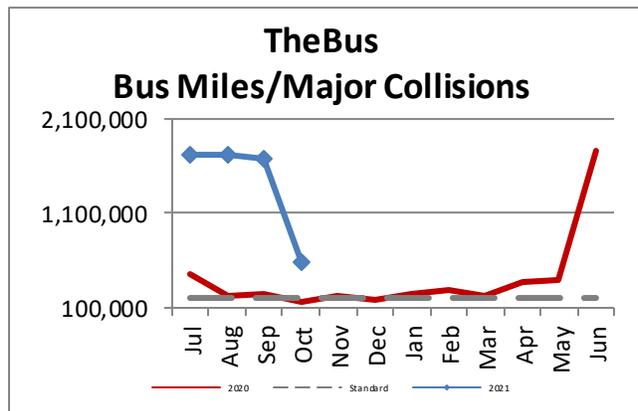
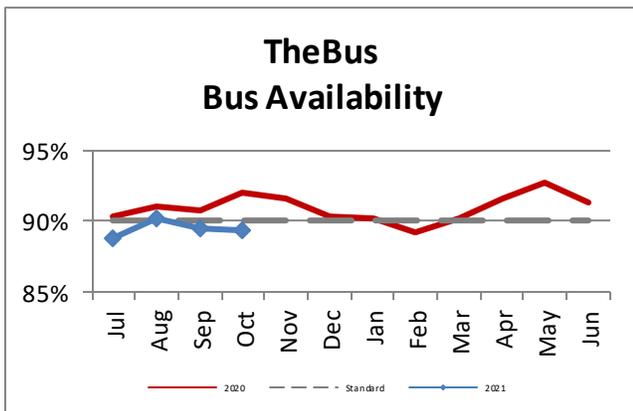
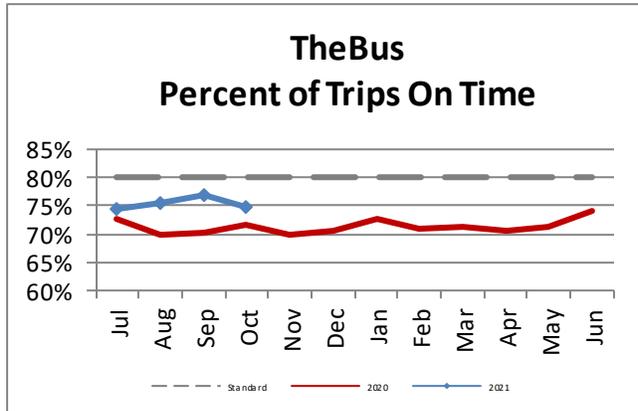
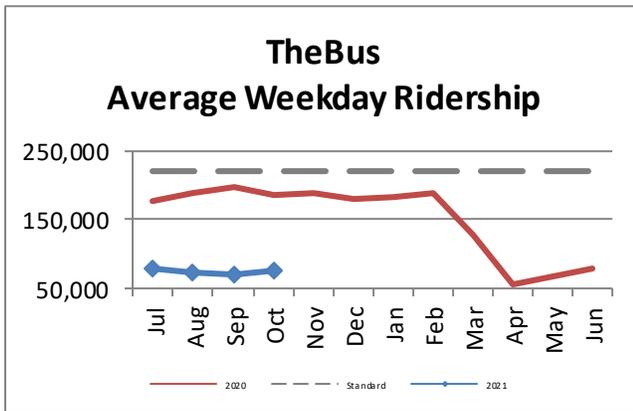


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending October FY 2021**

| Key Performance Indicators (KPI) | October FY 2021 | October FY 2020 | Percent Change | YTD for FY2021 | YTD for FY2020 | Percent Change | Goals |
|---------------------------------------------------------|-----------------|-----------------|----------------|----------------|----------------|----------------|---------|
| Total Monthly Ridership | 2,155,091 | 5,244,205 | -58.91% | 8,210,319 | 20,568,494 | -60.08% | |
| Average Weekday Ridership | 75,538 | 185,971 | -59.38% | 74,294 | 187,224 | -60.32% | 220,000 |
| Percent of Trips On-Time | 74.9% | 70.8% | 4.1% | 75.4% | 71.5% | 3.96% | 80% |
| Bus Availability | 89.3% | 90.1% | -0.8% | 89.4% | 90.1% | -0.66% | 90% |
| Bus Miles/Major Collisions | 578,976 | 331,447 | 74.68% | 1,429,740 | 411,626 | 247.34% | 200,000 |
| Preventable Accidents/Million Miles (Rolling 12 Months) | | | | 1.70 | 1.76 | -3.41% | 3.00 |
| Bus Miles/Mechanical Road Calls | 12,678 | 11,908 | 6.47% | 12,000 | 10,569 | 13.54% | 10,000 |
| Spare Ratio | 60.65% | 20.62% | 40.03% | 63.85% | 21.04% | 42.81% | >20% |
| Percent of Inspections Completed On-Time | 100% | 100% | 0% | 100% | 100% | 0% | 98% |
| Percent Maintained Pullouts | 99.94% | 98.31% | -0.06% | 99.71% | 98.55% | -0.29% | 100% |
| Cost per Hour | \$144.73 | \$123.26 | 17.42% | \$149.99 | \$132.13 | 13.51% | \$120 |
| Cost per Trip | \$8.27 | \$3.49 | 136.86% | \$9.03 | \$3.67 | 146.22% | \$2.50 |
| Cost per Mile | \$10.26 | \$9.21 | 11.45% | \$10.77 | \$9.87 | 9.11% | |
| Farebox Recovery | 9.55% | 24.53% | -14.98% | 9.61% | 23.11% | -13.5% | 30% |
| Trips per Hour | 17.50 | 35.31 | -50.42% | 16.63 | 36.06 | -53.89% | 48 |
| Trips per Mile | 1.24 | 2.64 | -52.95% | 1.19 | 2.69 | -55.7% | |
| Passenger Miles per Revenue Hour | 84.93 | 170.23 | -50.11% | 83.37 | 178.70 | -53.35% | 250 |
| Average System Speed | 13.29 | 12.53 | 6.1% | 13.21 | 12.52 | 5.53% | |
| Percent Complete in 30 Days (Customer) | 96% | 96% | 0% | 95.25% | 95.25% | 0% | |
| Complaint Rate (Complaints per 100,000 trips) | 20.97 | 11.65 | 80.02% | 22.02 | 11.69 | 88.28% | 10 |



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

