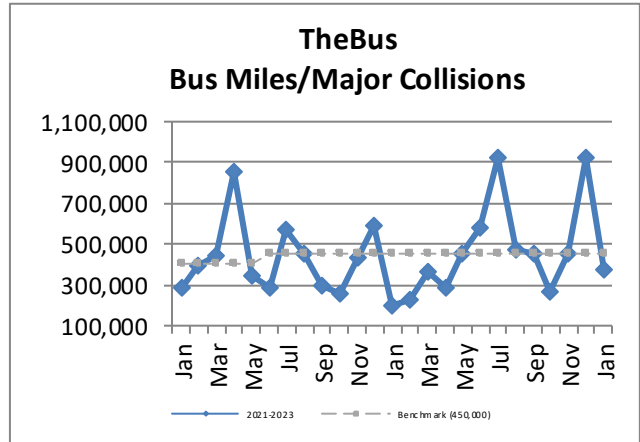
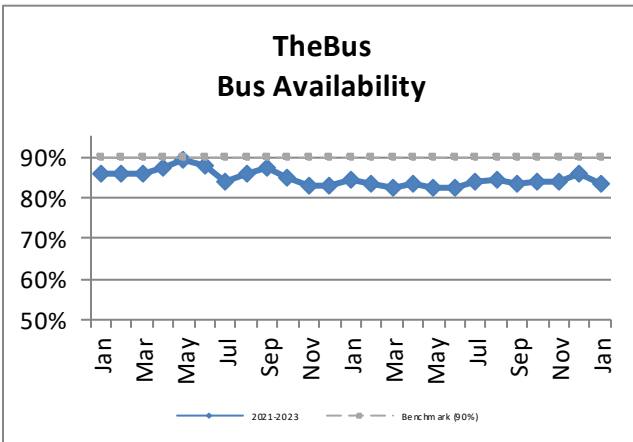
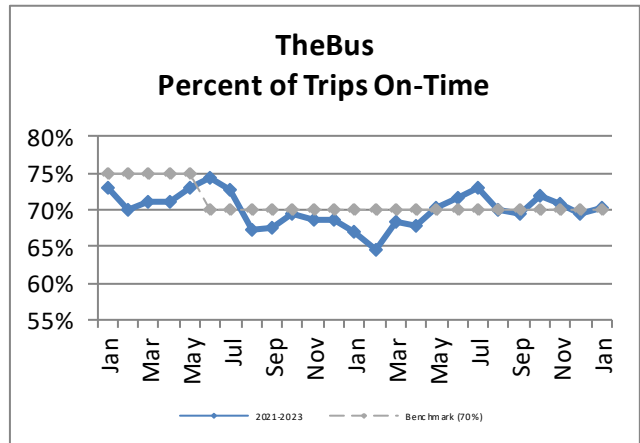
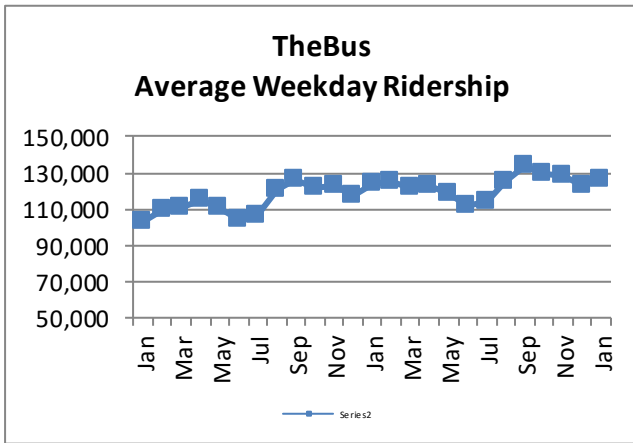


**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
For the Month Ending January FY 2024**

Key Performance Indicators (KPI)	January FY 2024	January FY 2023	January FY 2019 Pre-Covid	Percent Change FY 2023-2024	YTD for FY 2024	YTD for FY 2023	January FY 2019 Pre-Covid	Percent Change FY 2023-2024	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,486,987	3,316,546	5,178,988	5%	24,152,451	22,918,001	36,235,813	5%	61,140,545	
Average Weekday Ridership	126,132	123,680	190,117	2%	125,861	119,781	191,156	5.08%	189,944	
Percent of Trips On-Time	70.4%	66.9%	72.5%	3%	71%	69%	71%	1.96%	71.23%	70%
Bus Availability	83.3%	84.6%	90.2%	-1%	84.1%	84.8%	91%	-1%	91%	90%
Bus Miles/Major Collisions	375,812	196,114	210,312	91.63%	553,145	399,650	217,003	38.41%	289,946	450,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.65	2.68	1.67	-1.12%	2.26	3.00
Bus Miles/Mechanical Road Calls	13,817	15,086	12,619	-8.41%	13,515	12,737	11,615	6%	11,336	11,000
Spare Ratio	27%	30.4%	20.6%	-3.45%	25.8%	28%	20.4%	-2%	20.2%	>20%
Percent of Inspections Comp. On-Time	99.7%	100%	100%	0%	99.96%	99.9%	100%	0%	100%	100%
Percent Maintained Pullouts	99.5%	99.5%	98.7%	-0.50%	99.4%	99.6%	98.6%	-0.6%	98.8%	100%
Cost per Service Hour	\$143.13	\$153.33	\$128.84	-7%	\$152.22	\$155.16	\$129.08	-2%	\$129.42	\$155.37
Cost per Passenger Trip	\$5.59	\$6.07	\$3.43	-8%	\$5.97	\$5.99	\$3.39	0%	\$3.43	
Cost per Mile	\$10.37	\$10.97	\$9.39	-5%	\$11.06	\$11.10	\$9.51	0%	\$9.52	
Passenger Trips per Hour	25.61	26.05	37.56	-1.67%	25.61	25.91	38.45	-1%	37.88	
Farebox Recovery	21.4%	17%	33.73%	26%	19%	16.59%	27.2%	17%	26.3%	27%
Trips per Mile	1.86	1.88	2.74	-1%	1.86	1.85	2.81	0%	2.78	
Average System Speed	12.95	12.64	12.62	2%	13.02	12.61	12.73	3.32%	13.22	
Percent Complete in 30 Days (Customer)	88%	88%	98%	0%	83%	91%	97%	-8%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	13.24	12.30	7.13	7.64%	12.66	13.12	8.97	-3.55%	9.21	12



Oahu Transit Services - Fixed Route  
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