



**OPERATING STATISTICS**  
**Board Report**  
**SEPTEMBER 2013**

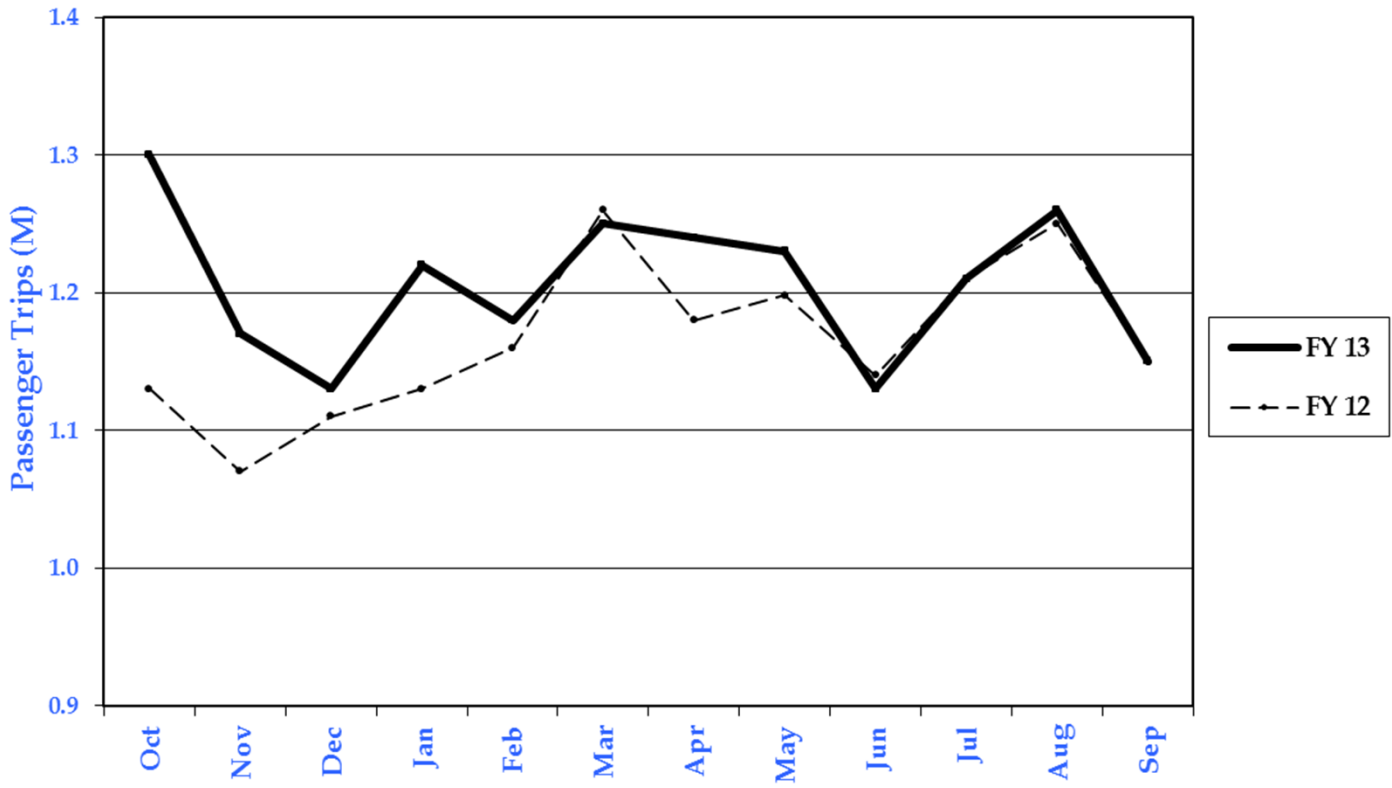
CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
1,050,253	1,050,304	0.0%	Total Bus Revenue Passenger Trips <sup>(1)</sup>	12,963,808	12,558,882	3.2%
41,944	40,206	4.3%	Other Bus Passenger Trips (includes East Lake) <sup>(2)</sup>	527,983	469,936	12.4%
2,873	4,572	-37.2%	Looper Trolley Passenger Trips <sup>(3)</sup>	64,503	77,214	-16.5%
27,439	31,076	-11.7%	Jolley Trolley Passenger Trips <sup>(4)</sup>	594,675	607,614	-2.1%
<b>1,122,509</b>	<b>1,126,158</b>	<b>-0.3%</b>	<b>Total Fixed Route Passenger Trips <sup>(1-5)</sup></b>	<b>14,150,969</b>	<b>13,713,646</b>	<b>3.2%</b>
22,605	21,352	5.9%	DART Client Trips <sup>(6)</sup>	271,240	262,224	3.4%
614	791	-22.4%	DART TD Trips <sup>(7)</sup>	9,725	8,842	10.0%
2,912	2,757	5.6%	DART PCA Trips <sup>(8)</sup>	35,576	33,618	5.8%
<b>26,131</b>	<b>24,900</b>	<b>4.9%</b>	<b>Total DART Passenger Trips <sup>(6-8)</sup></b>	<b>316,541</b>	<b>304,684</b>	<b>3.9%</b>
<b>1,148,640</b>	<b>1,151,058</b>	<b>-0.2%</b>	<b>Total Passenger Trips <sup>(1-8)</sup></b>	<b>14,467,510</b>	<b>14,018,330</b>	<b>3.2%</b>
5,043	5,728	-12.0%	Wheelchairs	66,229	71,269	-7.1%
32,839	31,492	4.3%	Bikes on Buses	397,643	376,290	5.7%
45,578	47,052	-3.1%	Average Weekday Passenger Trips			
29,220	29,002	0.8%	Average Saturday Passenger Trips			
15,060	14,303	5.3%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
583.5	560	4.2%	Employees-Budgeted			
692,808	667,157	3.8%	Total Revenue Miles	8,647,827	8,489,453	1.9%
48,661	46,595	4.4%	Total Revenue Hours	606,274	593,092	2.2%
82.1	89.7	-8.5%	On-Time Performance*	82.3	90.4	-8.9%
2.6	3.5	-26.7%	Complaints Per 100,000 Passenger Trips	3.1	2.3	34.1%
5.41	3.28	65.0%	Accidents--Total-Per 100,000 Miles	3.82	3.58	6.8%
0.38	0.66	-42.8%	Accidents--Preventable-Per 100,000 Miles	0.53	0.48	11.4%
7,946	7,194	10.5%	Miles Per Roadcall	6,679	6,954	-3.9%
8,998	13,617	-33.9%	Miles Per Service Interruption	10,663	19,797	-46.1%
1.58	1.63	-3.3%	Bus-Total Passenger Trips / Revenue Mile	1.56	1.53	2.0%
22.44	23.40	-4.1%	Bus-Total Passenger Trips / Revenue Hour	22.25	21.97	1.3%

