

OZARK REGIONAL TRANSIT

Operating Statistics

Calendar Year 2017

| FIXED ROUTE | 2017 | 2016 | Change | % Chg |
|---|----------------|----------------|-----------------|---------------|
| FR Cash Fares | 31,492 | 38,520 | -7,028 | -18.2% |
| FR NWACC Free | 32,921 | 41,508 | -8,587 | -20.7% |
| FR ORT Pass | 101,046 | 134,472 | -33,426 | -24.9% |
| FR Children Free | 3,780 | 4,604 | -824 | -17.9% |
| FR Transfers | 18,907 | 23,051 | -4,144 | -18.0% |
| FR Free Fare | 24,561 | 31,093 | -6,532 | -21.0% |
| FR Veterans Free | 9,931 | 0 | 9,931 | 100.0% |
| FR Georges Free | 12,605 | 14,837 | -2,232 | -15.0% |
| FR Spring International | 34 | 517 | -483 | -93.4% |
| Total Passengers | 235,277 | 288,602 | -53,325 | -18.5% |
| Daily Passengers | 926 | 1,132 | -205 | -18.2% |
| ADA Complementary Paratransit | 14,293 | 15,825 | -1,532 | -9.7% |
| Bike Passengers | 5,784 | 8,005 | -2,221 | -27.7% |
| FR Revenue Hours | 45,304 | 50,606 | -5,302 | -10.5% |
| FR Service Hours | 48,508 | 53,697 | -5,189 | -9.7% |
| FR Revenue Miles | 766,667 | 883,533 | -116,866 | -13.2% |
| FR Service Miles | 835,076 | 953,090 | -118,014 | -12.4% |
| PARATRANSIT | 2017 | 2016 | Change | % Chg |
| PT Cash Fares | 4,653 | 5,281 | -628 | -11.9% |
| PT ORT Pass | 21,215 | 25,118 | -3,903 | -15.5% |
| PT Free Fare | 190 | 59 | 131 | 222.0% |
| Total Passengers | 26,058 | 30,458 | -4,400 | -14.4% |
| Daily Passengers | 103 | 119 | -17 | -14.1% |
| PT Revenue Hours | 19,567 | 19,806 | -239 | -1.2% |
| PT Service Hours | 22,667 | 22,601 | 67 | 0.3% |
| PT Revenue Miles | 258,567 | 300,133 | -41,566 | -13.8% |
| PT Service Miles | 314,921 | 352,807 | -37,886 | -10.7% |
| TOTAL | 2017 | 2016 | Change | % Chg |
| Paratransit/Fixed Route Passengers | 261,335 | 319,060 | -57,725 | -18.1% |
| Daily PT/FR Passengers | 1,029 | 1,251 | -222 | -17.8% |
| Charter/Shuttle Passengers | 15,813 | 18,300 | -2,487 | -13.6% |
| Total Passengers | 277,148 | 337,360 | -60,212 | -17.8% |

| | 2017 | 2016 | Change | % Chg |
|----------------------------|-------------|-------------|---------------|--------------|
| Weekdays | 254 | 255 | -1 | -0.4% |
| Saturdays | 0 | 0 | 0 | 0.0% |
| Sundays | 0 | 0 | 0 | 0.0% |
| Total | 254 | 255 | -1 | -0.4% |
| Total Miles (All Vehicles) | 1,229,647 | 1,402,609 | -172,962 | -12.3% |
| Diesel Fuel Consumed | 36,311 | 53,634 | -17,323 | -32.3% |
| Gas Consumed | 108,295 | 79,252 | 29,043 | 36.6% |
| CNG Consumed | 9,866 | 22,172 | -12,306 | -55.5% |
| Miles Per Gallon | 8.0 | 9.0 | -1.1 | -12.0% |
| Road calls | 63 | 67 | -4 | -6.0% |
| Accidents | 17 | 14 | 3 | 21.4% |

Route Summary - Calendar Year 2017 Totals

Fixed Routes

| Route | Days | Passengers | | Revenue Hours | | Revenue Miles | | Service Hours | | Service Miles | |
|--------------|------|--------------|----------------|---------------|-----------------|----------------|------------------|---------------|-----------------|----------------|------------------|
| | | Daily | Total | Daily | Total | Daily | Total | Daily | Total | Daily | Total |
| 1 | 251 | 130.2 | 32,671 | 13.4 | 3,369.0 | 181.0 | 45,441.8 | 14.4 | 3,620.0 | 201.2 | 50,512.0 |
| 2 | 251 | 72.1 | 18,102 | 13.4 | 3,365.0 | 217.5 | 54,592.8 | 14.4 | 3,616.0 | 237.7 | 59,663.0 |
| 3 | 251 | 43.1 | 10,827 | 12.4 | 3,104.0 | 168.5 | 42,299.6 | 12.9 | 3,229.5 | 178.9 | 44,910.0 |
| 4 | 251 | 146.4 | 36,738 | 13.1 | 3,289.7 | 174.3 | 43,744.6 | 13.6 | 3,415.2 | 184.7 | 46,355.0 |
| 11 | 250 | 70.2 | 17,538 | 12.0 | 2,991.0 | 174.4 | 43,595.0 | 13.3 | 3,324.3 | 204.8 | 51,195.0 |
| 51 | 251 | 58.7 | 14,732 | 11.6 | 2,911.0 | 174.1 | 43,694.6 | 12.9 | 3,245.7 | 204.5 | 51,325.0 |
| 52 | 250 | 23.4 | 5,844 | 11.7 | 2,920.0 | 204.3 | 51,063.0 | 13.0 | 3,253.3 | 234.7 | 58,663.0 |
| 61 | 251 | 97.3 | 24,411 | 12.7 | 3,180.4 | 196.2 | 49,258.6 | 13.2 | 3,305.9 | 206.6 | 51,869.0 |
| 62 | 251 | 83.3 | 20,901 | 14.1 | 3,541.4 | 174.9 | 43,897.0 | 14.6 | 3,666.9 | 180.9 | 45,403.0 |
| 63 | 250 | 29.8 | 7,442 | 12.0 | 3,000.3 | 198.7 | 49,669.0 | 12.0 | 3,000.3 | 198.7 | 49,669.0 |
| 64 | 242 | 11.9 | 2,879 | 11.9 | 2,871.0 | 174.9 | 42,317.0 | 12.2 | 2,951.7 | 180.9 | 43,769.0 |
| 65 | 258 | 32.9 | 8,490 | 14.3 | 3,683.1 | 249.5 | 64,379.0 | 14.6 | 3,769.1 | 255.5 | 65,927.0 |
| 490-1 | 252 | 81.6 | 20,561 | 14.3 | 3,610.0 | 405.5 | 102,195.0 | 15.7 | 3,946.0 | 432.5 | 108,999.0 |
| 490-2 | 158 | 79.6 | 12,569 | 12.7 | 2,011.3 | 363.4 | 57,417.0 | 14.1 | 2,222.0 | 390.4 | 61,683.0 |
| 620 | 63 | 15.4 | 971 | 15.0 | 945.0 | 328.3 | 20,684.0 | 16.0 | 1,008.0 | 370.3 | 23,330.0 |
| CX | 230 | 2.6 | 601 | 2.2 | 512.0 | 54.0 | 12,420.0 | 4.1 | 933.7 | 94.8 | 21,804.0 |
| Total | | 978.3 | 235,277 | 196.7 | 45,304.2 | 3,439.5 | 766,668.0 | 210.9 | 48,507.5 | 3,757.1 | 835,076.0 |

