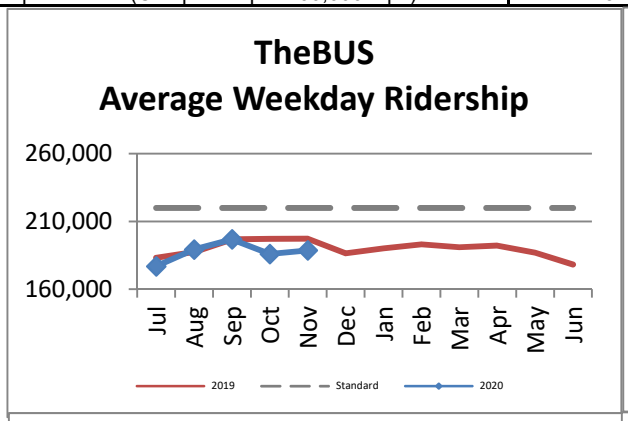
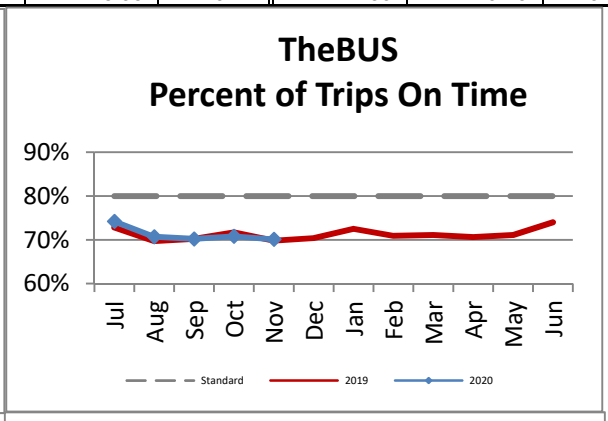
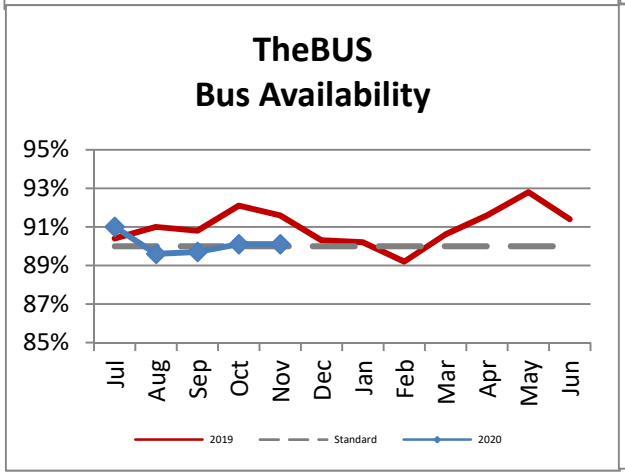
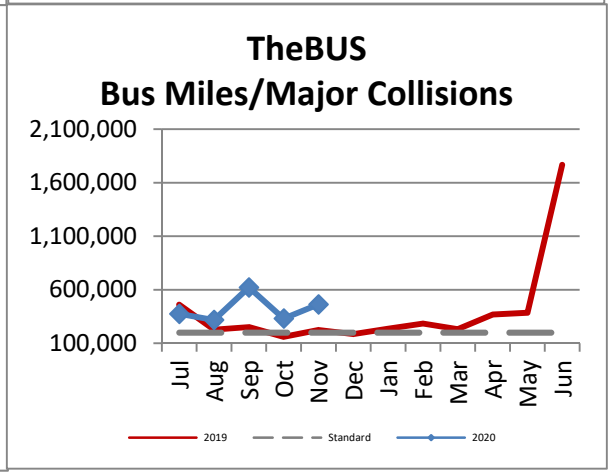
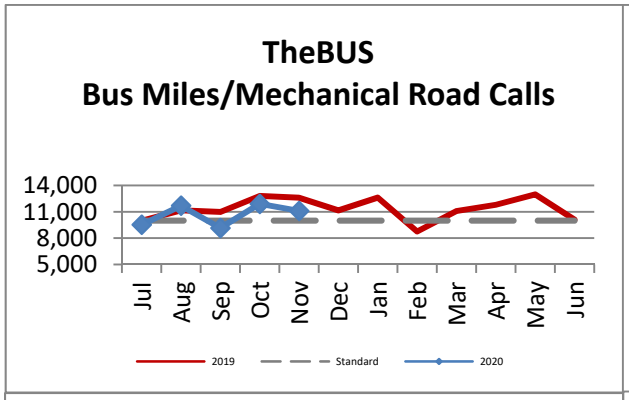
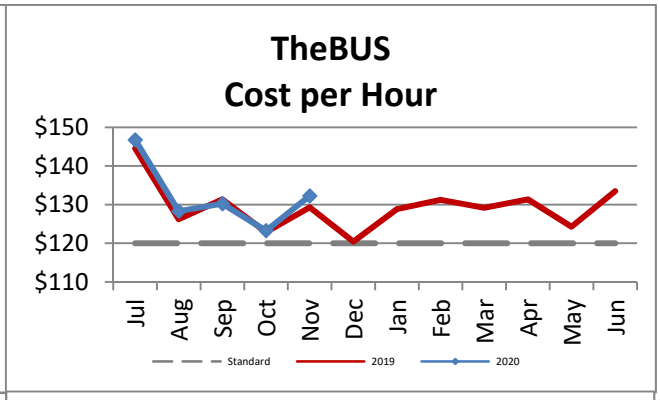
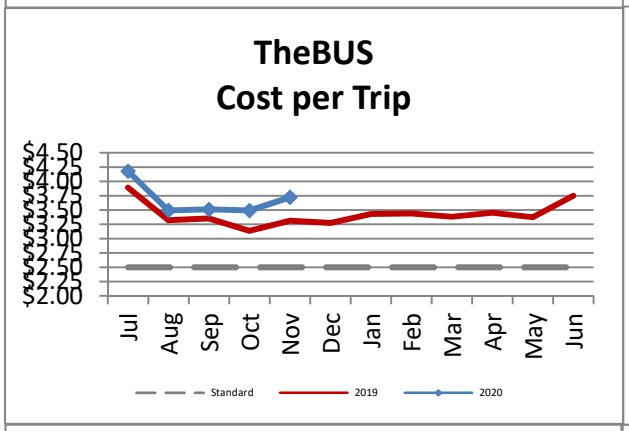
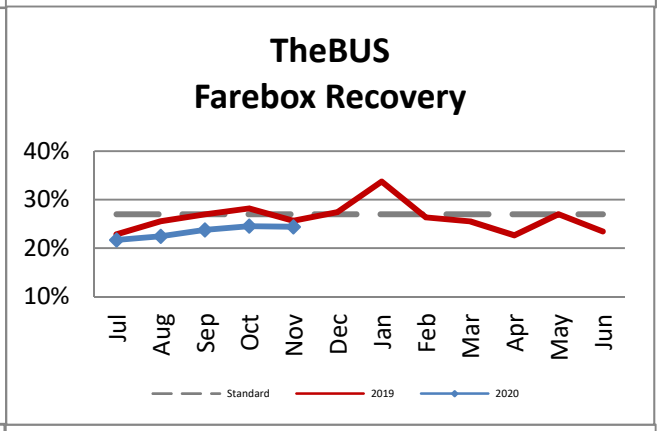
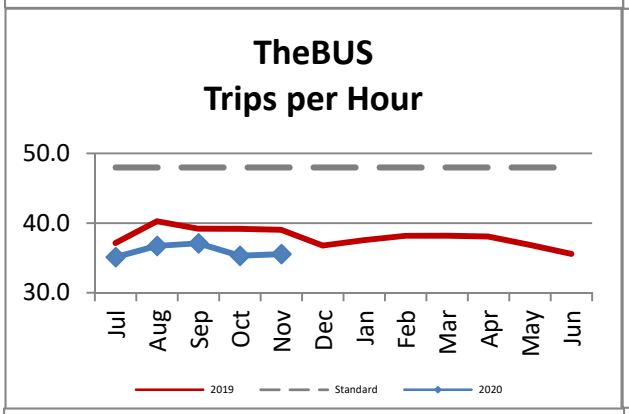
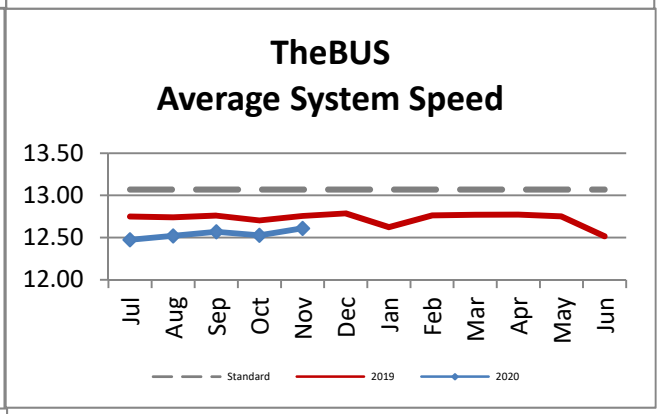
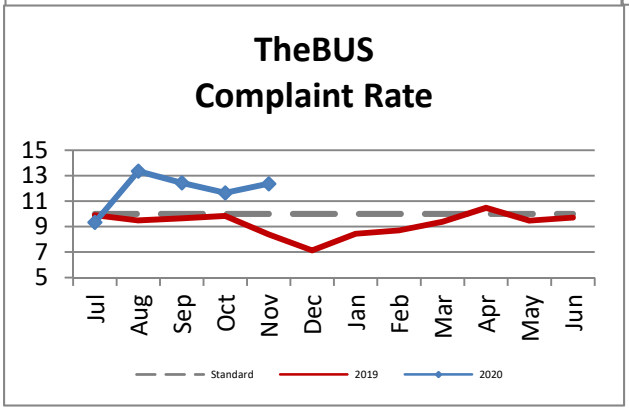
Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending November FY 2020

Key Performance Indicators (KPI)	November FY 2020	November FY 2019	Percent Change	YTD for FY2020	YTD for FY2019	Percent Change	Goals
