



**OPERATING STATISTICS**  
**Board Report**  
**\*MARCH 2021**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
912,193	851,670	7.1%	Total Bus Passenger Trips-APC* (1)	4,905,979	6,226,962	-21.2%
47,137	32,044	47.1%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	172,322	213,163	-19.2%
<b>959,330</b>	<b>883,714</b>	<b>8.6%</b>	<b>Total Fixed Route Passenger Trips (1-2)</b>	<b>5,078,301</b>	<b>6,357,696</b>	<b>-20.1%</b>
22,445	18,428	21.8%	Access Paratransit Client Trips (3)	118,521	147,575	-19.7%
142	158	-10.1%	Access TD Door-to-Door Trips (4)	536	754	-28.9%
2,918	2,396	21.8%	Access Paratransit PCA Trips (5)	15,476	19,185	-19.3%
<b>25,505</b>	<b>20,982</b>	<b>21.6%</b>	<b>Total Access Passenger Trips (3-5)</b>	<b>134,533</b>	<b>167,514</b>	<b>-19.7%</b>
<b>10,324</b>	<b>8,201</b>	<b>25.9%</b>	<b>Total Mobility Programs (6)</b>	<b>56,692</b>	<b>57,800</b>	<b>-1.9%</b>
<b>995,159</b>	<b>912,897</b>	<b>9.0%</b>	<b>Total Passenger Trips (1-6)</b>	<b>5,269,526</b>	<b>6,583,010</b>	<b>-20.0%</b>
0	173,633	-100.0%	TD Discounted Pass Trips	0	1,664,334	-100.0%
0	27,780	-100.0%	UPASS Trips	0	286,355	-100.0%
4,234	4,347	-2.6%	Wheelchairs	21,822	28,499	-23.4%
27,056	31,100	-13.0%	Bikes on Buses	145,955	186,545	-21.8%
35,749	34,292	4.2%	Average Weekday Passenger Trips			
25,719	26,373	-2.5%	Average Saturday Passenger Trips			
17,527	15,153	15.7%	Average Sunday Passenger Trips			
<b>OPERATING STATISTICS</b>						
638	634	0.6%	Employees-Budgeted-Full-Time			
807,082	744,273	8.4%	Total Revenue Miles	4,209,749	4,475,286	-5.9%
58,880	54,548	7.9%	Total Revenue Hours	306,306	329,166	-6.9%
71.6	70.3	1.8%	On-Time Performance (Earlies excluded.)	72.8	68.3	6.6%
17.9	29.1	-38.6%	Complaints/100,000 Passenger Trips-PSTA Bus	20.2	28.3	-28.4%
7.8	62.0	-87.3%	Complaints/100,000 Passenger Trips-Access (less EL)	17.8	73.4	-75.7%
4.18	4.88	-14.5%	Accidents--Total-Per 100,000 Miles	3.74	4.07	-8.2%
0.77	1.67	-53.9%	Accidents--Preventable-Per 100,000 Miles	0.80	1.07	-24.8%
51	73	-30.1%	Security Incidents - (All)	386	333	15.9%
11	25	-56.0%	Security Incidents - (Operators Only)	149	109	36.7%
6	16	-62.5%	Severe Incidents# - (All)	57	84	-32.1%
1	6	-83.3%	Severe Incidents# - (Operators Only)	12	30	-60.0%
17,844	20,989	-15.0%	Miles Per Roadcall	21,322	24,202	-11.9%
16,814	18,607	-9.6%	Miles Per Service Interruption	20,046	24,322	-17.6%
1.13	1.14	-1.2%	Bus-Total Passenger Trips / Revenue Mile	1.17	1.39	-16.2%
15.49	15.61	-0.8%	Bus-Total Passenger Trips / Revenue Hour	16.02	18.92	-15.3%

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

COVID-19 Week to Week Ridership Comparison	3/25-3/31	3/1-3/7/20	% Change
Weekly Total Last Week February to 1st week March 2020	139,497	241,073	-42.1%
Average Weekday Ridership	27,899	39,074	-28.6%
Average Saturday Ridership	20,709	27,955	-25.9%
Average Sunday Ridership	13,469	17,750	-24.1%

\* 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.