



**OPERATING STATISTICS**  
**Board Report**  
**MAY 2015**

| CURRENT MONTH        |                      |              | RIDERSHIP STATISTICS<br>Per FTA requirements, each boarding = 1 trip. | FISCAL YEAR-TO-DATE |                  |              |
|----------------------|----------------------|--------------|---|---------------------|------------------|--------------|
| THIS MONTH           | THIS MONTH LAST YEAR | % CHANGE     |   | THIS YEAR           | PRIOR YEAR       | % CHANGE     |
| 1,096,335            | 1,112,081            | -1.4%        | Total Bus Revenue Passenger Trips <sup>(1)</sup>                      | 8,931,781           | 8,713,466        | 2.5%         |
| 38,738               | 39,603               | -2.2%        | Other Bus Passenger Trips (includes East Lake) <sup>(2)</sup>         | 355,055             | 326,143          | 8.9%         |
| 4,201                | 3,941                | 6.6%         | Looper Trolley Passenger Trips <sup>(3)</sup>                         | 38,802              | 32,478           | 19.5%        |
| 50,748               | 37,617               | 34.9%        | Jolley Trolley Passenger Trips <sup>(4)</sup>                         | 478,425             | 310,068          | 54.3%        |
| <b>1,190,022</b>     | <b>1,193,242</b>     | <b>-0.3%</b> | <b>Total Fixed Route Passenger Trips <sup>(1-4)</sup></b>             | <b>9,804,063</b>    | <b>9,382,155</b> | <b>4.5%</b>  |
| 23,438               | 23,684               | -1.0%        | DART Client Trips <sup>(5)</sup>                                      | 183,602             | 183,894          | -0.2%        |
| 364                  | 601                  | -39.4%       | DART TD Trips <sup>(6)</sup>  | 3,192               | 4,787            | -33.3%       |
| 3,263                | 3,152                | 3.5%         | DART PCA Trips <sup>(7)</sup>   | 25,545              | 24,595           | 3.9%         |
| <b>27,065</b>        | <b>27,437</b>        | <b>-1.4%</b> | <b>Total DART Passenger Trips <sup>(5-7)</sup></b>                    | <b>212,339</b>      | <b>213,276</b>   | <b>-0.4%</b> |
| <b>1,217,087</b>     | <b>1,220,679</b>     | <b>-0.3%</b> | <b>Total Passenger Trips <sup>(1-7)</sup></b>                         | <b>10,016,402</b>   | <b>9,595,431</b> | <b>4.4%</b>  |
| 6,058                | 5,618                | 7.8%         | Wheelchairs   | 45,534              | 43,575           | 4.5%         |
| 35,938               | 35,779               | 0.4%         | Bikes on Buses  | 278,864             | 264,728          | 5.3%         |
| 46,644               | 45,811               | 1.8%         | Average Weekday Passenger Trips                                       |                     |                  |              |
| 30,630               | 29,373               | 4.3%         | Average Saturday Passenger Trips                                      |                     |                  |              |
| 16,659               | 16,482               | 1.1%         | Average Sunday Passenger Trips  |                     |                  |              |
| OPERATING STATISTICS |                      |              |   |                     |                  |              |
| 608                  | 592.0                | 2.6%         | Employees-Budgeted  |                     |                  |              |
| 724,113              | 736,993              | -1.7%        | Total Revenue Miles   | 5,866,600           | 5,821,625        | 0.8%         |
| 50,551               | 51,373               | -1.6%        | Total Revenue Hours   | 409,917             | 407,543          | 0.6%         |
| 81.3                 | 82.6                 | -1.6%        | On-Time Performance   | 79.9                | 83.4             | -4.1%        |
| 18.0                 | 24.8                 | -27.5%       | Complaints Per 100,000 Passenger Trips*                               | 20.4                | 10.7             | 90.8%        |
| 3.85                 | 4.14                 | -7.0%        | Accidents--Total-Per 100,000 Miles                                    | 4.10                | 3.97             | 3.2%         |
| 0.84                 | 0.83                 | 1.5%         | Accidents--Preventable-Per 100,000 Miles                              | 0.97                | 0.85             | 13.5%        |
| 6,440                | 7,608                | -15.4%       | Miles Per Roadcall  | 9,342               | 9,307            | 0.4%         |
| 10,494               | 11,698               | -10.3%       | Miles Per Service Interruption  | 11,369              | 10,377           | 9.6%         |
| 1.57                 | 1.56                 | 0.5%         | Bus-Total Passenger Trips / Revenue Mile                              | 1.58                | 1.55             | 2.1%         |
| 22.45                | 22.42                | 0.1%         | Bus-Total Passenger Trips / Revenue Hour                              | 22.65               | 22.18            | 2.1%         |