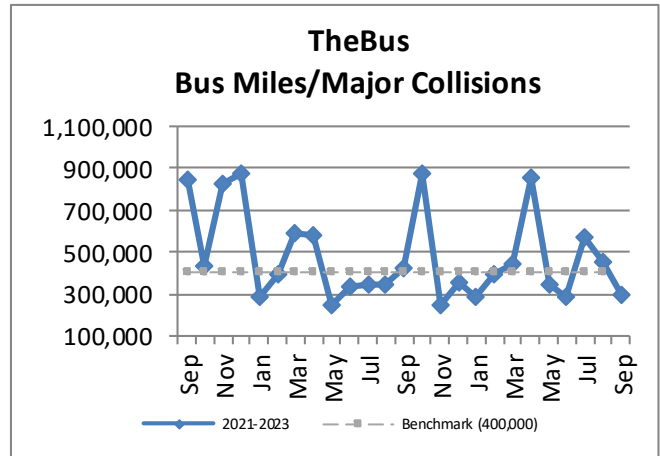
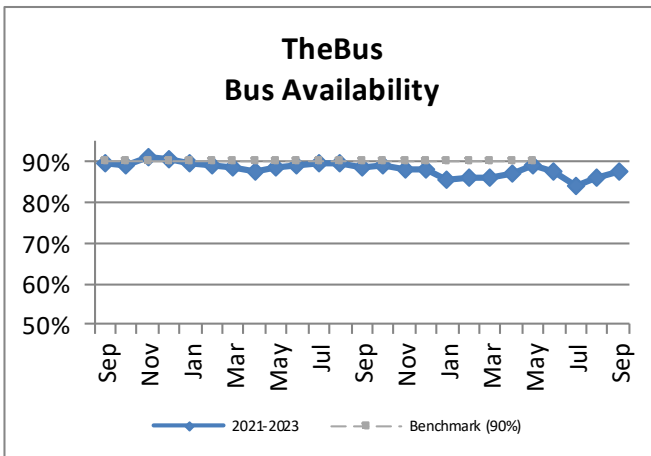
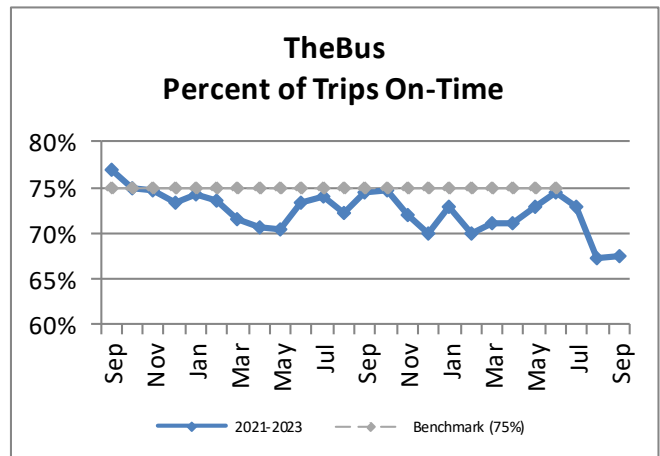
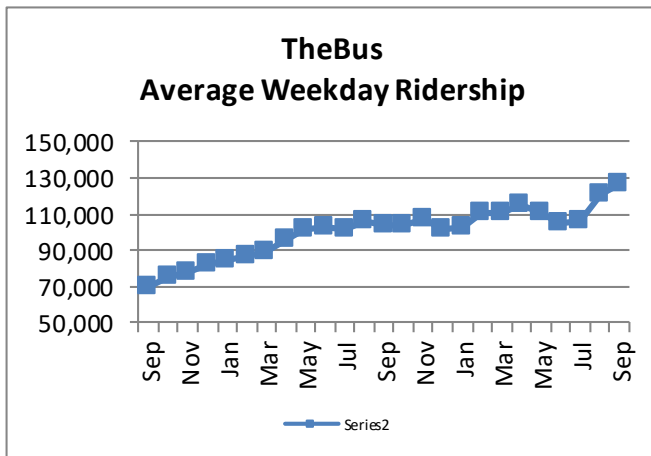


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending September FY 2023**

Key Performance Indicators (KPI)	September FY 2023	September FY 2022	September FY 2019 Pre-Covid	Percent Change FY 2022-2023	YTD for FY 2023	YTD for FY 2022	September FY 2019 Pre-Covid	Percent Change FY 2022-2023	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,413,576	2,786,538	5,090,452	23%	9,755,619	8,580,413	15,377,402	14%	61,140,545	
Average Weekday Ridership	126,406	103,518	196,755	22.1%	117,806	103,549	189,075	13.77%	189,944	
Percent of Trips On-Time	67.5%	74%	70%	-7%	69%	74%	71%	-4.38%	71.23%	75%
Bus Availability	87%	89%	91%	-1%	86%	89.3%	90.7%	-3%	91%	90%
Bus Miles/Major Collisions	293,001	421,926	220,857	-30.56%	438,308	371,196	264,088	18.08%	398,688	400,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					1.90	2.86	1.73	-33.57%	1.75	3.00
Bus Miles/Mechanical Road Calls	14,293	12,142	10,974	17.72%	13,085	12,178	10,706	7.4%	11,336	10,000
Spare Ratio	31.3%	51.3%	20.4%	-19.99%	46.90%	52.3%	20.4%	-5%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	100%	99.5%	100%	1%	100%	100%
Percent Maintained Pullouts	99.7%	99.7%	98.7%	-0.25%	99.6%	99.5%	98.6%	-0.4%	99.18%	100%
Cost per Service Hour*	\$148.99	\$146.03	\$131.36	2%	\$161.56	\$153.98	\$134.06	5%	\$130.05	\$153.59
Cost per Passenger Trip*	\$5.45	\$6.37	\$3.35	-15%	\$6.30	\$6.68	\$3.52	-5.7%	\$3.44	\$7.41
Cost per Mile	\$10.58	\$10.52	\$9.66	1%	\$11.56	\$11.14	\$9.95	4%	\$9.52	
Passenger Trips per Hour*	27.34	22.91	39.19	19.35%	25.86	23.06	38.87	12.12%	37.88	20.7
Farebox Recovery	17.63%	15.09%	26.98%	16.79%	16.21%	13.87%	25.1%	16.9%	26.28%	27%
Trips per Mile	1.94	1.65	2.88	18%	1.85	1.67	2.83	10.9%	2.77	
Average System Speed	12.51	12.73	12.76	-2%	12.59	12.73	12.75	-1.15%	12.72	
Percent Complete in 30 Days (Customer)	91%	98%	97%	-7%	95%	97%	96%	-2%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	14.76	17.91	9.65	-17.55%	14.58	17.38	9.67	-16.12%	9.24	12

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



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