Paratransit - Weekdays

| Route | Days | Passengers | | Revenue Hours | | Revenue Miles | | Service Hours | | Service Miles | |
|--------------|------|--------------|---------------|---------------|-----------------|----------------|------------------|---------------|-----------------|----------------|------------------|
| | | Daily | Total | Daily | Total | Daily | Total | Daily | Total | Daily | Total |
| DR1 | 252 | 11.5 | 2,886 | 8.8 | 2,216.9 | 142.6 | 35,925.0 | 10.3 | 2,603.8 | 176.7 | 44,517.0 |
| DR2 CC | 252 | 6.0 | 1,506 | 6.5 | 1,625.6 | 27.5 | 6,942.0 | 8.0 | 2,011.6 | 44.6 | 11,233.0 |
| DR3 | 47 | 6.5 | 307 | 4.4 | 204.7 | 65.6 | 3,085.0 | 5.4 | 256.0 | 86.8 | 4,081.0 |
| DR4 | 199 | 7.7 | 1,540 | 5.3 | 1,055.2 | 87.4 | 17,393.0 | 6.5 | 1,287.6 | 106.1 | 21,113.0 |
| DR5 | 20 | 4.4 | 87 | 3.8 | 75.6 | 63.5 | 1,269.0 | 5.3 | 106.1 | 91.3 | 1,826.0 |
| PT1 | 251 | 12.5 | 3,147 | 8.6 | 2,158.9 | 120.7 | 30,298.0 | 9.5 | 2,382.6 | 136.2 | 34,187.0 |
| PT2 | 255 | 11.8 | 2,999 | 8.7 | 2,215.2 | 97.5 | 24,863.0 | 9.7 | 2,476.5 | 124.6 | 31,767.0 |
| PT3 | 246 | 10.9 | 2,674 | 7.7 | 1,894.2 | 124.1 | 30,520.0 | 8.7 | 2,151.5 | 150.4 | 36,998.0 |
| PT4 | 254 | 12.1 | 3,081 | 9.2 | 2,349.4 | 108.5 | 27,547.0 | 10.8 | 2,753.0 | 138.8 | 35,259.0 |
| PT5 | 254 | 12.1 | 3,070 | 8.5 | 2,163.9 | 126.8 | 32,206.0 | 9.5 | 2,407.5 | 139.6 | 35,469.0 |
| PT6 | 254 | 10.1 | 2,559 | 8.2 | 2,088.5 | 101.8 | 25,849.0 | 9.6 | 2,435.1 | 127.2 | 32,312.0 |
| PT7 | 250 | 8.8 | 2,202 | 6.1 | 1,519.2 | 90.7 | 22,670.0 | 7.2 | 1,796.5 | 104.6 | 26,159.0 |
| Total | | 114.3 | 26,058 | 85.7 | 19,567.1 | 1,156.6 | 258,567.0 | 100.6 | 22,667.9 | 1,426.9 | 314,921.0 |

Weekday Service Totals

| | Passengers | | Revenue Hours | | Revenue Miles | | Service Hours | | Service Miles | |
|--------------------|------------|------------------|---------------|-----------------|---------------|--------------------|---------------|-----------------|---------------|--------------------|
| | Daily | Total | Daily | Total | Daily | Total | Daily | Total | Daily | Total |
| Paratransit | 114.3 | 26,058.0 | 85.7 | 19,567.1 | 1,156.6 | 258,567.0 | 100.6 | 22,667.9 | 1,426.9 | 314,921.0 |
| Fixed Route | 978.3 | 235,277.0 | 196.7 | 45,304.2 | 3,439.5 | 766,668.0 | 210.9 | 48,507.5 | 3,757.1 | 835,076.0 |
| Grand Total | | 261,335.0 | | 64,871.3 | | 1,025,235.0 | | 71,175.4 | | 1,149,997.0 |

Fixed Routes

Routes 1, 2, 3, 4 - Fayetteville
 Routes 61, 62, 63, 64, 65 - Springdale
 Routes 51, 52 - Rogers
 Route 11 - Bentonville
 Route 490 - I49 Commuter Express
 Route 620 - Rural Commuter Express
 Route CX: Commuter Express

Paratransit Routes

DR1, DR3 - Demand Response Routes usually in Rural areas
 DR2 CC - Demand Response Route in Carroll County
 PT1 - PT7 - Mostly ADA Paratransit Routes in the Urban areas

Route Summary - Calendar Year 2017 Totals

Fixed Routes

| Route | Days | Passengers | | | | Wheel-chairs | | Bikes | |
|-------|------|--------------|----------------|--------------|--------------|--------------|--------------|-------------|--------------|
| | | Daily | Total | Per Rev Hour | Per Rev Mile | Daily | Total | Daily | Total |
| 1 | 251 | 130.2 | 32,671 | 9.7 | 0.7 | 2.3 | 589 | 1.6 | 396 |
| 2 | 251 | 72.1 | 18,102 | 5.4 | 0.3 | 0.3 | 77 | 2.1 | 518 |
| 3 | 251 | 43.1 | 10,827 | 3.5 | 0.3 | 0.1 | 27 | 0.3 | 80 |
| 4 | 251 | 146.4 | 36,738 | 11.2 | 0.8 | 0.4 | 94 | 8.5 | 2,140 |
| 11 | 250 | 70.2 | 17,538 | 5.9 | 0.4 | 3.8 | 946 | 2.1 | 515 |
| 51 | 251 | 58.7 | 14,732 | 5.1 | 0.3 | 0.6 | 156 | 1.5 | 374 |
| 52 | 250 | 23.4 | 5,844 | 2.0 | 0.1 | 0.1 | 30 | 0.6 | 149 |
| 61 | 251 | 97.3 | 24,411 | 7.7 | 0.5 | 0.5 | 117 | 1.7 | 415 |
| 62 | 251 | 83.3 | 20,901 | 5.9 | 0.5 | 1.1 | 282 | 0.5 | 128 |
| 63 | 250 | 29.8 | 7,442 | 2.5 | 0.1 | 0.1 | 17 | 0.1 | 34 |
| 64 | 242 | 11.9 | 2,879 | 1.0 | 0.1 | 0.0 | 4 | 0.1 | 13 |
| 65 | 258 | 32.9 | 8,490 | 2.3 | 0.1 | 0.0 | 1 | 0.5 | 138 |
| 490-1 | 252 | 81.6 | 20,561 | 5.7 | 0.2 | 0.1 | 29 | 2.3 | 576 |
| 490-2 | 158 | 79.6 | 12,569 | 6.2 | 0.2 | 0.1 | 14 | 1.5 | 239 |
| 620 | 63 | 15.4 | 971 | 1.0 | 0.0 | 0.0 | 0 | 1.1 | 69 |
| CX | 230 | 2.6 | 601 | 1.2 | 0.0 | 0.0 | 0 | 0.0 | 0 |
| | | 978.3 | 235,277 | 76.2 | 4.8 | 9.5 | 2,383 | 24.4 | 5,784 |

