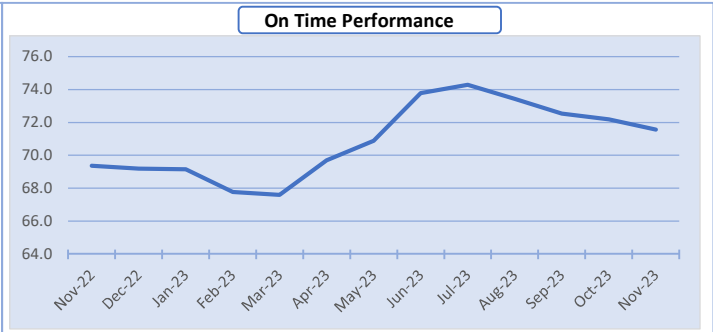
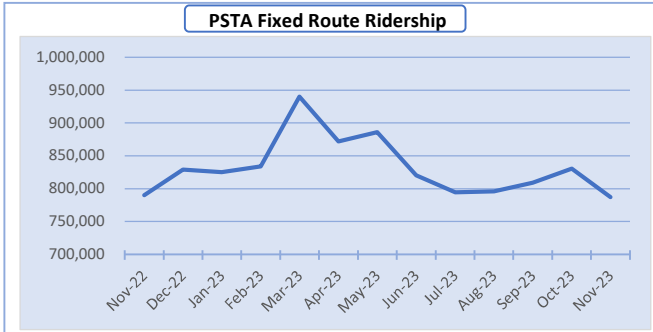




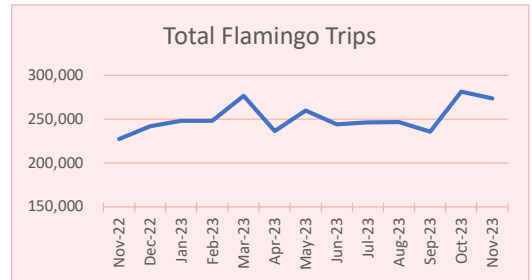
Board Report November 2023

At a Glance
PSTA has been working hard to improve on-time performance and has seen a 5% increase between FY23 and FY24.



| Ridership | This month | Prior year month | % Change | YTD | Prior YTD | % Change |
|------------------------------|----------------|------------------|-----------|------------------|------------------|-----------|
| PSTA Local Bus | 709,700 | 690,343 | 3% | 1,455,642 | 1,436,154 | 1% |
| SunRunner | 51,981 | 73,476 | -29% | 107,694 | 102,656 | 5% |
| Jolley Trolley | 20,561 | 21,664 | -5% | 44,225 | 46,551 | -5% |
| Looper | 4,981 | 4,687 | 6% | 10,066 | 9,593 | 5% |
| Total Fixed Route | 787,223 | 790,170 | 0% | 1,617,627 | 1,594,954 | 1% |
| PSTA Access | 40,715 | 33,326 | 22% | 83,318 | 68,623 | 21% |
| ¹ Other Mobility | 6,085 | 3,199 | 90% | 12,412 | 6,507 | 91% |
| Total Passenger Trips | 834,023 | 826,695 | 1% | 1,713,357 | 1,670,084 | 3% |

| Monthly Metrics | This month | Prior year month | % Change |
|-----------------------------------|------------|------------------|----------|
| ² Flamingo Adoption | 37% | 32% | 17% |
| ³ Avg. Weekday Trips | 32,062 | 30,084 | 7% |
| Avg. Saturday Trips | 23,328 | 24,488 | -5% |
| Avg. Sunday Trips | 13,480 | 14,790 | -9% |
| Fixed Route Complaints/100K trips | 19.4 | 30.1 | -35% |
| Access Complaints/100K trips | 71.2 | 72.0 | -1% |
| Security Incidents | 74 | 50 | 48% |
| ⁴ Severe Incidents | 11 | 4 | 175% |



| Types of Trips | This month | Prior year month | % Change | YTD | Prior YTD | % Change |
|-----------------------------|----------------|------------------|------------|----------------|----------------|------------|
| Wheelchair | 4,015 | 4,373 | -8% | 7,740 | 9,536 | -19% |
| Bikes | 22,728 | 24,545 | -7% | 45,422 | 51,037 | -11% |
| TD Discount Pass | 136,671 | 120,194 | 14% | 282,635 | 257,537 | 10% |
| UPASS | 58,115 | 21,815 | 166% | 93,288 | 46,745 | 100% |
| Farebox Trips | 320,290 | 385,762 | -17% | 633,744 | 803,801 | -21% |
| Flamingo App Trips | 42,629 | 53,017 | -20% | 88,819 | 111,192 | -20% |
| Contactless Payment | 21,875 | 0 | N/A | 41,951 | 0 | N/A |
| Flamingo Card Trips | 209,082 | 174,254 | 20% | 424,310 | 372,550 | 14% |
| Total Flamingo Trips | 273,586 | 227,271 | 20% | 555,080 | 483,742 | 15% |

| PSTA Operating Statistics | This month | Prior year month | % Change | YTD | Prior YTD | % Change |
|-----------------------------------|------------|------------------|----------|-----------|-----------|----------|
| On Time Performance | 71.6 | 69.4 | 3% | 71.9 | 68.4 | 5% |
| Total Miles | 872,352 | 865,001 | 1% | 1,779,088 | 1,727,035 | 3% |
| Total Hours | 57,952 | 57,719 | 0% | 118,190 | 115,319 | 2% |
| Miles per Roadcall | 24,924 | 20,116 | 24% | 25,416 | 22,838 | 11% |
| Bus Diesel Fuel Gallons | 175,417 | 177,608 | -1% | 370,331 | 363,172 | 2% |
| E-Bus Kilowatt Hours | 20,314 | 24,042 | -16% | 51,176 | 49,814 | 3% |
| Accidents - Total/100K Miles | 4.59 | 5.43 | -16% | 7.78 | 5.62 | 39% |
| Accidents -preventable/100K Miles | 1.49 | 2.08 | -28% | 2.37 | 1.79 | 32% |

¹ Other Mobility includes Late Shift, Direct Connect, Healthy Hop and Urgent Day
² Flamingo trips divided by total APC trips
³ Avg trips for each day type is for all modes (bus, contracted service, and PSTA Access)
⁴ Severe incident definition: Events involving physical + verbal + weapon present
 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.