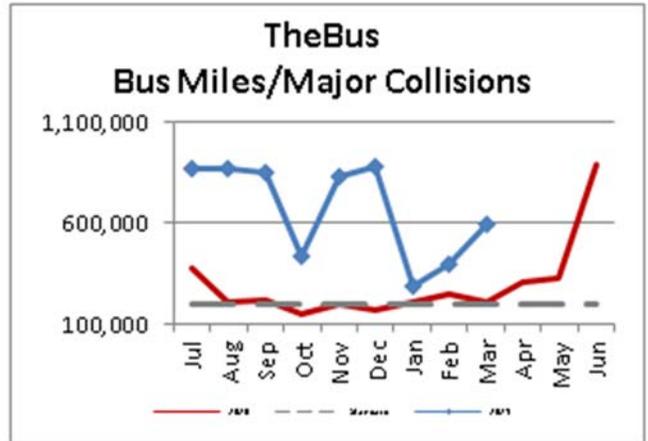
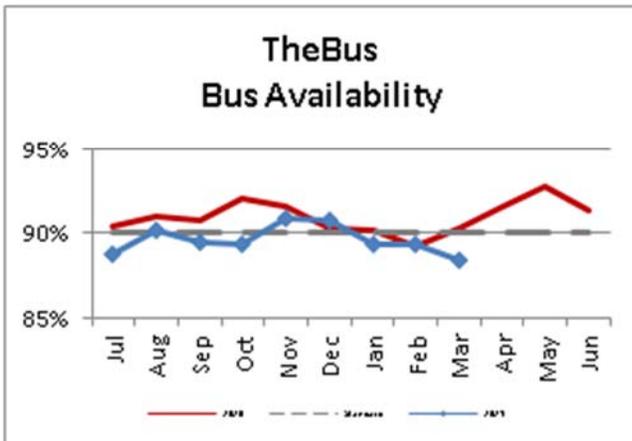
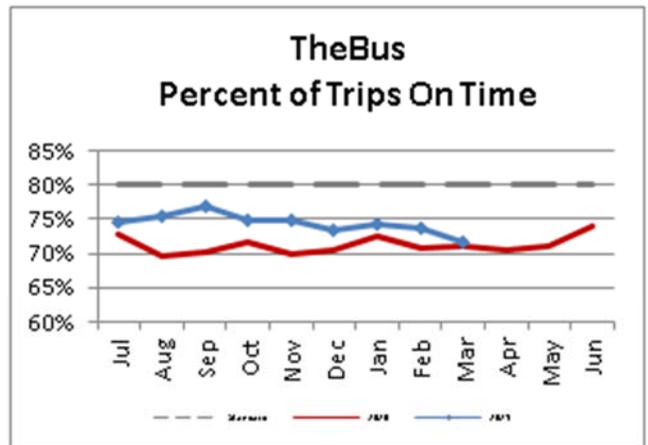
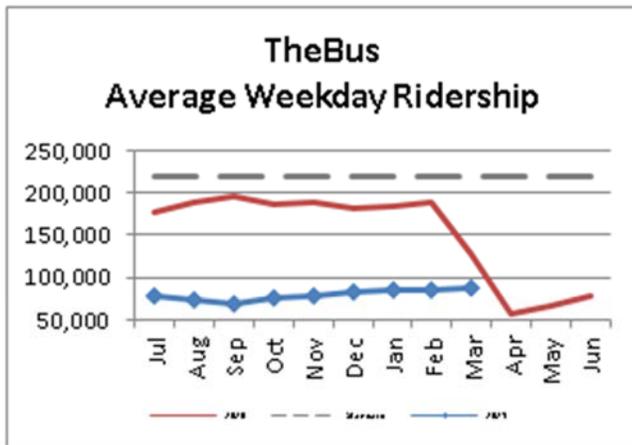


Oahu Transit Services - Fixed Route  
 Monthly Performance Report  
 For the Month Ending March FY 2021

Key Performance Indicators (KPI)	March FY 2021	March FY 2020	Percent Change	YTD for FY 2021	YTD for FY 2020	Percent Change	Goals
Total Monthly Ridership	2,512,628	3,420,808	-26.55%	19,594,080	43,518,606	-54.98%	
Average Weekday Ridership	88,566	127,214	-30.4%	79,693	179,630	-55.63%	220,000
Percent of Trips On-Time	71.6%	75.5%	-3.9%	74.4%	71.1%	3.31%	80%
Bus Availability	88.4%	89.1%	-0.7%	89.6%	89.4%	0.2%	90%
Bus Miles/Major Collisions	592,048	389,680	51.93%	663,529	398,511	66.50%	200,000
Preventable Accidents/Million Miles (Rolling 12 Months)				1.83	2.52	-27.38%	3.00
Bus Miles/Mechanical Road Calls	10,092	10,705	-5.73%	11,589	10,565	9.68%	10,000
Spare Ratio	47.53%	23.08%	24.45%	59.17%	21.7%	37.45%	>20%
Percent of Inspections Completed On-Time	100%	100%	0%	100%	100%	0%	98%
Percent Maintained Pullouts	99.57%	98.73%	-0.43%	99.64%	98.54%	-0.36%	100%
Cost per Hour	\$143.22	\$132.87	7.79%	\$145.30	\$131.06	10.86%	\$120
Cost per Trip	\$7.32	\$5.58	31.09%	\$8.22	\$3.90	110.62%	\$2.50
Cost per Mile	\$10.35	\$9.80	5.62%	\$10.43	\$9.76	6.86%	
Farebox Recovery	11.41%	16.20%	-4.8%	10.92%	22.98%	-12.07%	30%
Trips per Hour	19.58	23.81	-17.77%	18.01	34.17	-47.29%	48
Trips per Mile	1.41	1.76	-19.43%	1.28	2.55	-49.82%	
Passenger Miles per Revenue Hour	91.73	116.74	-21.4%	86.26	167.68	-48.56%	250
Average System Speed	13.23	12.77	3.6%	13.23	12.59	5.06%	
Percent Complete in 30 Days (Customer)	91%	94%	-3%	95.56%	94.44%	1.1%	
Complaint Rate (Complaints per 100,000 Trips)	19.34	8.65	123.53%	19.47	11.13	74.85%	10



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