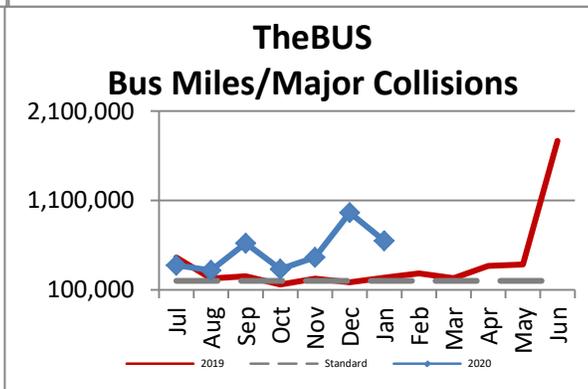
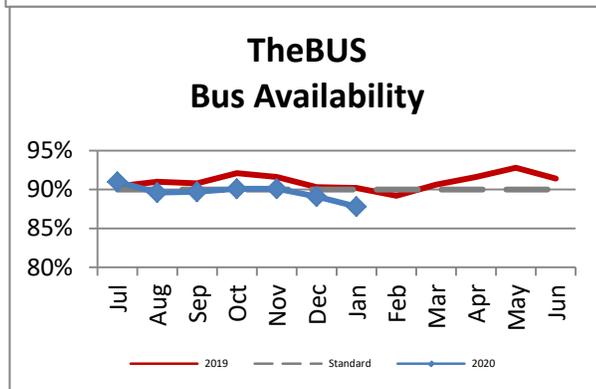
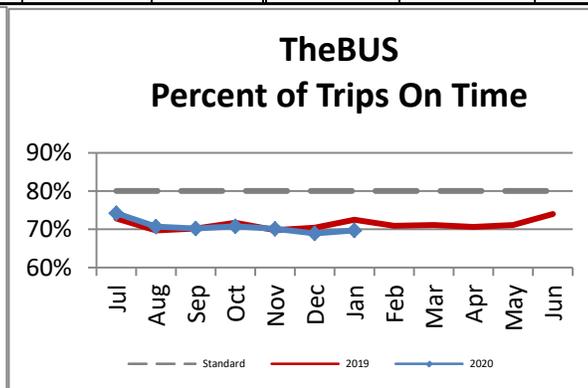
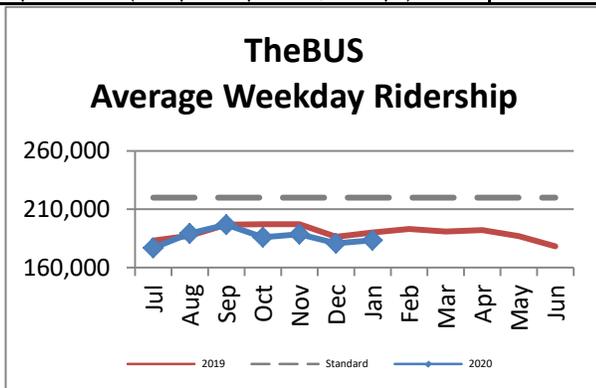


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending January FY 2020**

Key Performance Indicators (KPI)	January FY 2020	January FY 2019	Percent Change	YTD for FY2020	YTD for FY2019	Percent Change	Goals
Total Monthly Ridership	4,984,478	5,178,988	-3.76%	35,352,636	36,235,813	-2.44%	
Average Weekday Ridership	183,364	190,117	-3.55%	185,958	191,156	-2.72%	220,000
Percent of Trips On Time	69.7%	72.5%	-2.8%	70.7%	71.0%	-0.36%	80%
Bus Availability	87.8%	90.2%	-2.4%	89.6%	90.9%	-1.29%	90%
Bus Miles/Major Collisions	649,782	236,601	174.63%	532,021	249,804	112.98%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.67	3.70	-54.86%	3.00
Bus Miles/Mechanical Road Calls	11,467	12,619	-9.13%	10,641	11,615	-8.38%	10,000
Spare Ratio	22.52%	20.62%	1.90%	21.40%	20.43%	0.97%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	98.74%	98.74%	-1.26%	98.66%	99.48%	-1.34%	100%
Cost per Hour	\$128.16	\$128.84	-0.53%	\$130.79	\$129.08	1.32%	\$120
Cost per Trip	\$3.72	\$3.43	8.43%	\$3.69	\$3.39	8.92%	\$2.50
Cost per Mile	\$9.51	\$9.39	1.33%	\$9.75	\$9.51	2.56%	
Farebox Recovery	23.32%	33.73%	-10.41%	23.82%	27.20%	-3.38%	30%
Trips per Hour	34.45	37.56	-8.27%	35.47	38.45	-7.75%	48
Trips per Mile	2.56	2.74	-6.55%	2.65	2.81	-5.85%	
Passenger Miles per Revenue Hour	165.89	216.37	-23.33%	174.60	208.72	-16.35%	250
Average System Speed	12.66	12.62	0.28%	12.56	12.73	-1.34%	
Percent Complete in 30 Days (Customer)	94.00%	98.00%	-4.0%	96.57%	99.28%	-2.7%	
Complaint Rate (Complaints per 100,000 trips)	10.81	8.44	28.15%	11.47	8.97	27.86%	10



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