

FIXED ROUTE
Operating Statistics For Periods Ending 4/30/2008 & 4/30/2009

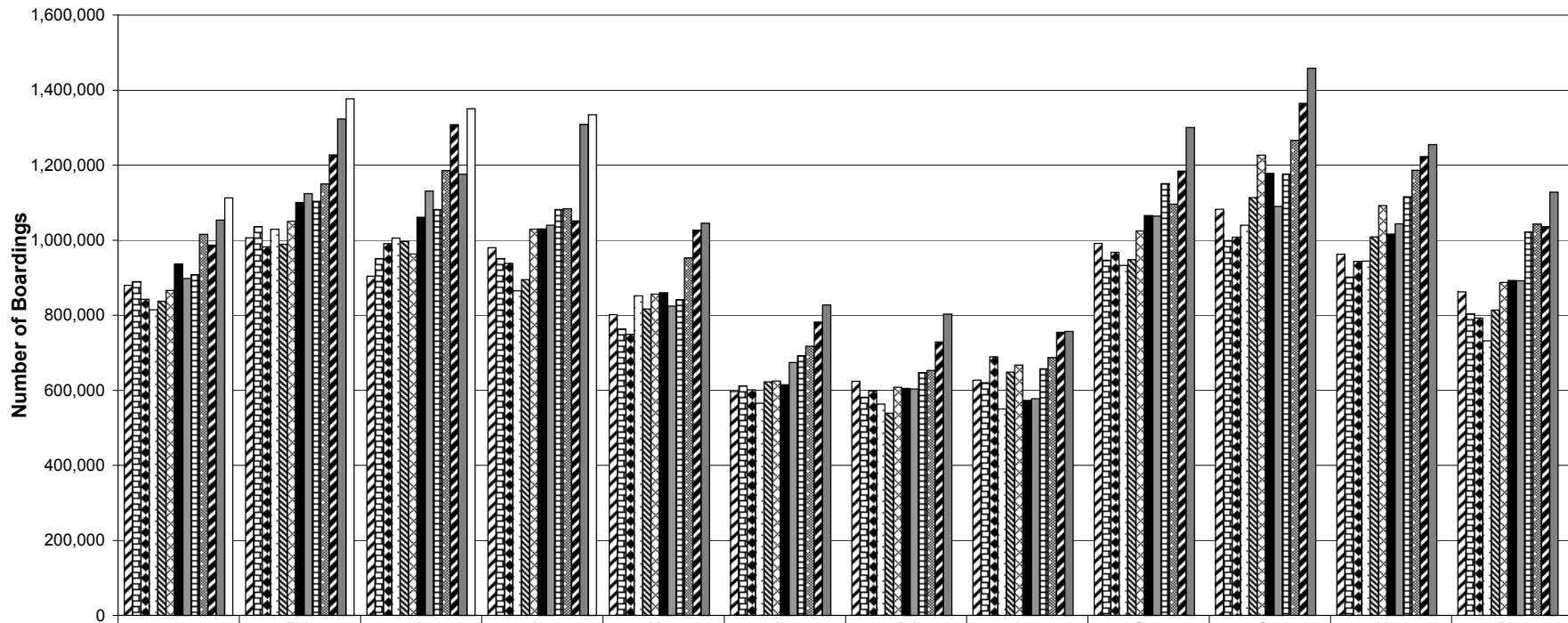
CURRENT MONTH				YEAR TO DATE		
Actual 2008	Actual 2009	Variance 2008 to 2009		Actual 2008	Actual 2009	Variance 2008 to 2009
			Service Supplied			
483,716	473,477	(10,239)	Total (Vehicle) Miles *	1,861,702	1,853,091	(8,611)
32,092	32,231	138	Revenue Hours	124,622	125,005	382
35,869	36,001	132	Total (Vehicle) Hours *	139,158	140,348	1,191
			<i>Ridership</i>			
1,208,025	1,248,992	40,967	Revenue Passengers	4,479,563	4,822,515	342,952
85,656	72,609	(13,047)	Transfers	332,342	301,311	(31,031)
<u>14,491</u>	<u>12,427</u>	<u>(2,064)</u>	Non-Revenue Rides	<u>48,312</u>	<u>49,715</u>	<u>1,403</u>
1,308,172	1,334,028	25,856	Total Passengers	4,860,217	5,173,541	313,324
			Service Quality			
2,970	2,767	(203)	Trips using Lifts	10,079	9,775	(304)
12	9	(3)	Passenger Accidents	50	34	(16)
			Vehicle Accidents			
10	3	(7)	Chargeable **	47	14	(33)
4	0	(4)	Non-chargeable **	78	61	(17)
<u>0</u>	<u>7</u>	<u>7</u>	Preventable **	<u>2</u>	<u>8</u>	<u>6</u>
14	10	(4)	Total Vehicle Accidents **	127	83	(44)
			Fleet/Maintenance			
88	85	(3)	Road Calls	395	284	(111)
81	80	(1)	Actual Inspections	311	309	(2)
81	80	(1)	Scheduled Inspections	311	309	(2)

