FIXED ROUTE
Operating Statistics For Periods Ending 2/28/2011 & 2/28/2010

**CURRENT MONTH** 

YEAR TO DATE

		T	1	_		1
Actual	Actual	Variance		Actual	Actual	Variance
2010	2011	2010 to 2011		2010	2011	2010 to 2011
			Service Supplied			
460,779	437,101	(23,678)	Total (Vehicle) Miles	924,032	920,232	(3,800)
31,093	30,695	(398)	Revenue Hours	61,656	62,539	883
34,875	34,047	(828)	Total (Vehicle) Hours	69,044	69,762	718
			Ridership			
1,306,292	1,305,219	(1,073)	Revenue Passengers	2,351,579	2,472,490	120,911
61,933	61,219	(714)	Transfers	128,332	132,627	4,295
<u>11,515</u>	<u>14,401</u>	2,886	Non-Revenue Rides	<u>25,152</u>	<u> 29,199</u>	4,047
1,379,740	1,380,839	1,099	Total Passengers	2,505,063	2,634,316	129,253
			Service Quality			
2,356	2,284	(72)	Trips using Lifts	4,459	4,644	185
7	6	(1)	Passenger Accidents	14	21	7
			Vehicle Accidents:			
4	4	0	Chargeable	7	11	4
19	18	(1)	Non-chargeable	34	27	(7)
4	<u>1</u>	(3)	Preventable	<u>5</u>	<u>3</u>	(2)
27	23	(4)	Total Vehicle Accidents	46	41	(5)
			Fleet/Maintenance			
71	59	(12)	Road Calls	111	139	28
74	77	3	Actual Inspections	151	158	7
74	77	3	Scheduled Inspections	151	158	7

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

# ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--February 2011 vs. February 2010 (Routes sorted in order of 2011 passengers per revenue hour productivity)

