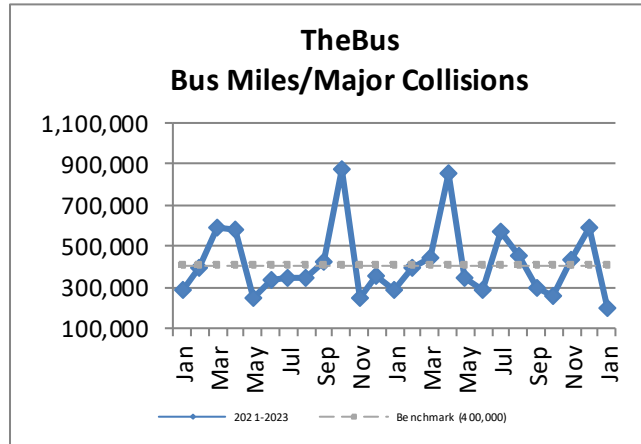
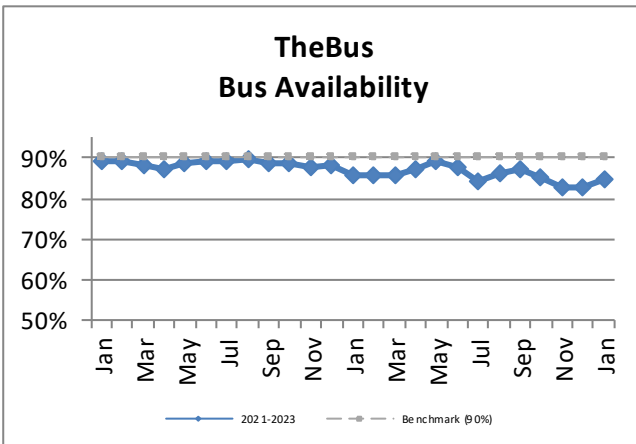
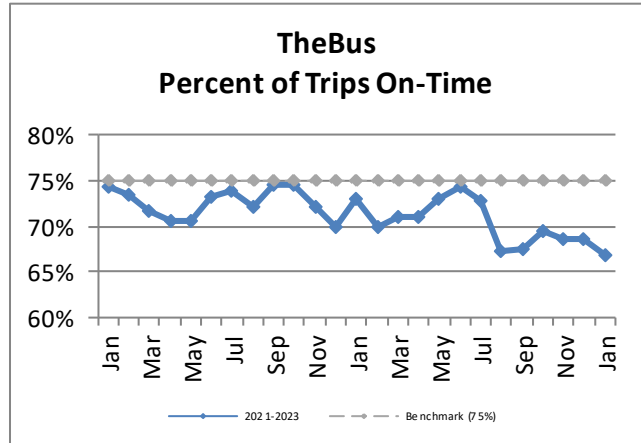
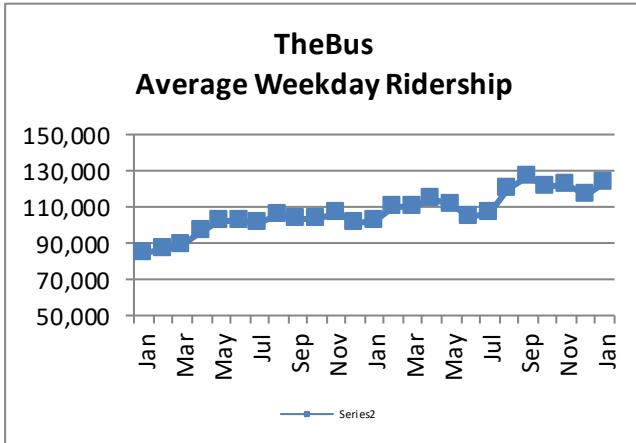


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending January FY 2023**

Key Performance Indicators (KPI)	January FY 2023	January FY 2022	January FY 2019 Pre-Covid	Percent Change FY 2022-2023	YTD for FY 2023	YTD for FY 2022	January FY 2019 Pre-Covid	Percent Change FY 2022-2023	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,316,546	2,806,575	5,178,988	18%	22,918,001	19,900,246	36,235,813	15%	61,140,545	
Average Weekday Ridership	123,680	102,636	190,117	21%	119,781	103,643	191,156	15.57%	189,944	
Percent of Trips On-Time	66.9%	73%	73%	-6%	69%	73%	71%	-4.16%	71.23%	75%
Bus Availability	85%	86%	90%	-1%	85%	88.3%	91%	-4%	91%	90%
Bus Miles/Major Collisions	196,114	288,918	210,312	-32.12%	399,650	409,970	217,003	-2.52%	398,688	400,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.68	2.66	1.67	0.75%	1.75	3.00
Bus Miles/Mechanical Road Calls	15,086	12,471	12,619	20.96%	12,737	10,214	9,812	25%	11,336	10,000
Spare Ratio	30.4%	57%	20.6%	-26.54%	28.02%	53.1%	20.4%	-25%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	99.9%	99%	100%	1%	100%	100%
Percent Maintained Pullouts	99.5%	99.1%	98.7%	-0.50%	99.6%	99.5%	98.6%	-0.4%	99.18%	100%
Cost per Service Hour*	\$153.33	\$144.02	\$128.84	6%	\$155.16	\$146.37	\$129.08	6%	\$130.05	\$153.59
Cost per Passenger Trip*	\$6.07	\$6.35	\$3.43	-4%	\$5.99	\$6.38	\$3.39	-6.1%	\$3.44	\$7.41
Cost per Mile	\$10.97	\$10.28	\$9.39	7%	\$11.10	\$10.50	\$9.51	6%	\$9.52	
Passenger Trips per Hour*	26.05	22.67	37.56	14.87%	25.91	22.96	38.45	13%	37.88	20.7
Farebox Recovery	17%	13.65%	33.73%	24.53%	16.59%	14.13%	27.2%	17.4%	26.28%	27%
Trips per Mile	1.88	1.62	2.74	16%	1.85	1.65	2.81	13%	2.77	
Average System Speed	12.64	12.82	12.62	-1%	12.61	12.81	12.73	-1.61%	12.72	
Percent Complete in 30 Days (Customer)	88%	97%	98%	-9%	91%	98%	97%	-7%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	12.78	11.01	8.44	16.12%	13.12	14.34	8.97	-8.50%	9.24	12

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



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