

FIXED ROUTE
Operating Statistics For Periods Ending 2/28/2008 & 2/29/2009

CURRENT MONTH			YEAR TO DATE			
Actual 2008	Actual 2009	Variance 2008 to 2009		Actual 2008	Actual 2009	Variance 2008 to 2009
			Service Supplied			
455,921	443,558	(12,363)	Total (Vehicle) Miles	915,812	890,822	(24,990)
30,202	30,125	(77)	Revenue Hours	61,199	60,121	(1,078)
33,746	34,010	264	Total (Vehicle) Hours	68,398	67,506	(892)
			<i>Ridership</i>			
1,235,524	1,290,510	54,986	Revenue Passengers **	2,191,797	2,315,018	123,221
78,302	74,196	(4,106)	Transfers	163,951	149,259	(14,692)
<u>9,283</u>	<u>11,845</u>	<u>2,562</u>	Non-Revenue Rides	<u>20,913</u>	<u>24,836</u>	<u>3,923</u>
1,323,109	1,376,551	53,442	Total Passengers	2,376,661	2,489,113	112,452
			Service Quality			
2,221	2,356	135	Trips using Lifts	4,566	4,270	(296)
8	7	(1)	Passenger Accidents	25	15	(10)
			<i>Vehicle Accidents:</i>			
NA	4	NA	Chargeable	NA	9	NA
NA	19	NA	Non-chargeable	NA	44	NA
NA	3	NA	Preventable	NA	7	NA
53	26	(27)	Total Vehicle Accidents	90	60	(30)
			Fleet/Maintenance			
117	71	(46)	Road Calls	220	135	(85)
76	74	(2)	Actual Inspections	153	149	(4)
76	74	(2)	Scheduled Inspections	153	149	(4)

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

** Includes special events.

ParaTransit
Operating Statistics For Periods Ending 2/28/2008 & 2/29/2009

CURRENT MONTH			YEAR TO DATE			
Actual 2008	Actual 2009	Variance 2008 to 2009		Actual 2008	Actual 2009	Variance 2008 to 2009
			Service Supplied Data			
1,122	1,188	66	No. of Clients riding the System	1,237	1,312	75
			<i>Ridership</i>			
4,142	5,313	1,171	Directly Operated Service	8,216	10,209	1,993
17,090	18,100	1,010	ADA Contracted Services	34,480	34,718	238
21,232	23,413	2,181	Total ADA Ridership *	42,696	44,927	2,231
1,555	NA	NA	Group Access *	3,106	NA	NA
589	472	(117)	Total No-shows	1,057	1,039	(18)
			Service Quality Data			
3	0	(3)	Passenger Accidents	5	2	(3)
5	2	(3)	Vehicle Accidents	9	2	(7)
			Fleet/Maintenance Data			
2	4	2	Road Calls	5	4	(1)
10	11	1	Actual Inspections	20	22	2
10	11	1	Scheduled Inspections	19	22	3

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

* ADA Ridership does not include Group Access.

**Paratransit Performance Indicators
February, 2009**

Revenue Indicators

Operating Revenue/ Operating Cost
Passenger Revenue/ Total Passenger Trips

	Metro Plus YTD		Fixed Route YTD	
	Feb. 2008	Feb. 2009	Feb. 2008	Feb. 2009

Financial Data not available at time of printing

Expense Indicators

Operating Cost/Passenger Trip

	Metro Plus			
	Feb. 2008	Feb. 2009	YTD 2008	YTD 2009
Operations				
Total Trips	21,232	23,413	42,696	44,927
Rides Cancelled	5,339	3,702	9,472	8,334
Cancellation Rate	25.1%	15.8%	22.2%	18.6%
No Shows	589	472	1,057	1,039
No Shows/Rides Provided	2.8%	2.0%	2.5%	2.3%
Number of Clients Provided Service	1,122	1,188	1,237	1,312
Average Trips/Client	18.9	19.7	34.5	34.2
DDS Trips	12,241	13,069	24,617	24,412
Subscription Trips	11,862	13,626	23,711	25,313
DDS Subscription Trips	7,676	8,496	15,413	15,750
D2D Trips	15,379	17,453	30,770	33,198
Lv Attended Trips	5,739	5,829	11,602	10,882
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	105.3%	100.0%

Number of Trips by Provider YTD

	Metro Direct	Badger	Trans. Sol.	Badger Bus	Total
Ambulatory	4,570	10,298	7,819	7,746	30,433
Non-Ambulatory	5,639	-	1,220	7,635	14,494
Percentage	22.72%	22.92%	20.12%	34.24%	100.00%

