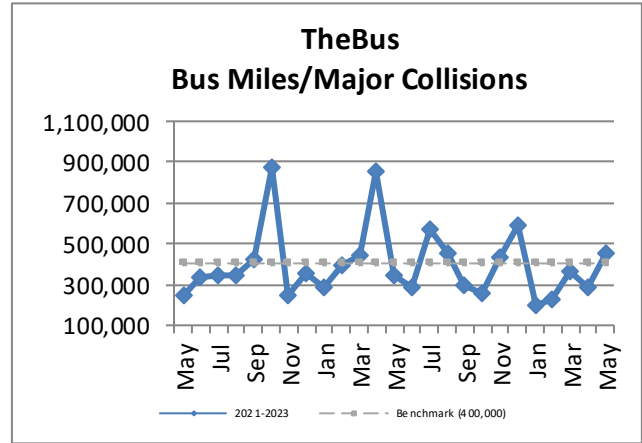
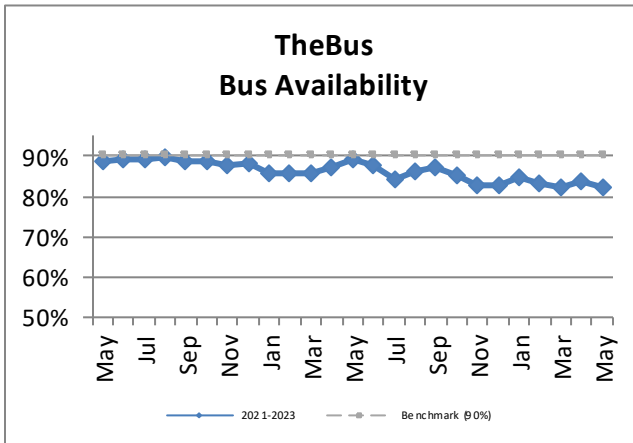
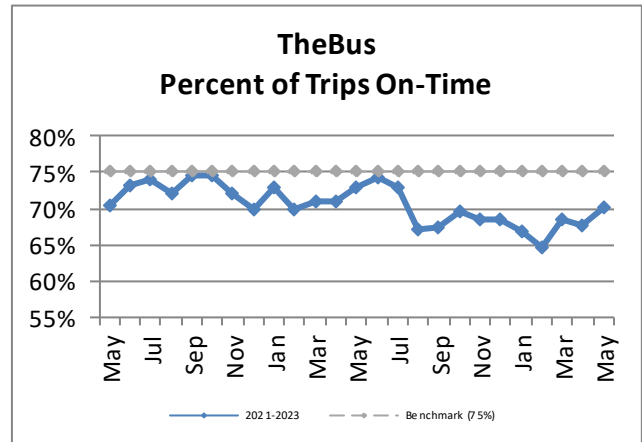
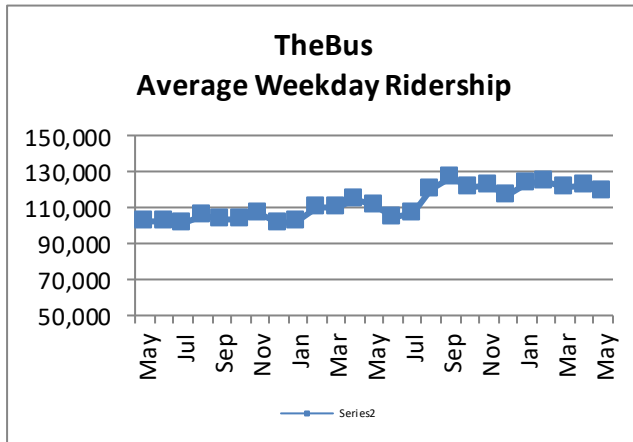


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending May FY 2023**

Key Performance Indicators (KPI)	May FY 2023	May FY 2022	May FY 2019 Pre-Covid	Percent Change FY 2022-2023	YTD for FY 2023	YTD for FY 2022	May FY 2019 Pre-Covid	Percent Change FY 2022-2023	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,313,902	3,068,245	5,132,925	8%	35,953,063	31,892,620	56,440,031	13%	61,140,545	
Average Weekday Ridership	118,972	111,111	186,890	7%	120,592	106,600	191,010	13.13%	189,944	
Percent of Trips On-Time	70.2%	73%	71%	-3%	68%	72%	71%	-3.90%	71.23%	75%
Bus Availability	82.2%	89.3%	92.8%	-7%	84.1%	87.9%	90.9%	-4%	91%	90%
Bus Miles/Major Collisions	448,048	348,858	320,384	28.43%	374,906	438,028	235,987	-14.41%	398,688	400,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					3.15	1.97	1.73	59.90%	1.75	3.00
Bus Miles/Mechanical Road Calls	12,711	11,253	12,989	12.95%	12,713	11,662	11,449	9%	11,336	10,000
Spare Ratio	25.7%	35%	19.6%	-9.56%	27.59%	51.3%	20.2%	-24%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	99.8%	99.5%	100%	0%	100%	100%
Percent Maintained Pullouts	99.5%	99.6%	98.4%	-0.52%	99.6%	99.5%	99.2%	-0.4%	99.18%	100%
Cost per Service Hour*	\$152.53	\$148.07	\$124.26	3%	\$154.10	\$147.75	\$129.05	4%	\$130.05	\$153.59
Cost per Passenger Trip*	\$6.16	\$6.05	\$3.37	2%	\$5.94	\$6.28	\$3.40	-5%	\$3.44	\$7.41
Cost per Mile	\$11.55	\$10.63	\$9.01	9%	\$11.09	\$10.60	\$9.48	5%	\$9.52	
Passenger Trips per Hour*	25.58	24.49	36.86	4.43%	25.98	23.54	38.22	10%	37.88	20.7
Farebox Recovery	13.7%	14.61%	27.02%	-6.1%	17.09%	14.21%	26.5%	20%	26.28%	27%
Trips per Mile	1.85	1.76	2.67	5%	1.86	1.69	2.79	10%	2.77	
Average System Speed	12.81	12.62	12.75	1%	12.62	12.73	12.74	-0.86%	12.72	
Percent Complete in 30 Days (Customer)	93%	98%	99%	-5%	90%	98%	88%	-8%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	12.67	10.30	9.47	23.06%	12.95	13.07	9.17	-0.93%	9.24	12

*Most recent National Transit Data Base (NTD) from urbanized area statistics for large properties for 2021



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