Note   Proceed   Process		RIDERS	SHIP, 2011 vs. 2	2010	Productivity,	Trips per Reve	nue Hour		ROUTE KEY
BO LIVE CAMPUS PAIRLK ST CRICULATOR		7	Year to Date					Routes	
19 UN CAMPUS   134.0861   23.28   132.68   110.28   23.315   70 mostly am, to late part   10.09   10.00   10								< 60% of	
BINDER CAMPINE PAIR ST CHECHLATORS   73,272   68,641   6.989   97,201   93,370   4.1696   2,3,4,5,6,7,13     BI-8D UN LATE NITE CIRCULATORS   16,260   15,	ROUTE		2010	% change		2010	% Change	system avg.	<u>Core Routes</u> operate every day
99-93 SIPPLEMENTARY SCHOOL SERVICE	80 UW CAMPUS			23.2%			20.31%		from early a.m. to late p.m.:
B-REQUITATION TICK CIRCULATORS   0.1.703   53.073   10.398   62.26   55.11   13.67%   7 operates whends & holidy   B-REGE PRINGES EXPRESS (Deeps operating August 25, 2008)   5.510   3.088   52.5%   6.112   41.27   68.77%   Commuter, Routes operate   2.008   2.	85 UW CAMPUS-PARK ST CIRCULATOR	73,292	68,641		97.28	93.39			2, 3, 4, 5, 6, 7, 13
BEAGLE HEIGHTS EXPRESS (Degan operating August 25, 2009)	90-93 SUPPLEMENTARY SCHOOL SERVICE	193,526	227,795	-15.0%	66.00	66.62	-0.92%		(3 operates weekdays only;
7. MIDDLETON-CAPTOL SQUARE VIA MARSHALL PARK COMMUTER	81-82 UW LATE NITE CIRCULATORS	61,703	53,073		62.61	55.11			7 operates wkends & holidays only).
2 WIFFATP 22 MERDOTA LOOP & 28 NTP-WTP COMMUTER 43 10 6621 1013,396 3.33 41 51.39 51.79 52.72 47.99 9.80% 10 overelays during peak how trips on 9 began Aug. 24, 2009 43.220 38.823 11.39 48.91 57.7 70.2% 37.38.4.47.48,55.56,57 NTP-STF WIFFATP 13.3444 12.81 0.90% 13.70 70.2% 17.20% 1									
22 MENDOTALOPS 28 MITS-WITE COMMUTER  9 EFT- JUNY CAMPUS 8.3 HIRST-KIND (JOUP (peak hour trips on 9 began Aug. 24, 2009)  4 ST27 ST 1934.14  128.944  3 3.595  4 3.212  4 2.210  1 0.3.396  1 3.314  1 28.944  3 3.595  4 3.212  4 2.210  1 0.3.396  3 3.78  3 3.78  3 4.77, 7, 7, 70.295  3 7, 3 4. 44, 74, 74, 74  5 8.77  2 MIDDLETON-CAPTOL SQUARE VIA BRANCH COMMUTER  2 4.357  2 2.9.646  1 1.12, 14, 15, 25, 27, 28, 29  5 8.77, 17, 7, 74  1 1.12, 14, 15, 25, 27, 28, 29  5 8.77, 17, 7, 74  1 1.12, 14, 15, 25, 27, 28, 29  5 8.77, 17, 7, 74  5 8.77  2 MIDDLETON-CAPTOL SQUARE VIA BRANCH COMMUTER  2 4.357  2 2.9.647  2 4.357  2 2.9.648  1 1.12, 14, 15, 25, 27, 28, 29  5 8.77, 17, 74  1 1.12, 14, 15, 25, 27, 28, 29  5 8.77, 17, 74  1 1.12, 14, 15, 25, 27, 28, 29  5 8.77, 17, 27  3 8.41, 21, 21, 21, 21, 21, 21, 21, 21, 21, 2	71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	16,307	14,462	12.8%		48.10			Commuter Routes operate
9 EFF - LIW CAMPUIS & 33 HIRSTAND LOOP (peak hour trips on 9 began Aug. 24, 2009)	2 WTP-NTP	226,861	197,493	14.9%	52.72	47.99			on weekdays during peak hours:
4 NTP-STP 50 WTP-SCHRÖDER-RAYMON LOOP 28.123 31,224 -9.096 41,74 66.15 9.5196 0 WTP-SCHRÖDER-RAYMON LOOP 28.123 31,224 -9.096 41,74 66.15 9.5196 0 WTP-SCHRÖDER-RAYMON LOOP 28.123 31,224 -9.096 41,74 66.15 9.5196 0 WTP-SCHRÖDER-RAYMON LOOP 28.123 31,224 -9.096 41,74 66.15 9.5196 0 WTP-SCHRÖDER-RAYMON LOOP 28.123 31,224 -9.096 41,74 66.15 9.5196 0 WTP-SCHRÖDER-RAYMON LOOP 25.67,676 25,3318 1.4% 30.75 33,24 37.65 0.6996 1 WTP-MEMPT & OTTO-WENTES TOWNE 100,7407 99,177 8.3% 30.18 37.21 5.1896 29.78 & BPLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug. '09) 76,649 73,706 4.09 30.13 37.21 5.1896 29.78 & BPLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug. '09) 76,649 73,706 4.09 30.13 37.21 5.1896 29.79 & SAB PELAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug. '09) 27,309 26,638 2.00 3.00 3.00 3.00 3.00 3.00 3.00 3.00									11, 12, 14, 15, 25, 27, 28, 29,
Section   Sect									37, 38, 44, 47, 48, 55, 56, 57
Z. MIDDLETON CAPTOL SQUARE VIA BRANCH COMMUTER   24,357   22,966   6.196   39.72   38.41   3.4196   Paripheral Rautes operate CITY VIEW DEVTE & 67 WITP-WEST TOWNS   250,738   253,138   39.53   39.52   0.65996   from transfer points to outly a WITP-ETP   107,407   99,177   83.96   39.13   37.21   5.1996   areas: 20,21,22,26,30,9   4.996   73,706   4.996   37.42   37.63   0.5796   36,46,95,15,27,73,78   37.83   78.40   78.40   79.70   79.91									58, 71, 72, 74
## CTT-FTF   256.788   253.138   1.4%   39.53   39.26   0.69%   from transfer points to outly   WTT-ETF   256.788   253.138   1.4%   39.95   39.13   37.21   5.18%   area: 20,21,22,26,30,32   37.838   38.97   34.72   5.18%   area: 20,21,22,63,03, 22,03,03, 23.98   38.97   34.72   31.98   area: 20,21,22,63,03, 23.98   34.79   34.73   0.18%   34.99   34.90   34.79   34.73   0.18%   34.90	50 WTP-SCHROEDER-RAYMOND LOOP	28,423		-9.0%		46.13	-9.51%		
The Part   107,407   99,177   8.33%   39.13   37.21   5.18%   37.83   57.83	72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	24,357	22,964	6.1%	39.72	38.41			Peripheral Routes operate
37.48   PELAUM RD-SHEEDYGAN AFE COMMUTER (revised Oct. '08 & Aug '09)   76.649   73.766   4.99   37.42   37.63   -0.57%   148.81 S INCHMODH INLL-WEXFORD RIDGE/JUNCTION RIDGE   162.156   148.392   9.396   34.79   34.77   0.18%   148.81									from transfer points to outlying
14.8   15   RICHMOND HILL-WIXEPORD RIDGE /   10.2   16.2   16.2   16.3   16.3   16.3   34.7	3 WTP-ETP	107,407				37.21			areas: <b>20, 21, 22, 26, 30,  32, 33,</b>
49.5TP - ARBOR HILLS JOOP		-,-							36, 40, 50, 51, 52, 73, 78
LAP SQUARE - UW		162,156	148,392	9.3%	34.79	34.73	0.18%		
16 STP ETP									
44 & 48 STP-IIW CAMPUS & FITCHBURG COMMUTER RUES         21,300         21,471         -0.4%         33.40         35.16         -5.01%         Circulator Routes           56 & 5.7 PLIGHBUR REETZ COMMUTER & MULTER &	1 CAP SQUARE - UW	5,281							transfer points throughout the day:
Fig. 5.6   Light   Fig. 1.0   Step   Fig. 1.0   Step   S	16 STP - ETP	66,112	63,506	4.1%	33.46	32.16	4.04%		16, 17, 18.
SETE-STP, 13 STP-CAP SQUARE & 18 STP-WTP		21,390	21,471						
29 SHEMAN COMMUTER ("School day" trip discontinued October 4, 2008)   3.932   4.839   -18.7%   31.11   3.926   -20.77%	56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER								Circulator Routes
11 & 12 WTP-DUTCH MILL-CAP SQUARE		- , -							1, 9, 10, 34
27 NTP - UW CAMPUS COMMUTER		3,932		-18.7%		39.26			
Square and Spring Harbor,   Square and									41
55 VERONA-WTP COMMUTER									<b>8</b> operates between the Capitol
19 RED ARROW TR-CAP SQUARE									
47 ARBOR HILLS COMMUTER									41
12,868   12,910   -0.3%   27.03   27.82   -2.82%   27.82%   27.82%   27.82%   27.82%   27.82%   27.82%   27.82%   27.82%   27.82%   27.82%   27.82%   27.82%   27.82%   27.82%   27.82%   27.83%   27.82%   27.83%   27.82%   27.83%   27.82%   27.83%   27.83%   27.82%   27.83%   27.82%   27.83%   27.82%   27.83%   27.82%   27.83%   27.82%   27.83%   27.82%   27.8		- /-							
TWTP-ETP (Weekends & Holidays Only)		,							between the Capitol Square and
21   LAKEVIEW LOOP   22,669   30,835   -23.2%   23.83   31.41   -24.13%   x   70   MIDDLETON-CAPITOL SQUARE   24,790   23,319   6.3%   23.48   22.76   3.18%   x   route during peak hours; ope of the control of the		,							Allied Drive on weekdays.
70 MIDDLETON-CAPITOL SQUARE   24,790   23,319   6.3%   23.48   22.76   3.18%   x   route during peak hours; ope   17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE   81,077   78,648   3.1%   22.33   21.76   2.60%   x   like a circulator route midday   10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)   14,019   11,272   24.4%   22.07   18.26   20.88%   x   59 operates weekends & holidays Control of the two perates o									
