



OPERATING STATISTICS
Board Report
***AUGUST 2021**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
722,078	756,932	-4.6%	Total Bus Passenger Trips-APC* (1)	8,877,403	9,550,054	-7.0%
32,621	20,881	56.2%	Other Bus Passenger Trips (JT, Looper all, East Lake)(2)	377,212	292,528	28.9%
754,699	777,813	-3.0%	Total Fixed Route Passenger Trips (1-2)	9,254,615	9,842,582	-6.0%
13,957	18,278	-23.6%	Access Paratransit Client Trips (3)	208,542	223,109	-6.5%
89	68	30.9%	Access TD Door-to-Door Trips (4)	1,241	1,260	-1.5%
1,077	2,376	-54.7%	Access Paratransit PCA Trips (5)	24,360	29,004	-16.0%
15,123	20,722	-27.0%	Total Access Passenger Trips (3-5)	234,143	253,373	-7.6%
8,837	5,864	50.7%	Total Mobility Programs (6)	106,159	84,215	26.1%
778,659	804,399	-3.2%	Total Passenger Trips (1-6)	9,594,917	10,180,170	-5.7%
N/A	N/A	N/A	TD Discounted Pass Trips	N/A	1,664,334	N/A
4,832	N/A	N/A	UPASS Trips	4,832	286,355	-98.3%
3,733	3,836	-2.7%	Wheelchairs	40,831	43,455	-6.0%
23,538	26,775	-12.1%	Bikes on Buses	269,069	293,366	-8.3%
28,124	29,872	-5.9%	Average Weekday Passenger Trips			
20,089	20,918	-4.0%	Average Saturday Passenger Trips			
12,800	14,087	-9.1%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	634	0.6%	Employees-Budgeted-Full-Time			
751,153	652,946	15.0%	Total Revenue Miles	8,033,002	7,424,604	8.2%
54,507	47,588	14.5%	Total Revenue Hours	584,386	543,692	7.5%
68.9	74.8	-7.9%	On-Time Performance (Earliest excluded.)	71.4	71.0	0.6%
14.4	28.3	-49.1%	Complaints/100,000 Passenger Trips-PSTA Bus	18.7	27.7	-32.7%
128.2	19.3	563.9%	Complaints/100,000 Passenger Trips-Access (less EL)	43.6	62.8	-30.6%
4.37	3.56	22.9%	Accidents--Total-Per 100,000 Miles	3.72	3.98	-6.6%
0.83	0.55	51.1%	Accidents--Preventable-Per 100,000 Miles	0.89	1.04	-15.1%
72	80	-10.0%	Security Incidents - (All)	699	699	0.0%
31	36	-13.9%	Security Incidents - (Operators Only)	289	267	8.2%
11	9	22.2%	Severe Incidents# - (All)	97	145	-33.1%
3	2	50.0%	Severe Incidents# - (Operators Only)	22	54	-59.3%
21,699	21,496	0.9%	Miles Per Roadcall	20,971	27,178	-22.8%
50,077	23,320	114.7%	Miles Per Service Interruption	17,931	25,514	-29.7%
0.96	1.16	-17.1%	Bus-Total Passenger Trips / Revenue Mile	1.11	1.29	-14.1%
13.25	15.91	-16.7%	Bus-Total Passenger Trips / Revenue Hour	15.19	17.57	-13.5%

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

COVID-19 Week to Week Ridership Comparison	8/25-8/31/21	3/1-3/7/20	% Change
Weekly Total Last Week February to 1st week March 2020	131,995	241,073	-45.2%
Average Weekday Ridership	21,096	39,074	-46.0%
Average Saturday Ridership	16,087	27,955	-42.5%
Average Sunday Ridership	10,426	17,750	-41.3%

* 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.