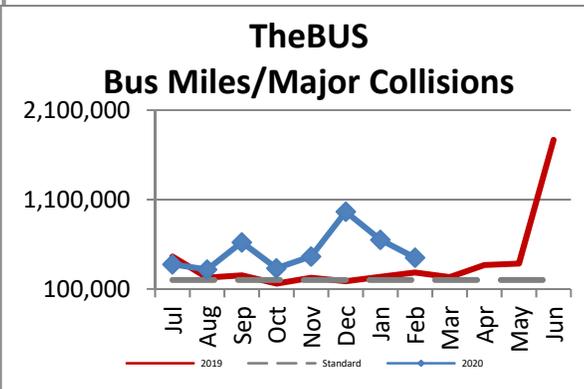
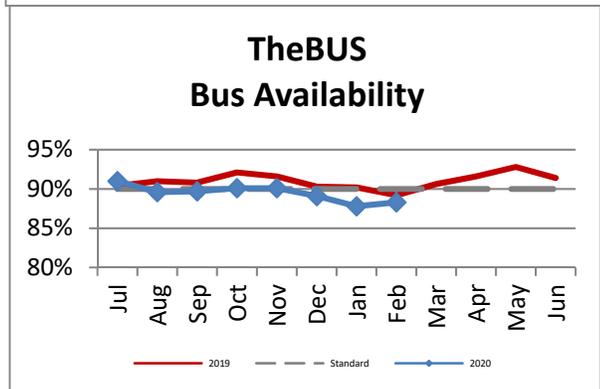
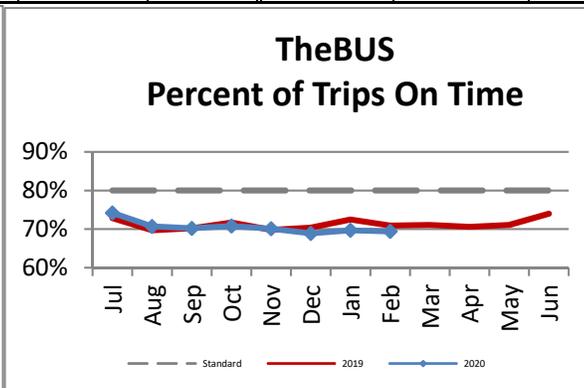
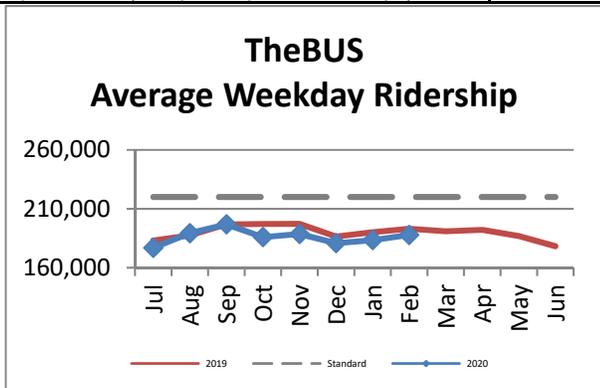


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending February FY 2020**

Key Performance Indicators (KPI)	February FY 2020	February FY 2019	Percent Change	YTD for FY2020	YTD for FY2019	Percent Change	Goals
Total Monthly Ridership	4,745,162	4,760,783	-0.33%	40,097,798	40,996,596	-2.19%	
Average Weekday Ridership	187,749	193,128	-2.79%	186,182	191,403	-2.73%	220,000
Percent of Trips On Time	69.4%	70.9%	-1.5%	70.5%	71.0%	-0.50%	80%
Bus Availability	88.3%	89.2%	-0.9%	89.5%	90.7%	-1.24%	90%
Bus Miles/Major Collisions	450,202	284,650	58.16%	465,518	254,160	83.16%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				2.03	2.43	16.46%	3.00
Bus Miles/Mechanical Road Calls	10,232	8,758	16.82%	9,311	11,258	17.29%	10,000
Spare Ratio	22.52%	20.18%	2.35%	21.54%	20.40%	1.15%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	98.11%	98.79%	-1.89%	98.52%	99.40%	-1.48%	100%
Cost per Hour	\$131.11	\$131.22	-0.08%	\$130.83	\$129.35	1.14%	\$120
Cost per Trip	\$3.70	\$3.44	7.49%	\$3.69	\$3.39	8.74%	\$2.50
Cost per Mile	\$9.74	\$9.58	1.61%	\$9.75	\$9.52	2.44%	
Farebox Recovery	23.90%	26.34%	-2.43%	23.83%	27.09%	-3.26%	30%
Trips per Hour	35.48	38.17	-7.04%	35.47	38.41	-7.66%	48
Trips per Mile	2.64	2.79	-5.47%	2.64	2.81	-5.80%	
Passenger Miles per Revenue Hour	178.95	208.54	-14.19%	174.05	209.66	16.98%	250
Average System Speed	12.64	12.76	-0.97%	12.57	12.73	-1.29%	
Percent Complete in 30 Days (Customer)	97.00%	97.00%	0.0%	96.63%	99.28%	-2.7%	
Complaint Rate (Complaints per 100,000 trips)	11.25	8.70	29.41%	11.44	8.94	28.05%	10



Oahu Transit Services - Fixed Route
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