



OPERATING STATISTICS
Board Report
***JANUARY 2021**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
797,811	1,091,155	-26.9%	Total Bus Passenger Trips-APC* (1)	3,209,077	4,336,035	-26.0%
25,093	37,195	-32.5%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	96,985	135,218	-28.3%
822,904	1,128,350	-27.1%	Total Fixed Route Passenger Trips (1-2)	3,306,062	4,471,253	-26.1%
19,347	26,063	-25.8%	Access Paratransit Client Trips (3)	76,679	104,414	-26.6%
80	132	-39.4%	Access TD Door-to-Door Trips (4)	322	443	-27.3%
2,515	3,389	-25.8%	Access Paratransit PCA Trips (5)	9,967	13,574	-26.6%
21,942	29,584	-25.8%	Total Access Passenger Trips (3-5)	86,968	118,431	-26.6%
9,531	10,509	-9.3%	Total Mobility Programs (6)	36,910	39,334	-6.2%
854,377	1,168,443	-26.9%	Total Passenger Trips (1-6)	3,429,940	4,629,018	-25.9%
0	296,083	-100.0%	TD Discounted Pass Trips	0	1,208,983	-100.0%
0	51,557	-100.0%	UPASS Trips	0	207,526	-100.0%
3,353	4,729	-29.1%	Wheelchairs	14,038	19,638	-28.5%
22,518	32,392	-30.5%	Bikes on Buses	95,602	125,203	-23.6%
32,532	44,757	-27.3%	Average Weekday Passenger Trips			
23,395	29,789	-21.5%	Average Saturday Passenger Trips			
14,461	18,513	-21.9%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	634	0.6%	Employees-Budgeted-Full-Time			
674,451	773,983	-12.9%	Total Revenue Miles	2,706,416	3,055,917	-11.4%
49,019	57,002	-14.0%	Total Revenue Hours	196,685	225,541	-12.8%
73.0	69.1	5.7%	On-Time Performance (Earlies excluded)	73.2	68.4	7.1%
20.6	25.8	-20.2%	Complaints/100,000 Passenger Trips-PSTA Bus	20.8	27.6	-24.5%
9.1	54.1	-83.1%	Complaints/100,000 Passenger Trips-Access (less EL)	21.8	83.6	-73.9%
2.38	5.27	-54.9%	Accidents--Total-Per 100,000 Miles	3.72	3.88	-4.2%
1.32	1.03	28.2%	Accidents--Preventable-Per 100,000 Miles	0.72	0.78	-7.4%
63	48	31.3%	Security Incidents - (All)	282	200	41.0%
26	20	30.0%	Security Incidents - (Operators Only)	117	58	101.7%
16	14	14.3%	Severe Incidents# - (All)	40	54	-25.9%
2	6	-66.7%	Severe Incidents# - (Operators Only)	8	20	-60.0%
21,041	36,403	-42.2%	Miles Per Roadcall	23,740	26,765	-11.3%
22,482	27,642	-18.7%	Miles Per Service Interruption	25,294	29,384	-13.9%
1.18	1.41	-16.1%	Bus-Total Passenger Trips / Revenue Mile	1.19	1.42	-16.4%
16.28	19.14	-15.0%	Bus-Total Passenger Trips / Revenue Hour	16.32	19.23	-15.1%

#Severe Incidents Defined as : events involving physical + verbal + weapon assaults or threats.

COVID-19 Week to Week Ridership Comparison	1/25-1/31/21	3/1-3/7/20	% Change
Weekly Total Last Week January to 1st week March 2020	162,317	241,073	-32.7%
Average Weekday Ridership	25,692	39,074	-34.2%
Average Saturday Ridership	19,119	27,955	-31.6%
Average Sunday Ridership	14,740	17,750	-17.0%

* Due to the COVID-19 Pandemic and PSTA Safety procedures instituted, fares were suspended on March 19, 2020. Passengers were instructed to enter through the rear door and counted using Automatic Passenger Counter Technology instead of the farebox.
 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.