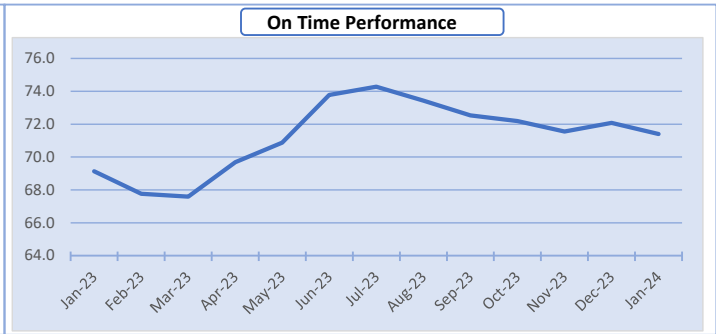
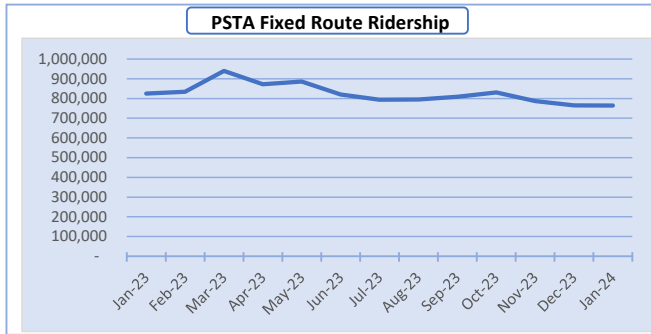




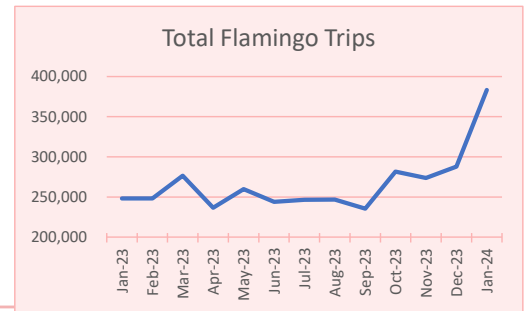
Board Report January 2024

At a Glance
Total Flamingo trips increased 54% compared to January 2023.



Ridership	This month	Prior year month	% Change	YTD	Prior YTD	% Change
PSTA Local Bus	682,281	703,857	-3%	2,821,215	2,861,932	-1%
SunRunner	55,054	90,048	-39%	216,642	273,746	-21%
Jolley Trolley	20,546	25,730	-20%	86,711	93,779	-8%
Looper	6,451	5,570	16%	22,209	19,497	14%
Total Fixed Route	764,332	825,205	-7%	3,146,777	3,248,954	-3%
PSTA Access	41,709	34,739	20%	164,334	138,111	19%
¹ Other Mobility	6,019	3,834	57%	24,695	12,771	93%
Total Passenger Trips	812,060	863,778	-6%	3,335,806	3,399,836	-2%

Monthly Metrics	This month	Prior year month	% Change
² Flamingo Adoption	55%	34%	60%
³ Avg. Weekday Trips	30,104	32,146	-6%
Avg. Saturday Trips	20,891	23,818	-12%
Avg. Sunday Trips	13,221	15,542	-15%
Fixed Route Complaints/100K trips	31.1	27.7	12%
Access Complaints/100K trips	50.3	115.1	-56%
Security Incidents	77	60	28%
⁴ Severe Incidents	9	6	50%



Types of Trips	This month	Prior year month	% Change	YTD	Prior YTD	% Change
Wheelchair	3,629	3,692	-2%	15,021	17,328	-13%
Bikes	19,644	23,589	-17%	84,524	97,809	-14%
TD Discount Pass	141,083	132,103	7%	559,605	518,173	8%
UPASS	65,586	23,051	185%	216,876	92,644	134%
Farebox Trips	235,102	419,466	-44%	1,104,658	1,604,062	-31%
Flamingo App Trips	53,766	57,665	-7%	184,317	225,035	-18%
Contactless Payment	39,967	1,534	2505%	105,743	1,697	N/A
Flamingo Card Trips	289,531	189,094	53%	936,022	747,403	25%
Total Flamingo Trips	383,264	248,293	54%	1,226,082	974,135	26%

PSTA Operating Statistics	This month	Prior year month	% Change	YTD	Prior YTD	% Change
On Time Performance	71.4	69.1	3%	71.8	68.8	4%
Total Miles	871,097	899,528	-3%	3,497,064	3,537,178	-1%
Total Hours	58,210	60,022	-3%	232,964	236,113	-1%
Miles per Roadcall	18,534	28,110	-34%	23,952	22,838	5%
Bus Diesel Fuel Gallons	165,080	179,282	-8%	699,920	722,418	-3%
E-Bus Kilowatt Hours	16,858	16,474	2%	94,058	93,088	1%
Accidents - Total/100K Miles	3.21	4.56	-29%	3.66	4.91	-25%
Accidents -preventable/100K Miles	1.38	1.45	-5%	1.17	1.51	-22%

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.