holidays Only)	13,475	12,726	-5.6%	60,950	58,129	-4.6%
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	3,822	3,835	0.3%	16,774	16,794	0.1%
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	78,279	71,255	-9.0%	290,829	291,968	0.4%
11 WTP-DUTCH MILL-CAP SQUARE	9,248	7,631	-17.5%	35,688	33,528	-6.1%
12 WTP-DUTCH MILL-CAP SQUARE	5,320	4,195	-21.1%	19,387	17,750	-8.4%
13 STP-CAP SQUARE	14,361	13,128	-8.6%	56,291	54,675	-2.9%
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	29,781	26,227	-11.9%	114,445	108,618	-5.1%
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	40,548	37,667	-7.1%	150,874	151,748	0.6%
16 STP - ETP	29,865	28,307	-5.2%	115,836	111,872	-3.4%
17 ETP-NTP	12,179	8,731	-28.3%	45,021	33,396	-25.8%
18 STP-WTP (revised August 25, 2013)	34,918	29,942	-14.3%	136,261	121,469	-10.9%
19 RED ARROW TR-CAP SQUARE	17,035	14,112	-17.2%	68,989	60,671	-12.1%
20 NTP-EAST TOWNE	15,408	19,092	23.9%	56,873	76,492	34.5%
21 LAKEVIEW LOOP	15,945	15,395	-3.4%	61,074	59,425	-2.7%
22 MENDOTA LOOP	22,194	22,675	2.2%	81,493	88,049	8.0%
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	837	942	12.5%	3,208	3,402	6.0%
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	414	569	37.4%	1,378	2,200	59.7%
27 NTP - UW CAMPUS COMMUTER	5,166	4,603	-10.9%	21,664	20,097	-7.2%
28 NTP-WTP COMMUTER (revised August 25, 2013)	40,968	34,756	-15.2%	159,028	146,895	-7.6%
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,891	1,826	-3.4%	7,594	7,494	-1.3%
30 ETP-EAST TOWNE	22,646	19,504	-13.9%	84,778	76,082	-10.3%
31 MARSH RD - ETP (began August 25, 2013)	1,995	1,587	-20.5%	7,784	7,404	-4.9%
32 ACEWOOD-THOMPSON LOOP	3,948	2,852	-27.8%	14,909	11,882	-20.3%
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	4,569	3,661	-19.9%	18,426	14,873	-19.3%
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	2,208	2,159	-2.2%	7,776	8,139	4.7%
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	3,771	2,435	-35.4%	14,308	10,851	-24.2%
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	2,979	2,783	-6.6%	11,775	10,805	-8.2%
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	8,094	6,393	-21.0%	28,597	26,302	-8.0%
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	35,955	31,841	-11.4%	143,927	140,108	-2.7%
39 ETP - DAIRY DRIVE (revised August 25, 2013)	1,755	2,549	45.2%	6,241	10,437	67.2%
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	18,863	17,176	-8.9%	70,513	67,468	-4.3%
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	10,055	7,449	-25.9%	40,202	34,232	-14.9%
47 ARBOR HILLS COMMUTER	7,737	7,067	-8.7%	30,242	28,121	-7.0%
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	1,382	758	-45.2%	5,228	3,183	-39.1%
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)		1,058		-	4,647	NA
50 WTP-SCHROEDER-RAYMOND LOOP	17,397	21,575	24.0%	66,940	84,430	26.1%
51 WTP-MUIR FIELD LOOP	8,451	6,571	-22.2%	33,009	26,940	-18.4%
52 WTP-FITCHBURG	4,290	3,883	-9.5%	16,326	15,678	-4.0%
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	3,023	4,092	35.4%	13,010	14,376	10.5%
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	9,762	8,961	-8.2%	37,553	37,316	-0.6%
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	10,915	9,496	-13.0%	40,041	36,806	-8.1%
58 GREENTREE COMMUTER	8,003	6,484	-19.0%	32,654	28,363	-13.1%
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	1,149	731	-36.4%	4,551	3,581	-21.3%
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,745	2,352	-14.3%	11,941	11,029	-7.6%
67 WTP-WEST TOWNE	25,278	24,312	-3.8%	97,567	96,314	-1.3%
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	777	598	-23.0%	3,274	2,878	-12.1%
70 MIDDLETON-CAPITOL SQUARE	15,735	14,762	-6.2%	55,448	57,232	3.2%
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	8,111	9,337	15.1%	30,193	38,184	26.5%
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	13,856	12,684	-8.5%	50,915	50,581	-0.7%
73 WTP-OLD SAUK TRAILS	11,659	10,010	-14.1%	42,987	39,532	-8.0%
74 MIDDLETON LOOP (ended operating on August 23, 2014)	2,963		-100.0%	11,352	-	-100.0%
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	6,306	7,800	23.7%	24,116	30,591	26.8%
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	916	727	-20.6%	3,671	3,489	-5.0%
80 UW CAMPUS (service revised August 26, 2012)	244,887	223,680	-8.7%	939,432	906,216	-3.5%
81 UW LATE NIGHT CIRCULATOR	7,402	7,684	3.8%	23,821	31,370	31.7%
82 UW LATE NITE CIRCULATOR	8,235	6,818	-17.2%	28,029	26,426	-5.7%
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	3,093	2,225	-28.1%	11,623	10,562	-9.1%
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	97,384	105,343	8.2%	445,182	454,539	2.1%
UNKNOWN ROUTE & ROAD BUS			NA	3	-	NA
<b>SYSTEM TOTAL</b>	<b>1,471,036</b>	<b>1,344,282</b>	<b>-8.6%</b>	<b>5,724,864</b>	<b>5,512,529</b>	<b>-3.7%</b>

