



OPERATING STATISTICS
Board Report
DECEMBER 2011

| CURRENT MONTH | | | RIDERSHIP STATISTICS | FISCAL YEAR-TO-DATE | | |
|----------------------|----------------------|--------------|---|---------------------|------------------|--------------|
| THIS MONTH | THIS MONTH LAST YEAR | % CHANGE | | THIS YEAR | PRIOR YEAR | % CHANGE |
| 999,740 | 928,935 | 7.6% | Total Bus Revenue Passenger Trips ⁽¹⁾ | 3,026,946 | 2,928,760 | 3.4% |
| 37,415 | 28,853 | 29.7% | Other Bus Passenger Trips (includes East Lake) ⁽²⁾ | 111,068 | 98,608 | 12.6% |
| 5,867 | 15,875 | -63.0% | Looper Trolley Passenger Trips ⁽³⁾ | 17,273 | 50,652 | -65.9% |
| 30,889 | 8,501 | 263.4% | Jolley Trolley Passenger Trips ⁽⁴⁾ | 54,184 | 28,623 | 89.3% |
| 0 | 0 | N/A | PSTA Special Event Passenger Trips ⁽⁵⁾ | 0 | 256 | N/A |
| 1,073,911 | 982,164 | 9.3% | Total Fixed Route Passenger Trips ⁽¹⁻⁵⁾ | 3,209,471 | 3,106,899 | 3.3% |
| 21,204 | 21,714 | -2.3% | DART Client Trips ⁽⁶⁾ | 66,033 | 67,175 | -1.7% |
| 2,727 | 2,578 | 5.8% | DART PCA Trips ⁽⁷⁾ | 8,224 | 7,796 | 5.5% |
| 23,931 | 24,292 | -1.5% | Total DART Passenger Trips ⁽⁶⁻⁷⁾ | 74,257 | 74,971 | -1.0% |
| 1,097,842 | 1,006,456 | 9.1% | Total Passenger Trips ⁽¹⁻⁷⁾ | 3,283,728 | 3,181,870 | 3.2% |
| 6,242 | 4,925 | 26.7% | Wheelchairs | 17,794 | 15,993 | 11.3% |
| 29,219 | 26,927 | 8.5% | Bikes on Buses | 88,770 | 87,418 | 1.5% |
| 41,175 | 37,702 | 9.2% | Average Weekday Passenger Trips | | | |
| 25,759 | 24,520 | 5.1% | Average Saturday Passenger Trips | | | |
| 11,714 | 10,266 | 14.1% | Average Sunday Passenger Trips | | | |
| OPERATING STATISTICS | | | | | | |
| 556 | 546 | 1.8% | Total Employees | | | |
| 730,471 | 724,216 | 0.9% | Total Revenue Miles | 2,141,772 | 2,121,285 | 1.0% |
| 50,965 | 50,167 | 1.6% | Total Revenue Hours | 149,078 | 146,901 | 1.5% |
| 90.2 | 91.1 | -1.0% | On-Time Performance | 89.3 | 91.2 | -2.1% |
| 1.3 | 1.1 | 22.7% | Complaints Per 100,000 Passenger Trips | 2.1 | 1.4 | 52.5% |
| 3.59 | 2.18 | 64.7% | Accidents--Non-Preventable-Per 100,000 Miles | 3.19 | 2.56 | 24.2% |
| 0.36 | 0.48 | -25.9% | Accidents--Preventable-Per 100,000 Miles | 0.49 | 0.29 | 69.3% |
| 9,596 | 7,051 | 36.1% | Miles Per Roadcall | 8,271 | 6,790 | 21.8% |
| 33,395 | 20,624 | 61.9% | Miles Per Service Interruption | 25,239 | 19,493 | 29.5% |
| 1.42 | 1.32 | 7.6% | Bus-Total Passenger Trips / Revenue Mile | 1.47 | 1.43 | 2.5% |
| 20.35 | 19.09 | 6.6% | Bus-Total Passenger Trips / Revenue Hour | 21.05 | 20.60 | 2.2% |