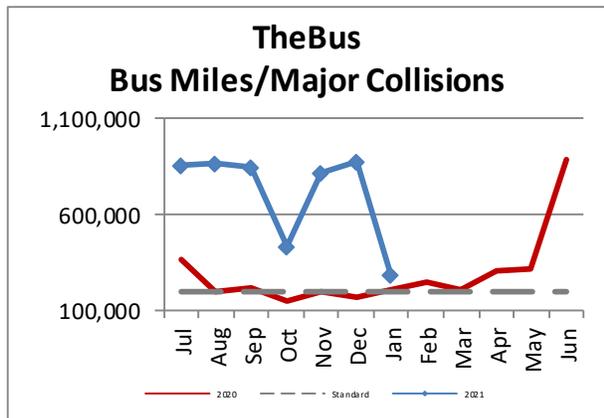
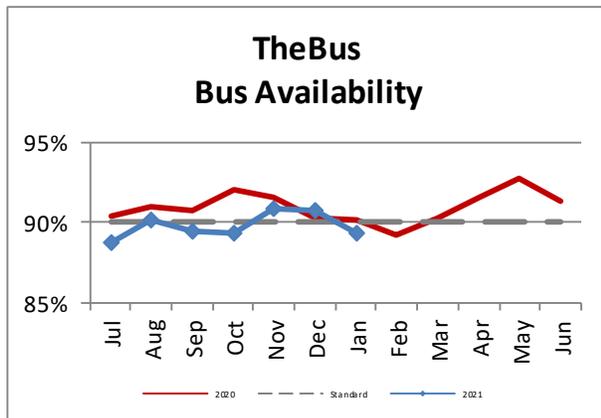
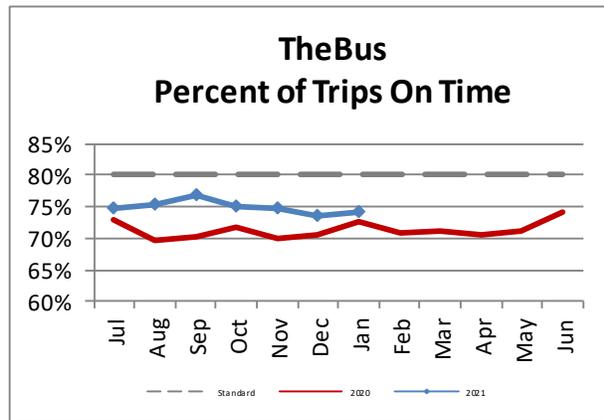
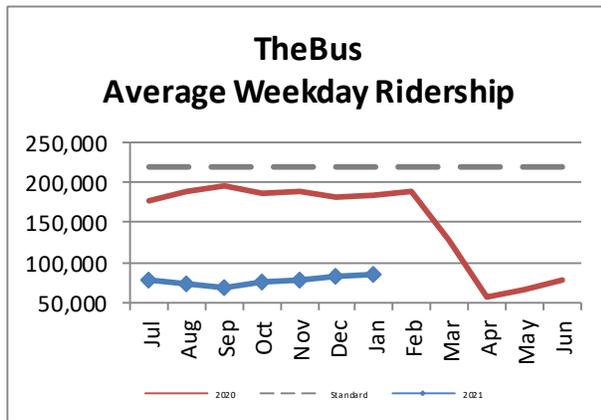


**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
For the Month Ending January FY 2021**

Key Performance Indicators (KPI)	January FY 2021	January FY 2020	Percent Change	YTD for FY2021	YTD for FY2020	Percent Change	Goals
Total Monthly Ridership	2,296,650	4,984,478	-53.92%	14,909,393	35,352,636	-57.83%	
Average Weekday Ridership	84,722	183,364	-53.80%	77,478	185,958	-58.34%	220,000
Percent of Trips On-Time	74.2%	69.7%	4.5%	74.9%	70.7%	4.22%	80%
Bus Availability	89.4%	87.8%	1.6%	89.8%	89.6%	0.2%	90%
Bus Miles/Major Collisions	286,607	487,337	-41.19%	712,107	405,251	75.72%	200,000
Preventable Accidents/Million Miles (Rolling 12 Months)				1.54	3.70	-58.38%	3.00
Bus Miles/Mechanical Road Calls	10,884	11,467	-5.08%	11,774	10,641	10.64%	10,000
Spare Ratio	57.94%	22.52%	35.42%	61.96%	21.4%	40.55%	>20%
Percent of Inspections Completed On-Time	100%	100%	0%	100%	100%	0%	98%
Percent Maintained Pullouts	99.67%	98.67%	-0.33%	99.68%	98.56%	-0.32%	100%
Cost per Hour	\$132.76	\$128.16	3.59%	\$146.20	\$130.79	11.78%	\$120
Cost per Trip	\$7.16	\$3.72	92.38%	\$8.47	\$3.69	129.38%	\$2.50
Cost per Mile	\$9.56	\$9.51	0.48%	\$10.48	\$9.75	7.43%	
Farebox Recovery	11.52%	23.32%	-11.8%	10.15%	23.82%	-13.67%	30%
Trips per Hour	20.48	34.45	-40.57%	17.63	35.47	-50.29%	48
Trips per Mile	1.34	2.53	-47.27%	1.24	2.65	-52.98%	
Passenger Miles per Revenue Hour	87.59	165.89	-47.2%	84.99	173.35	-50.97%	250
Average System Speed	13.26	12.56	5.52%	13.23	12.56	5.34%	
Percent Complete in 30 Days (Customer)	95%	94%	1%	95.86%	94.17%	1.7%	
Complaint Rate (Complaints per 100,000 Trips)	17.02	10.81	57.44%	20.27	11.47	76.68%	10



Oahu Transit Services - Fixed Route  
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