

FIXED ROUTE
Operating Statistics For Periods Ending 7/31/2012 & 7/31/2013

CURRENT MONTH				YEAR TO DATE		
Actual 2012	Actual 2013	Variance 2012 to 2013		Actual 2012	Actual 2013	Variance 2012 to 2013
			Service Supplied			
422,223	438,134	15,911	Total (Vehicle) Miles	3,298,933	3,338,612	39,679
29,451	30,240	789	Revenue Hours	225,456	223,034	(2,422)
31,671	32,573	902	Total (Vehicle) Hours	249,707	247,500	(2,207)
			<i>Ridership</i>			
759,075	775,587	16,512	Revenue Passengers	7,750,659	7,816,278	65,619
90,971	95,780	4,809	Transfers	540,610	524,145	(16,465)
<u>23,387</u>	<u>21,634</u>	<u>(1,753)</u>	Non-Revenue Rides	<u>141,309</u>	<u>127,005</u>	<u>(14,304)</u>
873,433	893,001	19,568	Total Passengers	8,432,578	8,467,428	34,850
			Service Quality			
2,864	4,283	1,419	Trips using Lifts	21,547	21,706	159
12	11	(1)	Passenger Accidents	80	71	(9)
			Vehicle Accidents			
2	5	3	Chargeable	35	35	0
6	7	1	Non-chargeable	41	64	23
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>3</u>	<u>7</u>	<u>4</u>
8	12	4	Total Vehicle Accidents	79	106	27
			Fleet/Maintenance			
101	90	(11)	Road Calls	471	570	99
70	73	3	Actual Inspections	551	557	6
70	73	3	Scheduled Inspections	549	555	6

ROUTE PRODUCTIVITY COMPARISON--YEAR TO DATE--July 2013 vs. July 2012
(Routes sorted in order of 2013 passengers per revenue hour productivity)