Note: N/A 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.

** Staff continues to refine the updated accident reporting process.

Fixed Route Monthly Ridership Comparison 1997 - 2009



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1997	879,508	1,006,367	903,825	979,881	801,527	596,734	624,112	627,090	991,131	1,082,706	962,549	862,351
1998	889,534	1,035,689	950,862	950,862	763,136	611,605	581,591	620,431	946,731	998,817	901,334	803,185
1999	842,320	982,443	990,202	938,413	749,457	601,421	598,376	689,113	968,099	1,007,681	943,109	792,396
2000	814,750	1,029,307	1,005,882	865,026	851,741	565,291	563,084	550,100	932,491	1,039,554	944,560	731,742
2001	837,154	988,685	996,866	894,681	816,879	622,695	539,129	648,253	947,811	1,113,786	1,009,097	813,671
2002	865,836	1,050,347	963,482	1,029,092	855,918	624,723	607,808	667,377	1,024,708	1,226,392	1,092,108	887,298
2003	936,445	1,100,676	1,061,166	1,030,032	859,997	614,850	605,111	573,030	1,065,881	1,177,974	1,016,353	892,610
2004	898,093	1,124,417	1,130,633	1,039,883	824,571	674,055	603,195	577,986	1,064,175	1,089,722	1,043,753	891,862
2005	908,041	1,103,864	1,081,452	1,081,774	841,309	691,503	646,554	657,479	1,150,617	1,176,126	1,115,398	1,021,480
2006	1,015,533	1,149,708	1,185,534	1,083,645	952,273	717,241	652,702	686,778	1,096,245	1,265,901	1,186,367	1,042,541
2007	987,020	1,227,229	1,307,864	1,051,145	1,026,690	781,606	728,450	754,700	1,183,918	1,364,591	1,222,960	1,036,092
2008	1,053,552	1,323,109	1,175,384	1,308,172	1,045,194	827,119	802,658	756,844	1,299,868	1,458,221	1,254,879	1,128,149
2009	1,112,562	1,376,551	1,350,400	1,334,028								

1997
 1998
 1999
 2000
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 2003
 2004
 2005
 2006
 2007
 2008
 2009

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
2007	12,672,265
2008	13,433,149

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--April 2009 vs. April 2008
(Routes sorted in order of 2009 passengers per revenue hour productivity)

