

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 2/29/2016 & 2/28/2017**

| CURRENT MONTH  |                  |                          | YEAR TO DATE                 |                |                  |                          |             |  |
|----------------|------------------|--------------------------|------------------------------|----------------|------------------|--------------------------|-------------|--|
| Actual<br>2016 | Actual<br>2017   | Variance<br>2016 to 2017 |                              | Actual<br>2016 | Actual<br>2017   | Variance<br>2016 to 2017 | %<br>Change |  |
|                |                  |                          | <b>Service Supplied</b>      |                |                  |                          |             |  |
| 516,059        | <b>490,256</b>   | (25,803)                 | Total (Vehicle) Miles        | 1,011,529      | <b>994,975</b>   | (16,554)                 | -1.6%       |  |
| 33,872         | <b>32,678</b>    | (1,194)                  | Revenue Hours                | 66,197         | <b>66,107</b>    | (90)                     | -0.1%       |  |
| 37,814         | <b>36,422</b>    | (1,392)                  | Total (Vehicle) Hours        | 73,765         | <b>73,575</b>    | (190)                    | -0.3%       |  |
|                |                  |                          | <i>Ridership</i>             |                |                  |                          |             |  |
| 1,328,176      | <b>1,194,405</b> | (133,771)                | Revenue Passengers           | 2,384,738      | <b>2,232,787</b> | (151,951)                | -6.4%       |  |
| 59,857         | <b>55,762</b>    | (4,095)                  | Transfers                    | 118,543        | <b>112,824</b>   | (5,719)                  | -4.8%       |  |
| <u>10,456</u>  | <u>10,096</u>    | <u>(360)</u>             | Non-Revenue Rides            | <u>21,308</u>  | <u>20,336</u>    | <u>(972)</u>             | -4.6%       |  |
| 1,398,489      | <b>1,260,263</b> | (138,226)                | Total Passengers             | 2,524,589      | <b>2,365,947</b> | (158,642)                | -6.3%       |  |
|                |                  |                          | <b>Service Quality*</b>      |                |                  |                          |             |  |
| 87.0%          | <b>87.2%</b>     | 0.2%                     | % Trips on time              | 86.0%          | <b>86.0%</b>     | 0.0%                     | 0.0%        |  |
| 3.4%           | <b>3.9%</b>      | 0.5%                     | % Trips early                | 3.8%           | <b>3.8%</b>      | 0.0%                     | 0.0%        |  |
| 9.6%           | <b>8.9%</b>      | -0.7%                    | % Trips late                 | 10.3%          | <b>10.3%</b>     | 0.0%                     | 0.0%        |  |
| 14             | <b>16</b>        | 2                        | Passenger Accidents          | 23             | <b>31</b>        | 8                        | 34.8%       |  |
|                |                  |                          | <b>Vehicle Accidents**</b>   |                |                  |                          |             |  |
| 6              | <b>2</b>         | (4)                      | Chargeable                   | 11             | <b>8</b>         | (3)                      | -27.3%      |  |
| 6              | <b>6</b>         | 0                        | Non-chargeable               | 12             | <b>19</b>        | 7                        | 58.3%       |  |
| <u>0</u>       | <u>0</u>         | <u>0</u>                 | Preventable                  | <u>0</u>       | <u>0</u>         | <u>0</u>                 | 0.0%        |  |
| 12             | <b>8</b>         | (4)                      | Total Vehicle Accidents      | 23             | <b>27</b>        | 4                        | 17.4%       |  |
|                |                  |                          | <b>Fleet/Maintenance</b>     |                |                  |                          |             |  |
| 50             | <b>24</b>        | (26)                     | Road Calls                   | 96             | <b>60</b>        | (36)                     | -37.5%      |  |
| 86             | <b>82</b>        | (4)                      | Actual Inspections           | 169            | <b>166</b>       | (3)                      | -1.8%       |  |
| 86             | <b>82</b>        | (4)                      | Scheduled Inspections        | 169            | <b>166</b>       | (3)                      | -1.8%       |  |
| 0.14           | <b>0.14</b>      | 0.00                     | <b>Complaints/1000 Rides</b> | 0.16           | <b>0.15</b>      | (0.00)                   | -0.4%       |  |

\*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 2/29/2016 & 2/28/2017**

| CURRENT MONTH  |                |                          | YEAR TO DATE                     |                |                |                          |             |
|----------------|----------------|--------------------------|----------------------------------|----------------|----------------|--------------------------|-------------|
| Actual<br>2016 | Actual<br>2017 | Variance<br>2016 to 2017 |                                  | Actual<br>2016 | Actual<br>2017 | Variance<br>2016 to 2017 | %<br>Change |
|                |                |                          | <b>Service Supplied Data</b>     |                |                |                          |             |
| 1,073          | 1,122          | 49                       | No. of Clients riding the System | 1,181          | 1,251          | 70                       | 5.9%        |
|                |                |                          | <i>Ridership</i>                 |                |                |                          |             |
| 4,466          | 4,363          | (103)                    | Directly Operated Service        | 8,575          | 8,175          | (400)                    | -4.7%       |
| 19,333         | 19,879         | 546                      | ADA Contracted Services          | 37,191         | 38,567         | 1,376                    | 3.7%        |
| 23,799         | 24,242         | 443                      | Total ADA Ridership              | 45,766         | 46,742         | 976                      | 2.1%        |
| 627            | 608            | (19)                     | Total No-shows                   | 1,248          | 1,338          | 90                       | 7.2%        |
|                |                |                          | <b>Service Quality Data</b>      |                |                |                          |             |
| 2              | 1              | (1)                      | Passenger Accidents              | 0              | 2              | 2                        | #DIV/0!     |
|                |                |                          | <b>Vehicle Accidents</b>         |                |                |                          |             |
| 0              | 0              | 0                        | Chargeable                       | 0              | 0              | 0                        | #DIV/0!     |
| 2              | 0              | (2)                      | Non-chargeable                   | 3              | 0              | (3)                      | NA          |
| 0              | 0              | 0                        | Preventable                      | 0              | 0              | 0                        | 0.0%        |
| 2              | 0              | (2)                      | Total Vehicle Accidents          | 3              | 0              | (3)                      | -100.0%     |
|                |                |                          | <b>Fleet/Maintenance Data</b>    |                |                |                          |             |
| 1              | 1              | 0                        | Road Calls                       | 4              | 2              | (2)                      | -50.0%      |
| 10             | 10             | 0                        | Actual Inspections               | 20             | 19             | (1)                      | -5.0%       |
| 10             | 9              | (1)                      | Scheduled Inspections            | 20             | 18             | (2)                      | -10.0%      |