Paratransit - Weekdays

| Route | Days | Passengers | | | | Wheel-chairs | |
|--------|------|--------------|---------------|--------------|--------------|--------------|--------------|
| | | Daily | Total | Per Rev Hour | Per Rev Mile | Daily | Total |
| DR1 | 252 | 11.5 | 2,886 | 1.3 | 0.1 | 3.2 | 817 |
| DR2 CC | 252 | 6.0 | 1,506 | 0.9 | 0.2 | 0.2 | 52 |
| DR3 | 47 | 6.5 | 307 | 1.5 | 0.1 | 2.0 | 92 |
| DR4 | 199 | 7.7 | 1,540 | 1.5 | 0.1 | 1.5 | 296 |
| DR5 | 20 | 4.4 | 87 | 1.2 | 0.1 | 1.1 | 21 |
| PT1 | 251 | 12.5 | 3,147 | 1.5 | 0.1 | 3.2 | 796 |
| PT2 | 255 | 11.8 | 2,999 | 1.4 | 0.1 | 3.3 | 835 |
| PT3 | 246 | 10.9 | 2,674 | 1.4 | 0.1 | 2.5 | 605 |
| PT4 | 254 | 12.1 | 3,081 | 1.3 | 0.1 | 2.8 | 706 |
| PT5 | 254 | 12.1 | 3,070 | 1.4 | 0.1 | 3.6 | 926 |
| PT6 | 254 | 10.1 | 2,559 | 1.2 | 0.1 | 2.2 | 568 |
| PT7 | 250 | 8.8 | 2,202 | 1.4 | 0.1 | 2.6 | 649 |
| | | 114.3 | 26,058 | 16.0 | 1.3 | 28.1 | 6,363 |

Weekday Service Totals

| | Passengers | | | | Wheel-chairs | | Bikes | |
|--------------------|------------|----------------|--------------|--------------|--------------|--------------|-------|--------------|
| | Daily | Total | Per Rev Hour | Per Rev Mile | Daily | Total | Daily | Total |
| Paratransit | 114.3 | 26,058 | 16.0 | 1.3 | 28.1 | 6,363 | 0.0 | 0 |
| Fixed Route | 978.3 | 235,277 | 76.2 | 4.8 | 9.5 | 2,383 | 24.4 | 5,784 |
| Grand Total | | 261,335 | | | | 8,746 | | 5,784 |

Fixed Routes

Routes 1, 2, 3, 4 - Fayetteville
 Routes 61, 62, 63, 64, 65 - Springdale
 Routes 51, 52 - Rogers
 Route 11 - Bentonville
 Route 490 - I49 Commuter Express
 Route 620 - Rural Commuter Express
 Route CX: Commuter Express

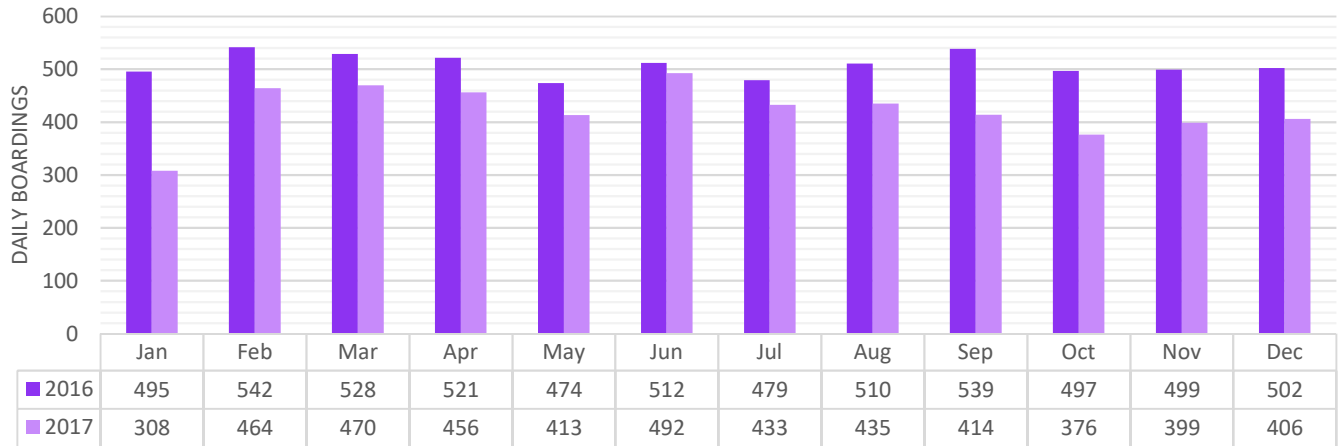
Paratransit Routes

DR1, DR3 - Demand Response Routes usually in Rural areas
 DR2 CC - Demand Response Route in Carroll County
 PT1 - PT7 - Mostly ADA Paratransit Routes in the Urban areas

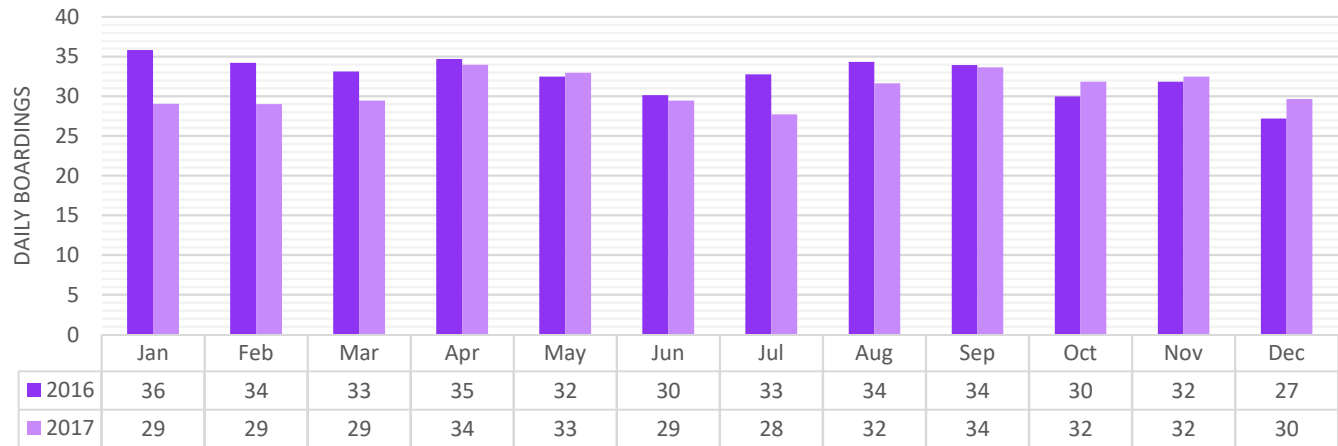
Key Performance Indicators - City of Fayetteville Calendar Year 2017