ROUTE	RIDERSHIP, 2013 vs. 2012 Year to Date			Productivity, Trips per Revenue Hour			Routes < 60% of system avg.	ROUTE KEY
	2012	2013	% change	2012	2013	% Change		
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	21,006	31,421	49.6%	62.80	94.42	50.4%		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).
80 UW CAMPUS (service revised effective Aug 26, 2012)	972,381	1,023,565	5.3%	94.10	86.29	-8.3%		
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	603,266	634,774	5.2%	66.03	67.31	1.9%		
28 NTP-WTP COMMUTER	219,889	240,359	9.3%	58.56	64.09	9.4%		
2 WTP-NTP	781,707	809,576	3.6%	49.57	51.56	4.0%		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, 75
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	57,295	56,279	-1.8%	50.28	49.38	-1.8%		
67 WTP-WEST TOWNE	183,112	184,249	0.6%	47.64	48.03	0.8%		
9 ETP - UW CAMPUS (peak hour trips on 9 began Aug. 24, 2009)	114,593	136,646	19.2%	38.52	45.96	19.3%		
50 WTP-SCHROEDER-RAYMOND LOOP	111,699	108,248	-3.1%	45.12	43.89	-2.7%		Peripheral Routes operate from transfer points to outlying areas: 20, 21, 22, 26, 30, 32, 33, 36, 40, 50, 51, 52, 73, 78
4 NTP-STP	453,211	450,930	-0.5%	41.08	40.99	-0.2%		
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	181,770	204,501	12.5%	36.00	40.53	12.6%		
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	85,758	89,475	4.3%	37.80	39.44	4.3%		
22 MENDOTA LOOP	147,146	146,575	-0.4%	37.44	37.38	-0.2%		Connector Routes connect transfer points throughout the day: 16, 17, 18.
18 STP-WTP	270,667	269,847	-0.3%	35.77	35.82	0.1%		
3 WTP-ETP	345,782	360,672	4.3%	34.24	35.72	4.3%		
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	53,140	56,829	6.9%	33.34	35.65	6.9%		
5 ETP-STP	304,417	297,134	-2.4%	36.34	35.57	-2.1%		Circulator Routes 1, 9, 10, 34
40 STP - ARBOR HILLS LOOP	111,175	103,170	-7.2%	38.19	35.55	-6.9%		
6 EAST TOWNE-WTP	706,980	689,773	-2.4%	36.02	35.20	-2.3%		
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	75,272	74,834	-0.6%	35.32	35.11	-0.6%		
30 ETP-EAST TOWNE	151,251	163,772	8.3%	31.91	34.68	8.7%		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.
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	309,979	316,933	2.2%	33.59	34.39	2.4%		
17 ETP-NTP	78,218	75,211	-3.8%	35.47	34.11	-3.8%		
16 STP - ETP	245,303	241,061	-1.7%	34.15	33.66	-1.4%		
11 WTP-DUTCH MILL-CAP SQUARE	53,003	58,558	10.5%	30.30	33.47	10.5%		UW Campus Circulators 80, 81, 82, 84, 85
51 WTP-MUIR FIELD LOOP	50,247	50,311	0.1%	32.74	32.98	0.7%		
81-82 UW LATE NITE CIRCULATORS	122,205	51,940	-57.5%	47.45	32.66	-31.2%		
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	235,296	247,541	5.2%	29.46	31.02	5.3%		
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012 & revised Mar 11, 2013)	8,674	28,382	227.2%	16.53	30.53	84.7%		School Day Supplemental Routes E, L, M, W
