



**OPERATING STATISTICS**  
**Board Report**  
**\*December 2021**

CURRENT MONTH			RIDERSHIP STATISTICS	FISCAL YEAR-TO-DATE		
THIS MONTH	THIS MONTH LAST YEAR	% CHANGE		THIS YEAR	PRIOR YEAR	% CHANGE
660,996	807,292	-18.1%	Total Bus Passenger Trips-APC* (1)	1,921,883	2,411,266	-20.3%
26,374	24,566	7.4%	Other Bus Passenger Trips (JT, Looper-all, East Lake)(2)	78,740	71,892	9.5%
<b>687,370</b>	<b>831,858</b>	<b>-17.4%</b>	<b>Total Fixed Route Passenger Trips (1-2)</b>	<b>2,000,623</b>	<b>2,483,158</b>	<b>-19.4%</b>
13,295	19,578	-32.1%	Access Paratransit Client Trips (3)	40,987	57,332	-28.5%
123	84	46.4%	Access TD Door-to-Door Trips (4)	429	242	77.3%
1,307	2,544	-48.6%	Access Paratransit PCA Trips (5)	4,032	7,452	-45.9%
<b>14,725</b>	<b>22,206</b>	<b>-33.7%</b>	<b>Total Access Passenger Trips (3-5)</b>	<b>45,448</b>	<b>65,026</b>	<b>-30.1%</b>
<b>16,900</b>	<b>10,001</b>	<b>69.0%</b>	<b>Total Mobility Programs (6)</b>	<b>47,791</b>	<b>27,379</b>	<b>74.6%</b>
<b>718,995</b>	<b>864,065</b>	<b>-16.8%</b>	<b>Total Passenger Trips (1-6)</b>	<b>2,093,862</b>	<b>2,575,563</b>	<b>-18.7%</b>
124,417	N/A	N/A	TD Discounted Pass Trips	327,344	N/A	N/A
12,539	N/A	N/A	UPASS Trips	31,694	N/A	N/A
3,433	3,717	-7.6%	Wheelchairs	9,839	10,685	-7.9%
20,564	24,162	-14.9%	Bikes on Buses	58,696	73,084	-19.7%
26,630	31,922	-16.6%	Average Weekday Passenger Trips			
17,613	23,776	-25.9%	Average Saturday Passenger Trips			
10,731	13,336	-19.5%	Average Sunday Passenger Trips			
OPERATING STATISTICS						
638	638	0.0%	Employees-Budgeted-Full-Time			
725,147	695,170	4.3%	Total Revenue Miles	2,146,671	2,031,965	5.6%
52,717	50,566	4.3%	Total Revenue Hours	156,685	147,666	6.1%
68.8	72.5	-5.1%	On-Time Performance (Earlies excluded.)	69.2	73.1	-5.2%
23.9	18.0	33.1%	Complaints/100,000 Passenger Trips-PSTA Bus	22.3	20.9	6.3%
129.7	13.5	859.8%	Complaints/100,000 Passenger Trips-Access (less EL)	123.8	26.1	373.5%
4.4	4.2	4.4%	Accidents--Total-Per 100,000 Miles	4.39	4.16	5.4%
1.3	0.6	110.6%	Accidents--Preventable-Per 100,000 Miles	1.24	0.53	136.0%
39	77	-49.4%	Security Incidents - (All)	114	219	-47.9%
11	35	-68.6%	Security Incidents - (Operators Only)	49	91	-46.2%
5	10	-50.0%	Severe Incidents# - (All)	21	24	-12.5%
2	4	-50.0%	Severe Incidents# - (Operators Only)	5	6	-16.7%
31,393	30,044	4.5%	Miles Per Roadcall	25,703	24,796	3.7%
27,890	21,724	28.4%	Miles Per Service Interruption	31,569	26,389	19.6%
0.91	1.16	-21.5%	Bus-Total Passenger Trips / Revenue Mile	0.90	1.19	-24.6%
12.54	15.96	-21.5%	Bus-Total Passenger Trips / Revenue Hour	12.27	16.33	-24.9%

#Severe Incidents Defined as : events involving physical + verbal + weapon assaults or threats.

COVID-19 Week to Week Ridership Comparison	12/25-12/31/21	3/1-3/7/20	% Change
Weekly Total Last Week February to 1st week March 2020	98,360	241,073	-59.2%
Average Weekday Ridership	16,667	39,074	-57.3%
Average Saturday Ridership (Holiday Service)	5,716	27,955	-79.6%
Average Sunday Ridership	9,311	17,750	-47.5%

\* Due to the COVID-19 Pandemic and PSTA Safety procedures instituted, fares were suspended on March 19, 2020. Passengers were instructed to enter through the rear door and counted using Automatic Passenger Counter Technology instead of the farebox.  
 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.