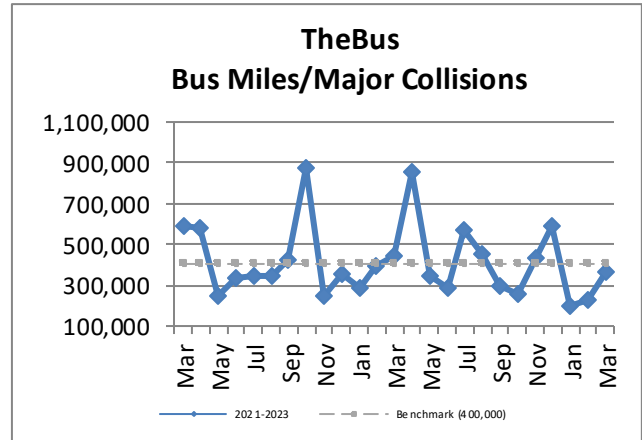
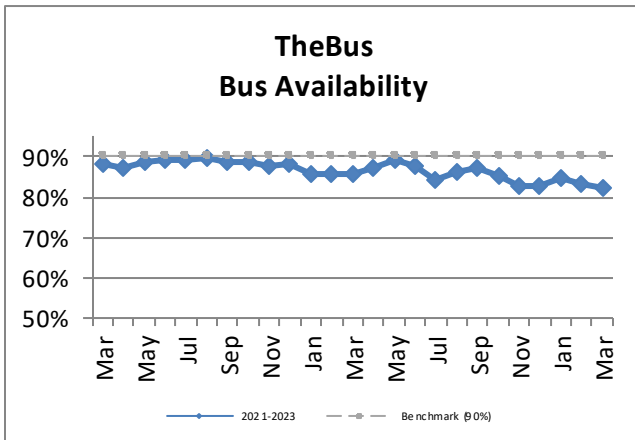
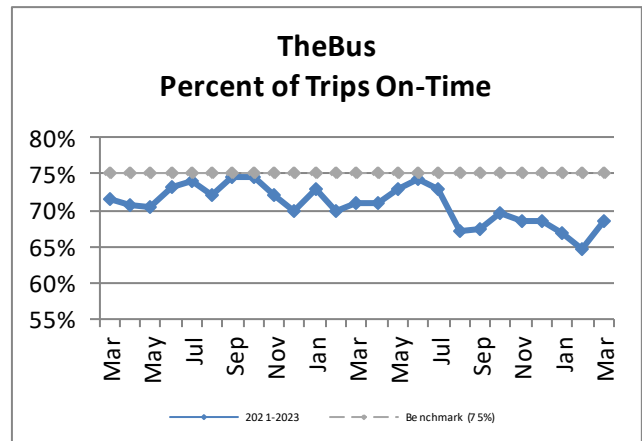
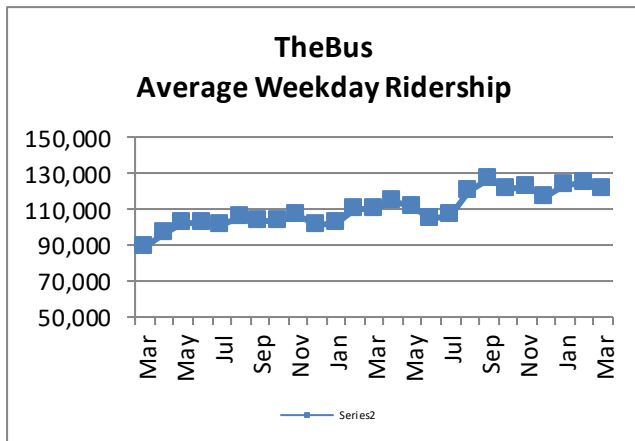


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending March FY 2023**

Key Performance Indicators (KPI)	March FY 2023	February FY 2022	March FY 2019 Pre-Covid	Percent Change FY 2022-2023	YTD for FY 2023	YTD for FY 2022	March FY 2019 Pre-Covid	Percent Change FY 2022-2023	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,401,547	3,112,711	5,180,317	9%	29,432,277	25,764,363	46,176,913	14%	61,140,545	
Average Weekday Ridership	121,267	110,713	190,894	10%	135,624	105,153	191,346	28.98%	189,944	
Percent of Trips On-Time	68.5%	71%	71%	-2%	68%	72%	71%	-4.11%	71.23%	75%
Bus Availability	82%	86%	90%	-4%	84%	88%	91%	-3%	91%	90%
Bus Miles/Major Collisions	362,777	354,883	205,882	2.22%	376,752	402,013	218,765	-6.28%	398,688	400,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.86	2.45	2.52	16.73%	1.75	3.00
Bus Miles/Mechanical Road Calls	12,596	11,909	11,095	5.77%	12,664	10,519	10,007	20%	11,336	10,000
Spare Ratio	25.7%	50%	20.2%	-24.63%	28.02%	53.2%	20.4%	-25%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	99.8%	99%	100%	0%	100%	100%
Percent Maintained Pullouts	99.4%	98.9%	99.1%	-0.58%	99.6%	99.5%	99.4%	-0.4%	99.18%	100%
Cost per Service Hour*	\$150.33	\$148.98	\$129.15	1%	\$173.38	\$128.07	\$112.95	35%	\$130.05	\$153.59
Cost per Passenger Trip*	\$6.32	\$6.10	\$3.38	4%	\$5.95	\$6.33	\$3.39	-6%	\$3.44	\$7.41
Cost per Mile	\$12.19	\$10.69	\$9.46	14%	\$12.48	\$10.54	\$9.52	18%	\$9.52	
Passenger Trips per Hour*	26.01	24.44	38.18	6.43%	26.02	23.28	38.39	12%	37.88	20.7
Farebox Recovery	18%	14.10%	25.52%	29.7%	17.26%	14.15%	26.9%	22%	26.28%	27%
Trips per Mile	1.88	1.75	2.80	7%	1.86	1.67	2.81	12%	2.77	
Average System Speed	12.59	12.61	12.77	0%	12.60	12.77	12.74	-1.39%	12.72	
Percent Complete in 30 Days (Customer)	81%	99%	98%	-18%	89%	98%	97%	-9%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	13.73	10.34	9.38	32.72%	13.10	13.61	8.99	-3.74%	9.24	12

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



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