



**OPERATING STATISTICS**  
**Board Report**  
**Jul-22**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
667,207	707,215	-5.7%	Total Bus Passenger Trips-APC* (1)	7,323,974	8,155,325	-10.2%
38,249	37,684	1.5%	Other Bus Passenger Trips (T, Looper-all, East Lake)(2)	335,905	344,591	-2.5%
<b>705,456</b>	<b>744,899</b>	<b>-5.3%</b>	<b>Total Fixed Route Passenger Trips (1-2)</b>	<b>7,659,879</b>	<b>8,499,916</b>	<b>-9.9%</b>
11,914	14,176	-16.0%	Access Paratransit Client Trips (3)	129,706	194,585	-33.3%
238	170	40.0%	Access TD Door-to-Door Trips (4)	1,912	1,152	66.0%
1,768	1,362	29.8%	Access Paratransit PCA Trips (5)	17,104	24,360	-29.8%
<b>13,920</b>	<b>15,708</b>	<b>-11.4%</b>	<b>Total Access Passenger Trips (3-5)</b>	<b>148,722</b>	<b>220,097</b>	<b>-32.4%</b>
<b>18,746</b>	<b>8,430</b>	<b>122.4%</b>	<b>Total Mobility Programs (6)</b>	<b>172,831</b>	<b>97,322</b>	<b>77.6%</b>
<b>738,122</b>	<b>769,037</b>	<b>-4.0%</b>	<b>Total Passenger Trips (1-6)</b>	<b>7,981,432</b>	<b>8,817,335</b>	<b>-9.5%</b>
138,246	N/A	N/A	TD Discounted Pass Trips	1,092,286	N/A	N/A
21,094	N/A	N/A	UPASS Trips	162,115	N/A	N/A
4,594	3,093	48.5%	Wheelchairs	33,895	37,098	-8.6%
25,434	20,808	22.2%	Bikes on Buses	217,919	245,531	-11.2%
28,401	27,810	2.1%	Average Weekday Passenger Trips			
19,816	20,323	-2.5%	Average Saturday Passenger Trips			
12,901	13,899	-7.2%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	638	0.0%	Employees-Budgeted-Full-Time			
745,668	776,372	-4.0%	Total Revenue Miles	7,696,957	7,281,849	5.7%
53,201	56,377	-5.6%	Total Revenue Hours	529,611	529,879	-0.1%
67.0	68.4	-2.1%	On-Time Performance (Earlies excluded.)	67.3	71.7	-6.1%
23.7	17.5	35.1%	Complaints/100,000 Passenger Trips-PSTA Bus	19.4	19.0	1.9%
194.0	248.3	-21.9%	Complaints/100,000 Passenger Trips-Access (less EL)	121.0	38.2	217.1%
4.2	4.58	-8.9%	Accidents--Total-Per 100,000 Miles	4.32	3.65	18.5%
0.84	1.15	-27.1%	Accidents--Preventable-Per 100,000 Miles	1.28	0.89	44.0%
49	66	-25.8%	Security Incidents - (All)	453	627	-27.8%
14	31	-54.8%	Security Incidents - (Operators Only)	170	258	-34.1%
6	8	-25.0%	Severe Incidents# - (All)	64	86	-25.6%
1	3	-66.7%	Severe Incidents# - (Operators Only)	21	19	10.5%
19,486	24,926	-21.8%	Miles Per Roadcall	21,465	20,899	2.7%
31,069	86,264	-64.0%	Miles Per Service Interruption	15,740	16,817	-6.4%
0.89	0.91	-1.8%	Bus-Total Passenger Trips / Revenue Mile	0.95	1.12	-15.0%
12.54	12.54	0.0%	Bus-Total Passenger Trips / Revenue Hour	13.83	15.39	-10.1%

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

COVID-19 Week to Week Ridership Comparison	7/25-7/31	3/1-3/7/20	% Change
Weekly Total Last Week February to 1st week March 2020	143,684	241,073	-40.4%
Average Weekday Ridership	23,285	39,074	-40.4%
Average Saturday Ridership	16,715	27,955	-40.2%
Average Sunday Ridership	10,545	17,750	-40.6%

\* 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.