



Board Report December 2024

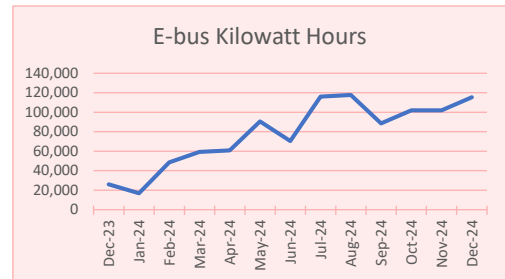
At a Glance

PSTA's total system ridership increased by 10.9% in December 2024 compared to December 2023.



Ridership	This month	Prior year month	% Change	YTD	Prior YTD	% Change
PSTA Local Bus	722,334	683,292	6%	2,159,333	2,138,934	1%
SunRunner	55,617	53,894	3%	163,809	161,588	1%
Jolley Trolley	19,629	21,940	-11%	48,825	66,165	-26%
Looper	6,396	5,692	12%	14,784	15,758	-6%
Total Fixed Route	803,976	764,818	5%	2,386,751	2,382,445	0%
Vanpool	40,874	0	N/A	120,234	0	N/A
PSTA Access	46,785	39,307	19%	136,306	122,625	11%
1 Other Mobility	6,789	6,264	8%	19,544	18,676	5%
Total Passenger Trips	898,424	810,389	10.9%	2,662,835	2,523,746	5.5%

Monthly Metrics	This month	Prior year month	% Change
2 Flamingo Adoption	48%	38%	28%
3 Avg. Weekday Trips	34,129	31,526	8%
Avg. Saturday Trips	23,676	20,834	14%
Avg. Sunday Trips	14,501	12,616	15%
Fixed Route Complaints/100K trips	17.3	13.2	31%
Access Complaints/100K trips	23.5	81.4	-71%
Security Incidents	55	55	0%
4 Severe Incidents	13	5	160%



Types of Trips	This month	Prior year month	% Change	YTD	Prior YTD	% Change
Wheelchair	3,309	3,652	-9%	10,395	11,392	-9%
Bikes	19,502	19,458	0%	61,267	64,880	-6%
TD Discount Pass	147,379	135,887	8%	326,706	418,522	-22%
UPASS	85,602	58,002	48%	201,490	151,290	33%
Farebox Trips	260,003	235,812	10%	812,982	869,556	-7%
Flamingo App Trips	48,478	41,732	16%	111,132	130,551	-15%
Contactless Payment	55,348	23,825	132%	120,510	65,776	83%
Flamingo Card Trips	282,204	222,181	27%	639,791	646,491	-1%
Total Flamingo Trips	386,030	287,738	34%	871,433	842,818	3%

PSTA Operating Statistics	This month	Prior year month	% Change	YTD	Prior YTD	% Change
On Time Performance	71.1	72.1	-1%	69.3	71.9	-4%
5 Total Miles	895,297	887,329	1%	2,608,064	2,744,672	-5%
5 Total Hours	61,230	60,132	2%	179,503	185,181	-3%
Miles per Roadcall	15,175	25,352	-40%	15,432	19,847	-22%
Bus Diesel Fuel Gallons	169,830	170,705	-1%	508,476	554,908	-8%
E-Bus Kilowatt Hours	115,437	26,023	344%	319,226	77,200	314%
Accidents - Total/100K Miles	4.69	3.49	34%	16.24	3.65	345%
Accidents - preventable/100K Miles	1.56	0.90	73%	4.60	1.06	334%

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

⁵ Total Miles and Hours statistics include all reported directly operated and contracted services.