27 NTP - UW CAMPUS COMMUTER	28,999	32,896	13.4%	26.55	30.12	13.4%		
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	77,876	78,004	0.2%	29.53	29.58	0.2%		
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	13,246	13,391	1.1%	28.32	28.63	1.1%		
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	23,473	23,949	2.0%	27.38	28.39	3.7%		Average weekday ridership June 2012: 35,017 Average weekday ridership June 2013: 34,807
21 LAKEVIEW LOOP	101,147	101,958	0.8%	27.87	28.16	1.1%		
58 GREENTREE COMMUTER	42,932	48,281	12.5%	24.38	27.41	12.5%		
7 WTP-ETP (Weekends & Holidays Only)	89,138	89,845	0.8%	26.37	27.01	2.4%		
1 CAP SQUARE - UW	15,000	15,551	3.7%	25.99	26.94	3.7%		
47 ARBOR HILLS COMMUTER	47,457	49,103	3.5%	24.82	25.68	3.5%		
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	29,078	22,948	-21.1%	35.06	25.68	-26.8%		
70 MIDDLETON-CAPITOL SQUARE	89,760	99,493	10.8%	22.98	25.47	10.8%		
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)	49,552	58,319	17.7%	21.08	24.81	17.7%		
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	22,448	23,032	2.6%	22.98	23.95	4.3%		
12 WTP-DUTCH MILL-CAP SQUARE	29,268	32,242	10.2%	21.66	23.86	10.2%		
19 RED ARROW TR-CAP SQUARE	93,591	98,412	5.2%	21.63	22.74	5.2%	x	
32 ACEWOOD-THOMPSON LOOP	27,489	27,220	-1.0%	22.21	22.14	-0.3%	x	
73 WTP-OLD SAUK TRAILS	85,264	83,379	-2.2%	20.03	19.59	-2.2%	x	
13 STP-CAP SQUARE	88,163	88,434	0.3%	19.37	19.50	0.6%	x	
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	43,144	48,924	13.4%	15.51	17.59	13.5%	x	
20 NTP-EAST TOWNE	96,567	99,941	3.5%	15.40	16.01	3.9%	x	
74 MIDDLETON LOOP	15,182	17,443	14.9%	13.90	15.97	14.9%	x	
34 ETP-MATC (peak service on 34 began Aug. 24, 2009)	18,210	17,136	-5.9%	16.85	15.86	-5.9%	x	
25 AMERICAN CENTER COMMUTER	8,086	6,704	-17.1%	18.77	15.57	-17.1%	x	
52 WTP-FITCHBURG	22,415	21,103	-5.9%	13.63	12.83	-5.9%	x	
39 ETP - DAIRY DRIVE	16,757	15,731	-6.1%	13.64	12.81	-6.1%	x	
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	5,992	6,311	5.3%	11.30	12.29	8.7%	x	
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	16,960	20,535	21.1%	9.89	12.02	21.5%	x	
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	7,702	7,866	2.1%	11.72	11.97	2.1%	x	
33 HIESTAND LOOP	2,306	2,743	19.0%	6.52	7.75	19.0%	x	
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	2,019	2,322	15.0%	6.17	7.10	15.0%	x	
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	7,399	5,691	-23.1%	7.59	5.93	-21.9%	x	
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	6,427	5,704	-11.2%	6.46	5.82	-9.8%	x	
85 UW CAMPUS-PARK ST CIRCULATOR (ended operating on Aug 25, 2012)	155,057	-	-100.0%	64.73	NA	NA		
UNKNOWN ROUTE & ROAD BUS *	32	251	684.4%	NA	NA	NA		
SYSTEM TOTAL	8,432,578	8,467,428	0.4%	37.54	37.96	1.1%	22.78	
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	7,161,929	7,360,502	2.8%	34.27	35.17	2.6%	21.10	