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE   81,077   78,648   3.1%   22.33   21.76   2.60%   x   1   10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)   14,019   11,272   24.4%   22.07   18.26   20.88%   x   59 operates weekends & holidays Only   5,767   5,903   -2.3%   20.24   19.65   3.00%   x   59 operates weekends & holidays Only   5,767   5,903   -2.3%   20.24   19.65   3.00%   x   59 operates weekends & holidays Only   5,767   5,903   -2.3%   20.24   19.65   3.00%   x   59 operates weekends & holidays Only   5,767   5,903   -2.3%   20.24   19.65   3.00%   x   59 operates weekends & holidays Only   5,767   5,903   -2.3%   20.24   19.65   3.00%   x   59 operates weekends & holidays Only   5,767   5,903   -2.3%   20.24   19.65   3.00%   x   59 operates weekends & holidays Only   5,767   5,903   -2.3%   20.24   19.65   3.00%   x   59 operates weekends & holidays Only   5,767   5,903   -2.3%   20.24   19.65   3.00%   x   59 operates weekends & holidays Only   5,767   5,903   -2.3%   20.24   19.65   3.00%   x   59 operates weekends & holidays Only   5,767   5,903   -2.3%   20.24   19.65   3.00%   x   59 operates weekends & holidays Only   5,767   5,903   -2.3%   20.24   19.65   3.00%   x   59 operates weekends & holidays Only   5,767   5,903   2.26.7%   19.28   26.07   -26.05%   x   67 connects with route 6 at the weekends & holidays Only   5,767   5,903   19.42   19.28   26.07   -26.05%   x   67 connects with route 6 at the weekends & holidays Only   5,767   5,903   19.42   19.28   26.07   -26.05%   x   67 connects with route 6 at the weekends & holidays Only   18,686   19,701   -5.2%   16.24   17.41   -6.72%   x   to/from West Towns on the Vest Transfer Point; operates the vest Transfer Point; operates the vest Transfer Point and Prair 15,704   14.38   14.86   -3.21%   x   70 operates like a core route the Capitol Square & Middlett on								X	
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)									route during peak hours; operates
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)         5,767         5,903         -2.3%         20.24         19.65         3.00%         x         between the WTP and Fitcher 19.00           34 ETP-MATC & 39 ETP - DAIRY DRIVE (peak service on 34 began Aug. 24, 2009)         12,115         11,286         7.3%         19.42         18.71         3.79%         x         67 connects with route 6 at the SIT of connects with route 6 at the SIT of connects with route 6 at the SIT of connects with route 6.650         9,071         -26.7%         19.28         26.07         -26.05%         x         West Transfer Point; operate to from Point; operate to from West Transfer Point; operate to from West Transfer Point; operate to from West Transfer Point of SIT		- /-	-,						
34 ETP-MATC & 39 ETP - DAIRY DRIVE (peak service on 34 began Aug. 24, 2009)       12,115       11,286       7.3%       19.42       18.71       3.79%       x       67 connects with route 6 at the standard of the stan		,							<b>59</b> operates weekends & holidays
32 ACEWOOD-THOMPSON LOOP       6,650       9,071       -26.7%       19.28       26.07       -26.05%       x       West Transfer Point; operates to /from West Towne Mall.         73 WTP-OLD SAUK TRAILS       18,686       19,701       -5.2%       16.24       17.41       -6.72%       x       to/from West Towne Mall.         63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)       8,647       9,494       -8.9%       16.01       16.62       -3.65%       x       63 and 68 operate between to form to form the part of form									between the WTP and Fitchburg.
T3 WTP-OLD SAUK TRAILS   18,686   19,701   -5.2%   16.24   17.41   -6.72%   x   to/from West Towne Mall.									
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)       8,647       9,494       -8.9%       16.01       16.62       -3.65%       x       63 and 68 operate between the state of the sta		-,							
52 WTP-FITCHBURG       6,752       9,731       -30.6%       15.19       22.56       -32.65%       X       West Transfer Point and Prain P									
25 AMERICAN CENTER COMMUTER       1,674       1,640       2.1%       14.38       14.66       -3.21%       x       70 operates like a core route the Capitol Square & Middlett on weekladys.         78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)       1,859       1,764       5.4%       12.47       11.83       5.39%       x       the Capitol Square & Middlett on weekladys.         74 MIDDLETON LOOP       3,664       4,454       -17.7%       12.41       15.47       -19.79%       x       on weekdays.         36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)       4,223       8,309       -49.2%       8.96       17.40       -48.52%       x         59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)       2,021       1,502       34.6%       7.11       5.01       41.83%       x       UW Campus Circulators         26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)       376       410       -8.3%       4.25       4.76       -10.59%       x         UNKNOWN ROUTE & ROAD BUS*       214       338       -36.7%       NA       NA       NA       X         SYSTEM TOTAL       2,634,316       2,505,063       5.2%       42.12       40.63       3.67%       25.27       School Day Supplemental R		-,-							63 and 68 operate between the
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)       1,859       1,764       5.4%       12.47       11.83       5.39%       x       the Capitol Square & Middleton and Middl		-, -	., -						West Transfer Point and Prairie
74 MIDDLETON LOOP       3,664       4,454       -17.7%       12.41       15.47       -19.79%       x       on weekdays.         36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)       4,223       8,309       -49.2%       8.96       17.40       -48.52%       x         59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)       2,021       1,502       34.6%       7.11       5.01       41.83%       x       UW Campus Circulators         26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)       376       410       -8.3%       4.25       4.76       -10.59%       x       80,81,82,84,85         UNKNOWN ROUTE & ROAD BUS*       214       338       -36.7%       NA       NA       NA       X         SYSTEM TOTAL       2,634,316       2,505,063       5.2%       42.12       40.63       3.67%       25.27       School Day Supplemental R		,-	,						<b>70</b> operates like a core route between
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)       4,223       8,309       -49.2%       8.96       17.40       -48.52%       x         59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)       2,021       1,502       34.6%       7.11       5.01       41.83%       x       UW Campus Circulators         26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)       376       410       -8.3%       4.25       4.76       -10.59%       x       80,81,82,84,85         UNKNOWN ROUTE & ROAD BUS*       214       338       -36.7%       NA       NA       NA       X         SYSTEM TOTAL       2,634,316       2,505,063       5.2%       42.12       40.63       3.67%       25.27       School Day Supplemental R		,							the Capitol Square & Middleton
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)       2,021       1,502       34.6%       7.11       5.01       41.83%       x       UW Campus Circulators         26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)       376       410       -8.3%       4.25       4.76       -10.59%       x       80,81,82,84,85         UNKNOWN ROUTE & ROAD BUS*       214       338       -36.7%       NA       NA       NA       X         SYSTEM TOTAL       2,634,316       2,505,063       5.2%       42.12       40.63       3.67%       25.27       School Day Supplemental R									on weekdays.
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)       376       410       -8.3%       4.25       4.76       -10.59%       x       80, 81, 82, 84, 85         UNKNOWN ROUTE & ROAD BUS*       214       338       -36.7%       NA       NA       NA       X         SYSTEM TOTAL       2,634,316       2,505,063       5.2%       42.12       40.63       3.67%       25.27       School Day Supplemental R		, -	-,						
UNKNOWN ROUTE & ROAD BUS*         214         338         -36.7%         NA         NA         NA         X           SYSTEM TOTAL         2,634,316         2,505,063         5.2%         42.12         40.63         3.67%         25.27         School Day Supplemental R		,-	,						
SYSTEM TOTAL         2,634,316         2,505,063         5.2%         42.12         40.63         3.67%         25.27         School Day Supplemental R									80, 81, 82, 84, 85
, , , , , , , , , , , , , , , , , , , ,									1
90, 91, 92, 93, 94	SYSTEM TOTAL	2,634,316	2,505,063	5.2%	42.12	40.63	3.67%	25.27	School Day Supplemental Routes
									90, 91, 92, 93, 94
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85) 2,073,895 2,038,805 1.7% 36.04 35.91 0.4% 21.62	TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	2,073,895	2,038,805	1.7%	36.04	35.91	0.4%	21.62	1

