



**OPERATING STATISTICS**  
**Board Report**  
**MAY 2017**

| CURRENT MONTH        |                      |              | RIDERSHIP STATISTICS  | FISCAL YEAR-TO-DATE |                  |              |
|----------------------|----------------------|--------------|---|---------------------|------------------|--------------|
| THIS MONTH           | THIS MONTH LAST YEAR | % CHANGE     |   | THIS YEAR           | PRIOR YEAR       | % CHANGE     |
| 944,672              | 965,829              | -2.2%        | Total Bus Revenue Passenger Trips <sup>(1)</sup>              | 7,625,904           | 8,142,245        | -6.3%        |
| 67,420               | 77,885               | -13.4%       | Other Bus Passenger Trips (includes East Lake) <sup>(2)</sup> | 636,070             | 695,308          | -8.5%        |
| <b>1,012,092</b>     | <b>1,043,714</b>     | <b>-3.0%</b> | <b>Total Fixed Route Passenger Trips <sup>(1-2)</sup></b>     | <b>8,261,974</b>    | <b>8,837,553</b> | <b>-6.5%</b> |
| 25,224               | 22,484               | 12.2%        | DART Client Trips <sup>(3)</sup>                              | 190,671             | 178,864          | 6.6%         |
| 907                  | 361                  | 151.2%       | DART TD Trips <sup>(4)</sup>                                  | 5,754               | 2,738            | 110.2%       |
| 3,245                | 3,076                | 5.5%         | DART PCA Trips <sup>(5)</sup>                                 | 25,128              | 24,382           | 3.1%         |
| <b>29,376</b>        | <b>25,921</b>        | <b>13.3%</b> | <b>Total DART Passenger Trips <sup>(3-5)</sup></b>            | <b>221,553</b>      | <b>205,984</b>   | <b>7.6%</b>  |
| <b>1,041,468</b>     | <b>1,069,635</b>     | <b>-2.6%</b> | <b>Total Passenger Trips <sup>(1-5)</sup></b>                 | <b>8,483,527</b>    | <b>9,043,537</b> | <b>-6.2%</b> |
| 344,277              | 257,043              | 33.9%        | TD Discounted Pass Trips                                      | 2,743,313           | 2,186,016        | 25.5%        |
| 46,310               | 51,535               | -10.1%       | UPASS Trips   | 388,090             | 425,693          | -8.8%        |
| 5,576                | 5,152                | 8.2%         | Wheelchairs   | 42,437              | 44,169           | -3.9%        |
| 34,121               | 32,950               | 3.6%         | Bikes on Buses  | 262,414             | 261,316          | 0.4%         |
| 38,547               | 40,262               | -4.3%        | Average Weekday Passenger Trips                               |                     |                  |              |
| 25,738               | 26,696               | -3.6%        | Average Saturday Passenger Trips                              |                     |                  |              |
| 14,872               | 14,263               | 4.3%         | Average Sunday Passenger Trips                                |                     |                  |              |
| OPERATING STATISTICS |                      |              |   |                     |                  |              |
| 607                  | 604                  | 0.5%         | Employees-Budgeted-Full-Time                                  |                     |                  |              |
| 742,905              | 732,578              | 1.4%         | Total Revenue Miles   | 5,758,854           | 5,847,966        | -1.5%        |
| 54,027               | 50,771               | 6.4%         | Total Revenue Hours   | 419,437             | 408,190          | 2.8%         |
| 82.4                 | 78.6                 | 4.8%         | On-Time Performance   | 81.0                | 77.7             | 4.3%         |
| 36.6                 | 28.6                 | 27.9%        | Complaints/100,000 Passenger Trips-PSTA Bus                   | 32.1                | 24.4             | 31.5%        |
| 3.4                  | 158.2                | -97.8%       | Complaints/100,000 Passenger Trips-DART <sup>(less EL)</sup>  | 13.5                | 157.8            | -91.4%       |
| 2.95                 | 4.42                 | -33.2%       | Accidents--Total-Per 100,000 Miles                            | 4.43                | 4.63             | -4.3%        |
| 0.83                 | 1.31                 | -36.9%       | Accidents--Preventable-Per 100,000 Miles                      | 1.20                | 1.01             | 19.1%        |
| 16,943               | 9,968                | 70.0%        | Miles Per Roadcall  | 17,193              | 11,299           | 52.2%        |
| 13,757               | 10,465               | 31.5%        | Miles Per Service Interruption                                | 13,362              | 9,812            | 36.2%        |
| 1.32                 | 1.36                 | -2.9%        | Bus-Total Passenger Trips / Revenue Mile                      | 1.38                | 1.44             | -4.4%        |
| 18.17                | 19.66                | -7.6%        | Bus-Total Passenger Trips / Revenue Hour                      | 18.91               | 20.64            | -8.4%        |

**Ridership Trend Analysis:**

| Issue  | Impact       |
|--|--------------|
| One more weekday/one fewer Sunday than 2016                | 2.4%         |
| DART ridership up  | 0.3%         |
| Jolley Trolley down  | -1.4%        |
| Looper up  | 0.01%        |
| Memorial Day (Holiday on a Weekday)                        | 0.05%        |
| Three more Pinellas County School off days in May vs. 2016 | -0.6%        |
| Weather Impact (more rain days in 2017)                    | -1.0%        |
| National Trend   | -2.3%        |
| <b>Total</b>   | <b>-2.6%</b> |