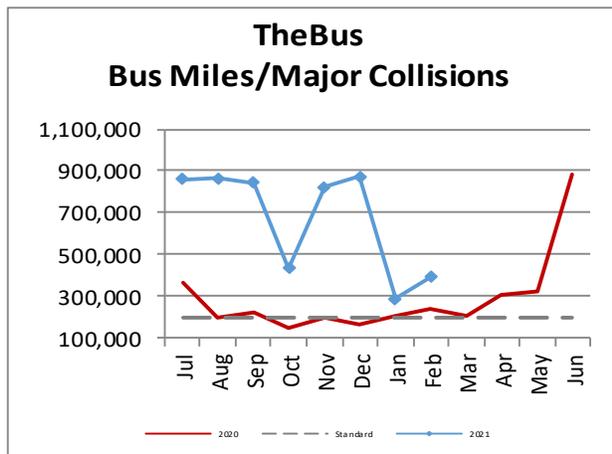
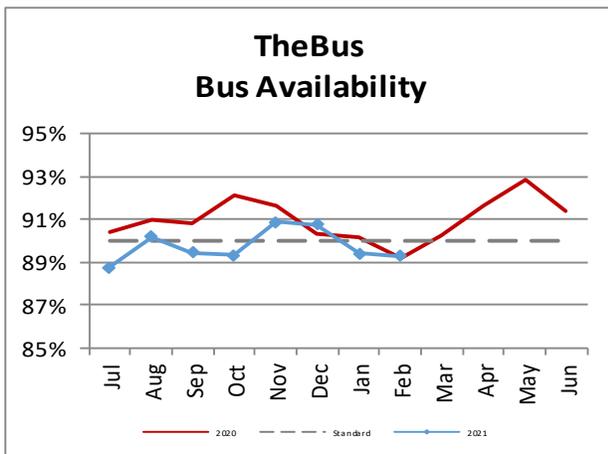
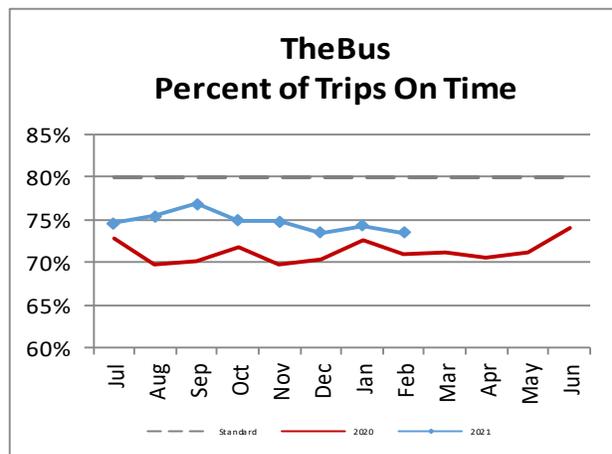
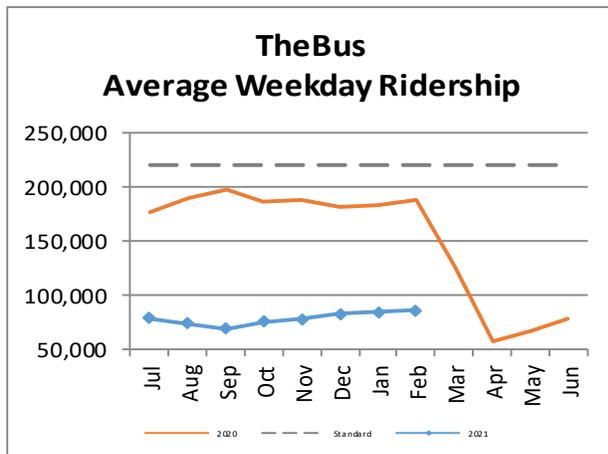


**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
For the Month Ending February FY 2021**

Key Performance Indicators (KPI)	February FY 2021	February FY 2020	Percent Change	YTD for FY 2021	YTD for FY 2020	Percent Change	Goals
Total Monthly Ridership	2,172,059	4,745,162	-54.23%	17,081,452	40,097,798	-57.40%	
Average Weekday Ridership	86,324	187,749	-54%	78,584	186,182	-57.79%	220,000
Percent of Trips On-Time	73.5%	69.4%	4.1%	74.7%	70.5%	4.21%	80%
Bus Availability	89.3%	88.3%	1%	89.8%	89.5%	0.3%	90%
Bus Miles/Major Collisions	394,969	360,162	9.66%	672,465	399,615	68.28%	200,000
Preventable Accidents/Million Miles (Rolling 12 Months)				1.69	2.43	-30.45%	3.00
Bus Miles/Mechanical Road Calls	11,790	9,895	19.16%	11,776	10,548	11.64%	10,000
Spare Ratio	51.27%	22.52%	28.75%	60.62%	21.5%	39.08%	>20%
Percent of Inspections Completed On-Time	100%	100%	0%	100%	100%	0%	98%
Percent Maintained Pullouts	99.43%	98.15%	-0.57%	99.65%	98.52%	-0.35%	100%
Cost per Hour	\$141.04	\$131.11	7.57%	\$146.20	\$130.79	11.78%	\$120
Cost per Trip	\$7.37	\$3.70	99.49%	\$8.33	\$3.69	125.64%	\$2.50
Cost per Mile	\$10.13	\$9.74	4.09%	\$10.44	\$9.75	7.02%	
Farebox Recovery	15.76%	23.9%	-8.1%	10.85%	23.83%	-12.98%	30%
Trips per Hour	19.13	35.48	-46.08%	17.82	35.47	-49.76%	48
Trips per Mile	1.37	2.64	-47.82%	1.26	2.64	-52.34%	
Passenger Miles per Revenue Hour	89.69	178.95	-49.9%	85.57	174.05	-50.83%	250
Average System Speed	13.21	12.66	4.38%	13.23	12.57	5.24%	
Percent Complete in 30 Days (Customer)	98%	97%	1%	95.86%	94.17%	1.7%	
Complaint Rate (Complaints per 100,000 Trips)	14.00	11.25	24.37%	19.48	11.44	70.25%	10



Oahu Transit Services - Fixed Route  
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