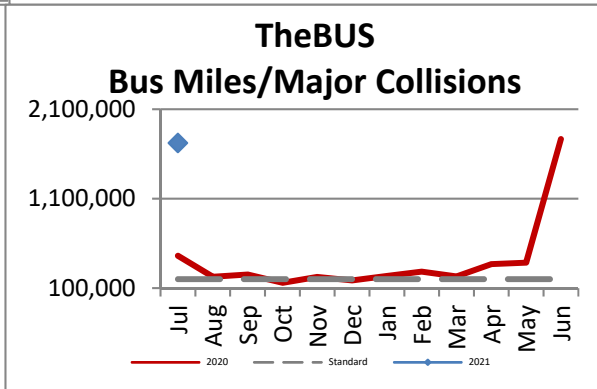
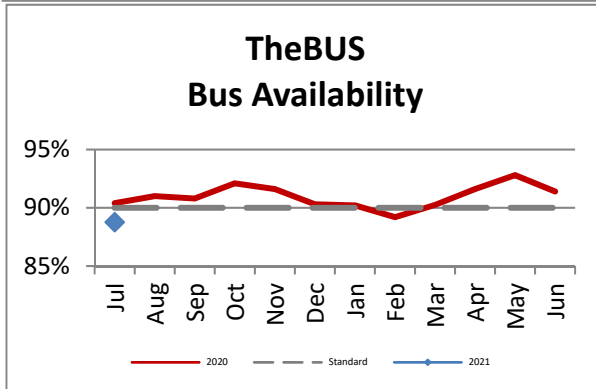
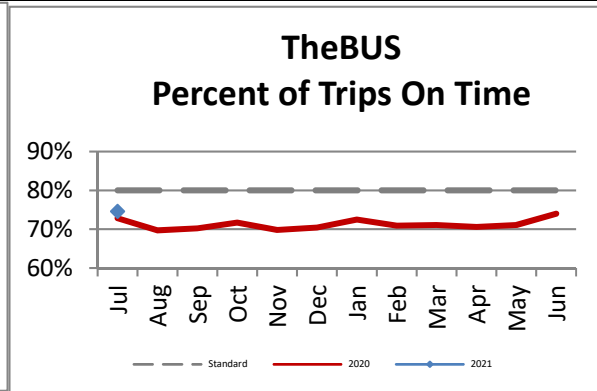
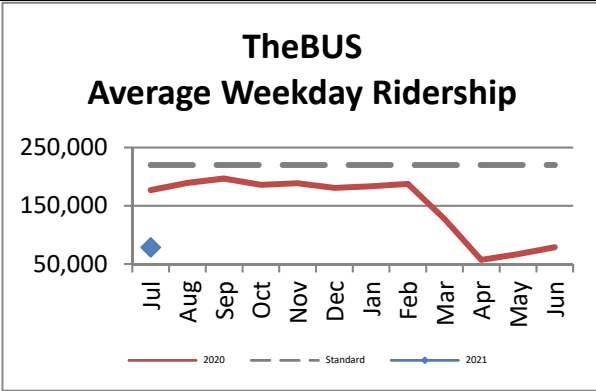


**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
For the Month Ending July FY 2021**

| Key Performance Indicators (KPI)                        | July FY 2021 | July FY 2020 | Percent Change | YTD for FY2020 | YTD for FY2019 | Percent Change | Goals   |
|---|--------------|--------------|----------------|----------------|----------------|----------------|---------|
| Total Monthly Ridership                                 | 2,180,661    | 4,929,399    | -55.76%        | 2,180,661      | 4,929,399      | -55.76%        |         |
| Average Weekday Ridership                               | 78,717       | 176,869      | -55.49%        | 78,717         | 176,869        | -55.49%        | 220,000 |
| Percent of Trips On Time                                | 74.6%        | 74.2%        | 0.4%           | 74.6%          | 74.2%          | 0.39%          | 80%     |
| Bus Availability  | 88.8%        | 91.0%        | -2.2%          | 88.8%          | 91.0%          | -2.23%         | 90%     |
| Bus Miles/Major Collisions                              | 1,723,763    | 375,415      | 359.16%        | 1,723,763      | 375,415        | 359.16%        | 200,000 |
| Preventable Accidents/Million Miles (rolling 12 Months) |              |              |                | 2.07           | 1.62           | 27.78%         | 3.00    |
| Bus Miles/Mechanical Road Calls                         | 10,641       | 9,528        | 11.67%         | 10,641         | 9,528          | 11.67%         | 10,000  |
| Spare Ratio   | 66.36%       | 20.40%       | 45.96%         | 66.36%         | 20.40%         | 45.96%         | >20%    |
| Percent of Inspections Completed On Time                | 100.00%      | 100.00%      | 0.00%          | 100.00%        | 100.00%        | 0.00%          | 98%     |
| Percent Maintained Pullouts                             | 99.65%       | 98.09%       | -0.35%         | 99.65%         | 98.09%         | -0.35%         | 100%    |
| Cost per Hour   | \$165.31     | \$146.76     | 12.64%         | \$165.31       | \$146.76       | 12.64%         | \$120   |
| Cost per Trip   | \$2.53       | \$4.18       | -39.36%        | \$2.53         | \$4.18         | -39.36%        | \$2.50  |
| Cost per Mile   | \$11.98      | \$10.97      | 9.19%          | \$11.98        | \$10.97        | 9.19%          |         |
| Farebox Recovery  | 7.17%        | 21.68%       | -14.51%        | 7.17%          | 21.68%         | -14.51%        | 30%     |
| Trips per Hour  | 17.45        | 35.12        | -50.30%        | 17.45          | 35.12          | -50.30%        | 48      |
| Trips per Mile  | 0.38         | 2.63         | -85.45%        | 0.38           | 2.63           | -85.45%        |         |
| Passenger Miles per Revenue Hour                        | 89.24        | 194.16       | -54.04%        | 89.24          | 194.16         | -54.04%        | 250     |
| Average System Speed                                    | 13.23        | 12.47        | 6.08%          | 13.23          | 12.47          | 6.08%          |         |
| Percent Complete in 30 Days (Customer)                  | 96.00%       | 98.00%       | -2.0%          | 96.00%         | 98.00%         | -2.0%          |         |
| Complaint Rate (Complaints per 100,000 trips)           | 22.84        | 9.33         | 144.72%        | 22.84          | 9.33           | 144.72%        | 10      |



Oahu Transit Services - Fixed Route  
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