



OPERATING STATISTICS
Board Report
Sep-22

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
608,668	576,117	5.7%	Total Bus Passenger Trips-APC* (1)	8,649,465	9,453,520	-8.5%
21,022	22,278	-5.6%	Other Bus Passenger Trips (T, Looper-all, East Lake)(2)	390,216	399,431	-2.3%
629,690	598,395	5.2%	Total Fixed Route Passenger Trips (1-2)	9,039,681	9,852,951	-8.3%
11,476	13,779	-16.7%	Access Paratransit Client Trips (3)	154,340	222,380	-30.6%
359	150	139.3%	Access TD Door-to-Door Trips (4)	2,623	1,391	88.6%
1,715	1,316	30.3%	Access Paratransit PCA Trips (5)	20,669	26,753	-22.7%
13,550	15,245	-11.1%	Total Access Passenger Trips (3-5)	177,632	250,524	-29.1%
19,251	9,297	107.1%	Total Mobility Programs (6)	214,126	115,456	85.5%
662,491	622,937	6.3%	Total Passenger Trips (1-6)	9,431,439	10,218,931	-7.7%
112,026	67,568	N/A	TD Discounted Pass Trips	1,349,023	119,263	1031.1%
19,332	7,174	169.5%	UPASS Trips	181,447	12,006	1411.3%
4,153	3,029	37.1%	Wheelchairs	42,421	43,860	-3.3%
22,108	18,477	19.7%	Bikes on Buses	267,388	287,546	-7.0%
28,736	22,944	25.2%	Average Weekday Passenger Trips			
20,206	17,017	18.7%	Average Saturday Passenger Trips			
12,883	10,020	28.6%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	638	0.0%	Employees-Budgeted-Full-Time			
656,574	725,856	-9.5%	Total Revenue Miles	9,141,221	8,758,830	4.4%
46,857	52,705	-11.1%	Total Revenue Hours	632,929	637,091	-0.7%
66.8	68.6	-2.6%	On-Time Performance (Earlies excluded.)	67.2	71.2	-5.6%
16.6	21.2	-21.6%	Complaints/100,000 Passenger Trips-PSTA Bus	19.9	18.8	5.7%
155.0	118.6	30.7%	Complaints/100,000 Passenger Trips-Access (less EL)	127.2	47.9	165.5%
4.9	5.02	-2.7%	Accidents--Total-Per 100,000 Miles	4.59	3.83	20.1%
1.08	1.59	-31.8%	Accidents--Preventable-Per 100,000 Miles	1.36	0.94	44.4%
51	41	24.4%	Security Incidents - (All)	504	740	-31.9%
15	20	-25.0%	Security Incidents - (Operators Only)	185	309	-40.1%
4	6	-33.3%	Severe Incidents# - (All)	68	103	-34.0%
1	1	0.0%	Severe Incidents# - (Operators Only)	22	23	-4.3%
15,703	17,771	-11.6%	Miles Per Roadcall	20,508	20,663	-0.7%
29,844	40,325	-26.0%	Miles Per Service Interruption	17,183	18,796	-8.6%
0.93	0.79	16.8%	Bus-Total Passenger Trips / Revenue Mile	0.95	1.08	-12.3%
12.99	10.93	18.8%	Bus-Total Passenger Trips / Revenue Hour	13.67	14.84	-7.9%

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

COVID-19 Week to Week Ridership Comparison	9/24-9/30	3/1-3/7/20	% Change
Weekly Total Last Week September to 1st week March 2020	61,525	241,073	-74.5%
Average Weekday Ridership	8,781	39,074	-77.5%
Average Saturday Ridership	15,963	27,955	-42.9%
Average Sunday Ridership	10,437	17,750	-41.2%

* 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.