



OPERATING STATISTICS
Board Report
***APRIL 2021**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
874,466	515,081	69.8%	Total Bus Passenger Trips-APC* (1)	5,780,445	6,742,043	-14.3%
44,072	4,020	996.3%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	216,394	217,183	-0.4%
918,538	519,101	76.9%	Total Fixed Route Passenger Trips (1-2)	5,996,839	6,959,226	-13.8%
21,831	10,202	114.0%	Access Paratransit Client Trips (3)	140,352	157,777	-11.0%
174	138	26.1%	Access TD Door-to-Door Trips (4)	710	892	-20.4%
2,838	1,326	114.0%	Access Paratransit PCA Trips (5)	18,314	20,511	-10.7%
24,843	11,666	113.0%	Total Access Passenger Trips (3-5)	159,376	179,180	-11.1%
9,910	4,510	119.7%	Total Mobility Programs (6)	66,602	62,319	6.9%
953,291	535,277	78.1%	Total Passenger Trips (1-6)	6,222,817	7,200,725	-13.6%
0	0	N/A	TD Discounted Pass Trips	0	1,664,334	-100.0%
0	0	N/A	UPASS Trips	0	286,355	-100.0%
4,127	2,307	78.9%	Wheelchairs	25,949	30,806	-15.8%
25,356	18,625	36.1%	Bikes on Buses	171,311	205,170	-16.5%
35,763	20,270	76.4%	Average Weekday Passenger Trips			
26,012	12,321	111.1%	Average Saturday Passenger Trips			
15,637	10,015	56.1%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	634	0.6%	Employees-Budgeted-Full-Time			
774,000	539,976	43.3%	Total Revenue Miles	4,983,750	5,015,262	-0.6%
56,461	39,318	43.6%	Total Revenue Hours	362,766	368,484	-1.6%
70.9	75.5	-6.1%	On-Time Performance (Earlies excluded.)	72.5	69.3	4.6%
17.4	24.1	-27.8%	Complaints/100,000 Passenger Trips-PSTA Bus	19.8	27.6	-28.3%
20.1	60.0	-66.5%	Complaints/100,000 Passenger Trips-Access (less EL)	18.2	72.6	-74.9%
2.52	4.18	-39.7%	Accidents--Total-Per 100,000 Miles	3.55	4.08	-13.1%
0.69	1.84	-62.6%	Accidents--Preventable-Per 100,000 Miles	0.78	1.15	-31.7%
51	38	34.2%	Security Incidents - (All)	437	371	17.8%
30	17	76.5%	Security Incidents - (Operators Only)	179	126	42.1%
1	11	-90.9%	Severe Incidents# - (All)	58	95	-38.9%
1	4	-75.0%	Severe Incidents# - (Operators Only)	13	34	-61.8%
20,305	28,493	-28.7%	Miles Per Roadcall	21,157	24,594	-14.0%
7,898	19,285	-59.0%	Miles Per Service Interruption	16,181	23,657	-31.6%
1.13	0.95	18.4%	Bus-Total Passenger Trips / Revenue Mile	1.16	1.34	-13.7%
15.49	13.10	18.2%	Bus-Total Passenger Trips / Revenue Hour	15.93	18.30	-12.9%

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

COVID-19 Week to Week Ridership Comparison	4/24-4/30/21	3/1-3/7/20	% Change
Weekly Total Last Week February to 1st week March 2020	139,295	241,073	-42.2%
Average Weekday Ridership	27,859	39,074	-28.7%
Average Saturday Ridership	20,548	27,955	-26.5%
Average Sunday Ridership	13,513	17,750	-23.9%

* 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.