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

### Key Performance Indicators (KPI)

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</thead>
<tbody>
<tr>
<td>Total Monthly Ridership</td>
<td>2,813,328</td>
<td>2,155,894</td>
<td>4,700,514</td>
<td>30.49%</td>
<td>27,814,566</td>
<td>49,085,150</td>
<td>61,140,545</td>
<td>-43.33%</td>
<td></td>
</tr>
<tr>
<td>Average Weekday Ridership</td>
<td>102,648</td>
<td>78,713</td>
<td>178,214</td>
<td>30.4%</td>
<td>84,853</td>
<td>151,620</td>
<td>189,944</td>
<td>-44.04%</td>
<td>220,000</td>
</tr>
<tr>
<td>Percent of Trips On-Time</td>
<td>73.3%</td>
<td>74.0%</td>
<td>74%</td>
<td>-0.7%</td>
<td>73.6%</td>
<td>72.4%</td>
<td>71.2%</td>
<td>1.27%</td>
<td>80%</td>
</tr>
<tr>
<td>Bus Availability</td>
<td>89%</td>
<td>90.9%</td>
<td>91.4%</td>
<td>-1.9%</td>
<td>89.3%</td>
<td>89.9%</td>
<td>91%</td>
<td>-0.6%</td>
<td>90%</td>
</tr>
<tr>
<td>Bus Miles/Major Collisions</td>
<td>336,574</td>
<td>337,482</td>
<td>883,503</td>
<td>-0.27%</td>
<td>594,112</td>
<td>424,235</td>
<td>216,489</td>
<td>40.04%</td>
<td>200,000</td>
</tr>
<tr>
<td>Preventable Acc./Mil. Mls. (Rolling 12 Mos.)</td>
<td>2.56</td>
<td>1.53</td>
<td>1.90</td>
<td>67.32%</td>
<td>3.00</td>
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<tr>
<td>Bus Miles/Mechanical Road Calls</td>
<td>10,857</td>
<td>10,416</td>
<td>10,097</td>
<td>4.23%</td>
<td>10,487</td>
<td></td>
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<tr>
<td>Spare Ratio</td>
<td>52.56%</td>
<td>66.36%</td>
<td>19.60%</td>
<td>-13.8%</td>
<td>57.51%</td>
<td>33.6%</td>
<td>20.2%</td>
<td>23.94%</td>
<td>&gt;20%</td>
</tr>
<tr>
<td>Percent of Trips On-Time</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>0%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>0%</td>
<td>98%</td>
</tr>
<tr>
<td>Percent Maintained Pullouts</td>
<td>99.63%</td>
<td>99.80%</td>
<td>98.61%</td>
<td>-0.37%</td>
<td>99.51%</td>
<td>98.79%</td>
<td>99.18%</td>
<td>-0.49%</td>
<td>100%</td>
</tr>
<tr>
<td>Total Cost per Hour</td>
<td>$147.28</td>
<td>$147.93</td>
<td>$133.46</td>
<td>-0.44%</td>
<td>$146.73</td>
<td>$136.44</td>
<td>$129.42</td>
<td>7.54%</td>
<td>$120</td>
</tr>
<tr>
<td>Total Cost per Trip</td>
<td>$6.39</td>
<td>$8.28</td>
<td>$3.75</td>
<td>-22.86%</td>
<td>$7.86</td>
<td>$5.43</td>
<td>$3.43</td>
<td>44.74%</td>
<td>$2.50</td>
</tr>
<tr>
<td>Total Cost per Mile</td>
<td>$10.67</td>
<td>$10.57</td>
<td>$9.01</td>
<td>0.94%</td>
<td>$10.54</td>
<td>$10.03</td>
<td>$9.52</td>
<td>5.07%</td>
<td>$5.00</td>
</tr>
<tr>
<td>Farebox Recovery</td>
<td>15.14%</td>
<td>9.34%</td>
<td>23.44%</td>
<td>5.8%</td>
<td>11.46%</td>
<td>20.07%</td>
<td>26.28%</td>
<td>-8.61%</td>
<td>30%</td>
</tr>
<tr>
<td>Trips per Hour</td>
<td>23.07</td>
<td>17.87</td>
<td>35.59</td>
<td>-29.06%</td>
<td>19.07</td>
<td>29.51</td>
<td>38.00</td>
<td>-35.39%</td>
<td>48</td>
</tr>
<tr>
<td>Trips per Mile</td>
<td>1.67</td>
<td>1.28</td>
<td>2.66</td>
<td>30.85%</td>
<td>1.36</td>
<td>2.19</td>
<td>2.78</td>
<td>-37.82%</td>
<td>10</td>
</tr>
<tr>
<td>Passenger Miles per Revenue Hour</td>
<td>116.73</td>
<td>90.20</td>
<td>209.24</td>
<td>29.4%</td>
<td>89.73</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Average System Speed</td>
<td>13.13</td>
<td>13.25</td>
<td>12.52</td>
<td>-0.84%</td>
<td>13.22</td>
<td>12.77</td>
<td>12.72</td>
<td>3.54%</td>
<td></td>
</tr>
<tr>
<td>Percent Complete in 30 Days (Customer)</td>
<td>95%</td>
<td>96%</td>
<td>98%</td>
<td>-1%</td>
<td>96%</td>
<td></td>
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</tr>
<tr>
<td>Complaint Rate (Complaints per 100,000 Trips)</td>
<td>15.96</td>
<td>20.92</td>
<td>9.70</td>
<td>-23.71%</td>
<td>19.13</td>
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</tr>
</tbody>
</table>

### Graphs

- **TheBus Average Weekday Ridership**
- **TheBus Percent of Trips On Time**
- **TheBus Bus Availability**
- **TheBus Bus Miles/Major Collisions**
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Monthly Performance Report
For the Month Ending June FY 2021

TheBus
Bus Miles/Mechanical Road Calls

TheBus
Cost per Hour

TheBus
Cost per Trip

TheBus
Farebox Recovery

TheBus
Trips per Hour

TheBus
Average System Speed

TheBus
Complaint Rate