\*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--February 2017 vs. February 2016**  
**(Routes sorted in order of 2017 passengers per revenue hour productivity)**

| ROUTE  | RIDERSHIP, 2017 vs. 2016 |                  |              | Productivity, Trips per Revenue Hour |              |              | Routes < 60% of system avg. | ROUTE KEY   |
|--|--------------------------|------------------|--------------|--------------------------------------|--------------|--------------|-----------------------------|---|
|  | Year to Date             |                  |              | 2016                                 | 2017         | % Change     |                             |   |
|  | 2016                     | 2017             | % change     |                                      |              |              |                             |   |
| 80 UW CAMPUS (service revised August 26, 2012)                                       | 354,771                  | 332,573          | -6.3%        | 97.37                                | 91.05        | -6.5%        |                             | <b>Core Routes</b> operate every day from early a.m. to late p.m.:<br><b>2, 3, 4, 5, 6, 7, 13</b><br>(3 operates weekdays only; 7 operates weekends & holidays only).<br><br><b>Commuter Routes</b> operate on weekdays during peak hours:<br><b>11, 12, 14, 15, 25, 27, 28, 29, 37, 38, 44, 47, 48, 49, 55, 56, 57, 58, 71, 72, 75</b><br><br><b>Peripheral Routes</b> operate from transfer points to outlying areas: <b>20, 21, 22, 26, 30, 31, 32, 33, 35, 36, 40, 50, 51, 52, 73, 78</b><br><br><b>Connector Routes</b> connect transfer points throughout the day:<br><b>16, 17, 18.</b><br><br><b>Circulator Routes</b><br><b>1, 10, 34</b><br><br><b>Other routes:</b><br><b>8</b> operates between the Capitol Square and Spring Harbor, weekends only.<br><b>19</b> operates like a core route between the Capitol Square and Allied Drive on weekdays.<br><br><b>39</b> operates as a commuter route during peak hours; operates like a circulator route midday.<br><b>59</b> operates weekends & holidays between the WTP and Fitchburg.<br><b>67</b> connects with route 6 at the West Transfer Point; operates to/from West Towne Mall.<br><b>63 and 68</b> operate between the WTP and Prairie Town Center.<br><b>70</b> operates like a core route between the Capitol Square & Middleton on weekdays.<br><br><b>UW Campus Circulators</b><br><b>80, 81, 82, 84</b><br><br><b>School Day Supplemental Routes</b><br><b>E, L, M, W</b><br><br><br>Average weekday ridership February 2016: 61,322<br>Average weekday ridership February 2017: 57,704<br><br>Average weekend ridership February 2016: 13,844<br>Average weekend ridership February 2017: 13,340 |
| E, L, M, W SUPPLEMENTARY SCHOOL SERVICE  | 239,948                  | 220,989          | -7.9%        | 70.69                                | 66.81        | -5.5%        |                             |   |
| 28 NTP-WTP COMMUTER (revised August 25, 2013)  | 69,029                   | 63,824           | -7.5%        | 72.40                                | 66.56        | -8.1%        |                             |   |
| 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)      | 69,592                   | 67,515           | -3.0%        | 53.40                                | 51.61        | -3.3%        |                             |   |
| 44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES   | 17,494                   | 14,740           | -15.7%       | 61.00                                | 51.39        | -15.7%       |                             |   |
| 10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)       | 154,557                  | 151,838          | -1.8%        | 51.31                                | 50.34        | -1.9%        |                             |   |
| 2 WTP-NTP (revised August 25, 2013)  | 228,202                  | 211,620          | -7.3%        | 49.08                                | 46.12        | -6.0%        |                             |   |
| 75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2012) | 18,574                   | 19,005           | 2.3%         | 42.98                                | 45.82        | 6.6%         |                             |   |
| 50 WTP-SCHROEDER-RAYMOND LOOP  | 35,576                   | 33,069           | -7.0%        | 39.14                                | 36.72        | -6.2%        |                             |   |
| 4 NTP-STP  | 125,277                  | 111,284          | -11.2%       | 41.32                                | 36.70        | -11.2%       |                             |   |
| 22 MENDOTA LOOP  | 40,495                   | 37,602           | -7.1%        | 38.40                                | 36.09        | -6.0%        |                             |   |
| 1 CAP SQUARE - UW  | 6,350                    | 6,054            | -4.7%        | 38.72                                | 35.61        | -8.0%        |                             |   |
| 3 WTP-ETP  | 99,380                   | 94,977           | -4.4%        | 36.85                                | 35.20        | -4.5%        |                             |   |
| 40 STP - ARBOR HILLS LOOP (revised August 25, 2013)                                  | 28,438                   | 27,550           | -3.1%        | 34.65                                | 33.76        | -2.6%        |                             |   |
| 84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)                           | 4,569                    | 3,074            | -32.7%       | 49.97                                | 33.62        | -32.7%       |                             |   |
| 6 EAST TOWNE-WTP   | 187,536                  | 175,969          | -6.2%        | 35.46                                | 33.59        | -5.3%        |                             |   |
| 71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)        | 18,169                   | 18,928           | 4.2%         | 32.17                                | 33.51        | 4.2%         |                             |   |
| 40 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)              | 76,079                   | 77,550           | 1.9%         | 32.24                                | 32.86        | 1.9%         |                             |   |
| 27 NTP - UW CAMPUS COMMUTER  | 9,098                    | 9,504            | 4.5%         | 30.86                                | 32.24        | 4.5%         |                             |   |
| 12 WTP-DUTCH MILL-CAP SQUARE   | 10,319                   | 11,547           | 11.9%        | 28.51                                | 31.90        | 11.9%        |                             |   |
| 72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)            | 23,767                   | 24,270           | 2.1%         | 30.83                                | 31.65        | 2.6%         |                             |   |
| 5 ETP-STP  | 77,949                   | 69,036           | -11.4%       | 34.16                                | 31.55        | -7.6%        |                             |   |
| 11 WTP-DUTCH MILL-CAP SQUARE   | 15,065                   | 14,299           | -5.1%        | 32.95                                | 31.28        | -5.1%        |                             |   |
| 67 WTP-WEST TOWNE  | 39,990                   | 34,133           | -14.6%       | 36.20                                | 31.11        | -14.1%       |                             |   |
| 29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)                 | 3,637                    | 3,808            | 4.7%         | 28.68                                | 30.03        | 4.7%         |                             |   |
| 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER                                      | 18,818                   | 17,547           | -6.8%        | 31.09                                | 29.25        | -5.9%        |                             |   |
| 14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)              | 52,905                   | 47,169           | -10.8%       | 31.96                                | 28.33        | -11.4%       |                             |   |