\*Note: FY13 OTP is from Real-Time starting in November.

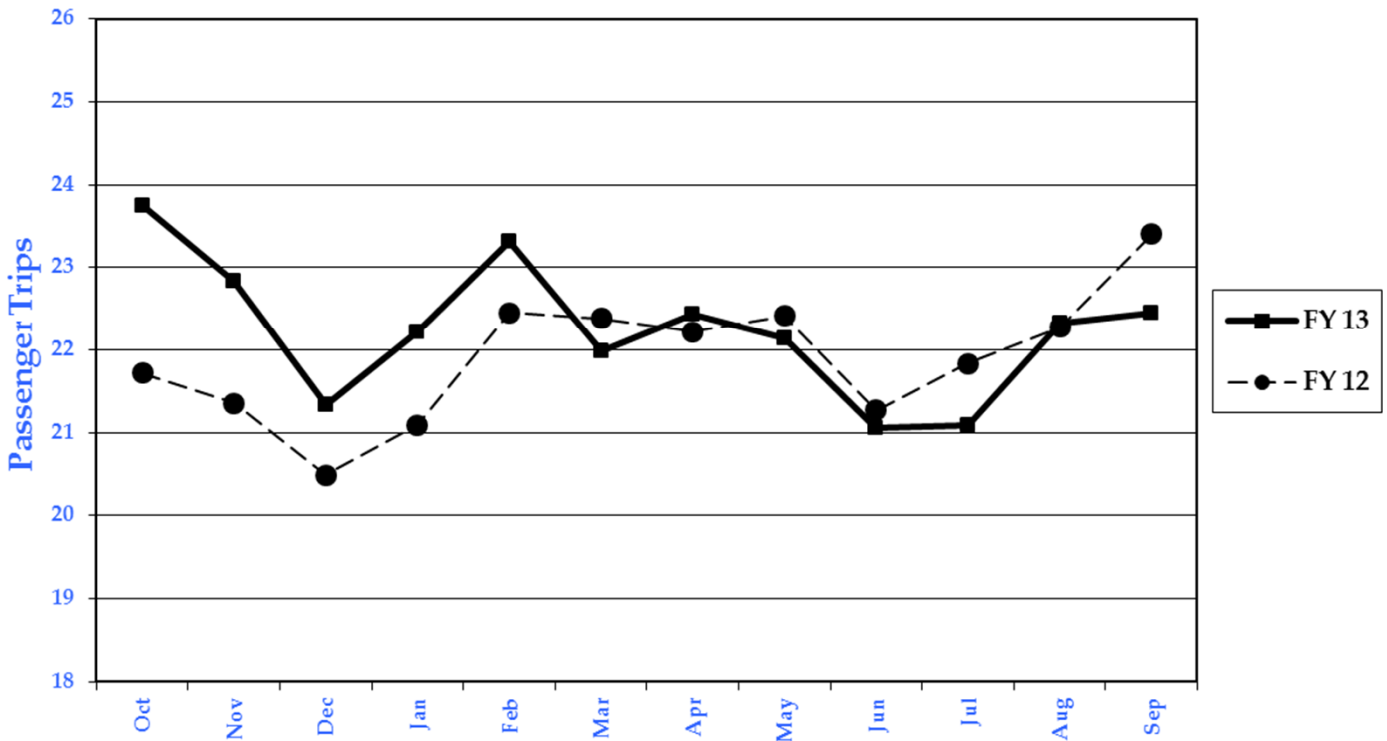
# PSTA Performance Measures



Total Passenger Trips (Millions)--FY12, FY13



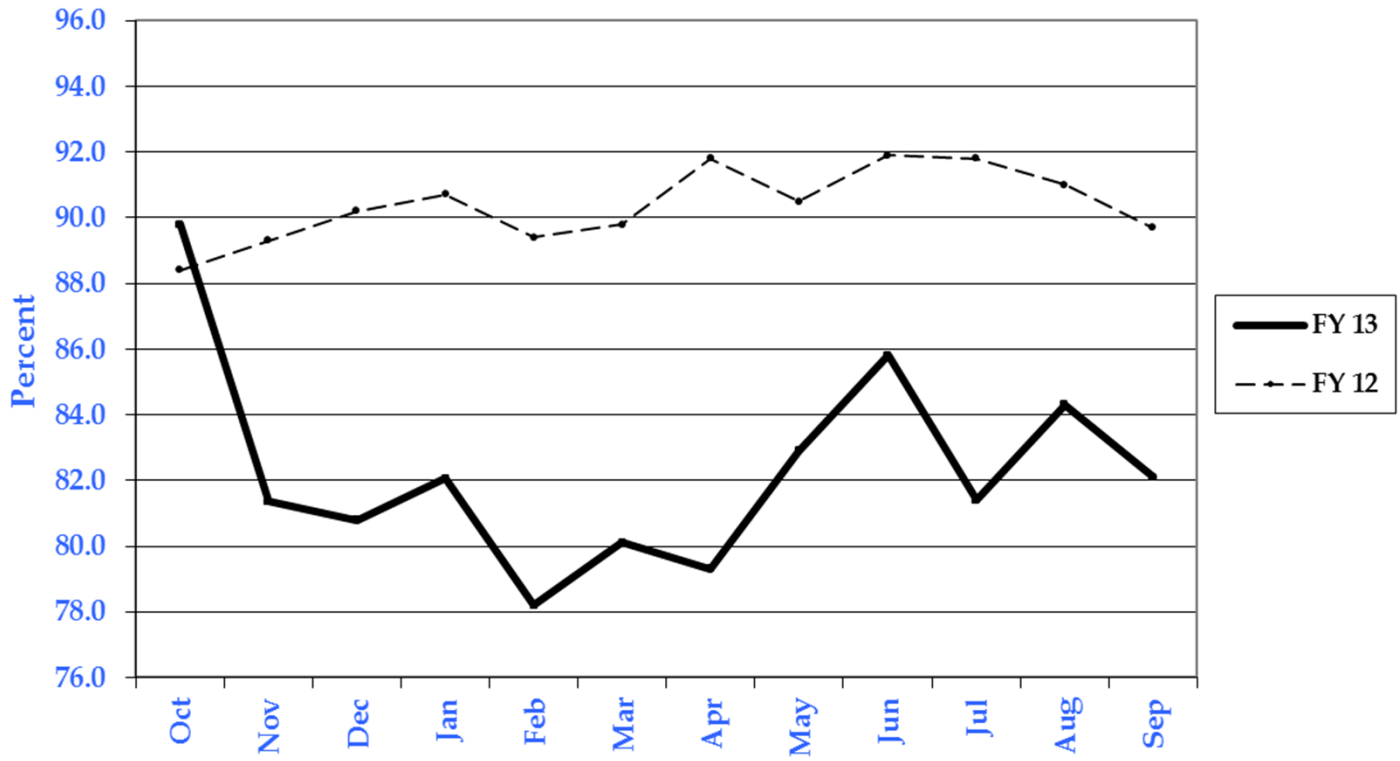
Bus-Passenger Trips per Revenue Hour--FY12, FY13



# PSTA Performance Measures



**On-Time Performance--FY12, FY13**  
 (\*Note: FY13 OTP is from Real-Time starting in November.)



**Complaints per 100K Passenger Trips--FY12, FY13**

