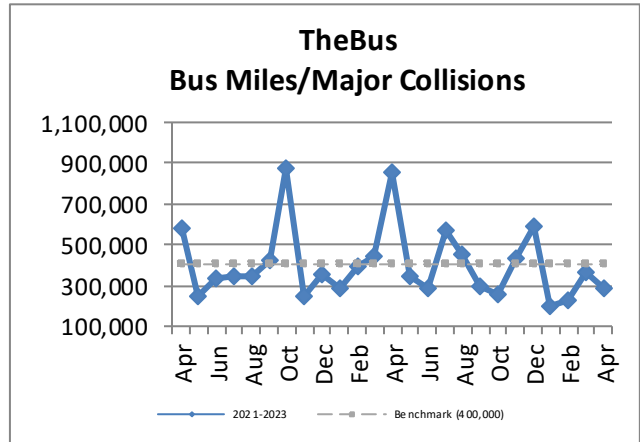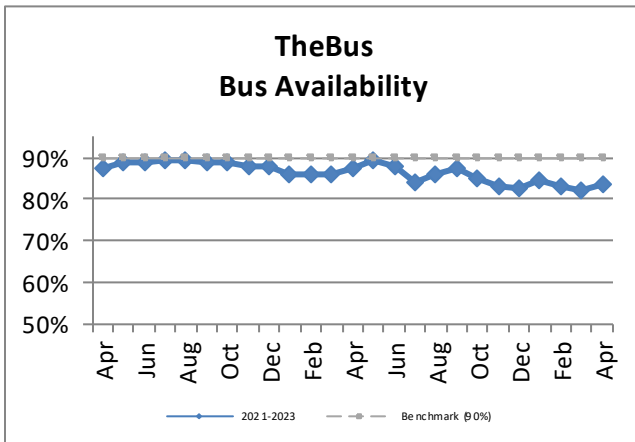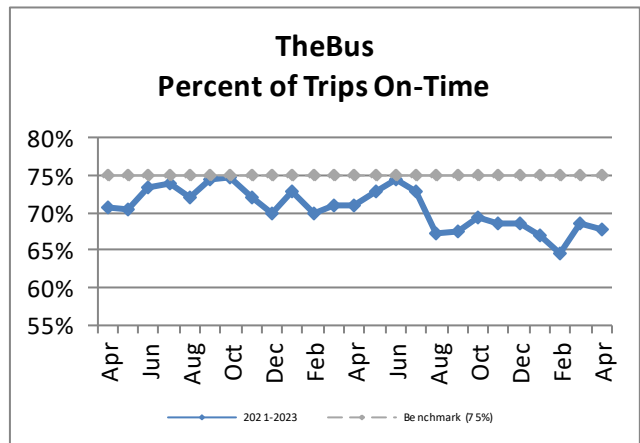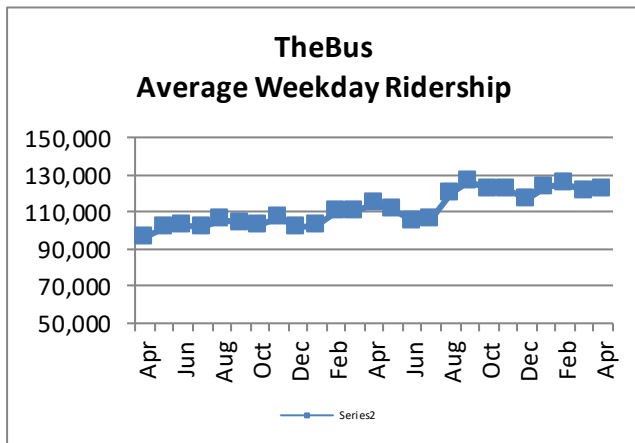**Oahu Transit Services - Fixed Route**
Monthly Performance Report
For the Month Ending April FY 2023

Key Performance Indicators (KPI)	April FY 2023	April FY 2022	April FY 2019 Pre-Covid	Percent Change FY 2022-2023	YTD for FY 2023	YTD for FY 2022	April FY 2019 Pre-Covid	Percent Change FY 2022-2023	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,206,884	3,060,012	5,130,193	5%	32,639,161	28,824,375	51,307,106	13%	61,140,545	
Average Weekday Ridership	122,552	115,111	192,107	6%	120,754	106,149	191,422	13.76%	189,944	
Percent of Trips On-Time	67.8%	71%	71%	-3%	68%	72%	71%	-4.02%	71.23%	75%
Bus Availability	84%	87%	92%	-4%	84%	88%	91%	-3%	91%	90%
Bus Miles/Major Collisions	285,152	851,325	306,580	-66.50%	367,592	446,944	227,547	-17.75%	398,688	400,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					3.01	2.16	2.03	39.35%	1.75	3.00
Bus Miles/Mechanical Road Calls	13,161	10,446	11,792	25.99%	12,713	11,703	11,295	9%	11,336	10,000
Spare Ratio	25.7%	50%	19.6%	-24.63%	27.79%	52.9%	20.3%	-25%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	99.8%	99.4%	100%	0%	100%	100%
Percent Maintained Pullouts	99.5%	99.5%	98.8%	-0.54%	99.5%	99.6%	99.3%	-0.5%	99.18%	100%
Cost per Service Hour*	$155.46	$152.47	$131.37	2%	$154.25	$147.71	$129.53	4%	$130.05	$153.59
Cost per Passenger Trip*	$5.65	$6.10	$3.45	-8%	$5.92	$6.30	$3.40	-6%	$3.44	$7.41
Cost per Mile	$10.59	$10.97	$9.62	-3%	$11.04	$10.60	$9.52	4%	$9.52	
Passenger Trips per Hour*	25.96	24.98	38.07	3.93%	26.02	23.45	38.36	11%	37.88	20.7
Farebox Recovery	19%	14.33%	22.64%	32.7%	17.43%	14.17%	26.5%	23%	26.28%	27%
Trips per Mile	1.87	1.80	2.79	4%	1.87	1.68	2.80	11%	2.77	
Average System Speed	12.61	12.41	12.77	2%	12.60	12.74	12.74	-1.09%	12.72	
Percent Complete in 30 Days (Customer)	93%	99%	98%	-6%	90%	98%	97%	-8%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	11.91	11.05	10.47	7.84%	12.98	13.35	9.13	-2.79%	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: 2021-2023 — Benchmark (10,000)

TheBus
Cost per Service Hour

Legend: 2021-2023 — Benchmark ($153.59)

TheBus
Cost per Passenger Trip

Legend: 2021-2023 — Benchmark ($7.41)

TheBus
Trips per Hour

Legend: 2021-2023 — Benchmark (20.7)

TheBus
Farebox Recovery

Legend: 2021-2023 — Benchmark (27%)

TheBus
Average System Speed

Legend: 2021-2023

TheBus
Complaint Rate

Legend: 2021-2023 — Benchmark (12)