



# Board Report April 2024

## At a Glance

Fixed route ridership increased 2% and total passenger trips increased 8% compared to April 2023.

PSTA Fixed Route Ridership

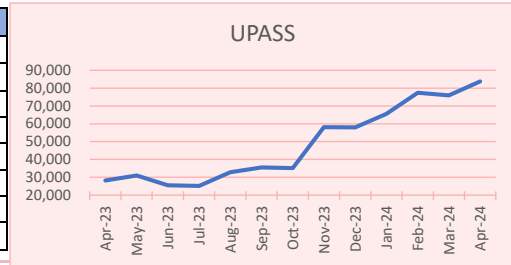


On Time Performance



Ridership	This month	Prior year month	% Change	YTD	Prior YTD	% Change
PSTA Local Bus	763,412	724,681	5%	5,063,331	5,059,039	0%
SunRunner	71,201	96,211	-26%	426,910	579,924	-26%
Jolley Trolley	48,443	43,865	10%	216,224	214,739	1%
Looper	8,285	7,072	17%	49,780	41,063	21%
<b>Total Fixed Route</b>	<b>891,341</b>	<b>871,829</b>	<b>2%</b>	<b>5,756,245</b>	<b>5,894,765</b>	<b>-2%</b>
Vanpool	39,530	N/A	N/A	152,390	N/A	N/A
PSTA Access	46,390	33,011	41%	298,127	245,079	22%
<sup>2</sup> Other Mobility	5,777	4,156	39%	41,904	24,645	70%
<b>Total Passenger Trips</b>	<b>983,038</b>	<b>908,996</b>	<b>8%</b>	<b>6,248,666</b>	<b>6,164,489</b>	<b>1%</b>

Monthly Metrics	This month	Prior year month	% Change
<sup>2</sup> Flamingo Adoption	49%	31%	60%
<sup>3</sup> Avg. Weekday Trips	34,499	34,552	0%
Avg. Saturday Trips	27,218	26,191	4%
Avg. Sunday Trips	18,523	17,401	6%
Fixed Route Complaints/100K trips	29.5	26.4	12%
Access Complaints/100K trips	56.0	139.3	-60%
Security Incidents	46	74	-38%
<sup>4</sup> Severe Incidents	7	5	40%



Types of Trips	This month	Prior year month	% Change	YTD	Prior YTD	% Change
Wheelchair	3,874	3,296	18%	26,009	27,335	-5%
Bikes	20,615	20,575	0%	144,442	162,100	-11%
TD Discount Pass	150,045	123,080	22%	1,002,904	922,249	9%
UPASS	83,764	28,247	197%	453,878	176,742	157%
Farebox Trips	290,316	412,954	-30%	1,941,200	2,835,400	-32%
Flamingo App Trips	52,081	52,472	-1%	340,423	394,726	-14%
Contactless Payment	52,101	5,945	776%	260,713	16,092	1520%
Flamingo Card Trips	295,759	178,160	66%	1,830,169	1,324,503	38%
<b>Total Flamingo Trips</b>	<b>399,941</b>	<b>236,577</b>	<b>69%</b>	<b>2,431,305</b>	<b>1,735,321</b>	<b>40%</b>

PSTA Operating Statistics	This month	Prior year month	% Change	YTD	Prior YTD	% Change
On Time Performance	70.2	69.7	1%	70.6	68.6	3%
Total Miles	892,371	870,555	3%	6,111,003	6,167,897	-1%
Total Hours	60,420	58,618	3%	410,175	413,143	-1%
Miles per Roadcall	27,042	16,426	65%	22,550	22,838	-1%
Bus Diesel Fuel Gallons	182,845	184,704	-1%	1,219,808	1,269,460	-4%
E-Bus Kilowatt Hours	60,946	24,408	150%	262,934	160,903	63%
Accidents - Total/100K Miles	3.25	4.02	-19%	3.60	4.65	-23%
Accidents -preventable/100K Miles	1.23	1.84	-33%	1.19	1.67	-29%

<sup>1</sup> Other Mobility includes Late Shift, Direct Connect, Healthy Hop and Urgent Day

<sup>2</sup> Flamingo trips divided by total APC trips

<sup>3</sup> Avg trips for each day type is for all modes (bus, contracted service, and PSTA Access)

<sup>4</sup> 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.