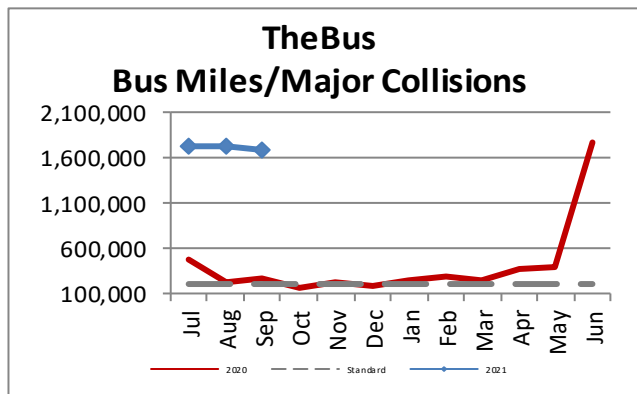
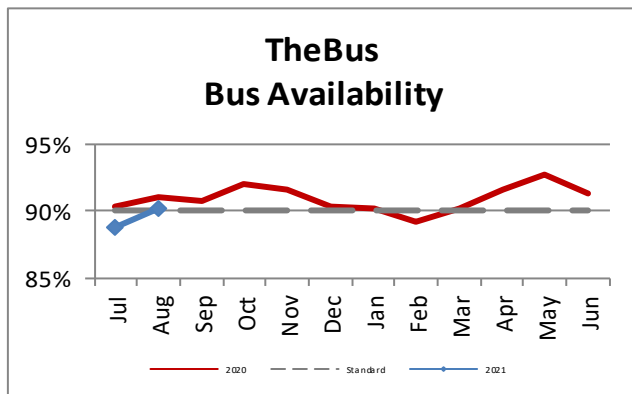
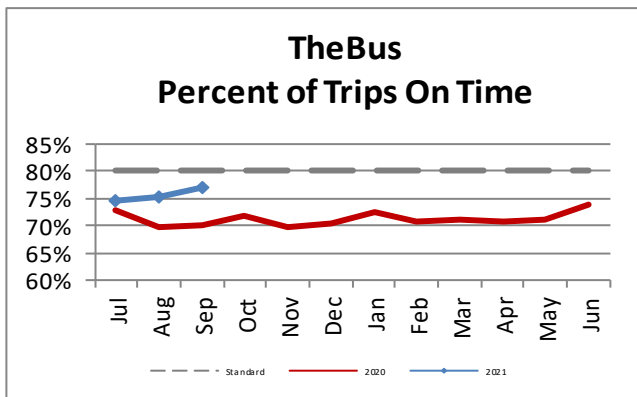
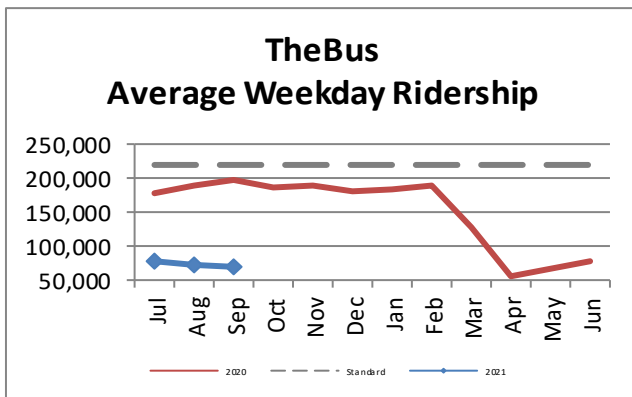


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending September FY 2021**

Key Performance Indicators (KPI)	September FY 2021	September FY 2020	Percent Change	YTD for FY 2021	YTD for FY 2020	Percent Change	Goals
Total Monthly Ridership	1,871,480	5,161,490	-63.74%	6,055,228	15,324,289	-60.49%	
Average Weekday Ridership	69,248	196,781	-64.81%	73,879	187,641	-60.63%	220,000
Percent of Trips On-Time	76.9%	70.2%	6.7%	75.6%	71.7%	3.91%	80%
Bus Availability	89.5%	89.7%	-0.2%	89.5%	90.1%	-0.62%	90%
Bus Miles/Major Collisions	1,686,030	621,981	171.07%	1,713,328	438,352	290.86%	200,000
Preventable Accidents/Million Miles (rolling 12 Months)				1.72	1.73	-0.58%	3
Bus Miles/Mechanical Road Calls	13,934	9,147	52.34%	11,774	10,123	16.31%	10,000
Spare Ratio	64.05%	20.62%	43.43%	64.92%	21.18%	43.74%	>20%
Percent of Inspections Completed On-Time	100%	100%	0%	100%	100%	0%	98%
Percent Maintained Pullouts	99.53%	98.72%	-0.47%	99.62%	98.63%	-0.38%	100%
Cost per Hour	\$145.80	\$130.23	11.96%	\$151.74	\$135.09	12.33%	\$120.00
Cost per Trip	\$9.48	\$3.51	170.19%	\$9.29	\$3.73	149.14%	\$2.50
Cost per Mile	\$10.53	\$9.71	8.42%	\$10.94	\$10.09	8.4%	
Farebox Recovery	9.4%	23.76%	-14.36%	9.63%	22.63%	-13%	30%
Trips per Hour	15.37	37.10	-58.56%	16.34	36.32	-55.01%	48
Trips per Mile	0.31	2.77	-88.89%	0.34	2.71	-87.51%	
Passenger Miles per Revenue Hour	78.03	167.07	-53.3%	85.26	188.75	-54.83%	250
Average System Speed	13.17	12.52	5.17%	13.19	12.52	5.34%	
Percent Complete in 30 Days (Customer)	93%	95%	-2%	95%	95%	0%	
Complaint Rate (Complaints per 100,000 trips)	20.20	12.44	62.39%	22.37	11.71	91.02%	10



Oahu Transit Services - Fixed Route
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