

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

Key Performance Indicators (KPI)	April FY 2021	April FY 2020	April FY 2019	Percent Change FY 2020-2021	YTD for FY 2021	YTD for FY 2020	Percent Change	Goals
Total Monthly Ridership	2,620,990	1,559,575	5,130,193	68.06%	22,215,070	45,078,181	-50.72%	
Average Weekday Ridership	96,243	57,198	192,107	68.3%	81,348	167,387	-51.4%	220,000
Percent of Trips On-Time	70.7%	78.7%	70.6%	-8%	74%	71.8%	2.18%	80%
Bus Availability	87.4%	91.8%	91.6%	-4.4%	89.4%	89.7%	-0.3%	90%
Bus Miles/Major Collisions	574,945	830,188	306,580	-30.75%	654,671	441,678	48.22%	200,000
Preventable Accidents/Mill. Mil. (Rolling 12 Mos.)					2.17	1.73	25.43%	3.00
Bus Miles/Mechanical Road Calls	10,647	14,565	11,792	-26.9%	11,495	10,965	4.83%	10,000
Spare Ratio	52.56%	70.53%	19.65%	-17.98%	58.51%	26.6%	31.91%	>20%
Percent of Inspections Completed On-Time	100%	100%	100%	0%	100%	100%	0%	98%
Percent Maintained Pullouts	99.79%	99.81%	98.78%	-0.21%	99.66%	98.64%	-0.34%	100%
Cost per Hour	\$157.36	\$160.92	\$131.37	-2.21%	\$146.50	\$134.04	9.29%	\$120
Cost per Trip	\$7.45	\$12.18	\$3.45	-38.8%	\$8.14	\$4.73	72.13%	\$2.50
Cost per Mile	\$11.33	\$11.44	\$9.62	-1%	\$10.52	\$9.93	5.96%	
Farebox Recovery	11.02%	12.31%	22.64%	-1.3%	10.93%	21.92%	-10.99%	30%
Trips per Hour	21.11	13.21	38.07	59.79%	18.32	32.08	-42.88%	48
Trips per Mile	1.52	0.94	2.79	61.78%	1.30	2.38	-45.42%	
Passenger Miles per Revenue Hour	100.60	66.97	206.80	50.2%	87.69	157.61	-44.36%	250
Average System Speed	13.22	13.33	12.77	-0.81%	13.23	12.67	4.44%	
Percent Complete in 30 Days (Customer)	99%	96%	98%	3%	95.9%	94.6%	1.3%	
Complaint Rate (Complaints per 100,000 Trips)	20.95	26.16	10.47	-19.93%	19.62	12.64	55.23%	10



