

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--January 2011 vs. January 2010
(Routes sorted in order of 2011 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	169,335	121,464	39.4%	120.21	90.57	32.72%		Core Routes operate every day, from early a.m. to
85 UW CAMPUS-PARK ST CIRCULATOR	28,655	22,021	30.1%	89.32	72.83	22.65%		late p.m.: 2, 3, 4, 5, 6, 7, 13
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	3,148	2,456	28.2%	67.22	55.07	22.07%		(3 operates weekdays only;
90-93 SUPPLEMENTARY SCHOOL SERVICE	114,789	114,869	-0.1%	65.36	65.89	-0.81%		7 operates wkends & holidays only).
81-82 UW LATE NITE CIRCULATORS	19,085	14,066	35.7%	58.10	45.96	26.43%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	7,986	6,748	18.3%	51.86	46.06	12.57%		Commuter Routes operate
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	51,655	47,767	8.1%	50.54	48.67	3.85%		on weekdays during peak hours:
2 WTP-NTP	107,960	92,750	16.4%	50.04	44.14	13.36%		11, 12, 14, 15, 25, 27, 28, 29,
9 ETP - UW CAMPUS & 33 HIESTAND LOOP (peak hour trips on 9 began Aug. 24, 2009)	18,826	15,348	22.7%	43.40	37.09	17.01%		37, 38, 44, 47, 48, 55, 56, 57
4 NTP-STP	66,384	61,685	7.6%	42.83	40.49	5.78%		58, 71, 72, 74
50 WTP-SCHROEDER-RAYMOND LOOP	15,093	15,666	-3.7%	42.83	44.97	-4.76%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	12,064	10,639	13.4%	39.35	36.53	7.72%		Peripheral Routes operate
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	126,650	119,862	5.7%	39.27	37.49	4.76%		from transfer points to outlying
3 WTP-ETP	48,888	43,851	11.5%	36.15	33.91	6.61%		areas: 20, 21, 22, 26, 30, 32, 33,
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	75,886	66,482	14.1%	34.65	32.48	6.68%		36, 40, 50, 51, 52, 73, 78
16 STP - ETP	35,699	31,814	12.2%	34.52	31.37	10.03%		
40 STP - ARBOR HILLS LOOP	14,169	13,427	5.5%	34.46	33.58	2.62%		Connector Routes connect
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct '08 & Aug '09)	34,669	31,391	10.4%	34.46	32.90	4.73%		transfer points throughout the day:
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	20,769	20,553	1.1%	32.03	33.42	-4.14%		16, 17, 18.
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	9,976	9,177	8.7%	31.95	31.17	2.51%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,982	2,282	-13.1%	31.36	38.00	-17.48%		Circulator Routes.
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	90,256	87,164	3.5%	30.95	30.43	1.71%		1, 9, 10, 34
27 NTP - UW CAMPUS COMMUTER	4,483	3,671	22.1%	30.37	26.25	15.70%		
11 & 12 WTP-DUTCH MILL-CAP SQUARE	12,434	11,399	9.1%	29.68	28.64	3.62%		Other routes:
51 WTP-MUIR FIELD LOOP	6,564	4,947	32.7%	29.03	21.60	34.40%		8 operates between the Capitol
55 VERONA- WTP COMMUTER	3,295	2,982	10.5%	28.88	27.43	5.29%		Square and Spring Harbor,
47 ARBOR HILLS COMMUTER	7,284	6,249	16.6%	28.19	25.46	10.73%		weekends only.
19 RED ARROW TR-CAP SQUARE	16,187	14,386	12.5%	26.72	25.07	6.57%		19 operates like a core route
21 LAKEVIEW LOOP	13,435	15,011	-10.5%	26.39	30.17	-12.52%		between the Capitol Square and
58 GREENTREE COMMUTER	6,035	5,990	0.8%	25.36	26.49	-4.29%		Allied Drive on weekdays.
1 CAP SQUARE - UW	1,905	1,822	4.6%	24.42	24.59	-0.67%		
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	41,871	38,928	7.6%	22.33	20.87	7.02%	x	39 operates as a commuter
7 WTP-ETP (Weekends & Holidays Only)	12,295	12,280	0.1%	21.79	19.87	9.69%	x	route during peak hours; operates
70 MIDDLETON-CAPITOL SQUARE	11,374	10,668	6.6%	21.55	21.37	0.83%	x	like a circulator route midday.
34 ETP-MATC & 39 ETP - DAIRY DRIVE (peak service on 34 began Aug. 24, 2009)	5,949	5,599	6.3%	19.07	19.05	0.10%	x	59 operates weekends & holidays
32 ACEWOOD-THOMPSON LOOP	3,382	4,750	-28.8%	18.48	25.54	-27.63%	x	between the WTP and Fitchburg.
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)	5,832	4,084	42.8%	18.36	13.58	35.23%	x	67 connects with route 6 at the
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	2,788	2,957	-5.7%	17.06	16.53	3.21%	x	West Transfer Point; operates
73 WTP-OLD SAUK TRAILS	9,556	9,110	4.9%	16.61	16.53	0.52%	x	to/from West Towne Mall.
52 WTP-FITCHBURG	3,489	4,249	-17.9%	15.70	20.22	-22.34%	x	63 and 68 operate between the
25 AMERICAN CENTER COMMUTER	907	771	17.6%	15.58	14.34	8.69%	x	West Transfer Point and Prairie
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	4,411	5,459	-19.2%	14.25	16.02	-11.04%	x	70 operates like a core route between
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	973	1,015	-4.1%	11.74	12.25	-4.14%	x	the Capitol Square & Middleton
74 MIDDLETON LOOP	1,726	2,151	-19.8%	11.69	15.34	-23.77%	x	on weekdays.
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	2,099	4,080	-48.6%	8.60	16.62	-48.24%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	1,070	879	21.7%	6.57	4.93	33.23%	x	UW Campus Circulators
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	209	210	-0.5%	4.73	5.00	-5.45%	x	80, 81, 82, 84, 85
UNKNOWN ROUTE & ROAD BUS *	-	195	-100.0%	NA	NA	NA	x	
SYSTEM TOTAL	1,253,477	1,125,323	11.4%	39.94	36.82	8.5%	23.97	School Day Supplemental Routes
								90, 91, 92, 93, 94
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	1,033,254	965,316	7.0%	35.29	33.79	4.4%	21.17	

