

FIXED ROUTE
Operating Statistics For Periods Ending 8/31/2015 & 8/31/2016

CURRENT MONTH			YEAR TO DATE				
Actual 2015	Actual 2016	Variance 2014 to 2015		Actual 2015	Actual 2016	Variance 2015 to 2016	% Change
			Service Supplied				
460,109	477,195	17,086	Total (Vehicle) Miles	3,943,147	3,987,983	44,836	1.1%
32,061	33,191	1,130	Revenue Hours	268,703	266,320	(2,383)	-0.9%
34,553	35,741	1,188	Total (Vehicle) Hours	297,420	293,475	(3,945)	-1.3%
			<i>Ridership</i>				
726,247	730,225	3,978	Revenue Passengers	8,621,879	7,903,509	(718,370)	-8.3%
73,201	68,384	(4,817)	Transfers	536,363	500,824	(35,539)	-6.6%
<u>13,610</u>	<u>12,936</u>	<u>(674)</u>	Non-Revenue Rides	<u>102,067</u>	<u>93,405</u>	<u>(8,662)</u>	-8.5%
813,058	811,545	(1,513)	Total Passengers	9,260,309	8,497,738	(762,571)	-8.2%
			Service Quality*				
85.8%	85.8%	0.0%	% Trips on time	86.0%	86.2%	0.2%	0.3%
3.8%	3.9%	0.1%	% Trips early	3.5%	3.8%	0.3%	8.5%
10.4%	10.3%	-0.1%	% Trips late	10.5%	10.0%	-0.5%	-4.9%
14	9	(5)	Passenger Accidents	77	110	33	42.9%
			Vehicle Accidents**				
13	4	(9)	Chargeable	49	60	11	22.4%
8	5	(3)	Non-chargeable	58	64	6	10.3%
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>1</u>	<u>1</u>	<u>0</u>	0.0%
21	9	(12)	Total Vehicle Accidents	108	125	17	15.7%
			Fleet/Maintenance				
69	58	(11)	Road Calls	682	419	(263)	-38.6%
77	80	3	Actual Inspections	657	665	8	1.2%
77	80	3	Scheduled Inspections	657	665	8	1.2%

*Sample of over 200,000 trips. Early=one minute or more early at a timepoint. Late=five minutes or more late at a timepoint.

**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
Operating Statistics For Periods Ending 8/31/2015 & 8/31/2016

CURRENT MONTH			YEAR TO DATE				
Actual 2015	Actual 2016	Variance 2015 to 2016		Actual 2015	Actual 2016	Variance 2015 to 2016	% Change
			Service Supplied Data				
1,062	1,093	31	No. of Clients riding the System	1,534	1,532	(2)	-0.1%
			<i>Ridership</i>				
4,303	4,827	524	Directly Operated Service	34,884	37,160	2,276	6.5%
<u>17,748</u>	<u>18,971</u>	<u>1,223</u>	ADA Contracted Services	<u>148,232</u>	<u>147,996</u>	<u>(236)</u>	-0.2%
22,051	23,798	1,747	Total ADA Ridership	183,116	185,156	2,040	1.1%
535	672	137	Total No-shows	4,923	4,926	3	0.1%
			Service Quality Data				
2	1	(1)	Passenger Accidents	13	5	(8)	-61.5%
			Vehicle Accidents*				
0	0	0	Chargeable	4	1	(3)	-75.0%
0	1	1	Non-chargeable	1	8	7	700.0%
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>1</u>	<u>0</u>	<u>(1)</u>	-100.0%
0	1	1	Total Vehicle Accidents	6	9	3	50.0%
			Fleet/Maintenance Data				
4	0	(4)	Road Calls	13	11	(2)	-15.4%
10	11	1	Actual Inspections	79	88	9	11.4%
10	11	1	Scheduled Inspections	79	86	7	8.9%

*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--August 2016 vs. August 2015
(Routes sorted in order of 2016 passengers per revenue hour productivity)

