



**OPERATING STATISTICS**  
**Board Report**  
**\*March 2022**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
894,881	912,193	-1.9%	Total Bus Passenger Trips-APC* (1)	4,131,587	4,905,979	-15.8%
44,327	47,137	-6.0%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	177,357	172,322	2.9%
<b>939,208</b>	<b>959,330</b>	<b>-2.1%</b>	<b>Total Fixed Route Passenger Trips (1-2)</b>	<b>4,308,944</b>	<b>5,078,301</b>	<b>-15.1%</b>
13,648	22,445	-39.2%	Access Paratransit Client Trips (3)	79,109	118,521	-33.3%
232	142	63.4%	Access TD Door-to-Door Trips (4)	954	536	78.0%
2,813	2,918	-3.6%	Access Paratransit PCA Trips (5)	9,122	15,476	-41.1%
<b>16,693</b>	<b>25,505</b>	<b>-34.6%</b>	<b>Total Access Passenger Trips (3-5)</b>	<b>89,185</b>	<b>134,533</b>	<b>-33.7%</b>
<b>18,262</b>	<b>10,324</b>	<b>76.9%</b>	<b>Total Mobility Programs (6)</b>	<b>97,915</b>	<b>56,692</b>	<b>72.7%</b>
<b>974,163</b>	<b>995,159</b>	<b>-2.1%</b>	<b>Total Passenger Trips (1-6)</b>	<b>4,496,044</b>	<b>5,269,526</b>	<b>-14.7%</b>
136,136	N/A	N/A	TD Discounted Pass Trips	694,658	N/A	N/A
23,926	N/A	N/A	UPASS Trips	93,542	N/A	N/A
3,024	4,234	-28.6%	Wheelchairs	18,506	21,822	-15.2%
21,286	27,056	-21.3%	Bikes on Buses	117,112	145,955	-19.8%
31,953	35,749	-10.6%	Average Weekday Passenger Trips			
35,392	25,719	37.6%	Average Saturday Passenger Trips			
24,420	17,527	39.3%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	638	0.0%	Employees-Budgeted-Full-Time			
971,143	807,082	20.3%	Total Revenue Miles	4,487,367	4,209,749	6.6%
57,546	58,880	-2.3%	Total Revenue Hours	312,723	306,306	2.1%
64.9	71.6	-9.4%	On-Time Performance (Earlies excluded.)	68.1	72.8	-6.5%
16.1	17.9	-9.9%	Complaints/100,000 Passenger Trips-PSTA Bus	20.3	20.2	0.3%
26.8	7.8	241.6%	Complaints/100,000 Passenger Trips-Access (less EL)	81.9	17.8	359.1%
3.4	4.18	-18.7%	Accidents--Total-Per 100,000 Miles	4.24	3.74	13.4%
0.64	0.77	-16.5%	Accidents--Preventable-Per 100,000 Miles	1.13	0.80	40.7%
38	51	-25.5%	Security Incidents - (All)	233	386	-39.6%
16	11	45.5%	Security Incidents - (Operators Only)	104	149	-30.2%
9	6	50.0%	Severe Incidents# - (All)	38	57	-33.3%
3	1	200.0%	Severe Incidents# - (Operators Only)	13	12	8.3%
20,571	17,844	15.3%	Miles Per Roadcall	22,140	21,322	3.8%
11,561	16,814	-31.2%	Miles Per Service Interruption	12,535	20,046	-37.5%
0.92	1.13	-18.5%	Bus-Total Passenger Trips / Revenue Mile	0.92	1.17	-21.0%
15.55	15.49	0.4%	Bus-Total Passenger Trips / Revenue Hour	13.21	16.02	-17.5%

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

COVID-19 Week to Week Ridership Comparison	3/25-3/31/22	3/1-3/7/20	% Change
Weekly Total Last Week February to 1st week March 2020	133,802	241,073	-44.5%
Average Weekday Ridership	21,978	39,074	-43.8%
Average Saturday Ridership	13,549	27,955	-51.5%
Average Sunday Ridership	10,361	17,750	-41.6%

\* 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.