| | TOTAL SYSTEM | | | FAYETTEVILLE | | | |
|-------------|--------------|---------|----------|--------------|---------|----------|------------|
| | CY 16 | CY 17 | % Change | CY 16 | CY 17 | % Change | % of Total |
| Days of Op | 255 | 254 | | 255 | 254 | | |
| Fixed Route | 288,602 | 235,277 | -18% | 129,662 | 107,280 | -17% | 46% |
| Paratransit | 30,458 | 26,058 | -14% | 8,293 | 7,848 | -5% | 30% |
| Total | 319,060 | 261,335 | -18% | 137,955 | 115,128 | -17% | 44% |

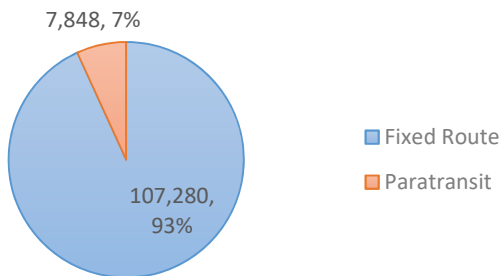
Fixed Route Passengers



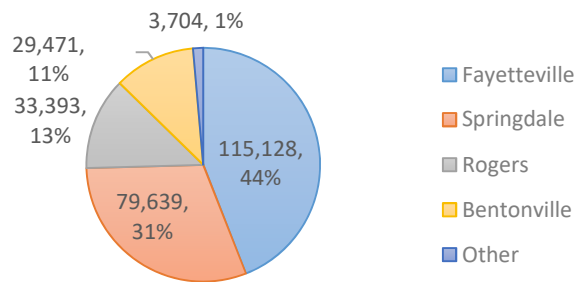
Paratransit Passengers



Fayetteville Service



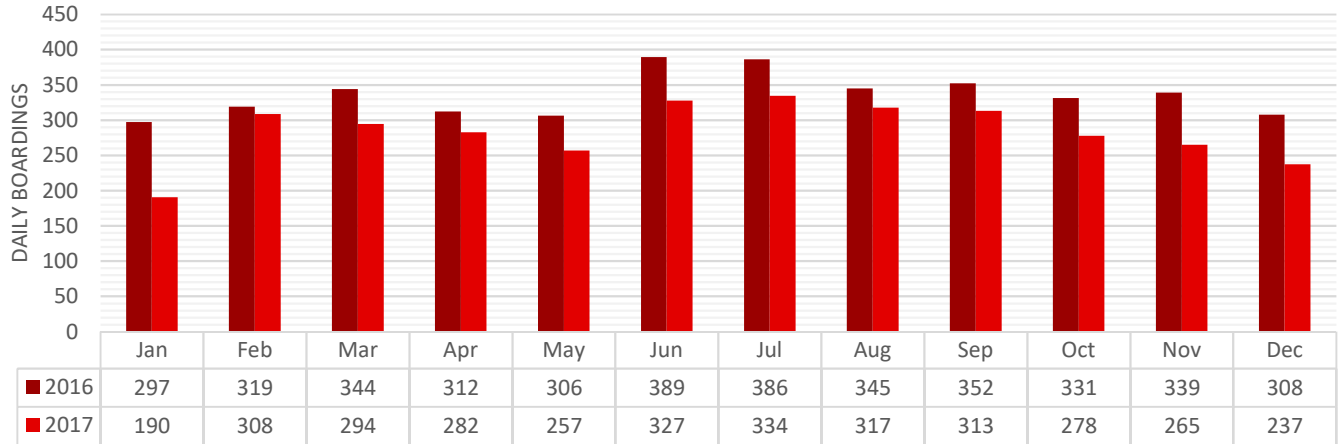
Total Ridership



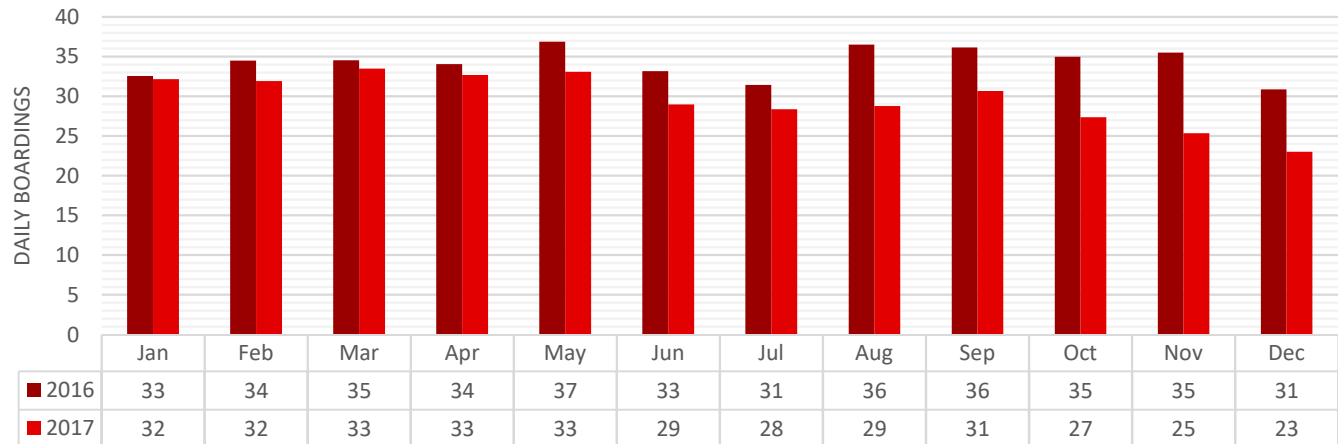
Key Performance Indicators - City of Springdale Calendar Year 2017

| | TOTAL SYSTEM | | | SPRINGDALE | | | |
|-------------|--------------|---------|----------|------------|--------|----------|------------|
| | CY 16 | CY 17 | % Change | CY 16 | CY 17 | % Change | % of Total |
| Days of Op | 255 | 254 | | 255 | 254 | | |
| Fixed Route | 288,602 | 235,277 | -18% | 85,683 | 72,103 | -16% | 31% |
| Paratransit | 30,458 | 26,058 | -14% | 8,740 | 7,536 | -14% | 29% |
| Total | 319,060 | 261,335 | -18% | 94,423 | 79,639 | -16% | 30% |