ROUTE	RIDERSHIP, 2016 vs. 2015			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY
	Year to Date			2015	2016	% Change		
	2015	2016	% change					
80 UW CAMPUS (service revised August 26, 2012)	1,244,099	980,636	-21.2%	93.02	73.96	-20.5%		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 weekends & holidays only).
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	617,741	631,134	2.2%	66.40	69.30	4.4%		
28 NTP-WTP COMMUTER (revised August 25, 2013)	234,732	222,711	-5.1%	52.17	56.21	7.8%		
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	55,025	53,086	-3.5%	44.88	43.55	-3.0%		
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	64,667	76,315	18.0%	38.47	42.33	10.0%		
2 WTP-NTP (revised August 25, 2013)	894,570	794,949	-11.1%	43.89	41.55	-5.3%		
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	478,559	509,396	6.4%	39.98	40.41	1.1%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	217,463	212,368	-2.3%	35.26	39.94	13.3%		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	18,491	15,071	-18.5%	48.49	39.52	-18.5%		
50 WTP-SCHROEDER-RAYMOND LOOP	159,331	137,439	-13.7%	42.27	36.47	-13.7%		
4 NTP-STP	497,636	444,643	-10.6%	39.46	35.41	-10.3%		Commuter Routes operate on weekdays during peak hours: 11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 49, 55, 56, 57, 58, 71, 72, 75
22 MENDOTA LOOP	170,400	155,554	-8.7%	38.80	35.40	-8.8%		
67 WTP-WEST TOWNE	188,941	157,039	-16.9%	41.02	34.06	-17.0%		
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	129,598	113,952	-12.1%	38.24	33.59	-12.1%		
5 ETP-STP (revised Aug 2016)	328,260	293,402	-10.6%	34.73	31.05	-10.6%		
6 EAST TOWNE-WTP	733,190	668,755	-8.8%	33.05	30.50	-7.7%		Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 26, 30, 31, 32, 33, 35, 36, 40, 50, 51, 52, 73, 78
3 WTP-ETP	368,242	336,216	-8.7%	31.71	29.33	-7.5%		
81-82 UW LATE NITE CIRCULATORS	67,673	54,034	-20.2%	37.41	28.91	-22.7%		Connector Routes connect transfer points throughout the day: 16, 17, 18.
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	69,787	67,703	-3.0%	28.94	28.20	-2.5%		
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	277,211	281,976	1.7%	25.59	28.11	9.9%		Circulator Routes 1, 10, 34
57 PILGRIM-REITZ COMMUTER & MUIR FIELD COMMUTER	67,124	68,250	1.7%	25.94	26.54	2.3%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	91,244	86,634	-5.1%	27.55	26.45	-4.0%		
21 LAKEVIEW LOOP	114,009	102,899	-9.7%	29.29	26.43	-9.8%		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. 59 operates weekends & holidays between the WTP and Fitchburg. 67 connects with route 6 at the West Transfer Point; operates to/from West Towne Mall. 63 and 68 operate between the WTP and Prairie Town Center. 70 operates like a core route between the Capitol Square & Middleton on weekdays.
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	187,686	182,291	-2.9%	23.86	25.91	8.6%		
12 WTP-DUTCH MILL-CAP SQUARE	31,563	39,338	24.6%	19.76	25.57	29.4%		
7 WTP-ETP (Weekends & Holidays Only)	105,013	97,848	-6.8%	28.06	25.42	-9.4%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	14,099	13,629	-3.3%	26.01	25.29	-2.8%		
30 ETP-EAST TOWNE (revised Aug 2016)	151,353	146,322	-3.3%	26.55	24.72	-6.9%		
