



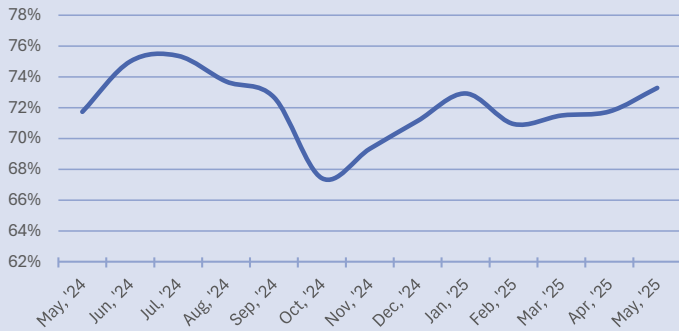
# Board Report

## May, 2025

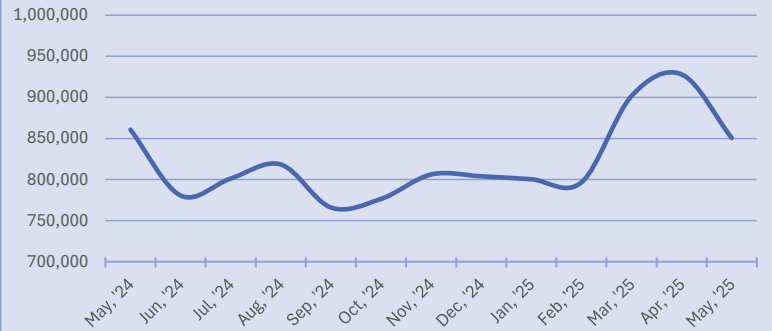
### At a Glance:

Vanpool ridership continues to trend upward, reaching its highest monthly ridership since PSTA took over the program.

#### On Time Performance



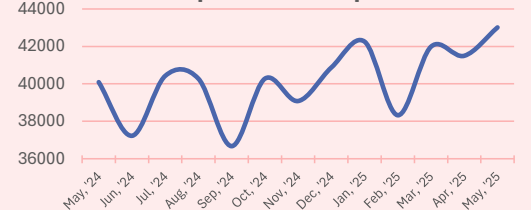
#### Fixed Route Ridership



| Ridership             | This month | Prior year month | % Change | YTD       | Prior YTD | % Change |
|-----------------------|------------|------------------|----------|-----------|-----------|----------|
| PSTA Local Bus        | 750,351    | 752,548          | -0%      | 5,889,942 | 5,815,411 | +1%      |
| SunRunner             | 64,707     | 74,062           | -13%     | 484,164   | 500,972   | -3%      |
| Jolley Trolley        | 29,050     | 26,747           | +9%      | 225,247   | 237,461   | -5%      |
| Looper                | 5,492      | 7,318            | -25%     | 52,827    | 57,098    | -7%      |
| Clearwater Ferry      | 898        | N/A              | N/A      | 11,301    | N/A       | N/A      |
| Total Fixed Route     | 850,498    | 860,675          | -1%      | 6,663,481 | 6,610,942 | +1%      |
| Vanpool               | 43,014     | 40,091           | +7%      | 327,314   | 192,649   | +70%     |
| Grouper               | 815        | N/A              | N/A      | 2,541     | N/A       | N/A      |
| PSTA Access           | 46,306     | 48,161           | -4%      | 358,272   | 346,408   | +3%      |
| 1 Other Mobility      | 1,597      | 1,625            | -2%      | 11,373    | 12,119    | -6%      |
| Total Passenger Trips | 942,230    | 950,552          | -1%      | 7,362,981 | 7,162,118 | +3%      |

| Monthly Metrics                   | This month | Prior year month | % Change |
|-----------------------------------|------------|------------------|----------|
| 2 Flamingo Adoption               | 48%        | 50%              | -4%      |
| 3 Avg. Weekday Trips              | 35,760     | 35,199           | +2%      |
| Avg. Saturday Trips               | 24,003     | 24,921           | -4%      |
| Avg. Sunday Trips                 | 15,343     | 16,517           | -7%      |
| Fixed Route Complaints/100K trips | 28.6       | 30.7             | -7%      |
| Access Complaints/100K trips      | 45.4       | 76.8             | -41%     |
| Security Incidents                | 56         | 59               | -5%      |
| 4 Severe Incidents                | 9          | 7                | +29%     |

#### Vanpool Ridership



| Types of Trips       | This month | Prior year month | % Change | YTD       | Prior YTD | % Change |
|----------------------|------------|------------------|----------|-----------|-----------|----------|
| Wheelchair           | 3,246      | 3,998            | -19%     | 26,819    | 30,007    | -11%     |
| Bikes                | 19,520     | 22,804           | -14%     | 160,286   | 167,246   | -4%      |
| TD Discount Pass     | 158,931    | 158,923          | +0%      | 1,075,744 | 1,161,827 | -7%      |
| UPASS                | 103,336    | 89,573           | +16%     | 742,336   | 560,514   | +32%     |
| Farebox Trips        | 275,302    | 293,878          | -6%      | 2,235,758 | 2,235,078 | +0%      |
| Flamingo App Trips   | 41,720     | 54,749           | -24%     | 340,729   | 395,172   | -14%     |
| Contactless Payment  | 66,793     | 55,468           | +20%     | 447,469   | 316,181   | +42%     |
| Flamingo Card Trips  | 296,976    | 314,588          | -6%      | 2,070,510 | 2,144,757 | -3%      |
| Total Flamingo Trips | 405,489    | 424,805          | -5%      | 2,858,708 | 2,856,110 | +0%      |

| PSTA Operating Statistics          | This month | Prior year month | % Change | YTD       | Prior YTD | % Change |
|------------------------------------|------------|------------------|----------|-----------|-----------|----------|
| On Time Performance                | 73%        | 72%              | +2%      | 71%       | 71%       | +0%      |
| 5 Total Miles                      | 895,186    | 909,675          | -2%      | 7,067,692 | 7,318,711 | -3%      |
| 5 Total Hours                      | 61,465     | 61,812           | -1%      | 485,490   | 497,655   | -2%      |
| Miles per Roadcall                 | 15,173     | 19,355           | -22%     | 15,970    | 21,822    | -27%     |
| Total Fuel Gallons                 | 158,194    | 198,537          | -20%     | 1,322,484 | 1,467,062 | -10%     |
| E-Bus Kilowatt Hours               | 368,998    | 90,648           | +307%    | 1,536,245 | 353,583   | +334%    |
| Accidents - Total/100K Miles       | 3.13       | 3.52             | -11%     | 4.39      | 3.45      | +27%     |
| Accidents - Preventable/100K Miles | 0.59       | 1.27             | -54%     | 1.26      | 1.20      | +5%      |

<sup>1</sup> Other Mobility includes Late Shift, Healthy Hop, Urgent Day, and Flex Safety Harbor (814).

<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

<sup>5</sup> Total Miles and Hours statistics include all reported directly operated and bus contracted services.

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.