ROUTES	RIDERSHIP, 2009 vs. 2008 Year to Date			Productivity, Trips per Revenue Hour				ROUTE KEY
	2009	2008	% Change	2009	2008	% Change	Routes < 60% of system avg.	
80 UW CAMPUS	841,045	665,367	26.4%	124.56	93.26	33.6%		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).
85 UW CAMPUS-PARK ST CIRCULATOR	147,599	149,910	-1.5%	89.80	91.65	-2.0%		
90-93 SUPPLEMENTARY SCHOOL SERVICE	450,986	425,147	6.1%	68.91	74.36	-7.3%		
81-82 UW LATE NITE CIRCULATORS	140,816	115,142	22.3%	64.71	54.60	18.5%		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
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	215,110	212,640	1.2%	50.15	51.27	-2.2%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	31,852	31,131	2.3%	48.86	47.32	3.3%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	9,001	NA	NA	47.49	NA	NA		Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 24, 26, 30, 32, 33, 36, 40, 50, 51, 52, 73, 78
2 WTP-NTP	399,492	383,536	4.2%	47.07	45.55	3.3%		
9 ETP - UW CAMPUS & 33 HIESTAND LOOP	67,749	53,648	26.3%	46.97	33.69	39.4%		
1 CAP SQUARE - UW	16,057	13,409	19.7%	46.62	38.98	19.6%		Connector Routes connect transfer points throughout the day: 16, 17, 18.
50 WTP-SCHROEDER-RAYMOND LOOP	57,348	54,253	5.7%	42.80	40.46	5.8%		
4 NTP-STP	275,689	266,054	3.6%	42.75	41.80	2.3%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	10,610	14,224	-25.4%	41.01	37.07	10.6%		Circulator Routes operate midday only: 1, 9, 34
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	47,452	43,371	9.4%	37.21	34.33	8.4%		
3 WTP-ETP	213,068	206,310	3.3%	36.42	34.40	5.9%		
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	479,518	470,231	2.0%	36.39	35.59	2.2%		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. 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 on weekdays.
21 LAKEVIEW LOOP	66,997	49,356	35.7%	35.79	28.68	24.8%		
40 STP - ARBOR HILLS LOOP	56,186	56,006	0.3%	35.03	34.20	2.4%		
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER	142,679	148,097	-3.7%	34.98	37.37	-6.4%		UW Campus Circulators 80, 81, 82, 84, 85
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	89,379	81,360	9.9%	34.68	31.27	10.9%		
16 STP - ETP	126,292	122,605	3.0%	31.96	30.66	4.2%		
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	276,376	278,445	-0.7%	31.90	31.32	1.8%		School Day Supplemental Routes 90, 91, 92, 93
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	39,847	44,120	-9.7%	31.21	35.11	-11.1%		
19 RED ARROW TR-CAP SQUARE	77,240	69,122	11.7%	30.78	26.29	17.1%		
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	337,715	343,584	-1.7%	29.25	29.98	-2.4%		
27 NTP - UW CAMPUS COMMUTER	17,006	16,697	1.9%	27.43	24.83	10.5%		
55 VERONA- WTP COMMUTER (began Sept. 19, 2005)	12,430	9,273	34.0%	27.13	18.75	44.7%		
58 GREENTREE COMMUTER	26,101	28,236	-7.6%	26.11	27.80	-6.1%		
11 & 12 WTP-DUTCH MILL-CAP SQUARE	45,198	44,681	1.2%	25.61	25.89	-1.1%		
51 WTP-MUIR FIELD LOOP	20,486	18,167	12.8%	24.87	22.08	12.6%		
47 ARBOR HILLS COMMUTER	26,867	27,717	-3.1%	24.76	24.55	0.9%	X	
70 MIDDLETON-CAPITOL SQUARE	51,080	49,912	2.3%	24.08	20.13	19.7%	X	
52 WTP-FITCHBURG (began operating Sept. 4, 2007)	20,103	22,781	-11.8%	22.79	25.41	-10.3%	X	
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	162,414	168,604	-3.7%	22.38	24.05	-6.9%	X	
7 WTP-ETP (Weekends & Holidays Only)	43,319	37,447	15.7%	21.91	20.03	9.4%	X	
32 ACEWOOD-THOMPSON LOOP	13,303	13,196	0.8%	19.16	19.17	0.0%	X	
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	10,400	9,200	13.0%	19.13	17.87	7.1%	X	
34 ETP-MATC & 39 ETP - DAIRY DRIVE	17,619	15,714	12.1%	18.16	17.42	4.3%	X	
73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07)	41,059	44,656	-8.1%	16.98	16.31	4.1%	X	
25 AMERICAN CENTER COMMUTER	3,174	3,255	-2.5%	16.43	17.34	-5.3%	X	
74 MIDDLETON LOOP	10,200	8,539	19.5%	16.19	15.23	6.3%	X	
63 & 68 WTP-PRAIRIE TOWN CTR (Weekends & Holidays only)	17,910	16,475	8.7%	15.90	15.47	2.8%	X	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	15,205	NA	NA	15.01	NA	NA	X	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	2,704	NA	NA	9.61	NA	NA	X	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	810	NA	NA	4.14	NA	NA	X	
UNKNOWN ROUTE & ROAD BUS **	50	227	-78.0%	NA	NA	NA	X	
ROUTES DISCONTINUED DURING 2008:								
SPECIAL EVENT SERVICE	-	14,106	-100.0%	NA	32.09	NA		
24 AIRPORT LOOP (Discontinued October 2, 2008; Route 20 begins serving airport)	-	14,266	NA	NA	15.33	NA		
SYSTEM TOTAL	5,173,541	4,860,217	6.4%	41.39	39.00	6.1%	24.83	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	4,035,080	3,929,798	2.7%	35.32	34.55	2.2%	21.19	