27 NTP - UW CAMPUS COMMUTER	33,702	30,917	-8.3%	26.74	24.68	-7.7%		
1 CAP SQUARE - UW	16,755	17,170	2.5%	23.90	24.62	3.0%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	29,190	26,962	-7.6%	26.96	24.21	-10.2%		
17 ETP-NTP (weekend service added Aug 2016)	62,997	60,017	-4.7%	24.59	23.47	-4.6%		
11 WTP-DUTCH MILL-CAP SQUARE	53,852	45,547	-15.4%	27.51	23.44	-14.8%		
16 STP - ETP	213,246	196,577	-7.8%	25.45	23.42	-8.0%		
18 STP-WTP (revised Aug 2013, Aug 2016)	236,133	199,748	-15.4%	27.38	23.18	-15.3%		
47 ARBOR HILLS COMMUTER	49,855	47,232	-5.3%	24.23	23.02	-5.0%		
58 GREENTREE COMMUTER	48,832	46,453	-4.9%	24.00	22.96	-4.3%		
56 PILGRIM-REITZ COMMUTER & MUIR FIELD COMMUTER	67,042	70,391	5.0%	21.14	22.32	5.6%		
51 WTP-MUIR FIELD LOOP (reversed loop Aug 2016)	50,497	40,818	-19.2%	27.30	21.93	-19.7%		
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	6,515	4,078	-37.4%	16.38	21.81	33.1%		
70 MIDDLETON-CAPITOL SQUARE	99,076	89,618	-9.5%	22.66	20.62	-9.0%		
63 WTP-PRAIRIE TOWN CTR (Weekends & Holidays only)	21,304	19,146	-10.1%	22.43	19.60	-12.6%		
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	26,857	21,833	-18.7%	23.98	19.49	-18.7%		
13 STP-CAP SQUARE (revised Aug 2016)	100,029	99,910	-0.1%	19.33	19.21	-0.6%		
19 RED ARROW TR-CAP SQUARE (revised Aug 2016)	95,678	90,351	-5.6%	18.81	17.87	-5.0%	x	
20 NTP-EAST TOWNE	144,518	132,520	-8.3%	19.27	17.47	-9.4%	x	
73 WTP-OLD SAUK TRAILS	77,886	72,013	-7.5%	18.44	17.15	-7.0%	x	
39 ETP - DAIRY DRIVE (revised August 25, 2013)	19,927	16,631	-16.5%	20.20	16.95	-16.0%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	5,553	4,957	-10.7%	17.84	16.00	-10.3%	x	
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	26,434	26,815	1.4%	15.69	15.93	1.5%	x	
52 WTP-FITCHBURG	28,890	27,861	-3.6%	16.21	15.53	-4.1%	x	
32 ACEWOOD-THOMPSON LOOP	23,586	22,969	-2.6%	15.58	15.06	-3.4%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	39,439	36,461	-7.6%	14.45	14.55	0.7%	x	
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	12,346	11,806	-4.4%	14.07	13.54	-3.8%	x	
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	20,397	20,237	-0.8%	11.82	12.06	2.0%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	6,556	6,097	-7.0%	11.64	10.22	-12.2%	x	
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began Aug 2014, loop reversed Aug 2016)	8,332	9,147	9.8%	7.90	8.73	10.5%	x	
31 MARSH RD - ETP (began Aug 2013, revised Aug 2016)	13,463	15,723	16.8%	7.57	8.68	14.7%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	6,582	6,918	5.1%	6.21	6.13	-1.2%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6, revised Aug 2016)	20,462	11,663	-43.0%	11.21	5.87	-47.6%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008, revised May 2015, Aug 2016)	10,805	19,617	81.6%	5.70	5.36	-6.0%	x	
68 WTP-PRAIRIE TOWN CTR (Weekends & Holidays only)	5,864	5,945	1.4%	5.32	5.24	-1.5%	x	
UNKNOWN ROUTE & ROAD BUS *	2	-	NA	NA	NA	NA		
SYSTEM TOTAL	9,260,309	8,497,738	-8.2%	34.46	31.91	-7.4%	19.14	Average weekday ridership August 2015: 33,310 Average weekday ridership August 2016: 31,820
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	7,930,046	7,447,997	-6.1%	31.33	29.70	-5.2%	17.82	Average weekend ridership August 2015: 11,360 Average weekend ridership August 2016: 9,964

