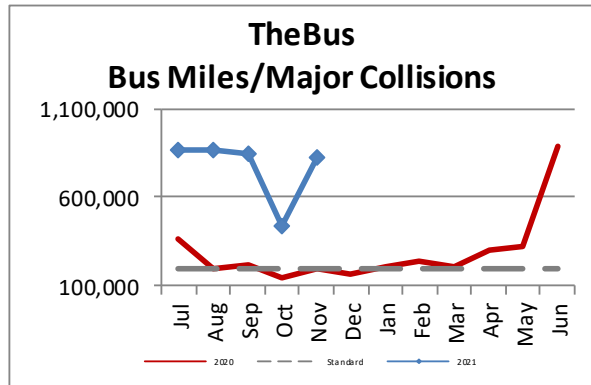
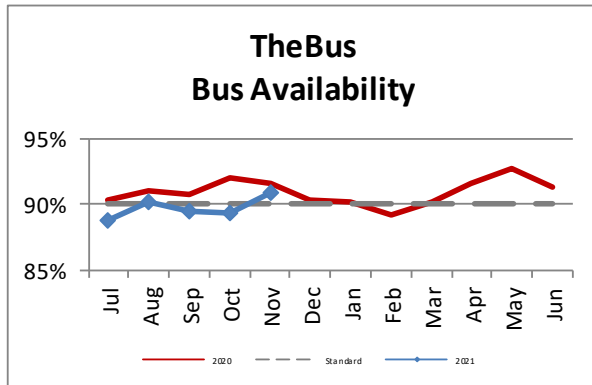
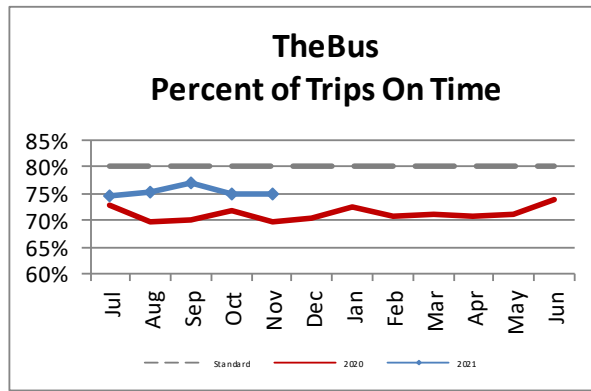
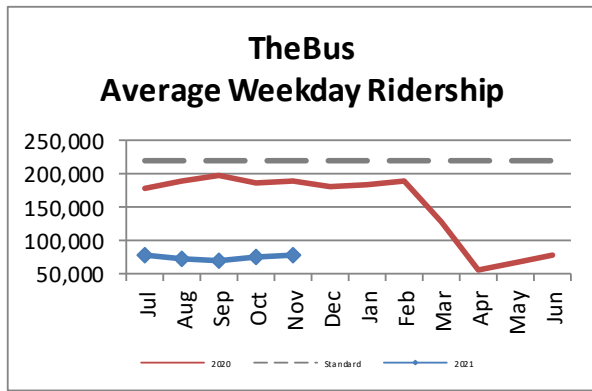


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending November FY 2021**

Key Performance Indicators (KPI)	November FY 2021	November FY 2020	Percent Change	YTD for FY2021	YTD for FY2020	Percent Change	Goals
Total Monthly Ridership	2,079,531	4,914,925	-57.69%	10,289,850	25,483,419	-59.62%	
Average Weekday Ridership	77,851	188,615	-58.72%	75,005	187,502	-60%	220,000
Percent of Trips On-Time	74.8%	70.1%	4.7%	75.3%	71.2%	4.10%	80%
Bus Availability	90.9%	90.1%	0.8%	89.7%	90.1%	-0.37%	90%
Bus Miles/Major Collisions	821,187	370,815	121.45%	765,082	341,305	124.16%	200,000
Preventable Accidents/Million Miles (Rolling 12 Months)				1.67	1.79	-6.70%	3.00
Bus Miles/Mechanical Road Calls	11,327	11,102	2.02%	11,865	10,676	11.14%	10,000
Spare Ratio	60.65%	20.62%	40.03%	63.21%	20.96%	42.26%	>20%
Percent of Inspections Completed On-Time	100%	100%	0%	100%	100%	0%	98%
Percent Maintained Pullouts	99.67%	98.42%	-0.33%	99.7%	98.53%	-0.3%	100%
Cost per Hour	\$149.00	\$132.27	12.65%	\$149.79	\$132.16	13.34%	\$120
Cost per Trip	\$8.35	\$3.72	124.34%	\$8.90	\$3.68	141.8%	\$2.50
Cost per Mile	\$10.57	\$9.87	7.15%	\$10.73	\$9.87	8.72%	
Farebox Recovery	10.64%	24.39%	-13.75%	9.82%	23.36%	-13.55%	30%
Trips per Hour	17.85	35.54	-49.79%	16.87	35.96	-53.08%	48
Trips per Mile	1.27	2.65	-52.24%	1.21	2.69	-55.01%	
Passenger Miles per Revenue Hour	86.04	168.58	-48.96%	83.90	176.68	-52.51%	250
Average System Speed	13.29	12.53	6.1%	13.23	12.54	5.49%	
Percent Complete in 30 Days (Customer)	98%	95%	3%	95.8%	95.2%	0.6%	
Complaint Rate (Complaints per 100,000 Trips)	17.41	12.37	40.72%	21.10	11.83	78.33%	10



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