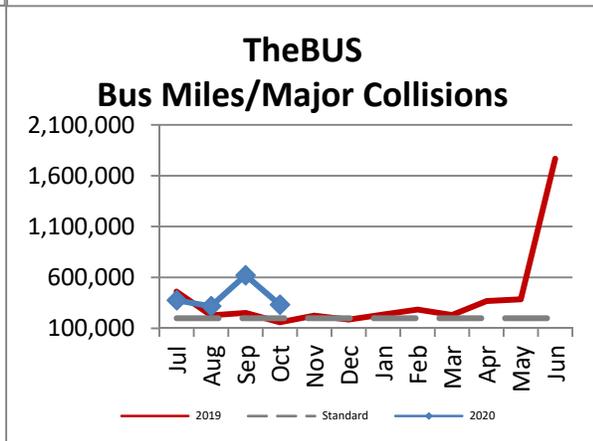
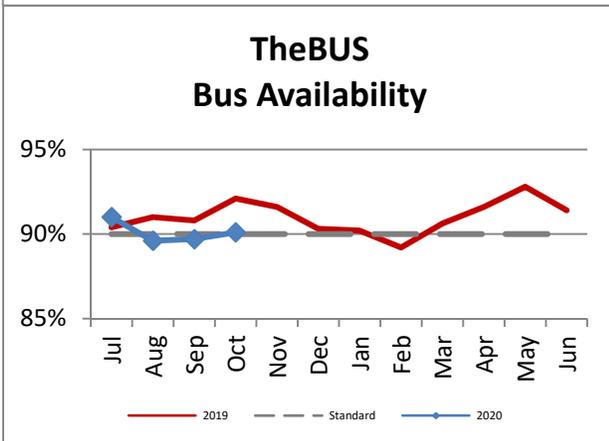
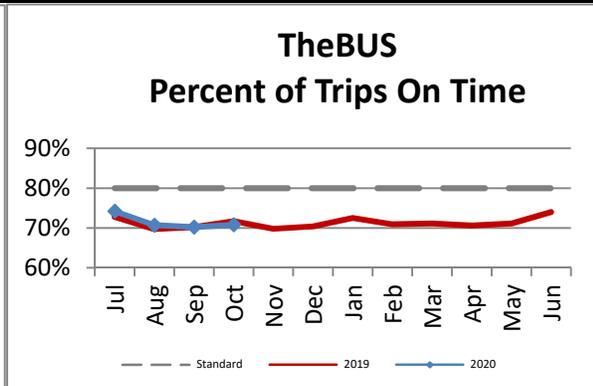
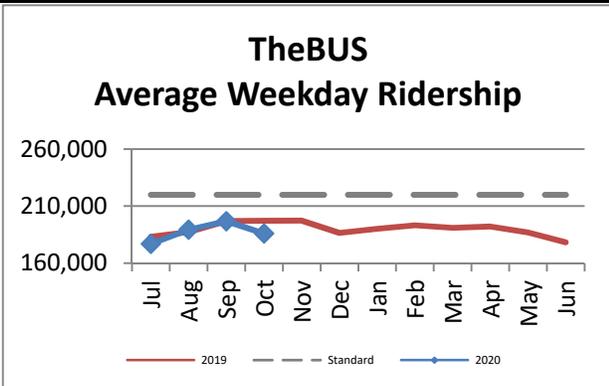


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending October FY 2020**

Key Performance Indicators (KPI)	October FY 2020	October FY 2019	Percent Change	3 Month FY2020	3 Month FY2019	Percent Change	Goals
Total Monthly Ridership	5,244,205	5,521,523	-5.02%	20,568,494	20,898,925	-1.58%	
Average Weekday Ridership	185,971	197,141	-5.67%	187,224	191,091	-2.02%	220,000
Percent of Trips On Time	70.8%	71.7%	-0.9%	71.48%	71.10%	0.38%	80%
Bus Availability	90.1%	92.1%	-2.0%	90.1%	91.1%	-0.97%	90%
Bus Miles/Major Collisions	331,447	159,946	107.22%	411,626	275,334	49.50%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				2.01	1.78	12.92%	3.00
Bus Miles/Mechanical Road Calls	11,908	12,796	-6.93%	10,569	11,228	-5.87%	10,000
Spare Ratio	20.62%	20.35%	0.27%	21.04%	20.35%	0.69%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	98.31%	99.54%	-1.69%	98.55%	99.50%	-1.45%	100%
Cost per Hour	\$123.26	\$122.87	0.32%	\$132.13	\$131.26	0.66%	\$120
Cost per Trip	\$3.49	\$3.14	11.31%	\$3.67	\$3.43	7.08%	\$2.50
Cost per Mile	\$9.21	\$9.02	2.03%	\$9.87	\$9.72	1.57%	
Farebox Recovery	24.53%	28.21%	-3.68%	23.11%	25.90%	-2.79%	30%
Trips per Hour	35.31	39.18	-9.88%	36.06	38.94	-7.39%	48
Trips per Mile	2.64	2.88	-8.33%	2.69	2.84	-5.24%	
Passenger Miles per Revenue Hour	170.23	211.66	-19.57%	181.52	210.23	13.65%	250
Average System Speed	12.53	12.70	-1.38%	12.52	12.74	-1.69%	
Percent Complete in 30 Days (Customer)	91.00%	98.00%	-7.0%	96.75%	99.28%	-2.5%	
Complaint Rate (Complaints per 100,000 trips)	11.65	9.83	18.47%	11.69	9.71	20.39%	10



**Oahu Transit Services - Fixed Route
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