* 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 - July 2013

ROUTE	RIDERSHIP			Passengers/rev. hour	
	2012	2013	% change	2012	2013
1 CAP SQUARE - UW	15,000	15,551	3.7%	25.99	26.94
2 WTP-NTP	781,707	809,576	3.6%	49.57	51.56
3 WTP-ETP	345,782	360,672	4.3%	34.24	35.72
4 NTP-STP	453,211	450,930	-0.5%	41.08	40.99
5 ETP-STP	304,417	297,134	-2.4%	36.34	35.57
6 EAST TOWNE-WTP	706,980	689,773	-2.4%	36.02	35.20
7 WTP-ETP (Weekends & Holidays Only)	89,138	89,845	0.8%	26.37	27.01
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	22,448	23,032	2.6%	22.98	23.95
9 ETP - UW CAMPUS (peak hour trips on 9 began Aug. 24, 2009)	114,593	136,646	19.2%	38.52	45.96
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)	49,552	58,319	17.7%	21.08	24.81
11 WTP-DUTCH MILL-CAP SQUARE	53,003	58,558	10.5%	30.30	33.47
12 WTP-DUTCH MILL-CAP SQUARE	29,268	32,242	10.2%	21.66	23.86
13 STP-CAP SQUARE	88,163	88,434	0.3%	19.37	19.50
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	235,296	247,541	5.2%	29.46	31.02
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	309,979	316,933	2.2%	33.59	34.39
16 STP - ETP	245,303	241,061	-1.7%	34.15	33.66
17 ETP-NTP	78,218	75,211	-3.8%	35.47	34.11
18 STP-WTP	270,667	269,847	-0.3%	35.77	35.82
19 RED ARROW TR-CAP SQUARE	93,591	98,412	5.2%	21.63	22.74
20 NTP-EAST TOWNE	96,567	99,941	3.5%	15.40	16.01
21 LAKEVIEW LOOP	101,147	101,958	0.8%	27.87	28.16
22 MENDOTA LOOP	147,146	146,575	-0.4%	37.44	37.38
25 AMERICAN CENTER COMMUTER	8,086	6,704	-17.1%	18.77	15.57
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	2,019	2,322	15.0%	6.17	7.10
27 NTP - UW CAMPUS COMMUTER	28,999	32,896	13.4%	26.55	30.12
28 NTP-WTP COMMUTER	219,889	240,359	9.3%	58.56	64.09
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	13,246	13,391	1.1%	28.32	28.63
30 ETP-EAST TOWNE	151,251	163,772	8.3%	31.91	34.68
32 ACEWOOD-THOMPSON LOOP	27,489	27,220	-1.0%	22.21	22.14
33 HIESTAND LOOP	2,306	2,743	19.0%	6.52	7.75
34 ETP-MATC (peak service on 34 began Aug. 24, 2009)	18,210	17,136	-5.9%	16.85	15.86
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	16,960	20,535	21.1%	9.89	12.02
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	43,144	48,924	13.4%	15.51	17.59
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	181,770	204,501	12.5%	36.00	40.53
39 ETP - DAIRY DRIVE	16,757	15,731	-6.1%	13.64	12.81
40 STP - ARBOR HILLS LOOP	111,175	103,170	-7.2%	38.19	35.55
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	53,140	56,829	6.9%	33.34	35.65
47 ARBOR HILLS COMMUTER	47,457	49,103	3.5%	24.82	25.68
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	7,702	7,866	2.1%	11.72	11.97
50 WTP-SCHROEDER-RAYMOND LOOP	111,699	108,248	-3.1%	45.12	43.89
51 WTP-MUIR FIELD LOOP	50,247	50,311	0.1%	32.74	32.98
52 WTP-FITCHBURG	22,415	21,103	-5.9%	13.63	12.83
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	29,078	22,948	-21.1%	35.06	25.68
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	77,876	78,004	0.2%	29.53	29.58
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	75,272	74,834	-0.6%	35.32	35.11
58 GREENTREE COMMUTER	42,932	48,281	12.5%	24.38	27.41
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	7,399	5,691	-23.1%	7.59	5.93
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	23,473	23,949	2.0%	27.38	28.39
67 WTP-WEST TOWNE	183,112	184,249	0.6%	47.64	48.03
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	6,427	5,704	-11.2%	6.46	5.82
70 MIDDLETON-CAPITOL SQUARE	89,760	99,493	10.8%	22.98	25.47
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	57,295	56,279	-1.8%	50.28	49.38
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	85,758	89,475	4.3%	37.80	39.44
73 WTP-OLD SAUK TRAILS	85,264	83,379	-2.2%	20.03	19.59
74 MIDDLETON LOOP	15,182	17,443	14.9%	13.90	15.97
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012 & revised Mar 11, 2013)	8,674	28,382	227.2%	16.53	30.53
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	5,992	6,311	5.3%	11.30	12.29
80 UW CAMPUS (service revised effective Aug 26, 2012)	972,381	1,023,565	5.3%	94.10	86.29
81-82 UW LATE NITE CIRCULATORS	122,205	51,940	-57.5%	47.45	32.66
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	21,006	31,421	49.6%	62.80	94.42
85 UW CAMPUS-PARK ST CIRCULATOR (ended operating on Aug 25, 2012)	155,057	-	-100.0%	64.73	NA
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	603,266	634,774	5.2%	66.03	67.31
UNKNOWN ROUTE & ROAD BUS *	32	251	684.4%	NA	NA
SYSTEM TOTAL	8,432,578	8,467,428	0.4%	37.54	37.96
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	7,161,929	7,360,502	2.8%	34.27	35.17

