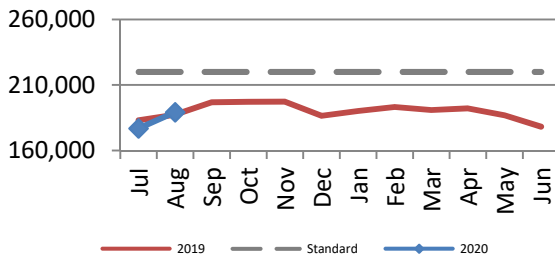


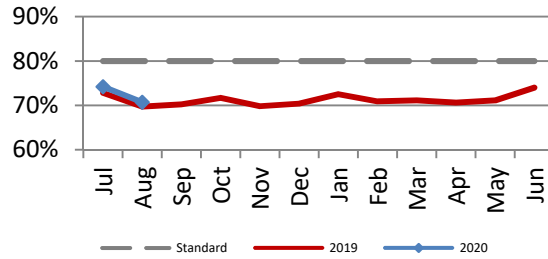
**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending August 2020**

Key Performance Indicators (KPI)	August 2020	August 2019	Percent Change	2 Month FY2020	2 Month FY2019	Percent Change	Goals
Total Monthly Ridership	5,233,400	5,263,185	-0.57%	10,162,799	10,286,950	-1.21%	
Average Weekday Ridership	189,274	187,361	1.02%	183,072	185,235	-1.17%	220,000
Percent of Trips On Time	70.7%	69.7%	1.0%	72.45%	71.25%	1.20%	80%
Bus Availability	89.6%	91.0%	-1.4%	90.3%	90.7%	-0.40%	90%
Bus Miles/Major Collisions	317,661	227,489	39.64%	346,538	344,491	0.59%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.65	1.81	-8.84%	3.00
Bus Miles/Mechanical Road Calls	11,693	11,165	4.73%	10,611	10,572	0.37%	10,000
Spare Ratio	22.52%	20.35%	2.17%	21.46%	20.35%	1.11%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	98.60%	99.48%	-0.88%	98.59%	99.49%	-0.90%	100%
Cost per Hour	\$128.19	\$126.24	1.54%	\$137.40	\$135.41	1.47%	\$120
Cost per Trip	\$3.49	\$3.32	5.07%	\$3.83	\$3.61	6.31%	\$2.50
Cost per Mile	\$9.58	\$9.60	-0.22%	\$10.28	\$10.10	1.81%	
Farebox Recovery	22.47%	25.54%	-3.08%	22.07%	24.20%	-2.12%	30%
Trips per Hour	36.73	40.26	-8.78%	35.92	38.70	-7.18%	48
Trips per Mile	2.75	2.89	-5.06%	2.69	2.81	-4.30%	
Passenger Miles per Revenue Hour	183.34	215.95	-15.10%	188.75	210.69	-10.41%	250
Average System Speed	12.52	12.74	-1.72%	12.50	12.74	-1.94%	
Percent Complete in 30 Days (Customer)	89.00%	95.00%	-6.0%	96.00%	99.28%	-3.3%	
Complaint Rate (Complaints per 100,000 trips)	13.36	9.48	40.88%	11.34	9.69	17.11%	10

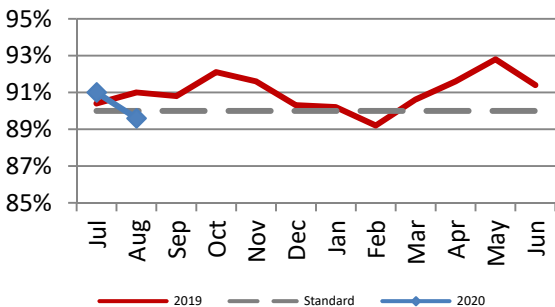
**TheBUS
Average Weekday Ridership**



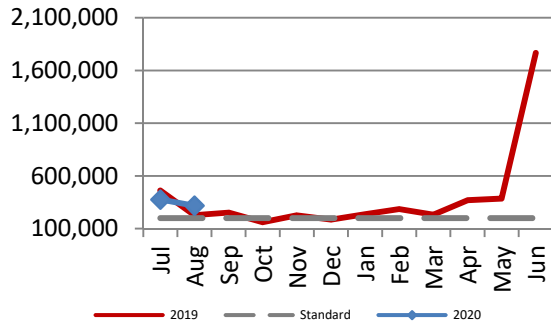
**TheBUS
Percent of Trips On Time**



**TheBUS
Bus Availability**



**TheBUS
Bus Miles/Major Collisions**



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

