

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

Key Performance Indicators (KPI)	December FY 2021	December FY 2020	Percent Change	YTD for FY2021	YTD for FY2020	Percent Change	Goals
Total Monthly Ridership	2,322,893	4,884,739	-52.45%	12,612,743	30,368,158	-58.47%	
Average Weekday Ridership	82,599	180,832	-54.32%	76,271	186,390	-59.08%	220,000
Percent of Trips On-Time	73.4%	68.9%	4.5%	75%	70.8%	4.17%	80%
Bus Availability	90.8%	89.1%	1.7%	89.9%	89.9%	-0.03%	90%
Bus Miles/Major Collisions	821,187	370,815	121.45%	783,024	391,570	99.97%	200,000
Preventable Accidents/Million Miles (Rolling 12 Months)				1.51	1.90	-20.53%	3.00
Bus Miles/Mechanical Road Calls	12,206	9,643	26.57%	11,922	10,504	13.50%	10,000
Spare Ratio	59.71%	22.52%	37.18%	62.63%	20.96%	41.67%	>20%
Percent of Inspections Completed On-Time	100%	100%	0%	100%	100%	0%	98%
Percent Maintained Pullouts	99.61%	98.66%	-0.39%	99.68%	98.55%	-0.32%	100%
Cost per Hour	\$141.68	\$126.57	11.94%	\$148.44	\$131.23	13.12%	\$120
Cost per Trip	\$7.63	\$3.72	105.02%	\$8.68	\$3.69	135.61%	\$2.50
Cost per Mile	\$10.15	\$9.42	7.73%	\$10.63	\$9.79	8.56%	
Farebox Recovery	10.48%	26.6%	-16.12%	9.93%	23.9%	-13.98%	30%
Trips per Hour	18.58	34.02	-45.4%	17.16	35.64	-51.86%	48
Trips per Mile	1.33	2.53	-47.45%	1.23	2.66	-53.81%	
Passenger Miles per Revenue Hour	87.80	164.21	-46.53%	84.55	174.60	-51.57%	250
Average System Speed	13.26	12.56	5.52%	13.23	12.54	5.5%	
Percent Complete in 30 Days (Customer)	97%	89%	8%	96%	94.17%	1.8%	
Complaint Rate (Complaints per 100,000 Trips)	19.37	10.34	87.38%	20.81	11.58	79.68%	10



