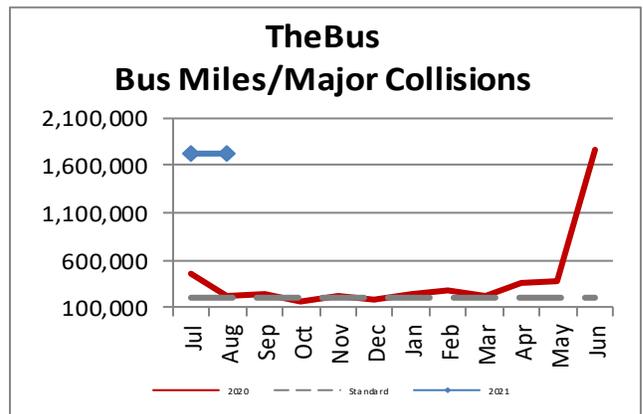
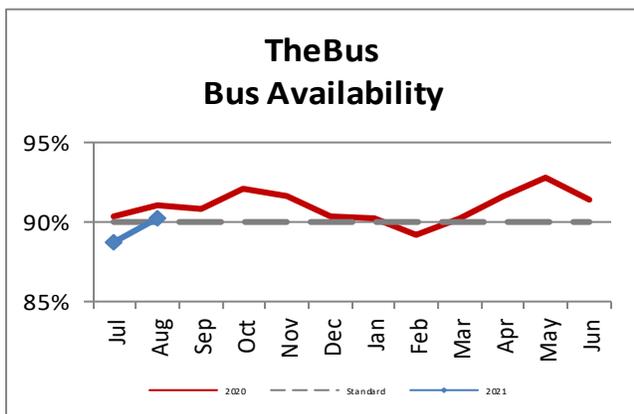
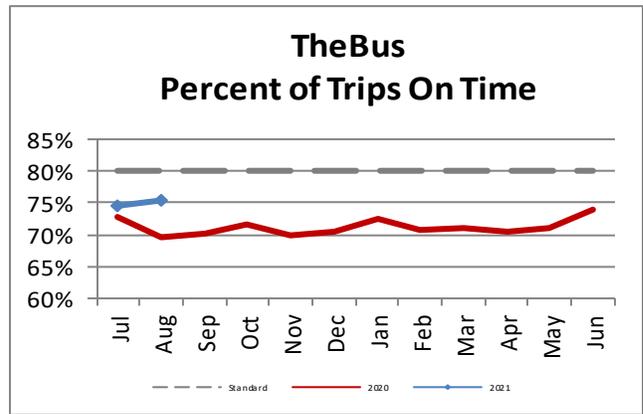
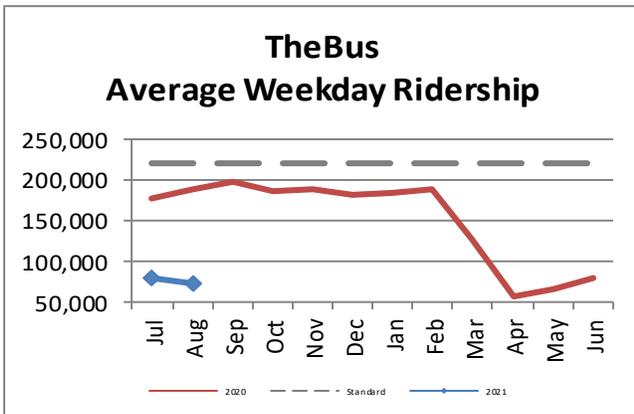


Oahu Transit Services - Fixed Route  
 Monthly Performance Report  
 For the Month Ending August FY 2021

Key Performance Indicators (KPI)	August FY 2021	August FY 2020	Percent Change	YTD for FY2020	YTD for FY2019	Percent Change	Goals
Total Monthly Ridership	2,003,087	5,233,400	-61.72%	4,183,748	10,162,799	-58.83%	
Average Weekday Ridership	73,673	189,274	-61.08%	76,195	183,072	-58.38%	220,000
Percent of Trips On-Time	75.4%	70.7%	4.7%	75%	72.5%	2.53%	80%
Bus Availability	90.2%	89.6%	0.6%	89.5%	90.3%	-0.81%	90%
Bus Miles/Major Collisions	1,730,190	317,661	444.67%	1,726,977	346,538	398.35%	200,000
Preventable Accidents/Million Miles (rolling 12 Months)				1.86	1.74	6.9%	3.00
Bus Miles/Mechanical Road Calls	10,747	11,693	-8.09%	10,694	10,611	0.78%	10,000
Spare Ratio	64.35%	22.52%	41.83%	65.36%	21.46%	43.89%	>20%
Percent of Inspections Completed On-Time	100%	100%	0%	100%	100%	0%	98%
Percent Maintained Pullouts	99.59%	98.60%	-0.41%	99.69%	98.59%	-0.31%	100%
Cost per Hour	\$144.11	\$128.29	12.34%	\$154.71	\$137.52	12.5%	\$120
Cost per Trip	\$8.90	\$3.49	154.89%	\$9.19	\$3.84	139.51%	\$2.50
Cost per Mile	\$10.31	\$9.59	7.47%	\$11.15	\$10.28	8.39%	
Farebox Recovery	10.4%	22.45%	-12.05%	9.74%	22.07%	-12.32%	30%
Trips per Hour	16.19	36.73	-55.93%	16.82	35.92	-53.18%	48
Trips per Mile	0.33	2.75	-88.11%	0.35	2.69	-86.81%	
Passenger Miles per Revenue Hour	81.29	183.34	-55.66%	85.26	188.75	-54.83%	250
Average System Speed	13.17	12.52	5.17%	13.20	12.50	5.62%	
Percent Complete in 30 Days (Customer)	96%	92%	4%	96%	95%	1%	
Complaint Rate (Complaints per 100,000 Trips)	24.06	13.36	80.16%	23.45	11.34	106.71%	10



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