NOTE: Substantial changes were made across the system effective October 4, 2008. This will affect comparisons of current service to previous.
 * 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 PERFORMANCE, Year to Date through April 2009

ROUTE	RIDERSHIP			Passengers/revenue hour	
	2009	2008	% change	2009	2008
1 CAP SQUARE - UW	16,057	13,409	19.7%	46.62	38.98
2 WTP-NTP	399,492	383,536	4.2%	47.07	45.55
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21 LAKEVIEW LOOP	66,997	49,356	35.7%	35.79	28.68
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	215,110	212,640	1.2%	50.15	51.27
24 AIRPORT LOOP (Discontinued October 2, 2008; Route 20 begins serving airport)	-	14,266	NA	NA	15.33
25 AMERICAN CENTER COMMUTER	3,174	3,255	-2.5%	16.43	17.34
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	810	NA	NA	4.14	NA
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56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	89,379	81,360	9.9%	34.68	31.27
58 GREENTREE COMMUTER	26,101	28,236	-7.6%	26.11	27.80
70 MIDDLETON-CAPITOL SQUARE	51,080	49,912	2.3%	24.08	20.13
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	31,852	31,131	2.3%	48.86	47.32
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73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07)	41,059	44,656	-8.1%	16.98	16.31
74 MIDDLETON LOOP	10,200	8,539	19.5%	16.19	15.23
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	2,704	NA	NA	9.61	NA
MIDDLETON ROUTES TOTAL	184,347	177,609	3.8%	24.99	23.07
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	17,910	16,475	8.7%	15.90	15.47
80 UW CAMPUS	841,045	665,367	26.4%	124.56	93.26
81-82 UW LATE NITE CIRCULATORS	140,816	115,142	22.3%	64.71	54.60
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90-93 SUPPLEMENTARY SCHOOL SERVICE	450,986	425,147	6.1%	68.91	74.36
SPECIAL EVENT SERVICE	-	14,106	-100.0%	NA	32.09
UNKNOWN ROUTE & ROAD BUS **	50	227	-78.0%	NA	NA
SYSTEM TOTAL	5,173,541	4,860,217	6.4%	41.39	39.00
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	4,035,080	3,929,798	2.7%	35.32	34.55

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ParaTransit
Operating Statistics For Periods Ending 4/30/2008 & 4/30/2009

