

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

Key Performance Indicators (KPI)	June FY 2021	June FY 2020	May FY 2019	Percent Change FY 2020-2021	YTD for FY 2021	YTD for FY 2020	YTD for FY 2019	Percent Change FY 2020-2021	Goals
Total Monthly Ridership	2,813,328	2,155,894	4,700,514	30.49%	27,814,566	49,085,150	61,140,545	-43.33%	
Average Weekday Ridership	102,648	78,713	178,214	30.4%	84,853	151,620	189,944	-44.04%	220,000
Percent of Trips On-Time	73.3%	74.0%	74%	-0.7%	73.6%	72.4%	71.2%	1.27%	80%
Bus Availability	89%	90.9%	91.4%	-1.9%	89.3%	89.9%	91%	-0.6%	90%
Bus Miles/Major Collisions	336,574	337,482	883,503	-0.27%	594,112	424,235	216,489	40.04%	200,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.56	1.53	1.90	67.32%	3.00
Bus Miles/Mechanical Road Calls	10,857	10,416	10,097	4.23%	11,487	11,101	11,336	3.48%	10,000
Spare Ratio	52.56%	66.36%	19.60%	-13.8%	57.51%	33.6%	20.2%	23.94%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	100%	100%	100%	0%	98%
Percent Maintained Pullouts	99.63%	99.80%	98.61%	-0.37%	99.51%	98.79%	99.18%	-0.49%	100%
Total Cost per Hour	\$147.28	\$147.93	\$133.46	-0.44%	\$146.73	\$136.44	\$129.42	7.54%	\$120
Total Cost per Trip	\$6.39	\$8.28	\$3.75	-22.86%	\$7.86	\$5.43	\$3.43	44.74%	\$2.50
Total Cost per Mile	\$10.67	\$10.57	\$9.01	0.94%	\$10.54	\$10.03	\$9.52	5.07%	
Farebox Recovery	15.14%	9.34%	23.44%	5.8%	11.46%	20.07%	26.28%	-8.61%	30%
Trips per Hour	23.07	17.87	35.59	29.06%	19.07	29.51	38.00	-35.39%	48
Trips per Mile	1.67	1.28	2.66	30.85%	1.36	2.19	2.78	-37.82%	
Passenger Miles per Revenue Hour	116.73	90.20	209.24	29.4%	89.73	150.24	208.46	-40.28%	250
Average System Speed	13.13	13.25	12.52	-0.84%	13.22	12.77	12.72	3.54%	
Percent Complete in 30 Days (Customer)	95%	96%	98%	-1%	96%	95%	97.17%	1%	
Complaint Rate (Complaints per 100,000 Trips)	15.96	20.92	9.70	-23.71%	19.13	13.85	9.21	38.13%	10