| 7 WTP-ETP (Weekends & Holidays Only)   | 29,553                   | 27,619           | -6.5%        | 28.46                                | 27.98        | -1.7%        |                             |   |
| 58 GREENTREE COMMUTER  | 13,974                   | 13,170           | -5.8%        | 29.36                                | 27.67        | -5.8%        |                             |   |
| 21 LAKEVIEW LOOP   | 28,238                   | 24,599           | -12.9%       | 30.06                                | 27.45        | -8.7%        |                             |   |
| 81-82 UW LATE NITE CIRCULATORS   | 20,840                   | 18,280           | -12.3%       | 26.18                                | 27.22        | 4.0%         |                             |   |
| 47 ARBOR HILLS COMMUTER  | 13,060                   | 12,411           | -5.0%        | 27.05                                | 25.71        | -5.0%        |                             |   |
| 19 RED ARROW TR-CAP SQUARE   | 28,728                   | 28,288           | -1.5%        | 24.14                                | 24.12        | -0.1%        |                             |   |
| 8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)                                | 7,907                    | 6,885            | -12.9%       | 26.32                                | 24.11        | -8.4%        |                             |   |
| 16 STP - ETP   | 50,271                   | 49,186           | -2.2%        | 24.47                                | 23.72        | -3.1%        |                             |   |
| 56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER                                      | 19,516                   | 17,606           | -9.8%        | 26.30                                | 23.58        | -10.4%       |                             |   |
| 70 MIDDLETON-CAPITOL SQUARE  | 25,242                   | 22,686           | -10.1%       | 24.68                                | 22.18        | -10.1%       |                             |   |
| 25 AMERICAN CENTER COMMUTER (revised August 25, 2013)                                | 880                      | 970              | 10.2%        | 20.00                                | 22.05        | 10.2%        |                             |   |
| 30 ETP-EAST TOWNE  | 35,038                   | 30,491           | -13.0%       | 24.43                                | 21.09        | -13.7%       | x                           |   |
| 17 ETP-NTP   | 14,803                   | 18,557           | 25.4%        | 24.75                                | 20.58        | -16.8%       | x                           |   |
| 51 WTP-MUIR FIELD LOOP   | 10,842                   | 9,197            | -15.2%       | 23.51                                | 20.34        | -13.5%       | x                           |   |
| 18 STP-WTP (revised August 25, 2013)   | 50,515                   | 41,294           | -18.3%       | 23.97                                | 19.86        | -17.1%       | x                           |   |
| 13 STP-CAP SQUARE  | 25,182                   | 24,661           | -2.1%        | 19.97                                | 19.79        | -0.9%        | x                           |   |
| 33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)                                 | 7,151                    | 7,789            | 8.9%         | 18.06                                | 19.67        | 8.9%         | x                           |   |
| 39 ETP - DAIRY DRIVE (revised August 25, 2013)                                       | 4,222                    | 4,378            | 3.7%         | 18.29                                | 18.97        | 3.7%         | x                           |   |
| 63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)                                    | 5,119                    | 4,602            | -10.1%       | 19.42                                | 18.37        | -5.4%        | x                           |   |
| 37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)                     | 11,435                   | 11,295           | -1.2%        | 18.50                                | 18.20        | -1.6%        | x                           |   |
| 55 VERONA- WTP COMMUTER (revised Mar 11, 2013)                                       | 5,242                    | 4,917            | -6.2%        | 19.52                                | 17.74        | -9.1%        | x                           |   |
| 20 NTP-EAST TOWNE  | 33,376                   | 31,598           | -5.3%        | 18.00                                | 17.26        | -4.1%        | x                           |   |
| 73 WTP-OLD SAUK TRAILS   | 16,590                   | 15,540           | -6.3%        | 16.79                                | 15.73        | -6.3%        | x                           |   |
| 52 WTP-FITCHBURG   | 6,796                    | 6,413            | -5.6%        | 16.10                                | 15.20        | -5.6%        | x                           |   |
| 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES   | 1,384                    | 1,196            | -13.6%       | 19.01                                | 15.18        | -20.2%       | x                           |   |
| 34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)           | 3,321                    | 3,056            | -8.0%        | 16.18                                | 14.89        | -8.0%        | x                           |   |
| 32 ACEWOOD-THOMPSON LOOP   | 5,470                    | 5,470            | 0.0%         | 14.44                                | 14.18        | -1.7%        | x                           |   |
| 35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)                              | 5,367                    | 4,989            | -7.0%        | 13.59                                | 12.64        | -7.0%        | x                           |   |
| 78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)                                | 1,762                    | 1,672            | -5.1%        | 10.63                                | 10.09        | -5.1%        | x                           |   |
| 31 MARSH RD - ETP (began August 25, 2013)  | 4,098                    | 5,655            | 38.0%        | 9.28                                 | 7.94         | -14.4%       | x                           |   |
| 49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)                      | 2,293                    | 1,859            | -18.9%       | 9.29                                 | 7.92         | -14.8%       | x                           |   |
| 36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)                     | 2,777                    | 2,712            | -2.3%        | 5.77                                 | 6.15         | 6.5%         | x                           |   |
| 59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)                  | 1,753                    | 1,497            | -14.6%       | 5.76                                 | 5.17         | -10.2%       | x                           |   |
| 26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)   | 4,723                    | 4,577            | -3.1%        | 5.27                                 | 5.08         | -3.7%        | x                           |   |
| 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)                                    | 1,537                    | 1,358            | -11.6%       | 5.02                                 | 4.67         | -7.1%        | x                           |   |
| UNKNOWN ROUTE & ROAD BUS *   | -                        | -                | NA           | NA                                   | NA           | NA           |                             |   |
| <b>SYSTEM TOTAL</b>  | <b>2,524,589</b>         | <b>2,365,947</b> | <b>-6.3%</b> | <b>38.14</b>                         | <b>35.79</b> | <b>-6.2%</b> | <b>21.47</b>                |   |
| <b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>                               | <b>2,144,409</b>         | <b>2,012,020</b> | <b>-6.2%</b> | <b>34.77</b>                         | <b>32.61</b> | <b>-6.2%</b> | <b>19.57</b>                |   |

