



OPERATING STATISTICS
Board Report
***JULY 2020**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
603,623	1,028,918	-41.3%	Total Bus Passenger Trips-APC* (1)	8,289,199	10,861,338	-23.7%
21,677	49,870	-56.5%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	271,647	406,631	-33.2%
625,300	1,078,788	-42.0%	Total Fixed Route Passenger Trips (1-2)	8,560,846	11,267,969	-24.0%
17,356	25,782	-32.7%	DART Client Trips (3)	204,831	271,233	-24.5%
56	46	21.7%	DART TD Trips (4)	1,192	944	26.3%
2,256	3,169	-28.8%	DART PCA Trips (5)	26,628	34,661	-23.2%
19,668	28,997	-32.2%	Total DART Passenger Trips (3-5)	232,651	306,838	-24.2%
5,382	8,297	-35.1%	Total Mobility Programs (6)	78,351	52,564	49.1%
650,350	1,116,082	-41.7%	Total Passenger Trips (1-6)	8,871,848	11,627,371	-23.7%
0	300,570	-100.0%	TD Discounted Pass Trips	1,664,334	3,096,114	-46.2%
0	48,076	-100.0%	UPASS Trips	286,355	500,504	-42.8%
2,814	4,998	-43.7%	Wheelchairs	39,619	53,714	-26.2%
18,754	32,027	-41.4%	Bikes on Buses	266,591	323,898	-17.7%
23,436	41,969	-44.2%	Average Weekday Passenger Trips			
21,266	30,103	-29.4%	Average Saturday Passenger Trips			
9,473	18,680	-49.3%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
634	619	2.4%	Employees-Budgeted-Full-Time			
625,549	762,255	-17.9%	Total Revenue Miles	6,771,658	7,427,860	-8.8%
45,175	56,514	-20.1%	Total Revenue Hours	496,103	553,189	-10.3%
74.8	72.6	3.1%	On-Time Performance (Earlies excluded.)	70.6	68.9	2.5%
37.3	29.0	28.7%	Complaints/100,000 Passenger Trips-PSTA Bus	29.4	31.8	-7.5%
45.8	10.3	342.3%	Complaints/100,000 Passenger Trips-DART (less EL)	66.6	16.3	308.9%
4.15	5.33	-22.2%	Accidents--Total-Per 100,000 Miles	4.02	4.57	-12.1%
0.57	0.70	-17.8%	Accidents--Preventable-Per 100,000 Miles	1.09	1.20	-9.4%
90	74	21.6%	Security Incidents - (All)	619	485	27.6%
30	19	57.9%	Security Incidents - (Operators Only)	231	134	72.4%
13	21	-38.1%	Severe Incidents# - (All)	136	169	-19.5%
8	9	-11.1%	Severe Incidents# - (Operators Only)	52	53	-1.9%
36,816	23,324	57.8%	Miles Per Roadcall	27,885	18,780	48.5%
14,894	23,820	-37.5%	Miles Per Service Interruption	25,748	17,314	48.7%
0.96	1.35	-28.5%	Bus-Total Passenger Trips / Revenue Mile	1.22	1.46	-16.3%
13.36	18.21	-26.6%	Bus-Total Passenger Trips / Revenue Hour	16.71	19.63	-14.9%

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

COVID-19 Week to Week Ridership Comparison	7/25-7/31/20	3/1-3/7/20	% Change
Weekly Total Last Week June to 1st week March	150,736	241,073	-37.5%
Average Weekday Ridership	24,436	39,074	-37.5%
Average Saturday Ridership	17,252	27,955	-38.3%
Average Sunday Ridership	11,306	17,750	-36.3%

* 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.