



OPERATING STATISTICS
Board Report
NOVEMBER 2011

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
986,815	962,135	2.6%	Total Bus Revenue Passenger Trips ⁽¹⁾	2,027,206	1,999,825	1.4%
36,052	32,714	10.2%	Other Bus Passenger Trips (includes East Lake) ⁽²⁾	73,653	69,755	5.6%
5,507	17,283	-68.1%	Looper Trolley Passenger Trips ⁽³⁾	11,406	34,777	-67.2%
10,123	8,938	13.3%	Jolley Trolley Passenger Trips ⁽⁴⁾	23,295	20,122	15.8%
0	256	N/A	PSTA Special Event Passenger Trips ⁽⁵⁾	0	256	N/A
1,038,497	1,021,326	1.7%	Total Fixed Route Passenger Trips ⁽¹⁻⁵⁾	2,135,560	2,124,735	0.5%
22,356	22,292	0.3%	DART Client Trips ⁽⁶⁾	44,829	45,461	-1.4%
2,776	2,602	6.7%	DART PCA Trips ⁽⁷⁾	5,497	5,218	5.3%
25,132	24,894	1.0%	Total DART Passenger Trips ⁽⁶⁻⁷⁾	50,326	50,679	-0.7%
1,063,629	1,046,220	1.7%	Total Passenger Trips ⁽¹⁻⁷⁾	2,185,886	2,175,414	0.5%
5,691	5,207	9.3%	Wheelchairs	11,552	11,068	4.4%
29,083	29,240	-0.5%	Bikes on Buses	59,551	60,491	-1.6%
42,495	41,963	1.3%	Average Weekday Passenger Trips			
25,926	24,717	4.9%	Average Saturday Passenger Trips			
10,625	11,565	-8.1%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
558	548	1.8%	Total Employees			
694,058	688,797	0.8%	Total Revenue Miles	1,411,300	1,397,069	1.0%
48,243	47,693	1.2%	Total Revenue Hours	98,113	96,734	1.4%
89.3	91.2	-2.1%	On-Time Performance	88.9	91.3	-2.7%
3.3	1.2	177.0%	Complaints Per 100,000 Passenger Trips	2.5	1.4	80.2%
3.78	2.42	56.4%	Accidents--Non-Preventable-Per 100,000 Miles	2.98	2.76	7.7%
0.25	0.38	-34.0%	Accidents--Preventable-Per 100,000 Miles	0.56	0.19	196.2%
8,264	6,654	24.2%	Miles Per Roadcall	7,719	6,662	15.9%
24,791	23,094	7.3%	Miles Per Service Interruption	22,407	18,954	18.2%
1.47	1.44	2.3%	Bus-Total Passenger Trips / Revenue Mile	1.49	1.48	0.6%
21.20	20.85	1.7%	Bus-Total Passenger Trips / Revenue Hour	21.41	21.39	0.1%