\* 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 2017

| ROUTE  | RIDERSHIP        |                  |              | Passengers/rev. hour |              |
|--|------------------|------------------|--------------|----------------------|--------------|
|  | 2016             | 2017             | % change     | 2016                 | 2017         |
| 1 CAP SQUARE - UW  | 6,350            | 6,054            | -4.7%        | 38.72                | 35.61        |
| 2 WTP-NTP (revised August 25, 2013)  | 228,202          | 211,620          | -7.3%        | 49.08                | 46.12        |
| 3 WTP-ETP  | 99,380           | 94,977           | -4.4%        | 36.85                | 35.20        |
| 4 NTP-STP  | 125,277          | 111,284          | -11.2%       | 41.32                | 36.70        |
| 5 ETP-STP  | 77,949           | 69,036           | -11.4%       | 34.16                | 31.55        |
| 6 EAST TOWNE-WTP   | 187,536          | 175,969          | -6.2%        | 35.46                | 33.59        |
| 7 WTP-ETP (Weekends & Holidays Only)   | 29,553           | 27,619           | -6.5%        | 28.46                | 27.98        |
| 8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)                                | 7,907            | 6,885            | -12.9%       | 26.32                | 24.11        |
| 10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)       | 154,557          | 151,838          | -1.8%        | 51.31                | 50.34        |
| 11 WTP-DUTCH MILL-CAP SQUARE   | 15,065           | 14,299           | -5.1%        | 32.95                | 31.28        |
| 12 WTP-DUTCH MILL-CAP SQUARE   | 10,319           | 11,547           | 11.9%        | 28.51                | 31.90        |
| 13 STP-CAP SQUARE  | 25,182           | 24,661           | -2.1%        | 19.97                | 19.79        |
| 14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)              | 52,905           | 47,169           | -10.8%       | 31.96                | 28.33        |
| 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)              | 76,079           | 77,550           | 1.9%         | 32.24                | 32.86        |
| 16 STP - ETP   | 50,271           | 49,186           | -2.2%        | 24.47                | 23.72        |
| 17 ETP-NTP   | 14,803           | 18,557           | 25.4%        | 24.75                | 20.58        |
| 18 STP-WTP (revised August 25, 2013)   | 50,515           | 41,294           | -18.3%       | 23.97                | 19.86        |
| 19 RED ARROW TR-CAP SQUARE   | 28,728           | 28,288           | -1.5%        | 24.14                | 24.12        |
| 20 NTP-EAST TOWNE  | 33,376           | 31,598           | -5.3%        | 18.00                | 17.26        |
| 21 LAKEVIEW LOOP   | 28,238           | 24,599           | -12.9%       | 30.06                | 27.45        |
| 22 MENDOTA LOOP  | 40,495           | 37,602           | -7.1%        | 38.40                | 36.09        |
| 25 AMERICAN CENTER COMMUTER (revised August 25, 2013)                                | 880              | 970              | 10.2%        | 20.00                | 22.05        |
| 26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)   | 4,723            | 4,577            | -3.1%        | 5.27                 | 5.08         |
| 27 NTP - UW CAMPUS COMMUTER  | 9,098            | 9,504            | 4.5%         | 30.86                | 32.24        |
| 28 NTP-WTP COMMUTER (revised August 25, 2013)  | 69,029           | 63,824           | -7.5%        | 72.40                | 66.56        |
| 29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)                 | 3,637            | 3,808            | 4.7%         | 28.68                | 30.03        |
| 30 ETP-EAST TOWNE  | 35,038           | 30,491           | -13.0%       | 24.43                | 21.09        |
| 31 MARSH RD - ETP (began August 25, 2013)  | 4,098            | 5,655            | 38.0%        | 9.28                 | 7.94         |
| 32 ACEWOOD-THOMPSON LOOP   | 5,470            | 5,470            | 0.0%         | 14.44                | 14.18        |
| 33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)                                 | 7,151            | 7,789            | 8.9%         | 18.06                | 19.67        |
| 34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)           | 3,321            | 3,056            | -8.0%        | 16.18                | 14.89        |
| 35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)                              | 5,367            | 4,989            | -7.0%        | 13.59                | 12.64        |
| 36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)                     | 2,777            | 2,712            | -2.3%        | 5.77                 | 6.15         |
