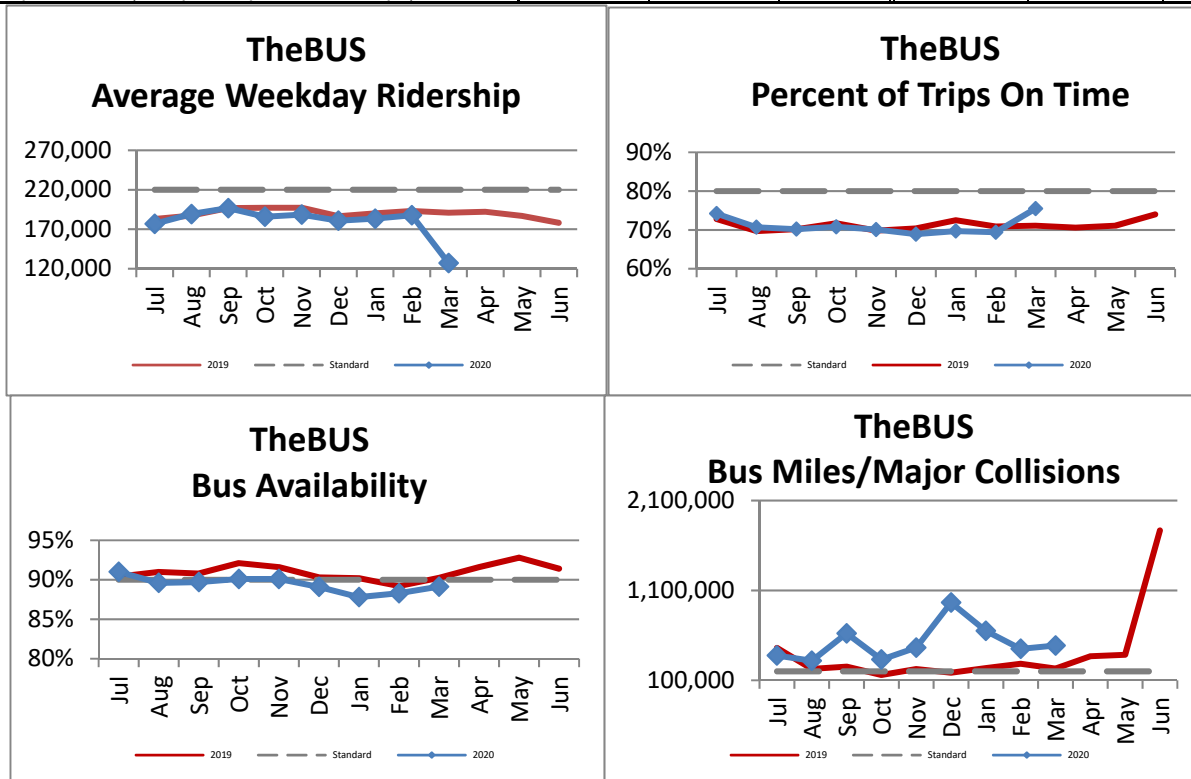


**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
For the Month Ending March FY 2020**

Key Performance Indicators (KPI)	March FY 2020	March FY 2019	Percent Change	YTD for FY2020	YTD for FY2019	Percent Change	Goals
Total Monthly Ridership	3,420,808	5,180,317	-33.97%	43,518,606	46,176,913	-5.76%	
Average Weekday Ridership	127,214	190,894	-33.36%	179,630	191,346	-6.12%	220,000
Percent of Trips On Time	75.5%	71.1%	4.4%	71.1%	71.0%	0.04%	80%
Bus Availability	89.1%	90.3%	-1.1%	89.4%	90.7%	-1.22%	90%
Bus Miles/Major Collisions	487,100	231,617	110.30%	517,939	251,655	105.81%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.85	2.25	-17.78%	3.00
Bus Miles/Mechanical Road Calls	10,705	11,095	-3.51%	10,565	11,240	-6.00%	10,000
Spare Ratio	23.08%	20.18%	2.90%	21.71%	20.37%	1.34%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	98.72%	99.14%	-1.28%	98.54%	99.37%	-1.46%	100%
Cost per Hour	\$132.87	\$129.15	2.88%	\$131.06	\$129.33	1.34%	\$120
Cost per Trip	\$5.58	\$3.38	64.95%	\$3.90	\$3.39	14.96%	\$2.50
Cost per Mile	\$9.80	\$9.46	3.59%	\$9.76	\$9.51	2.57%	
Farebox Recovery	16.20%	25.52%	-9.32%	22.98%	26.92%	-3.93%	30%
Trips per Hour	23.81	38.18	-37.63%	34.17	38.39	-10.98%	48
Trips per Mile	1.76	2.80	-37.20%	2.55	2.81	-9.28%	
Passenger Miles per Revenue Hour	116.74	210.63	-44.58%	167.68	209.76	-20.06%	250
Average System Speed	12.77	12.77	0.00%	12.59	12.74	-1.15%	
Percent Complete in 30 Days (Customer)	94.00%	98.00%	-4.0%	94.44%	96.78%	-2.3%	
Complaint Rate (Complaints per 100,000 trips)	11.93	9.38	27.13%	11.50	8.99	27.94%	10



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