



OPERATING STATISTICS
Board Report
MARCH 2014

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
1,088,004	1,095,257	-0.7%	Total Bus Revenue Passenger Trips ⁽¹⁾	6,498,107	6,513,212	-0.2%
37,046	42,857	-13.6%	Other Bus Passenger Trips (includes East Lake) ⁽²⁾	248,039	274,560	-9.7%
5,731	9,920	-42.2%	Looper Trolley Passenger Trips ⁽³⁾	23,553	39,014	-39.6%
66,698	77,448	-13.9%	Jolley Trolley Passenger Trips ⁽⁴⁾	213,383	266,265	-19.9%
1,197,479	1,225,482	-2.3%	Total Fixed Route Passenger Trips ⁽¹⁻⁴⁾	6,983,082	7,093,051	-1.6%
22,623	22,459	0.7%	DART Client Trips ⁽⁵⁾	136,426	133,583	2.1%
624	866	-27.9%	DART TD Trips ⁽⁶⁾	3,556	5,214	-31.8%
2,982	2,908	2.5%	DART PCA Trips ⁽⁷⁾	18,307	17,058	7.3%
26,229	26,233	-0.02%	Total DART Passenger Trips ⁽⁵⁻⁷⁾	158,289	155,855	1.6%
1,223,708	1,251,715	-2.2%	Total Passenger Trips ⁽¹⁻⁷⁾	7,141,371	7,248,906	-1.48%
5,389	5,391	-0.04%	Wheelchairs	31,829	34,339	-7.3%
31,289	32,401	-3.4%	Bikes on Buses	194,299	192,796	0.8%
45,469	46,886	-3.0%	Average Weekday Passenger Trips			
29,713	30,022	-1.0%	Average Saturday Passenger Trips			
17,353	15,794	9.9%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
592	583.5	1.5%	Employees-Budgeted			
739,031	736,520	0.3%	Total Revenue Miles	4,346,371	4,289,683	1.3%
51,695	51,534	0.3%	Total Revenue Hours	304,580	300,570	1.3%
85.2	80.1	6.4%	On-Time Performance	83.8	82.1	2.1%
23.0	2.9	693.9%	Complaints Per 100,000 Passenger Trips*	6.2	2.8	121.3%
3.19	3.79	-15.8%	Accidents--Total-Per 100,000 Miles	3.87	3.50	10.7%
0.83	0.59	40.2%	Accidents--Preventable-Per 100,000 Miles	0.86	0.49	76.1%
13,225	8,279	59.7%	Miles Per Roadcall	9,788	6,201	57.8%
9,987	10,674	-6.4%	Miles Per Service Interruption	9,901	11,142	-11.1%
1.52	1.55	-1.8%	Bus-Total Passenger Trips / Revenue Mile	1.55	1.58	-1.8%
21.76	22.08	-1.4%	Bus-Total Passenger Trips / Revenue Hour	22.15	22.58	-1.9%

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