| 37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)                     | 11,435           | 11,295           | -1.2%        | 18.50                | 18.20        |
| 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)      | 69,592           | 67,515           | -3.0%        | 53.40                | 51.61        |
| 39 ETP - DAIRY DRIVE (revised August 25, 2013)                                       | 4,222            | 4,378            | 3.7%         | 18.29                | 18.97        |
| 40 STP - ARBOR HILLS LOOP (revised August 25, 2013)                                  | 28,438           | 27,550           | -3.1%        | 34.65                | 33.76        |
| 44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES   | 17,494           | 14,740           | -15.7%       | 61.00                | 51.39        |
| 47 ARBOR HILLS COMMUTER  | 13,060           | 12,411           | -5.0%        | 27.05                | 25.71        |
| 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES   | 1,384            | 1,196            | -13.6%       | 19.01                | 15.18        |
| 49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)                      | 2,293            | 1,859            | -18.9%       | 9.29                 | 7.92         |
| 50 WTP-SCHROEDER-RAYMOND LOOP  | 35,576           | 33,069           | -7.0%        | 39.14                | 36.72        |
| 51 WTP-MUIR FIELD LOOP   | 10,842           | 9,197            | -15.2%       | 23.51                | 20.34        |
| 52 WTP-FITCHBURG   | 6,796            | 6,413            | -5.6%        | 16.10                | 15.20        |
| 55 VERONA - WTP COMMUTER (revised Mar 11, 2013)                                      | 5,242            | 4,917            | -6.2%        | 19.52                | 17.74        |
| 56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER                                      | 19,516           | 17,606           | -9.8%        | 26.30                | 23.58        |
| 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER                                      | 18,818           | 17,547           | -6.8%        | 31.09                | 29.25        |
| 58 GREENTREE COMMUTER  | 13,974           | 13,170           | -5.8%        | 29.36                | 27.67        |
| 59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)                  | 1,753            | 1,497            | -14.6%       | 5.76                 | 5.17         |
| 63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)                                    | 5,119            | 4,602            | -10.1%       | 19.42                | 18.37        |
| 67 WTP-WEST TOWNE  | 39,990           | 34,133           | -14.6%       | 36.20                | 31.11        |
| 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)                                    | 1,537            | 1,358            | -11.6%       | 5.02                 | 4.67         |
| 70 MIDDLETON-CAPITOL SQUARE  | 25,242           | 22,686           | -10.1%       | 24.68                | 22.18        |
| 71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)        | 18,169           | 18,928           | 4.2%         | 32.17                | 33.51        |
| 72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)            | 23,767           | 24,270           | 2.1%         | 30.83                | 31.65        |
| 73 WTP-OLD SAUK TRAILS   | 16,590           | 15,540           | -6.3%        | 16.79                | 15.73        |
| 75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013) | 18,574           | 19,005           | 2.3%         | 42.98                | 45.82        |
| 78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)                                | 1,762            | 1,672            | -5.1%        | 10.63                | 10.09        |
| 80 UW CAMPUS (service revised August 26, 2012)                                       | 354,771          | 332,573          | -6.3%        | 97.37                | 91.05        |
| 81-82 UW LATE NITE CIRCULATORS   | 20,840           | 18,280           | -12.3%       | 26.18                | 27.22        |
| 84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)                           | 4,569            | 3,074            | -32.7%       | 49.97                | 33.62        |
| E, L, M, W SUPPLEMENTARY SCHOOL SERVICE  | 239,948          | 220,989          | -7.9%        | 70.69                | 66.81        |
| UNKNOWN ROUTE & ROAD BUS *   | -                | -                | NA           | NA                   | NA           |
| <b>SYSTEM TOTAL</b>  | <b>2,524,589</b> | <b>2,365,947</b> | <b>-6.3%</b> | <b>38.14</b>         | <b>35.79</b> |
| <b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b>                               | <b>2,144,409</b> | <b>2,012,020</b> | <b>-6.2%</b> | <b>34.77</b>         | <b>32.61</b> |

