



OPERATING STATISTICS
Board Report
***MARCH 2020**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
898,026	961,413	-6.6%	Total Bus Passenger Trips-APC* (1)	5,541,228	5,627,142	-1.5%
32,044	60,824	-47.3%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	213,163	212,658	0.2%
930,070	1,022,237	-9.0%	Total Fixed Route Passenger Trips (1-2)	5,754,391	5,839,800	-1.5%
18,428	27,604	-33.2%	DART Client Trips (3)	147,575	164,192	-10.1%
158	159	-0.6%	DART TD Trips (4)	754	620	21.6%
2,396	3,574	-33.0%	DART PCA Trips (5)	19,185	20,996	-8.6%
20,982	31,337	-33.0%	Total DART Passenger Trips (3-5)	167,514	185,808	-9.8%
8,201	5,166	58.7%	Total Mobility Programs (6)	57,800	23,956	141.3%
959,253	1,058,740	-9.4%	Total Passenger Trips (1-6)	5,979,705	6,049,564	-1.2%
173,633	316,268	-45.1%	TD Discounted Pass Trips**	1,664,334	1,880,002	-11.5%
27,780	48,439	-42.6%	UPASS Trips**	286,355	304,048	-5.8%
4,347	5,615	-22.6%	Wheelchairs	28,499	32,669	-12.8%
31,100	33,138	-6.2%	Bikes on Buses	186,545	191,915	-2.8%
35,061	38,619	-9.2%	Average Weekday Passenger Trips			
26,468	26,309	0.6%	Average Saturday Passenger Trips			
16,410	16,040	2.3%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
634	619	2.4%	Employees-Budgeted-Full-Time			
744,273	756,146	-1.6%	Total Revenue Miles	4,475,286	4,430,599	1.0%
54,548	56,342	-3.2%	Total Revenue Hours	329,166	330,170	-0.3%
70.3	68.9	2.0%	On-Time Performance (Earlies excluded.)	68.3	66.8	2.2%
27.6	46.1	-40.1%	Complaints/100,000 Passenger Trips-PSTA Bus	31.3	37.4	-16.3%
62.0	6.4	870.8%	Complaints/100,000 Passenger Trips-DART (less EL)	73.4	15.1	387.3%
4.88	5.95	-18.0%	Accidents--Total-Per 100,000 Miles	4.07	4.52	-9.9%
1.67	1.63	2.0%	Accidents--Preventable-Per 100,000 Miles	1.07	1.26	-15.3%
73	45	62.2%	Security Incidents - (All)	333	249	33.7%
25	17	47.1%	Security Incidents - (Operators Only)	109	78	39.7%
16	19	-15.8%	Severe Incidents# - (All)	84	90	-6.7%
6	9	-33.3%	Severe Incidents# - (Operators Only)	30	30	0.0%
20,989	20,397	2.9%	Miles Per Roadcall	24,202	17,606	37.5%
18,607	14,267	30.4%	Miles Per Service Interruption	24,322	16,289	49.3%
1.21	1.27	-5.1%	Bus-Total Passenger Trips / Revenue Mile	1.24	1.27	-2.5%
16.46	17.06	-3.5%	Bus-Total Passenger Trips / Revenue Hour	16.83	17.04	-1.2%

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

COVID-19 Week to Week Ridership Comparison	3/25-3/31/20	3/1-3/8/20	% Change
Weekly Total Last Week March to 1st week	143,895	253,314	-43.2%
Average Weekday Ridership	23,413	41,340	-43.4%
Average Saturday Ridership	16,692	28,715	-41.9%
Average Sunday Ridership	9,180	18,563	-50.5%

* 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.

** Full month of March not available.