* Unknown Route refers to ridership data that isn't assigned to a route by the farebox (generally seen when farebox goes into "fallback mode"). Road buses are put into service to do portions of routes because of vehicle breakdowns, late regular buses, or overloads.

Average weekday ridership July 2012: 35,017

Average weekday ridership July 2013: 34,807

MONTHLY RIDERSHIP - July 2013

ROUTE	MONTHLY RIDERSHIP			YTD RIDERSHIP		
	2012	2013	% change	2012	2013	% change
1 CAP SQUARE - UW	1,057	1,131	7.0%	15,000	15,551	3.7%
2 WTP-NTP	97,587	97,895	0.3%	781,707	809,576	3.6%
3 WTP-ETP	39,685	40,087	1.0%	345,782	360,672	4.3%
4 NTP-STP	56,485	56,085	-0.7%	453,211	450,930	-0.5%
5 ETP-STP	39,612	42,441	7.1%	304,417	297,134	-2.4%
6 EAST TOWNE-WTP	85,059	83,687	-1.6%	706,980	689,773	-2.4%
7 WTP-ETP (Weekends & Holidays Only)	11,232	10,348	-7.9%	89,138	89,845	0.8%
8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)	3,049	2,579	-15.4%	22,448	23,032	2.6%
9 ETP - UW CAMPUS (peak hour trips on 9 began Aug. 24, 2009)	9,989	11,227	12.4%	114,593	136,646	19.2%
10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009)	4,190	4,376	4.4%	49,552	58,319	17.7%
11 WTP-DUTCH MILL-CAP SQUARE	5,908	6,020	1.9%	53,003	58,558	10.5%
12 WTP-DUTCH MILL-CAP SQUARE	3,737	3,847	2.9%	29,268	32,242	10.2%
13 STP-CAP SQUARE	11,154	11,186	0.3%	88,163	88,434	0.3%
14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	26,386	29,034	10.0%	235,296	247,541	5.2%
15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE	36,319	39,876	9.8%	309,979	316,933	2.2%
16 STP - ETP	29,208	29,267	0.2%	245,303	241,061	-1.7%
17 ETP-NTP	10,211	10,062	-1.5%	78,218	75,211	-3.8%
18 STP-WTP	36,789	39,155	6.4%	270,667	269,847	-0.3%
19 RED ARROW TR-CAP SQUARE	9,275	9,007	-2.9%	93,591	98,412	5.2%
20 NTP-EAST TOWNE	12,437	13,686	10.0%	96,567	99,941	3.5%
21 LAKEVIEW LOOP	11,376	13,412	17.9%	101,147	101,958	0.8%
22 MENDOTA LOOP	19,497	19,914	2.1%	147,146	146,575	-0.4%
25 AMERICAN CENTER COMMUTER	1,037	1,175	13.3%	8,086	6,704	-17.1%
26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)	297	392	32.0%	2,019	2,322	15.0%
27 NTP - UW CAMPUS COMMUTER	3,404	3,717	9.2%	28,999	32,896	13.4%
28 NTP-WTP COMMUTER	23,707	24,428	3.0%	219,889	240,359	9.3%
29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)	1,732	1,696	-2.1%	13,246	13,391	1.1%
30 ETP-EAST TOWNE	18,727	22,639	20.9%	151,251	163,772	8.3%
32 ACEWOOD-THOMPSON LOOP	3,592	3,417	-4.9%	27,489	27,220	-1.0%
33 HIESTAND LOOP	352	350	-0.6%	2,306	2,743	19.0%
34 ETP-MATC (peak service on 34 began Aug. 24, 2009)	1,843	2,037	10.5%	18,210	17,136	-5.9%
36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)	2,616	2,984	14.1%	16,960	20,535	21.1%
37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	3,677	4,022	9.4%	43,144	48,924	13.4%
38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)	18,400	19,796	7.6%	181,770	204,501	12.5%
39 ETP - DAIRY DRIVE	2,106	2,048	-2.8%	16,757	15,731	-6.1%
40 STP - ARBOR HILLS LOOP	14,684	13,805	-6.0%	111,175	103,170	-7.2%
44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	5,649	5,566	-1.5%	53,140	56,829	6.9%
47 ARBOR HILLS COMMUTER	5,607	5,853	4.4%	47,457	49,103	3.5%
48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES	890	1,115	25.3%	7,702	7,866	2.1%
50 WTP-SCHROEDER-RAYMOND LOOP	14,214	14,266	0.4%	111,699	108,248	-3.1%
51 WTP-MUIR FIELD LOOP	6,637	6,683	0.7%	50,247	50,311	0.1%
52 WTP-FITCHBURG	3,022	2,978	-1.5%	22,415	21,103	-5.9%
55 VERONA- WTP COMMUTER (revised Mar 11, 2013)	3,764	3,261	-13.4%	29,078	22,948	-21.1%
56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	9,379	9,513	1.4%	77,876	78,004	0.2%
57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER	9,612	9,769	1.6%	75,272	74,834	-0.6%
58 GREENTREE COMMUTER	5,060	5,496	8.6%	42,932	48,281	12.5%
59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)	927	827	-10.8%	7,399	5,691	-23.1%
63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	3,252	2,942	-9.5%	23,473	23,949	2.0%
67 WTP-WEST TOWNE	26,907	29,301	8.9%	183,112	184,249	0.6%
68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)	1,060	761	-28.2%	6,427	5,704	-11.2%
70 MIDDLETON-CAPITOL SQUARE	10,904	12,069	10.7%	89,760	99,493	10.8%
71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER	6,768	7,202	6.4%	57,295	56,279	-1.8%
72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER	10,781	11,702	8.5%	85,758	89,475	4.3%
73 WTP-OLD SAUK TRAILS	12,337	12,767	3.5%	85,264	83,379	-2.2%
74 MIDDLETON LOOP	2,309	2,442	5.8%	15,182	17,443	14.9%
75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012 & revised Mar 11, 2013)	2,687	4,883	81.7%	8,674	28,382	227.2%
78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)	855	846	-1.1%	5,992	6,311	5.3%
80 UW CAMPUS (service revised effective Aug 26, 2012)	63,511	62,717	-1.3%	972,381	1,023,565	5.3%
81 UW LATE NIGHT CIRCULATOR	0	0	NA	60,052	18,765	-68.8%
82 UW LATE NITE CIRCULATOR	0	0	NA	62,153	33,175	-46.6%
84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)	2,820	3,176	12.6%	21,006	31,421	49.6%
85 UW CAMPUS-PARK ST CIRCULATOR (ended operating on Aug 25, 2012)	8,050	0	-100.0%	155,057	-	-100.0%
E, L, M, W SUPPLEMENTARY SCHOOL SERVICE	0	0	NA	603,266	634,774	5.2%
UNKNOWN ROUTE & ROAD BUS *	15	38	0.0%	32	251	684.4%
SYSTEM TOTAL	873,433	893,001	2.2%	8,432,578	8,467,428	0.4%
TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-85)	799,052	827,108	3.5%	7,161,929	7,360,502	2.8%

