



OPERATING STATISTICS
Board Report
***JUNE 2020**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
582,155	1,114,649	-47.8%	Total Bus Passenger Trips-APC* (1)	7,685,576	9,832,420	-21.8%
20,784	43,564	-52.3%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	249,970	356,761	-29.9%
602,939	1,158,213	-47.9%	Total Fixed Route Passenger Trips (1-2)	7,935,546	10,189,181	-22.1%
16,586	25,098	-33.9%	DART Client Trips (3)	187,475	245,451	-23.6%
92	39	135.9%	DART TD Trips (4)	1,136	898	26.5%
2,156	3,292	-34.5%	DART PCA Trips (5)	24,372	31,492	-22.6%
18,834	28,429	-33.8%	Total DART Passenger Trips (3-5)	212,983	277,841	-23.3%
5,424	7,257	-25.3%	Total Mobility Programs (6)	73,117	44,267	65.2%
627,197	1,193,899	-47.5%	Total Passenger Trips (1-6)	8,221,646	10,511,289	-21.8%
0	288,408	-100.0%	TD Discounted Pass Trips	1,664,334	2,795,544	-40.5%
0	45,242	-100.0%	UPASS Trips	286,355	452,428	-36.7%
2,945	4,921	-40.2%	Wheelchairs	36,805	48,716	-24.4%
21,330	31,989	-33.3%	Bikes on Buses	247,837	291,871	-15.1%
23,464	46,497	-49.5%	Average Weekday Passenger Trips			
16,061	33,394	-51.9%	Average Saturday Passenger Trips			
11,686	18,679	-37.4%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
634	619	2.4%	Employees-Budgeted-Full-Time			
591,431	724,304	-18.3%	Total Revenue Miles	6,146,109	6,665,605	-7.8%
42,954	53,980	-20.4%	Total Revenue Hours	450,928	496,675	-9.2%
73.2	74.1	-1.1%	On-Time Performance (Earlies excluded.)	70.1	68.5	2.4%
35.0	25.6	37.1%	Complaints/100,000 Passenger Trips-PSTA Bus	28.8	32.1	-10.3%
26.5	7.0	277.4%	Complaints/100,000 Passenger Trips-DART (less EL)	68.6	16.9	305.2%
4.24	5.74	-26.0%	Accidents--Total-Per 100,000 Miles	4.01	4.49	-10.7%
1.06	1.71	-37.9%	Accidents--Preventable-Per 100,000 Miles	1.14	1.26	-9.4%
95	61	55.7%	Security Incidents - (All)	529	411	28.7%
47	17	176.5%	Security Incidents - (Operators Only)	201	115	74.8%
12	20	-40.0%	Severe Incidents# - (All)	123	148	-16.9%
5	7	-28.6%	Severe Incidents# - (Operators Only)	44	44	0.0%
28,680	22,139	29.5%	Miles Per Roadcall	27,217	18,370	48.2%
22,747	17,666	28.8%	Miles Per Service Interruption	27,810	16,790	65.6%
0.98	1.54	-36.0%	Bus-Total Passenger Trips / Revenue Mile	1.25	1.48	-15.2%
13.55	20.65	-34.4%	Bus-Total Passenger Trips / Revenue Hour	17.04	19.80	-13.9%

#Severe Incidents Defined as : events involving physical + verbal + weapon assaults or threats.

COVID-19 Week to Week Ridership Comparison	6/24-6/30/20	3/1-3/7/20	% Change
Weekly Total Last Week June to 1st week March	147,088	241,073	-39.0%
Average Weekday Ridership	23,670	39,074	-39.4%
Average Saturday Ridership	17,066	27,955	-39.0%
Average Sunday Ridership	11,672	17,750	-34.2%

* Due to the COVID-19 Pandemic and PSTA Safety procedures instituted, fares were suspended on March 19, 2020. Passengers were instructed to enter through the rear door and counted using Automatic Passenger Counter Technology instead of the farebox.
 APC data validated and approved by FTA for NTD reporting.