

**Fixed Route Performance Indicators**  
**Year to Date as of 3/31/09**

	YTD Mar. 2008	YTD Mar. 2009	2006 Peer Comparison	
			Peer Systems (Average)	Metro
Passenger Revenue/Operating Cost	24.2%	24.6%	22.1%	22.5%
Passenger Revenue/ Total Passenger Trips	\$ 0.74	\$ 0.72	\$ 0.85	\$ 0.66
<b><u>Expense Indicators</u></b>				
Operating Cost/ Revenue Hour	\$ 109.41	\$ 115.88	\$ 94.30	\$ 96.14
Operating Cost/Passenger Trip	\$ 2.85	\$ 2.80	\$ 3.97	\$ 2.92
<b><u>Operations</u></b>				
Trips / Revenue Hour	38.39	41.39	24.20	32.90
Number of Trips using Lifts	7,109	7,008		
<b><u>Maintenance</u></b>				
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%		
Miles per Road Call	4,489	6,933	7,252	7,057
<b><u>Customer Service</u></b>				
Customer Complaints	668	552		
Customer Compliments	70	57		
Customer Suggestions	92	96		
# Complaints/1000 Passenger Trips	0.19	0.14		

- Notes: (1) Trips per route are included in a separate monthly report.  
(2) Reported Expenses do not include depreciation, debt principal, or fixed assets.  
(3) Peer Comparison data from Management Performance Audit (2009).

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 3/31/2008 & 3/31/2009**

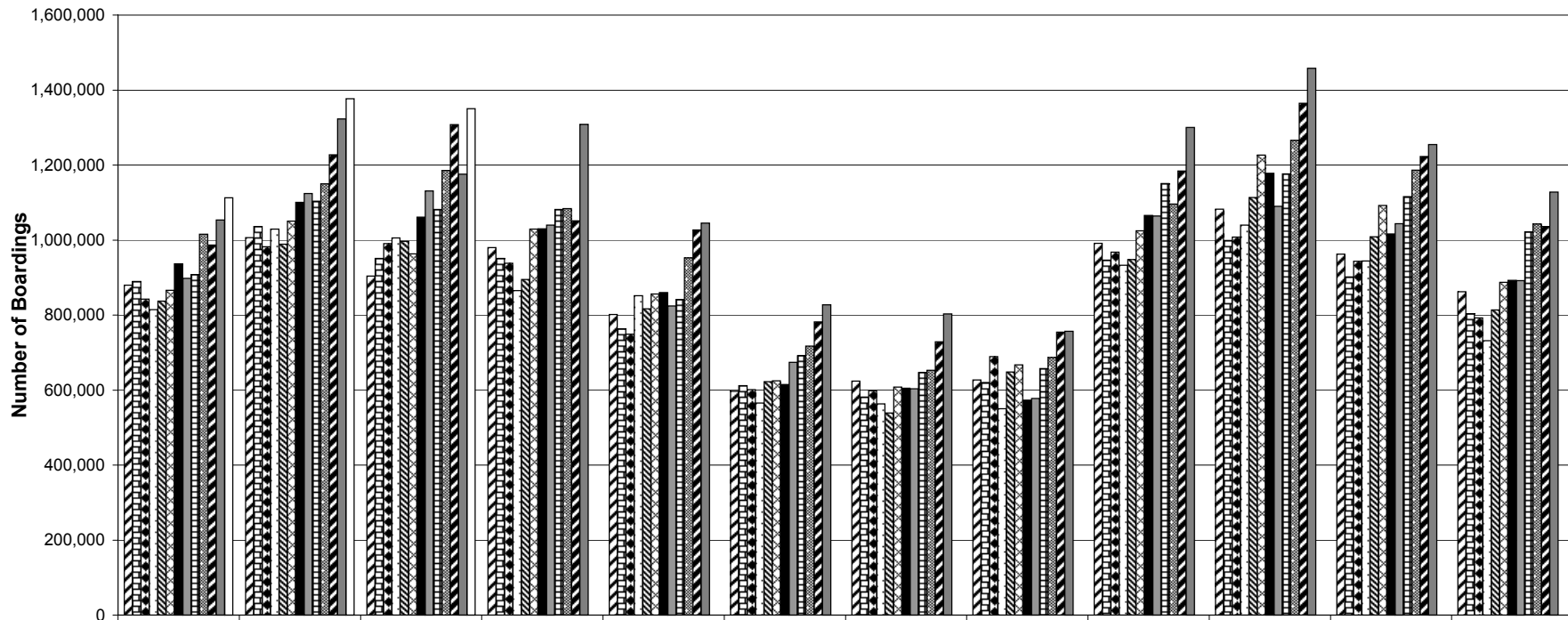
CURRENT MONTH			YEAR TO DATE			
