

OPERATIONAL STATISTICS REPORT DECEMBER 2021

MANAGED BY TRANSDEV	MONTHLY			Fiscal Year to Date		
Fixed Route Ridership Statistics	December (FY22)	December (FY19)	% Change	Current	2019	% Change
Total Bus Passenger Trips	42,371	63,703	-33.49%	249,059	402,765	-38.16%
Total Trolley Passenger Trips	1,850	1,762	4.99%	11,813	14,238	-17.03%
Total UNCW Passenger Trips	2,908	20,389	-85.74%	68,614	146,386	-53.13%
Total Fixed Route Passenger Trips	47,129	85,854	-45.11%	329,486	563,389	-41.52%
Average Weekday Passenger Trips	1,879	3,665	-48.72%			
Average Saturday Passenger Trips	981	1,646	-40.38%			
Average Sunday Passenger Trips	710	863	-17.79%			
Operating Statistics - Fixed Route						
Miles btwn Preventable Accidents	297,813	138,572	114.92%			
Operator Overtime	15.80%	13.72%	-15.16%			
Revenue Service Delivered	99.95%	99.85%	0.10%	99.95%	99.88%	0.07%
Passenger Trips per Revenue Hour	7.65	12.61	-39.30%	8.45	14.44	-41.50%
Farebox Revenue and Pass Sales	\$45,826	\$71,675	-36.06%	\$250,737	\$413,975	-39.43%
Average Fare per Bus Passenger	\$0.97	\$1.09	-10.79%	\$0.76	\$0.99	-23.13%
Maintenance						
Maintenance Cost per Revenue Mile	\$0.39	\$0.34	14.71%	0.27	\$0.38	28.95%
PM Compliance	100.00%	100.00%	0.00%	98.87%	94.06%	5.11%
Percentage of Vehicles Shopped	9.80%	18.00%	-45.56%			
Maintenance Overtime	8.58%	1.40%	512.86%			
MANAGED BY AUTHORITY	MONTHLY			Fiscal Year to Date		
Paratransit Ridership Statistics	December (FY22)	December (FY19)	% Change	Current	2019	% Change
Total ADA Passenger Trips	1,805	1,635	10.40%	11,007	10,110	8.87%
Total Non ADA Passenger Trips	1,966	2,722	-27.77%	12,224	18,944	-35.47%
Total Vaccine Passenger Trips	-			14		
Total Paratransit Passenger Trips	3,771	4,357	-13.45%	23,245	29,054	-19.99%
Average Weekday Passenger Trips	160	204	-21.33%			
Average Saturday Passenger Trips	19	33	-43.44%			
Average Sunday Passenger Trips	6	20	-70.00%			
Operating Statistics - Paratransit						
Miles btwn Preventable Accidents	249,485	70,971	251.53%			
Missed Trips	0.00%	0.02%	0.00%	0.00%	0.01%	100.00%
Passenger Trips/Revenue Hour	3.31	2.98	11.13%	3.33	2.95	12.88%
ADA On Time Performance	99.8%	92.7%	7.61%	99.2%	91.6%	8.24%
Operator Overtime	0.62%	1.25%	50.77%			
RideMICRO						
Total Passengers	143			303		
WavePool						
Total Passengers	-	310	-100.00%	519	2,391	-78.29%
Passengers per Hour	-	5.08	-100.00%	2.78	6.19	-55.09%
Vanpools in Operation	-	2	-100.00%			
Special Services						
Amtrak Passengers *	-	325	-100.00%	852	1,637	-47.95%

* Data was not available at the time of publication of this report.