

**OPERATIONAL STATISTICS REPORT SEPTEMBER 2021**

<b>MANAGED BY TRANSDEV</b>	<b>MONTHLY</b>			<b>Fiscal Year to Date</b>		
<b>Fixed Route Ridership Statistics</b>	<b>Current</b>	<b>This Month 2019</b>	<b>% Change</b>	<b>Current</b>	<b>2019</b>	<b>% Change</b>
Total Bus Passenger Trips	40,156	38,611	4.00%	122,433	192,041	-36.25%
Total Trolley Passenger Trips	2,082	672	209.82%	5,918	9,645	-38.64%
Total UNCW Passenger Trips	20,650	13,162	56.89%	31,640	36,225	-12.66%
<b>Total Fixed Route Passenger Trips</b>	<b>62,888</b>	<b>52,445</b>	<b>19.91%</b>	<b>159,991</b>	<b>237,911</b>	<b>-32.75%</b>
Average Weekday Passenger Trips	2,684	3,658	-26.62%			
Average Saturday Passenger Trips	990	1,881	-47.37%			
Average Sunday Passenger Trips	640	968	-33.94%			
<b>Operating Statistics - Fixed Route</b>						
Miles btwn Preventable Accidents	287,093	120,848	137.57%			
Operator Overtime	16.93%	5.53%	206.15%			
Revenue Service Delivered	99.95%	99.84%	0.11%	99.94%	99.87%	0.07%
Passenger Trips per Revenue Hour	8.92	13.68	-34.77%	8.55	14.32	-40.29%
Farebox Revenue and Pass Sales	\$43,810	\$54,227	-19.21%	\$127,503	\$207,984	-38.70%
Average Fare per Bus Passenger	\$0.70	\$1.03	-32.63%	\$0.80	\$0.87	-8.84%
<b>Maintenance</b>						
Maintenance Cost per Revenue Mile	\$0.30	\$0.38	-21.05%	0.27	\$0.47	-42.55%
PM Compliance	98.30%	84.47%	16.37%	98.00%	89.89%	9.02%
Percentage of Vehicles Shopped	16%	25%	-36.00%			
Maintenance Overtime	3.75%	1.54%	143.51%			
<b>MANAGED BY AUTHORITY</b>	<b>MONTHLY</b>			<b>Fiscal Year to Date</b>		
<b>Paratransit Ridership Statistics</b>	<b>Current</b>	<b>This Month 2019</b>	<b>% Change</b>	<b>Current</b>	<b>2019</b>	<b>% Change</b>
Total ADA Passenger Trips	1,924	876	119.63%	5,397	4,936	9.34%
Total Non ADA Passenger Trips	1,997	1,516	31.73%	6,128	5,785	5.93%
Total Vaccine Passenger Trips	2			6		
<b>Total Paratransit Passenger Trips</b>	<b>3,923</b>	<b>2,392</b>	<b>64.01%</b>	<b>11,531</b>	<b>10,721</b>	<b>7.56%</b>
Average Weekday Passenger Trips	182	184	-1.09%			
Average Saturday Passenger Trips	21	41	-50.00%			
Average Sunday Passenger Trips	5	19	-75.00%			
<b>Operating Statistics - Paratransit</b>						
Miles btwn Preventable Accidents	191,782	42,647	349.70%			
Missed Trips	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%
Passenger Trips/Revenue Hour	3.32	3.05	8.92%	3.45	2.98	15.73%
ADA On Time Performance	98.2%	95.1%	3.26%	98.9%	96.9%	2.01%
Operator Overtime	0.49%	0.00%	0.00%			
<b>WavePool</b>						
Total Passengers	-	242	-100.00%	519	1,166	-55.49%
Passengers per Hour	-	6.19	-100.00%	2.78	6.50	-57.23%
Vanpools in Operation	-	2	-100.00%			
<b>Special Services</b>						
Amtrak Passengers	312	359	-13.09%	852	936	-8.97%