



**OPERATING STATISTICS**  
**Board Report**  
**\*May 2022**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
923,233	860,547	7.3%	Total Bus Passenger Trips-APC* (1)	5,945,879	6,640,992	-10.5%
37,850	44,500	-14.9%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	261,936	260,894	0.4%
<b>961,083</b>	<b>905,047</b>	<b>6.2%</b>	<b>Total Fixed Route Passenger Trips (1-2)</b>	<b>6,207,815</b>	<b>6,901,886</b>	<b>-10.1%</b>
13,041	20,705	-37.0%	Access Paratransit Client Trips (3)	105,235	161,057	-34.7%
227	146	55.5%	Access TD Door-to-Door Trips (4)	1,449	856	69.3%
1,838	2,691	-31.7%	Access Paratransit PCA Trips (5)	13,458	21,005	-35.9%
<b>15,106</b>	<b>23,542</b>	<b>-35.8%</b>	<b>Total Access Passenger Trips (3-5)</b>	<b>120,142</b>	<b>182,918</b>	<b>-34.3%</b>
<b>18,963</b>	<b>9,888</b>	<b>91.8%</b>	<b>Total Mobility Programs (6)</b>	<b>135,249</b>	<b>76,490</b>	<b>76.8%</b>
<b>995,152</b>	<b>938,477</b>	<b>6.0%</b>	<b>Total Passenger Trips (1-6)</b>	<b>6,463,206</b>	<b>7,161,294</b>	<b>-9.7%</b>
139,033	N/A	N/A	TD Discounted Pass Trips	833,812	N/A	N/A
26,097	N/A	N/A	UPASS Trips	120,473	N/A	N/A
3,770	4,189	-10.0%	Wheelchairs	25,510	30,138	-15.4%
26,300	26,058	0.9%	Bikes on Buses	165,565	197,369	-16.1%
30,878	35,600	-13.3%	Average Weekday Passenger Trips			
47,468	25,778	84.1%	Average Saturday Passenger Trips			
26,142	16,264	60.7%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	638	0.0%	Employees-Budgeted-Full-Time			
752,315	762,822	-1.4%	Total Revenue Miles	6,192,713	5,746,572	7.8%
54,276	55,580	-2.3%	Total Revenue Hours	422,107	418,346	0.9%
65.5	70.6	-7.1%	On-Time Performance (Earlies excluded.)	67.3	72.3	-6.8%
15.6	19.1	-18.2%	Complaints/100,000 Passenger Trips-PSTA Bus	19.3	19.7	-2.0%
35.4	21.2	66.6%	Complaints/100,000 Passenger Trips-Access (less EL)	103.1	18.6	454.7%
5.6	2.91	91.5%	Accidents--Total-Per 100,000 Miles	4.21	3.46	21.5%
2.37	0.81	191.0%	Accidents--Preventable-Per 100,000 Miles	1.28	0.79	62.1%
66	54	22.2%	Security Incidents - (All)	352	491	-28.3%
16	19	-15.8%	Security Incidents# - (Operators Only)	141	198	-28.8%
9	7	28.6%	Severe Incidents# - (All)	55	65	-15.4%
2	2	0.0%	Severe Incidents# - (Operators Only)	19	15	26.7%
17,965	16,537	8.6%	Miles Per Roadcall	22,598	20,399	10.8%
16,718	9,535	75.3%	Miles Per Service Interruption	14,011	14,811	-5.4%
1.23	1.13	8.8%	Bus-Total Passenger Trips / Revenue Mile	0.96	1.16	-16.9%
17.01	15.48	9.9%	Bus-Total Passenger Trips / Revenue Hour	14.09	15.87	-11.3%

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

COVID-19 Week to Week Ridership Comparison	5/25-5/31/22	3/1-3/7/20	% Change
Weekly Total Last Week February to 1st week March 2020	131,285	241,073	-45.5%
Average Weekday Ridership	23,061	39,074	-41.0%
Average Saturday Ridership	16,050	27,955	-42.6%
Average Sunday Ridership	11,497	17,750	-35.2%

\* 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.