



**OPERATING STATISTICS**  
**Board Report**  
**\*AUGUST 2020**

| CURRENT MONTH        |                      |               | RIDERSHIP STATISTICS                                     | FISCAL YEAR-TO-DATE |                   |               |
|----------------------|----------------------|---------------|--|---------------------|-------------------|---------------|
| THIS MONTH           | THIS MONTH LAST YEAR | % CHANGE      |  | THIS YEAR           | PRIOR YEAR        | % CHANGE      |
| 625,469              | 992,465              | -37.0%        | Total Bus Passenger Trips-APC* (1)                       | 8,914,668           | 11,853,803        | -24.8%        |
| 20,881               | 43,136               | -51.6%        | Other Bus Passenger Trips (JT, Looper-all, East Lake)(2) | 292,528             | 449,767           | -35.0%        |
| <b>646,350</b>       | <b>1,035,601</b>     | <b>-37.6%</b> | <b>Total Fixed Route Passenger Trips (1-2)</b>           | <b>9,207,196</b>    | <b>12,303,570</b> | <b>-25.2%</b> |
| 18,278               | 27,352               | -33.2%        | DART Client Trips (3)                                    | 223,109             | 298,585           | -25.3%        |
| 68                   | 73                   | -6.8%         | DART TD Trips (4)  | 1,260               | 1,017             | 23.9%         |
| 2,376                | 3,556                | -33.2%        | DART PCA Trips (5)                                       | 29,004              | 38,217            | -24.1%        |
| <b>20,722</b>        | <b>30,981</b>        | <b>-33.1%</b> | <b>Total DART Passenger Trips (3-5)</b>                  | <b>253,373</b>      | <b>337,819</b>    | <b>-25.0%</b> |
| <b>5,864</b>         | <b>8,835</b>         | <b>-33.6%</b> | <b>Total Mobility Programs (6)</b>                       | <b>84,215</b>       | <b>61,399</b>     | <b>37.2%</b>  |
| <b>672,936</b>       | <b>1,075,417</b>     | <b>-37.4%</b> | <b>Total Passenger Trips (1-6)</b>                       | <b>9,544,784</b>    | <b>12,702,788</b> | <b>-24.9%</b> |
| 0                    | 303,170              | -100.0%       | TD Discounted Pass Trips                                 | 1,664,334           | 3,399,284         | -51.0%        |
| 0                    | 50,721               | -100.0%       | UPASS Trips  | 286,355             | 551,225           | -48.1%        |
| 3,836                | 5,218                | -26.5%        | Wheelchairs  | 43,455              | 58,932            | -26.3%        |
| 26,775               | 31,736               | -15.6%        | Bikes on Buses   | 293,366             | 355,634           | -17.5%        |
| 24,965               | 39,388               | -36.6%        | Average Weekday Passenger Trips                          |                     |                   |               |
| 17,276               | 26,896               | -35.8%        | Average Saturday Passenger Trips                         |                     |                   |               |
| 12,048               | 17,152               | -29.8%        | Average Sunday Passenger Trips                           |                     |                   |               |
| OPERATING STATISTICS |                      |               |  |                     |                   |               |
| 634                  | 619                  | 2.4%          | Employees-Budgeted-Full-Time                             |                     |                   |               |
| 652,946              | 768,977              | -15.1%        | Total Revenue Miles                                      | 7,424,604           | 8,196,837         | -9.4%         |
| 47,588               | 57,175               | -16.8%        | Total Revenue Hours                                      | 543,692             | 610,363           | -10.9%        |
| 74.8                 | 71.0                 | 5.3%          | On-Time Performance (Earlies excluded.)                  | 71.0                | 69.1              | 2.8%          |
| 34.2                 | 28.2                 | 21.3%         | Complaints/100,000 Passenger Trips-PSTA Bus              | 29.7                | 31.5              | -5.6%         |
| 19.3                 | 24.4                 | -20.8%        | Complaints/100,000 Passenger Trips-DART (less EL)        | 62.8                | 17.0              | 269.4%        |
| 3.56                 | 4.25                 | -16.3%        | Accidents--Total-Per 100,000 Miles                       | 3.98                | 4.54              | -12.4%        |
| 0.55                 | 1.15                 | -52.4%        | Accidents--Preventable-Per 100,000 Miles                 | 1.04                | 1.20              | -13.0%        |
| 80                   | 50                   | 60.0%         | Security Incidents - (All)                               | 699                 | 535               | 30.7%         |
| 36                   | 12                   | 200.0%        | Security Incidents - (Operators Only)                    | 267                 | 146               | 82.9%         |
| 9                    | 14                   | -35.7%        | Severe Incidents# - (All)                                | 145                 | 183               | -20.8%        |
| 2                    | 5                    | -60.0%        | Severe Incidents# - (Operators Only)                     | 54                  | 58                | -6.9%         |
| 21,496               | 17,405               | 23.5%         | Miles Per Roadcall                                       | 27,178              | 18,642            | 45.8%         |
| 23,320               | 24,806               | -6.0%         | Miles Per Service Interruption                           | 25,514              | 17,819            | 43.2%         |
| 0.96                 | 1.29                 | -25.8%        | Bus-Total Passenger Trips / Revenue Mile                 | 1.20                | 1.45              | -17.0%        |
| 13.14                | 17.36                | -24.3%        | Bus-Total Passenger Trips / Revenue Hour                 | 16.40               | 19.42             | -15.6%        |

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

| COVID-19 Week to Week Ridership Comparison    | 8/25-8/31/20 | 3/1-3/7/20 | % Change |
|---|--------------|------------|----------|
| Weekly Total Last Week June to 1st week March | 158,802      | 241,073    | -34.1%   |
| Average Weekday Ridership                     | 25,975       | 39,074     | -33.5%   |
| Average Saturday Ridership                    | 17,368       | 27,955     | -37.9%   |
| Average Sunday Ridership                      | 11,560       | 17,750     | -34.9%   |

\* 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.