

MONTHLY OPERATIONS REPORT MAR 2024

MANAGED BY TRANSDEV	MONTHLY			Fiscal Year to Date		
Fixed Route Ridership Statistics	MAR (FY24)	MAR (FY23)	% Change	Current	FY23	% Change
Total FR Bus Passenger Trips	45,239	48,079	-5.91%	386,787	388,502	-0.44%
Total Trolley Passenger Trips	1,480	1,654	-10.52%	14,121	10,906	29.48%
Total UNCW Passenger Trips	9,548	14,698	-35.04%	103,561	118,861	-12.87%
RideMICRO Zones 3 and 4	1,113	1,190	-6.47%	9,897	9,342	5.94%
Total FR and 3,4 Passenger Trips	57,380	65,621	-12.56%	514,366	527,611	-2.51%
Average Weekday Passenger Trips	2,245	2,523	-11.02%			
Average Saturday Passenger Trips	985	1,011	-2.57%			
Average Sunday Passenger Trips	679	585	16.07%			
RideMICRO						
Total Passengers	1,517	1,694	-10.45%	13,769	12,726	8.20%
Pax Trips/Revenue Hour	2.55	2.83	-9.89%	2.71	2.72	-0.37%
Ridership Statistics	MAR (FY24)	MAR (FY23)	% Change	Current	FY23	% Change
Total Passenger Trips	57,784	66,125	-12.61%	518,238	530,995	-2.40%
Operating Statistics - Fixed Route						
Miles Between Road Calls	25,670	27,178	-5.55%			
Operator Overtime	15.59%	12.00%	29.92%			
Revenue Service Delivered	96.49%	99.71%	-3.23%	94.93%	97.51%	-2.65%
Passenger Trips per Revenue Hour	8.64	8.61	0.39%	8.83	8.71	1.38%
Farebox Revenue and Pass Sales	\$43,424	\$49,837	-12.87%	\$420,689	\$377,832	11.34%
Average Fare per Bus Passenger	\$1.08	\$1.00	7.81%	\$0.95	\$0.98	-2.76%
Maintenance						
Maintenance Cost per Revenue Mile	\$0.93	\$1.43	-35.09%	\$1.13	\$1.24	-8.87%
PM Compliance	98.70%	98.81%	-0.11%	97.33%	99.56%	-2.24%
Percentage of Vehicles Shopped	9.10%	10.00%	-9.00%			
Maintenance Overtime	6.79%	3.46%	96.24%			
MANAGED BY AUTHORITY						
Paratransit						
Ridership Statistics	MAR (FY24)	MAR (FY23)	% Change	Current	FY23	% Change
Total ADA Passenger Trips	2,495	2,777	-10.15%	21,024	19,712	6.66%
Total Non ADA Passenger Trips	2,342	2,277	2.85%	20,717	19,625	5.56%
Total Paratransit Passenger Trips	4,837	5,054	-4.29%	41,741	39,337	6.11%
Average Weekday Passenger Trips	221	211	4.81%			
Average Saturday Passenger Trips	33	36	-7.22%			
Average Sunday Passenger Trips	7	14	-53.57%			
Operating Statistics - Paratransit						
Miles btwn Preventable Accidents	76,198	215,532	-64.65%			
Missed Trips	0.00%	0.00%	-	0.00%	0.00%	-
Passenger Trips/Revenue Hour	3.02	3.05	-1.00%	3.05	2.97	2.69%
ADA On Time Performance	99.0%	98.9%	0.06%	99.2%	99.2%	0.00%
Operator Overtime	0.81%	0.73%	10.64%			