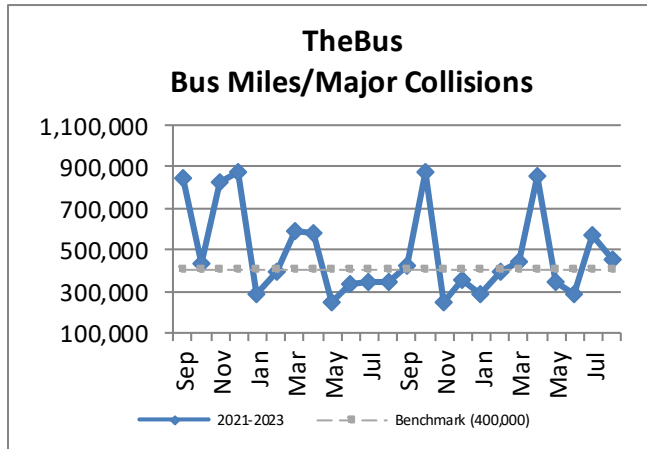
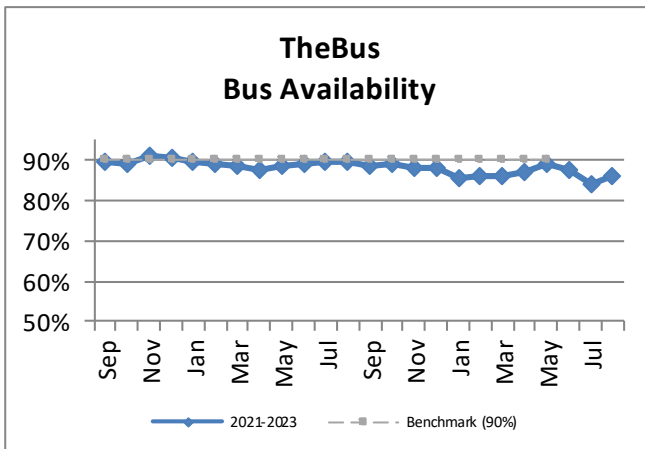
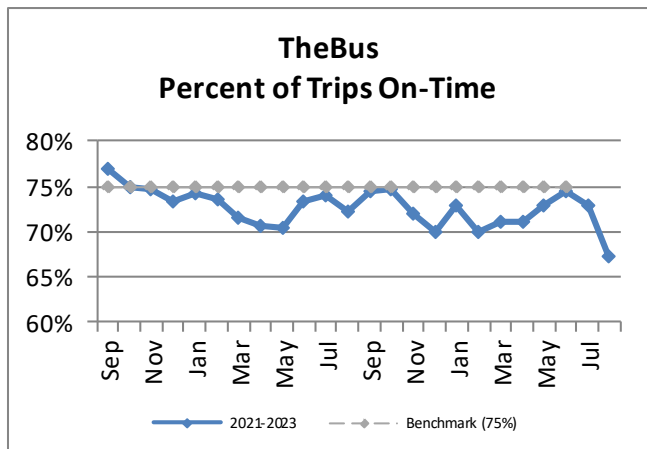
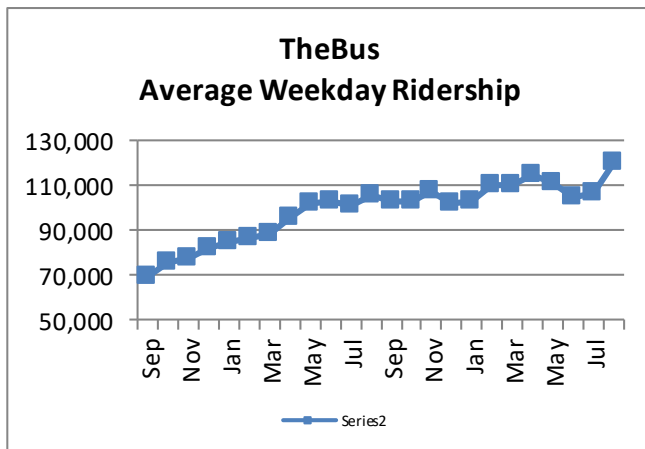


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending August FY 2023**

Key Performance Indicators (KPI)	August FY 2023	August FY 2022	August FY 2019 Pre-Covid	Percent Change FY 2022-2023	YTD for FY 2023	YTD for FY 2022	August FY 2019 Pre-Covid	Percent Change FY 2022-2023	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,388,700	2,953,120	5,263,185	15%	6,342,043	5,793,875	10,286,950	9%	61,140,545	
Average Weekday Ridership	120,470	105,982	187,361	13.7%	113,507	103,565	185,235	9.60%	189,944	
Percent of Trips On-Time	67.2%	72%	70%	-5%	70%	73%	71%	-3.09%	71.23%	75%
Bus Availability	86%	90%	91%	-4%	85%	89.5%	90.7%	-5%	91%	90%
Bus Miles/Major Collisions	449,003	348,536	202,213	28.83%	510,961	345,831	285,704	47.75%	398,688	400,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.10	2.56	1.74	-17.97%	1.75	3.00
Bus Miles/Mechanical Road Calls	12,135	12,720	11,165	-4.60%	12,481	12,196	10,572	2.3%	11,336	10,000
Spare Ratio	31.3%	51.3%	20.4%	-19.99%	31.27%	52.3%	20.4%	-21%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	99.8%	100%	100%	0%	100%	100%
Percent Maintained Pullouts	99.4%	99.2%	98.6%	-0.58%	99.5%	99.5%	98.6%	-0.5%	99.18%	100%
Cost per Service Hour*	\$151.44	\$145.71	\$126.24	4%	\$167.84	\$157.95	\$135.41	6%	\$130.05	\$153.59
Cost per Passenger Trip*	\$5.76	\$6.20	\$3.32	-7%	\$6.73	\$6.84	\$3.61	-1.6%	\$3.44	\$7.41
Cost per Mile	\$10.86	\$10.51	\$9.60	3%	\$12.05	\$11.44	\$10.10	5%	\$9.52	
Passenger Trips per Hour*	26.31	23.50	40.26	11.97%	25.11	23.13	38.70	8.55%	37.88	20.7
Farebox Recovery	16.51%	14.77%	25.54%	11.82%	15.50%	13.26%	24.2%	16.9%	26.28%	27%
Trips per Mile	1.89	1.69	2.89	11%	1.80	1.68	2.81	7.6%	2.77	
Average System Speed	12.48	12.71	12.74	-2%	12.62	12.73	12.74	-0.85%	12.72	
Percent Complete in 30 Days (Customer)	97%	99%	97%	-2%	97%	97%	96%	0%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	15.20	17.07	9.48	-10.95%	14.49	17.12	9.69	-15.38%	9.24	12

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



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