* 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 - August 2016

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2015	2016	% change	2015	2016
1 CAP SQUARE - UW	16,755	17,170	2.5%	23.90	24.62
2 WTP-NTP (revised August 25, 2013)	894,570	794,949	-11.1%	43.89	41.55
3 WTP-ETP	368,242	336,216	-8.7%	31.71	29.33
4 NTP-STP	497,636	444,643	-10.6%	39.46	35.41
5 ETP-STP (revised Aug 2016)	328,260	293,402	-10.6%	34.73	31.05
6 EAST TOWNE-WTP	733,190	668,755	-8.8%	33.05	30.50
7 WTP-ETP (Weekends & Holidays Only)	105,013	97,848	-6.8%	28.06	25.42
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	29,190	26,962	-7.6%	26.96	24.21
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	478,559	509,396	6.4%	39.98	40.41
11 WTP-DUTCH MILL-CAP SQUARE	53,852	45,547	-15.4%	27.51	23.44
12 WTP-DUTCH MILL-CAP SQUARE	31,563	39,338	24.6%	19.76	25.57
13 STP-CAP SQUARE (revised Aug 2016)	100,029	99,910	-0.1%	19.33	19.21
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	187,686	182,291	-2.9%	23.86	25.91
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	277,211	281,976	1.7%	25.59	28.11
16 STP - ETP	213,246	196,577	-7.8%	25.45	23.42
17 ETP-NTP (weekend service added Aug 2016)	62,997	60,017	-4.7%	24.59	23.47
18 STP-WTP (revised Aug, 2013, Aug 2016)	236,133	199,748	-15.4%	27.38	23.18
19 RED ARROW TR-CAP SQUARE (revised Aug 2016)	95,678	90,351	-5.6%	18.81	17.87
20 NTP-EAST TOWNE	144,518	132,520	-8.3%	19.27	17.47
21 LAKEVIEW LOOP	114,009	102,899	-9.7%	29.29	26.43
22 MENDOTA LOOP	170,400	155,554	-8.7%	38.80	35.40
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	6,515	4,078	-37.4%	16.38	21.81
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008, revised May 2015, Aug 2016)	10,805	19,617	81.6%	5.70	5.36
27 NTP - UW CAMPUS COMMUTER	33,702	30,917	-8.3%	26.74	24.68
28 NTP-WTP COMMUTER (revised August 25, 2013)	234,732	222,711	-5.1%	52.17	56.21
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	14,099	13,629	-3.3%	26.01	25.29
30 ETP-EAST TOWNE (revised Aug 2016)	151,353	146,322	-3.3%	26.55	24.72
31 MARSH RD - ETP (began Aug 2013, revised Aug 2016)	13,463	15,723	16.8%	7.57	8.68
32 ACEWOOD-THOMPSON LOOP	23,586	22,969	-2.6%	15.58	15.06
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	26,434	26,815	1.4%	15.69	15.93
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	12,346	11,806	-4.4%	14.07	13.54
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	20,397	20,237	-0.8%	11.82	12.06
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6, revised Aug 2016)	20,462	11,663	-43.0%	11.21	5.87
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	39,439	36,461	-7.6%	14.45	14.55
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	217,463	212,368	-2.3%	35.26	39.94
39 ETP - DAIRY DRIVE (revised August 25, 2013)	19,927	16,631	-16.5%	20.20	16.95
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	129,598	113,952	-12.1%	38.24	33.59
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	55,025	53,086	-3.5%	44.88	43.55
47 ARBOR HILLS COMMUTER	49,855	47,232	-5.3%	24.23	23.02
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	5,553	4,957	-10.7%	17.84	16.00
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began Aug 2014, loop reversed Aug 2016)	8,332	9,147	9.8%	7.90	8.73
50 WTP-SCHROEDER-RAYMOND LOOP	159,331	137,439	-13.7%	42.27	36.47
51 WTP-MUIR FIELD LOOP (reversed loop Aug 2016)	50,497	40,818	-19.2%	27.30	21.93
52 WTP-FITCHBURG	28,890	27,861	-3.6%	16.21	15.53
55 VERONA - WTP COMMUTER (revised Mar 11, 2013)	26,857	21,833	-18.7%	23.98	19.49
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	67,042	70,391	5.0%	21.14	22.32
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	67,124	68,250	1.7%	25.94	26.54
58 GREENTREE COMMUTER	48,832	46,453	-4.9%	24.00	22.96
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	6,582	6,918	5.1%	6.21	6.13
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	21,304	19,146	-10.1%	22.43	19.60
67 WTP-WEST TOWNE	188,941	157,039	-16.9%	41.02	34.06
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	5,864	5,945	1.4%	5.32	5.24
70 MIDDLETON-CAPITOL SQUARE	99,076	89,618	-9.5%	22.66	20.62
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	69,787	67,703	-3.0%	28.94	28.20
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	91,244	86,634	-5.1%	27.55	26.45
73 WTP-OLD SAUK TRAILS	77,886	72,013	-7.5%	18.44	17.15
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	64,667	76,315	18.0%	38.47	42.33
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	6,556	6,097	-7.0%	11.64	10.22
80 UW CAMPUS (service revised August 26, 2012)	1,244,099	980,636	-21.2%	93.02	73.96
81-82 UW LATE NITE CIRCULATORS	67,673	54,034	-20.2%	37.41	28.91
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UNKNOWN ROUTE & ROAD BUS *	2	-	NA	NA	NA
SYSTEM TOTAL	9,260,309	8,497,738	-8.2%	34.46	31.91
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	7,930,046	7,447,997	-6.1%	31.33	29.70