Customer Service YTD

	Metro Direct	Badger	Transit Sol	Badger Bus	Total
Rides Provided	10,209	10,298	9,039	15,381	44,927
Customer Complaints	50	37	20	44	151
Customer Compliments	1	1	0	2	4
Customer Suggestions	3	0	0	1	4
Complaints/1000 passenger trips	4.90	3.59	2.21	2.86	3.36
Late Service Reports (2)	11	133	74	80	298
Late Service Reports/1000 passenger trips	1.08	12.92	8.19	5.20	6.63

On-Time Performance, Feb. 2009

	Metro Direct	Badger	Transit Sol.	Badger Bus
	89%	92%	95%	92%

ADA Certifications, Feb. 2009

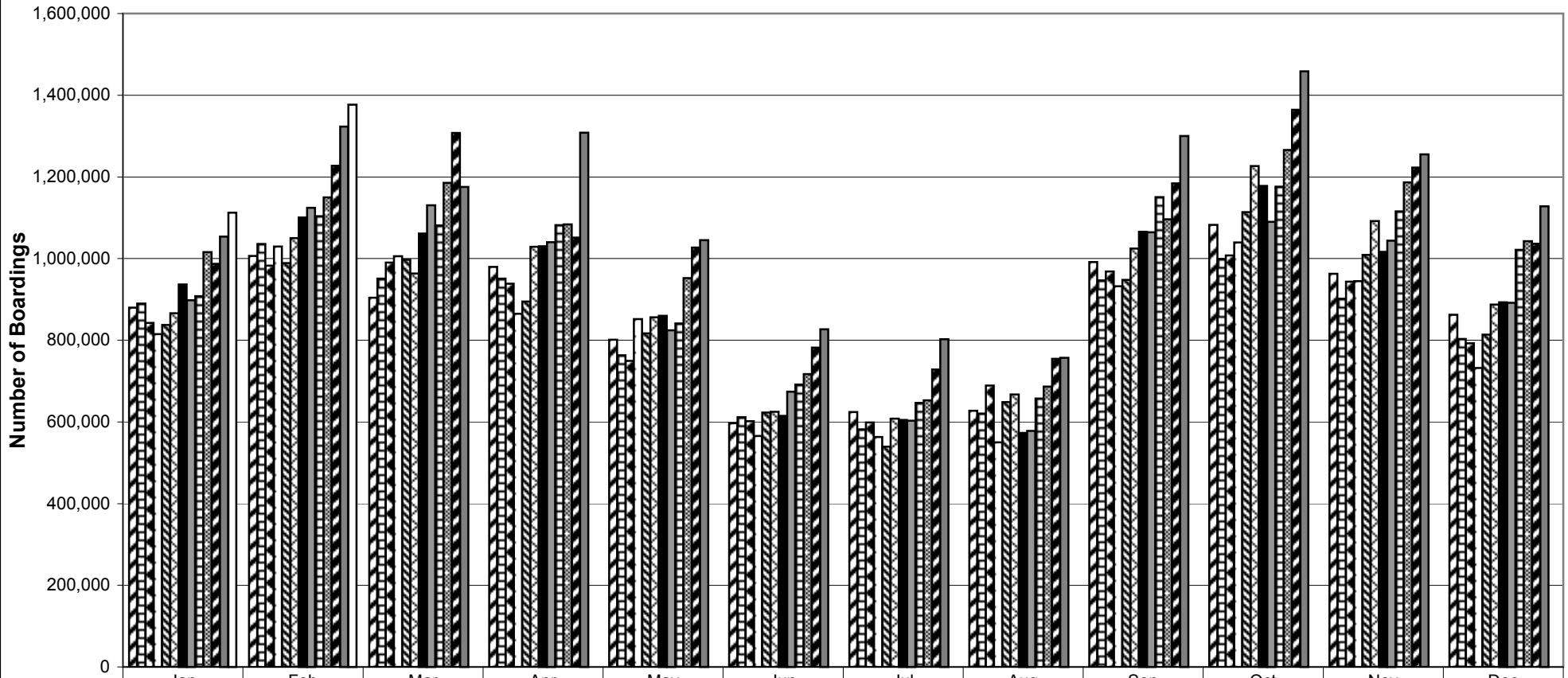
	Clients	1-19 Trips	>20 - 40<	<40 Trips/mc	TTL Trips
Category 1	1,314	279	197	137	14,906
Category 2	40	2	0	0	18
Category 2/3	88	17	6	0	278
Category 3	2,175	427	120	39	8,181
Total	3,617				23,383

Monthly New Certification	45
Monthly Denied Applications	3

(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.