<sup>\*</sup> 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 - February 2011**

	R	IDERSHIP		Passengers/i	rev hour
ROUTE	2011	2010	% change	2011	2010
1 CAP SOUARE - UW	5,281	5,267	0.3%	33.85	34.63
2 WTP-NTP	226,861	197,493	14.9%	52.72	47.99
3 WTP-ETP	107,407	99,177	8.3%	39.13	37.21
4 NTP-STP	133,414	128,946	3.5%	43.21	42.81
5 ETP-STP, 13 STP-CAP SQUARE & 18 STP-WTP	176,047	174,877	0.7%	31.16	31.25
6 CITY VIEW DR-WTP & 67 WTP-WEST TOWNE	256,768	253,138	1.4%	39.53	39.26
7 WTP-ETP (Weekends & Holidays Only)	25,778	22,232	15.9%	26.16	21.39
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	5,767	5,903	-2.3%	20.10	19.65
9 ETP - UW CAMPUS & 33 HIESTAND LOOP (peak hour trips on 9 began Aug. 24, 2009)	43,220	38,823	11.3%	48.91	45.71
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)	14,019	11,272	24.4%	22.07	18.26
11 & 12 WTP-DUTCH MILL-CAP SQUARE	25,438	24,947	2.0%	30.36	30.53
14 & 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	162,156	148,392	9.3%	34.79	34.73
16 STP - ETP	66,112	63,506	9.5% 4.1%	33.46	32.16
17 ETP-NTP, 20 NTP-EAST TOWNE & 30 ETP-EAST TOWNE	81,077	78,648	3.1%	22.33	21.76
19 RED ARROW TR-CAP SQUARE	34,014	32,616	4.3%	28.22	27.69
21 LAKEVIEW LOOP					
22 MENDOTA LOOP & 28 NTP-WTP COMMUTER	23,669 106,821	30,835 103,396	-23.2% 3.3%	23.83 51.79	31.41 52.09
25 AMERICAN CENTER COMMUTER			2.1%	14.38	14.86
26 AMERICAN CENTER COMMOTER  26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	1,674	1,640		4.25	
27 NTP - UW CAMPUS COMMUTER	376	410	-8.3%		4.76
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	8,924	7,564	18.0%	30.23	26.35
32 ACEWOOD-THOMPSON LOOP	3,932	4,839 9,071	-18.7% -26.7%	31.11	39.26 26.07
	6,650			19.28	
34 ETP-MATC & 39 ETP - DAIRY DRIVE (peak service on 34 began Aug. 24, 2009)	12,115	11,286	7.3%	19.42	18.71
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6) 37 & 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	4,223	8,309	-49.2%	8.96	17.40
	76,649	73,706	4.0%	37.42	37.63
40 STP - ARBOR HILLS LOOP	27,390	26,838	2.1%	34.30	34.29
44 & 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	21,390	21,471	-0.4%	33.40	35.16
47 ARBOR HILLS COMMUTER	14,046	13,379	5.0%	27.18	26.55
50 WTP-SCHROEDER-RAYMOND LOOP	28,423	31,224	-9.0%	41.74	46.13
51 WTP-MUIR FIELD LOOP	12,589	9,995	26.0%	29.46	23.23
52 WTP-FITCHBURG	6,752	9,731	-30.6%	15.19	22.56
55 VERONA- WTP COMMUTER	6,516	6,183	5.4%	29.26	28.45
56 & 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	41,458	44,988	-7.8%	31.87	35.54
58 GREENTREE COMMUTER  FOR STECHDURG, WITH (weekend & heliday route bases August 22, 2000)	12,868	12,910	-0.3%	27.03	27.82
<b>59</b> FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	2,021	1,502	34.6%	7.11	5.01
70 MIDDLETON-CAPITOL SQUARE	24,790	23,319	6.3%	23.48	22.76
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	16,307	14,462	12.8%	52.94	48.10
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	24,357	22,964	6.1%	39.72	38.41
73 WTP-OLD SAUK TRAILS	18,686	19,701	-5.2%	16.24	17.41
74 MIDDLETON LOOP	3,664	4,454	-17.7%	12.41	15.47
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	1,859	1,764	5.4%	12.47	11.83
MIDDLETON ROUTES TOTAL	89,663	86,664	3.5%	25.10	24.82
63 & 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	8,647	9,494	-8.9%	16.01	16.62
80 UW CAMPUS	419,810	340,861	23.2%	132.63	110.24
81-82 UW LATE NITE CIRCULATORS	61,703	53,073	16.3%	62.61	55.11
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	5,616	3,683	52.5%	61.42	41.29
85 UW CAMPUS-PARK ST CIRCULATOR	73,292	68,641	6.8%	97.28	93.39
90-93 SUPPLEMENTARY SCHOOL SERVICE	193,526	227,795	-15.0%	66.00	66.62
UNKNOWN ROUTE & ROAD BUS *	214	338	-36.7%	NA	NA
SYSTEM TOTAL	2,634,316	2,505,063	5.2%	42.12	40.63
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	2,073,895	2,038,805	1.7%	36.04	35.91
(	, -,	, -,	, , ,		

