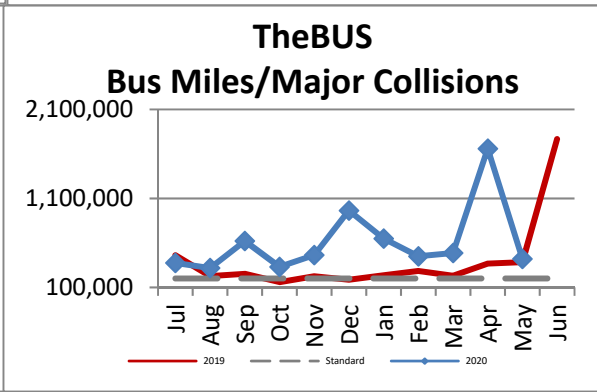
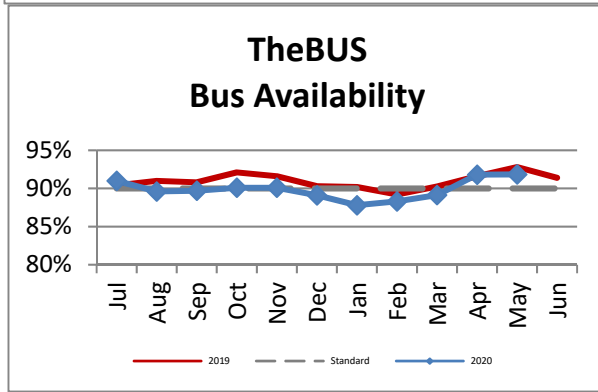
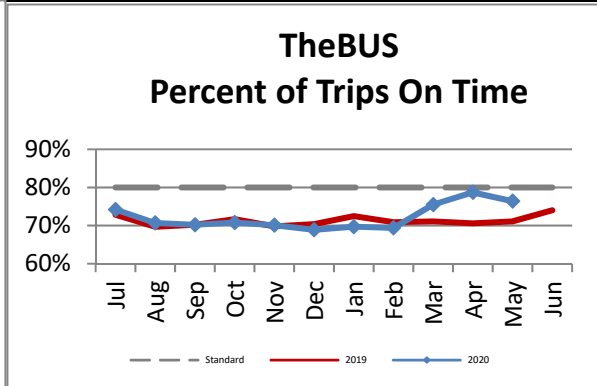
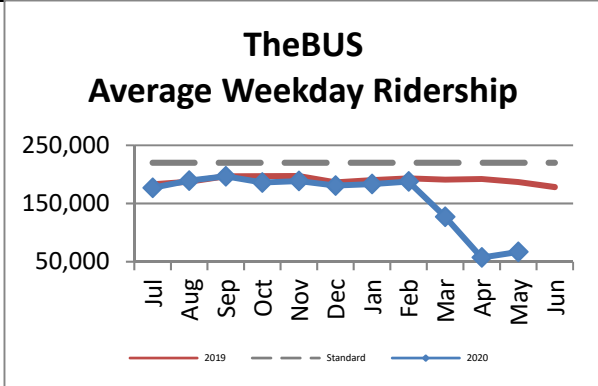


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending May FY 2020**

Key Performance Indicators (KPI)	May FY 2020	May FY 2019	Percent Change	YTD for FY2020	YTD for FY2019	Percent Change	Goals
Total Monthly Ridership	1,851,075	5,132,925	-63.94%	46,929,256	56,440,031	-16.85%	
Average Weekday Ridership	66,855	186,890	-64.23%	158,247	191,010	-17.15%	220,000
Percent of Trips On Time	76.4%	71.1%	5.3%	72.2%	71.0%	1.25%	80%
Bus Availability	91.8%	92.8%	-1.0%	89.9%	90.9%	-1.07%	90%
Bus Miles/Major Collisions	420,686	384,460	9.42%	612,955	274,296	123.47%	200,000
Preventable Accidents/Million Miles (rolling 12 Months)				1.86	1.73	7.51%	3.00
Bus Miles/Mechanical Road Calls	13,146	12,989	1.22%	11,164	11,449	-2.49%	10,000
Spare Ratio	70.53%	19.60%	50.93%	30.59%	20.24%	10.35%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	99.85%	98.39%	-0.15%	98.72%	99.22%	-1.28%	100%
Cost per Hour	\$148.90	\$124.26	19.83%	\$135.39	\$129.05	4.91%	\$120
Cost per Trip	\$9.61	\$3.37	184.86%	\$5.17	\$3.40	52.29%	\$2.50
Cost per Mile	\$10.57	\$9.01	17.35%	\$9.98	\$9.48	5.35%	
Farebox Recovery	12.35%	27.02%	-14.67%	21.05%	26.54%	-5.49%	30%
Trips per Hour	15.49	36.86	-57.98%	30.57	38.22	-20.02%	48
Trips per Mile	1.10	2.67	-58.80%	2.27	2.79	-18.77%	
Passenger Miles per Revenue Hour	76.50	197.59	-61.28%	150.24	208.39	-27.90%	250
Average System Speed	13.32	12.75	4.44%	12.73	12.74	-0.13%	
Percent Complete in 30 Days (Customer)	98.00%	99.00%	-1.0%	94.91%	97.09%	-2.2%	
Complaint Rate (Complaints per 100,000 trips)	18.91	9.47	99.70%	13.21	9.17	44.10%	10



Oahu Transit Services - Fixed Route
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