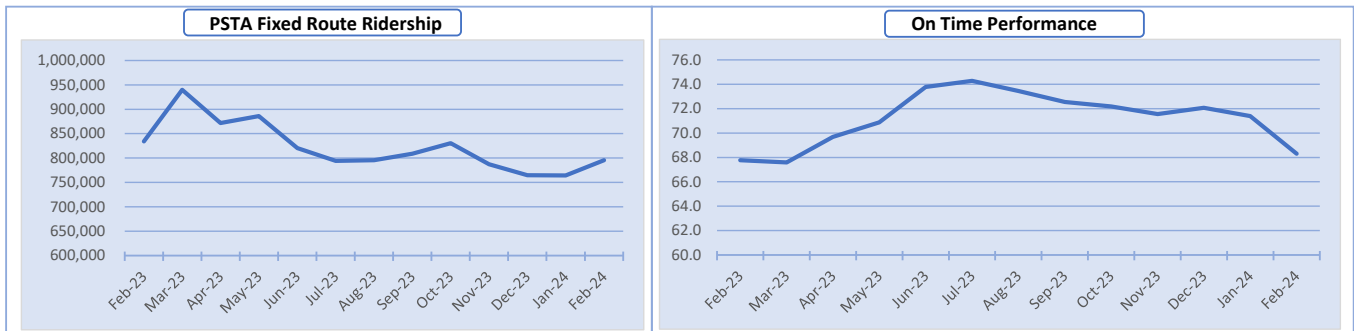




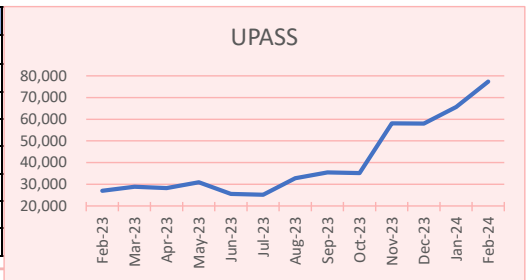
Board Report February 2024

At a Glance
UPASS Ridership has increased 187% compared to February 2023, and increased 146% YTD.



Ridership	This month	Prior year month	% Change	YTD	Prior YTD	% Change
PSTA Local Bus	695,143	702,557	-1%	3,516,358	3,564,489	-1%
SunRunner	63,053	94,749	-33%	279,695	368,495	-24%
Jolley Trolley	28,186	29,721	-5%	114,897	123,500	-7%
Looper	9,200	7,051	30%	31,409	26,548	18%
Total Fixed Route	795,582	834,078	-5%	3,942,359	4,083,032	-3%
PSTA Access	42,589	34,663	23%	206,923	172,774	20%
¹ Other Mobility	5,572	3,667	52%	30,267	16,438	84%
Total Passenger Trips	843,743	872,408	-3%	4,179,549	4,272,244	-2%

Monthly Metrics	This month	Prior year month	% Change
² Flamingo Adoption	53%	34%	58%
³ Avg. Weekday Trips	33,092	41,003	-19%
Avg. Saturday Trips	23,030	26,648	-14%
Avg. Sunday Trips	14,008	17,836	-21%
Fixed Route Complaints/100K trips	29.9	24.1	24%
Access Complaints/100K trips	58.7	129.8	-55%
Security Incidents	48	37	30%
⁴ Severe Incidents	5	6	-17%



Types of Trips	This month	Prior year month	% Change	YTD	Prior YTD	% Change
Wheelchair	3,498	3,343	5%	18,519	20,671	-10%
Bikes	19,242	21,419	-10%	103,766	119,228	-13%
TD Discount Pass	137,693	133,343	3%	697,298	651,516	7%
UPASS	77,355	26,987	187%	294,231	119,631	146%
Farebox Trips	262,927	393,539	-33%	1,367,585	1,997,601	-32%
Flamingo App Trips	50,580	55,814	-9%	234,897	280,849	-16%
Contactless Payment	45,545	3,074	1382%	151,288	4,771	3071%
Flamingo Card Trips	290,808	189,182	54%	1,226,830	936,585	31%
Total Flamingo Trips	386,933	248,070	56%	1,613,015	1,222,205	32%

PSTA Operating Statistics	This month	Prior year month	% Change	YTD	Prior YTD	% Change
On Time Performance	68.3	67.8	1%	71.1	68.6	4%
Total Miles	813,875	828,817	-2%	4,310,939	4,365,995	-1%
Total Hours	55,264	55,706	-1%	288,228	291,820	-1%
Miles per Roadcall	18,497	19,734	-6%	22,689	22,838	-1%
Bus Diesel Fuel Gallons	158,029	170,406	-7%	857,949	892,824	-4%
E-Bus Kilowatt Hours	48,538	18,725	159%	142,596	111,813	28%
Accidents - Total/100K Miles	3.56	4.71	-24%	3.64	4.87	-25%
Accidents -preventable/100K Miles	0.98	2.65	-63%	1.14	1.74	-35%

¹ Other Mobility includes Late Shift, Direct Connect, Healthy Hop and Urgent Day
² Flamingo trips divided by total APC trips
³ Avg trips for each day type is for all modes (bus, contracted service, and PSTA Access)
⁴ Severe incident definition: Events involving physical + verbal + weapon present
 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.