<sup>\*</sup> 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.

# Madison Metro Transit Year to Year Fixed Route Ridership and Revenue Comparison Through February 28, 2011 and 2010

January

2011

Cash fares

June

May

April

March

February

113,456 \$ 124,917

July

August

September

October

November

December

Total

238,373

Day passes	\$	6,756	\$	6,596											\$	13,352
10 ride passes/tickets	\$	140,305	\$	69,855											\$	210,160
31 day passes	\$		\$	90,585											\$	187,248
EZ Rider/Summer Youth passes	\$		\$	173,309											\$	307,875
Total cash, ticket & pass revenue	\$		\$	465,262											\$	957,008
,	•	- , -	•	,											•	,
UW ASM	\$	245,290	\$	245,290											\$	490,580
UW Employees	\$	138,054	\$	138,054											\$	276,108
MATC	\$	57,524	\$	73,902											\$	131,426
City of Madison	\$	11,953	\$	12,050											\$	24,003
Edgewood	\$	8,510	\$	9,078											\$	17,588
St. Mary's	\$	3,775	\$	4,039											\$	7,814
Meriter	\$	2,929	\$	2,821											\$	5,750
Commuter	\$	11,784	\$	11,502											\$	23,286
Total unlimited ride pass revenue	\$	479,819	\$	496,736											\$	976,555
Total passenger revenue	\$	,	\$	961,998											\$ 1	,933,563
Cumulative YTD passenger revenue	\$	971,565	\$	1,933,563												
2010	J	lanuary	F	ebruary	March	April	May	June	July	August	September	October	November	December		Total
Cash fares	\$	107,668	\$	100,462											\$	208,131
Day passes	\$	6,803	\$	6,522											\$	13,325
10 ride passes/quiktix	\$	138,755	\$	106,015											\$	244,770
31 day passes	\$	102,740	\$	113,300											\$	216,040
EZ Rider/Summer Youth passes			-												-	~~ 4 ~~ =
	\$	107,786	\$	156,501											\$	264,287
Total cash, ticket & pass revenue	\$ <b>\$</b>	107,786 <b>463,752</b>	\$	,											\$ <b>\$</b>	264,287 <b>946,552</b>
		463,752	\$	156,501 <b>482,800</b>											\$ <b>\$</b>	946,552
UW ASM	<b>\$</b>	<b>463,752</b> 202,962	\$ <b>\$</b> \$	156,501 <b>482,800</b> 288,960											\$ <b>\$</b> \$	<b>946,552</b> 491,921
UW ASM UW Employees	<b>\$</b> \$	<b>463,752</b> 202,962 131,380	\$ \$ \$	156,501 <b>482,800</b> 288,960 141,041											•	<b>946,552</b> 491,921 272,421
UW ASM UW Employees MATC	<b>\$</b> \$ \$	463,752 202,962 131,380 46,655	\$ <b>\$</b> \$ \$ \$	156,501 <b>482,800</b> 288,960 141,041 70,730											•	<b>946,552</b> 491,921 272,421 117,385
UW ASM UW Employees MATC City of Madison	<b>\$</b> \$ \$ \$ \$	463,752 202,962 131,380 46,655 11,661	\$ \$ \$ \$ \$ \$ \$	156,501 <b>482,800</b> 288,960 141,041 70,730 11,846											\$ \$ \$	946,552 491,921 272,421 117,385 23,507
UW ASM UW Employees MATC City of Madison Edgewood	<b>\$</b> \$ \$ \$ \$ \$	463,752 202,962 131,380 46,655 11,661 7,597	\$ <b>\$</b> \$ \$ \$ \$ \$	156,501 <b>482,800</b> 288,960 141,041 70,730 11,846 8,246											\$ \$ \$ \$	946,552 491,921 272,421 117,385 23,507 15,842
UW ASM UW Employees MATC City of Madison Edgewood St. Mary's	<b>\$</b> \$\$ \$\$ \$\$ \$\$	463,752 202,962 131,380 46,655 11,661 7,597 3,196	\$ <b>\$</b> \$ \$ \$ \$ \$ \$	156,501 <b>482,800</b> 288,960 141,041 70,730 11,846 8,246 3,390											\$ \$ \$ \$ \$ \$	946,552 491,921 272,421 117,385 23,507 15,842 6,586
UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter	<b>\$</b> \$\$\$\$\$\$\$\$	463,752 202,962 131,380 46,655 11,661 7,597 3,196 3,305	\$ <b>\$</b> \$ \$ \$ \$ \$ \$ \$ \$	156,501 <b>482,800</b> 288,960 141,041 70,730 11,846 8,246 3,390 3,785											\$ \$ \$ \$ \$ \$ \$	946,552 491,921 272,421 117,385 23,507 15,842 6,586 7,090
UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter Commuter	<b>\$</b> \$\$\$\$\$\$\$\$\$	463,752 202,962 131,380 46,655 11,661 7,597 3,196 3,305 911	\$ <b>\$</b> \$\$\$\$\$\$\$\$	156,501 <b>482,800</b> 288,960 141,041 70,730 11,846 8,246 3,390 3,785 2,368											* * * * * * * *	946,552 491,921 272,421 117,385 23,507 15,842 6,586 7,090 3,279
UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter	<b>\$</b> \$\$\$\$\$\$\$\$	463,752 202,962 131,380 46,655 11,661 7,597 3,196 3,305	\$ <b>\$</b> \$ \$ \$ \$ \$ \$ \$ \$	156,501 <b>482,800</b> 288,960 141,041 70,730 11,846 8,246 3,390 3,785											\$ \$ \$ \$ \$ \$ \$	946,552 491,921 272,421 117,385 23,507 15,842 6,586 7,090
UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter Commuter Total unlimited ride pass revenue	<b>\$</b> \$\$\$\$\$\$\$\$\$	463,752 202,962 131,380 46,655 11,661 7,597 3,196 3,305 911 407,666	\$\$ \$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$	156,501 482,800 288,960 141,041 70,730 11,846 8,246 3,390 3,785 2,368 530,365											\$\$\$\$\$\$\$\$\$ <b>\$</b>	946,552 491,921 272,421 117,385 23,507 15,842 6,586 7,090 3,279 938,031
UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter Commuter	<b>\$</b> \$\$\$\$\$\$\$\$\$	463,752 202,962 131,380 46,655 11,661 7,597 3,196 3,305 911 407,666	\$ \$ \$ \$\$\$\$\$\$\$\$\$ \$ \$	156,501 <b>482,800</b> 288,960 141,041 70,730 11,846 8,246 3,390 3,785 2,368											\$\$\$\$\$\$\$\$\$ <b>\$</b>	946,552 491,921 272,421 117,385 23,507 15,842 6,586 7,090 3,279