Actual 2008	Actual 2009	Variance 2008 to 2009		Actual 2008	Actual 2009	Variance 2008 to 2009
<b>Service Supplied</b>						
462,174	<b>488,792</b>	26,618	Total (Vehicle) Miles *	1,377,986	<b>1,379,614</b>	1,628
31,331	<b>32,653</b>	1,322	Revenue Hours	92,530	<b>92,774</b>	244
34,891	<b>36,842</b>	1,951	Total (Vehicle) Hours *	103,289	<b>104,348</b>	1,059
<i>Ridership</i>						
1,079,741	<b>1,258,505</b>	178,764	Revenue Passengers	3,271,538	<b>3,573,523</b>	301,985
82,735	<b>79,443</b>	(3,292)	Transfers	246,686	<b>228,702</b>	(17,984)
<u>12,908</u>	<u>12,452</u>	<u>(456)</u>	Non-Revenue Rides	<u>33,821</u>	<u>37,288</u>	<u>3,467</u>
1,175,384	<b>1,350,400</b>	<b>175,016</b>	Total Passengers	3,552,045	<b>3,839,513</b>	287,468
<b>Service Quality</b>						
2,543	<b>2,738</b>	<b>195</b>	Trips using Lifts	7,109	<b>7,008</b>	(101)
13	<b>10</b>	(3)	Passenger Accidents	38	<b>25</b>	(13)
<i>Vehicle Accidents:</i>						
12	<b>2</b>	(10)	Chargeable **	37	<b>11</b>	(26)
12	<b>7</b>	(5)	Non-chargeable **	74	<b>51</b>	(23)
1	<b>1</b>	<u>0</u>	Preventable **	<u>2</u>	<u>8</u>	<u>6</u>
25	<b>10</b>	(15)	Total Vehicle Accidents **	113	<b>70</b>	(43)
<b>Fleet/Maintenance</b>						
87	<b>64</b>	(23)	Road Calls	307	<b>199</b>	(108)
77	<b>80</b>	3	Actual Inspections	230	<b>229</b>	(1)
77	<b>80</b>	3	Scheduled Inspections	230	<b>229</b>	(1)

