



**OPERATING STATISTICS**  
**Board Report**  
**Aug-22**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
716,823	722,078	-0.7%	Total Bus Passenger Trips-APC* (1)	8,040,797	8,877,403	-9.4%
33,289	32,621	2.0%	Other Bus Passenger Trips (T, Looper-all, East Lake)(2)	369,194	377,212	-2.1%
<b>750,112</b>	<b>754,699</b>	<b>-0.6%</b>	<b>Total Fixed Route Passenger Trips (1-2)</b>	<b>8,409,991</b>	<b>9,254,615</b>	<b>-9.1%</b>
13,056	13,957	-6.5%	Access Paratransit Client Trips (3)	142,864	208,542	-31.5%
352	89	295.5%	Access TD Door-to-Door Trips (4)	2,264	1,241	82.4%
1,850	1,077	71.8%	Access Paratransit PCA Trips (5)	18,954	25,437	-25.5%
<b>15,258</b>	<b>15,123</b>	<b>0.9%</b>	<b>Total Access Passenger Trips (3-5)</b>	<b>164,082</b>	<b>235,220</b>	<b>-30.2%</b>
<b>22,044</b>	<b>8,837</b>	<b>149.5%</b>	<b>Total Mobility Programs (6)</b>	<b>194,875</b>	<b>106,159</b>	<b>83.6%</b>
<b>787,414</b>	<b>778,659</b>	<b>1.1%</b>	<b>Total Passenger Trips (1-6)</b>	<b>8,768,948</b>	<b>9,595,994</b>	<b>-8.6%</b>
144,711	N/A	N/A	TD Discounted Pass Trips	1,236,997	N/A	N/A
24,644	4,832	410.0%	UPASS Trips	186,759	4832	3765.0%
4,373	3,733	17.1%	Wheelchairs	38,268	40,831	-6.3%
27,361	23,538	16.2%	Bikes on Buses	245,280	269,069	-8.8%
27,651	28,124	-1.7%	Average Weekday Passenger Trips			
20,055	20,089	-0.2%	Average Saturday Passenger Trips			
12,319	12,800	-3.8%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	638	0.0%	Employees-Budgeted-Full-Time			
787,691	751,125	4.9%	Total Revenue Miles	8,484,648	8,032,974	5.6%
56,461	54,507	3.6%	Total Revenue Hours	586,072	584,386	0.3%
67.0	68.9	-2.8%	On-Time Performance (Earlies excluded.)	67.3	71.4	-5.8%
27.6	14.4	91.8%	Complaints/100,000 Passenger Trips-PSTA Bus	20.1	18.7	7.9%
163.8	119.0	37.7%	Complaints/100,000 Passenger Trips-Access (less EL)	124.9	43.4	188.1%
7.0	4.37	60.1%	Accidents--Total-Per 100,000 Miles	4.57	3.72	23.0%
2.37	0.83	186.5%	Accidents--Preventable-Per 100,000 Miles	1.38	0.89	56.4%
46	72	-36.1%	Security Incidents - (All)	499	699	-28.6%
11	31	-64.5%	Security Incidents - (Operators Only)	181	289	-37.4%
7	11	-36.4%	Severe Incidents# - (All)	71	97	-26.8%
0	3	-100.0%	Severe Incidents# - (Operators Only)	21	22	-4.5%
17,372	21,699	-19.9%	Miles Per Roadcall	21,005	20,971	0.2%
37,509	50,075	-25.1%	Miles Per Service Interruption	16,637	17,931	-7.2%
0.91	0.96	-5.3%	Bus-Total Passenger Trips / Revenue Mile	0.95	1.11	-14.2%
12.70	13.25	-4.2%	Bus-Total Passenger Trips / Revenue Hour	13.72	15.19	-9.7%

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

COVID-19 Week to Week Ridership Comparison	8/25-8/31	3/1-3/7/20	% Change
Weekly Total Last Week February to 1st week March 2020	128,861	241,073	-46.5%
Average Weekday Ridership	21,341	39,074	-45.4%
Average Saturday Ridership	13,369	27,955	-52.2%
Average Sunday Ridership	8,789	17,750	-50.5%

\* 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.