



**OPERATING STATISTICS**  
**Board Report**  
**\*APRIL 2020**

\*\*Rev. 5/21/20

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
467,043	963,949	-51.5%	Total Bus Passenger Trips-APC* (1)	6,740,361	6,591,091	2.3%
4,020	59,991	-93.3%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	217,183	263,386	-17.5%
<b>471,063</b>	<b>1,023,940</b>	<b>-54.0%</b>	<b>Total Fixed Route Passenger Trips (1-2)</b>	<b>6,957,544</b>	<b>6,854,477</b>	<b>1.5%</b>
10,202	28,075	-63.7%	DART Client Trips (3)	157,777	192,267	-17.9%
138	147	-6.1%	DART TD Trips (4)	892	767	16.3%
1,326	3,614	-63.3%	DART PCA Trips (5)	20,511	24,610	-16.7%
<b>11,666</b>	<b>31,836</b>	<b>-63.4%</b>	<b>Total DART Passenger Trips (3-5)</b>	<b>179,180</b>	<b>217,644</b>	<b>-17.7%</b>
4,510	6,103	-26.1%	Total Mobility Programs (6)	62,319	30,059	107.3%
<b>487,239</b>	<b>1,061,879</b>	<b>-54.1%</b>	<b>Total Passenger Trips (1-6)</b>	<b>7,199,043</b>	<b>7,102,180</b>	<b>1.4%</b>
0	302,946	-100.0%	TD Discounted Pass Trips	1,664,334	2,182,948	-23.8%
0	51,171	-100.0%	UPASS Trips	286,355	355,219	-19.4%
2,307	5,353	-56.9%	Wheelchairs	30,806	38,022	-19.0%
18,625	32,735	-43.1%	Bikes on Buses	205,170	224,650	-8.7%
18,511	39,881	-53.6%	Average Weekday Passenger Trips			
11,073	28,598	-61.3%	Average Saturday Passenger Trips			
8,925	17,384	-48.7%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
634	619	2.4%	Employees-Budgeted-Full-Time			
539,976	751,396	-28.1%	Total Revenue Miles	5,015,262	5,181,995	-3.2%
39,318	56,125	-29.9%	Total Revenue Hours	368,484	386,295	-4.6%
75.5	70.4	7.3%	On-Time Performance (Earlies excluded.)	69.3	67.3	3.0%
26.6	40.9	-35.0%	Complaints/100,000 Passenger Trips-PSTA Bus	27.6	37.9	-27.2%
60.0	25.1	138.8%	Complaints/100,000 Passenger Trips-DART (less EL)	72.6	16.5	338.6%
4.18	3.29	27.1%	Accidents--Total-Per 100,000 Miles	4.08	4.34	-5.9%
1.84	1.06	74.0%	Accidents--Preventable-Per 100,000 Miles	1.15	1.23	-6.6%
38	46	-17.4%	Security Incidents - (All)	371	295	25.8%
17	8	112.5%	Security Incidents - (Operators Only)	126	86	46.5%
11	14	-21.4%	Severe Incidents# - (All)	95	104	-8.7%
4	2	100.0%	Severe Incidents# - (Operators Only)	34	32	6.3%
28,493	16,699	70.6%	Miles Per Roadcall	24,594	17,468	40.8%
19,285	15,654	23.2%	Miles Per Service Interruption	23,657	16,194	46.1%
0.86	1.28	-32.6%	Bus-Total Passenger Trips / Revenue Mile	1.34	1.27	5.7%
11.88	17.18	-30.8%	Bus-Total Passenger Trips / Revenue Hour	18.29	17.06	7.2%

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

COVID-19 Week to Week Ridership Comparison	4/24-4/30/20	3/1-3/7/20	% Change
Weekly Total Last Week April to 1st week March	103,234	253,979	-59.4%
Average Weekday Ridership	16,627	41,340	-59.8%
Average Saturday Ridership	11,400	28,715	-60.3%
Average Sunday Ridership	8,701	18,563	-53.1%

\* 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.  
 Source for FY2020 YTD ridership is APC validated data and approved by FTA for NTD reporting.

\*\* Revised 5/21/20 for Incidents