



OPERATING STATISTICS
Board Report
NOVEMBER 2016

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
950,581	1,001,304	-5.1%	Total Bus Revenue Passenger Trips ⁽¹⁾	1,938,280	2,135,867	-9.3%
70,483	77,608	-9.2%	Other Bus Passenger Trips ^(includes East Lake) ⁽²⁾	148,403	164,360	-9.7%
1,021,064	1,078,912	-5.4%	Total Fixed Route Passenger Trips ⁽¹⁻²⁾	2,086,683	2,300,227	-9.3%
25,286	21,871	15.6%	DART Client Trips ⁽³⁾	47,256	46,288	2.1%
517	313	65.2%	DART TD Trips ⁽⁴⁾	970	676	43.5%
2,918	3,054	-4.5%	DART PCA Trips ⁽⁵⁾	5,787	6,493	-10.9%
28,721	25,238	13.8%	Total DART Passenger Trips ⁽³⁻⁵⁾	54,013	53,457	1.0%
1,049,785	1,104,150	-4.9%	Total Passenger Trips ⁽¹⁻⁵⁾	2,140,696	2,353,684	-9.0%
347,842	279,140	24.6%	TD Discounted Pass Trips	710,355	627,675	13.2%
51,597	49,194	4.9%	UPASS Trips	106,929	103,585	3.2%
5,455	5,479	-0.4%	Wheelchairs	10,924	11,901	-8.2%
32,630	32,633	-0.01%	Bikes on Buses	66,061	69,282	-4.6%
40,792	43,975	-7.2%	Average Weekday Passenger Trips			
26,462	28,756	-8.0%	Average Saturday Passenger Trips			
13,368	14,231	-6.1%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
607	604	0.5%	Employees-Budgeted-Full-Time			
696,518	695,974	0.1%	Total Revenue Miles	1,412,375	1,450,107	-2.6%
50,723	48,657	4.2%	Total Revenue Hours	102,734	101,413	1.3%
82.1	78.5	4.6%	On-Time Performance	82.5	78.2	5.5%
30.4	25.5	19.2%	Complaints/100,000 Passenger Trips-PSTA Bus	31.9	24.5	30.2%
13.9	221.9	-93.7%	Complaints/100,000 Passenger Trips-DART ^(less EL)	14.8	194.5	-92.4%
4.03	4.76	-15.4%	Accidents--Total-Per 100,000 Miles	4.35	4.27	1.8%
0.88	1.50	-41.3%	Accidents--Preventable-Per 100,000 Miles	1.24	1.08	15.0%
15,892	9,852	61.3%	Miles Per Roadcall	17,507	9,901	76.8%
12,009	8,188	46.7%	Miles Per Service Interruption	12,072	8,581	40.7%
1.42	1.49	-4.9%	Bus-Total Passenger Trips / Revenue Mile	1.42	1.53	-6.9%
19.46	21.33	-8.8%	Bus-Total Passenger Trips / Revenue Hour	19.59	21.84	-10.3%

Ridership Trend Analysis:

Issue	Impact
One More Weekday	2.6%
Major Weather Event	0.0%
Other Local Issue	-0.6% Drop in Jolley Trolley Ridership
National Trend	-6.9%