



**OPERATING STATISTICS**  
**Board Report**  
**\*February 2022**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
679,947	784,709	-13.4%	Total Bus Passenger Trips-APC* (1)	3,236,706	3,993,786	-19.0%
30,082	28,200	6.7%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	133,030	125,185	6.3%
<b>710,029</b>	<b>812,909</b>	<b>-12.7%</b>	<b>Total Fixed Route Passenger Trips (1-2)</b>	<b>3,369,736</b>	<b>4,118,971</b>	<b>-18.2%</b>
11,957	19,397	-38.4%	Access Paratransit Client Trips (3)	65,461	96,076	-31.9%
161	72	123.6%	Access TD Door-to-Door Trips (4)	722	394	83.2%
1,127	2,591	-56.5%	Access Paratransit PCA Trips (5)	6,309	12,558	-49.8%
<b>13,245</b>	<b>22,060</b>	<b>-40.0%</b>	<b>Total Access Passenger Trips (3-5)</b>	<b>72,492</b>	<b>109,028</b>	<b>-33.5%</b>
<b>16,181</b>	<b>9,458</b>	<b>71.1%</b>	<b>Total Mobility Programs (6)</b>	<b>79,653</b>	<b>46,368</b>	<b>71.8%</b>
<b>739,455</b>	<b>844,427</b>	<b>-12.4%</b>	<b>Total Passenger Trips (1-6)</b>	<b>3,521,881</b>	<b>4,274,367</b>	<b>-17.6%</b>
115,983	N/A	N/A	TD Discounted Pass Trips	558,522	N/A	N/A
19,466	N/A	N/A	UPASS Trips	69,616	N/A	N/A
2,861	3,550	-19.4%	Wheelchairs	15,482	17,588	-12.0%
17,996	23,297	-22.8%	Bikes on Buses	95,826	118,899	-19.4%
29,786	33,826	-11.9%	Average Weekday Passenger Trips			
18,485	25,439	-27.3%	Average Saturday Passenger Trips			
13,989	16,538	-15.4%	Average Sunday Passenger Trips			
<b>OPERATING STATISTICS</b>						
638	638	0.0%	Employees-Budgeted-Full-Time			
671,108	696,252	-3.6%	Total Revenue Miles	3,516,224	3,731,013	-5.8%
47,779	50,740	-5.8%	Total Revenue Hours	255,177	274,617	-7.1%
66.0	73.1	-9.7%	On-Time Performance (Earliest excluded.)	68.7	67.9	1.2%
19.6	20.4	-4.1%	Complaints/100,000 Passenger Trips-PSTA Bus	21.4	27.7	-22.5%
100.4	13.6	638.4%	Complaints/100,000 Passenger Trips-Access (less EL)	76.0	75.1	1.3%
4.5	3.31	35.9%	Accidents--Total-Per 100,000 Miles	4.47	3.91	14.3%
1.19	1.15	3.9%	Accidents--Preventable-Per 100,000 Miles	1.26	0.95	33.2%
44	53	-17.0%	Security Incidents - (All)	195	260	-25.0%
21	21	0.0%	Security Incidents - (Operators Only)	88	84	4.8%
4	11	-63.6%	Severe Incidents# - (All)	29	68	-57.4%
2	3	-33.3%	Severe Incidents# - (Operators Only)	10	24	-58.3%
19,361	18,248	6.1%	Miles Per Roadcall	22,615	24,962	-9.4%
9,069	12,659	-28.4%	Miles Per Service Interruption	12,833	25,910	-50.5%
1.01	1.13	-10.1%	Bus-Total Passenger Trips / Revenue Mile	0.92	1.44	-36.1%
14.23	15.47	-8.0%	Bus-Total Passenger Trips / Revenue Hour	12.68	19.57	-35.2%

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

COVID-19 Week to Week Ridership Comparison	2/22-2/28/22	3/1-3/7/20	% Change
Weekly Total Last Week February to 1st week March 2020	123,391	241,073	-48.8%
Average Weekday Ridership	19,955	39,074	-48.9%
Average Saturday Ridership	14,366	27,955	-48.6%
Average Sunday Ridership	9,251	17,750	-47.9%

\* 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.