## Madison Metro Transit Year to Year Fixed Route Ridership and Revenue Comparison Through February 28, 2011 and 2010

# **Fixed Route Rides**

				Г	ixea Roi	ite Kides	>						
2011 Cash fares Day passes 10 ride passes/tickets 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM UW Employees MATC City of Madison Edgewood	71,189 3,598 72,573 133,180 189,975 <b>470,515</b> 242,812 146,341 50,021 10,394 7,400	February 67,676 3,567 67,323 121,420 151,918 411,904  305,756 146,893 64,263 10,478 7,894	March	April	May	June	<b>J</b> uly	August	September	October	November	December	Total 138,865 7,165 139,896 254,600 341,893 882,419 548,568 293,234 114,284 20,872 15,294
St. Mary's Meriter Commuter Total unlimited ride pass rides	3,283 2,547 10,247 <b>473,045</b>	3,512 2,453 10,002 <b>551,251</b>											6,795 5,000 20,249 <b>1,024,296</b>
UW routes 80-85 Total revenue rides	220,475 <b>1,164,035</b>	340,473 <b>1,303,628</b>											560,948 <b>2,467,663</b>
Transfers Non-revenue rides Total rides Cumulative YTD total rides	71,408 18,034 <b>1,253,477</b> <b>1,253,477</b>	61,215 15,996 <b>1,380,839</b> <b>2,634,316</b>											132,623 34,030 <b>2,634,316</b>
2010	lanuary	February	March	Anril	May	lune	luly	August	Sentember	October	November	December	Total
2010 Cash fares Day passes 10 ride passes/tickets 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides	January 62,055 3,716 81,433 126,169 192,573 465,946	February 56,315 3,794 78,442 129,516 188,628 456,695	March	April	May	June	July	August	September	October	November	December	Total 118,370 7,510 159,875 255,685 381,201 922,641
Cash fares Day passes 10 ride passes/tickets 31 day passes EZ Rider/Summer Youth passes	62,055 3,716 81,433 126,169 192,573	56,315 3,794 78,442 129,516 188,628	March	April	May	June	July	August	September	October	November	December	118,370 7,510 159,875 255,685 381,201
Cash fares Day passes 10 ride passes/tickets 31 day passes EZ Rider/Summer Youth passes Total cash, ticket & pass rides  UW ASM UW Employees MATC City of Madison Edgewood St. Mary's Meriter Commuter	62,055 3,716 81,433 126,169 192,573 <b>465,946</b> 213,195 138,004 42,414 10,140 6,906 2,779 2,874 792	56,315 3,794 78,442 129,516 188,628 <b>456,695</b> 303,529 148,152 64,300 10,301 7,496 2,948 3,291 2,059	March	April	May	June	July	August	September	October	November	December	118,370 7,510 159,875 255,685 381,201 <b>922,641</b> 516,724 286,156 106,714 20,441 14,402 5,727 6,165 2,851

# Madison Metro Transit Year to Year Fixed Route Ridership and Revenue Comparison Through February 28, 2011 and 2010

Through February 28, 2011 and	2010												
			Fixed	l Route F	asseng	er Reven	ue % Cl	hange					
	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	5.4%	24.3%											14.5%
Day passes	-0.7%	1.1%											0.2%
10 ride passes/tickets	1.1%	-34.1%											-14.1%
31 day passes	-5.9%	-20.0%											-13.3%
EZ Rider/Summer Youth passes	24.8%	10.7%											16.5%
Total cash, ticket & pass revenue	6.0%	-3.6%											1.1%
UW ASM	20.9%	-15.1%											-0.3%
UW Employees	5.1%	-2.1%											1.4%
MATC	23.3%	4.5%											12.0%
City of Madison	2.5%	1.7%											2.1%
Edgewood	12.0%	10.1%											11.0%
St. Mary's	18.1%	19.1%											18.6%
Meriter	-11.4%	-25.5%											-18.9%
Commuter	1193.8%	385.8%											610.2%
Total unlimited ride pass revenue	17.7%	-6.3%											4.1%
Total passenger revenue	11.5%	-5.1%											2.6%
Cumulative YTD passenger revenue	11.5%	2.6%											
				Fixed I	Route Ri	ides % C	hange						
		F-1	Manak				•	A	0	0-4-1	Marrantan	Danamban	Total
0 1 (	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	14.7%	20.2%											17.3%
Day passes	-3.2%	-6.0%											-4.6%
10 ride passes/tickets	-10.9%	-14.2%											-12.5%
31 day passes	5.6%	-6.3%											-0.4%

