



OPERATING STATISTICS
Board Report
MAY 2014

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
1,112,081	1,104,464	0.7%	Total Bus Revenue Passenger Trips ⁽¹⁾	8,713,466	8,724,687	-0.1%
39,603	46,883	-15.5%	Other Bus Passenger Trips (includes East Lake) ⁽²⁾	326,143	365,163	-10.7%
3,941	6,644	-40.7%	Looper Trolley Passenger Trips ⁽³⁾	32,478	52,520	-38.2%
37,617	41,311	-8.9%	Jolley Trolley Passenger Trips ⁽⁴⁾	310,068	360,452	-14.0%
1,193,242	1,199,302	-0.5%	Total Fixed Route Passenger Trips ⁽¹⁻⁴⁾	9,382,155	9,502,822	-1.3%
23,684	23,918	-1.0%	DART Client Trips ⁽⁵⁾	183,894	180,734	1.7%
601	928	-35.2%	DART TD Trips ⁽⁶⁾	4,787	6,996	-31.6%
3,152	3,097	1.8%	DART PCA Trips ⁽⁷⁾	24,595	23,174	6.1%
27,437	27,943	-1.8%	Total DART Passenger Trips ⁽⁵⁻⁷⁾	213,276	210,904	1.1%
1,220,679	1,227,245	-0.5%	Total Passenger Trips ⁽¹⁻⁷⁾	9,595,431	9,713,726	-1.2%
5,618	5,835	-3.7%	Wheelchairs	43,575	45,618	-4.5%
35,779	34,895	2.5%	Bikes on Buses	264,728	261,138	1.4%
45,811	45,158	1.4%	Average Weekday Passenger Trips			
29,373	30,073	-2.3%	Average Saturday Passenger Trips			
16,482	15,731	4.8%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
592	583.5	1.5%	Employees-Budgeted			
736,993	744,456	-1.0%	Total Revenue Miles	5,821,625	5,768,126	0.9%
51,373	52,006	-1.2%	Total Revenue Hours	407,543	403,873	0.9%
82.6	82.9	-0.4%	On-Time Performance	83.4	81.8	1.9%
24.8	5.5	351.5%	Complaints Per 100,000 Passenger Trips*	10.7	3.1	245.5%
4.14	5.38	-23.0%	Accidents--Total-Per 100,000 Miles	3.97	3.72	6.8%
0.83	0.70	18.4%	Accidents--Preventable-Per 100,000 Miles	0.85	0.48	78.0%
7,608	5,976	27.3%	Miles Per Roadcall	9,307	6,281	48.2%
11,698	10,198	14.7%	Miles Per Service Interruption	10,377	10,883	-4.6%
1.56	1.55	0.8%	Bus-Total Passenger Trips / Revenue Mile	1.55	1.58	-1.7%
22.42	22.14	1.3%	Bus-Total Passenger Trips / Revenue Hour	22.18	22.51	-1.5%

*Note: Starting March 2014, complaint number will be total complaints reported (vs. valid).