* 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 August 2015: 33,310
 Average weekday ridership August 2016: 31,820

Average weekend ridership August 2015: 11,360
 Average weekend ridership August 2016: 9,964

MONTHLY RIDERSHIP - August 2016

ROUTE	MONTHLY RIDERSHIP			YTD RIDERSHIP		
	2015	2016	% change	2015	2016	% change
1 CAP SQUARE - UW	925	1,122	21.3%	16,755	17,170	2.5%
2 WTP-NTP (revised August 25, 2013)	93,594	84,443	-9.8%	894,570	794,949	-11.1%
3 WTP-ETP	35,490	35,823	0.9%	368,242	336,216	-8.7%
4 NTP-STP	50,083	46,464	-7.2%	497,636	444,643	-10.6%
5 ETP-STP (revised Aug 2016)	35,431	34,922	-1.4%	328,260	293,402	-10.6%
6 EAST TOWNE-WTP	73,460	71,551	-2.6%	733,190	668,755	-8.8%
7 WTP-ETP (Weekends & Holidays Only)	12,451	9,082	-27.1%	105,013	97,848	-6.8%
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	3,668	2,549	-30.5%	29,190	26,962	-7.6%
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)	43,369	48,174	11.1%	478,559	509,396	6.4%
11 WTP-DUTCH MILL-CAP SQUARE	4,672	4,397	-5.9%	53,852	45,547	-15.4%
12 WTP-DUTCH MILL-CAP SQUARE	3,246	5,274	62.5%	31,563	39,338	24.6%
13 STP-CAP SQUARE (revised Aug 2016)	10,427	10,634	2.0%	100,029	99,910	-0.1%
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	17,321	18,669	7.8%	187,686	182,291	-2.9%
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)	29,951	33,628	12.3%	277,211	281,976	1.7%
16 STP - ETP	22,194	21,124	-4.8%	213,246	196,577	-7.8%
17 ETP-NTP (weekend service added Aug 2016)	6,060	7,895	30.3%	62,997	60,017	-4.7%
18 STP-WTP (revised Aug 2013, Aug 2016)	26,434	25,219	-4.6%	236,133	199,748	-15.4%
19 RED ARROW TR-CAP SQUARE (revised Aug 2016)	7,415	8,459	14.1%	95,678	90,351	-5.6%
20 NTP-EAST TOWNE	16,880	16,168	-4.2%	144,518	132,520	-8.3%
21 LAKEVIEW LOOP	11,707	10,733	-8.3%	114,009	102,899	-9.7%
22 MENDOTA LOOP	17,734	17,946	1.2%	170,400	155,554	-8.7%
25 AMERICAN CENTER COMMUTER (revised August 25, 2013)	651	669	2.8%	6,515	4,078	-37.4%
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008, revised May 2015, Aug 2016)	2,834	2,311	-18.5%	10,805	19,617	81.6%
27 NTP - UW CAMPUS COMMUTER	2,864	2,995	4.6%	33,702	30,917	-8.3%
28 NTP-WTP COMMUTER (revised August 25, 2013)	19,858	21,788	9.7%	234,732	222,711	-5.1%
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,661	1,735	4.5%	14,099	13,629	-3.3%
30 ETP-EAST TOWNE (revised Aug 2016)	18,355	17,378	-5.3%	151,353	146,322	-3.3%
31 MARSH RD - ETP (began Aug 25, 2013, revised Aug 2016)	1,201	1,534	27.7%	13,463	15,723	16.8%
32 ACEWOOD-THOMPSON LOOP	3,047	3,014	-1.1%	23,586	22,969	-2.6%
33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)	2,248	2,815	25.2%	26,434	26,815	1.4%
34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)	759	1,440	89.7%	12,346	11,806	-4.4%