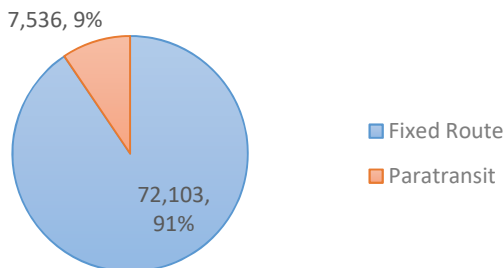
Fixed Route Passengers



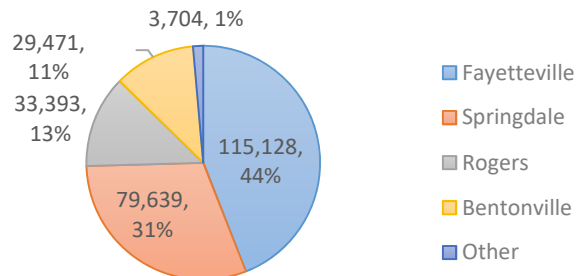
Paratransit Passengers



Springdale Service



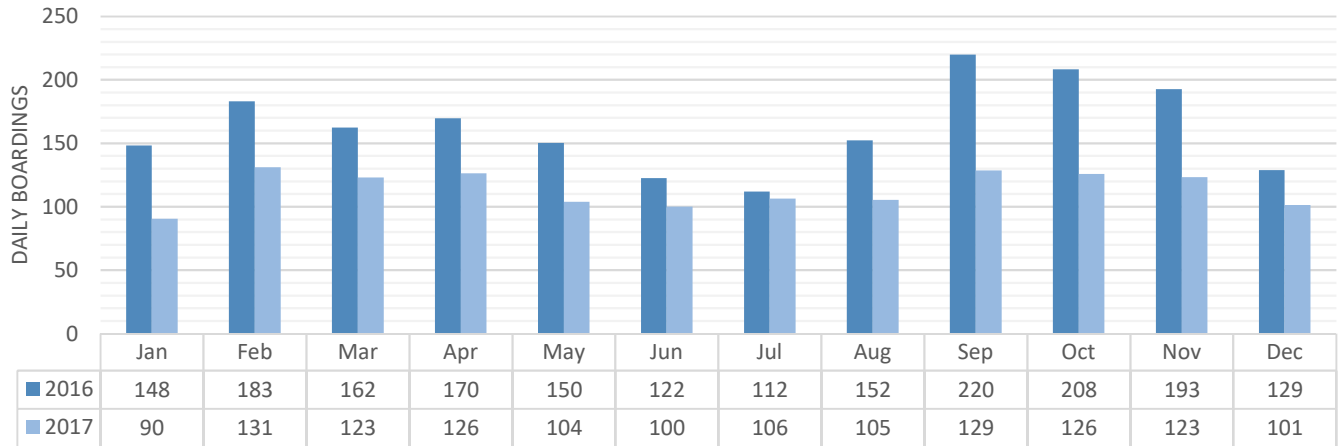
Total Ridership



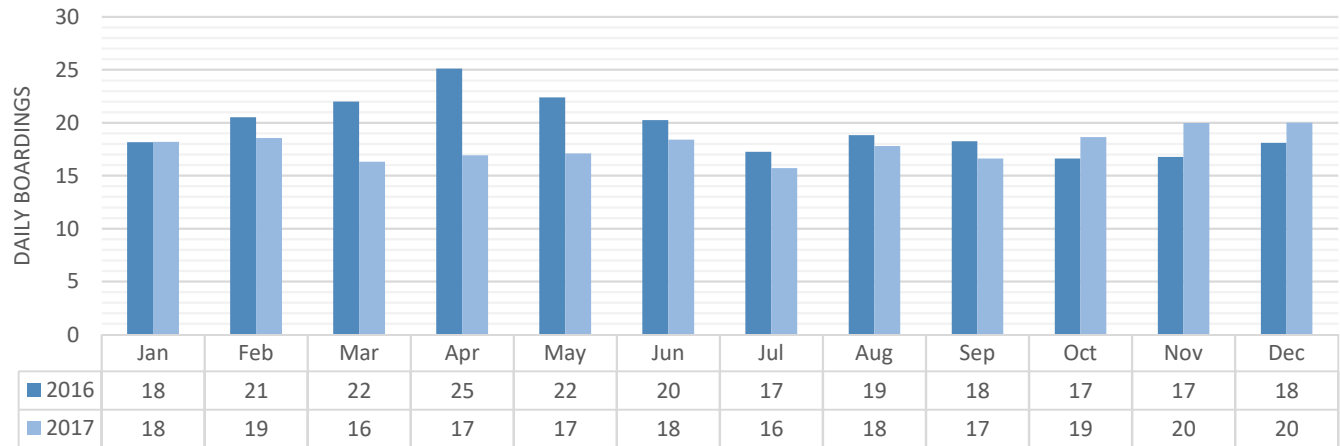
Key Performance Indicators - City of Rogers Calendar Year 2017

| | TOTAL SYSTEM | | | ROGERS | | | |
|-------------|--------------|---------|----------|--------|--------|----------|------------|
| | CY 16 | CY 17 | % Change | CY 16 | CY 17 | % Change | % of Total |
| Days of Op | 255 | 254 | | 255 | 254 | | |
| Fixed Route | 288,602 | 235,277 | -18% | 41,419 | 28,862 | -30% | 12% |
| Paratransit | 30,458 | 26,058 | -14% | 4,984 | 4,531 | -9% | 17% |
| Total | 319,060 | 261,335 | -18% | 46,403 | 33,393 | -28% | 13% |

