



OPERATING STATISTICS
Board Report
SEPTEMBER 2014

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
1,076,485	1,050,253	2.5%	Total Bus Revenue Passenger Trips ⁽¹⁾	13,095,963	12,963,808	1.0%
66,941	41,944	59.6%	Other Bus Passenger Trips (includes East Lake) ⁽²⁾	519,742	527,983	-1.6%
3,288	2,873	14.4%	Looper Trolley Passenger Trips ⁽³⁾	47,814	64,503	-25.9%
32,855	27,439	19.7%	Jolley Trolley Passenger Trips ⁽⁴⁾	521,194	594,675	-12.4%
1,179,569	1,122,509	5.1%	Total Fixed Route Passenger Trips ⁽¹⁻⁴⁾	14,184,713	14,150,969	0.2%
23,958	22,605	6.0%	DART Client Trips ⁽⁵⁾	274,327	271,240	1.1%
488	614	-20.5%	DART TD Trips ⁽⁶⁾	6,905	9,725	-29.0%
3,278	2,912	12.6%	DART PCA Trips ⁽⁷⁾	37,404	35,576	5.1%
27,724	26,131	6.1%	Total DART Passenger Trips ⁽⁵⁻⁷⁾	318,636	316,541	0.7%
1,207,293	1,148,640	5.1%	Total Passenger Trips ⁽¹⁻⁷⁾	14,503,349	14,467,510	0.2%
5,465	5,043	8.4%	Wheelchairs	65,544	66,229	-1.0%
35,067	32,839	6.8%	Bikes on Buses	408,098	397,643	2.6%
47,960	45,578	5.2%	Average Weekday Passenger Trips			
32,033	29,220	9.6%	Average Saturday Passenger Trips			
17,270	15,060	14.7%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
592	583.5	1.5%	Employees-Budgeted			
723,542	692,808	4.4%	Total Revenue Miles	8,757,831	8,647,827	1.3%
50,549	48,661	3.9%	Total Revenue Hours	612,719	606,274	1.1%
81.2	82.1	-1.1%	On-Time Performance	83.4	82.3	1.3%
24.4	2.6	838.5%	Complaints Per 100,000 Passenger Trips*	15.3	3.1	394.0%
2.89	5.41	-46.6%	Accidents--Total-Per 100,000 Miles	3.72	3.82	-2.7%
0.36	0.38	-5.0%	Accidents--Preventable-Per 100,000 Miles	0.84	0.53	57.9%
8,935	7,946	12.4%	Miles Per Roadcall	8,955	6,679	34.1%
9,276	8,998	3.1%	Miles Per Service Interruption	10,799	10,663	1.3%
1.58	1.58	0.0%	Bus-Total Passenger Trips / Revenue Mile	1.55	1.56	-0.3%
22.62	22.44	0.8%	Bus-Total Passenger Trips / Revenue Hour	22.22	22.25	-0.1%

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