



## OPERATING STATISTICS

### Board Report

JANUARY 2020

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
923,539	928,843	-0.6%	Total Bus Revenue Passenger Trips <sup>(1)</sup>	3,604,450	3,649,235	-1.2%
66,260	60,063	10.3%	Other Bus Passenger Trips <sup>(includes East Lake) (2)</sup>	265,032	227,874	16.3%
<b>989,799</b>	<b>988,906</b>	<b>0.1%</b>	<b>Total Fixed Route Passenger Trips <sup>(1-2)</sup></b>	<b>3,869,482</b>	<b>3,877,109</b>	<b>-0.2%</b>
26,063	27,726	-6.0%	DART Client Trips <sup>(3)</sup>	104,414	110,166	-5.2%
132	104	26.9%	DART TD Trips <sup>(4)</sup>	443	359	23.4%
3,389	3,647	-7.1%	DART PCA Trips <sup>(5)</sup>	13,574	14,198	-4.4%
<b>29,584</b>	<b>31,477</b>	<b>-6.0%</b>	<b>Total DART Passenger Trips <sup>(3-5)</sup></b>	<b>118,431</b>	<b>124,723</b>	<b>-5.0%</b>
<b>7,744</b>	<b>3,491</b>	<b>121.8%</b>	<b>Total Mobility Programs <sup>(6)</sup></b>	<b>29,170</b>	<b>14,391</b>	<b>102.7%</b>
<b>1,027,127</b>	<b>1,023,874</b>	<b>0.3%</b>	<b>Total Passenger Trips <sup>(1-6)</sup></b>	<b>4,017,083</b>	<b>4,016,223</b>	<b>0.02%</b>
296,083	313,600	-5.6%	TD Discounted Pass Trips	1,208,983	1,272,121	-5.0%
51,557	52,143	-1.1%	UPASS Trips	207,526	204,751	1.4%
4,729	5,139	-8.0%	Wheelchairs	19,638	21,717	-9.6%
32,392	32,203	0.6%	Bikes on Buses	125,203	128,400	-2.5%
38,620	38,907	-0.7%	Average Weekday Passenger Trips			
25,209	25,905	-2.7%	Average Saturday Passenger Trips			
15,329	13,714	11.8%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
634	619	2.4%	Employees-Budgeted-Full-Time			
773,983	754,121	2.6%	Total Revenue Miles	3,055,917	2,982,636	2.5%
57,002	56,239	1.4%	Total Revenue Hours	225,541	222,257	1.5%
69.1	65.6	5.3%	On-Time Performance <sup>(Earlies excluded.)</sup>	68.4	65.7	4.0%
29.4	30.2	-2.8%	Complaints/100,000 Passenger Trips-PSTA Bus	32.0	34.0	-5.9%
54.1	12.7	325.6%	Complaints/100,000 Passenger Trips-DART <sup>(less EL)</sup>	83.6	16.0	421.3%
5.27	4.00	31.5%	Accidents--Total-Per 100,000 Miles	3.88	4.23	-8.2%
1.03	1.18	-12.5%	Accidents--Preventable-Per 100,000 Miles	0.78	1.04	-24.9%
48	30	60.0%	Security Incidents - (All)	200	167	19.8%
20	9	122.2%	Security Incidents - (Operators Only)	N/A	N/A	N/A
14	6	133.3%	Severe Incidents - (All)	48	51	-5.9%
6	1	500.0%	Severe Incidents - (Operators Only)	N/A	N/A	N/A
36,403	19,751	84.3%	Miles Per Roadcall	26,765	16,076	66.5%
27,642	14,229	94.3%	Miles Per Service Interruption	29,384	15,296	92.1%
1.24	1.28	-3.2%	Bus-Total Passenger Trips / Revenue Mile	1.23	1.26	-3.0%
16.77	17.11	-2.0%	Bus-Total Passenger Trips / Revenue Hour	16.61	16.97	-2.1%

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

#### Ridership Trend Analysis:

Month	
3,253	<b>Total Passenger Trips + 0.3%</b>
	Major Factors in Trend:
-7,034	Bus
5,953	Jolley Trolley
1,992	St. Petersburg DT Trolley
4,253	Mobility
-1,893	DART