



OPERATING STATISTICS
Board Report
***MAY 2021**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
860,547	592,725	45.2%	Total Bus Passenger Trips-APC* (1)	6,640,992	7,334,768	-9.5%
44,500	12,003	270.7%	Other Bus Passenger Trips (JT, Loopier-all, East Lake)(2)	260,894	229,186	13.8%
905,047	604,728	49.7%	Total Fixed Route Passenger Trips (1-2)	6,901,886	7,563,954	-8.8%
20,705	13,112	57.9%	Access Paratransit Client Trips (3)	161,057	170,889	-5.8%
146	152	-3.9%	Access TD Door-to-Door Trips (4)	856	1,044	-18.0%
2,691	1,705	57.8%	Access Paratransit PCA Trips (5)	21,005	22,216	-5.5%
23,542	14,969	57.3%	Total Access Passenger Trips (3-5)	182,918	194,149	-5.8%
9,888	5,382	83.7%	Total Mobility Programs (6)	76,490	67,693	13.0%
938,477	625,079	50.1%	Total Passenger Trips (1-6)	7,161,294	7,825,796	-8.5%
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%
4,189	3,054	37.2%	Wheelchairs	30,138	33,860	-11.0%
26,058	21,337	22.1%	Bikes on Buses	197,369	226,507	-12.9%
35,600	23,653	50.5%	Average Weekday Passenger Trips			
25,778	15,418	67.2%	Average Saturday Passenger Trips			
16,264	12,488	30.2%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	634	0.6%	Employees-Budgeted-Full-Time			
762,822	539,417	41.4%	Total Revenue Miles			
55,580	39,490	40.7%	Total Revenue Hours			
70.6	72.8	-3.1%	On-Time Performance (Earlies excluded.)	72.3	69.8	3.6%
19.1	24.6	-22.6%	Complaints/100,000 Passenger Trips-PSTA Bus	19.7	27.3	-28.0%
21.2	73.5	-71.1%	Complaints/100,000 Passenger Trips-Access (less EL)	18.6	72.6	-74.4%
2.56	3.02	-15.2%	Accidents--Total-Per 100,000 Miles	3.42	3.98	-14.2%
0.70	1.17	-40.5%	Accidents--Preventable-Per 100,000 Miles	0.77	1.15	-32.8%
54	63	-14.3%	Security Incidents - (All)	491	434	13.1%
19	28	-32.1%	Security Incidents - (Operators Only)	198	154	28.6%
7	16	-56.3%	Severe Incidents# - (All)	65	111	-41.4%
2	5	-60.0%	Severe Incidents# - (Operators Only)	15	39	-61.5%
16,537	24,865	-33.5%	Miles Per Roadcall	20,399	24,619	-17.1%
9,535	59,935	-84.1%	Miles Per Service Interruption	14,811	25,134	-41.1%
1.13	1.10	2.7%	Bus-Total Passenger Trips / Revenue Mile	1.16	1.32	-12.5%
15.48	15.01	3.2%	Bus-Total Passenger Trips / Revenue Hour	15.87	17.98	-11.7%

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

COVID-19 Week to Week Ridership Comparison	5/25-5/31/21	3/1-3/7/20	% Change
Weekly Total Last Week February to 1st week March 2020	157,279	241,073	-34.8%
Average Weekday Ridership	27,227	39,074	-30.3%
Average Saturday Ridership	20,019	27,955	-28.4%
Average Sunday Ridership	14,177	17,750	-20.1%

* 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.