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 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									

1997
  1998
  1999
  2000
  2001
  2002
  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 PERFORMANCE, Year to Date through March 2009**

ROUTE	RIDERSHIP			Passengers/revenue hour	
	2009	2008	% change	2009	2008
1 CAP SQUARE - UW	11,348	9,578	18.5%	44.64	37.41
2 WTP-NTP	297,296	282,522	5.2%	46.92	45.09
3 WTP-ETP	159,484	150,481	6.0%	36.94	33.75
4 NTP-STP	211,331	199,174	6.1%	44.07	42.01
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	253,134	250,055	1.2%	29.40	29.20
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	361,040	351,960	2.6%	36.90	35.73
7 WTP-ETP (Weekends & Holidays Only)	34,230	27,901	22.7%	22.30	19.54
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	7,818	6,739	16.0%	18.53	17.15
9 ETP - UW CAMPUS & 33 HIESTAND LOOP	50,105	38,518	30.1%	47.07	32.72
11 & 12 WTP-DUTCH MILL-CAP SQUARE	34,026	33,636	1.2%	26.12	26.19
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	205,765	204,332	0.7%	32.26	31.04
16 STP - ETP	94,883	88,235	7.5%	32.17	29.51
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	122,636	124,576	-1.6%	22.62	23.73
19 RED ARROW TR-CAP SQUARE	57,977	51,052	13.6%	31.30	26.15
21 LAKEVIEW LOOP	51,094	35,785	42.8%	36.70	27.90
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	161,213	155,729	3.5%	51.21	51.48
24 AIRPORT LOOP (Discontinued October 2, 2008; Route 20 begins serving airport)	-	10,479	NA	NA	15.14
25 AMERICAN CENTER COMMUTER	2,413	2,385	1.2%	16.92	17.04
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	573	NA	NA	3.97	NA
27 NTP - UW CAMPUS COMMUTER	13,112	12,214	7.4%	28.66	24.40
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	8,225	10,459	-21.4%	43.07	37.14
32 ACEWOOD-THOMPSON LOOP	10,329	9,556	8.1%	19.76	18.49
34 ETP-MATC & 39 ETP - DAIRY DRIVE	12,766	11,807	8.1%	17.83	17.59
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	11,553	NA	NA	15.30	NA
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER	107,773	111,274	-3.1%	36.00	38.14
40 STP - ARBOR HILLS LOOP	42,506	40,386	5.2%	35.57	33.02
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	30,554	33,019	-7.5%	32.42	35.31
47 ARBOR HILLS COMMUTER	19,932	20,461	-2.6%	24.88	24.35
50 WTP-SCHROEDER-RAYMOND LOOP	43,516	38,762	12.3%	43.53	38.67
51 WTP-MUIR FIELD LOOP	15,529	13,547	14.6%	25.08	21.95
52 WTP-FITCHBURG (began operating Sept. 4, 2007)	14,460	16,231	-10.9%	22.21	24.35
55 VERONA- WTP COMMUTER (began Sept. 19, 2005)	9,607	7,008	37.1%	28.29	19.04
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	67,163	59,338	13.2%	35.31	30.65
58 GREENTREE COMMUTER	19,737	21,317	-7.4%	26.75	28.20
70 MIDDLETON-CAPITOL SQUARE	37,537	36,378	3.2%	23.98	19.66
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	24,072	22,824	5.5%	50.03	46.62
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	35,309	31,880	10.8%	37.52	33.91
73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07)	29,721	32,850	-9.5%	16.65	16.14
74 MIDDLETON LOOP	7,716	6,357	21.4%	16.59	15.23
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	2,060	NA	NA	9.57	NA
<b>MIDDLETON ROUTES TOTAL</b>	<b>136,415</b>	<b>130,289</b>	<b>4.7%</b>	<b>25.02</b>	<b>22.73</b>
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	14,292	12,330	15.9%	16.35	15.16
80 UW CAMPUS	575,366	485,791	18.4%	118.86	95.62
81-82 UW LATE NITE CIRCULATORS	100,607	75,222	33.7%	68.23	61.45
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	5,982	NA	NA	42.58	NA
85 UW CAMPUS-PARK ST CIRCULATOR	104,352	108,549	-3.9%	89.43	93.67
90-93 SUPPLEMENTARY SCHOOL SERVICE	359,331	297,048	21.0%	69.80	68.18
SPECIAL EVENT SERVICE	-	14,073	-100.0%	NA	33.75
UNKNOWN ROUTE & ROAD BUS **	40	227	-82.4%	NA	NA
<b>SYSTEM TOTAL</b>	<b>3,839,513</b>	<b>3,552,045</b>	<b>8.1%</b>	<b>41.39</b>	<b>38.39</b>
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)</b>	<b>3,053,206</b>	<b>2,882,483</b>	<b>5.9%</b>	<b>35.86</b>	<b>33.96</b>

