



OPERATING STATISTICS
Board Report
***JULY 2021**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
707,215	750,655	-5.8%	Total Bus Passenger Trips-APC* (1)	8,155,325	8,793,122	-7.3%
37,684	21,677	73.8%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	344,591	271,647	26.9%
744,899	772,332	-3.6%	Total Fixed Route Passenger Trips (1-2)	8,499,916	9,064,769	-6.2%
14,176	17,356	-18.3%	Access Paratransit Client Trips (3)	194,585	204,831	-5.0%
170	56	203.6%	Access TD Door-to-Door Trips (4)	1,152	1,192	-3.4%
1,362	2,256	-39.6%	Access Paratransit PCA Trips (5)	24,360	26,628	-8.5%
15,708	19,668	-20.1%	Total Access Passenger Trips (3-5)	220,097	232,651	-5.4%
8,430	5,382	56.6%	Total Mobility Programs (6)	97,322	78,351	24.2%
769,037	797,382	-3.6%	Total Passenger Trips (1-6)	8,817,335	9,375,771	-6.0%
N/A	N/A	N/A	TD Discounted Pass Trips	N/A	1,664,334	N/A
N/A	N/A	N/A	UPASS Trips	N/A	286,355	N/A
3,093	2,814	9.9%	Wheelchairs	37,098	39,619	-6.4%
20,808	18,754	11.0%	Bikes on Buses	245,531	266,591	-7.9%
27,810	28,871	-3.7%	Average Weekday Passenger Trips			
20,323	20,411	-0.4%	Average Saturday Passenger Trips			
13,899	14,393	-3.4%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	634	0.6%	Employees-Budgeted-Full-Time			
776,372	625,549	24.1%	Total Revenue Miles	7,281,849	6,771,658	7.5%
56,377	45,175	24.8%	Total Revenue Hours	529,879	496,103	6.8%
68.4	74.8	-8.6%	On-Time Performance (Earliest excluded.)	71.7	70.6	1.5%
17.5	30.0	-41.5%	Complaints/100,000 Passenger Trips-PSTA Bus	19.0	27.7	-31.2%
248.3	45.8	442.6%	Complaints/100,000 Passenger Trips-Access (less EL)	38.2	66.6	-42.7%
4.58	4.15	10.6%	Accidents--Total-Per 100,000 Miles	3.65	4.02	-9.2%
1.15	0.57	100.4%	Accidents--Preventable-Per 100,000 Miles	0.89	1.09	-18.3%
66	90	-26.7%	Security Incidents - (All)	627	619	1.3%
31	30	3.3%	Security Incidents - (Operators Only)	258	231	11.7%
8	13	-38.5%	Severe Incidents# - (All)	86	136	-36.8%
3	8	-62.5%	Severe Incidents# - (Operators Only)	19	52	-63.5%
24,926	36,816	-32.3%	Miles Per Roadcall	20,899	27,885	-25.1%
86,264	14,894	479.2%	Miles Per Service Interruption	16,817	25,748	-34.7%
0.91	1.20	-24.1%	Bus-Total Passenger Trips / Revenue Mile	1.12	1.30	-13.8%
12.54	16.62	-24.5%	Bus-Total Passenger Trips / Revenue Hour	15.39	17.72	-13.2%

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

COVID-19 Week to Week Ridership Comparison	7/25-7/31/21	3/1-3/7/20	% Change
Weekly Total Last Week February to 1st week March 2020	126,516	241,073	-47.5%
Average Weekday Ridership	20,330	39,074	-48.0%
Average Saturday Ridership	14,059	27,955	-49.7%
Average Sunday Ridership	10,807	17,750	-39.1%

* 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.