



**OPERATING STATISTICS**  
**Board Report**  
**APRIL 2016**

| CURRENT MONTH        |                      |               | RIDERSHIP STATISTICS  | FISCAL YEAR-TO-DATE |                  |              |
|----------------------|----------------------|---------------|---|---------------------|------------------|--------------|
| THIS MONTH           | THIS MONTH LAST YEAR | % CHANGE      |   | THIS YEAR           | PRIOR YEAR       | % CHANGE     |
| 984,875              | 1,128,348            | -12.7%        | Total Bus Revenue Passenger Trips <sup>(1)</sup>              | 7,176,662           | 7,835,446        | -8.4%        |
| 33,156               | 40,808               | -18.8%        | Other Bus Passenger Trips (includes East Lake) <sup>(2)</sup> | 252,050             | 316,317          | -20.3%       |
| 4,779                | 5,174                | -7.6%         | Looper Trolley Passenger Trips <sup>(3)</sup>                 | 31,227              | 34,601           | -9.8%        |
| 55,143               | 78,993               | -30.2%        | Jolley Trolley Passenger Trips <sup>(4)</sup>                 | 334,146             | 427,677          | -21.9%       |
| <b>1,077,953</b>     | <b>1,253,323</b>     | <b>-14.0%</b> | <b>Total Fixed Route Passenger Trips <sup>(1-4)</sup></b>     | <b>7,794,085</b>    | <b>8,614,041</b> | <b>-9.5%</b> |
| 22,443               | 23,510               | -4.5%         | DART Client Trips <sup>(5)</sup>                              | 156,380             | 160,164          | -2.4%        |
| 367                  | 380                  | -3.4%         | DART TD Trips <sup>(6)</sup>                                  | 2,377               | 2,828            | -15.9%       |
| 2,929                | 3,382                | -13.4%        | DART PCA Trips <sup>(7)</sup>                                 | 21,306              | 22,282           | -4.4%        |
| <b>25,739</b>        | <b>27,272</b>        | <b>-5.6%</b>  | <b>Total DART Passenger Trips <sup>(5-7)</sup></b>            | <b>180,063</b>      | <b>185,274</b>   | <b>-2.8%</b> |
| <b>1,103,692</b>     | <b>1,280,595</b>     | <b>-13.8%</b> | <b>Total Passenger Trips <sup>(1-7)</sup></b>                 | <b>7,974,148</b>    | <b>8,799,315</b> | <b>-9.4%</b> |
| 5,585                | 5,963                | -6.3%         | Wheelchairs   | 39,017              | 39,476           | -1.2%        |
| 32,229               | 35,838               | -10.1%        | Bikes on Buses  | 228,366             | 242,926          | -6.0%        |
| 42,182               | 50,528               | -16.5%        | Average Weekday Passenger Trips                               |                     |                  |              |
| 26,599               | 35,293               | -24.6%        | Average Saturday Passenger Trips                              |                     |                  |              |
| 15,223               | 18,922               | -19.5%        | Average Sunday Passenger Trips                                |                     |                  |              |
| OPERATING STATISTICS |                      |               |   |                     |                  |              |
| 604                  | 607                  | -0.5%         | Employees-Budgeted-Full-Time                                  |                     |                  |              |
| 732,846              | 742,183              | -1.3%         | Total Revenue Miles   | 5,115,388           | 5,142,487        | -0.5%        |
| 51,108               | 51,944               | -1.6%         | Total Revenue Hours   | 357,420             | 359,366          | -0.5%        |
| 78.5                 | 79.2                 | -0.9%         | On-Time Performance   | 77.6                | 79.7             | -2.6%        |
| 23.9                 | 16.6                 | 43.8%         | Complaints/100,000 Passenger Trips-PSTA Bus                   | 23.9                | 20.8             | 14.9%        |
| 93.2                 | N/A                  | N/A           | Complaints/100,000 Passenger Trips-DART <sup>(less EL)</sup>  | 157.7               | N/A              | N/A          |
| 4.65                 | 5.04                 | -7.8%         | Accidents--Total-Per 100,000 Miles                            | 4.66                | 4.13             | 12.7%        |
| 0.95                 | 0.70                 | 36.2%         | Accidents--Preventable-Per 100,000 Miles                      | 0.97                | 0.98             | -0.8%        |
| 10,621               | 8,202                | 29.5%         | Miles Per Roadcall  | 11,518              | 9,974            | 15.5%        |
| 11,104               | 9,515                | 16.7%         | Miles Per Service Interruption                                | 9,725               | 11,504           | -15.5%       |
| 1.39                 | 1.58                 | -12.1%        | Bus-Total Passenger Trips / Revenue Mile                      | 1.45                | 1.59             | -8.7%        |
| 19.92                | 22.51                | -11.5%        | Bus-Total Passenger Trips / Revenue Hour                      | 20.78               | 22.68            | -8.4%        |