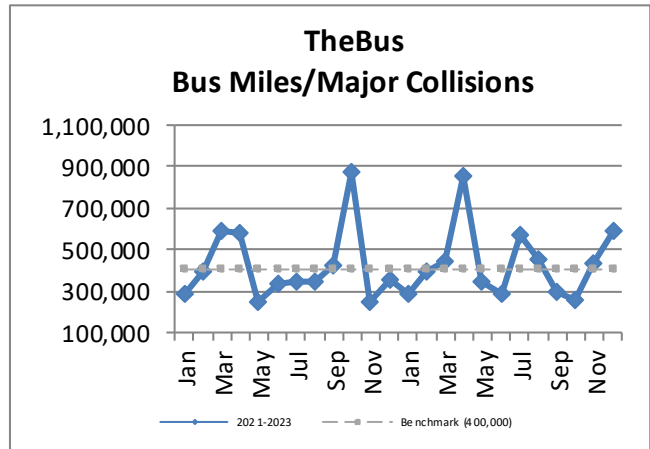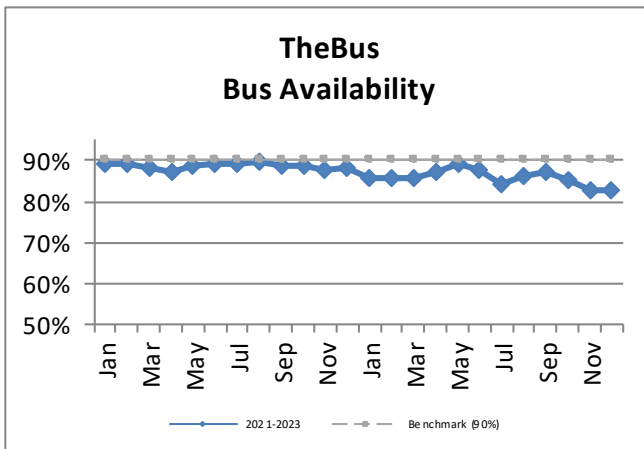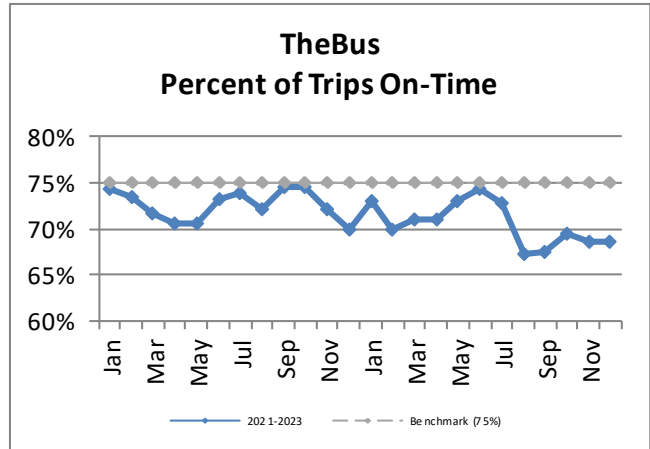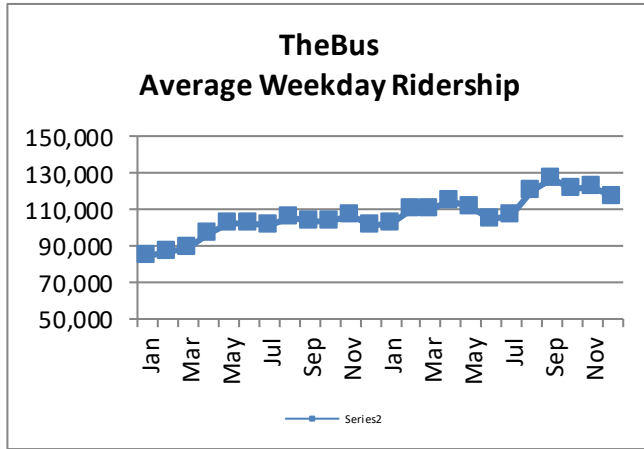**Oahu Transit Services - Fixed Route**
Monthly Performance Report
For the Month Ending December FY 2023

Key Performance Indicators (KPI)	December FY 2023	December FY 2022	December FY 2019 Pre-Covid	Percent Change FY 2022-2023	YTD for FY 2023	YTD for FY 2022	December FY 2019 Pre-Covid	Percent Change FY 2022-2023	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,218,304	2,809,948	4,981,780	15%	19,601,455	17,093,671	31,056,825	15%	61,140,545	
Average Weekday Ridership	116,795	101,799	186,419	15%	119,131	103,811	191,329	14.76%	189,944	
Percent of Trips On-Time	68.6%	70%	70%	-1%	69%	73%	71%	-3.84%	71.23%	75%
Bus Availability	83%	88%	90%	-5%	85%	88.8%	91%	-4%	91%	90%
Bus Miles/Major Collisions	593,220	355,890	168,482	66.69%	433,573	370,830	190,038	16.92%	398,688	400,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.59	2.71	1.66	-4.43%	1.75	3.00
Bus Miles/Mechanical Road Calls	10,721	13,181	11,164	-18.67%	12,345	9,719	9,587	27%	11,336	10,000
Spare Ratio	24.9%	57.0%	20.6%	-32.04%	27.62%	52.4%	20.4%	-25%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	99.8%	99%	100%	1%	100%	100%
Percent Maintained Pullouts	99.5%	99.3%	99.6%	-0.55%	99.6%	99.6%	99.5%	-0.4%	99.18%	100%
Cost per Service Hour*	$144.42	$139.37	$120.40	4%	$155.46	$146.76	$129.12	6%	$130.05	$153.59
Cost per Passenger Trip*	$5.68	$6.14	$3.27	-7%	$5.98	$6.38	$3.38	-6.4%	$3.44	$7.41
Cost per Mile	$10.56	$9.70	$8.80	9%	$11.13	$10.54	$9.53	6%	$9.52	
Passenger Trips per Hour*	25.18	22.68	36.78	11.02%	25.89	23.01	38.60	13%	37.88	20.7
Farebox Recovery	16.36%	14.19%	27.43%	15.29%	16.52%	14.21%	26.1%	16.2%	26.28%	27%
Trips per Mile	1.81	1.58	2.69	15%	1.85	1.65	2.82	12%	2.77	
Average System Speed	12.62	13.13	12.79	-4%	12.60	12.81	12.75	-1.64%	12.72	
Percent Complete in 30 Days (Customer)	83%	97%	95%	-14%	92%	98%	96%	-6%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	12.30	9.25	7.13	32.98%	13.18	14.90	10.47	-11.54%	9.24	12

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

TheBus
Average Weekday Ridership

TheBus
Percent of Trips On-Time

TheBus
Bus Availability

TheBus
Bus Miles/Major Collisions

TheBus
Bus Miles/Mechanical Road Calls

TheBus
Cost per Service Hour

TheBus
Cost per Passenger Trip

TheBus
Trips per Hour

TheBus
Farebox Recovery

TheBus
Average System Speed

TheBus
Complaint Rate