

## MONTHLY OPERATIONS REPORT MARCH 2020

| MANAGED BY FIRST TRANSIT                  | MONTHLY       |                         |                | Fiscal Year to Date |                |              |
|---|---------------|-------------------------|----------------|---------------------|----------------|--------------|
| Fixed Route<br>Ridership Statistics *     | Current       | This Month<br>Last Year | % Change       | Current             | Prior          | % Change     |
| Total Bus Passenger Trips                 | 48,195        | 75,084                  | -35.81%        | 598,251             | 618,919        | -3.34%       |
| Total Trolley Passenger Trips             | 3,732         | 2,635                   | 41.63%         | 31,507              | 21,413         | 47.14%       |
| **Total UNCW Passenger Trips              | 15,774        | 43,101                  | -63.40%        | 368,523             | 275,239        | 33.89%       |
| <b>Total Fixed Route Passenger Trips</b>  | <b>67,701</b> | <b>120,820</b>          | <b>-43.97%</b> | <b>998,281</b>      | <b>915,571</b> | <b>9.03%</b> |
| Average Weekday Passenger Trips           | 3,038         | 5,071                   | -40.10%        |                     |                |              |
| Average Saturday Passenger Trips          | 776           | 1,872                   | -58.56%        |                     |                |              |
| Average Sunday Passenger Trips            | 768           | 993                     | -22.68%        |                     |                |              |
| <b>Operating Statistics - Fixed Route</b> |               |                         |                |                     |                |              |
| Miles btwn Preventable Accidents          | 101,300       | 172,873                 | -41.40%        |                     |                |              |
| Operator Overtime                         | 2.30%         | 13.91%                  | -83.47%        |                     |                |              |
| Revenue Service Delivered                 | 99.92%        | 99.99%                  | -0.07%         | 98.90%              | 99.89%         | -0.99%       |
| Passenger Trips per Revenue Hour          | 10.14         | 15.74                   | -35.60%        | 15.38               | 14.78          | 4.09%        |
| Farebox Revenue and Pass Sales ***        | \$46,239      | \$88,303                | -47.64%        | \$596,679           | \$634,458      | -5.95%       |
| Average Fare per Bus Passenger            | \$0.89        | \$1.14                  | -21.89%        | \$0.95              | \$0.99         | -4.30%       |
| <b>Maintenance</b>                        |               |                         |                |                     |                |              |
| Maintenance Cost per Revenue Mile         | \$0.15        | \$0.25                  | -40.00%        | \$0.31              | \$0.36         | -13.89%      |
| PM Compliance                             | 85.10%        | 94.53%                  | -9.98%         | 97.00%              | 94.93%         | 2.18%        |
| Percentage of Vehicles Shopped            | 8%            | 17%                     | -52.94%        |                     |                |              |
| Maintenance Overtime                      | 3.31%         | 4.34%                   | -23.73%        |                     |                |              |
| MANAGED BY AUTHORITY                      | MONTHLY       |                         |                | Fiscal Year to Date |                |              |
| Paratransit<br>Ridership Statistics       | Current       | This Month<br>Last Year | % Change       | Current             | Prior          | % Change     |
| Total ADA Passenger Trips                 | 1,346         | 1,912                   | -29.60%        | 18,866              | 15,521         | 21.55%       |
| Total Non ADA Passenger Trips             | 1,938         | 3,156                   | -38.59%        | 25,910              | 28,694         | -9.70%       |
| <b>Total Paratransit Passenger Trips</b>  | <b>3,284</b>  | <b>5,068</b>            | <b>-35.20%</b> | <b>44,776</b>       | <b>44,215</b>  | <b>1.27%</b> |
| Average Weekday Passenger Trips           | 145           | 226                     | -35.84%        |                     |                |              |
| Average Saturday Passenger Trips          | 12            | 43                      | -72.09%        |                     |                |              |
| Average Sunday Passenger Trips            | 14            | 22                      | -36.36%        |                     |                |              |
| <b>Operating Statistics - Paratransit</b> |               |                         |                |                     |                |              |
| Miles btwn Preventable Accidents          | 117,124       | 159,834                 | -26.72%        |                     |                |              |
| Missed Trips                              | 0.00%         | 0.00%                   | 0.00%          | 0.00%               | 0.01%          | -100.00%     |
| Passenger Trips/Revenue Hour              | 3.41          | 2.92                    | 16.78%         | 3.09                | 2.96           | 4.23%        |
| ADA On Time Performance                   | 99.5%         | 93.4%                   | 6.53%          | 98.4%               | 93.9%          | 4.74%        |
| Operator Overtime                         | 0.70%         | 1.68%                   | -58.33%        |                     |                |              |
| <b>Wave Pool</b>                          |               |                         |                |                     |                |              |
| Total Passengers                          | 129           | 287                     | -55.05%        | 2,187               | 3,496          | -37.44%      |
| Passengers per Hour                       | 6.38          | 3.63                    | 75.76%         | 0.00                | 5.82           | -100.00%     |
| Vanpools in Operation                     | 1             | 2                       | -50.00%        |                     |                |              |
| <b>Special Services</b>                   |               |                         |                |                     |                |              |
| Amtrak Passengers                         | 150           | 127                     | 18.11%         | 2,056               | 2,268          | -9.35%       |

\* Reduced Service Hours - Effective 1/6/2020; M-F (1)Hour/Day & Saturday (6) Hours

\*\* Suspension of UNCW Services for remainder of Spring 2020 Semester - Effective 3/16/2020

\*\*\* Suspension of Fare collection on all Fixed Routes 3/25/2020