



**OPERATING STATISTICS**  
**Board Report**  
**APRIL 2012**

| CURRENT MONTH        |                      |              | RIDERSHIP STATISTICS                               | FISCAL YEAR-TO-DATE |                  |             |
|----------------------|----------------------|--------------|--|---------------------|------------------|-------------|
| THIS MONTH           | THIS MONTH LAST YEAR | % CHANGE     |  | THIS YEAR           | PRIOR YEAR       | % CHANGE    |
| 1,040,452            | 1,023,543            | 1.7%         | Total Bus Revenue Passenger Trips (1)              | 7,229,044           | 6,932,367        | 4.3%        |
| 36,597               | 32,563               | 12.4%        | Other Bus Passenger Trips (includes East Lake) (2) | 260,021             | 223,995          | 16.1%       |
| 7,525                | 24,637               | -69.5%       | Looper Trolley Passenger Trips (3)                 | 50,051              | 144,404          | -65.3%      |
| 67,574               | 21,417               | 215.5%       | Jolley Trolley Passenger Trips (4)                 | 290,765             | 94,664           | 207.2%      |
| 55                   | 12                   | 358.3%       | PSTA Special Event Passenger Trips (5)             | 55                  | 1,630            | -96.6%      |
| <b>1,152,203</b>     | <b>1,102,172</b>     | <b>4.5%</b>  | <b>Total Fixed Route Passenger Trips (1-5)</b>     | <b>7,829,936</b>    | <b>7,397,060</b> | <b>5.9%</b> |
| 21,863               | 23,337               | -6.3%        | DART Client Trips (6)                              | 153,767             | 157,419          | -2.3%       |
| 1,092                | 0                    | N/A          | DART TD Trips (7)                                  | 4,405               | 0                | N/A         |
| 2,891                | 2,834                | 2.0%         | DART PCA Trips (8)                                 | 19,278              | 18,479           | 4.3%        |
| <b>25,846</b>        | <b>26,171</b>        | <b>-1.2%</b> | <b>Total DART Passenger Trips (6-8)</b>            | <b>177,450</b>      | <b>175,898</b>   | <b>0.9%</b> |
| <b>1,178,049</b>     | <b>1,128,343</b>     | <b>4.4%</b>  | <b>Total Passenger Trips (1-8)</b>                 | <b>8,007,386</b>    | <b>7,572,958</b> | <b>5.7%</b> |
| 5,970                | 5,512                | 8.3%         | Wheelchairs  | 41,919              | 36,177           | 15.9%       |
| 32,382               | 31,285               | 3.5%         | Bikes on Buses                                     | 212,979             | 203,804          | 4.5%        |
| 46,476               | 43,361               | 7.2%         | Average Weekday Passenger Trips                    |                     |                  |             |
| 28,486               | 28,689               | -0.7%        | Average Saturday Passenger Trips                   |                     |                  |             |
| 15,003               | 14,114               | 6.3%         | Average Sunday Passenger Trips                     |                     |                  |             |
| OPERATING STATISTICS |                      |              |  |                     |                  |             |
| 548                  | 544                  | 0.7%         | Total Employees                                    |                     |                  |             |
| 692,630              | 697,655              | -0.7%        | Total Revenue Miles                                | 4,964,979           | 4,898,310        | 1.4%        |
| 48,469               | 48,317               | 0.3%         | Total Revenue Hours                                | 346,555             | 339,248          | 2.2%        |
| 91.8                 | 89.6                 | 2.5%         | On-Time Performance                                | 89.9                | 90.3             | -0.4%       |
| 1.9                  | 0.6                  | 209.5%       | Complaints Per 100,000 Passenger Trips             | 2.0                 | 1.1              | 84.5%       |
| 3.29                 | 3.52                 | -6.7%        | Accidents--Total-Per 100,000 Miles                 | 3.45                | 3.39             | 2.0%        |
| 0.38                 | 0.75                 | -49.8%       | Accidents--Preventable-Per 100,000 Miles           | 0.48                | 0.47             | 2.2%        |
| 6,880                | 6,020                | 14.3%        | Miles Per Roadcall                                 | 8,072               | 6,874            | 17.4%       |
| 23,271               | 17,276               | 34.7%        | Miles Per Service Interruption                     | 24,672              | 20,372           | 21.1%       |
| 1.55                 | 1.51                 | 2.7%         | Bus-Total Passenger Trips / Revenue Mile           | 1.51                | 1.46             | 3.2%        |
| 22.22                | 21.86                | 1.7%         | Bus-Total Passenger Trips / Revenue Hour           | 21.61               | 21.09            | 2.5%        |