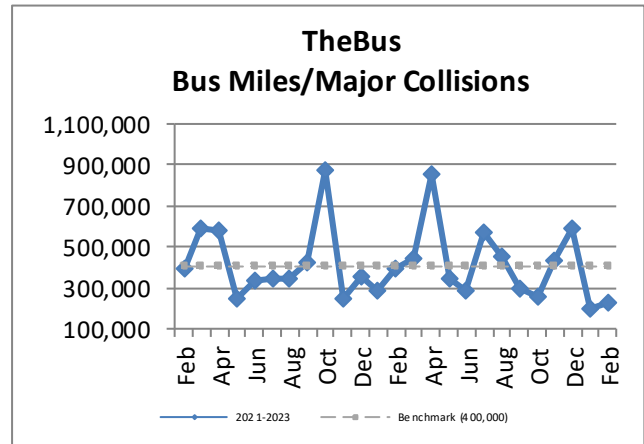
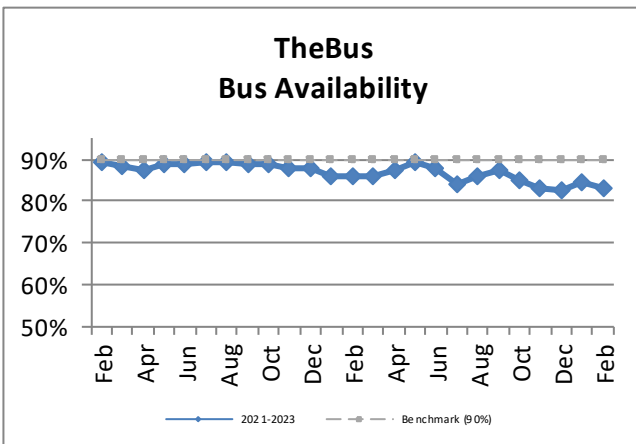
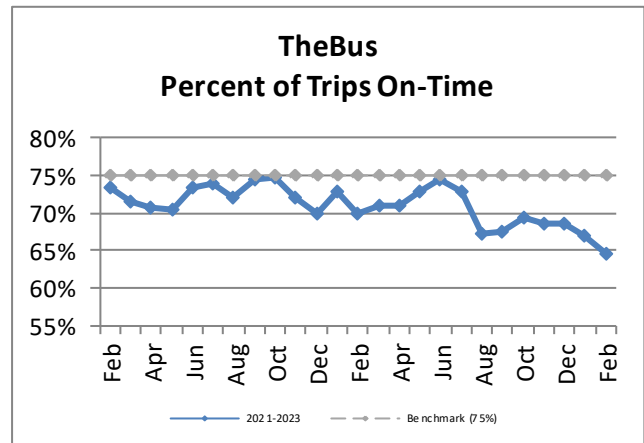
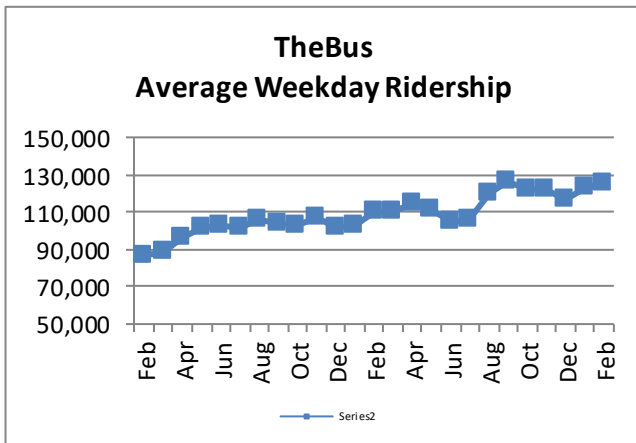


**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
For the Month Ending February FY 2023**

Key Performance Indicators (KPI)	February FY 2023	February FY 2022	February FY 2019 Pre-Covid	Percent Change FY 2022-2023	YTD for FY 2023	YTD for FY 2022	February FY 2019 Pre-Covid	Percent Change FY 2022-2023	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,112,729	2,751,406	4,760,783	13%	26,030,730	22,651,652	40,996,596	15%	61,140,545	
Average Weekday Ridership	125,256	110,161	193,128	14%	120,465	104,458	191,403	15.32%	189,944	
Percent of Trips On-Time	64.7%	70%	71%	-5%	68%	73%	71%	-4.31%	71.23%	75%
Bus Availability	83%	86%	89%	-3%	85%	88%	91%	-3%	91%	90%
Bus Miles/Major Collisions	230,434	393,448	243,986	-41.43%	378,498	407,905	220,376	-7.21%	398,688	400,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.78	2.45	2.43	13.47%	1.75	3.00
Bus Miles/Mechanical Road Calls	12,220	10,706	8,758	14.14%	12,672	10,496	10,163	21%	11,336	10,000
Spare Ratio	30.4%	57%	20.2%	-26.25%	28.32%	53.5%	20.4%	-25%	20.2%	>20%
Percent of Inspections Comp. On-Time	99%	100%	100%	-1%	99.8%	99%	100%	1%	100%	100%
Percent Maintained Pullouts	99.6%	99.6%	98.2%	-0.35%	99.6%	99.5%	98.5%	-0.4%	99.18%	100%
Cost per Service Hour*	\$150.63	\$151.12	\$131.22	0%	\$154.59	\$128.07	\$112.95	21%	\$130.05	\$153.59
Cost per Passenger Trip*	\$5.27	\$6.21	\$3.44	-15%	\$5.90	\$6.36	\$3.39	-7.2%	\$3.44	\$7.41
Cost per Mile	\$9.91	\$10.85	\$9.58	-9%	\$10.95	\$10.54	\$9.52	4%	\$9.52	
Passenger Trips per Hour*	26.81	24.35	38.17	10.11%	26.03	23.13	38.41	12%	37.88	20.7
Farebox Recovery	21%	14.36%	33.73%	45.68%	17.13%	14.16%	27.1%	21%	26.28%	27%
Trips per Mile	1.93	1.75	2.79	10%	1.86	1.66	2.81	12%	2.77	
Average System Speed	12.54	12.67	12.76	-1%	12.60	12.79	12.73	-1.54%	12.72	
Percent Complete in 30 Days (Customer)	85%	98%	97%	-13%	90%	98%	97%	-7%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	12.27	11.70	8.70	4.86%	13.02	14.01	8.94	-7.11%	9.24	12

\*National Transit Data Base (NTD) from urbanized area statistics for large properties



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