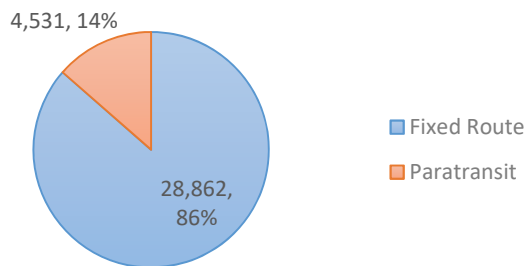
Fixed Route Passengers



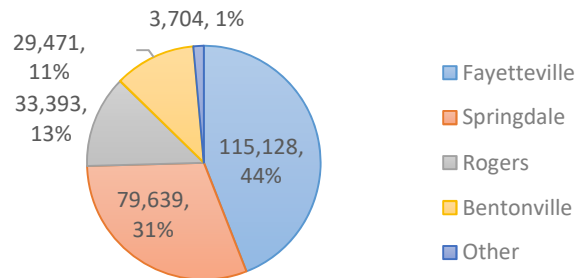
Paratransit Passengers



Rogers Service



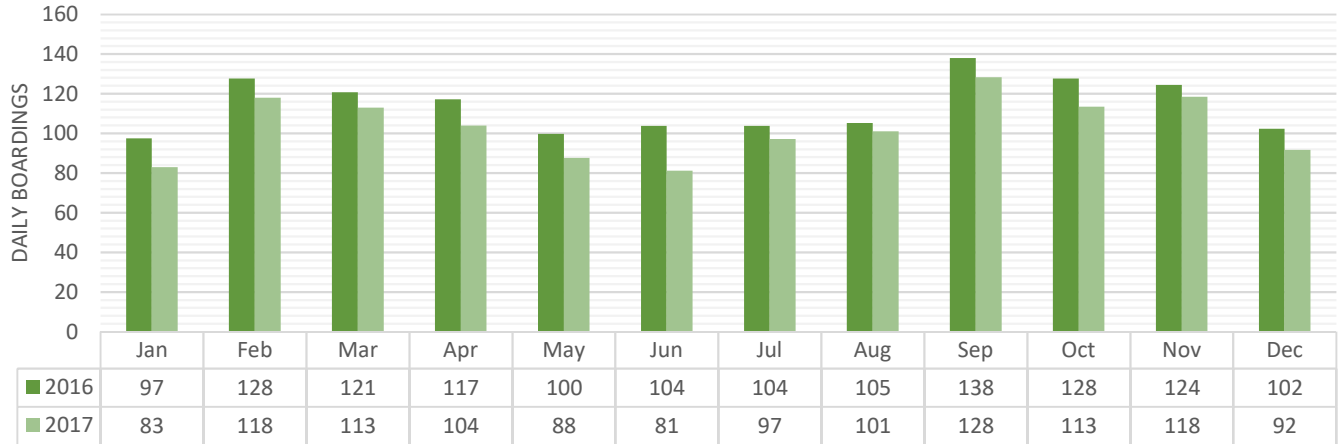
Total Ridership



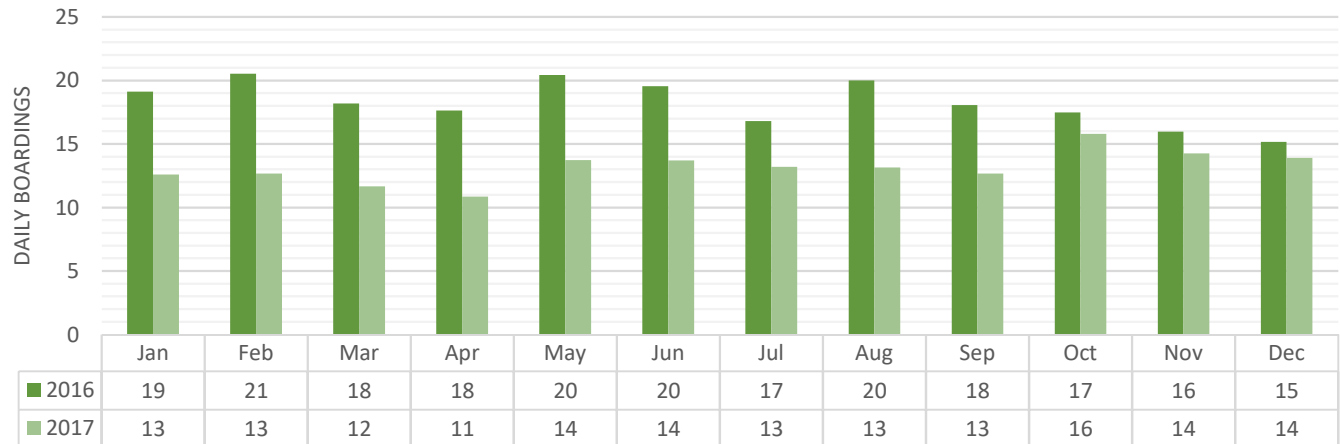
Key Performance Indicators - City of Bentonville Calendar Year 2017

| | TOTAL SYSTEM | | | BENTONVILLE | | | |
|-------------|--------------|---------|----------|-------------|--------|----------|------------|
| | CY 16 | CY 17 | % Change | CY 16 | CY 17 | % Change | % of Total |
| Days of Op | 255 | 254 | | 255 | 254 | | |
| Fixed Route | 288,602 | 235,277 | -18% | 29,063 | 26,123 | -10% | 11% |
| Paratransit | 30,458 | 26,058 | -14% | 4,655 | 3,348 | -28% | 13% |
| Total | 319,060 | 261,335 | -18% | 33,718 | 29,471 | -13% | 11% |

