



OPERATING STATISTICS
Board Report
APRIL 2017

| CURRENT MONTH | | | RIDERSHIP STATISTICS | FISCAL YEAR-TO-DATE | | |
|----------------------|----------------------|--------------|---|---------------------|------------------|--------------|
| THIS MONTH | THIS MONTH LAST YEAR | % CHANGE | | THIS YEAR | PRIOR YEAR | % CHANGE |
| 909,139 | 984,875 | -7.7% | Total Bus Revenue Passenger Trips ⁽¹⁾ | 6,681,232 | 7,176,662 | -6.9% |
| 115,526 | 93,078 | 24.1% | Other Bus Passenger Trips ^{(includes East Lake) (2)} | 568,650 | 617,423 | -7.9% |
| 1,024,665 | 1,077,953 | -4.9% | Total Fixed Route Passenger Trips ⁽¹⁻²⁾ | 7,249,882 | 7,794,085 | -7.0% |
| 23,561 | 22,443 | 5.0% | DART Client Trips ⁽³⁾ | 165,447 | 156,380 | 5.8% |
| 813 | 367 | 121.5% | DART TD Trips ⁽⁴⁾ | 4,847 | 2,377 | 103.9% |
| 3,185 | 2,929 | 8.7% | DART PCA Trips ⁽⁵⁾ | 21,883 | 21,306 | 2.7% |
| 27,559 | 25,739 | 7.1% | Total DART Passenger Trips ⁽³⁻⁵⁾ | 192,177 | 180,063 | 6.7% |
| 1,052,224 | 1,103,692 | -4.7% | Total Passenger Trips ⁽¹⁻⁵⁾ | 7,442,059 | 7,974,148 | -6.7% |
| 318,754 | 257,265 | 23.9% | TD Discounted Pass Trips | 2,399,036 | 1,928,973 | 24.4% |
| 46,925 | 54,328 | -13.6% | UPASS Trips | 341,780 | 374,158 | -8.7% |
| 5,484 | 5,585 | -1.8% | Wheelchairs | 36,861 | 39,017 | -5.5% |
| 32,525 | 32,229 | 0.9% | Bikes on Buses | 228,293 | 228,366 | -0.03% |
| 40,986 | 42,182 | -2.8% | Average Weekday Passenger Trips | | | |
| 26,942 | 26,599 | 1.3% | Average Saturday Passenger Trips | | | |
| 15,279 | 15,223 | 0.4% | Average Sunday Passenger Trips | | | |
| OPERATING STATISTICS | | | | | | |
| 607 | 604 | 0.5% | Employees-Budgeted-Full-Time | | | |
| 711,389 | 732,846 | -2.9% | Total Revenue Miles | 5,015,949 | 5,115,388 | -1.9% |
| 51,822 | 51,108 | 1.4% | Total Revenue Hours | 365,410 | 357,420 | 2.2% |
| 80.0 | 78.5 | 1.9% | On-Time Performance | 80.8 | 77.6 | 4.1% |
| 33.4 | 23.9 | 39.6% | Complaints/100,000 Passenger Trips-PSTA Bus | 31.5 | 23.9 | 31.6% |
| 14.5 | 93.2 | -84.4% | Complaints/100,000 Passenger Trips-DART ^(less EL) | 15.1 | 157.7 | -90.4% |
| 4.19 | 4.65 | -9.9% | Accidents--Total-Per 100,000 Miles | 4.65 | 4.66 | -0.2% |
| 0.62 | 0.95 | -35.4% | Accidents--Preventable-Per 100,000 Miles | 1.26 | 0.97 | 29.8% |
| 23,197 | 10,621 | 118.4% | Miles Per Roadcall | 17,231 | 11,518 | 49.6% |
| 19,761 | 11,104 | 78.0% | Miles Per Service Interruption | 13,305 | 9,725 | 36.8% |
| 1.36 | 1.39 | -2.3% | Bus-Total Passenger Trips / Revenue Mile | 1.39 | 1.45 | -4.4% |
| 18.63 | 19.92 | -6.5% | Bus-Total Passenger Trips / Revenue Hour | 19.02 | 20.78 | -8.5% |

Ridership Trend Analysis:

| Issue | Impact |
|---|---------------|
| One fewer weekday/one more Sunday | -2.44% |
| DART ridership up | 0.17% |
| Jolley Trolley down | -0.07% |
| Looper up | 0.003% |
| One Pinellas County Schools/SPC holiday on a Weekday (vs. none in 2016) | -0.10% |
| National Trend | -2.26% |
| Total | -4.70% |