

Oahu Transit Services - Fixed Route
 Monthly Performance Report
 For the Month Ending August FY 2022

Key Performance Indicators (KPI)	August FY 2022	August FY 2021	August FY 2020	Percent Change FY 2021-2020	YTD for FY 2022	YTD for FY 2021	YTD for FY 2020	Percent Change FY 2021-2020	Goals
Total Monthly Ridership	2,953,120	2,003,087	5,233,400	47.43%	5,793,875	4,183,748	10,162,799	38.49%	
Average Weekday Ridership	105,982	73,673	189,274	43.9%	103,565	76,195	183,072	35.92%	220,000
Percent of Trips On-Time	72.2%	75.4%	70.7%	-3.2%	73.1%	75%	72.5%	-1.9%	80%
Bus Availability	89.6%	90.2%	89.6%	-0.6%	89.5%	89.5%	90.3%	0%	90%
Bus Miles/Major Collisions	348,536	865,095	272,281	-59.71%	345,831	863,488	292,563	-59.95%	200,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.56	1.74	1.81	47.13%	3.00
Bus Miles/Mechanical Road Calls	12,720	10,747	11,693	18.37%	12,196	10,694	10,611	14.05%	10,000
Spare Ratio	51.26%	64.35%	22.52%	-13.09%	52.33%	65.4%	21.5%	-13.02%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	100%	100%	100%	0%	98%
Percent Maintained Pullouts	99.23%	99.59%	98.6%	-0.77%	99.46%	99.67%	98.59%	-0.54%	100%
Cost per Hour	\$145.71	\$143.68	\$128.29	1.42%	\$157.95	\$154.33	\$137.52	2.35%	\$120
Cost per Trip	\$6.20	\$8.88	\$3.49	-30.13%	\$6.84	\$9.16	\$3.84	-25.39%	\$2.50
Cost per Mile	\$10.51	\$10.28	\$9.59	2.27%	\$11.44	\$11.12	\$10.28	2.92%	
Farebox Recovery	14.77%	10.44%	22.45%	41.5%	13.26%	9.77%	22.07%	N/A	30%
Trips per Hour	23.50	16.19	36.73	45.15%	23.13	16.82	35.92	37.55%	48
Trips per Mile	1.69	1.16	2.75	46.37%	1.68	1.21	2.69	38.29%	
Passenger Miles per Revenue Hour	115.00	81.29	183.34	41.5%	115.63	85.26	188.75	35.62%	250
Average System Speed	12.71	13.17	12.52	-3.47%	12.73	13.20	12.50	-3.54%	
Percent Complete in 30 Days (Customer)	95%	96%	92%	-1%	97%	96%	95%	1%	
Complaint Rate (Complaints per 100,000 Trips)	17.07	24.06	13.36	-29.07%	17.12	23.45	11.34	-26.98%	10



