



## OPERATING STATISTICS

### Board Report NOVEMBER 2019

| CURRENT MONTH        |                      |               | RIDERSHIP STATISTICS  | FISCAL YEAR-TO-DATE |                  |               |
|----------------------|----------------------|---------------|---|---------------------|------------------|---------------|
| THIS MONTH           | THIS MONTH LAST YEAR | % CHANGE      |   | THIS YEAR           | PRIOR YEAR       | % CHANGE      |
| 865,591              | 892,483              | -3.0%         | Total Bus Revenue Passenger Trips <sup>(1)</sup>              | 1,816,213           | 1,868,347        | -2.8%         |
| 63,987               | 56,233               | 13.8%         | Other Bus Passenger Trips <sup>(includes East Lake) (2)</sup> | 133,259             | 113,313          | 17.6%         |
| <b>929,578</b>       | <b>948,716</b>       | <b>-2.0%</b>  | <b>Total Fixed Route Passenger Trips <sup>(1-2)</sup></b>     | <b>1,949,472</b>    | <b>1,981,660</b> | <b>-1.6%</b>  |
| 25,239               | 26,936               | -6.3%         | DART Client Trips <sup>(3)</sup>                              | 53,382              | 56,650           | -5.8%         |
| 103                  | 91                   | 13.2%         | DART TD Trips <sup>(4)</sup>                                  | 209                 | 170              | 22.9%         |
| 502                  | 3,674                | -86.3%        | DART PCA Trips <sup>(5)</sup>                                 | 1,083               | 7,345            | -85.3%        |
| <b>25,844</b>        | <b>30,701</b>        | <b>-15.8%</b> | <b>Total DART Passenger Trips <sup>(3-5)</sup></b>            | <b>54,674</b>       | <b>64,165</b>    | <b>-14.8%</b> |
| 7,007                | 3,521                | 99.0%         | Total Mobility Programs <sup>(6)</sup>                        | 14,032              | 7,269            | 93.0%         |
| <b>962,429</b>       | <b>982,938</b>       | <b>-2.1%</b>  | <b>Total Passenger Trips <sup>(1-6)</sup></b>                 | <b>2,018,178</b>    | <b>2,053,094</b> | <b>-1.7%</b>  |
| 295,959              | 315,512              | -6.2%         | TD Discounted Pass Trips                                      | 618,659             | 658,673          | -6.1%         |
| 50,713               | 51,210               | -1.0%         | UPASS Trips   | 108,619             | 107,972          | 0.6%          |
| 5,054                | 5,570                | -9.3%         | Wheelchairs   | 10,454              | 11,571           | -9.7%         |
| 29,872               | 31,890               | -6.3%         | Bikes on Buses  | 63,449              | 67,239           | -5.6%         |
| 38,360               | 38,507               | -0.4%         | Average Weekday Passenger Trips                               |                     |                  |               |
| 24,897               | 26,371               | -5.6%         | Average Saturday Passenger Trips                              |                     |                  |               |
| 14,150               | 14,365               | -1.5%         | Average Sunday Passenger Trips                                |                     |                  |               |
| OPERATING STATISTICS |                      |               |   |                     |                  |               |
| 634                  | 619                  | 2.4%          | Employees-Budgeted-Full-Time                                  |                     |                  |               |
| 739,522              | 726,118              | 1.8%          | Total Revenue Miles   | 1,522,491           | 1,496,500        | 1.7%          |
| 54,542               | 54,133               | 0.8%          | Total Revenue Hours   | 112,597             | 111,497          | 1.0%          |
| 67.3                 | 65.6                 | 2.6%          | On-Time Performance <sup>(Earlies excluded.)</sup>            | 68.1                | 66.1             | 3.0%          |
| 33.7                 | 33.2                 | 1.5%          | Complaints/100,000 Passenger Trips-PSTA Bus                   | 33.5                | 35.8             | -6.5%         |
| 81.3                 | 13.0                 | 523.7%        | Complaints/100,000 Passenger Trips-DART <sup>(less EL)</sup>  | 120.7               | 20.3             | 495.8%        |
| 2.99                 | 4.28                 | -30.1%        | Accidents--Total-Per 100,000 Miles                            | 3.14                | 4.39             | -28.5%        |
| 0.72                 | 0.73                 | -2.1%         | Accidents--Preventable-Per 100,000 Miles                      | 0.70                | 0.77             | -9.6%         |
| 19,890               | 19,015               | 4.6%          | Miles Per Roadcall  | 23,912              | 19,390           | 23.3%         |
| 38,922               | 16,503               | 135.9%        | Miles Per Service Interruption                                | 27,682              | 16,445           | 68.3%         |
| 1.22                 | 1.27                 | -4.2%         | Bus-Total Passenger Trips / Revenue Mile                      | 1.24                | 1.29             | -3.6%         |
| 16.52                | 17.06                | -3.2%         | Bus-Total Passenger Trips / Revenue Hour                      | 16.79               | 17.29            | -2.9%         |

#### Ridership Trend Analysis:

| Month   |                                    |
|---------|------------------------------------|
| -20,509 | <b>Total Passenger Trips -2.1%</b> |
|         | Major Factors in Trend:            |
| -23,124 | Bus                                |
| 2,861   | Jolley Trolley                     |
| 1,124   | St. Petersburg DT Trolley          |
| 3,486   | Mobility                           |
| -4,857  | DART                               |

*One fewer weekday this year.*