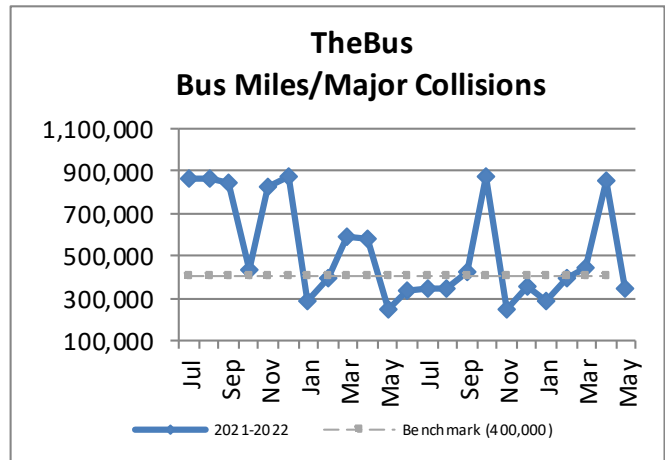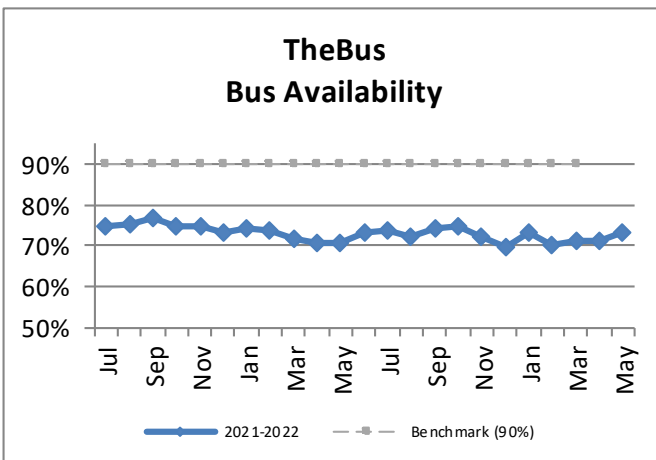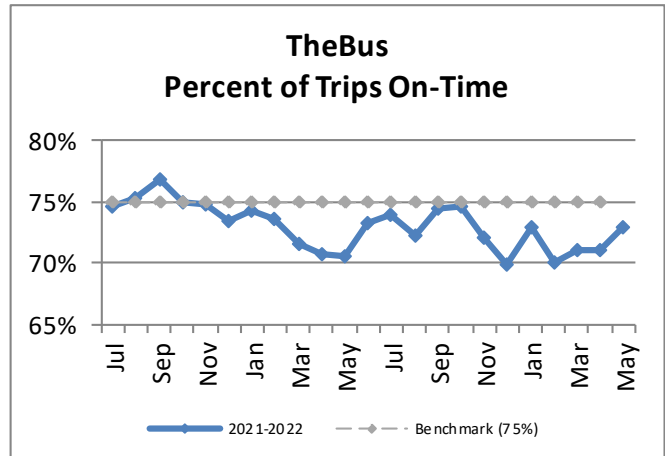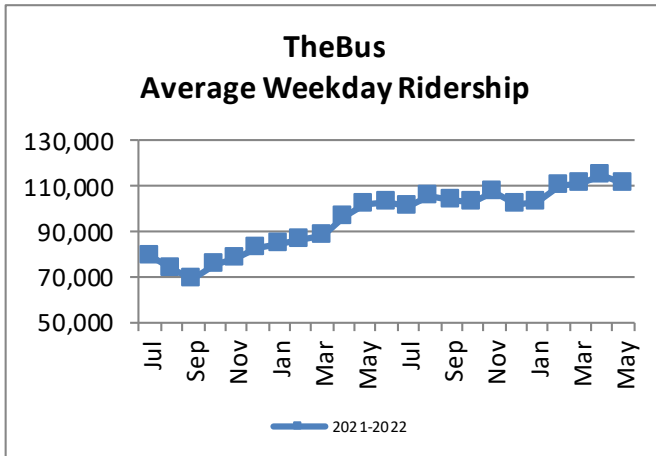**Oahu Transit Services - Fixed Route**
Monthly Performance Report
For the Month Ending May FY 2022

Key Performance Indicators (KPI)	May FY 2022	May FY 2021	May FY 2019 Pre-Covid	Percent Change FY 2021-2022	YTD for FY 2022	YTD for FY 2021	May FY 2019 Pre-Covid	Percent Change FY 2021-2022	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,068,245	2,786,168	5,132,925	10.1%	31,892,620	25,001,238	56,440,031	27.6%	61,140,545	
Average Weekday Ridership	111,111	102,104	186,890	8.8%	106,600	83,235	191,010	28.07%	189,944	
Percent of Trips On-Time	73%	70.5%	71.1%	2.5%	72.3%	74%	71%	-1.39%	71.23%	75%
Bus Availability	89.3%	88.8%	92.8%	1%	87.9%	89.3%	91%	-1%	91%	90%
Bus Miles/Major Collisions	348,858	246,055	320,384	41.78%	438,028	617,524	235,987	-29.07%	398,688	400,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					1.97	2.36	1.73	-16.53%	1.75	3.00
Bus Miles/Mechanical Road Calls	11,253	12,045	12,989	-6.57%	11,662	11,545	11,449	1.0%	11,336	10,000
Spare Ratio	35.21%	52.56%	19.60%	-17.35%	51.28%	58%	20.2%	-7%	20.19%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	99%	100%	100%	-1%	100%	100%
Percent Maintained Pullouts	99.56%	98.28%	98.4%	-0.44%	99.5%	99.5%	99.2%	-0.5%	99.18%	100%
Cost per Service Hour*	$148.07	$151.22	$124.26	-2%	$147.75	$146.68	$129.05	1%	$130.05	$153.59
Cost per Passenger Trip*	$6.05	$6.71	$3.37	-10%	$5.73	$8.00	$3.40	-28.3%	$3.44	$7.41
Cost per Mile	$10.63	$10.86	$9.01	-2%	$10.60	$10.53	$9.48	1%	$9.52	
Passenger Trips per Hour*	24.49	22.52	36.86	8.76%	23.54	18.70	38.22	25.87%	37.88	20.7
Farebox Recovery	14.61%	12.93%	27.02%	12.95%	14.21%	11.13%	26.5%	27.7%	26.28%	27%
Trips per Mile	1.76	1.62	2.67	9%	1.69	1.33	2.79	27.0%	2.77	
Average System Speed	12.62	13.23	12.75	-5%	12.73	13.23	12.74	-3.79%	12.72	
Percent Complete in 30 Days (Customer)	99%	99%	98%	0%	97.9%	96%	97.1%	2%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	10.30	17.44	9.47	-40.96%	13.07	19.42	9.17	-32.68%	9.24	12

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

TheBus
Average Weekday Ridership

TheBus
Percent of Trips On-Time

TheBus
Bus Availability

TheBus
Bus Miles/Major Collisions

TheBus
Bus Miles/Mechanical Road Calls

Legend: 2021-2022, Benchmark (10,000)

TheBus
Cost per Service Hour

Legend: 2021-2022, Benchmark ($153.59)

TheBus
Cost per Passenger Trip

Legend: 2021-2022, Benchmark ($7.41)

TheBus
Trips per Hour

Legend: 2021-2022, Benchmark (20.7)

TheBus
Farebox Recovery

Legend: 2021-2022, Benchmark (27%)

TheBus
Average System Speed

Legend: 2021-2022

TheBus
Complaint Rate

Legend: 2021-2022, Benchmark (12)