ParaTransit
Operating Statistics For Periods Ending 7/31/2012 & 7/31/2013

CURRENT MONTH				YEAR TO DATE		
Actual 2012	Actual 2013	Variance 2012 to 2013		Actual 2012	Actual 2013	Variance 2012 to 2013
			Service Supplied Data			
1,054	1,047	(7)	No. of Clients riding the System	1,485	1,493	8
			<i>Ridership</i>			
3,666	4,096	430	Directly Operated Service	29,381	28,464	(917)
<u>16,606</u>	<u>17,132</u>	<u>526</u>	ADA Contracted Services	<u>124,864</u>	<u>122,531</u>	<u>(2,333)</u>
20,272	21,228	956	Total ADA Ridership *	154,245	150,995	(3,250)
295	499	204	Total No-shows	1,981	3,240	1,259
			Service Quality Data			
2	0	(2)	Passenger Accidents	12	5	(7)
			Vehicle Accidents			
0	1	1	Chargeable	0	7	7
0	0	0	Non-chargeable	2	3	1
<u>0</u>	<u>0</u>	<u>0</u>	Preventable	<u>0</u>	<u>0</u>	<u>0</u>
0	1	1	Total Vehicle Accidents	2	10	8
			Fleet/Maintenance Data			
4	4	0	Road Calls	40	15	(25)
9	10	1	Actual Inspections	67	59	(8)
9	10	1	Scheduled Inspections	64	62	(2)

**Paratransit Performance Indicators
July, 2013**

	Metro Plus				
	Jul, 2012	Jul, 2013	YTD 2012	YTD 2013	
Operations					
Total Trips	20,272	21,228	154,245	150,995	
Rides Cancelled	3,024	3,221	21,874	24,230	
Cancellation Rate	14.9%	15.2%	14.2%	16.0%	
No Shows	295	499	1,981	3,240	
No Shows/Rides Provided	1.5%	2.4%	1.3%	2.1%	
Number of Clients Provided Service	1,054	1,047	1,485	1,493	
Average Trips/Client	19.2	20.3	103.9	101.1	
DDS Trips	13,184	14,548	97,530	99,051	
Subscription Trips	11,944	12,852	89,882	90,068	
DDS Subscription Trips	8,426	9,672	61,126	68,056	
D2D Trips	13,891	14,563	106,678	103,663	
Lv Attended Trips	6,286	6,431	48,166	46,013	
Maintenance Inspections Conducted/Scheduled	100.0%	100.0%	104.7%	95.2%	
Number of Trips by Provider YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Ambulatory	18,420	27,969	26,203	35,702	108,294
Non-Ambulatory	10,044	1,337	6,239	25,081	42,701
Percentage	18.85%	19.41%	21.49%	40.25%	100.00%
Customer Service YTD	Metro Direct	AbbyVans	Trans. Sol.	Badger Bus	Total
Rides Provided	28,464	29,306	32,442	60,783	150,995
Customer Complaints	69	87	72	106	334
Customer Compliments	3	6	7	10	26
Customer Suggestions	4	0	3	2	9
Complaints/1000 passenger trips - 2012	3.03	3.10	1.98	1.82	2.31
Complaints/1000 passenger trips - 2013	2.42	2.97	2.22	1.74	2.21
Late Service Reports (1)	15	146	194	128	483
Late Service Reports/1000 passenger trips - 2012	0.99	5.01	4.92	3.32	3.53
Late Service Reports/1000 passenger trips - 2013	0.53	4.98	5.98	2.11	3.20
On-Time Performance, July 2013	Metro Direct	AbbyVans	Transit Sol.	Badger Bus	
July, 2013	92%	97%	96%	98%	
YTD - 2012	90%	97%	95%	94%	
YTD - 2013	91%	95%	95%	96%	
ADA Certifications, July 2013	Clients	1-19 Trips	>20 - 40<	<40 Trips/mo	TTL Trips
Category 1	1,467	281	216	152	16,257
Category 2	13	0	0	0	0
Category 2/3	43	5	2	0	71
Category 3	2,151	339	66	19	4,848
Total	3,674				21,176
Monthly New Certification					27
Monthly Denied Applications					0
Fixed Route Trips Using Lifts (YTD)					21,706

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