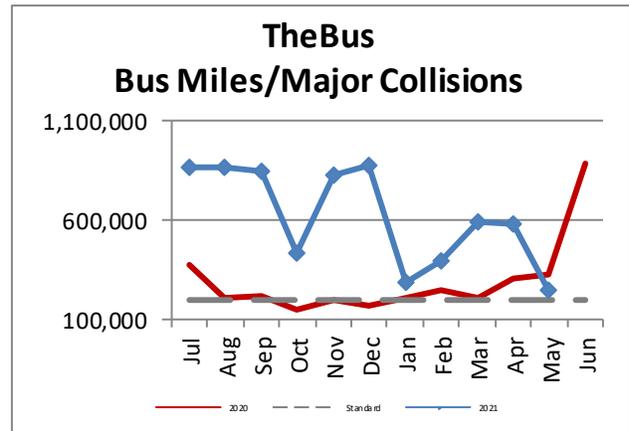
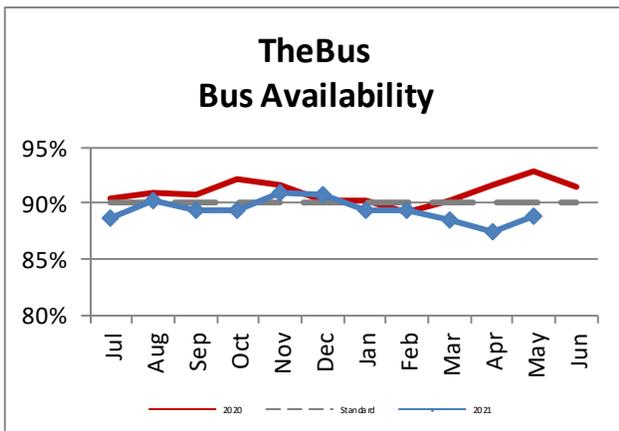
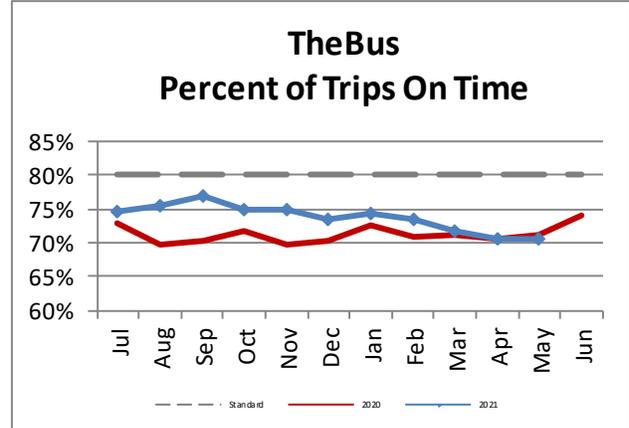
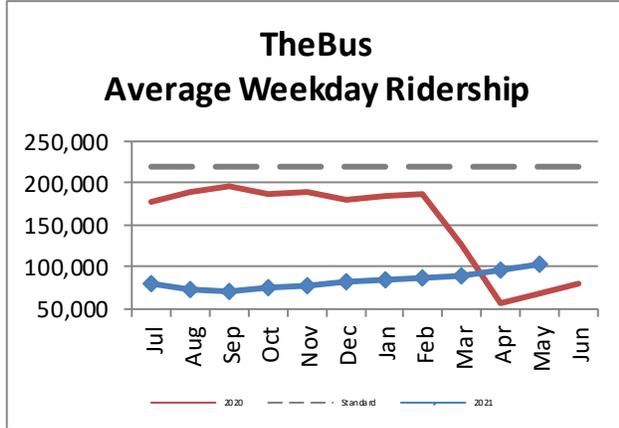


**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
For the Month Ending May FY 2021**

Key Performance Indicators (KPI)	May FY 2021	May FY 2020	May FY 2019	Percent Change FY 2021-2020	YTD for FY 2021	YTD for FY 2020	Percent Change	Goals
Total Monthly Ridership	2,786,168	1,851,075	5,130,193	50.52%	25,001,238	46,929,256	-46.73%	
Average Weekday Ridership	102,104	66,855	192,107	52.7%	83,235	158,247	-47.40%	220,000
Percent of Trips On-Time	70.5%	76.4%	71.1%	-5.9%	73.7%	72.2%	1.45%	80%
Bus Availability	88.8%	91.8%	92.8%	-3%	89.3%	89.9%	-0.5%	90%
Bus Miles/Major Collisions	246,055	336,549	320,384	-26.89%	617,524	432,121	42.91%	200,000
Preventable Accidents/Million Miles (Rolling 12 Months)					2.36	1.73	36.42%	3.00
Bus Miles/Mechanical Road Calls	12,045	13,146	12,989	-8.38%	11,545	11,164	3.41%	10,000
Spare Ratio	52.56%	70.53%	19.60%	-17.98%	57.97%	30.6%	27.37%	>20%
Percent of Inspections Completed On-Time	100%	100%	100%	0%	100%	100%	0%	98%
Percent Maintained Pullouts	98.28%	99.85%	98.39%	-1.72%	99.5%	98.72%	-0.5%	100%
Cost per Hour	\$151.42	\$148.90	\$124.26	1.69%	\$146.95	\$135.39	8.53%	\$120
Cost per Trip	\$6.72	\$9.61	\$3.37	-30.05%	\$8.01	\$5.17	54.87%	\$2.50
Cost per Mile	\$10.88	\$10.57	\$9.01	2.86%	\$10.55	\$9.98	5.66%	
Farebox Recovery	12.92%	12.35%	27.02%	0.6%	11.11%	21.05%	-9.94%	30%
Trips per Hour	22.52	15.49	36.86	45.38%	18.70	30.57	-38.81%	48
Trips per Mile	1.62	1.10	2.67	47.05%	1.33	2.27	-41.34%	
Passenger Miles per Revenue Hour	110.05	76.50	197.59	43.9%	89.73	150.24	-40.28%	250
Average System Speed	13.23	13.32	12.75	-0.69%	13.23	12.73	3.95%	
Percent Complete in 30 Days (Customer)	98%	98%	99%	0%	96.09%	94.91%	1.2%	
Complaint Rate (Complaints per 100,000 Trips)	17.44	18.91	9.47	-7.75%	19.42	13.21	47.03%	10



Oahu Transit Services - Fixed Route  
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