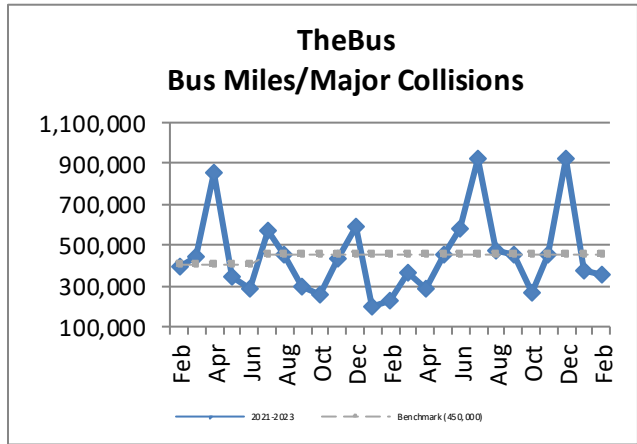
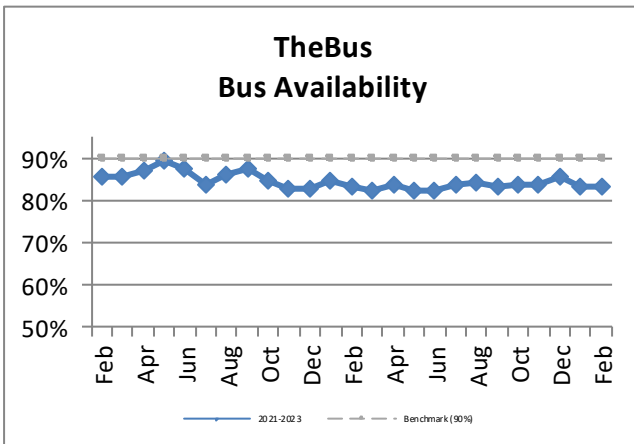
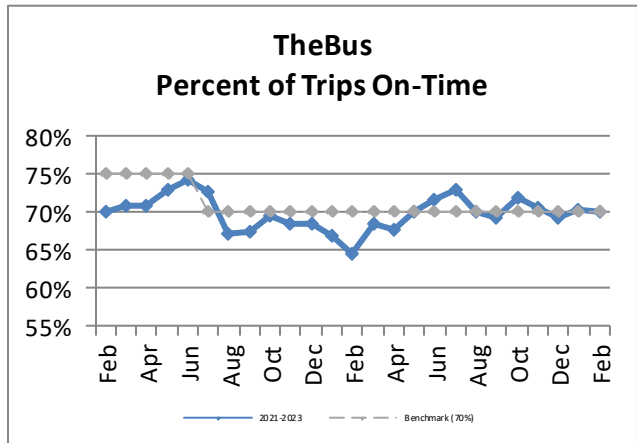
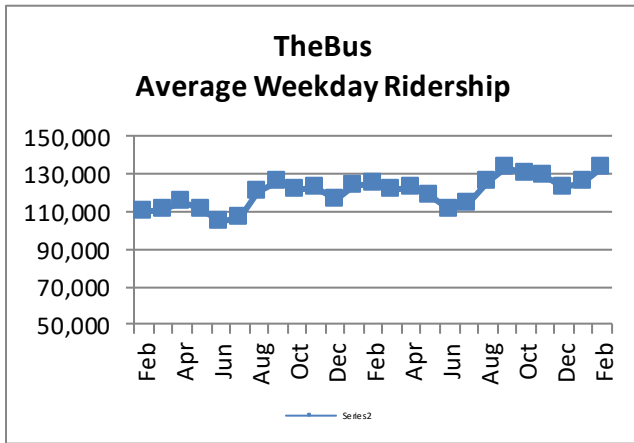


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending February FY 2024**

Key Performance Indicators (KPI)	February FY 2024	February FY 2023	February FY 2019 Pre-Covid	Percent Change FY 2023-2024	YTD for FY 2024	YTD for FY 2023	February FY 2019 Pre-Covid	Percent Change FY 2023-2024	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,469,383	3,112,729	4,760,783	11%	27,621,834	26,030,730	40,996,596	6%	61,140,545	
Average Weekday Ridership	133,757	125,256	193,128	7%	126,848	120,465	191,403	5.30%	189,944	
Percent of Trips On-Time	70%	64.7%	70.9%	5%	71%	68%	71%	2.37%	71.23%	70%
Bus Availability	83.2%	83.2%	89.2%	0%	84%	84.6%	91%	-1%	91%	90%
Bus Miles/Major Collisions	351,250	230,434	243,986	52.43%	527,908	378,498	220,376	39.47%	289,946	450,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.52	2.78	2.43	-9.35%	2.26	3.00
Bus Miles/Mechanical Road Calls	11,708	12,220	8,758	-4.19%	13,289	12,672	11,258	5%	11,336	11,000
Spare Ratio	27%	30.4%	20.2%	-3.45%	25.9%	28%	20.4%	-2%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	99.96%	99.9%	100%	0%	100%	100%
Percent Maintained Pullouts	99.6%	99.6%	98.2%	-0.35%	99.4%	99.6%	98.5%	-0.6%	98.8%	100%
Cost per Service Hour	\$150.43	\$150.63	\$131.22	0%	\$152.00	\$154.59	\$129.35	-2%	\$129.42	\$155.37
Cost per Passenger Trip	\$5.52	\$5.27	\$3.44	5%	\$5.91	\$5.90	\$3.39	0%	\$3.43	
Cost per Mile	\$10.91	\$9.91	\$9.58	10%	\$11.04	\$10.95	\$9.52	1%	\$9.52	
Passenger Trips per Hour	27.24	26.81	38.17	1.60%	25.81	26.03	38.41	-1%	37.88	
Farebox Recovery	20.7%	21%	26.34%	-1%	20%	17.13%	27.1%	14%	26.3%	27%
Trips per Mile	1.98	1.93	2.79	2%	1.87	1.86	2.81	1%	2.78	
Average System Speed	12.94	12.54	12.76	3%	13.01	12.60	12.73	3.31%	13.22	
Percent Complete in 30 Days (Customer)	79%	85%	97%	-6%	82%	90%	97%	-8%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	11.07	12.27	8.70	-9.81%	12.46	13.02	8.94	-4.29%	9.21	12



Oahu Transit Services - Fixed Route
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