



OPERATING STATISTICS
Board Report
APRIL 2014

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
1,103,278	1,107,011	-0.3%	Total Bus Revenue Passenger Trips ⁽¹⁾	7,601,385	7,620,223	-0.2%
38,501	43,720	-11.9%	Other Bus Passenger Trips (includes East Lake) ⁽²⁾	286,540	318,280	-10.0%
4,984	6,862	-27.4%	Looper Trolley Passenger Trips ⁽³⁾	28,537	45,876	-37.8%
59,068	52,876	11.7%	Jolley Trolley Passenger Trips ⁽⁴⁾	272,451	319,141	-14.6%
1,205,831	1,210,469	-0.4%	Total Fixed Route Passenger Trips ⁽¹⁻⁴⁾	8,188,913	8,303,520	-1.4%
23,784	23,233	2.4%	DART Client Trips ⁽⁵⁾	160,210	156,816	2.2%
630	854	-26.2%	DART TD Trips ⁽⁶⁾	4,186	6,068	-31.0%
3,136	3,019	3.9%	DART PCA Trips ⁽⁷⁾	21,443	20,077	6.8%
27,550	27,106	1.64%	Total DART Passenger Trips ⁽⁵⁻⁷⁾	185,839	182,961	1.6%
1,233,381	1,237,575	-0.3%	Total Passenger Trips ⁽¹⁻⁷⁾	8,374,752	8,486,481	-1.32%
6,128	5,444	12.6%	Wheelchairs	37,957	39,783	-4.6%
34,650	33,447	3.6%	Bikes on Buses	228,949	226,243	1.2%
46,219	46,349	-0.3%	Average Weekday Passenger Trips			
31,185	30,293	2.9%	Average Saturday Passenger Trips			
16,091	15,612	3.1%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
592	583.5	1.5%	Employees-Budgeted			
738,260	733,988	0.6%	Total Revenue Miles	5,084,631	5,023,671	1.2%
51,590	51,297	0.6%	Total Revenue Hours	356,170	351,868	1.2%
81.6	79.3	2.9%	On-Time Performance	83.2	81.7	1.9%
23.1	2.3	905.4%	Complaints Per 100,000 Passenger Trips*	8.6	2.7	220.2%
4.37	3.32	31.7%	Accidents--Total-Per 100,000 Miles	3.95	3.47	13.7%
0.83	0.24	244.6%	Accidents--Preventable-Per 100,000 Miles	0.86	0.45	90.6%
8,725	7,202	21.1%	Miles Per Roadcall	9,618	6,329	52.0%
12,513	10,194	22.7%	Miles Per Service Interruption	10,210	10,993	-7.1%
1.55	1.57	-1.4%	Bus-Total Passenger Trips / Revenue Mile	1.55	1.58	-1.8%
22.13	22.43	-1.3%	Bus-Total Passenger Trips / Revenue Hour	22.15	22.56	-1.8%

*Note: Starting March 2014, complaint number will be total complaints reported (vs. valid).