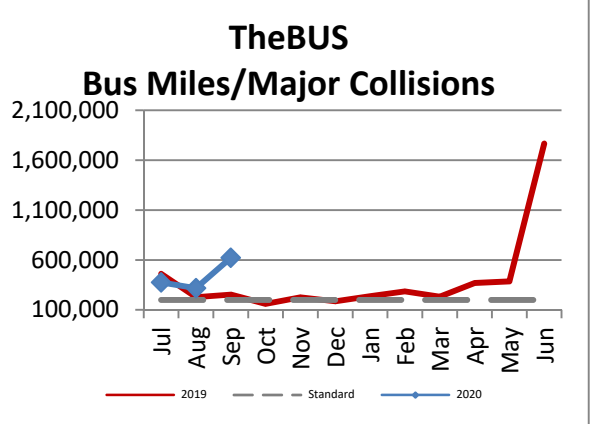
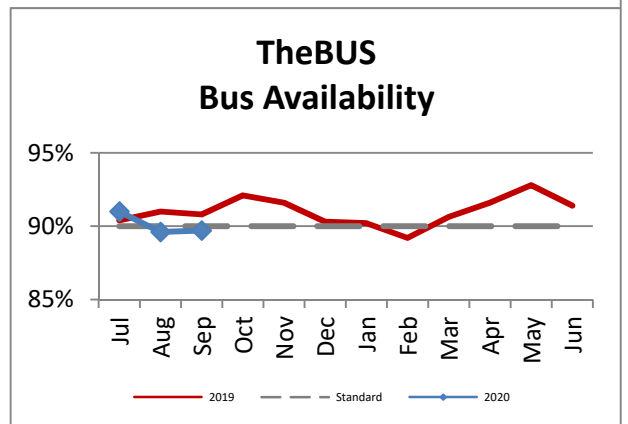
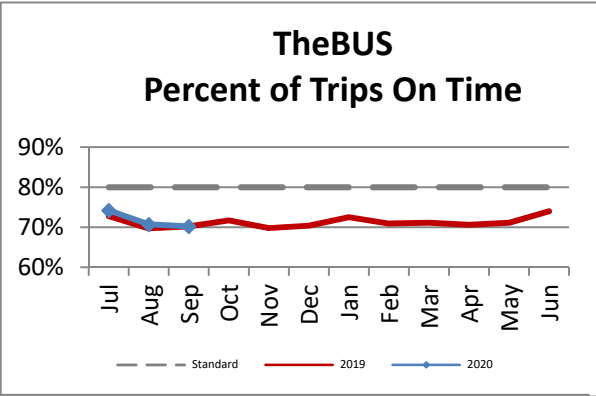
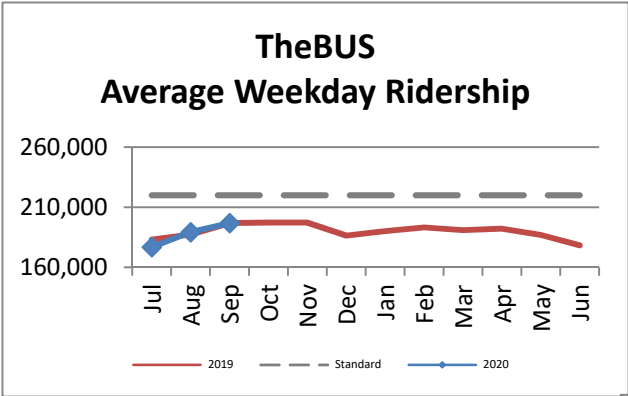


Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending September FY 2020

Key Performance Indicators (KPI)	September FY 2020	September FY 2019	Percent Change	3 Month FY2020	3 Month FY2019	Percent Change	Goals
Total Monthly Ridership	5,161,490	5,090,452	1.40%	15,324,289	15,377,402	-0.35%	
Average Weekday Ridership	196,781	196,755	0.01%	187,641	189,075	-0.76%	220,000
Percent of Trips On Time	70.2%	70.2%	0.0%	71.70%	70.90%	0.80%	80%
Bus Availability	89.7%	90.8%	-1.1%	90.1%	90.7%	-0.63%	90%
Bus Miles/Major Collisions	621,981	252,408	146.42%	438,352	313,797	39.69%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.79	1.58	13.29%	3.00
Bus Miles/Mechanical Road Calls	9,147	10,974	-16.65%	10,123	10,706	-5.45%	10,000
Spare Ratio	20.62%	20.35%	0.27%	21.18%	20.35%	0.83%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	98.72%	99.50%	-1%	98.63%	99.49%	-1%	100%
Cost per Hour	\$130.23	\$131.36	-0.86%	\$135.09	\$134.06	0.77%	\$120
Cost per Trip	\$3.51	\$3.35	4.71%	\$3.73	\$3.52	5.83%	\$2.50
Cost per Mile	\$9.71	\$9.66	0.54%	\$10.09	\$9.95	1.42%	
Farebox Recovery	23.76%	26.98%	-3.22%	22.63%	25.12%	-2.49%	30%
Trips per Hour	37.10	39.19	-5.33%	35.92	38.70	-7.18%	48
Trips per Mile	2.77	2.88	-3.99%	2.71	2.83	-4.20%	
Passenger Miles per Revenue Hour	195.32	209.31	-6.68%	190.94	210.23	-9.18%	250
Average System Speed	12.57	12.76	-1.49%	12.52	12.75	-1.79%	
Percent Complete in 30 Days (Customer)	91.00%	97.00%	-6.0%	96.33%	99.28%	-2.9%	
Complaint Rate (Complaints per 100,000 trips)	12.44	9.65	28.95%	11.71	9.67	21.04%	10



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