



**OPERATING STATISTICS
Board Report
*APRIL 2020**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
467,043	963,949	-51.5%	Total Bus Passenger Trips-APC* (1)	6,740,361	6,591,091	2.3%
4,020	59,991	-93.3%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	217,183	263,386	-17.5%
471,063	1,023,940	-54.0%	Total Fixed Route Passenger Trips (1-2)	6,957,544	6,854,477	1.5%
10,202	28,075	-63.7%	DART Client Trips (3)	157,777	192,267	-17.9%
138	147	-6.1%	DART TD Trips (4)	892	767	16.3%
1,326	3,614	-63.3%	DART PCA Trips (5)	20,511	24,610	-16.7%
11,666	31,836	-63.4%	Total DART Passenger Trips (3-5)	179,180	217,644	-17.7%
4,510	6,103	-26.1%	Total Mobility Programs (6)	62,319	30,059	107.3%
487,239	1,061,879	-54.1%	Total Passenger Trips (1-6)	7,199,043	7,102,180	1.4%
0	302,946	-100.0%	TD Discounted Pass Trips	1,664,334	2,182,948	-23.8%
0	51,171	-100.0%	UPASS Trips	286,355	355,219	-19.4%
2,307	5,353	-56.9%	Wheelchairs	30,806	38,022	-19.0%
18,625	32,735	-43.1%	Bikes on Buses	205,170	224,650	-8.7%
	39,881	-100.0%	Average Weekday Passenger Trips			
	28,598	-100.0%	Average Saturday Passenger Trips			
	17,384	-100.0%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
634	619	2.4%	Employees-Budgeted-Full-Time			
0	751,396	-100.0%	Total Revenue Miles	4,475,286	5,181,995	-13.6%
0	56,125	-100.0%	Total Revenue Hours	329,166	386,295	-14.8%
75.5	70.4	7.3%	On-Time Performance (Earlies excluded.)	69.3	67.3	3.0%
26.6	40.9	-35.0%	Complaints/100,000 Passenger Trips-PSTA Bus	27.6	37.9	-27.2%
60.0	25.1	138.8%	Complaints/100,000 Passenger Trips-DART (less EL)	72.6	16.5	338.6%
#DIV/0!	3.29	#DIV/0!	Accidents--Total-Per 100,000 Miles	4.57	4.34	5.2%
#DIV/0!	1.06	#DIV/0!	Accidents--Preventable-Per 100,000 Miles	1.29	1.23	4.4%
45	46	-2.2%	Security Incidents - (All)	378	295	28.1%
17	8	112.5%	Security Incidents - (Operators Only)	126	86	46.5%
19	14	35.7%	Severe Incidents# - (All)	103	104	-1.0%
9	2	350.0%	Severe Incidents# - (Operators Only)	39	32	21.9%
0	16,699	-100.0%	Miles Per Roadcall	21,992	17,468	25.9%
0	15,654	-100.0%	Miles Per Service Interruption	21,110	16,194	30.4%
#DIV/0!	1.28	#DIV/0!	Bus-Total Passenger Trips / Revenue Mile	1.51	1.27	18.4%
#DIV/0!	17.18	#DIV/0!	Bus-Total Passenger Trips / Revenue Hour	20.48	17.06	20.0%

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

COVID-19 Week to Week Ridership Comparison	4/24-4/30/20	3/1-3/7/20	% Change
Weekly Total Last Week April to 1st week March	103,234	253,979	-59.4%
Average Weekday Ridership	16,627	41,340	-59.8%
Average Saturday Ridership	11,400	28,715	-60.3%
Average Sunday Ridership	8,701	18,563	-53.1%

* 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.
Source for FY2020 YTD ridership is APC validated data and approved by FTA for NTD reporting.