



**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 <sup>(1)</sup>	3,026,946	2,928,760	3.4%
37,415	28,853	29.7%	Other Bus Passenger Trips (includes East Lake) <sup>(2)</sup>	111,068	98,608	12.6%
5,867	15,875	-63.0%	Looper Trolley Passenger Trips <sup>(3)</sup>	17,273	50,652	-65.9%
30,889	8,501	263.4%	Jolley Trolley Passenger Trips <sup>(4)</sup>	54,184	28,623	89.3%
0	0	N/A	PSTA Special Event Passenger Trips <sup>(5)</sup>	0	256	N/A
<b>1,073,911</b>	<b>982,164</b>	<b>9.3%</b>	<b>Total Fixed Route Passenger Trips <sup>(1-5)</sup></b>	<b>3,209,471</b>	<b>3,106,899</b>	<b>3.3%</b>
21,204	21,714	-2.3%	DART Client Trips <sup>(6)</sup>	66,033	67,175	-1.7%
2,727	2,578	5.8%	DART PCA Trips <sup>(7)</sup>	8,224	7,796	5.5%
<b>23,931</b>	<b>24,292</b>	<b>-1.5%</b>	<b>Total DART Passenger Trips <sup>(6-7)</sup></b>	<b>74,257</b>	<b>74,971</b>	<b>-1.0%</b>
<b>1,097,842</b>	<b>1,006,456</b>	<b>9.1%</b>	<b>Total Passenger Trips <sup>(1-7)</sup></b>	<b>3,283,728</b>	<b>3,181,870</b>	<b>3.2%</b>
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%