



**OPERATING STATISTICS**  
**Board Report**  
**\*SEPTEMBER 2020**

rev 10-21-20

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
640,851	939,136	-31.8%	Total Bus Passenger Trips-APC* (1)	9,555,519	12,792,939	-25.3%
21,362	30,559	-30.1%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	313,890	480,326	-34.7%
<b>662,213</b>	<b>969,695</b>	<b>-31.7%</b>	<b>Total Fixed Route Passenger Trips (1-2)</b>	<b>9,869,409</b>	<b>13,273,265</b>	<b>-25.6%</b>
19,546	26,151	-25.3%	DART Client Trips (3)	242,655	324,736	-25.3%
79	90	-12.2%	DART TD Trips (4)	1,339	1,107	21.0%
2,541	3,402	-25.3%	DART PCA Trips (5)	31,545	36,514	-13.6%
<b>22,166</b>	<b>29,643</b>	<b>-25.2%</b>	<b>Total DART Passenger Trips (3-5)</b>	<b>275,539</b>	<b>362,357</b>	<b>-24.0%</b>
7,821	8,801	-11.1%	Total Mobility Programs (6)	92,036	70,200	31.1%
<b>692,200</b>	<b>1,008,139</b>	<b>-31.3%</b>	<b>Total Passenger Trips (1-6)</b>	<b>10,236,984</b>	<b>13,705,822</b>	<b>-25.3%</b>
0	290,390	-100.0%	TD Discounted Pass Trips	1,664,334	3,689,674	-54.9%
0	51,314	-100.0%	UPASS Trips	286,355	602,539	-52.5%
3,545	5,444	-34.9%	Wheelchairs	47,000	64,376	-27.0%
23,006	31,643	-27.3%	Bikes on Buses	316,372	387,277	-18.3%
26,716	40,024	-33.3%	Average Weekday Passenger Trips			
19,751	28,090	-29.7%	Average Saturday Passenger Trips			
10,432	15,315	-31.9%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
634	619	2.4%	Employees-Budgeted-Full-Time			
645,767	718,433	-10.1%	Total Revenue Miles	8,070,372	8,915,270	-9.5%
46,899	53,219	-11.9%	Total Revenue Hours	590,590	663,583	-11.0%
74.5	70.7	5.4%	On-Time Performance (Earlies excluded.)	71.3	69.2	3.0%
27.6	29.4	-6.0%	Complaints/100,000 Passenger Trips-PSTA Bus	29.6	31.3	-5.6%
36.1	70.9	-49.1%	Complaints/100,000 Passenger Trips-DART (less EL)	60.6	21.0	189.0%
3.87	3.57	8.3%	Accidents--Total-Per 100,000 Miles	3.97	4.47	-11.1%
1.52	0.86	76.3%	Accidents--Preventable-Per 100,000 Miles	1.08	1.17	-7.7%
83	61	36.1%	Security Incidents - (All)	782	596	31.2%
43	19	126.3%	Security Incidents - (Operators Only)	310	165	87.9%
16	18	-11.1%	Severe Incidents# - (All)	161	201	-19.9%
6	8	-25.0%	Severe Incidents# - (Operators Only)	60	66	-9.1%
16,837	29,015	-42.0%	Miles Per Roadcall	25,907	19,195	35.0%
32,288	31,236	3.4%	Miles Per Service Interruption	25,950	18,458	40.6%
0.99	1.31	-24.1%	Bus-Total Passenger Trips / Revenue Mile	1.18	1.43	-17.5%
13.66	17.65	-22.6%	Bus-Total Passenger Trips / Revenue Hour	16.18	19.28	-16.1%

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

COVID-19 Week to Week Ridership Comparison	9/24-9/30/20	3/1-3/7/20	% Change
Weekly Total Last Week September to 1st week March	159,991	241,073	-33.6%
Average Weekday Ridership	25,551	39,074	-34.6%
Average Saturday Ridership	18,254	27,955	-34.7%
Average Sunday Ridership	13,982	17,750	-21.2%

\* 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.