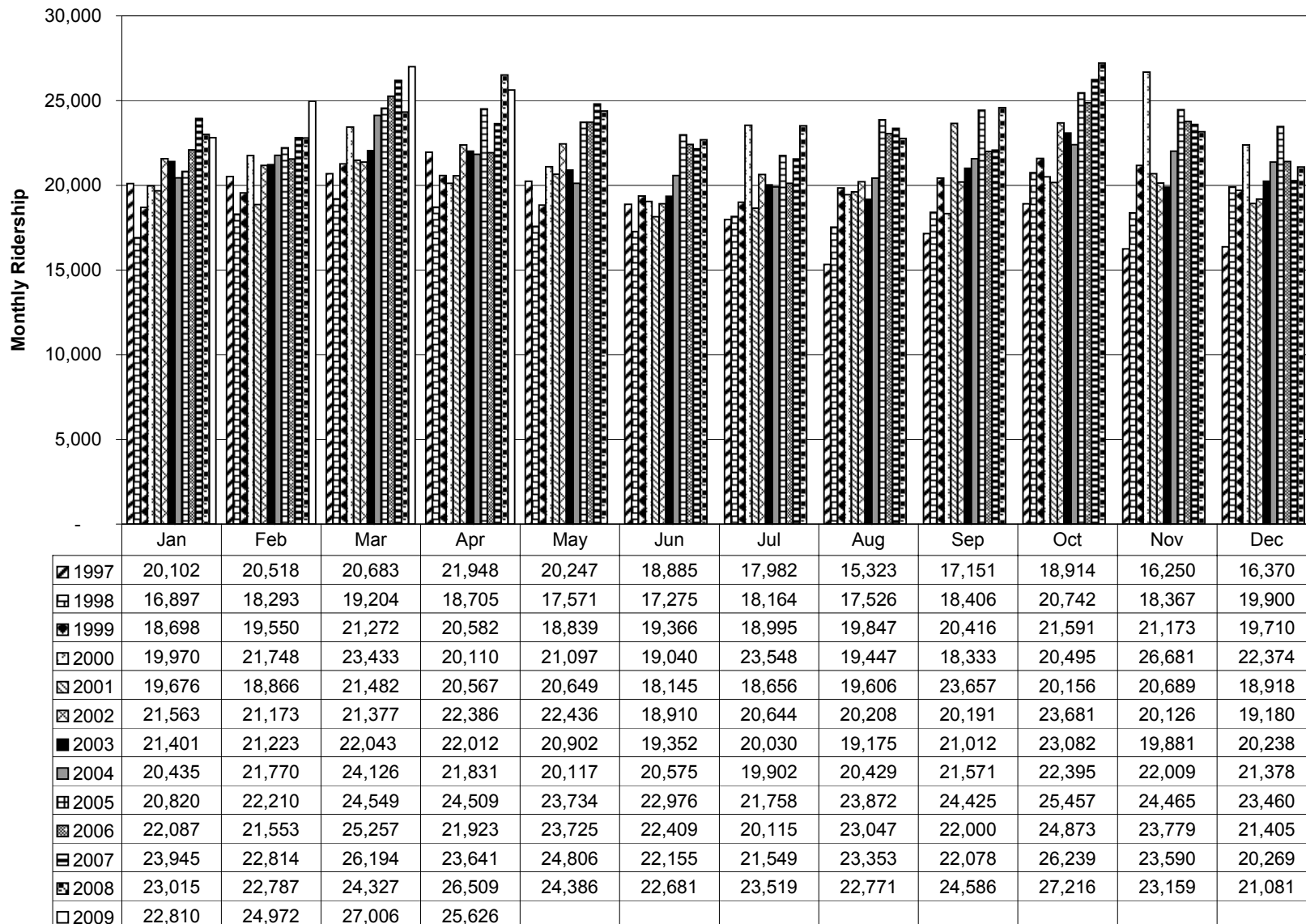
CURRENT MONTH				YEAR TO DATE		
Actual 2008	Actual 2009	Variance 2008 to 2009		Actual 2008	Actual 2009	Variance 2008 to 2009
			Service Supplied Data			
1,131	1,189	58	No. of Clients riding the System	1,401	1,476	75
			<i>Ridership</i>			
5,995	5,948	(47)	Directly Operated Service	19,026	22,513	3,487
<u>18,596</u>	<u>18,011</u>	(585)	ADA Contracted Services	<u>70,895</u>	<u>71,612</u>	717
24,591	23,959	(632)	Total ADA Ridership *	89,921	94,125	4,204
1,918	1,667	(251)	Group Access *	6,717	6,289	(428)
447	519	72	Total No-shows	2,082	2,115	33
			Service Quality Data			
2	1	(1)	Passenger Accidents	8	6	(2)
			Vehicle Accidents:			
0	1	1	Chargeable **	3	5	2
1	0	(1)	Non-chargeable **	4	1	(3)
0	0	0	Preventable **	1	0	(1)
1	1	0	Total Vehicle Accidents **	8	6	(2)
			Fleet/Maintenance Data			
0	4	4	Road Calls	7	8	1
13	12	(1)	Actual Inspections	43	46	3
13	12	(1)	Scheduled Inspections	42	46	4

