



OPERATING STATISTICS
Board Report
***DECEMBER 2020**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
807,292	1,043,959	-22.7%	Total Bus Passenger Trips-APC* (1)	2,411,266	3,244,880	-25.7%
24,569	34,146	-28.0%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	71,892	98,023	-26.7%
831,861	1,078,105	-22.8%	Total Fixed Route Passenger Trips (1-2)	2,483,158	3,342,903	-25.7%
19,575	24,969	-21.6%	Access Paratransit Client Trips (3)	57,332	78,351	-26.8%
84	102	-17.6%	Access TD Door-to-Door Trips (4)	242	311	-22.2%
2,544	3,246	-21.6%	Access Paratransit PCA Trips (5)	7,452	10,185	-26.8%
22,203	28,317	-21.6%	Total Access Passenger Trips (3-5)	65,026	88,847	-26.8%
10,001	9,813	1.9%	Total Mobility Programs (6)	27,370	28,825	-5.0%
864,065	1,116,235	-22.6%	Total Passenger Trips (1-6)	2,575,554	3,460,575	-25.6%
0	294,241	-100.0%	TD Discounted Pass Trips	0	912,900	-100.0%
0	47,350	-100.0%	UPASS Trips	0	155,969	-100.0%
3,717	4,455	-16.6%	Wheelchairs	10,685	14,909	-28.3%
24,162	29,362	-17.7%	Bikes on Buses	73,084	92,811	-21.3%
31,922	43,471	-26.6%	Average Weekday Passenger Trips			
23,776	30,162	-21.2%	Average Saturday Passenger Trips			
13,336	17,027	-21.7%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	634	0.6%	Employees-Budgeted-Full-Time			
695,170	759,444	-8.5%	Total Revenue Miles	2,031,965	2,281,934	-11.0%
50,566	55,942	-9.6%	Total Revenue Hours	147,666	168,539	-12.4%
72.5	68.2	6.4%	On-Time Performance (Earlies excluded)	73.1	68.1	7.3%
18.0	27.1	-33.7%	Complaints/100,000 Passenger Trips-PSTA Bus	20.9	28.2	-25.8%
13.5	60.0	-77.5%	Complaints/100,000 Passenger Trips-Access (less EL)	26.1	93.4	-72.0%
4.22	3.97	6.5%	Accidents--Total-Per 100,000 Miles	4.16	3.41	22.0%
0.64	0.70	-8.5%	Accidents--Preventable-Per 100,000 Miles	0.53	0.70	-24.6%
77	46	67.4%	Security Incidents - (All)	219	152	44.1%
35	11	218.2%	Security Incidents - (Operators Only)	91	38	139.5%
10	9	11.1%	Severe Incidents# - (All)	24	40	-40.0%
4	3	33.3%	Severe Incidents# - (Operators Only)	6	14	-57.1%
30,044	25,981	15.6%	Miles Per Roadcall	24,796	24,562	1.0%
21,724	36,164	-39.9%	Miles Per Service Interruption	26,389	30,025	-12.1%
1.16	1.37	-15.5%	Bus-Total Passenger Trips / Revenue Mile	1.19	1.42	-16.5%
15.96	18.66	-14.5%	Bus-Total Passenger Trips / Revenue Hour	16.33	19.25	-15.2%

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

COVID-19 Week to Week Ridership Comparison	12/25-12/31/20	3/1-3/7/20	% Change
Weekly Total Last Week December to 1st week March	136,826	241,073	-43.2%
Average Weekday Ridership	24,794	39,074	-36.5%
Average Saturday Ridership	16,039	27,955	-42.6%
Average Sunday Ridership	10,805	17,750	-39.1%

* 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.

APC data validated and approved by FTA for NTD reporting.