



OPERATING STATISTICS
Board Report
***JUNE 2021**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
807,118	707,699	14.0%	Total Bus Passenger Trips-APC* (1)	7,448,110	8,042,467	-7.4%
46,013	20,784	121.4%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	306,907	249,970	22.8%
853,131	728,483	17.1%	Total Fixed Route Passenger Trips (1-2)	7,755,017	8,292,437	-6.5%
19,352	16,586	16.7%	Access Paratransit Client Trips (3)	180,409	187,475	-3.8%
126	92	37.0%	Access TD Door-to-Door Trips (4)	982	1,136	-13.6%
1,993	2,156	-7.6%	Access Paratransit PCA Trips (5)	22,998	24,372	-5.6%
21,471	18,834	14.0%	Total Access Passenger Trips (3-5)	204,389	212,983	-4.0%
12,402	5,424	128.7%	Total Mobility Programs (6)	88,892	73,117	21.6%
887,004	752,741	17.8%	Total Passenger Trips (1-6)	8,048,298	8,578,537	-6.2%
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%
3,867	2,945	31.3%	Wheelchairs	34,005	36,805	-7.6%
27,354	21,330	28.2%	Bikes on Buses	224,723	247,837	-9.3%
33,029	27,461	20.3%	Average Weekday Passenger Trips			
24,428	22,827	7.0%	Average Saturday Passenger Trips			
15,664	14,321	9.4%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	634	0.6%	Employees-Budgeted-Full-Time			
758,905	591,431	28.3%	Total Revenue Miles	6,505,477	6,146,109	5.8%
55,156	42,954	28.4%	Total Revenue Hours	473,502	450,928	5.0%
70.1	73.2	-4.3%	On-Time Performance (Earlies excluded.)	72.0	70.1	2.7%
15.0	28.8	-48.0%	Complaints/100,000 Passenger Trips-PSTA Bus	19.2	27.5	-30.2%
51.2	26.5	93.0%	Complaints/100,000 Passenger Trips-Access (less EL)	22.0	68.6	-67.9%
4.10	4.24	-3.4%	Accidents--Total-Per 100,000 Miles	3.54	4.01	-11.7%
1.41	1.06	32.5%	Accidents--Preventable-Per 100,000 Miles	0.86	1.14	-24.7%
70	95	-26.3%	Security Incidents - (All)	561	529	6.0%
29	47	-38.3%	Security Incidents - (Operators Only)	227	201	12.9%
13	12	8.3%	Severe Incidents# - (All)	78	123	-36.6%
1	5	-80.0%	Severe Incidents# - (Operators Only)	16	44	-63.6%
21,340	28,680	-25.6%	Miles Per Roadcall	20,504	27,217	-24.7%
21,081	22,747	-7.3%	Miles Per Service Interruption	15,343	27,810	-44.8%
1.06	1.20	-11.1%	Bus-Total Passenger Trips / Revenue Mile	1.14	1.31	-12.5%
14.63	16.48	-11.2%	Bus-Total Passenger Trips / Revenue Hour	15.73	17.84	-11.8%

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

COVID-19 Week to Week Ridership Comparison	6/24-6/30/21	3/1-3/7/20	% Change
Weekly Total Last Week February to 1st week March 2020	152,702	241,073	-36.7%
Average Weekday Ridership	24,230	39,074	-38.0%
Average Saturday Ridership	18,397	27,955	-34.2%
Average Sunday Ridership	13,153	17,750	-25.9%

* 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.