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										

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

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--February 2009 vs. February 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	369,490	338,003	9.3%	118.58	102.03	16.2%		
85 UW CAMPUS-PARK ST CIRCULATOR	64,688	76,111	-15.0%	86.43	99.65	-13.3%		
81-82 UW LATE NITE CIRCULATORS	68,132	42,685	59.6%	72.43	49.08	47.6%		
90-93 SUPPLEMENTARY SCHOOL SERVICE	226,693	208,058	9.0%	70.16	68.19	2.9%		
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	105,505	103,449	2.0%	51.89	52.61	-1.4%		
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	15,998	15,394	3.9%	51.54	46.80	10.1%		
9 ETP - UW CAMPUS & 33 HIESTAND LOOP	32,425	25,768	25.8%	47.21	32.86	43.7%		
2 WTP-NTP	195,283	186,859	4.5%	47.18	45.79	3.0%		
4 NTP-STP	138,319	132,933	4.1%	44.33	42.57	4.1%		
50 WTP-SCHROEDER-RAYMOND LOOP	28,297	24,443	15.8%	43.41	36.99	17.3%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	4,995	7,088	-29.5%	40.54	36.95	9.7%		
1 CAP SQUARE - UW	6,552	6,286	4.2%	39.95	36.55	9.3%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	23,355	21,814	7.1%	38.46	34.53	11.4%		
3 WTP-ETP	104,251	100,415	3.8%	37.42	33.57	11.5%		
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	237,034	235,000	0.9%	37.34	35.93	3.9%		
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER	71,694	76,205	-5.9%	37.17	39.37	-5.6%		
21 LAKEVIEW LOOP	33,170	23,610	40.5%	36.65	27.76	32.0%		
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	44,159	39,633	11.4%	35.98	30.47	18.1%		
40 STP - ARBOR HILLS LOOP	27,524	25,895	6.3%	35.37	32.04	10.4%		
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	19,996	22,535	-11.3%	32.89	35.87	-8.3%		
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	133,787	136,823	-2.2%	32.54	31.13	4.5%		
16 STP - ETP	59,623	57,708	3.3%	30.99	29.29	5.8%		
19 RED ARROW TR-CAP SQUARE	36,942	35,007	5.5%	30.93	26.69	15.9%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	2,779	NA	NA	30.39	NA	NA		
27 NTP - UW CAMPUS COMMUTER	8,614	7,925	8.7%	29.18	23.57	23.8%		
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	162,481	160,945	1.0%	28.97	28.58	1.4%		
55 VERONA - WTP COMMUTER (began Sept. 19, 2005)	6,286	4,731	32.9%	28.44	19.13	48.7%		
58 GREENTREE COMMUTER	13,316	14,697	-9.4%	27.97	28.94	-3.3%		
11 & 12 WTP-DUTCH MILL-CAP SQUARE	22,325	22,786	-2.0%	26.56	26.40	0.6%		
51 WTP-MUIR FIELD LOOP	10,251	8,637	18.7%	25.21	21.50	17.3%		
47 ARBOR HILLS COMMUTER	12,935	13,749	-5.9%	25.03	24.35	2.8%		
70 MIDDLETON-CAPITOL SQUARE (Saturday schedule becomes route 78, October 4, 2008)	24,295	24,103	0.8%	24.05	19.61	22.7%	X	
7 WTP-ETP (Weekends & Holidays Only)	23,703	17,694	34.0%	22.65	20.22	12.0%	X	
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	80,052	81,109	-1.3%	22.58	23.42	-3.6%	X	
52 WTP-FITCHBURG (began operating Sept. 4, 2007)	8,797	11,006	-20.1%	20.95	24.61	-14.9%	X	
32 ACEWOOD-THOMPSON LOOP	6,945	6,342	9.5%	20.19	18.92	6.7%	X	
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	5,406	4,045	33.6%	18.93	16.79	12.8%	X	
25 AMERICAN CENTER COMMUTER	1,643	1,581	3.9%	17.86	16.85	6.0%	X	
34 ETP-MATC & 39 ETP - DAIRY DRIVE	8,024	8,386	-4.3%	17.37	18.59	-6.6%	X	
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	10,023	7,666	30.7%	16.94	15.38	10.1%	X	
73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07)	18,883	21,308	-11.4%	16.40	15.60	5.1%	X	
74 MIDDLETON LOOP	4,879	4,443	9.8%	16.26	15.85	2.6%	X	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	7,456	NA	NA	15.15	NA	NA	X	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	1,638	NA	NA	11.00	NA	NA	X	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	437	NA	NA	4.69	NA	NA	X	
UNKNOWN ROUTE & ROAD BUS **	31	225	-86.2%	NA	NA	NA	X	
ROUTES DISCONTINUED DURING 2008:								
24 AIRPORT LOOP (Discontinued October 2, 2008; Route 20 begins serving airport)	-	6,877	NA	NA	14.81	NA		
SPECIAL EVENT SERVICE	-	6,684	-100.0%	NA	28.38	NA		
SYSTEM TOTAL	2,489,113	2,376,661	4.7%	41.40	38.84	6.6%	24.84	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	1,984,024	1,919,862	3.3%	35.93	34.13	5.3%	21.56	

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.

