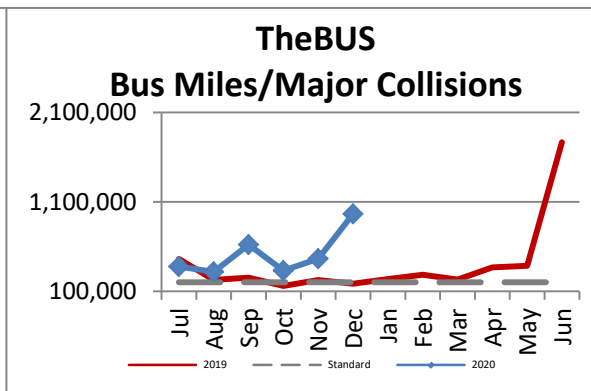
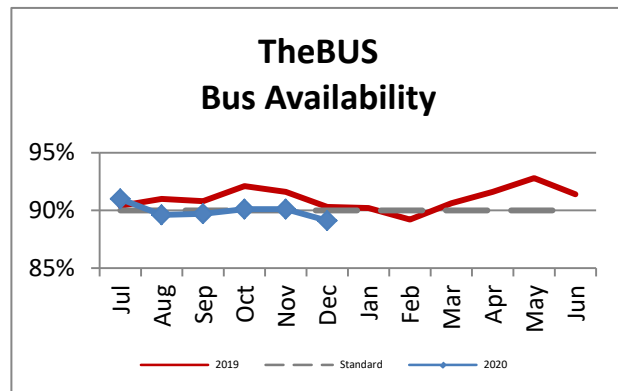
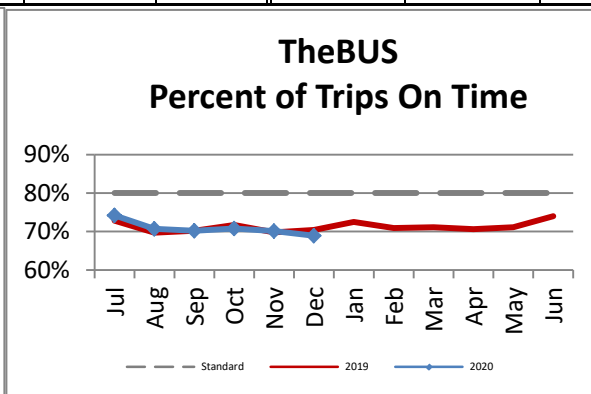
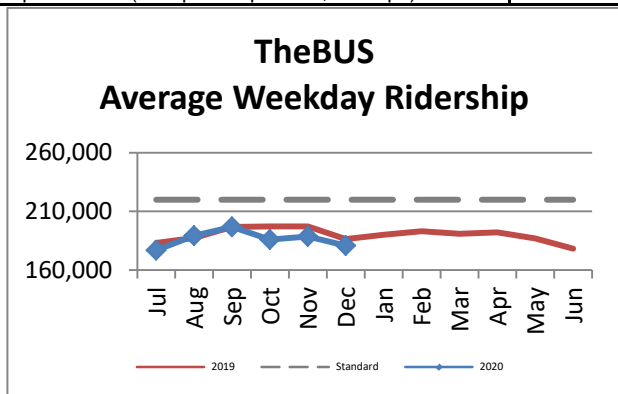


**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
For the Month Ending December FY 2020**

Key Performance Indicators (KPI)	December FY 2020	December FY 2019	Percent Change	YTD for FY2020	YTD for FY2019	Percent Change	Goals
Total Monthly Ridership	4,884,739	4,981,780	-1.95%	30,368,158	31,056,825	-2.22%	
Average Weekday Ridership	180,832	186,419	-3.00%	186,390	191,329	-2.58%	220,000
Percent of Trips On Time	68.9%	70.4%	-1.5%	70.8%	70.8%	0.05%	80%
Bus Availability	89.1%	90.3%	-1.2%	89.9%	91.0%	-1.10%	90%
Bus Miles/Major Collisions	964,341	185,330	420.34%	512,394	252,005	103.33%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.90	1.66	14.46%	3.00
Bus Miles/Mechanical Road Calls	9,643	11,164	-13.62%	10,504	11,448	-8.25%	10,000
Spare Ratio	22.52%	20.62%	1.90%	21.22%	20.40%	0.82%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	98.66%	99.55%	-1.34%	98.55%	99.22%	-1.45%	100%
Cost per Hour	\$126.57	\$120.40	5.12%	\$131.23	\$129.12	1.63%	\$120
Cost per Trip	\$3.72	\$3.27	13.64%	\$3.69	\$3.38	9.00%	\$2.50
Cost per Mile	\$9.42	\$8.80	7.07%	\$9.79	\$9.53	2.77%	
Farebox Recovery	26.60%	27.43%	-0.83%	23.90%	26.11%	-2.21%	30%
Trips per Hour	34.02	36.78	-7.50%	35.64	38.60	-7.67%	48
Trips per Mile	2.53	2.69	-5.78%	2.66	2.82	-5.74%	
Passenger Miles per Revenue Hour	164.21	199.95	-17.87%	174.60	208.72	-16.35%	250
Average System Speed	12.56	12.79	-1.74%	12.54	12.75	-1.60%	
Percent Complete in 30 Days (Customer)	89.00%	95.00%	-6.0%	96.33%	99.28%	-2.9%	
Complaint Rate (Complaints per 100,000 trips)	10.34	7.13	45.08%	11.58	9.06	27.82%	10



Oahu Transit Services - Fixed Route  
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