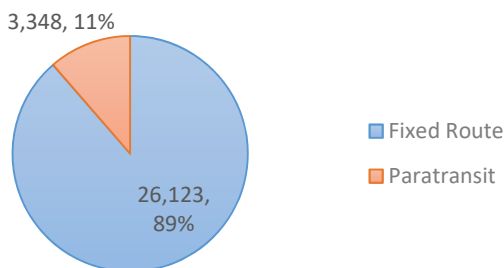
Fixed Route Passengers



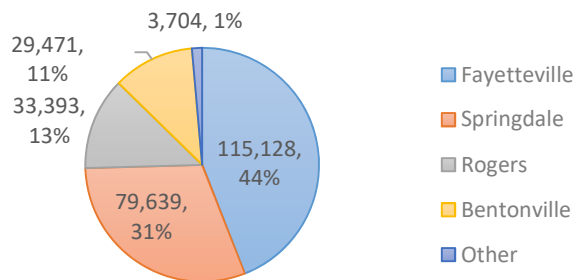
Paratransit Passengers



Bentonville Service

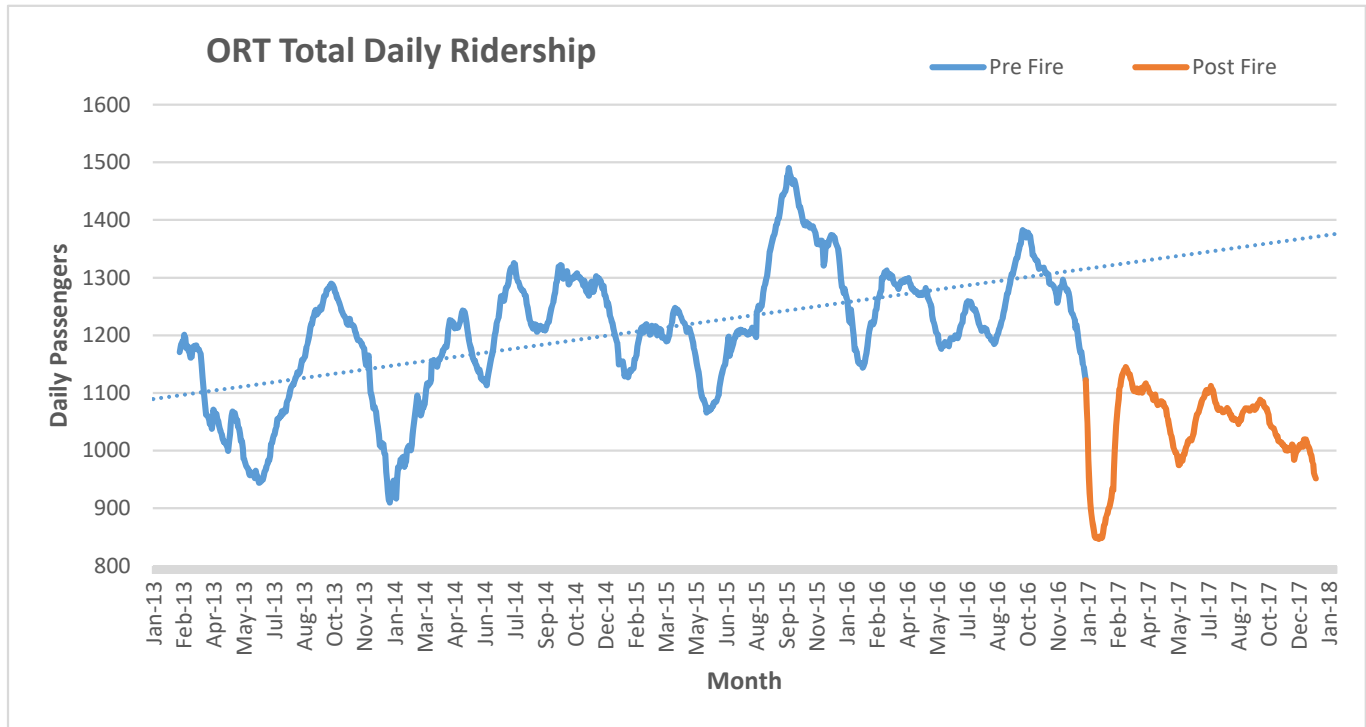


Total Ridership



Key Performance Indicators - Other Cities / Areas Calendar Year 2017

| | TOTAL SYSTEM | | | Other Cities / Areas | | | |
|-------------|--------------|---------|----------|----------------------|-------|----------|------------|
| | CY 16 | CY 17 | % Change | CY 16 | CY 17 | % Change | % of Total |
| Days of Op | 255 | 254 | | 255 | 254 | | |
| Fixed Route | 288,602 | 235,277 | -18% | 2,775 | 909 | -67% | 0% |
| Paratransit | 30,458 | 26,058 | -14% | 3,786 | 2,795 | -26% | 11% |
| Total | 319,060 | 261,335 | -18% | 6,561 | 3,704 | -44% | 1% |



Social Media Statistics

| Month | Facebook Likes | Twitter Followers | Instagram Followers | Website Sessions / Day |
|----------|----------------|-------------------|---------------------|------------------------|
| Dec 2016 | 709 | 956 | 79 | 138 |
| Jan 2017 | 877 | 985 | 85 | 310 |
| Feb 2017 | 888 | 999 | 88 | 125 |
| Mar 2017 | 900 | 1014 | 88 | 123 |
| Apr 2017 | 918 | 1018 | 91 | 104 |
| May 2017 | 929 | 1030 | 97 | 138 |
| Jun 2017 | 934 | 1033 | 96 | 118 |
| Jul 2017 | 938 | 1041 | 97 | 106 |
| Aug 2017 | 940 | 1049 | 99 | 155 |
| Sep 2017 | 945 | 1056 | 99 | 135 |
| Oct 2017 | 947 | 1059 | 100 | 131 |
| Nov 2017 | 949 | 1066 | 101 | 120 |
| Dec 2017 | 952 | 1071 | 102 | 107 |

Washington County Rural Demand Response

Service began April 10th

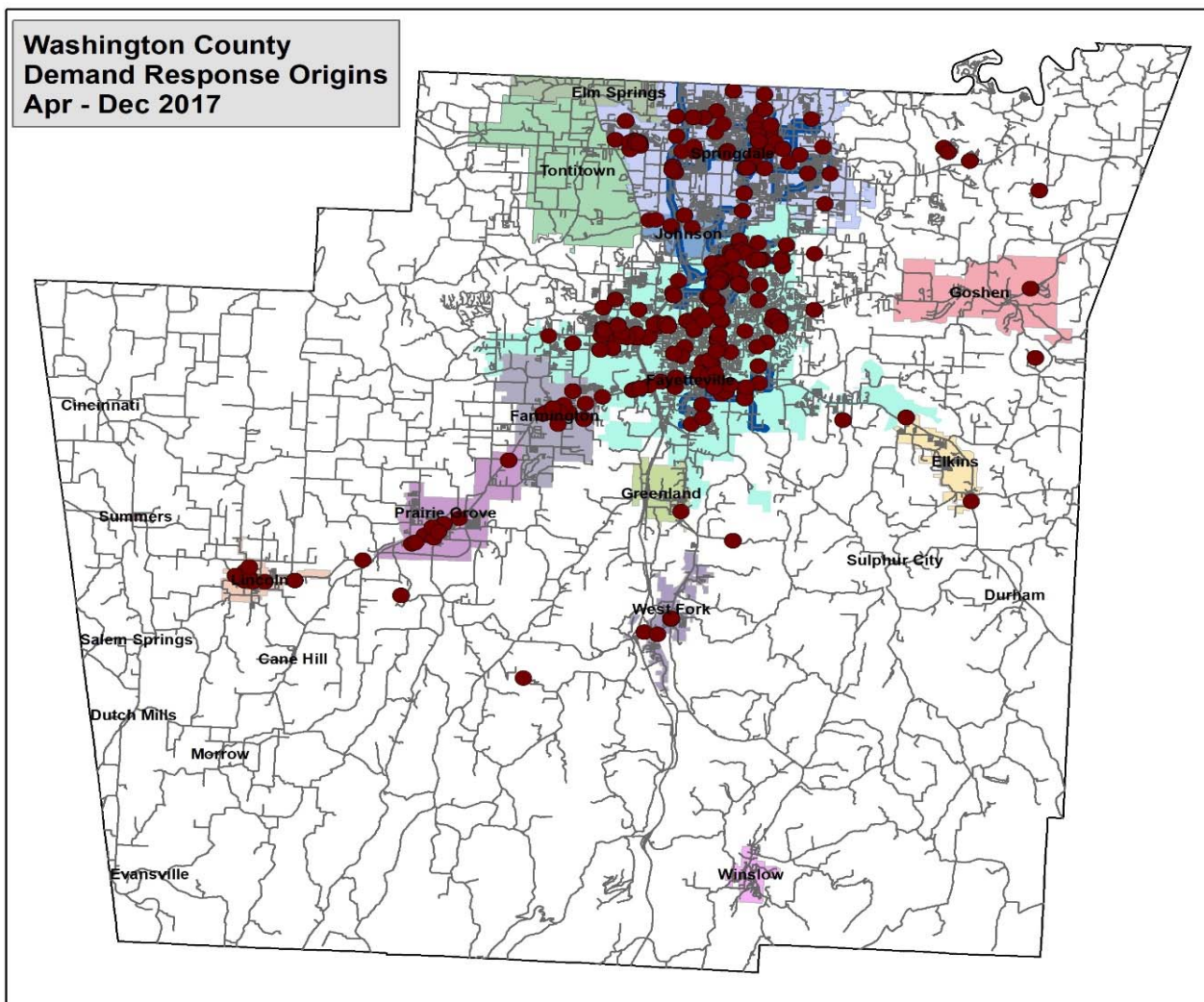
| Area | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | 2017 |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Elkins | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | | 1 |
| Farmington | 6 | 36 | 42 | 29 | 38 | 18 | 17 | 16 | 4 | 206 |
| Fayetteville | 153 | 142 | 187 | 173 | 213 | 192 | 215 | 195 | 171 | 1,641 |
| Goshen | 1 | 0 | 0 | 1 | 3 | 0 | 2 | 0 | 3 | 10 |
| Johnson | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| Lincoln | 8 | 9 | 5 | 0 | 12 | 11 | 9 | 7 | 4 | 65 |
| Prairie Grove | 22 | 31 | 32 | 15 | 1 | 6 | 7 | 2 | 14 | 130 |
| Springdale | 59 | 49 | 54 | 58 | 75 | 74 | 99 | 100 | 84 | 652 |
| Washington County | 0 | 24 | 31 | 30 | 33 | 29 | 34 | 46 | 33 | 260 |
| West Fork | 1 | 2 | 3 | 4 | 2 | 4 | 2 | 2 | 2 | 22 |
| Total | 250 | 293 | 354 | 310 | 377 | 334 | 386 | 368 | 317 | 2,989 |

