



**OPERATING STATISTICS**  
**Board Report**  
**SEPTEMBER 2016**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
960,886	1,083,360	-11.3%	Total Bus Revenue Passenger Trips <sup>(1)</sup>	11,993,748	13,230,101	-9.3%
38,799	38,229	1.5%	Other Bus Passenger Trips (includes East Lake) <sup>(2)</sup>	441,057	507,530	-13.1%
3,174	2,995	6.0%	Looper Trolley Passenger Trips <sup>(3)</sup>	48,869	52,429	-6.8%
23,301	33,672	-30.8%	Jolley Trolley Passenger Trips <sup>(4)</sup>	597,508	788,512	-24.2%
<b>1,026,160</b>	<b>1,158,256</b>	<b>-11.4%</b>	<b>Total Fixed Route Passenger Trips <sup>(1-4)</sup></b>	<b>13,081,182</b>	<b>14,578,572</b>	<b>-10.3%</b>
20,290	23,407	-13.3%	DART Client Trips <sup>(5)</sup>	262,522	276,751	-5.1%
380	352	8.0%	DART TD Trips <sup>(6)</sup>	4,089	4,622	-11.5%
2,889	3,325	-13.1%	DART PCA Trips <sup>(7)</sup>	36,430	38,880	-6.3%
<b>23,559</b>	<b>27,084</b>	<b>-13.0%</b>	<b>Total DART Passenger Trips <sup>(5-7)</sup></b>	<b>303,041</b>	<b>320,253</b>	<b>-5.4%</b>
<b>1,049,719</b>	<b>1,185,340</b>	<b>-11.4%</b>	<b>Total Passenger Trips <sup>(1-7)</sup></b>	<b>13,384,223</b>	<b>14,898,825</b>	<b>-10.2%</b>
5,163	6,002	-14.0%	Wheelchairs	64,709	68,523	-5.6%
31,668	34,797	-9.0%	Bikes on Buses	395,120	419,518	-5.8%
40,456	45,808	-11.7%	Average Weekday Passenger Trips			
25,816	28,895	-10.7%	Average Saturday Passenger Trips			
14,876	15,197	-2.1%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
604	607	-0.5%	Employees-Budgeted-Full-Time			
718,928	723,020	-0.6%	Total Revenue Miles	8,782,696	8,829,177	-0.5%
49,735	50,523	-1.6%	Total Revenue Hours	611,212	617,089	-1.0%
79.6	79.6	0.0%	On-Time Performance	78.7	80.7	-2.5%
30.9	19.9	55.3%	Complaints/100,000 Passenger Trips-PSTA Bus	27.4	20.3	34.8%
89.1	N/A	N/A	Complaints/100,000 Passenger Trips-DART <sup>(less EL)</sup>	143.9	N/A	N/A
4.74	5.06	-6.3%	Accidents--Total-Per 100,000 Miles	4.60	4.40	4.4%
1.70	1.08	57.5%	Accidents--Preventable-Per 100,000 Miles	0.99	0.97	2.5%
12,282	12,585	-2.4%	Miles Per Roadcall	11,502	9,479	21.3%
11,060	7,859	40.7%	Miles Per Service Interruption	9,769	9,681	0.9%
1.39	1.55	-10.3%	Bus-Total Passenger Trips / Revenue Mile	1.42	1.56	-9.2%
20.10	22.20	-9.5%	Bus-Total Passenger Trips / Revenue Hour	20.34	22.26	-8.6%