



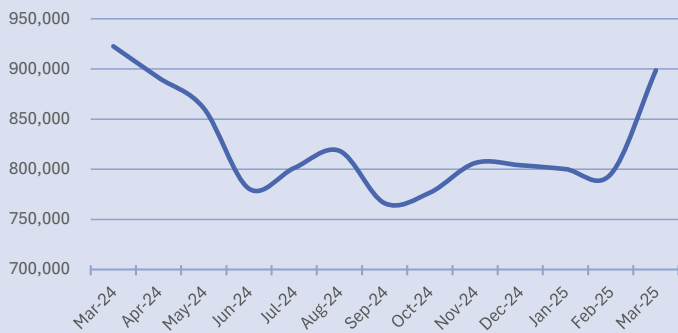
Board Report

March, 2025

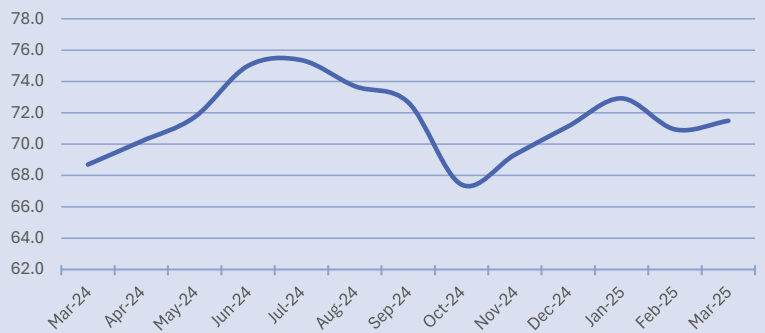
At a Glance

UPASS reached an all-time high of 112,458 rides in March 2025, exceeding 100,000 rides for the first time in the program's history.

PSTA Fixed Route Ridership



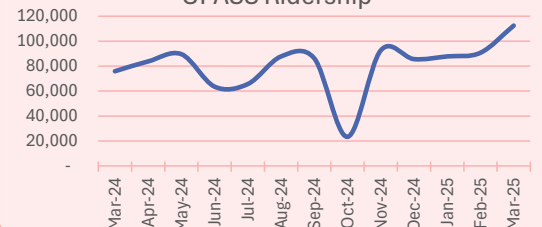
On Time Performance



Ridership	This month	Prior year month	% Change	YTD	Prior YTD	% Change
PSTA Local Bus	766,635	783,561	-2%	4,351,138	4,299,919	1%
SunRunner	72,474	76,014	-5%	351,381	355,709	-1%
Jolley Trolley	50,022	52,884	-5%	140,024	167,781	-17%
Looper	9,477	10,086	-6%	37,852	41,495	-9%
Clearwater Ferry	3,063	N/A	N/A	4,932	N/A	N/A
Total Fixed Route	901,671	922,545	-2%	4,885,327	4,864,904	0%
Vanpool	41,987	36,825	14%	242,800	112,860	115%
Grouper	670	N/A	N/A	812	N/A	N/A
PSTA Access	45,229	44,814	1%	265,526	251,737	5%
1 Other Mobility	1,553	1,471	6%	7,559	8,612	-12%
Total Passenger Trips	991,110	1,005,655	-1%	5,402,024	5,238,113	3%

Monthly Metrics	This month	Prior year month	% Change
2 Flamingo Adoption	46%	46%	0%
3 Avg. Weekday Trips	36,943	35,546	4%
Avg. Saturday Trips	26,155	26,689	-2%
Avg. Sunday Trips	17,498	18,660	-6%
Fixed Route Complaints/100K trips	16.9	26.4	-36%
Access Complaints/100K trips	53.1	102.6	-48%
Security Incidents	61	58	5%
4 Severe Incidents	9	4	125%

UPASS Ridership



Types of Trips	This month	Prior year month	% Change	YTD	Prior YTD	% Change
Wheelchair	3,480	3,616	-4%	20,153	22,135	-9%
Bikes	22,167	20,061	10%	120,082	123,827	-3%
TD Discount Pass	149,633	155,561	-4%	762,680	852,859	-11%
UPASS	112,458	75,883	48%	492,424	370,114	33%
Farebox Trips	317,531	283,299	12%	1,653,213	1,650,884	0%
Flamingo App Trips	47,263	53,445	-12%	254,384	288,342	-12%
Contactless Payment	72,280	57,324	26%	312,039	208,612	N/A
Flamingo Card Trips	287,166	307,580	-7%	1,481,238	1,534,410	-3%
Total Flamingo Trips	406,709	418,349	-3%	2,047,661	2,031,364	1%

PSTA Operating Statistics	This month	Prior year month	% Change	YTD	Prior YTD	% Change
On Time Performance	71.5	68.7	4%	70.5	70.7	0%
5 Total Miles	910,809	954,769	-5%	5,265,690	5,463,110	-4%
5 Total Hours	62,653	65,669	-5%	361,957	371,300	-3%
Miles per Roadcall	17,516	17,359	1%	15,766	19,847	-21%
Bus Diesel Fuel Gallons	159,147	186,775	-15%	1,003,410	1,077,787	-7%
E-Bus Kilowatt Hours	249,003	59,392	319%	861,279	201,988	326%
Accidents - Total/100K Miles	4.94	3.56	39%	4.72	3.50	35%
Accidents - preventable/100K Miles	0.88	1.36	-35%	1.29	1.13	14%

¹ Other Mobility includes Late Shift, Healthy Hop, Urgent Day, and Flex Safety Harbor (814).

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 bus contracted services.

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.