Total passenger revenue Cumulative YTD passenger revenue	11.5% 11.5%												2.6%
				Fixed	Route R	Rides % C	Change						,
	January	February	March	April	May	June	July	August	September	October	November	December	Total
Cash fares	14.7%	-		•	-		-	-	•				17.3%
Day passes	-3.2%												-4.6%
10 ride passes/tickets	-10.9%												-12.5%
31 day passes	5.6%												-0.4%
EZ Rider/Summer Youth passes	-1.3%												-10.3%
Total cash, ticket & pass rides	1.0%	-9.8%											-4.4%
UW ASM	13.9%	0.7%											6.2%
UW Employees	6.0%	-0.8%											2.5%
MATC	17.9%												7.1%
City of Madison	2.5%	1.7%											2.1%
Edgewood	7.2%												6.2%
St. Mary's	18.1%	19.1%											18.6%
Meriter	-11.4%												-18.9%
Commuter	1193.8%												610.2%
Total unlimited ride pass rides	13.4%												6.8%
UW routes 80-85	37.9%	11.3%											20.4%
Total revenue rides	11.6%	-0.1%											5.1%
Transfers	7.5%												3.3%
Non-revenue rides	12.6%	22.9%											17.2%
Total rides	11.4%												5.2%
Cumulative YTD total rides	11.4%	5.2%											

## Madison Metro Transit Unaudited Financial Performance Report Year-to-Date through February 28 All Modes

			2010 Actual		2011 Budget		2011 Actual	0	ver/Under Budget		ange from rior Year
Passenger Rever			207.404	•	4 040 044	•	000 107	•	(00.444)	•	(4.004)
	Cash, Tickets, Passes:	\$	997,191	\$	1,019,611	\$	993,167	\$		\$	(4,024)
	Unlimited Ride Passes:	\$ •	945,045	\$	1,063,275	\$	1,083,383	\$	20,108	\$	138,338
Misc Revenue:	Sub 10	otal: \$	1,942,236	\$	2,082,886	\$	2,076,550	\$	(6,336)	\$	134,315
wisc Revenue:	Advertising:	\$	66,667	\$	70,833	\$	70,833	\$	0	\$	4,167
	County:	\$ \$	569,682	\$	596,100	\$	596,100	\$	-	φ \$	26,418
	Other Operating:	\$	2,033	\$	1,600	\$	2,215	\$	615	\$	182
	Non-Operating:	\$ \$	13,986	\$	13,267	\$	12,066	\$		φ \$	(1,920
		otal: \$	652,368	\$	681,800	\$	681,214	\$	(586)	\$	28,846
Local Subsidies:	Sub 1	otai. ş	032,300	φ	001,000	φ	001,214	φ	(380)	Ψ	20,040
Local Subsidies.	City of Madison:	\$	1,273,276	\$	1,347,686	\$	1,347,686	\$	_	\$	74,410
	Funding Partners:	\$	446,666	\$	542,657	\$	542,657	\$	_	\$	95,991
		otal: \$	1,719,942	\$	1,890,343	\$	1,890,343	\$		\$	170,401
State Assistance		\$	2,916,067		3,004,883	\$	3,003,550	\$	(1,333)	\$	87,483
	Iding for capital maintenance	\$	1,155,933	\$	997,600	\$	997,600	\$	(1,333)	\$	(158,333)
rederal grant full	ding for capital maintenance	Ψ	1,100,900	Ψ	337,000	Ψ	331,000	Ψ		Ψ	(100,000)
	Total Reve	nue: <u>\$</u>	8,386,545	\$	8,657,512	\$	8,649,257	\$	(8,255)	\$	262,712
Salaries:	Salaries/Wages:	\$	3,705,872	\$	3,829,305	\$	3,784,326	\$	(44,980)	\$	78,453
	OT:	\$	327,172	\$	240,415	\$	219,788	\$	(20,628)	\$	(107,384
	Workers Comp:	\$	28,291	\$	33,391	\$	31,250	\$	(2,141)		2,958
Benefits:	Health:	\$	933,313	\$	973,204	\$	989,248	\$	16,045	\$	55,935
	WI Retirement:	\$	441,315	\$	463,824	\$	445,258	\$	(18,567)	\$	3,943
	Other:	\$	549,747	\$	549,449	\$	530,081	\$	(19,367)	\$	(19,665)
	Sub To	otal: \$	5,985,710	\$	6,089,588	\$	5,999,950	\$	(89,638)	\$	14,240
Utilities:	Natural Gas:	\$	101,606	\$	130,000	\$	90,055	\$	(39,945)	\$	(11,551)
	Electricity:	\$	45,194	\$	45,000	\$	50,390	\$	5,390	\$	5,195
	Telephone:	\$	2,207	\$	1,600	\$	2,145	\$	545	\$	(62)
	Other:	\$	-	\$	4,800	\$	4,800	\$	-	\$	4,800
Building & Grour	nds:				·	·	·				
_	Repairs/Maintenance:	\$	28,741	\$	34,800	\$	58,357	\$	23,557	\$	29,616
	Supplies:	\$	23,275	\$	23,000	\$	32,488	\$	9,488	\$	9,213
	Services:	\$	3,028	\$	1,800	\$	1,292	\$	(508)	\$	(1,736)
Rolling Stock/Su	pport Equipment:										•
_	Equip. Repairs/Maintenance:	\$	44,036	\$	51,400	\$	64,203	\$	12,803	\$	20,167
	Parts:	\$	107,130	\$	139,200	\$	131,603	\$	(7,597)	\$	24,472
	Tires:	\$	28,209	\$	32,000	\$	27,816	\$	(4,184)	\$	(392
	Equipment Supplies:	\$	21,482	\$	20,800	\$	19,640	\$	(1,160)	\$	(1,842)
	Fuels, Oils, & Lubricants:	\$	584,397		531,233		470,919	\$	(60,314)		(113,478
Administrative:	Insurance & Financial:	\$	164,866		185,814	\$	183,128	\$	(2,685)		18,262
	Rentals/Leases:	\$	26,179		27,067		27,248	\$		\$	1,069
	Training:	\$	1,763	\$	5,600	\$	1,409	\$	(4,191)	\$	(355)
	Supplies, Equipment and Service		76,072	\$	73,067	\$	77,683	\$		\$	1,611
Operations:	Paratransit Providers:	\$	707,124	\$	737,500		670,773	\$	(66,727)		(36,351)
•	GAS / RSVP / Exc Rides:	\$	95,542	\$	110,317		110,317	\$		\$	14,774
Inter Department		\$	184,787		183,433		183,433	\$	- `	\$	(1,354)
Depreciation:	•	\$	943,831	\$	950,000	\$	950,000	\$	-	\$	6,169
Interest and Bad	Debt Expense:	\$	67,701	\$	45,617	\$	45,617	\$	-	\$	(22,084)
	Total Operating Expen	ses: \$	9,242,881	\$	9,423,635		9,203,265	\$	(220,370)	\$	(39,616)
Less Depreciatio		\$	(943,831)	\$	(950,000)		(950,000)		-	\$	(6,169)
Capital Debt:		\$	149,144	\$	171,367	\$	171,367	\$	-	\$	22,223
Local share of pr	epaid lease	\$	, -	\$	, -	\$	-	\$	-	\$	-
Fixed Assets:	-	\$	-	\$	-	\$	106,151	\$	106,151	\$	106,151
	ding for fixed assets	\$	-	\$	-	\$	(84,921)	- :	(84,921)		(84,921)
	Total Expenditu	res: <u>\$</u>	8,448,194	\$	8,645,002	\$	8,445,862	\$	(199,140)	\$	(2,332)

