



OPERATING STATISTICS
Board Report
***April 2022**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
891,059	874,466	1.9%	Total Bus Passenger Trips-APC* (1)	5,022,646	5,780,445	-13.1%
46,729	44,072	6.0%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	224,086	216,394	3.6%
937,788	918,538	2.1%	Total Fixed Route Passenger Trips (1-2)	5,246,732	5,996,839	-12.5%
13,085	21,831	-40.1%	Access Paratransit Client Trips (3)	92,194	140,352	-34.3%
268	174	54.0%	Access TD Door-to-Door Trips (4)	1,222	710	72.1%
2,498	2,838	-12.0%	Access Paratransit PCA Trips (5)	11,620	18,314	-36.6%
15,851	24,843	-36.2%	Total Access Passenger Trips (3-5)	105,036	159,376	-34.1%
18,371	9,910	85.4%	Total Mobility Programs (6)	116,286	66,602	74.6%
972,010	953,291	2.0%	Total Passenger Trips (1-6)	5,468,054	6,222,817	-12.1%
136,257	N/A	N/A	TD Discounted Pass Trips	694,779	N/A	N/A
24,760	N/A	N/A	UPASS Trips	94,376	N/A	N/A
3,234	4,127	-21.6%	Wheelchairs	21,740	25,949	-16.2%
22,153	25,356	-12.6%	Bikes on Buses	139,265	171,311	-18.7%
32,353	35,763	-9.5%	Average Weekday Passenger Trips			
38,419	26,012	47.7%	Average Saturday Passenger Trips			
25,127	15,637	60.7%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	638	0.0%	Employees-Budgeted-Full-Time			
953,031	774,000	23.1%	Total Revenue Miles	5,440,398	4,983,750	9.2%
55,108	56,461	-2.4%	Total Revenue Hours	367,831	362,766	1.4%
64.7	70.9	-8.7%	On-Time Performance (Earlies excluded.)	67.6	72.5	-6.8%
18.6	17.4	7.2%	Complaints/100,000 Passenger Trips-PSTA Bus	20.0	19.8	1.0%
65.5	20.1	225.5%	Complaints/100,000 Passenger Trips-Access (less EL)	95.8	18.2	426.4%
3.0	2.52	18.9%	Accidents--Total-Per 100,000 Miles	4.02	3.55	13.3%
1.12	0.69	63.5%	Accidents--Preventable-Per 100,000 Miles	1.13	0.78	43.8%
53	51	3.9%	Security Incidents - (All)	286	437	-34.6%
21	30	-30.0%	Security Incidents - (Operators Only)	125	179	-30.2%
8	1	700.0%	Severe Incidents# - (All)	46	58	-20.7%
4	1	300.0%	Severe Incidents# - (Operators Only)	17	13	30.8%
32,367	20,305	59.4%	Miles Per Roadcall	23,433	21,157	10.8%
24,437	7,898	209.4%	Miles Per Service Interruption	13,704	16,181	-15.3%
0.93	1.13	-17.2%	Bus-Total Passenger Trips / Revenue Mile	0.92	1.16	-20.4%
16.17	15.49	4.4%	Bus-Total Passenger Trips / Revenue Hour	13.65	15.93	-14.3%

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

COVID-19 Week to Week Ridership Comparison	4/24-4/30/22	3/1-3/7/20	% Change
Weekly Total Last Week April to 1st week March 2020	134,142	241,073	-44.4%
Average Weekday Ridership	22,074	39,074	-43.5%
Average Saturday Ridership	12,717	27,955	-54.5%
Average Sunday Ridership	11,054	17,750	-37.7%

* 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.