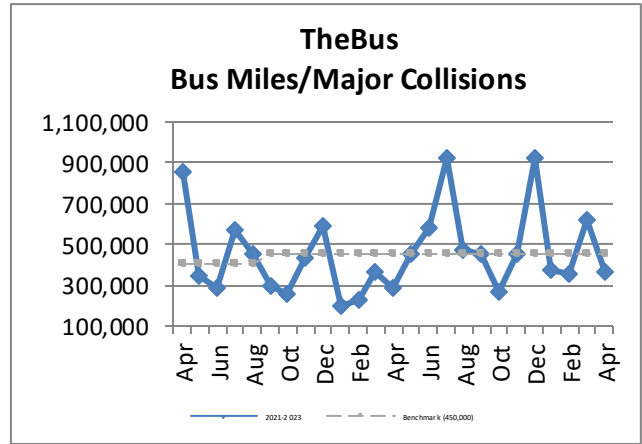
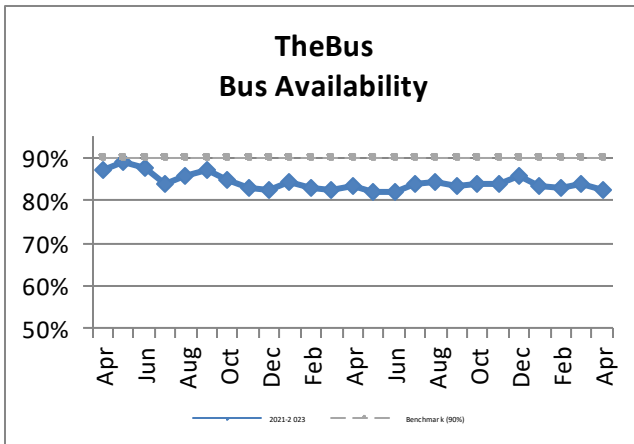
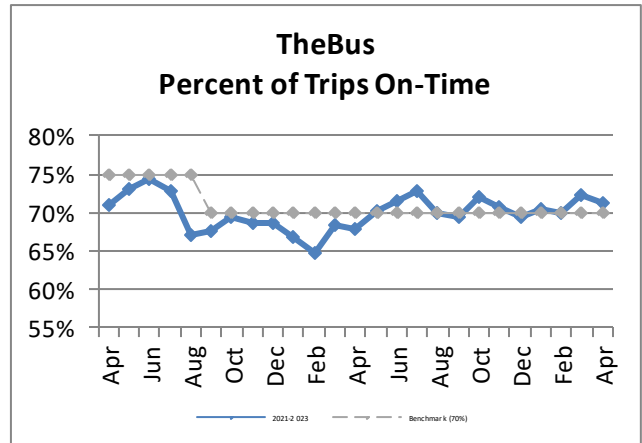
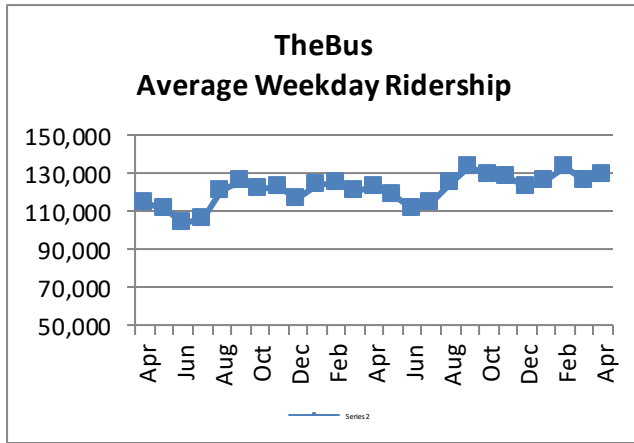


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending April FY 2024**

Key Performance Indicators (KPI)	April FY 2024	April FY 2023	April FY 2019 Pre-Covid	Percent Change FY 2023-2024	YTD for FY 2024	YTD for FY 2023	April FY 2019 Pre-Covid	Percent Change FY 2023-2024	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,499,029	3,206,884	5,130,193	9%	34,532,192	32,639,161	51,307,106	6%	61,140,545	
Average Weekday Ridership	129,038	122,552	192,107	5%	126,993	120,754	191,422	5.17%	189,944	
Percent of Trips On-Time	71.2%	67.8%	70.6%	3%	71%	68%	71%	2.63%	71.23%	70%
Bus Availability	82.4%	83.6%	91.6%	-1%	84%	84.3%	91%	0%	91%	90%
Bus Miles/Major Collisions	367,446	285,152	306,580	28.86%	520,892	367,592	227,547	41.70%	289,946	450,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.66	3.01	2.03	-11.63%	2.26	3.00
Bus Miles/Mechanical Road Calls	14,698	13,161	11,792	11.68%	13,354	12,713	11,295	5%	11,336	11,000
Spare Ratio	26.0%	25.7%	19.6%	0.33%	25.9%	27.8%	20.3%	-2%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	99.97%	99.90%	100%	0%	100%	100%
Percent Maintained Pullouts	98.9%	99.5%	98.8%	-1.11%	99.4%	99.6%	99.3%	-0.6%	98.8%	100%
Cost per Service Hour	\$158.05	\$155.46	\$131.37	2%	\$152.52	\$154.25	\$129.53	-1%	\$129.42	\$155.37
Cost per Passenger Trip	\$6.03	\$5.65	\$3.45	7%	\$5.93	\$5.92	\$3.40	0%	\$3.43	
Cost per Mile	\$11.48	\$10.59	\$9.62	8%	\$11.08	\$11.04	\$9.52	0%	\$9.52	
Passenger Trips per Hour	26.23	25.96	38.07	1.03%	25.81	26.02	38.36	-1%	37.88	
Farebox Recovery	18.9%	19%	22.64%	-1%	20%	17.43%	26.5%	12%	26.3%	27%
Trips per Mile	1.90	1.87	2.79	2%	1.87	1.87	2.80	0%	2.78	
Average System Speed	12.96	12.61	12.77	3%	13.01	12.60	12.74	3.30%	13.22	
Percent Complete in 30 Days (Customer)	93%	93%	98%	0%	84%	90%	97%	-5%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	10.26	13.73	9.38	-25.27%	12.06	12.98	9.13	-7.03%	9.21	12



Oahu Transit Services - Fixed Route
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