\* 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 February 2016: 61,322

Average weekday ridership February 2017: 57,704

MONTHLY RIDERSHIP - February 2017

| ROUTE  | MONTHLY RIDERSHIP |                  |              | YTD RIDERSHIP    |                  |              |
|--|-------------------|------------------|--------------|------------------|------------------|--------------|
|  | 2016              | 2017             | % change     | 2016             | 2017             | % change     |
| 1 CAP SQUARE - UW  | 4,136             | 3,522            | -14.8%       | 6,350            | 6,054            | -4.7%        |
| 2 WTP-NTP (revised August 25, 2013)  | 124,287           | 110,040          | -11.5%       | 228,202          | 211,620          | -7.3%        |
| 3 WTP-ETP  | 56,409            | 51,775           | -8.2%        | 99,380           | 94,977           | -4.4%        |
| 4 NTP-STP  | 66,304            | 58,232           | -12.2%       | 125,277          | 111,284          | -11.2%       |
| 5 ETP-STP  | 39,726            | 34,880           | -12.2%       | 77,949           | 69,036           | -11.4%       |
| 6 EAST TOWNE-WTP   | 101,435           | 90,991           | -10.3%       | 187,536          | 175,969          | -6.2%        |
| 7 WTP-ETP (Weekends & Holidays Only)   | 13,543            | 12,966           | -4.3%        | 29,553           | 27,619           | -6.5%        |
| 8 CAP SQUARE-SPRING HARBOR (Weekends & Holidays Only)                                | 3,879             | 3,334            | -14.1%       | 7,907            | 6,885            | -12.9%       |
| 10 SCHENK/ATWOOD - UW CAMPUS (began August 24, 2009 & revised August 25, 2013)       | 92,612            | 84,896           | -8.3%        | 154,557          | 151,838          | -1.8%        |
| 11 WTP-DUTCH MILL-CAP SQUARE   | 8,487             | 7,615            | -10.3%       | 15,065           | 14,299           | -5.1%        |
| 12 WTP-DUTCH MILL-CAP SQUARE   | 5,467             | 5,939            | 8.6%         | 10,319           | 11,547           | 11.9%        |
| 13 STP-CAP SQUARE  | 13,567            | 12,925           | -4.7%        | 25,182           | 24,661           | -2.1%        |
| 14 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)              | 30,047            | 25,098           | -16.5%       | 52,905           | 47,169           | -10.8%       |
| 15 RICHMOND HILL-WEXFORD RIDGE/JUNCTION RIDGE (revised August 25, 2013)              | 42,587            | 41,135           | -3.4%        | 76,079           | 77,550           | 1.9%         |
| 16 STP - ETP   | 25,572            | 25,147           | -1.7%        | 50,271           | 49,186           | -2.2%        |
| 17 ETP-NTP   | 7,622             | 9,670            | 26.9%        | 14,803           | 18,557           | 25.4%        |
| 18 STP-WTP (revised August 25, 2013)   | 24,644            | 20,837           | -15.4%       | 50,515           | 41,294           | -18.3%       |
| 19 RED ARROW TR-CAP SQUARE   | 16,563            | 15,367           | -7.2%        | 28,728           | 28,288           | -1.5%        |
| 20 NTP-EAST TOWNE  | 17,086            | 16,349           | -4.3%        | 33,376           | 31,598           | -5.3%        |
| 21 LAKEVIEW LOOP   | 14,382            | 12,964           | -9.9%        | 28,238           | 24,599           | -12.9%       |
| 22 MENDOTA LOOP  | 20,517            | 19,717           | -3.9%        | 40,495           | 37,602           | -7.1%        |
| 25 AMERICAN CENTER COMMUTER (revised August 25, 2013)                                | 440               | 468              | 6.4%         | 880              | 970              | 10.2%        |
| 26 AMERICAN CENTER LOOP (Began Oct. 5, 2008)   | 2,483             | 2,158            | -13.1%       | 4,723            | 4,577            | -3.1%        |
| 27 NTP - UW CAMPUS COMMUTER  | 4,763             | 5,027            | 5.5%         | 9,098            | 9,504            | 4.5%         |
| 28 NTP-WTP COMMUTER (revised August 25, 2013)  | 40,284            | 35,205           | -12.6%       | 69,029           | 63,824           | -7.5%        |
| 29 SHERMAN COMMUTER ("School day" trip discontinued October 4, 2008)                 | 2,044             | 1,938            | -5.2%        | 3,637            | 3,808            | 4.7%         |
| 30 ETP-EAST TOWNE  | 17,658            | 15,598           | -11.7%       | 35,038           | 30,491           | -13.0%       |
| 31 MARSH RD - ETP (began August 25, 2013)  | 2,201             | 2,840            | 29.0%        | 4,098            | 5,655            | 38.0%        |
| 32 ACEWOOD-THOMPSON LOOP   | 2,734             | 2,728            | -0.2%        | 5,470            | 5,470            | 0.0%         |
| 33 SPRECHER/THOMPSON - ETP (revised August 25, 2013)                                 | 3,743             | 4,021            | 7.4%         | 7,151            | 7,789            | 8.9%         |
| 34 ETP-MATC (peak service on 34 began Aug 24, 2009 & revised Aug 25, 2013)           | 1,954             | 1,808            | -7.5%        | 3,321            | 3,056            | -8.0%        |
| 35 RICHMOND HILLS/ACEWOOD - ETP (began August 25, 2013)                              | 2,807             | 2,496            | -11.1%       | 5,367            | 4,989            | -7.0%        |
| 36 CITY VIEW LOOP (Began Oct. 5, 2008; formerly part of Route 6)                     | 1,398             | 1,347            | -3.6%        | 2,777            | 2,712            | -2.3%        |
