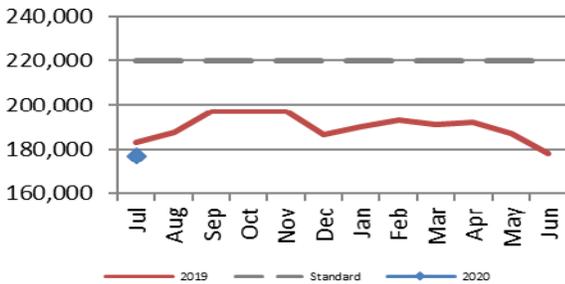


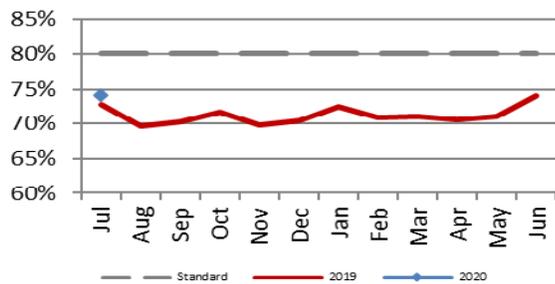
**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending July 2020**

Key Performance Indicators (KPI)	July 2020	July 2019	Percent Change	1 Month FY2020	1 Month FY2019	Percent Change	Goals
Total Monthly Ridership	4,929,399	5,023,765	-1.88%	4,929,399	5,023,765	-1.88%	
Average Weekday Ridership	176,869	183,108	-3.41%	176,869	183,108	-3.41%	220,000
Percent of Trips On Time	74.2%	72.8%	1.4%	74.20%	72.80%	1.40%	80%
Bus Availability	91.0%	90.4%	0.6%	91.0%	90.4%	0.60%	90%
Bus Miles/Major Collisions	375,415	461,494	18.65%	375,415	461,494	18.65%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.48	2.84	47.89%	3.00
Bus Miles/Mechanical Road Calls	9,528	9,978	-4.51%	9,528	9,978	-4.51%	10,000
Spare Ratio	20.40%	20.35%	0.05%	20.40%	20.35%	0.05%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	98.57%	99.49%	-0.92%	98.57%	99.49%	-0.92%	100%
Cost per Hour	\$146.65	\$144.58	1.43%	\$146.65	\$144.58	1.43%	\$120
Cost per Trip	\$4.18	\$3.89	7.29%	\$4.18	\$3.89	7.29%	\$2.50
Cost per Mile	\$10.97	\$10.59	3.58%	\$10.97	\$10.59	3.58%	
Farebox Recovery	21.61%	22.85%	-1.24%	21.61%	22.85%	-1.24%	30%
Trips per Hour	35.12	37.14	-5.46%	35.12	37.14	-5.46%	48
Trips per Mile	2.63	2.72	-3.50%	2.63	2.72	-3.50%	
Passenger Miles per Revenue Hour	194.16	205.42	-5.48%	194.16	205.42	-5.48%	250
Average System Speed	12.47	12.75	-2.15%	12.47	12.75	-2.15%	
Percent Complete in 30 Days (Customer)	97.00%	97.00%	0.0%	97.00%	97.00%	0.0%	
Complaint Rate (Complaints per 100,000 trips)	9.33	9.89	-5.67%	9.33	9.89	-5.67%	10

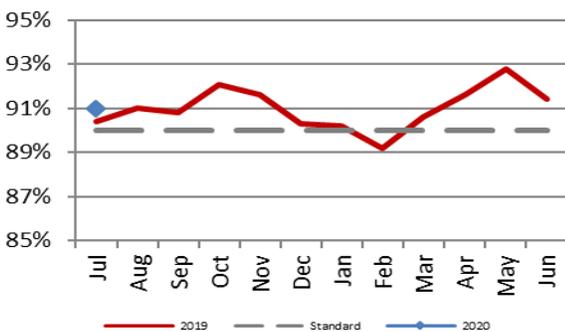
**TheBUS
Average Weekday Ridership**



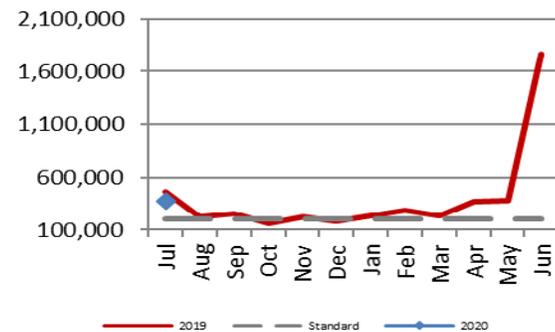
**TheBUS
Percent of Trips On Time**



**TheBUS
Bus Availability**



**TheBUS
Bus Miles/Major Collisions**



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

