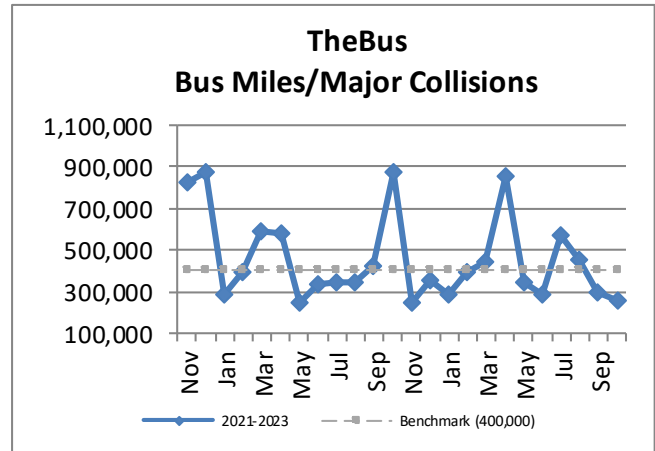
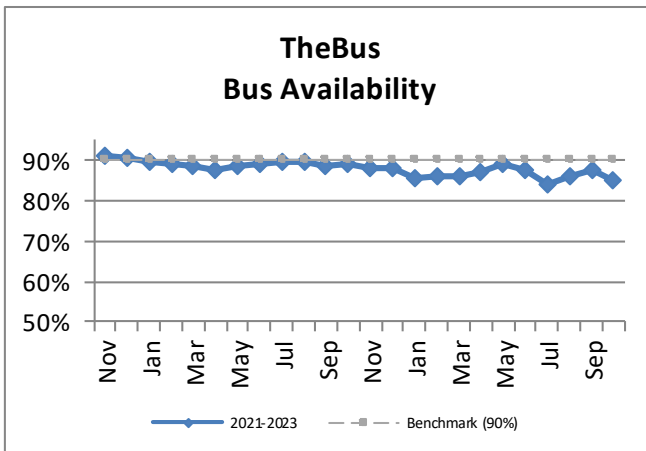
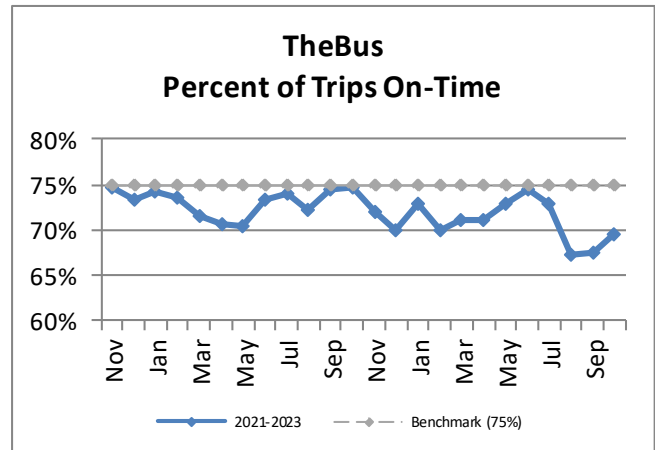
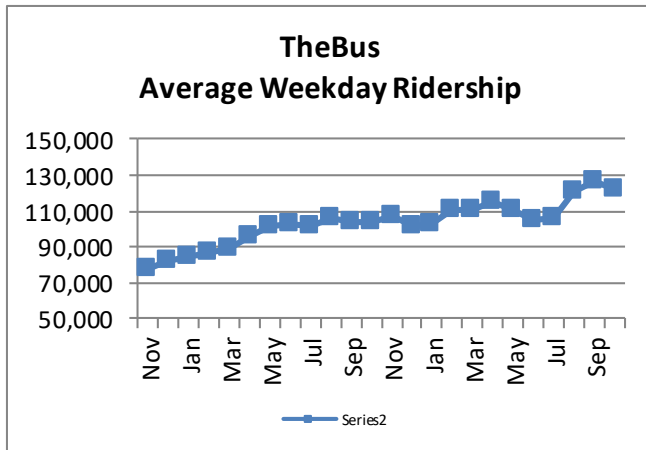


**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
For the Month Ending October FY 2023**

Key Performance Indicators (KPI)	October FY 2023	October FY 2022	October FY 2019 Pre-Covid	Percent Change FY 2022-2023	YTD for FY 2023	YTD for FY 2022	October FY 2019 Pre-Covid	Percent Change FY 2022-2023	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,380,668	2,856,550	5,521,523	18%	13,136,287	11,436,963	20,898,925	15%	61,140,545	
Average Weekday Ridership	121,832	103,262	197,141	18%	118,813	103,477	191,091	14.82%	189,944	
Percent of Trips On-Time	69.5%	75%	72%	-5%	69%	74%	71%	-4.57%	71.23%	75%
Bus Availability	85%	89%	92%	-4%	86%	89.2%	91.1%	-4%	91%	90%
Bus Miles/Major Collisions	256,437	869,898	147,642	-70.52%	392,840	495,871	234,977	-20.78%	398,688	400,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.36	2.76	1.76	-14.49%	1.75	3.00
Bus Miles/Mechanical Road Calls	11,433	11,599	12,796	-1.42%	12,672	12,033	11,228	5.3%	11,336	10,000
Spare Ratio	25.3%	50.8%	20.4%	-25.57%	57.91%	52.3%	20.4%	6%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	100%	99.5%	100%	1%	100%	100%
Percent Maintained Pullouts	99.6%	99.8%	99.5%	-0.37%	99.6%	99.6%	99.5%	-0.4%	99.18%	100%
Cost per Service Hour*	\$145.35	\$140.81	\$122.87	3%	\$157.50	\$150.69	\$131.26	5%	\$130.05	\$153.59
Cost per Passenger Trip*	\$5.44	\$6.16	\$3.14	-12%	\$6.09	\$6.55	\$3.43	-7.1%	\$3.44	\$7.41
Cost per Mile	\$10.57	\$10.11	\$9.02	5%	\$11.31	\$10.88	\$9.72	4%	\$9.52	
Passenger Trips per Hour*	26.44	22.86	39.18	15.66%	26.00	23.01	38.94	13%	37.88	20.7
Farebox Recovery	17.37%	13.08%	28.21%	32.75%	16.50%	13.67%	25.9%	20.7%	26.28%	27%
Trips per Mile	1.88	1.64	2.88	15%	1.86	1.66	2.84	11.8%	2.77	
Average System Speed	12.57	12.77	12.70	-2%	12.58	12.74	12.74	-1.24%	12.72	
Percent Complete in 30 Days (Customer)	88%	98%	98%	-10%	93%	98%	97%	-4%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	12.22	14.42	9.83	-15.30%	13.99	16.64	9.71	-15.95%	9.24	12

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



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