| 37 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08 & Aug '09)                     | 7,124             | 6,417            | -9.9%        | 11,435           | 11,295           | -1.2%        |
| 38 PFLAUM RD-SHEBOYGAN AVE COMMUTER (revised Oct. '08, Aug '09, & Aug 25, 2013)      | 40,701            | 36,288           | -10.8%       | 69,592           | 67,515           | -3.0%        |
| 39 ETP - DAIRY DRIVE (revised August 25, 2013)                                       | 2,322             | 2,364            | 1.8%         | 4,222            | 4,378            | 3.7%         |
| 40 STP - ARBOR HILLS LOOP (revised August 25, 2013)                                  | 14,312            | 13,919           | -2.7%        | 28,438           | 27,550           | -3.1%        |
| 44 STP-UW CAMPUS & FITCHBURG COMMUTER RTES   | 10,210            | 7,780            | -23.8%       | 17,494           | 14,740           | -15.7%       |
| 47 ARBOR HILLS COMMUTER  | 7,054             | 6,349            | -10.0%       | 13,060           | 12,411           | -5.0%        |
| 48 STP-UW CAMPUS & FITCHBURG COMMUTER RTES   | 797               | 667              | -16.3%       | 1,384            | 1,196            | -13.6%       |
| 49 HATCHERY HILL-LACY LOOP COMMUTER RTE (began August 24, 2014)                      | 1,236             | 950              | -23.1%       | 2,293            | 1,859            | -18.9%       |
| 50 WTP-SCHROEDER-RAYMOND LOOP  | 17,551            | 17,081           | -2.7%        | 35,576           | 33,069           | -7.0%        |
| 51 WTP-MUIR FIELD LOOP   | 5,003             | 4,509            | -9.9%        | 10,842           | 9,197            | -15.2%       |
| 52 WTP-FITCHBURG   | 3,692             | 3,247            | -12.1%       | 6,796            | 6,413            | -5.6%        |
| 55 VERONA- WTP COMMUTER (revised Mar 11, 2013)                                       | 2,703             | 2,370            | -12.3%       | 5,242            | 4,917            | -6.2%        |
| 56 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER                                      | 10,808            | 9,319            | -13.8%       | 19,516           | 17,606           | -9.8%        |
| 57 PILGRIM-REETZ COMMUTER & MUIR FIELD COMMUTER                                      | 10,263            | 9,119            | -11.1%       | 18,818           | 17,547           | -6.8%        |
| 58 GREENTREE COMMUTER  | 7,862             | 6,795            | -13.6%       | 13,974           | 13,170           | -5.8%        |
| 59 FITCHBURG - WTP (weekend & holiday route, began August 23, 2009)                  | 711               | 683              | -3.9%        | 1,753            | 1,497            | -14.6%       |
| 63 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)                                    | 2,205             | 2,109            | -4.4%        | 5,119            | 4,602            | -10.1%       |
| 67 WTP-WEST TOWNE  | 20,319            | 17,002           | -16.3%       | 39,990           | 34,133           | -14.6%       |
| 68 WTP-PRAIRIE TWN CTR (Weekends & Holidays only)                                    | 673               | 612              | -9.1%        | 1,537            | 1,358            | -11.6%       |
| 70 MIDDLETON-CAPITOL SQUARE  | 14,735            | 12,650           | -14.1%       | 25,242           | 22,686           | -10.1%       |
| 71 MIDDLETON-CAPITOL SQUARE VIA MARSHALL PARK COMMUTER (revised Aug 25, 2013)        | 9,691             | 9,854            | 1.7%         | 18,169           | 18,928           | 4.2%         |
| 72 MIDDLETON-CAPITOL SQUARE VIA BRANCH COMMUTER (revised August 25, 2013)            | 12,755            | 12,451           | -2.4%        | 23,767           | 24,270           | 2.1%         |
| 73 WTP-OLD SAUK TRAILS   | 8,684             | 8,203            | -5.5%        | 16,590           | 15,540           | -6.3%        |
| 75 VERONA-CAPITOL SQUARE COMMUTER (began Mar 26, 2012; revised Mar 11 & Dec 2, 2013) | 9,465             | 8,862            | -6.4%        | 18,574           | 19,005           | 2.3%         |
| 78 MIDDLETON-WTP (Began Oct. 5, 2008; Saturdays only)                                | 713               | 738              | 3.5%         | 1,762            | 1,672            | -5.1%        |
| 80 UW CAMPUS (service revised August 26, 2012)                                       | 223,030           | 194,224          | -12.9%       | 354,771          | 332,573          | -6.3%        |
| 81 UW LATE NIGHT CIRCULATOR  | 7,170             | 6,079            | -15.2%       | 9,337            | 9,389            | 0.6%         |
| 82 UW LATE NITE CIRCULATOR   | 8,262             | 5,567            | -32.6%       | 11,503           | 8,891            | -22.7%       |
| 84 EAGLE HEIGHTS EXPRESS (began operating August 25, 2008)                           | 2,092             | 1,859            | -11.1%       | 4,569            | 3,074            | -32.7%       |
| E, L, M, W SUPPLEMENTARY SCHOOL SERVICE  | 124,965           | 113,163          | -9.4%        | 239,948          | 220,989          | -7.9%        |
| UNKNOWN ROUTE & ROAD BUS   |                   |                  | NA           | -                | -                | NA           |
| <b>SYSTEM TOTAL</b>  | <b>1,398,489</b>  | <b>1,260,263</b> | <b>-9.9%</b> | <b>2,524,589</b> | <b>2,365,947</b> | <b>-6.3%</b> |