ParaTransit
Operating Statistics For Periods Ending 2/28/2010 & 2/29/2011

**CURRENT MONTH** 

YEAR TO DATE

		T	1		_	1
Actual	Actual	Variance		Actual	Actual	Variance
2010	2011	2010 to 2011		2010	2011	2010 to 2011
			Service Supplied Data			
			No. of Clients riding the			
1,182	1,132	(50)	System	2,335	2,396	61
			Ridership			
5,077	4,122	(955)	Directly Operated Service	9,638	8,738	(900)
<u>17,995</u>	<u>17,145</u>	(850)	ADA Contracted Services	<u>34,952</u>	<u>34,261</u>	(691)
23,072	21,267	(1,805)	Total ADA Ridership *	44,590	42,999	(1,591)
1,783	NA	NA	Group Access *	3,534	NA	NA
379	434	55	Total No-shows	773	868	95
			Service Quality Data			
0	1	1	Passenger Accidents	1	0	(1)
			Vehicle Accidents			
1	0	(1)	Chargeable	2	0	(2)
0	1	1	Non-chargeable	2	3	1
1	0	(1)	Preventable	1	0	(1)
2	1	(1)	Total Vehicle Accidents	5	3	(2)
			Fleet/Maintenance Data			, ,
6	5	(1)		8	7	(1)
9	9	l o	Actual Inspections	18	20	2
9	9	0	Scheduled Inspections	19	20	1

<sup>\*</sup> ADA Ridership does not include Group Access.

## **Paratransit Performance Indicators** February, 2011

Metro Plus YTD Feb. 2010 Feb. 2011 Feb. 2010 Feb. 2011

Fixed Route YTD

2.284

**Revenue Indicators** 

Operating Revenue/ Operating Cost

Passenger Revenue/ Total Passenger Trips

Financial Data not available at time of printing

### **Expense Indicators**

			Metro Plus	3	
Operations		Feb. 2010	Feb. 2011	YTD 2010	YTI 201
Total Trips		23,072	21,267	44,590	42,999
Rides Cancelled		3,697	4,619	7,000	7,872
Cancellation Rate		16.0%	21.7%	15.7%	18.3%
No Shows		379	434	773	868
No Shows/Rides Provided		1.6%	2.0%	1.7%	2.0%
Number of Clients Provided Service		1,182	1,132	1,293	1,263
Average Trips/Client		19.5	18.8	34.5	34.
DDS Trips		14,043	12,690	27,127	25,357
Subscription Trips		14,110	12,145	26,703	24,277
DDS Subscription Trips		9,522	7,945	18,172	15,829
D2D Trips		17,053	15,016	33,258	30,547
Lv Attended Trips		5,920	6,010	11,436	12,191
Maintenance Inspections Conducted/Scheduled		100.0%	100.0%	94.7%	100.0%
Number of Trips by Provider YTD	Metro Direct	Ahhv\/ans	Trans Sol	Badger Bus	Tota
Ambulatory	2,407	3,735	4,110	4,598	14,850
Non-Ambulatory	1,715	5,755	738	3,964	6,417
Percentage	19.38%	17.56%	22.80%	40.26%	100.00%
Customer Service YTD	Metro Direct	AbbyVans	Transit Sol	Badger Bus	Tota
Rides Provided	8738	6850	9826	17585	4299
Customer Complaints	22	32	15	17	8
Customer Compliments	3	3	0	0	(
Customer Suggestions	3	1	1	1	
Complaints/1000 passenger trips	2.5	4.7	1.5	1.0	:
Late Service Reports (2)	2	43	25	29	9:
Late Service Reports/1000 passenger trips	0.2	6.3	2.5	1.6	2.3
On-Time Performance, Jan. 2010	Metro Direct	AbbyVans	Transit Sol.	Badger B	us
	88%	95%	94%	94%	
ADA Certifications, Feb. 2010	Clients	1-19 Trips		<40 Trips/mc	
Category 1	1,495	282	251	98	14,50
Category 2	25	0	0	0	
Category 2/3	76	8	4	1	20
Category 3	2,593	399	108	27	6,51
Total	4,189				21,23
Monthly New Certification					3

Fixed Route Trips Using Lift

NOTE: Reported expenses do not include depreciation, debt principal, or fixed assets.

<sup>(1)</sup> Passenger Revenue does not include Group Access revenue.

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