* 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 2011

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2011	2010	% change	2011	2010
1 CAP SQUARE - UW	1,905	1,822	4.6%	24.42	24.59
2 WTP-NTP	107,960	92,750	16.4%	50.04	44.14
3 WTP-ETP	48,888	43,851	11.5%	36.15	33.91
4 NTP-STP	66,384	61,685	7.6%	42.83	40.49
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	90,256	87,164	3.5%	30.95	30.43
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	126,650	119,862	5.7%	39.27	37.49
7 WTP-ETP (Weekends & Holidays Only)	12,295	12,280	0.1%	21.79	19.87
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	2,788	2,957	-5.7%	17.06	16.53
9 ETP - UW CAMPUS & 33 HIESTAND LOOP (peak hour trips on 9 began Aug. 24, 2009)	18,826	15,348	22.7%	43.40	37.09
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)	5,832	4,084	42.8%	18.36	13.58
11 & 12 WTP-DUTCH MILL-CAP SQUARE	12,434	11,399	9.1%	29.68	28.64
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	75,886	66,482	14.1%	34.65	32.48
16 STP - ETP	35,699	31,814	12.2%	34.52	31.37
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	41,871	38,928	7.6%	22.33	20.87
19 RED ARROW TR-CAP SQUARE	16,187	14,386	12.5%	26.72	25.07
21 LAKEVIEW LOOP	13,435	15,011	-10.5%	26.39	30.17
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	51,655	47,767	8.1%	50.54	48.67
25 AMERICAN CENTER COMMUTER	907	771	17.6%	15.58	14.34
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	209	210	-0.5%	4.73	5.00
27 NTP - UW CAMPUS COMMUTER	4,483	3,671	22.1%	30.37	26.25
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,982	2,282	-13.1%	31.36	38.00
32 ACEWOOD-THOMPSON LOOP	3,382	4,750	-28.8%	18.48	25.54
34 ETP-MATC & 39 ETP - DAIRY DRIVE (peak service on 34 began Aug. 24, 2009)	5,949	5,599	6.3%	19.07	19.05
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	2,099	4,080	-48.6%	8.60	16.62
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	34,669	31,391	10.4%	34.46	32.90
40 STP - ARBOR HILLS LOOP	14,169	13,427	5.5%	34.46	33.58
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	9,976	9,177	8.7%	31.95	31.17
47 ARBOR HILLS COMMUTER	7,284	6,249	16.6%	28.19	25.46
50 WTP-SCHROEDER-RAYMOND LOOP	15,093	15,666	-3.7%	42.83	44.97
51 WTP-MUIR FIELD LOOP	6,564	4,947	32.7%	29.03	21.60
52 WTP-FITCHBURG	3,489	4,249	-17.9%	15.70	20.22
55 VERONA- WTP COMMUTER	3,295	2,982	10.5%	28.88	27.43
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	20,769	20,553	1.1%	32.03	33.42
58 GREENTREE COMMUTER	6,035	5,990	0.8%	25.36	26.49
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	1,070	879	21.7%	6.57	4.93
70 MIDDLETON-CAPITOL SQUARE	11,374	10,668	6.6%	21.55	21.37
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	7,986	6,748	18.3%	51.86	46.06
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	12,064	10,639	13.4%	39.35	36.53
73 WTP-OLD SAUK TRAILS	9,556	9,110	4.9%	16.61	16.53
74 MIDDLETON LOOP	1,726	2,151	-19.8%	11.69	15.34
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	973	1,015	-4.1%	11.74	12.25
MIDDLETON ROUTES TOTAL	43,679	40,331	8.3%	24.35	23.57
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	4,411	5,459	-19.2%	14.25	16.02
80 UW CAMPUS	169,335	121,464	39.4%	120.21	90.57
81-82 UW LATE NITE CIRCULATORS	19,085	14,066	35.7%	58.10	45.96
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	3,148	2,456	28.2%	67.22	55.07
85 UW CAMPUS-PARK ST CIRCULATOR	28,655	22,021	30.1%	89.32	72.83
90-93 SUPPLEMENTARY SCHOOL SERVICE	114,789	114,869	-0.1%	65.36	65.89
UNKNOWN ROUTE & ROAD BUS *	-	195	-100.0%	NA	NA
SYSTEM TOTAL	1,253,477	1,125,323	11.4%	39.94	36.82
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	1,033,254	965,316	7.0%	35.29	33.79

* 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.

**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	39.9%	43.3%	24.6%	26.1%
Passenger Revenue/ Total Passenger Trips	\$1.20	\$1.24	\$0.74	\$0.79

Expense Indicators				
Operating Cost/Passenger Trip	\$29.00	\$28.74	\$3.00	\$3.01

Operations	Metro Plus		YTD	YTD
	Dec. 2009	Dec. 2010	Dec. 2009	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%	96.9%

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.