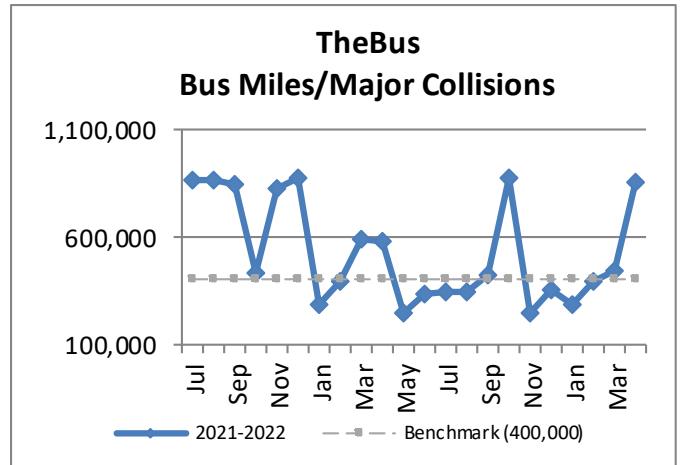
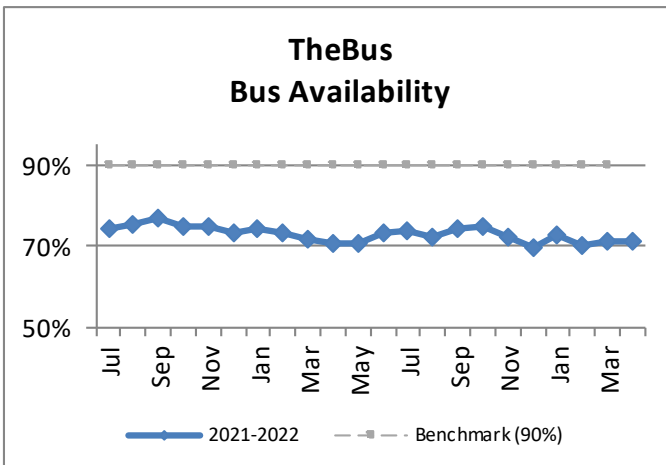
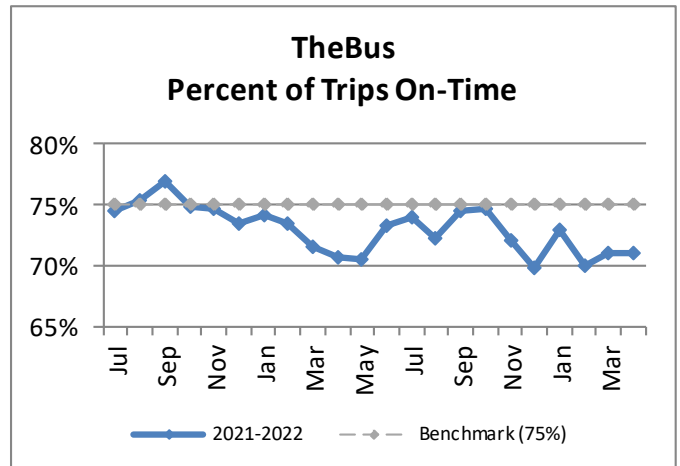
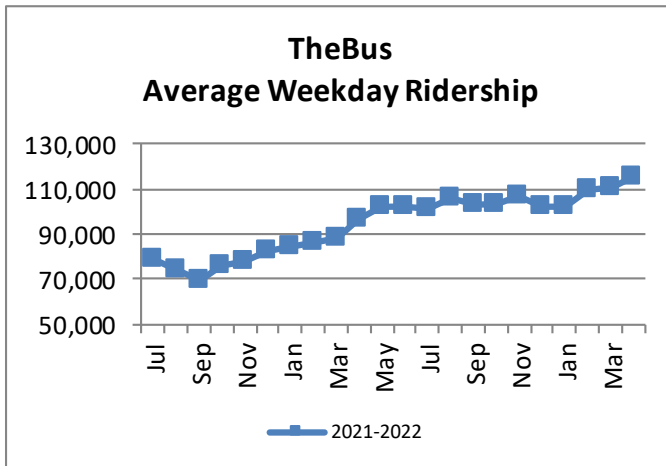


**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
For the Month Ending April FY 2022**

Key Performance Indicators (KPI)	April FY 2022	April FY 2021	April FY 2019 Pre-Covid	Percent Change FY 2021-2022	YTD for FY 2022	YTD for FY 2021	April FY 2019 Pre-Covid	Percent Change FY 2021-2022	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,060,012	2,620,990	5,130,193	16.8%	28,824,375	22,215,070	51,307,106	29.8%	61,140,545	
Average Weekday Ridership	115,111	96,243	192,107	19.6%	106,149	81,348	191,422	30.49%	189,944	
Percent of Trips On-Time	71%	70.7%	70.6%	0.3%	72.2%	74%	71%	-1.77%	71.23%	75%
Bus Availability	87.3%	87.4%	91.6%	0%	87.8%	89.4%	91%	-2%	91%	90%
Bus Miles/Major Collisions	851,325	574,945	306,580	48.07%	446,944	654,671	227,547	-31.73%	398,688	400,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.16	2.17	2.03	-0.46%	1.75	3.00
Bus Miles/Mechanical Road Calls	10,446	10,647	11,792	-1.89%	11,703	11,495	11,295	1.8%	11,336	10,000
Spare Ratio	50.29%	52.56%	19.65%	-2.27%	52.88%	59%	20.3%	-6%	20.19%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	99%	100%	100%	-1%	100%	100%
Percent Maintained Pullouts	99.48%	99.79%	99.6%	-0.52%	99.5%	99.7%	99.3%	-0.5%	99.18%	100%
Cost per Service Hour*	\$152.47	\$157.03	\$131.37	-3%	\$147.71	\$146.23	\$129.53	1%	\$130.05	\$153.59
Cost per Passenger Trip*	\$6.10	\$7.44	\$3.45	-17.9%	\$6.30	\$8.12	\$3.40	-22.4%	\$3.44	\$7.41
Cost per Mile	\$10.97	\$11.30	\$9.62	-3%	\$10.60	\$10.50	\$9.52	1%	\$9.52	
Passenger Trips per Hour*	24.98	21.11	38.07	18.33%	20.95	18.32	38.36	14.34%	37.88	20.7
Farebox Recovery	14.33%	11.04%	22.64%	29.75%	14.17%	10.95%	26.5%	29.4%	26.28%	27%
Trips per Mile	1.80	1.52	2.79	18%	1.68	1.30	2.80	29.3%	2.77	
Average System Speed	12.41	13.22	12.77	-6%	12.74	13.23	12.74	-3.71%	12.72	
Percent Complete in 30 Days (Customer)	99%	99%	98%	0%	97.9%	96%	96.9%	2%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	11.05	20.95	10.47	-47.27%	13.35	19.62	9.13	-31.95%	9.24	12

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



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