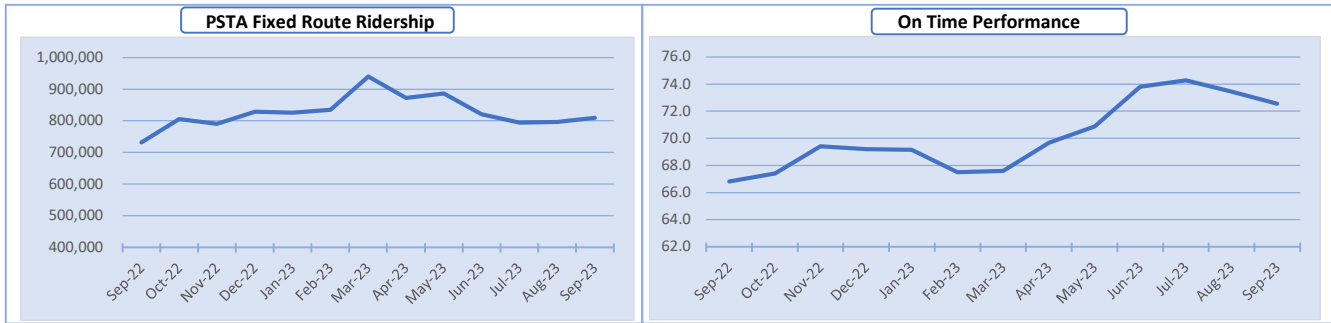




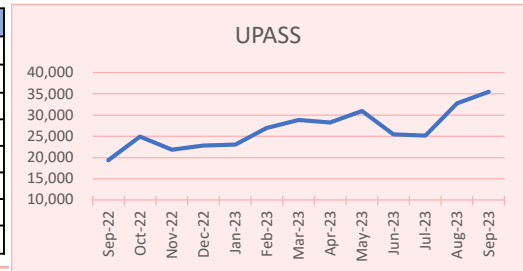
Board Report September 2023

At a Glance
Fiscal Year 2023 total passenger trips increased 18% over FY 2022.



Ridership	This month	Prior year month	% Change	YTD	Prior YTD	% Change
PSTA Local Bus	693,741	710,294	-2%	8,534,142	8,073,968	6%
SunRunner	91,326	0	N/A	1,058,158	0	N/A
Jolley Trolley	20,192	18,123	11%	343,217	336,483	2%
Looper	3,520	2,899	21%	64,264	54,597	18%
Total Fixed Route	808,779	731,316	11%	9,999,781	8,465,048	18%
PSTA Access	41,051	29,705	38%	439,210	355,941	23%
¹ Other Mobility	5,930	3,029	96%	50,680	33,269	52%
Total Passenger Trips	855,760	764,050	12%	10,489,671	8,854,258	18%

Monthly Metrics	This month	Prior year month	% Change
² Flamingo Adoption	33%	28%	17%
³ Avg. Weekday Trips	33,029	34,286	-4%
Avg. Saturday Trips	23,361	20,541	14%
Avg. Sunday Trips	15,675	12,960	21%
Fixed Route Complaints/100K trips	21.9	14.2	54%
Access Complaints/100K trips	87.7	70.7	24%
Security Incidents	88	51	73%
⁴ Severe Incidents	11	4	175%



Types of Trips	This month	Prior year month	% Change	YTD	Prior YTD	% Change
Wheelchair	3,732	4,153	-10%	44,377	42,421	5%
Bikes	21,567	22,108	-2%	269,137	267,388	1%
TD Discount Pass	125,151	112,026	12%	1,562,318	1,485,160	5%
UPASS	35,518	19,332	84%	326,696	230,017	42%
Farebox Trips	353,329	340,823	4%	4,689,186	4,309,490	9%
Flamingo App Trips	45,546	44,360	3%	658,878	537,066	23%
Contactless Payment	10,363	0	N/A	60,209	0	N/A
Flamingo Card Trips	179,531	160,192	12%	2,248,467	2,129,827	6%
Total Flamingo Trips	235,440	204,552	15%	2,967,554	2,666,893	11%

PSTA Operating Statistics	This month	Prior year month	% Change	YTD	Prior YTD	% Change
On Time Performance	72.5	66.8	9%	70.4	67.2	5%
Total Miles	863,860	738,032	17%	10,596,607	9,844,137	8%
Total Hours	57,381	49,840	15%	708,182	671,177	6%
Miles per Roadcall	33,225	15,703	112%	22,838	19,649	16%
Bus Diesel Fuel Gallons	193,739	158,543	22%	2,257,908	2,163,884	4%
E-Bus Kilowatt Hours	26,572	22,389	19%	291,781	239,696	22%
Accidents - Total/100K Miles	3.59	4.88	-26%	4.28	4.78	-10%
Accidents - preventable/100K Miles	1.16	1.08	7%	1.49	1.41	6%

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.