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

* ADA Ridership does not include Group Access.

** Staff continues to refine updated accident reporting process.

Monthly Paratransit Ridership, 1997 - 2009 (includes Group Access)



1997
1998
1999
2000
2001
2002
2003
2004
2005
2006
2007
2008
2009

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
2007	280,633
2008	286,037

Note: Annual Ridership includes Group Access.

Paratransit Performance Indicators
April, 2009
Note: Revenue & Expense Indicators are for March.

Revenue Indicators	Metro Plus YTD		Fixed Route YTD	
	Mar. 2008	Mar. 2009	Mar. 2008	Mar. 2009
Operating Revenue/ Operating Cost	44.5%	44.6%	24.2%	24.6%
Passenger Revenue/ Total Passenger Trips	\$1.17	\$1.18	\$0.74	\$0.72

Expense Indicators				
Operating Cost/Passenger Trip	\$25.54	\$25.63	\$2.85	\$2.80

Operations	Metro Plus		YTD	YTD
	Apr. 2008	Apr. 2009	2008	2009
Total Trips	24,591	23,959	89,921	94,125
Rides Cancelled	3,539	4,152	16,945	16,328
Cancellation Rate	14.4%	17.3%	18.8%	17.3%
No Shows	447	519	2,082	2,115
No Shows/Rides Provided	1.8%	2.2%	2.3%	2.2%
Number of Clients Provided Service	1131	1,189	1,401	1,476
Average Trips/Client	21.7	20.2	64.2	63.8
DDS Trips	14,515	13,733	52,175	52,463
Subscription Trips	14,278	14,384	50,611	55,009
DDS Subscription Trips	9,233	8,978	32,790	34,285
D2D Trips	17,838	18,343	64,901	70,720
Lv Attended Trips	6,682	6,157	24,207	23,314
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	102.4%	100.0%

Number of Trips by Provider YTD	Metro Direct	Cap. Express	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	10,192	81	19,979	17,193	16,219	63,664
Non-Ambulatory	12,321	98	-	2,430	15,612	30,461
Percentage	23.92%	0.19%	21.23%	20.85%	33.82%	100.00%

Customer Service YTD	Metro Direct	Cap. Express	Badger	Transit Sol	Badger Bus	Total
Rides Provided	22,513	179	19,979	19,623	31,831	94,125
Customer Complaints	76	1	66	37	72	252
Customer Compliments	3	0	2	3	4	12
Customer Suggestions	3	0	0	0	3	6
Complaints/1000 passenger trips	3.38	5.59	3.30	1.89	2.26	2.68
Late Service Reports (2)	18	0	240	109	111	478
Late Service Reports/1000 passenger trips	0.80	-	12.01	5.55	3.49	5.08

On-Time Performance, Apr. 2009	Metro Direct	Cap. Express	Badger	Transit Sol.	Badger Bus
	89%	98%	94%	96%	97%

ADA Certifications, April 2009	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,336	271	178	164	12,305
Category 2	40	2	0	0	4
Category 2/3	88	16	4	1	244
Category 3	2,246	428	115	46	7,911
Total	3,710				20,464

Monthly New Certification	76
Monthly Denied Applications	2

(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.