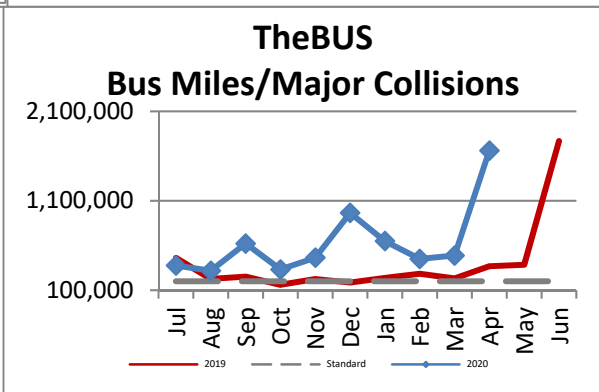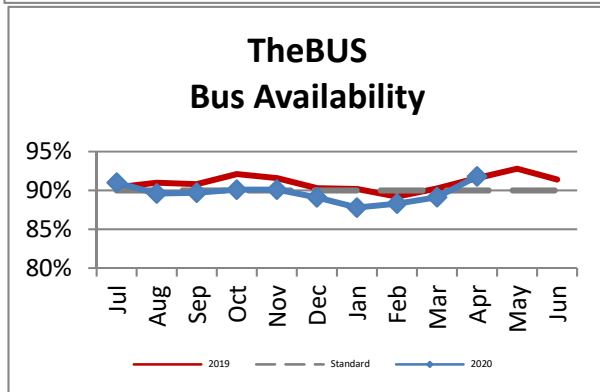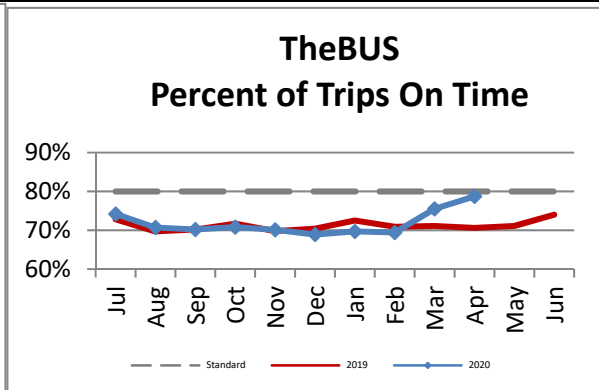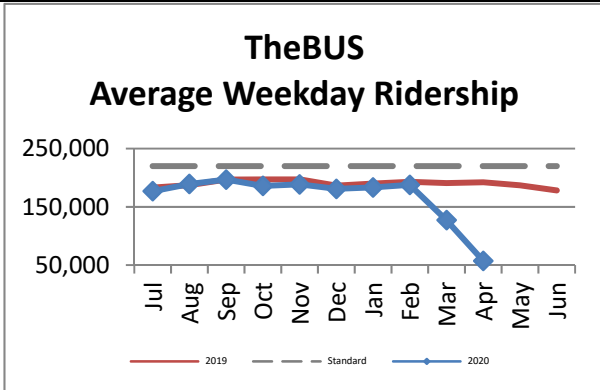**Oahu Transit Services - Fixed Route**
**Monthly Performance Report**
**For the Month Ending April FY 2020**

| Key Performance Indicators (KPI) | April FY 2020 | April FY 2019 | Percent Change | YTD for FY2020 | YTD for FY2019 | Percent Change | Goals |
|---|---|---|---|---|---|---|---|
| Total Monthly Ridership | 1,559,575 | 5,130,193 | -69.60% | 45,078,181 | 51,307,106 | -12.14% | |
| Average Weekday Ridership | 57,198 | 192,107 | -70.23% | 167,387 | 191,422 | -12.56% | 220,000 |
| Percent of Trips On Time | 78.7% | 70.6% | 8.1% | 71.8% | 71.0% | 0.85% | 80% |
| Bus Availability | 91.8% | 91.6% | 0.2% | 89.7% | 90.7% | -1.08% | 90% |
| Bus Miles/Major Collisions | 1,660,375 | 367,896 | 351.32% | 632,182 | 263,279 | 140.12% | 200,000 |
| Preventable Accidents/Million Miles (rolling 12 Months) | | | | 1.81 | 2.03 | -10.84% | 3.00 |
| Bus Miles/Mechanical Road Calls | 14,565 | 11,792 | 23.52% | 10,965 | 11,295 | -2.92% | 10,000 |
| Spare Ratio | 70.53% | 19.65% | 50.89% | 26.60% | 20.30% | 6.29% | >20% |
| Percent of Inspections Completed On Time | 100.00% | 100.00% | 0.00% | 100.00% | 100.00% | 0.00% | 98% |
| Percent Maintained Pullouts | 99.81% | 98.78% | -0.19% | 98.64% | 99.31% | -1.36% | 100% |
| Cost per Hour | $160.92 | $131.37 | 22.49% | $134.04 | $129.53 | 3.48% | $120 |
| Cost per Trip | $12.18 | $3.45 | 252.96% | $4.73 | $3.40 | 39.13% | $2.50 |
| Cost per Mile | $11.44 | $9.62 | 18.88% | $9.93 | $9.52 | 4.22% | |
| Farebox Recovery | 12.31% | 22.64% | -10.33% | 21.92% | 26.49% | -4.57% | 30% |
| Trips per Hour | 13.21 | 38.07 | -65.30% | 32.08 | 38.36 | -16.37% | 48 |
| Trips per Mile | 0.94 | 2.79 | -66.32% | 2.38 | 2.80 | -14.95% | |
| Passenger Miles per Revenue Hour | 66.97 | 206.80 | -67.62% | 157.61 | 209.47 | -24.76% | 250 |
| Average System Speed | 13.33 | 12.77 | 4.38% | 12.67 | 12.74 | -0.59% | |
| Percent Complete in 30 Days (Customer) | 96.00% | 98.00% | -2.0% | 94.60% | 96.90% | -2.3% | |
| Complaint Rate (Complaints per 100,000 trips) | 26.16 | 10.47 | 149.93% | 12.64 | 9.13 | 38.34% | 10 |



TheBUS
Average Weekday Ridership



TheBUS
Percent of Trips On Time



TheBUS
Bus Availability



TheBUS
Bus Miles/Major Collisions

## TheBUS
## Bus Miles/Mechanical Road Calls



## TheBUS
## Cost per Hour



## TheBUS
## Cost per Trip



## TheBUS
## Farebox Recovery



## TheBUS
## Trips per Hour



## TheBUS
## Average System Speed



## TheBUS
## Complaint Rate