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 PRODUCTIVITY COMPARISON--YEAR TO DATE--March 2009 vs. March 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	575,366	485,791	18.4%	118.86	95.62	24.3%		
85 UW CAMPUS-PARK ST CIRCULATOR	104,352	108,549	-3.9%	89.43	93.67	-4.5%		
90-93 SUPPLEMENTARY SCHOOL SERVICE	359,331	297,048	21.0%	69.80	68.18	2.4%		
81-82 UW LATE NITE CIRCULATORS	100,607	75,222	33.7%	68.23	61.45	11.0%		
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	161,213	155,729	3.5%	51.21	51.48	-0.5%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	24,072	22,824	5.5%	50.03	46.62	7.3%		
9 ETP - UW CAMPUS & 33 HIESTAND LOOP	50,105	38,518	30.1%	47.07	32.72	43.8%		
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84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	5,982	NA	NA	42.58	NA	NA		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	35,309	31,880	10.8%	37.52	33.91	10.6%		
3 WTP-ETP	159,484	150,481	6.0%	36.94	33.75	9.5%		
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56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	67,163	59,338	13.2%	35.31	30.65	15.2%		
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	30,554	33,019	-7.5%	32.42	35.31	-8.2%		
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	205,765	204,332	0.7%	32.26	31.04	3.9%		
16 STP - ETP	94,883	88,235	7.5%	32.17	29.51	9.0%		
19 RED ARROW TR-CAP SQUARE	57,977	51,052	13.6%	31.30	26.15	19.7%		
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	253,134	250,055	1.2%	29.40	29.20	0.7%		
27 NTP - UW CAMPUS COMMUTER	13,112	12,214	7.4%	28.66	24.40	17.4%		
55 VERONA- WTP COMMUTER (began Sept. 19, 2005)	9,607	7,008	37.1%	28.29	19.04	48.6%		
58 GREENTREE COMMUTER	19,737	21,317	-7.4%	26.75	28.20	-5.1%		
11 & 12 WTP-DUTCH MILL-CAP SQUARE	34,026	33,636	1.2%	26.12	26.19	-0.2%		
51 WTP-MUIR FIELD LOOP	15,529	13,547	14.6%	25.08	21.95	14.3%		
47 ARBOR HILLS COMMUTER	19,932	20,461	-2.6%	24.88	24.35	2.2%		
70 MIDDLETON-CAPITOL SQUARE	37,537	36,378	3.2%	23.98	19.66	21.9%	X	
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	122,636	124,576	-1.6%	22.62	23.73	-4.7%	X	
7 WTP-ETP (Weekends & Holidays Only)	34,230	27,901	22.7%	22.30	19.54	14.1%	X	
52 WTP-FITCHBURG (began operating Sept. 4, 2007)	14,460	16,231	-10.9%	22.21	24.35	-8.8%	X	
32 ACEWOOD-THOMPSON LOOP	10,329	9,556	8.1%	19.76	18.49	6.9%	X	
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	7,818	6,739	16.0%	18.53	17.15	8.1%	X	
34 ETP-MATC & 39 ETP - DAIRY DRIVE	12,766	11,807	8.1%	17.83	17.59	1.4%	X	
25 AMERICAN CENTER COMMUTER	2,413	2,385	1.2%	16.92	17.04	-0.7%	X	
73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07)	29,721	32,850	-9.5%	16.65	16.14	3.2%	X	
74 MIDDLETON LOOP	7,716	6,357	21.4%	16.59	15.23	8.9%	X	
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	14,292	12,330	15.9%	16.35	15.16	7.8%	X	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	11,553	NA	NA	15.30	NA	NA	X	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	2,060	NA	NA	9.57	NA	NA	X	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	573	NA	NA	3.97	NA	NA	X	
UNKNOWN ROUTE & ROAD BUS **	40	227	-82.4%	NA	NA	NA	X	
<b>ROUTES DISCONTINUED DURING 2008:</b>								
SPECIAL EVENT SERVICE	-	14,073	-100.0%	NA	33.75	NA		
24 AIRPORT LOOP (Discontinued October 2, 2008; Route 20 begins serving airport)	-	10,479	NA	NA	15.14	NA		
<b>SYSTEM TOTAL</b>	<b>3,839,513</b>	<b>3,552,045</b>	<b>8.1%</b>	<b>41.39</b>	<b>38.39</b>	<b>7.8%</b>	<b>24.83</b>	
<b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)</b>	<b>3,053,206</b>	<b>2,882,483</b>	<b>5.9%</b>	<b>35.86</b>	<b>33.96</b>	<b>5.6%</b>	<b>21.51</b>	

**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).

**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**

**Peripheral Routes** operate from transfer points to outlying areas: **20, 21, 22, 24, 26, 30, 32, 33, 36, 40, 50, 51, 52, 73, 78**

**Connector Routes** connect transfer points throughout the day: **16, 17, 18.**

**Circulator Routes** operate midday only: **1, 9, 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.  
**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.

**UW Campus Circulators**  
**80, 81, 82, 84, 85**

**School Day Supplemental Routes**  
**90, 91, 92, 93**

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.

