



OPERATING STATISTICS
Board Report
***January 2022**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
634,876	797,811	-20.4%	Total Bus Passenger Trips-APC* (1)	2,556,759	3,209,077	-20.3%
24,208	25,089	-3.5%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	102,948	96,985	6.1%
659,084	822,900	-19.9%	Total Fixed Route Passenger Trips (1-2)	2,659,707	3,306,062	-19.6%
12,517	19,351	-35.3%	Access Paratransit Client Trips (3)	53,504	76,679	-30.2%
132	80	65.0%	Access TD Door-to-Door Trips (4)	561	322	74.2%
1,150	2,515	-54.3%	Access Paratransit PCA Trips (5)	5,182	9,967	-48.0%
13,799	21,946	-37.1%	Total Access Passenger Trips (3-5)	59,247	86,968	-31.9%
15,681	9,531	64.5%	Total Mobility Programs (6)	63,472	36,910	72.0%
688,564	854,377	-19.4%	Total Passenger Trips (1-6)	2,782,426	3,429,940	-18.9%
115,195	N/A	N/A	TD Discounted Pass Trips	442,539	N/A	N/A
18,456	N/A	N/A	UPASS Trips	50,150	N/A	N/A
2,782	3,353	-17.0%	Wheelchairs	12,621	14,038	-10.1%
19,134	22,518	-15.0%	Bikes on Buses	77,830	95,602	-18.6%
26,304	32,532	-19.1%	Average Weekday Passenger Trips			
16,243	23,395	-30.6%	Average Saturday Passenger Trips			
9,566	14,461	-33.9%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	638	0.0%	Employees-Budgeted-Full-Time			
698,445	674,451	3.6%	Total Revenue Miles	2,845,116	2,706,416	5.1%
50,713	49,019	3.5%	Total Revenue Hours	207,398	196,685	5.4%
69.9	73.0	-4.3%	On-Time Performance (Earlies excluded.)	69.4	73.2	-5.2%
20.9	20.6	1.9%	Complaints/100,000 Passenger Trips-PSTA Bus	21.9	20.8	5.3%
152.8	9.1	1576.8%	Complaints/100,000 Passenger Trips-Access (less EL)	130.6	21.8	497.6%
4.7	2.38	98.0%	Accidents--Total-Per 100,000 Miles	4.47	3.72	20.1%
1.40	1.32	5.9%	Accidents--Preventable-Per 100,000 Miles	1.28	0.72	76.8%
37	63	-41.3%	Security Incidents - (All)	151	282	-46.5%
18	26	-30.8%	Security Incidents - (Operators Only)	67	117	-42.7%
4	16	-75.0%	Severe Incidents# - (All)	25	40	-37.5%
3	2	50.0%	Severe Incidents# - (Operators Only)	8	8	0.0%
18,290	21,041	-13.1%	Miles Per Roadcall	23,548	23,740	-0.8%
5,251	22,482	-76.6%	Miles Per Service Interruption	14,155	25,294	-44.0%
0.91	1.18	-23.2%	Bus-Total Passenger Trips / Revenue Mile	0.90	1.19	-24.2%
12.52	16.28	-23.1%	Bus-Total Passenger Trips / Revenue Hour	12.33	16.32	-24.4%

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

COVID-19 Week to Week Ridership Comparison	1/25-1/31/22	3/1-3/7/20	% Change
Weekly Total Last Week February to 1st week March 2020	116,758	241,073	-51.6%
Average Weekday Ridership	19,018	39,074	-51.3%
Average Saturday Ridership	13,016	27,955	-53.4%
Average Sunday Ridership	8,652	17,750	-51.3%

* 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.