



## OPERATING STATISTICS

### Board Report DECEMBER 2019

| CURRENT MONTH        |                      |               | RIDERSHIP STATISTICS  | FISCAL YEAR-TO-DATE |                  |               |
|----------------------|----------------------|---------------|---|---------------------|------------------|---------------|
| THIS MONTH           | THIS MONTH LAST YEAR | % CHANGE      |   | THIS YEAR           | PRIOR YEAR       | % CHANGE      |
| 864,698              | 852,045              | 1.5%          | Total Bus Revenue Passenger Trips <sup>(1)</sup>              | 2,680,911           | 2,720,392        | -1.5%         |
| 65,513               | 54,498               | 20.2%         | Other Bus Passenger Trips <sup>(includes East Lake) (2)</sup> | 198,772             | 167,811          | 18.4%         |
| <b>930,211</b>       | <b>906,543</b>       | <b>2.6%</b>   | <b>Total Fixed Route Passenger Trips <sup>(1-2)</sup></b>     | <b>2,879,683</b>    | <b>2,888,203</b> | <b>-0.3%</b>  |
| 24,969               | 25,790               | -3.2%         | DART Client Trips <sup>(3)</sup>                              | 78,351              | 82,440           | -5.0%         |
| 102                  | 85                   | 20.0%         | DART TD Trips <sup>(4)</sup>                                  | 311                 | 255              | 22.0%         |
| 414                  | 3,206                | -87.1%        | DART PCA Trips <sup>(5)</sup>                                 | 1,497               | 10,551           | -85.8%        |
| <b>25,485</b>        | <b>29,081</b>        | <b>-12.4%</b> | <b>Total DART Passenger Trips <sup>(3-5)</sup></b>            | <b>80,159</b>       | <b>93,246</b>    | <b>-14.0%</b> |
| <b>7,394</b>         | <b>3,631</b>         | <b>103.6%</b> | <b>Total Mobility Programs <sup>(6)</sup></b>                 | <b>21,426</b>       | <b>10,900</b>    | <b>96.6%</b>  |
| <b>963,090</b>       | <b>939,255</b>       | <b>2.5%</b>   | <b>Total Passenger Trips <sup>(1-6)</sup></b>                 | <b>2,981,268</b>    | <b>2,992,349</b> | <b>-0.4%</b>  |
| 294,241              | 299,848              | -1.9%         | TD Discounted Pass Trips                                      | 912,900             | 958,521          | -4.8%         |
| 47,350               | 44,636               | 6.1%          | UPASS Trips   | 155,969             | 152,608          | 2.2%          |
| 4,455                | 5,007                | -11.0%        | Wheelchairs   | 14,909              | 16,578           | -10.1%        |
| 29,362               | 28,958               | 1.4%          | Bikes on Buses  | 92,811              | 96,197           | -3.5%         |
| 37,025               | 36,408               | 1.7%          | Average Weekday Passenger Trips                               |                     |                  |               |
| 25,438               | 25,781               | -1.3%         | Average Saturday Passenger Trips                              |                     |                  |               |
| 13,961               | 14,150               | -1.3%         | Average Sunday Passenger Trips                                |                     |                  |               |
| OPERATING STATISTICS |                      |               |   |                     |                  |               |
| 634                  | 619                  | 2.4%          | Employees-Budgeted-Full-Time                                  |                     |                  |               |
| 759,444              | 732,015              | 3.7%          | Total Revenue Miles   | 2,281,934           | 2,228,515        | 2.4%          |
| 55,942               | 54,520               | 2.6%          | Total Revenue Hours   | 168,539             | 166,018          | 1.5%          |
| 68.2                 | 65.1                 | 4.7%          | On-Time Performance <sup>(Earlies excluded.)</sup>            | 68.1                | 65.8             | 3.5%          |
| 31.5                 | 34.1                 | -7.6%         | Complaints/100,000 Passenger Trips-PSTA Bus                   | 32.8                | 35.2             | -6.9%         |
| 66.7                 | 10.3                 | 546.6%        | Complaints/100,000 Passenger Trips-DART <sup>(less EL)</sup>  | 103.5               | 17.2             | 503.4%        |
| 3.97                 | 4.13                 | -3.9%         | Accidents--Total-Per 100,000 Miles                            | 3.41                | 4.30             | -20.7%        |
| 0.70                 | 1.46                 | -52.0%        | Accidents--Preventable-Per 100,000 Miles                      | 0.70                | 1.00             | -29.9%        |
| 25,981               | 10,426               | 149.2%        | Miles Per Roadcall  | 24,562              | 15,124           | 62.4%         |
| 36,164               | 14,353               | 152.0%        | Miles Per Service Interruption                                | 30,025              | 15,694           | 91.3%         |
| 1.18                 | 1.20                 | -1.6%         | Bus-Total Passenger Trips / Revenue Mile                      | 1.22                | 1.26             | -3.0%         |
| 16.08                | 16.16                | -0.5%         | Bus-Total Passenger Trips / Revenue Hour                      | 16.56               | 16.92            | -2.1%         |

#### Ridership Trend Analysis:

| Month  |                                     |
|--------|-------------------------------------|
| 23,835 | <b>Total Passenger Trips + 2.5%</b> |
|        | Major Factors in Trend:             |
| 16,966 | Bus                                 |
| 3,789  | Jolley Trolley                      |
| 2,930  | St. Petersburg DT Trolley           |
| 3,763  | Mobility                            |
| -3,596 | DART                                |

*One extra weekday this year.*