



OPERATING STATISTICS
Board Report
MARCH 2012

| CURRENT MONTH | | | RIDERSHIP STATISTICS | FISCAL YEAR-TO-DATE | | |
|-----------------------------|----------------------|--------------|---|---------------------|------------------|-------------|
| THIS MONTH | THIS MONTH LAST YEAR | % CHANGE | | THIS YEAR | PRIOR YEAR | % CHANGE |
| 1,102,059 | 1,061,150 | 3.9% | Total Bus Revenue Passenger Trips ⁽¹⁾ | 6,188,592 | 5,908,824 | 4.7% |
| 38,615 | 35,069 | 10.1% | Other Bus Passenger Trips (includes East Lake) ⁽²⁾ | 223,424 | 191,432 | 16.7% |
| 9,936 | 27,345 | -63.7% | Looper Trolley Passenger Trips ⁽³⁾ | 42,526 | 119,767 | -64.5% |
| 82,309 | 21,368 | 285.2% | Jolley Trolley Passenger Trips ⁽⁴⁾ | 223,191 | 73,247 | 204.7% |
| 0 | 0 | N/A | PSTA Special Event Passenger Trips ⁽⁵⁾ | 0 | 1,618 | -100.0% |
| 1,232,919 | 1,144,932 | 7.7% | Total Fixed Route Passenger Trips ⁽¹⁻⁵⁾ | 6,677,733 | 6,294,888 | 6.1% |
| 22,404 | 23,860 | -6.1% | DART Client Trips ⁽⁶⁾ | 131,904 | 134,082 | -1.6% |
| 1,136 | 0 | N/A | DART TD Trips ⁽⁷⁾ | 3,313 | 0 | N/A |
| 2,830 | 2,737 | 3.4% | DART PCA Trips ⁽⁸⁾ | 16,387 | 15,645 | 4.7% |
| 26,370 | 26,597 | -0.9% | Total DART Passenger Trips ⁽⁶⁻⁸⁾ | 151,604 | 149,727 | 1.3% |
| 1,259,289 | 1,171,529 | 7.5% | Total Passenger Trips ⁽¹⁻⁸⁾ | 6,829,337 | 6,444,615 | 6.0% |
| 6,553 | 5,412 | 21.1% | Wheelchairs | 35,949 | 30,665 | 17.2% |
| 33,064 | 30,353 | 8.9% | Bikes on Buses | 180,597 | 172,519 | 4.7% |
| 46,618 | 42,666 | 9.3% | Average Weekday Passenger Trips | | | |
| 30,706 | 27,919 | 10.0% | Average Saturday Passenger Trips | | | |
| 16,416 | 14,525 | 13.0% | Average Sunday Passenger Trips | | | |
| OPERATING STATISTICS | | | | | | |
| 556 | 545 | 2.0% | Total Employees | | | |
| 727,754 | 736,013 | -1.1% | Total Revenue Miles | 4,272,349 | 4,200,654 | 1.7% |
| 50,957 | 51,080 | -0.2% | Total Revenue Hours | 298,086 | 290,931 | 2.5% |
| 89.8 | 89.1 | 0.8% | On-Time Performance | 89.7 | 90.5 | -0.9% |
| 2.5 | 0.6 | 309.1% | Complaints Per 100,000 Passenger Trips | 2.1 | 1.2 | 71.6% |
| 2.89 | 4.17 | -30.7% | Accidents--Total-Per 100,000 Miles | 3.48 | 3.36 | 3.5% |
| 0.84 | 0.24 | 253.5% | Accidents--Preventable-Per 100,000 Miles | 0.49 | 0.42 | 17.6% |
| 5,975 | 7,423 | -19.5% | Miles Per Roadcall | 8,305 | 7,040 | 18.0% |
| 28,639 | 20,457 | 40.0% | Miles Per Service Interruption | 24,915 | 20,997 | 18.7% |
| 1.57 | 1.49 | 5.2% | Bus-Total Passenger Trips / Revenue Mile | 1.50 | 1.45 | 3.3% |
| 22.38 | 21.46 | 4.3% | Bus-Total Passenger Trips / Revenue Hour | 21.51 | 20.97 | 2.6% |