

OPERATIONAL STATISTICS REPORT NOVEMBER 2021 - REVISED 12-10-21

MANAGED BY TRANSDEV	MONTHLY			Fiscal Year to Date		
Fixed Route Ridership Statistics	November (FY22)	November (FY19)	% Change	Current	2019	% Change
Total Bus Passenger Trips	40,861	69,452	-41.17%	206,688	339,062	-39.04%
Total Trolley Passenger Trips	1,913	1,425	34.25%	9,963	12,476	-20.14%
Total UNCW Passenger Trips	17,065	45,651	-62.62%	65,706	125,997	-47.85%
Total Fixed Route Passenger Trips	59,839	116,528	-48.65%	282,357	477,535	-40.87%
Average Weekday Passenger Trips	2,438	5,041	-51.64%			
Average Saturday Passenger Trips	884	1,687	-47.58%			
Average Sunday Passenger Trips	725	979	-25.92%			
Operating Statistics - Fixed Route						
Miles btwn Preventable Accidents	250,041	114,425	118.52%			
Operator Overtime	17.11%	16.10%	-6.27%			
Revenue Service Delivered	99.96%	99.92%	0.04%	99.95%	99.89%	0.06%
Passenger Trips per Revenue Hour	9.23	15.11	-38.92%	8.60	14.81	-41.92%
Farebox Revenue and Pass Sales	\$36,909	\$55,335	-33.30%	\$204,911	\$342,318	-40.14%
Average Fare per Bus Passenger	\$0.62	\$0.78	-20.92%	\$0.73	\$0.97	-25.18%
Maintenance						
Maintenance Cost per Revenue Mile	\$0.35	\$0.34	2.94%	0.28	\$0.38	26.32%
PM Compliance	100.00%	94.70%	5.60%	98.80%	92.87%	6.39%
Percentage of Vehicles Shopped	11.60%	18.00%	-35.56%			
Maintenance Overtime	5.23%	3.11%	68.17%			
MANAGED BY AUTHORITY	MONTHLY			Fiscal Year to Date		
Paratransit Ridership Statistics	November (FY22)	November (FY19)	% Change	Current	2019	% Change
Total ADA Passenger Trips	1,898	1,781	6.57%	9,202	8,475	8.58%
Total Non ADA Passenger Trips	1,946	3,142	-38.06%	10,257	16,222	-36.77%
Total Vaccine Passenger Trips	-			15		
Total Paratransit Passenger Trips	3,844	4,923	-21.92%	19,474	24,697	-21.15%
Average Weekday Passenger Trips	179	222	-19.52%			
Average Saturday Passenger Trips	15	40	-62.50%			
Average Sunday Passenger Trips	8	24	-66.67%			
Operating Statistics - Paratransit						
Miles btwn Preventable Accidents	236,619	40,695	481.44%			
Missed Trips	0.00%	0.00%	0.00%	0.00%	0.01%	100.00%
Passenger Trips/Revenue Hour	3.21	2.93	9.49%	3.34	2.94	13.48%
ADA On Time Performance	99.5%	93.1%	6.82%	99.1%	93.2%	6.28%
Operator Overtime	0.21%	0.69%	69.54%			
RideMICRO						
Total Passengers	120			160		
WavePool						
Total Passengers	-	415	-100.00%	519	2,081	-75.06%
Passengers per Hour	-	5.93	-100.00%	2.78	6.42	-56.70%
Vanpools in Operation	-	2	-100.00%			
Special Services						
Amtrak Passengers *	-	223	-100.00%	852	1,312	-35.06%

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