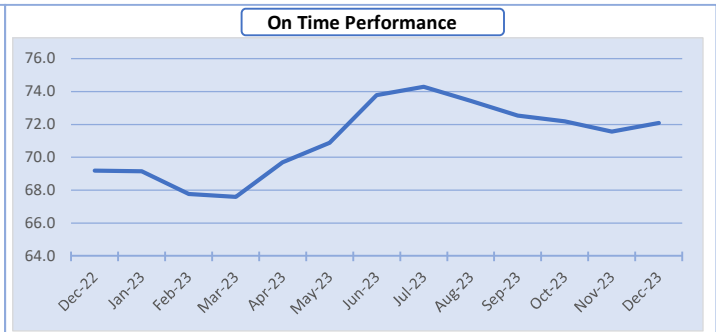
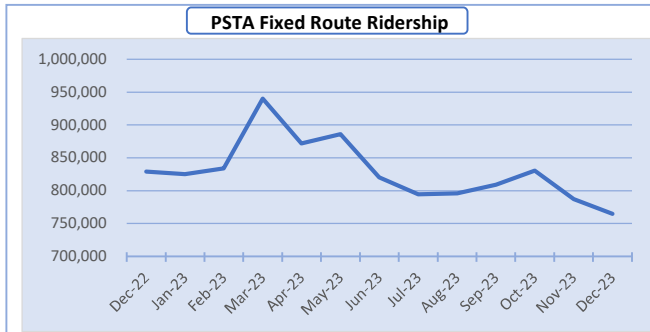




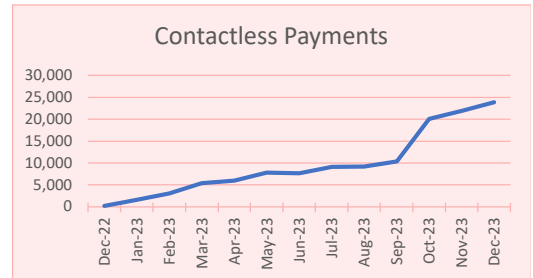
Board Report December 2023

At a Glance
Contactless payment continues to see steady, strong growth since it's implementation in Dec/Jan 2022.



Ridership	This month	Prior year month	% Change	YTD	Prior YTD	% Change
PSTA Local Bus	683,292	721,921	-5%	2,138,934	2,158,075	-1%
SunRunner	53,894	81,042	-33%	161,588	183,698	-12%
Jolley Trolley	21,940	21,498	2%	66,165	68,049	-3%
Looper	5,692	4,334	31%	15,758	13,927	13%
Total Fixed Route	764,818	828,795	-8%	2,382,445	2,423,749	-2%
PSTA Access	39,307	34,749	13%	122,625	103,372	19%
¹ Other Mobility	6,264	2,430	158%	18,676	8,937	109%
Total Passenger Trips	810,389	865,974	-6%	2,523,746	2,536,058	0%

Monthly Metrics	This month	Prior year month	% Change
² Flamingo Adoption	41%	33%	25%
³ Avg. Weekday Trips	31,526	30,589	3%
Avg. Saturday Trips	20,834	22,470	-7%
Avg. Sunday Trips	12,616	13,576	-7%
Fixed Route Complaints/100K trips	14.6	32.0	-54%
Access Complaints/100K trips	81.4	135.3	-40%
Security Incidents	55	43	28%
⁴ Severe Incidents	5	5	0%



Types of Trips	This month	Prior year month	% Change	YTD	Prior YTD	% Change
Wheelchair	3,652	4,100	-11%	11,392	13,636	-16%
Bikes	19,458	23,183	-16%	64,880	74,220	-13%
TD Discount Pass	135,887	128,533	6%	418,522	386,070	8%
UPASS	58,002	22,848	154%	151,290	69,593	117%
Farebox Trips	235,812	380,795	-38%	869,556	1,184,596	-27%
Flamingo App Trips	41,732	56,178	-26%	130,551	167,370	-22%
Contactless Payment	23,825	163	14517%	65,776	163	N/A
Flamingo Card Trips	222,181	185,759	20%	646,491	558,309	16%
Total Flamingo Trips	287,738	242,100	19%	842,818	725,842	16%

PSTA Operating Statistics	This month	Prior year month	% Change	YTD	Prior YTD	% Change
On Time Performance	72.1	69.2	4%	71.9	68.6	5%
Total Miles	846,880	910,616	-7%	2,625,967	2,637,650	0%
Total Hours	56,564	60,772	-7%	174,754	176,091	-1%
Miles per Roadcall	29,203	18,212	60%	26,525	22,838	16%
Bus Diesel Fuel Gallons	164,509	179,964	-9%	534,840	543,136	-2%
E-Bus Kilowatt Hours	26,023	26,800	-3%	77,200	76,614	1%
Accidents - Total/100K Miles	3.66	3.84	-5%	11.44	5.03	128%
Accidents -preventable/100K Miles	0.94	0.99	-4%	3.32	1.53	117%

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.