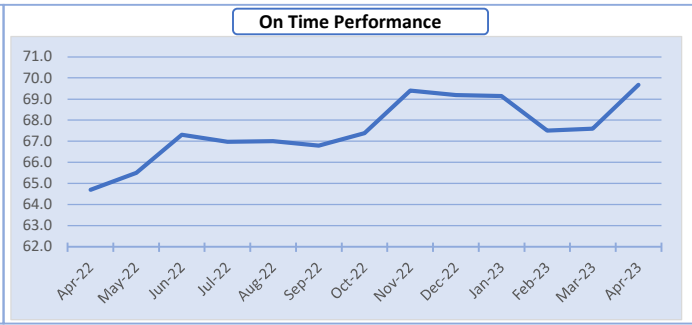
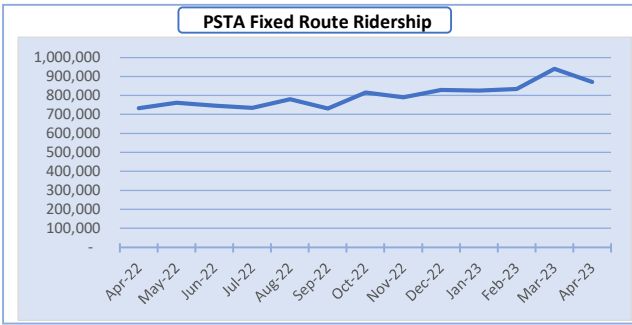




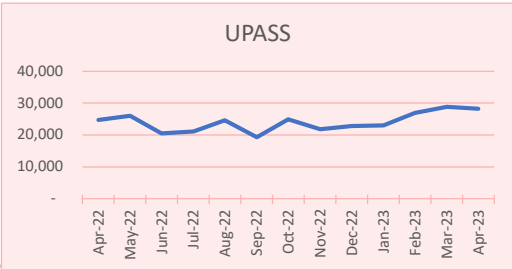
Board Report April 2023

At a Glance
Compared to April of last year, fixed route ridership was 19% higher in April 2023.



Ridership	This month	Prior year month	% Change	YTD	Prior YTD	% Change
PSTA Local Bus	724,681	686,721	6%	5,059,039	4,487,067	13%
SunRunner	96,211	0	N/A	591,237	0	N/A
Jolley Trolley	43,865	40,938	7%	214,739	191,332	12%
Looper	7,072	5,691	24%	41,063	32,998	24%
Total Fixed Route	871,829	733,350	19%	5,906,078	4,711,397	25%
PSTA Access	33,011	31,505	5%	245,094	199,513	23%
¹ Other Mobility	4,156	2,592	60%	24,645	19,326	28%
Total Passenger Trips	908,996	767,447	18%	6,175,817	4,930,236	25%

Monthly Metrics	This month	Prior year month	% Change
² Flamingo Adoption	31%	33%	-6%
³ Avg. Weekday Trips	34,552	29,083	19%
Avg. Saturday Trips	26,191	20,357	29%
Avg. Sunday Trips	17,401	13,784	26%
Fixed Route Complaints/100K trips	26.4	24.2	9%
Access Complaints/100K trips	139.3	60.3	131%
Security Incidents	74	53	40%
⁴ Severe Incidents	5	8	-38%



Types of Trips	This month	Prior year month	% Change	YTD	Prior YTD	% Change
Wheelchair	3,296	3,234	2%	27,335	21,740	26%
Bikes	20,575	22,153	-7%	162,100	139,265	16%
TD Discount Pass	123,080	136,257	-10%	922,249	830,915	11%
UPASS	28,247	24,760	14%	176,742	118,302	49%
Farebox Trips	412,954	386,332	7%	2,835,400	2,354,079	20%
Flamingo App Trips	52,472	52,370	0%	394,726	284,379	39%
Contactless Payment	5,945	0	N/A	16,092	0	N/A
Flamingo Card Trips	178,160	185,432	-4%	1,324,503	1,213,911	9%
Total Flamingo Trips	236,577	237,802	-1%	1,735,321	1,498,290	16%

PSTA Operating Statistics	This month	Prior year month	% Change	YTD	Prior YTD	% Change
On Time Performance	69.7	64.7	8%	68.6	67.6	1%
Total Miles	870,555	845,549	3%	6,167,897	5,685,721	8%
Total Hours	58,618	58,059	1%	413,143	389,331	6%
Miles per Roadcall	16,426	25,623	-36%	20,424	19,649	4%
Bus Diesel Fuel Gallons	184,704	178,104	4%	1,269,460	1,241,634	2%
E-Bus Kilowatt Hours	24,408	30,432	-20%	160,903	97,215	66%
Accidents - Total/100K Miles	4.02	3.78	6%	4.65	4.33	7%
Accidents -preventable/100K Miles	1.84	1.42	30%	1.67	1.22	37%

¹ Other Mobility includes Late Shift, Direct Connect, Healthy Hop and Urgent Day
² Flamingo trips divided by total APC trips
³ Avg trips for each day type is for all modes (bus, contracted service, and PSTA Access)
⁴ Severe incident definition: Events involving physical + verbal + weapon present
 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.