Route 620 (January 1 - April 9, 2017)

971

Total Trips

3,960



Passenger Boardings by City: Calendar Year 2017

| | Demand Response | | ADA Paratransit | | Fixed Route | | Total | |
|----------------------|-----------------|--------------|-----------------|--------------|---------------|---------------|---------------|---------------|
| | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 |
| Benton County | | | | | | | | |
| Avoca | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Bella Vista | 56 | 47 | 0 | 0 | 0 | 0 | 56 | 47 |
| Benton County | 42 | 66 | 0 | 0 | 0 | 0 | 42 | 66 |
| Bentonville | 1,581 | 798 | 3,074 | 2,550 | 29,063 | 26,123 | 33,718 | 29,471 |
| Cave Springs | 3 | 3 | 0 | 0 | 0 | 0 | 3 | 3 |
| Centerton | 460 | 106 | 0 | 0 | 0 | 0 | 460 | 106 |
| Garfield | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gravette | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Little Flock | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Lowell | 217 | 85 | 0 | 0 | 0 | 0 | 217 | 85 |
| Pea Ridge | 21 | 46 | 0 | 0 | 0 | 0 | 21 | 46 |
| Rogers | 2,089 | 1,699 | 2,895 | 2,832 | 41,419 | 28,862 | 46,403 | 33,393 |
| Siloam Springs | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 4,469 | 2,850 | 5,969 | 5,382 | 70,482 | 54,985 | 80,920 | 63,217 |

| | Demand Response | | ADA Paratransit | | Fixed Route | | Total | |
|--------------------------|-----------------|--------------|-----------------|--------------|----------------|----------------|----------------|----------------|
| | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 |
| Washington County | | | | | | | | |
| Elkins | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Farmington | 2 | 218 | 56 | 8 | 244 | 45 | 302 | 271 |
| Fayetteville | 3,417 | 3,335 | 4,876 | 4,513 | 129,662 | 107,280 | 137,955 | 115,128 |
| Goshen | 1 | 11 | 0 | 0 | 0 | 0 | 1 | 11 |
| Greenland | 37 | 0 | 0 | 0 | 263 | 11 | 300 | 11 |
| Johnson | 4 | 8 | 6 | 0 | 650 | 406 | 660 | 414 |
| Lincoln | 1 | 66 | 86 | 4 | 570 | 198 | 657 | 268 |
| Prairie Grove | 122 | 132 | 45 | 39 | 381 | 133 | 548 | 304 |
| Springdale | 3,957 | 3,162 | 4,783 | 4,347 | 85,683 | 72,103 | 94,423 | 79,612 |
| Washington County | 64 | 287 | 0 | 0 | 0 | 0 | 64 | 287 |
| West Fork | 2 | 25 | 2 | 0 | 667 | 116 | 671 | 141 |
| Total | 7,607 | 7,245 | 9,854 | 8,911 | 218,120 | 180,292 | 235,581 | 196,448 |

| | Demand Response | | ADA Paratransit | | Fixed Route | | Total | |
|-----------------------|-----------------|--------------|-----------------|----------|-------------|----------|--------------|--------------|
| | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 |
| Carroll County | | | | | | | | |
| Berryville | 2,111 | 1,238 | 0 | 0 | 0 | 0 | 2,111 | 1,238 |
| Carroll County | 260 | 248 | 0 | 0 | 0 | 0 | 260 | 248 |
| Eureka Springs | 10 | 11 | 0 | 0 | 0 | 0 | 10 | 11 |
| Green Forest | 4 | 3 | 0 | 0 | 0 | 0 | 4 | 3 |
| Total | 2,385 | 1,500 | 0 | 0 | 0 | 0 | 2,385 | 1,500 |

| | Demand Response | | ADA Paratransit | | Fixed Route | | Total | |
|-----------------------|-----------------|------------|-----------------|----------|-------------|----------|------------|------------|
| | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 |
| Madison County | | | | | | | | |
| Huntsville | 10 | 10 | 0 | 0 | 0 | 0 | 10 | 10 |
| Madison County | 164 | 160 | 0 | 0 | 0 | 0 | 164 | 160 |
| Total | 174 | 170 | 0 | 0 | 0 | 0 | 174 | 170 |

| | Demand Response | | ADA Paratransit | | Fixed Route | | Total | |
|--------------------|-----------------|---------------|-----------------|---------------|----------------|----------------|----------------|----------------|
| | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 | 2016 | 2017 |
| Grand Total | 14,635 | 11,765 | 15,823 | 14,293 | 288,602 | 235,277 | 319,060 | 261,335 |