



**OPERATING STATISTICS**  
**Board Report**  
**DECEMBER 2015**

| CURRENT MONTH        |                      |              | RIDERSHIP STATISTICS  | FISCAL YEAR-TO-DATE |                  |              |
|----------------------|----------------------|--------------|---|---------------------|------------------|--------------|
| THIS MONTH           | THIS MONTH LAST YEAR | % CHANGE     |   | THIS YEAR           | PRIOR YEAR       | % CHANGE     |
| 1,042,880            | 1,110,921            | -6.1%        | Total Bus Revenue Passenger Trips <sup>(1)</sup>              | 3,178,747           | 3,361,830        | -5.4%        |
| 38,094               | 44,243               | -13.9%       | Other Bus Passenger Trips (includes East Lake) <sup>(2)</sup> | 117,351             | 150,694          | -22.1%       |
| 3,259                | 3,800                | -14.2%       | Looper Trolley Passenger Trips <sup>(3)</sup>                 | 11,351              | 10,920           | 3.9%         |
| 41,025               | 52,488               | -21.8%       | Jolley Trolley Passenger Trips <sup>(4)</sup>                 | 118,036             | 139,521          | -15.4%       |
| <b>1,125,258</b>     | <b>1,211,452</b>     | <b>-7.1%</b> | <b>Total Fixed Route Passenger Trips <sup>(1-4)</sup></b>     | <b>3,425,485</b>    | <b>3,662,965</b> | <b>-6.5%</b> |
| 22,719               | 23,050               | -1.4%        | DART Client Trips <sup>(5)</sup>                              | 69,007              | 69,011           | -0.00006     |
| 332                  | 396                  | -16.2%       | DART TD Trips <sup>(6)</sup>                                  | 1,008               | 1,310            | -23.1%       |
| 3,195                | 3,162                | 1.0%         | DART PCA Trips <sup>(7)</sup>                                 | 9,688               | 9,606            | 0.9%         |
| <b>26,246</b>        | <b>26,608</b>        | <b>-1.4%</b> | <b>Total DART Passenger Trips <sup>(5-7)</sup></b>            | <b>79,703</b>       | <b>79,927</b>    | <b>-0.3%</b> |
| <b>1,151,504</b>     | <b>1,238,060</b>     | <b>-7.0%</b> | <b>Total Passenger Trips <sup>(1-7)</sup></b>                 | <b>3,505,188</b>    | <b>3,742,892</b> | <b>-6.4%</b> |
| 5,909                | 5,998                | -1.5%        | Wheelchairs   | 17,810              | 17,598           | 1.2%         |
| 33,232               | 34,297               | -3.1%        | Bikes on Buses  | 102,514             | 104,863          | -2.2%        |
| 42,868               | 47,602               | -9.9%        | Average Weekday Passenger Trips                               |                     |                  |              |
| 28,265               | 32,947               | -14.2%       | Average Saturday Passenger Trips                              |                     |                  |              |
| 14,239               | 16,320               | -12.8%       | Average Sunday Passenger Trips                                |                     |                  |              |
| OPERATING STATISTICS |                      |              |   |                     |                  |              |
| 604                  | 607                  | -0.5%        | Employees-Budgeted-Full-Time                                  |                     |                  |              |
| 739,990              | 751,760              | -1.6%        | Total Revenue Miles   | 2,190,097           | 2,217,974        | -1.3%        |
| 51,882               | 52,516               | -1.2%        | Total Revenue Hours   | 153,294             | 154,924          | -1.1%        |
| 77.6                 | 81.0                 | -4.2%        | On-Time Performance   | 78.0                | 81.3             | -4.1%        |
| 27.3                 | 19.0                 | 43.6%        | Complaints/100,000 Passenger Trips-PSTA Bus                   | 25.4                | 22.9             | 11.0%        |
| 137.2                | N/A                  | N/A          | Complaints/100,000 Passenger Trips-DART (less E               | 175.7               | N/A              | N/A          |
| 5.19                 | 3.94                 | 31.6%        | Accidents--Total-Per 100,000 Miles                            | 4.58                | 3.89             | 17.7%        |
| 1.30                 | 0.58                 | 123.6%       | Accidents--Preventable-Per 100,000 Miles                      | 1.15                | 0.82             | 40.8%        |
| 15,149               | 10,652               | 42.2%        | Miles Per Roadcall  | 11,213              | 9,829            | 14.1%        |
| 12,131               | 11,566               | 4.9%         | Miles Per Service Interruption                                | 9,522               | 10,221           | -6.8%        |
| 1.46                 | 1.54                 | -5.1%        | Bus-Total Passenger Trips / Revenue Mile                      | 1.50                | 1.58             | -4.8%        |
| 20.83                | 22.00                | -5.3%        | Bus-Total Passenger Trips / Revenue Hour                      | 21.50               | 22.67            | -5.2%        |