



# Board Report November 2024

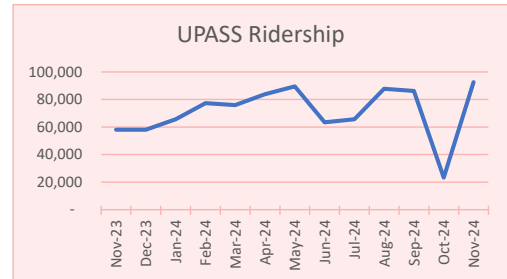
## At a Glance

UPASS ridership rebounded after October to a record high in November of **92,587** rides.



Ridership	This month	Prior year month	% Change	YTD	Prior YTD	% Change
PSTA Local Bus	727,200	709,700	2%	1,436,999	1,455,642	-1%
SunRunner	55,028	51,981	6%	108,192	107,694	0%
Jolley Trolley	18,502	20,561	-10%	29,196	44,225	-34%
Looper	5,431	4,981	9%	8,388	10,066	-17%
Total Fixed Route	806,161	787,223	2%	1,582,775	1,617,627	-2%
Vanpool	39,083	0	N/A	79,360	0	N/A
PSTA Access	43,261	40,715	6%	86,983	83,318	4%
1 Other Mobility	6,647	6,085	9%	12,756	12,412	3%
Total Passenger Trips	895,152	834,023	7%	1,761,874	1,713,357	3%

Monthly Metrics	This month	Prior year month	% Change
2 Flamingo Adoption	50%	35%	42%
3 Avg. Weekday Trips	35,211	32,062	10%
Avg. Saturday Trips	23,778	23,328	2%
Avg. Sunday Trips	14,771	13,480	10%
5 Complaints/100k Trips	26.7	17.5	52%
Access Complaints/100k trips	43.9	71.2	-38%
Security Incidents	49	74	-34%
4 Severe Incidents	5	11	-55%



Types of Trips	This month	Prior year month	% Change	YTD	Prior YTD	% Change
Wheelchair	5,379	4,015	34%	7,086	7,740	-8%
Bikes	30,590	22,728	35%	41,765	45,422	-8%
TD Discount Pass	148,729	136,671	9%	179,327	282,635	-37%
UPASS	92,587	58,115	59%	115,888	93,288	24%
Farebox Trips	317,070	320,290	-1%	552,979	633,744	-13%
Flamingo App Trips	50,852	42,629	19%	62,654	88,819	-29%
Contactless Payment	53,325	21,875	144%	65,162	41,951	55%
Flamingo Card Trips	292,645	209,082	40%	357,587	424,310	-16%
Total Flamingo Trips	396,822	273,586	45%	485,403	555,080	-13%

Operating Statistics	This month	Prior year month	% Change	YTD	Prior YTD	% Change
6 On Time Performance	69.3	71.6	-3%	68.4	71.9	-5%
5 Total Miles	907,397	910,605	0%	1,712,767	1,857,342	-8%
5 Total Hours	62,869	61,316	3%	118,273	125,050	-5%
5 Miles per Roadcall	16,204	23,963	-32%	15,571	19,847	-22%
5 Fuel Gallons	171,263	182,072	-6%	338,625	384,204	-12%
E-Bus Kilowatt Hours	101,895	20,314	402%	203,789	51,176	298%
5 Accidents - Total/100K Miles	5.84	4.39	33%	11.55	3.73	210%
5 Accidents -preventable/100K Miles	1.54	1.43	8%	3.03	1.14	167%

<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

<sup>5</sup> Includes all fixed route service: PSTA, Jolly Trolley, and Looper

<sup>6</sup> Includes only directly operated PSTA service

#APC data validated and approved by FTA for NTD reporting