



OPERATING STATISTICS
Board Report
***September 2021**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
576,117	771,689	-25.3%	Total Bus Passenger Trips-APC* (1)	9,453,520	10,321,743	-8.4%
22,278	21,360	4.3%	Other Bus Passenger Trips (JT, Looper all, East Lake)(2)	399,431	313,820	27.3%
598,395	793,049	-24.5%	Total Fixed Route Passenger Trips (1-2)	9,852,951	10,635,633	-7.4%
13,779	19,548	-29.5%	Access Paratransit Client Trips (3)	222,380	242,725	-8.4%
150	79	89.9%	Access TD Door-to-Door Trips (4)	1,391	1,339	3.9%
1,316	2,541	-48.2%	Access Paratransit PCA Trips (5)	26,753	31,545	-15.2%
15,245	22,168	-31.2%	Total Access Passenger Trips (3-5)	250,524	275,609	-9.1%
9,297	7,821	18.9%	Total Mobility Programs (6)	115,456	92,036	25.4%
622,937	823,038	-24.3%	Total Passenger Trips (1-6)	10,218,931	11,003,208	-7.1%
67,568	N/A	N/A	TD Discounted Pass Trips	119,263	1,664,334	-92.8%
7,174	N/A	N/A	UPASS Trips	12,006	286,355	-95.8%
3,029	3,545	-14.6%	Wheelchairs	43,860	47,000	-6.7%
18,477	23,006	-19.7%	Bikes on Buses	287,546	316,372	-9.1%
22,944	31,563	-27.3%	Average Weekday Passenger Trips			
17,017	22,035	-22.8%	Average Saturday Passenger Trips			
10,020	14,394	-30.4%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	634	0.6%	Employees-Budgeted-Full-Time			
725,905	645,767	12.4%	Total Revenue Miles	8,758,907	8,070,372	8.5%
52,705	46,899	12.4%	Total Revenue Hours	637,091	590,590	7.9%
68.6	74.5	-8.0%	On-Time Performance (Earlies excluded.)	71.2	71.3	-0.1%
21.2	22.9	-7.7%	Complaints/100,000 Passenger Trips-PSTA Bus	18.8	27.4	-31.3%
118.6	36.1	228.6%	Complaints/100,000 Passenger Trips-Access (less EL)	47.9	60.6	-20.9%
5.02	3.87	29.7%	Accidents--Total-Per 100,000 Miles	3.82	3.97	-3.7%
1.59	1.52	4.7%	Accidents--Preventable-Per 100,000 Miles	0.94	1.08	-12.7%
41	83	-50.6%	Security Incidents - (All)	740	782	-5.4%
20	43	-53.5%	Security Incidents - (Operators Only)	309	310	-0.3%
6	16	-62.5%	Severe Incidents# - (All)	103	161	-36.0%
1	6	-83.3%	Severe Incidents# - (Operators Only)	23	60	-61.7%
17,772	16,837	5.6%	Miles Per Roadcall	20,663	25,907	-20.2%
40,328	32,288	24.9%	Miles Per Service Interruption	18,796	25,950	-27.6%
0.79	1.19	-33.6%	Bus-Total Passenger Trips / Revenue Mile	1.08	1.28	-15.6%
10.93	16.45	-33.6%	Bus-Total Passenger Trips / Revenue Hour	14.84	17.48	-15.1%

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

COVID-19 Week to Week Ridership Comparison	9/24-9/30/21	3/1-3/7/20	% Change
Weekly Total Last Week February to 1st week March 2020	108,561	241,073	-55.0%
Average Weekday Ridership	17,554	39,074	-55.1%
Average Saturday Ridership	12,941	27,955	-53.7%
Average Sunday Ridership	7,849	17,750	-55.8%

* 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.

*Data contained in this report is considered DRAFT until FTA validation and final acceptance of PSTA's annual National Transit Database Report.