<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>	<b>1,207,419</b>	<b>1,103,875</b>	<b>-8.6%</b>	<b>4,721,959</b>	<b>4,537,955</b>	<b>-3.9%</b>
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**ParaTransit**  
**Operating Statistics For Periods Ending 4/30/2014 & 4/30/2015**

CURRENT MONTH			YEAR TO DATE				
Actual 2014	Actual 2015	Variance 2014 to 2015		Actual 2014	Actual 2015	Variance 2014 to 2015	% Change
			<b>Service Supplied Data</b>				
1,130	<b>1,089</b>	(41)	No. of Clients riding the System	1,359	<b>1,363</b>	4	0.3%
			<i>Ridership</i>				
5,096	<b>4,470</b>	(626)	Directly Operated Service	18,681	<b>17,559</b>	(1,122)	-6.0%
<u>18,507</u>	<b><u>19,373</u></b>	<u>866</u>	ADA Contracted Services	<u>70,972</u>	<b><u>75,985</u></b>	<u>5,013</u>	7.1%
23,603	<b>23,843</b>	240	Total ADA Ridership	89,653	<b>93,544</b>	3,891	4.3%
486	<b>585</b>	99	Total No-shows	2,069	<b>2,400</b>	331	16.0%
			<b>Service Quality Data</b>				
3	<b>4</b>	1	Passenger Accidents	5	<b>6</b>	1	20.0%
			<i>Vehicle Accidents:</i>				
0	<b>0</b>	0	Chargeable	3	<b>4</b>	1	33.3%
1	<b>0</b>	(1)	Non-chargeable	2	<b>1</b>	(1)	-50.0%
<u>0</u>	<b><u>0</u></b>	<u>0</u>	Preventable	<u>1</u>	<b><u>0</u></b>	<u>(1)</u>	-100.0%
1	<b>0</b>	(1)	Total Vehicle Accidents	6	<b>5</b>	(1)	-16.7%
			<b>Fleet/Maintenance Data</b>				
2	<b>3</b>	1	Road Calls	7	<b>8</b>	1	14.3%
11	<b>10</b>	(1)	Actual Inspections	41	<b>38</b>	(3)	-7.3%
11	<b>10</b>	(1)	Scheduled Inspections	41	<b>38</b>	(3)	-7.3%

\*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**  
**April, 2015**

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Apr. 2014</b>	<b>Apr. 2015</b>	<b>YTD 2014</b>	<b>YTD 2015</b>
Total Trips	23,603	23,843	89,653	93,544
Rides Cancelled	3,289	5,421	15,052	20,266
Cancellation Rate	13.9%	22.7%	16.8%	21.7%
No Shows	486	585	2,069	2,400
No Shows/Rides Provided	2.1%	2.5%	2.3%	2.6%
Number of Clients Provided Service	1,130	1,089	1,359	1,363
Average Trips/Client	20.9	21.9	66.0	68.6
DDS Trips	15,387	16,726	58,706	65,373
Subscription Trips	14,444	18,662	53,895	72,319
DDS Subscription Trips	10,253	15,023	38,839	58,681
D2D Trips	15,932	22,979	59,713	89,554
Lv Attended Trips	6,903	7,246	25,845	27,790
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	100.0%

<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	11,370	22,196	22,807	13,384	69,757
Non-Ambulatory	6,189	705	3,553	13,340	23,787
Percentage	18.77%	24.48%	28.18%	28.57%	100.00%

<b>Customer Service YTD</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Rides Provided	17,559	22,901	26,360	26,724	93,544
Customer Complaints	35	116	44	87	282
Customer Compliments	10	1	1	8	20
Customer Suggestions	2	0	0	2	4
Complaints/1000 passenger trips - 2014	2.64	5.32	2.01	1.99	2.79
Complaints/1000 passenger trips - 2015	1.99	5.07	1.67	3.26	3.01
Late Service Reports (1)	0	55	20	43	118
Late Service Reports/1000 passenger trips - 2014	0.11	3.97	3.01	1.10	1.93
Late Service Reports/1000 passenger trips - 2015	-	2.40	0.76	1.61	1.26

<b>On-Time Performance</b>	<b>Metro Direct</b>	<b>AbbyVans</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
April, 2015	94%	97%	94%	95%
YTD - 2014	92%	95%	95%	96%
YTD - 2015	93%	97%	94%	95%

<b>ADA Certifications, April 2015</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	1,580	287	196	201	18,481
Category 2	9	0	0	0	0
Category 2/3	41	2	0	0	4
Category 3	2,335	308	72	30	5,316
<b>Total</b>	<b>3,965</b>				<b>23,801</b>

Monthly New Certification	27
Monthly Denied Applications	0
Fixed Route Trips Using Lift (YTD)	11,789

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