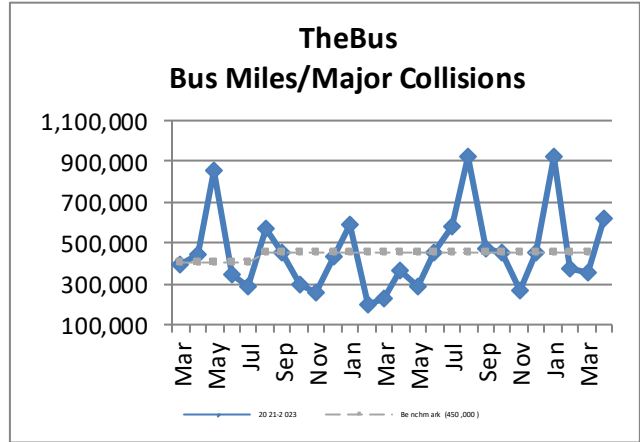
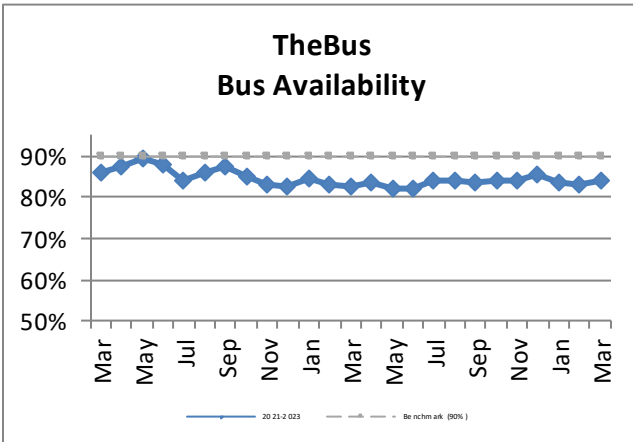
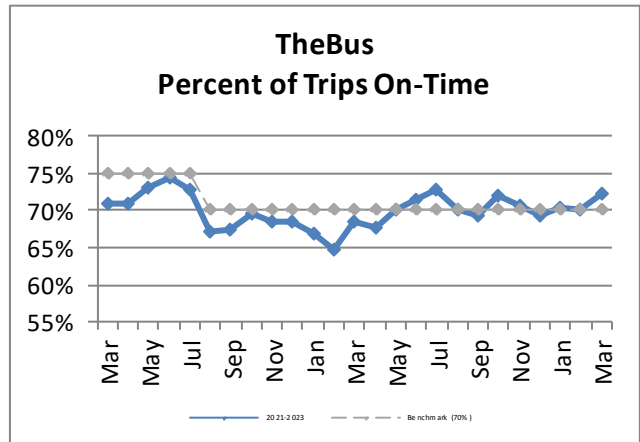
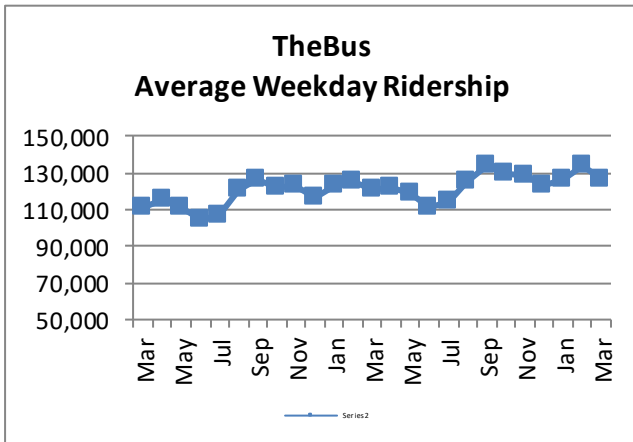


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending March FY 2024**

Key Performance Indicators (KPI)	March FY 2024	March FY 2023	March FY 2019 Pre-Covid	Percent Change FY 2023-2024	YTD for FY 2024	YTD for FY 2023	March FY 2019 Pre-Covid	Percent Change FY 2023-2024	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,411,329	3,401,547	5,180,317	0%	31,033,163	29,432,277	46,176,913	5%	61,140,545	
Average Weekday Ridership	126,110	121,267	190,894	4%	126,766	120,554	191,346	5.15%	189,944	
Percent of Trips On-Time	72%	68.5%	71.1%	4%	71%	68%	71%	2.54%	71.23%	70%
Bus Availability	83.8%	82.4%	90.3%	1%	84%	84.3%	91%	0%	91%	90%
Bus Miles/Major Collisions	618,213	362,777	205,882	70.41%	537,942	376,752	218,765	42.78%	289,946	450,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.43	2.86	2.52	-15.03%	2.26	3.00
Bus Miles/Mechanical Road Calls	12,531	12,596	11,095	-0.52%	13,205	12,664	11,240	4%	11,336	11,000
Spare Ratio	26%	25.7%	20.2%	0.33%	25.9%	28%	20.4%	-2%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	99.97%	99.89%	100%	0%	100%	100%
Percent Maintained Pullouts	99.4%	99.4%	99.1%	-0.62%	99.4%	99.6%	99.4%	-0.6%	98.8%	100%
Cost per Service Hour	\$151.14	\$150.33	\$129.15	1%	\$151.90	\$154.12	\$129.33	-1%	\$129.42	\$155.37
Cost per Passenger Trip	\$5.95	\$6.32	\$3.38	-6%	\$5.92	\$5.95	\$3.39	0%	\$3.43	
Cost per Mile	\$10.95	\$12.19	\$9.46	-10%	\$11.03	\$11.09	\$9.51	-1%	\$9.52	
Passenger Trips per Hour	25.39	26.01	38.18	-2.39%	25.76	26.02	38.39	-1%	37.88	
Farebox Recovery	20.2%	18%	25.52%	11%	20%	17.26%	26.9%	14%	26.3%	27%
Trips per Mile	1.84	1.88	2.80	-2%	1.87	1.86	2.81	0%	2.78	
Average System Speed	13.07	12.59	12.77	4%	13.02	12.60	12.74	3.36%	13.22	
Percent Complete in 30 Days (Customer)	93%	81%	98%	12%	83%	89%	97%	-6%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	10.26	13.73	9.38	-25.27%	12.21	13.10	8.99	-6.73%	9.21	12



Oahu Transit Services - Fixed Route
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