ROUTE PERFORMANCE, Year to Date through February 2009

ROUTE	RIDERSHIP			Passengers/revenue hour	
	2009	2008	% change	2009	2008
1 CAP SQUARE - UW	6,552	6,286	4.2%	39.95	36.55
2 WTP-NTP	195,283	186,859	4.5%	47.18	45.79
3 WTP-ETP	104,251	100,415	3.8%	37.42	33.57
4 NTP-STP	138,319	132,933	4.1%	44.33	42.57
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	162,481	160,945	1.0%	28.97	28.58
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	237,034	235,000	0.9%	37.34	35.93
7 WTP-ETP (Weekends & Holidays Only)	23,703	17,694	34.0%	22.65	20.22
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	5,406	4,045	33.6%	18.93	16.79
9 ETP - UW CAMPUS & 33 HIESTAND LOOP	32,425	25,768	25.8%	47.21	32.86
11 & 12 WTP-DUTCH MILL-CAP SQUARE	22,325	22,786	-2.0%	26.56	26.40
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	133,787	136,823	-2.2%	32.54	31.13
16 STP - ETP	59,623	57,708	3.3%	30.99	29.29
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	80,052	81,109	-1.3%	22.58	23.42
19 RED ARROW TR-CAP SQUARE	36,942	35,007	5.5%	30.93	26.69
21 LAKEVIEW LOOP	33,170	23,610	40.5%	36.65	27.76
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	105,505	103,449	2.0%	51.89	52.61
24 AIRPORT LOOP (Discontinued October 2, 2008; Route 20 begins serving airport)	-	6,877	NA	NA	14.81
25 AMERICAN CENTER COMMUTER	1,643	1,581	3.9%	17.86	16.85
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	437	NA	NA	4.69	NA
27 NTP - UW CAMPUS COMMUTER	8,614	7,925	8.7%	29.18	23.57
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	4,995	7,088	-29.5%	40.54	36.95
32 ACEWOOD-THOMPSON LOOP	6,945	6,342	9.5%	20.19	18.92
34 ETP-MATC & 39 ETP - DAIRY DRIVE	8,024	8,386	-4.3%	17.37	18.59
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	7,456	NA	NA	15.15	NA
37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER	71,694	76,205	-5.9%	37.17	39.37
40 STP - ARBOR HILLS LOOP	27,524	25,895	6.3%	35.37	32.04
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	19,996	22,535	-11.3%	32.89	35.87
47 ARBOR HILLS COMMUTER	12,935	13,749	-5.9%	25.03	24.35
50 WTP-SCHROEDER-RAYMOND LOOP	28,297	24,443	15.8%	43.41	36.99
51 WTP-MUIR FIELD LOOP	10,251	8,637	18.7%	25.21	21.50
52 WTP-FITCHBURG (began operating Sept. 4, 2007)	8,797	11,006	-20.1%	20.95	24.61
55 VERONA- WTP COMMUTER (began Sept. 19, 2005)	6,286	4,731	32.9%	28.44	19.13
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	44,159	39,633	11.4%	35.98	30.47
58 GREENTREE COMMUTER	13,316	14,697	-9.4%	27.97	28.94
70 MIDDLETON-CAPITOL SQUARE	24,295	24,103	0.8%	24.05	19.61
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	15,998	15,394	3.9%	51.54	46.80
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	23,355	21,814	7.1%	38.46	34.53
73 WTP-OLD SAUK TRAILS (began 8/27/06; started serving Middleton 9/4/07)	18,883	21,308	-11.4%	16.40	15.60
74 MIDDLETON LOOP	4,879	4,443	9.8%	16.26	15.85
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	1,638	NA	NA	11.00	NA
MIDDLETON ROUTES TOTAL	89,048	87,062	2.3%	25.24	22.70
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	10,023	7,666	30.7%	16.94	15.38
80 UW CAMPUS	369,490	338,003	9.3%	118.58	102.03
81-82 UW LATE NITE CIRCULATORS	68,132	42,685	59.6%	72.43	49.08
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	2,779	NA	NA	30.39	NA
85 UW CAMPUS-PARK ST CIRCULATOR	64,688	76,111	-15.0%	86.43	99.65
90-93 SUPPLEMENTARY SCHOOL SERVICE	226,693	208,058	9.0%	70.16	68.19
SPECIAL EVENT SERVICE	-	6,684	-100.0%	NA	28.38
UNKNOWN ROUTE & ROAD BUS **	31	225	-86.2%	NA	NA
SYSTEM TOTAL	2,489,113	2,376,661	4.7%	41.40	38.84
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	1,984,024	1,919,862	3.3%	35.93	34.13

NOTE: Substantial changes were made across the system effective October 4, 2008. This will affect comparisons of current service to previous.

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