35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)	2,317	2,228	-3.8%	20,397	20,237	-0.8%
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6, revised Aug 2016)	2,544	1,394	-45.2%	20,462	11,663	-43.0%
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	2,767	2,974	7.5%	39,439	36,461	-7.6%
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)	17,036	18,420	8.1%	217,463	212,368	-2.3%
39 ETP - DAIRY DRIVE (revised August 25, 2013)	2,428	2,315	-4.7%	19,927	16,631	-16.5%
40 STP - ARBOR HILLS LOOP (revised August 25, 2013)	14,064	13,372	-4.9%	129,598	113,952	-12.1%
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	4,705	4,566	-3.0%	55,025	53,086	-3.5%
47 ARBOR HILLS COMMUTER	4,505	4,819	7.0%	49,855	47,232	-5.3%
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	455	497	9.2%	5,553	4,957	-10.7%
49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began Aug, 2014, reversed loop Aug 2016)	796	970	21.9%	8,332	9,147	9.8%
50 WTP-SCHROEDER-RAYMOND LOOP	16,947	17,242	1.7%	159,331	137,439	-13.7%
51 WTP-MUIR FIELD LOOP (reversed loop Aug 2016)	5,434	4,646	-14.5%	50,497	40,818	-19.2%
52 WTP-FITCHBURG	2,911	3,604	23.8%	28,890	27,861	-3.6%
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	2,995	2,889	-3.5%	26,857	21,833	-18.7%
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	6,613	7,931	19.9%	67,042	70,391	5.0%
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	6,631	7,283	9.8%	67,124	68,250	1.7%
58 GREENTREE COMMUTER	5,180	5,165	-0.3%	48,832	46,453	-4.9%
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	769	729	-5.2%	6,582	6,918	5.1%
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	2,978	2,166	-27.3%	21,304	19,146	-10.1%
67 WTP-WEST TOWNE	20,165	17,075	-15.3%	188,941	157,039	-16.9%
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	873	644	-26.2%	5,864	5,945	1.4%
70 MIDDLETON-CAPITOL SQUARE	10,240	9,825	-4.1%	99,076	89,618	-9.5%
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)	7,510	7,928	5.6%	69,787	67,703	-3.0%
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)	9,930	10,606	6.8%	91,244	86,634	-5.1%
73 WTP-OLD SAUK TRAILS	9,561	10,259	7.3%	77,886	72,013	-7.5%
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013)	8,901	10,155	14.1%	64,667	76,315	18.0%
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	947	669	-29.4%	6,556	6,097	-7.0%
80 UW CAMPUS (service revised August 26, 2012)	63,165	68,733	8.8%	1,244,099	980,636	-21.2%
81 UW LATE NIGHT CIRCULATOR	785	258	NA	36,441	25,534	-29.9%
82 UW LATE NITE CIRCULATOR	962	436	NA	31,232	28,500	-8.7%
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	1,954	1,792	-8.3%	18,491	15,071	-18.5%
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE			NA	617,741	631,134	2.2%
UNKNOWN ROUTE & ROAD BUS			NA	2		NA
SYSTEM TOTAL	813,058	811,545	-0.2%	9,260,309	8,497,738	-8.2%

TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)	746,192	740,326	-0.8%	7,930,046	7,447,997	-6.1%
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**Paratransit Performance Indicators
August, 2016**

Operations	Metro Plus			
	Aug, 2015	Aug, 2016	YTD Aug, 2015	YTD Aug, 2016
Total Trips	22,051	23,798	183,116	185,156
Rides Cancelled	5,001	5,415	42,458	42,515
Cancellation Rate	22.7%	22.8%	23.2%	23.0%
No Shows (1)	535	672	4,923	4,926
No Shows/Rides Provided	2.4%	2.8%	2.7%	2.7%
Number of Clients Provided Service	1,062	1,093	1,534	1,532
Average Trips/Client	20.8	21.8	119.4	120.9
DDS Trips	15,603	17,286	128,614	130,340
Subscription Trips	17,052	18,625	141,536	142,163
DDS Subscription Trips	14,068	15,690	115,474	116,783
D2D Trips	21,489	23,119	175,866	177,367
Lv Attended Trips	6,744	7,215	55,124	54,308
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	100.0%	102.3%

Number of Trips by Provider YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	19,386	21,715	33,933	38,378	23,972	137,384
Non-Ambulatory	1	15,445	1,275	7,357	23,694	47,772
Percentage	10.47%	20.07%	19.02%	24.70%	25.74%	100.00%

Customer Service YTD	Badger Cab	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	19,387	37,160	35,208	45,735	47,666	185,156
Customer Complaints	81	68	73	84	184	490
Customer Compliments	8	19	2	6	11	46
Customer Suggestions	1	5	1	0	1	8
Complaints/1000 passenger trips - 2015	4.54	2.09	4.10	1.70	3.14	2.78
Complaints/1000 passenger trips - 2016	4.18	1.83	2.07	1.84	3.86	2.65
Late Service Reports (2)	38	0	38	19	86	181
Late Service Reports/1000 passenger trips - 2015	1.70	0.03	1.82	0.89	1.87	1.23
Late Service Reports/1000 passenger trips - 2016	1.96	-	1.08	0.42	1.80	0.98

On-Time Performance	Badger Cab	Metro Direct	AbbyVans	Transit Sol.	Badger Bus
August, 2016	96%	94%	97%	95%	95%
YTD - 2015	94%	94%	97%	94%	94%
YTD - 2016	95%	94%	97%	93%	95%

ADA Certifications, August 2016	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,574	265	196	211	18,790
Category 2	9	0	0	0	0
Category 2/3	20	1	0	0	5
Category 3	2,133	326	70	23	4,930
Total		3,736			23,725

Monthly New Certification	41
Monthly Denied Applications	1

(1) No-shows now include late cancels (late cancels used to be reported separately).

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