|  |                  |                  |              |                  |                  |              |
|--|------------------|------------------|--------------|------------------|------------------|--------------|
| <b>TOTAL WITHOUT CAMPUS CIRCULATORS (Routes 80-84)</b> | <b>1,157,935</b> | <b>1,052,534</b> | <b>-9.1%</b> | <b>2,144,409</b> | <b>2,012,020</b> | <b>-6.2%</b> |
|--|------------------|------------------|--------------|------------------|------------------|--------------|

**Paratransit Performance Indicators  
February, 2017**

| <b>Operations</b>                           | <b>Metro Plus</b> |                  |                 |                 |
|---|-------------------|------------------|-----------------|-----------------|
|   | <b>Feb, 2016</b>  | <b>Feb, 2017</b> | <b>YTD 2016</b> | <b>YTD 2017</b> |
| Total Trips                                 | 23,799            | 24,242           | 45,766          | 46,742          |
| Rides Cancelled                             | 4,918             | 4,243            | 10,622          | 11,628          |
| Cancellation Rate                           | 20.7%             | 17.5%            | 23.2%           | 24.9%           |
| No Shows (1)                                | 627               | 608              | 1,248           | 1,338           |
| No Shows/Rides Provided                     | 2.6%              | 2.5%             | 2.7%            | 2.9%            |
| Number of Clients Provided Service          | 1,073             | 1,122            | 1,181           | 1,251           |
| Average Trips/Client                        | 22.2              | 21.6             | 38.8            | 37.4            |
| DDS Trips                                   | 16,530            | 16,937           | 31,654          | 32,402          |
| Subscription Trips                          | 18,334            | 18,956           | 34,790          | 36,076          |
| DDS Subscription Trips                      | 14,836            | 15,326           | 28,294          | 29,169          |
| D2D Trips                                   | 22,623            | 22,904           | 43,568          | 44,346          |
| Lv Attended Trips                           | 6,675             | 6,536            | 13,025          | 12,611          |
| Maintenance Inspections Conducted/Scheduled | 100.0%            | 111.1%           | 100.0%          | 105.6%          |

| <b>Number of Trips by Provider YTD</b> | <b>Badger Cab</b> | <b>Metro Direct</b> | <b>AbbyVans</b> | <b>Trans. Sol.</b> | <b>Badger Bus</b> | <b>Total</b> |
|--|-------------------|---------------------|-----------------|--------------------|-------------------|--------------|
| Ambulatory                             | 6,085             | 4,653               | 8,191           | 9,563              | 6,768             | 35,260       |
| Non-Ambulatory                         | -                 | 3,522               | 299             | 1,580              | 6,081             | 11,482       |
| Percentage                             | 13.02%            | 17.49%              | 18.16%          | 23.84%             | 27.49%            | 100.00%      |

| <b>Customer Service YTD</b>                      | <b>Badger Cab</b> | <b>Metro Direct</b> | <b>AbbyVans</b> | <b>Transit Sol</b> | <b>Badger Bus</b> | <b>Total</b> |
|--|-------------------|---------------------|-----------------|--------------------|-------------------|--------------|
| Rides Provided                                   | 6,085             | 8,175               | 8,490           | 11,143             | 12,849            | 46,742       |
| Customer Complaints                              | 32                | 30                  | 35              | 23                 | 61                | 181          |
| Customer Compliments                             | 1                 | 3                   | 0               | 1                  | 4                 | 9            |
| Customer Suggestions                             | 0                 | 0                   | 1               | 0                  | 0                 | 1            |
| Complaints/1000 passenger trips - 2016           | 5.52              | 1.75                | 2.15            | 1.96               | 5.00              | 3.15         |
| Complaints/1000 passenger trips - 2017           | 5.26              | 3.67                | 4.12            | 2.06               | 4.75              | 3.87         |
| Late Service Reports (2)                         | 33                | 0                   | 17              | 10                 | 35                | 95           |
| Late Service Reports/1000 passenger trips-2016   | 3.48              | 0.00                | 1.02            | 0.53               | 2.29              | 1.31         |
| Late Service Reports/1000 passenger trips - 2017 | 5.42              | 0.00                | 2.00            | 0.90               | 2.72              | 2.03         |

| <b>On-Time Performance</b> | <b>Badger Cab</b> | <b>Metro Direct</b> | <b>AbbyVans</b> | <b>Transit Sol.</b> | <b>Badger Bus</b> |
|----------------------------|-------------------|---------------------|-----------------|---------------------|-------------------|
| February, 2017             | 95%               | 93%                 | 96%             | 94%                 | 95%               |
| YTD - 2016                 | 94%               | 94%                 | 96%             | 90%                 | 95%               |
| YTD - 2017                 | 94%               | 93%                 | 94%             | 92%                 | 95%               |

| <b>ADA Certifications, February 2017</b> | <b>Clients</b> | <b>1-19 Trips</b> | <b>&gt;20 - 40&lt;</b> | <b>&lt;40 Trips/mo</b> | <b>TTL Trips</b> |
|--|----------------|-------------------|------------------------|------------------------|------------------|
| Category 1                               | 1,579          | 267               | 240                    | 179                    | 18,764           |
| Category 2                               | 9              | 0                 | 0                      | 0                      | 0                |
| Category 2/3                             | 19             | 1                 | 0                      | 0                      | 10               |
| Category 3                               | 2,117          | 327               | 86                     | 18                     | 5,302            |
| <b>Total</b>                             |                | 3,724             |                        |                        | 24,076           |

|                             |    |
|-----------------------------|----|
| Monthly New Certification   | 43 |
| Monthly Denied Applications | 0  |

(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.