



**OPERATING STATISTICS**  
**Board Report**  
**NOVEMBER 2017**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
878,024	950,581	-7.6%	Total Bus Revenue Passenger Trips <sup>(1)</sup>	1,809,865	1,938,280	-6.6%
59,814	70,483	-15.1%	Other Bus Passenger Trips <sup>(includes East Lake)</sup> <sup>(2)</sup>	123,714	148,403	-16.6%
<b>937,838</b>	<b>1,021,064</b>	<b>-8.2%</b>	<b>Total Fixed Route Passenger Trips <sup>(1-2)</sup></b>	<b>1,933,579</b>	<b>2,086,683</b>	<b>-7.3%</b>
26,327	25,286	4.12%	DART Client Trips <sup>(3)</sup>	54,076	50,125	7.9%
129	517	-75.0%	DART TD Trips <sup>(4)</sup>	515	976	-47.2%
2,952	2,918	1.2%	DART PCA Trips <sup>(5)</sup>	5,964	5,787	3.1%
<b>29,408</b>	<b>28,721</b>	<b>2.4%</b>	<b>Total DART Passenger Trips <sup>(3-5)</sup></b>	<b>60,555</b>	<b>56,888</b>	<b>6.4%</b>
<b>967,246</b>	<b>1,049,785</b>	<b>-7.9%</b>	<b>Total Passenger Trips <sup>(1-5)</sup></b>	<b>1,994,134</b>	<b>2,143,571</b>	<b>-7.0%</b>
316,372	347,842	-9.0%	TD Discounted Pass Trips	643,799	710,355	-9.4%
47,183	51,597	-8.6%	UPASS Trips	98,074	106,929	-8.3%
5,269	5,455	-3.4%	Wheelchairs	10,854	10,924	-0.6%
32,133	32,630	-1.5%	Bikes on Buses	65,276	66,061	-1.2%
38,165	40,792	-6.4%	Average Weekday Passenger Trips			
25,306	26,462	-4.4%	Average Saturday Passenger Trips			
12,911	13,368	-3.4%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
606	607	-0.2%	Employees-Budgeted-Full-Time			
715,452	696,518	2.7%	Total Revenue Miles	1,456,659	1,412,375	3.1%
47,196	50,723	-7.0%	Total Revenue Hours	96,350	102,734	-6.2%
81.3	82.1	-1.0%	On-Time Performance	81.0	82.5	-1.8%
32.7	30.4	7.4%	Complaints/100,000 Passenger Trips-PSTA Bus	31.4	31.9	-1.6%
27.2	13.9	95.7%	Complaints/100,000 Passenger Trips-DART <sup>(less EL)</sup>	23.1	14.1	64.0%
3.70	4.0	-8.2%	Accidents--Total-Per 100,000 Miles	4.12	4.4	-5.3%
1.60	0.88	82.2%	Accidents--Preventable-Per 100,000 Miles	1.76	1.24	41.7%
21,332	15,892	34.2%	Miles Per Roadcall	20,637	17,507	17.9%
11,540	12,009	-3.9%	Miles Per Service Interruption	11,747	12,072	-2.7%
1.28	1.42	-9.6%	Bus-Total Passenger Trips / Revenue Mile	1.30	1.42	-8.5%
19.46	19.46	0.0%	Bus-Total Passenger Trips / Revenue Hour	19.65	19.59	0.3%

**Ridership Trend Analysis:**

Month		Month
-82,539	<b>Total Passenger Trips</b>	-7.9%
	Proportionate Factors in Trend:	
-14,362	Jolley Trolley	-17.4%
-530	Looper	-0.6%
-67,647	National Trend	-82.0%
-82,539		-100.0% (of 7.9% difference)