



OPERATING STATISTICS
Board Report
DECEMBER 2017

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
865,320	951,598	-9.1%	Total Bus Revenue Passenger Trips ⁽¹⁾	2,675,185	2,889,878	-7.4%
58,562	76,819	-23.8%	Other Bus Passenger Trips (includes East Lake) ⁽²⁾	182,276	225,222	-19.1%
923,882	1,028,417	-10.2%	Total Fixed Route Passenger Trips ⁽¹⁻²⁾	2,857,461	3,115,100	-8.3%
25,848	22,384	15.48%	DART Client Trips ⁽³⁾	79,924	72,509	10.2%
174	655	-73.4%	DART TD Trips ⁽⁴⁾	689	1,631	-57.8%
3,089	3,216	-3.9%	DART PCA Trips ⁽⁵⁾	9,053	9,003	0.6%
29,111	26,255	10.9%	Total DART Passenger Trips ⁽³⁻⁵⁾	89,666	83,143	7.8%
952,993	1,054,672	-9.6%	Total Passenger Trips ⁽¹⁻⁵⁾	2,947,127	3,198,243	-7.9%
311,395	356,996	-12.8%	TD Discounted Pass Trips	955,194	1,067,351	-10.5%
40,278	39,638	1.6%	UPASS Trips	138,352	146,567	-5.6%
5,249	5,558	-5.6%	Wheelchairs	16,103	16,482	-2.3%
31,554	32,600	-3.2%	Bikes on Buses	96,830	98,661	-1.9%
37,501	39,080	-4.0%	Average Weekday Passenger Trips			
24,946	24,708	1.0%	Average Saturday Passenger Trips			
13,019	12,550	3.7%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
606	607	-0.2%	Employees-Budgeted-Full-Time			
718,509	731,276	-1.7%	Total Revenue Miles	2,175,168	2,143,650	1.5%
47,443	53,306	-11.0%	Total Revenue Hours	143,792	156,040	-7.8%
80.6	82.4	-2.2%	On-Time Performance	80.9	82.4	-1.9%
33.4	28.4	17.6%	Complaints/100,000 Passenger Trips-PSTA Bus	32.0	30.7	4.3%
20.6	22.9	-10.0%	Complaints/100,000 Passenger Trips-DART ^(less EL)	22.3	16.8	32.8%
3.69	4.20	-12.2%	Accidents--Total-Per 100,000 Miles	3.98	4.30	-7.5%
1.23	1.32	-6.9%	Accidents--Preventable-Per 100,000 Miles	1.58	1.27	24.6%
18,489	16,354	13.1%	Miles Per Roadcall	19,875	17,096	16.3%
13,557	13,798	-1.7%	Miles Per Service Interruption	12,289	12,610	-2.5%
1.26	1.35	-6.8%	Bus-Total Passenger Trips / Revenue Mile	1.29	1.40	-8.1%
19.06	18.50	3.0%	Bus-Total Passenger Trips / Revenue Hour	19.45	19.22	1.2%

Ridership Trend Analysis:

Month		Month
-101,679	Total Passenger Trips	-9.6%
	Proportionate Factors in Trend:	
-21,756	Jolley Trolley	-21.4%
-457	Looper	-0.4%
-50,756	Difference in service days-2017	-49.9%
-5,000	Weather (colder in 2017)	-4.9%
-23,710	National Trend	-23.3%
-101,679		-100.0% (of 9.6% difference)