



OPERATING STATISTICS
Board Report
***FEBRUARY 2021**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
784,709	1,039,257	-24.5%	Total Bus Passenger Trips-APC* (1)	3,993,786	5,375,292	-25.7%
28,200	45,901	-38.6%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	125,185	181,119	-30.9%
812,909	1,085,158	-25.1%	Total Fixed Route Passenger Trips (1-2)	4,118,971	5,556,411	-25.9%
19,397	24,733	-21.6%	Access Paratransit Client Trips (3)	96,076	129,147	-25.6%
72	153	-52.9%	Access TD Door-to-Door Trips (4)	394	596	-33.9%
2,591	3,215	-19.4%	Access Paratransit PCA Trips (5)	12,558	16,789	-25.2%
22,060	28,101	-21.5%	Total Access Passenger Trips (3-5)	109,028	146,532	-25.6%
9,458	10,118	-6.5%	Total Mobility Programs (6)	46,368	49,452	-6.2%
844,427	1,123,377	-24.8%	Total Passenger Trips (1-6)	4,274,367	5,752,395	-25.7%
0	281,718	-100.0%	TD Discounted Pass Trips	0	1,490,701	-100.0%
0	51,049	-100.0%	UPASS Trips	0	258,575	-100.0%
3,550	4,514	-21.4%	Wheelchairs	17,588	24,152	-27.2%
23,297	30,242	-23.0%	Bikes on Buses	118,899	155,445	-23.5%
33,826	45,562	-25.8%	Average Weekday Passenger Trips			
25,439	30,522	-16.7%	Average Saturday Passenger Trips			
16,538	18,914	-12.6%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	634	0.6%	Employees-Budgeted-Full-Time			
696,252	715,571	-2.7%	Total Revenue Miles	3,402,668	3,731,013	-8.8%
50,740	52,548	-3.4%	Total Revenue Hours	247,425	274,617	-9.9%
73.1	66.0	10.7%	On-Time Performance (Earlies excluded.)	73.1	67.9	7.6%
20.4	28.0	-27.2%	Complaints/100,000 Passenger Trips-PSTA Bus	20.8	27.7	-25.0%
13.6	39.1	-65.3%	Complaints/100,000 Passenger Trips-Access (less EL)	20.2	75.1	-73.1%
3.31	3.84	-13.7%	Accidents--Total-Per 100,000 Miles	3.64	3.91	-7.0%
1.15	1.61	-28.7%	Accidents--Preventable-Per 100,000 Miles	0.81	0.95	-14.5%
53	60	-11.7%	Security Incidents - (All)	335	260	28.8%
21	26	-19.2%	Security Incidents - (Operators Only)	138	84	64.3%
11	14	-21.4%	Severe Incidents# - (All)	51	68	-25.0%
3	4	-25.0%	Severe Incidents# - (Operators Only)	11	24	-54.2%
18,248	20,195	-9.6%	Miles Per Roadcall	22,359	24,962	-10.4%
12,659	17,889	-29.2%	Miles Per Service Interruption	21,004	25,910	-18.9%
1.13	1.45	-22.4%	Bus-Total Passenger Trips / Revenue Mile	1.17	1.44	-18.5%
15.47	19.78	-21.8%	Bus-Total Passenger Trips / Revenue Hour	16.14	19.57	-17.5%

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

COVID-19 Week to Week Ridership Comparison	2/22-2/28	3/1-3/7/20	% Change
Weekly Total Last Week February to 1st week March 2020	167,313	241,073	-30.6%
Average Weekday Ridership	27,198	39,074	-30.4%
Average Saturday Ridership	19,163	27,955	-31.5%
Average Sunday Ridership	12,159	17,750	-31.5%

* 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.