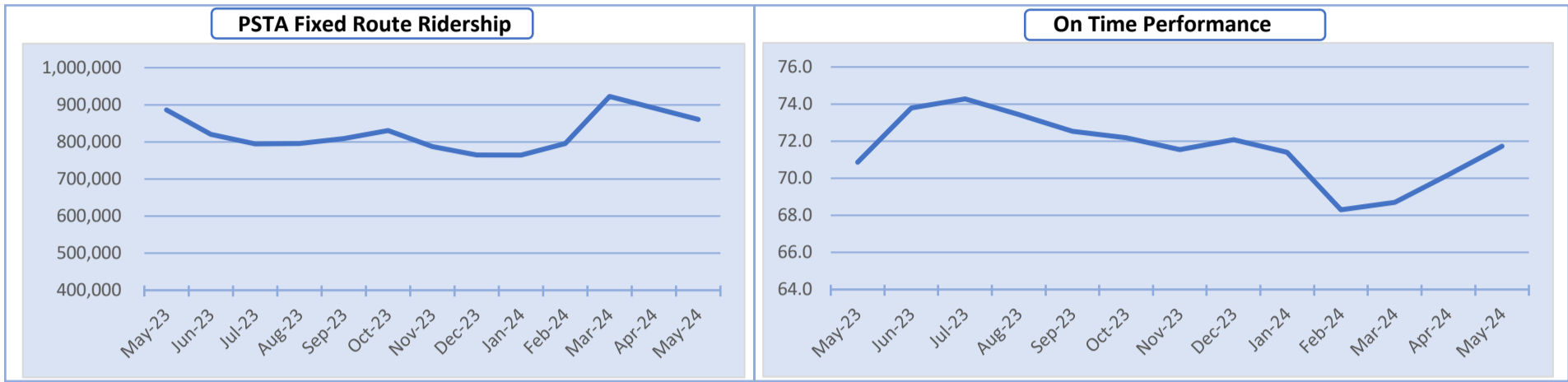




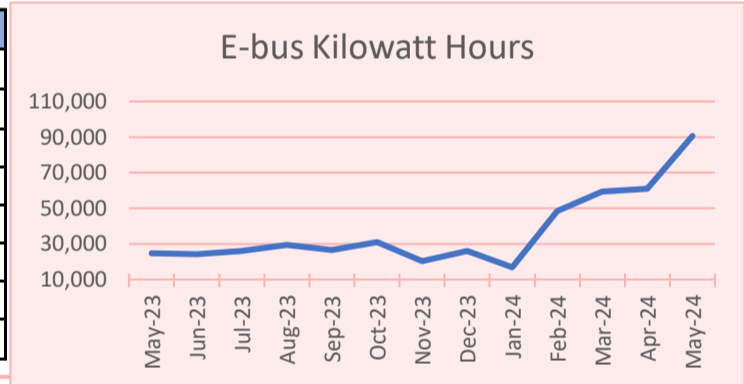
# Board Report May 2024

**At a Glance**  
15 of PSTA's 43 bus routes had their highest ridership of Fiscal Year 2024 in May.



Ridership	This month	Prior year month	% Change	YTD	Prior YTD	% Change
PSTA Local Bus	752,698	755,689	0%	5,816,029	5,814,728	0%
SunRunner	74,062	97,541	-24%	500,972	677,465	-26%
Jolley Trolley	26,747	27,242	-2%	242,971	241,981	0%
Looper	7,318	5,587	31%	57,098	46,650	22%
<b>Total Fixed Route</b>	<b>860,825</b>	<b>886,059</b>	<b>-3%</b>	<b>6,617,070</b>	<b>6,780,824</b>	<b>-2%</b>
Vanpool	40,091	N/A	N/A	192,481	N/A	N/A
PSTA Access	48,011	38,621	24%	346,138	283,700	22%
<sup>1</sup> Other Mobility	6,163	4,765	29%	48,067	29,410	63%
<b>Total Passenger Trips</b>	<b>955,090</b>	<b>929,445</b>	<b>3%</b>	<b>7,203,756</b>	<b>7,093,934</b>	<b>2%</b>

Monthly Metrics	This month	Prior year month	% Change
<sup>2</sup> Flamingo Adoption	55%	33%	64%
<sup>3</sup> Avg. Weekday Trips	33,541	36,983	-9%
Avg. Saturday Trips	24,224	20,652	17%
Avg. Sunday Trips	16,039	17,304	-7%
Fixed Route Complaints/100K trips	34.7	25.1	38%
Access Complaints/100K trips	77.1	90.6	-15%
Security Incidents	59	89	-34%
<sup>4</sup> Severe Incidents	7	14	-50%



Types of Trips	This month	Prior year month	% Change	YTD	Prior YTD	% Change
Wheelchair	3,998	3,580	12%	30,007	30,915	-3%
Bikes	22,804	22,017	4%	167,246	184,117	-9%
TD Discount Pass	158,923	133,791	19%	1,161,827	1,056,040	10%
UPASS	89,573	30,959	189%	543,451	207,701	162%
Farebox Trips	293,878	415,098	-29%	2,235,078	3,250,498	-31%
Flamingo App Trips	54,749	56,163	-3%	395,172	450,889	-12%
Contactless Payment	55,468	7,844	607%	316,181	23,936	1221%
Flamingo Card Trips	314,588	195,734	61%	2,144,757	1,520,237	41%
<b>Total Flamingo Trips</b>	<b>424,805</b>	<b>259,741</b>	<b>64%</b>	<b>2,856,110</b>	<b>1,995,062</b>	<b>43%</b>

PSTA Operating Statistics	This month	Prior year month	% Change	YTD	Prior YTD	% Change
On Time Performance	71.7	70.9	1%	70.8	68.9	3%
Total Miles	868,973	912,456	-5%	6,979,975	7,080,353	-1%
Total Hours	58,189	61,402	-5%	468,364	474,545	-1%
Miles per Roadcall	23,486	18,622	26%	22,662	22,838	-1%
Bus Diesel Fuel Gallons	190,876	195,185	-2%	1,410,684	1,464,645	-4%
E-Bus Kilowatt Hours	90,648	24,806	265%	353,583	185,709	90%
Accidents - Total/100K Miles	3.68	4.16	-12%	3.61	4.59	-21%
Accidents - preventable/100K Miles	1.27	1.53	-17%	1.20	1.65	-27%

<sup>1</sup> Other Mobility includes Late Shift, Direct Connect, Healthy Hop and Urgent Day  
<sup>2</sup> Flamingo trips divided by total APC trips  
<sup>3</sup> Avg trips for each day type is for all modes (bus, contracted service, and PSTA Access)  
<sup>4</sup> 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.