**Paratransit Performance Indicators  
March, 2009**

<b>Revenue Indicators</b>	<b>Metro Plus YTD</b>		<b>Fixed Route YTD</b>	
	<b>Mar. 2008</b>	<b>Mar. 2009</b>	<b>Mar. 2008</b>	<b>Mar. 2009</b>
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

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

<b>Operations</b>	<b>Metro Plus</b>			
	<b>Mar. 2008</b>	<b>Mar. 2009</b>	<b>YTD 2008</b>	<b>YTD 2009</b>
Total Trips	22,634	25,239	65,330	70,166
Rides Cancelled	3,934	3,842	13,406	12,176
Cancellation Rate	17.4%	15.2%	20.5%	17.4%
No Shows	578	557	1,635	1,596
No Shows/Rides Provided	2.6%	2.2%	2.5%	2.3%
Number of Clients Provided Service	1,161	1,168	1,337	1,404
Average Trips/Client	19.5	21.6	48.9	50.0
DDS Trips	13,043	14,318	37,660	38,730
Subscription Trips	12,622	15,312	36,333	40,625
DDS Subscription Trips	8,144	9,557	23,557	25,307
D2D Trips	16,293	19,179	47,063	52,377
Lv Attended Trips	5,923	6,275	17,525	17,157
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	103.4%	100.0%

<b>Number of Trips by Provider YTD</b>	<b>Metro Direct</b>	<b>Badger</b>	<b>Trans. Sol.</b>	<b>Badger Bus</b>	<b>Total</b>
Ambulatory	7,549	15,308	12,518	12,152	47,527
Non-Ambulatory	9,016	-	1,895	11,728	22,639
Percentage	23.61%	21.82%	20.54%	34.03%	100.00%

<b>Customer Service YTD</b>	<b>Metro Direct</b>	<b>Badger</b>	<b>Transit Sol</b>	<b>Badger Bus</b>	<b>Total</b>
Rides Provided	16,565	15,308	14,413	23,880	70,166
Customer Complaints	69	59	28	67	223
Customer Compliments	2	2	2	3	9
Customer Suggestions	3	0	0	2	5
Complaints/1000 passenger trips	4.17	3.85	1.94	2.81	3.18
Late Service Reports (2)	17	193	93	101	404
Late Service Reports/1000 passenger trips	1.03	12.61	6.45	4.23	5.76

<b>On-Time Performance, Mar. 2009</b>	<b>Metro Direct</b>	<b>Badger</b>	<b>Transit Sol.</b>	<b>Badger Bus</b>
	88%	92%	95%	95%

<b>ADA Certifications, March 2009</b>	<b>Clients</b>	<b>1-19 Trips</b>	<b>&gt;20 - 40&lt;</b>	<b>&lt;40 Trips/mc</b>	<b>TTL Trips</b>
Category 1	1,327	272	161	186	16,361
Category 2	40	1	0	0	6
Category 2/3	88	12	5	1	298
Category 3	2,201	410	117	52	8,538
<b>Total</b>	<b>3,656</b>				<b>25,203</b>

Monthly New Certification	60
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.**

