



OPERATING STATISTICS
Board Report
***MAY 2020**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
509,839	1,142,675	-55.4%	Total Bus Passenger Trips-APC* (1)	7,103,421	8,717,771	-18.5%
12,003	40,548	-70.4%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	229,186	313,197	-26.8%
521,842	1,183,223	-55.9%	Total Fixed Route Passenger Trips (1-2)	7,332,607	9,030,968	-18.8%
13,112	28,086	-53.3%	DART Client Trips (3)	170,889	220,353	-22.4%
152	92	65.2%	DART TD Trips (4)	1,044	859	21.5%
1,705	3,590	-52.5%	DART PCA Trips (5)	22,216	28,200	-21.2%
14,969	31,768	-52.9%	Total DART Passenger Trips (3-5)	194,149	249,412	-22.2%
5,382	6,951	-22.6%	Total Mobility Programs (6)	67,693	37,010	82.9%
542,193	1,221,942	-55.6%	Total Passenger Trips (1-6)	7,594,449	9,317,390	-18.5%
0	324,188	-100.0%	TD Discounted Pass Trips	1,664,334	2,507,136	-33.6%
0	51,967	-100.0%	UPASS Trips	286,355	407,186	-29.7%
3,054	5,773	-47.1%	Wheelchairs	33,860	43,795	-22.7%
21,337	35,232	-39.4%	Bikes on Buses	226,507	259,882	-12.8%
21,327	46,801	-54.4%	Average Weekday Passenger Trips			
12,883	31,737	-59.4%	Average Saturday Passenger Trips			
8,539	18,991	-55.0%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
634	619	2.4%	Employees-Budgeted-Full-Time			
539,417	759,306	-29.0%	Total Revenue Miles	5,554,679	5,941,301	-6.5%
39,490	56,399	-30.0%	Total Revenue Hours	407,974	442,694	-7.8%
72.8	71.0	2.5%	On-Time Performance (Earlies excluded.)	69.8	67.8	2.9%
28.6	32.3	-11.3%	Complaints/100,000 Passenger Trips-PSTA Bus	28.2	32.9	-14.2%
73.5	28.3	159.4%	Complaints/100,000 Passenger Trips-DART (less EL)	72.6	18.0	302.5%
3.02	4.30	-29.8%	Accidents--Total-Per 100,000 Miles	3.98	4.34	-8.1%
1.17	1.05	12.2%	Accidents--Preventable-Per 100,000 Miles	1.15	1.21	-4.6%
63	55	14.5%	Security Incidents - (All)	434	350	24.0%
28	12	133.3%	Security Incidents - (Operators Only)	154	98	57.1%
16	24	-33.3%	Severe Incidents# - (All)	111	128	-13.3%
5	5	0.0%	Severe Incidents# - (Operators Only)	39	37	5.4%
24,865	22,650	9.8%	Miles Per Roadcall	24,619	17,996	36.8%
59,935	21,092	184.2%	Miles Per Service Interruption	25,134	16,689	50.6%
0.95	1.50	-37.2%	Bus-Total Passenger Trips / Revenue Mile	1.28	1.47	-12.8%
12.91	20.26	-36.3%	Bus-Total Passenger Trips / Revenue Hour	17.41	19.69	-11.6%

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

COVID-19 Week to Week Ridership Comparison	5/25-5/31/20	3/1-3/7/20	% Change
Weekly Total Last Week May to 1st week March	118,493	241,073	-50.8%
Average Weekday Ridership	20,436	39,074	-47.7%
Average Saturday Ridership	14,701	27,955	-47.4%
Average Sunday Ridership	11,024	17,750	-37.9%

* 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.