Total Monthly Ridership	4,914,925	5,176,120	-5.05%	25,483,419	26,075,045	-2.27%	
Average Weekday Ridership	188,615	197,191	-4.35%	187,502	192,311	-2.50%	220,000
Percent of Trips On Time	70.1%	69.8%	0.3%	71.2%	70.8%	0.36%	80%
Bus Availability	90.1%	91.6%	-1.5%	90.1%	91.2%	-1.08%	90%
Bus Miles/Major Collisions	463,519	225,361	105.68%	422,004	265,340	59.04%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.87	1.61	16.15%	3.00
Bus Miles/Mechanical Road Calls	11,102	12,608	-11.94%	10,676	11,504	-7.20%	10,000
Spare Ratio	20.62%	20.35%	0.27%	20.96%	20.35%	0.60%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	98.42%	99.48%	-1.58%	98.53%	99.50%	-1.47%	100%
Cost per Hour	$132.27	$129.29	2.30%	$132.16	$130.87	0.99%	$120
Cost per Trip	$3.72	$3.31	12.33%	$3.68	$3.40	8.11%	$2.50
Cost per Mile	$9.87	$9.51	3.69%	$9.87	$9.68	1.98%	
Farebox Recovery	24.39%	25.66%	-1.26%	23.36%	25.85%	-2.48%	30%
Trips per Hour	35.54	39.03	-8.93%	35.96	38.96	-7.70%	48
Trips per Mile	2.65	2.87	-7.67%	2.69	2.85	-5.73%	
Passenger Miles per Revenue Hour	168.58	210.04	-19.74%	176.68	210.23	-15.96%	250
Average System Speed	12.61	12.76	-1.14%	12.54	12.74	-1.58%	
Percent Complete in 30 Days (Customer)	95.00%	96.00%	-1.0%	96.60%	99.28%	-2.7%	
Complaint Rate (Complaints per 100,000 trips)	12.37	8.38	47.54%	11.83	9.45	25.21%	10





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