**ParaTransit**  
**Operating Statistics For Periods Ending 3/31/2008 & 3/31/2009**

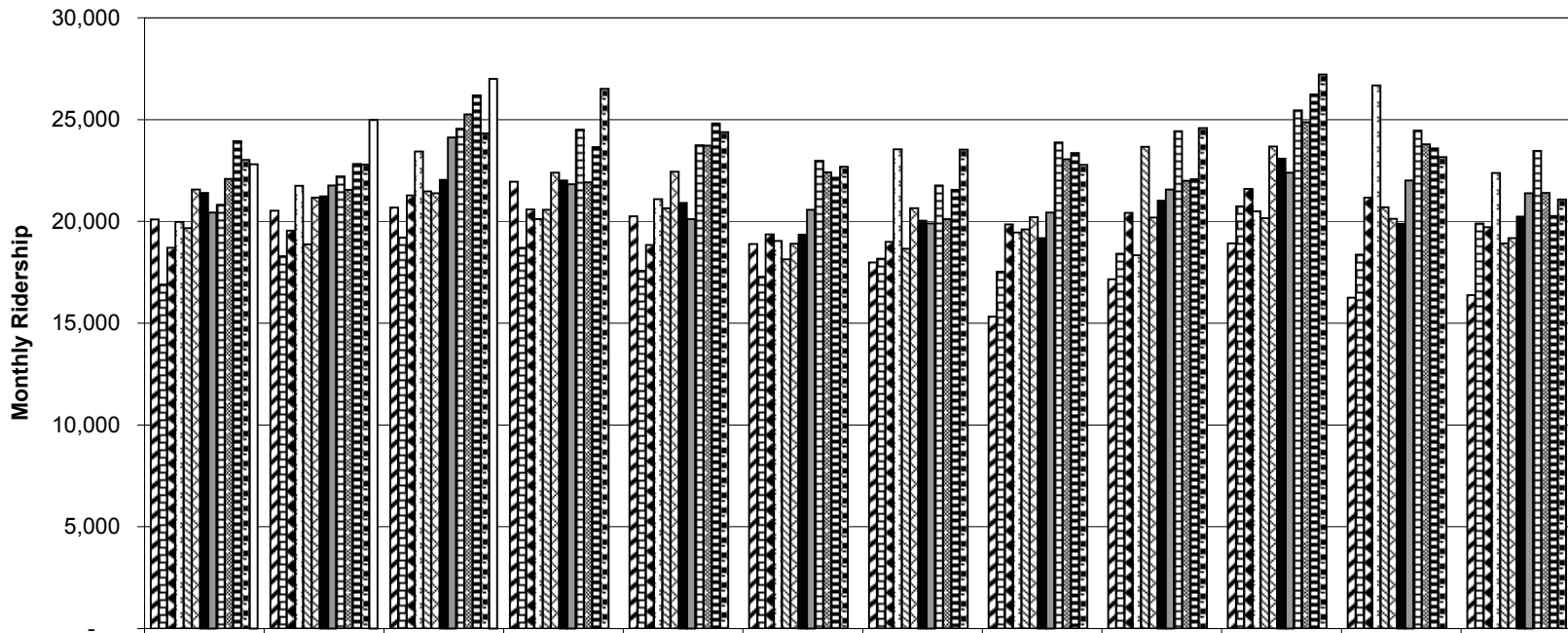
CURRENT MONTH				YEAR TO DATE		
Actual 2008	Actual 2009	Variance 2008 to 2009		Actual 2008	Actual 2009	Variance 2008 to 2009
			<b>Service Supplied Data</b>			
1,161	1,168	7	No. of Clients riding the System	1,337	1,404	67
			<i>Ridership</i>			
4,815	6,356	1,541	Directly Operated Service	13,031	16,565	3,534
17,819	18,883	1,064	ADA Contracted Services	52,299	53,601	1,302
22,634	25,239	2,605	Total ADA Ridership *	65,330	70,166	4,836
1,693	1,767	74	Group Access *	4,799	4,622	(177)
578	557	(21)	Total No-shows	1,635	1,596	(39)
			<b>Service Quality Data</b>			
1	2	1	Passenger Accidents	6	4	(2)
			<i>Vehicle Accidents:</i>			
0	1	1	Chargeable **	3	4	1
1	0	(1)	Non-chargeable **	1	1	0
0	0	0	Preventable **	0	0	0
1	1	0	Total Vehicle Accidents **	4	3	(1)
			<b>Fleet/Maintenance Data</b>			
2	0	(2)	Road Calls	7	4	(3)
10	12	2	Actual Inspections	30	34	4
10	12	2	Scheduled Inspections	29	34	5

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)



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1997	20,102	20,518	20,683	21,948	20,247	18,885	17,982	15,323	17,151	18,914	16,250	16,370
1998	16,897	18,293	19,204	18,705	17,571	17,275	18,164	17,526	18,406	20,742	18,367	19,900
1999	18,698	19,550	21,272	20,582	18,839	19,366	18,995	19,847	20,416	21,591	21,173	19,710
2000	19,970	21,748	23,433	20,110	21,097	19,040	23,548	19,447	18,333	20,495	26,681	22,374
2001	19,676	18,866	21,482	20,567	20,649	18,145	18,656	19,606	23,657	20,156	20,689	18,918
2002	21,563	21,173	21,377	22,386	22,436	18,910	20,644	20,208	20,191	23,681	20,126	19,180
2003	21,401	21,223	22,043	22,012	20,902	19,352	20,030	19,175	21,012	23,082	19,881	20,238
2004	20,435	21,770	24,126	21,831	20,117	20,575	19,902	20,429	21,571	22,395	22,009	21,378
2005	20,820	22,210	24,549	24,509	23,734	22,976	21,758	23,872	24,425	25,457	24,465	23,460
2006	22,087	21,553	25,257	21,923	23,725	22,409	20,115	23,047	22,000	24,873	23,779	21,405
2007	23,945	22,814	26,194	23,641	24,806	22,155	21,549	23,353	22,078	26,239	23,590	20,269
2008	23,015	22,787	24,327	26,509	24,386	22,681	23,519	22,771	24,586	27,216	23,159	21,081
2009	22,810	24,972	27,006									

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.