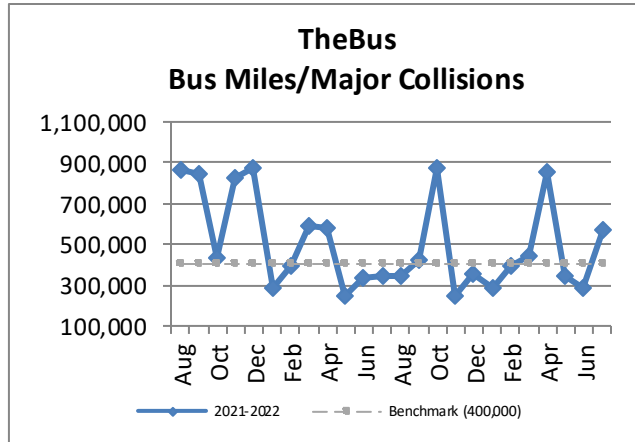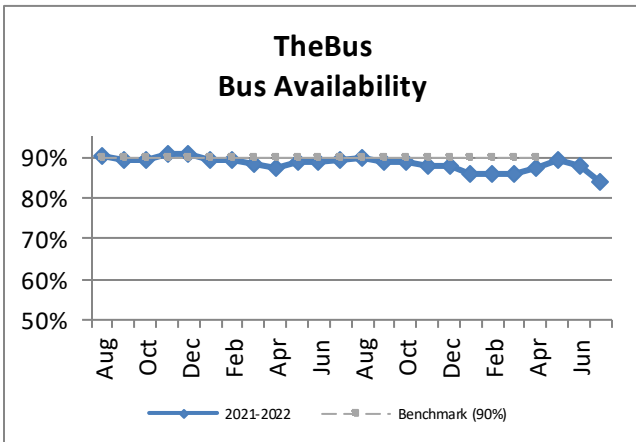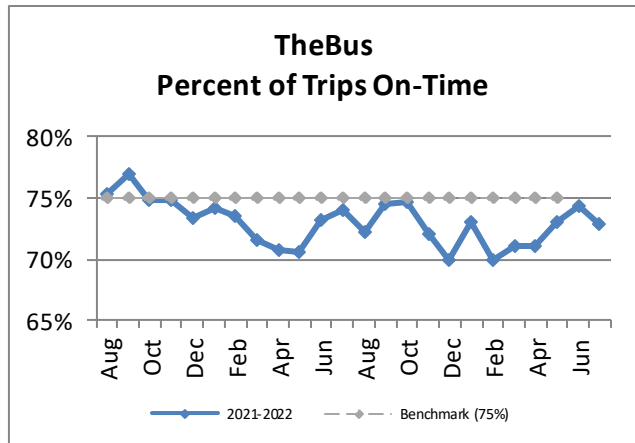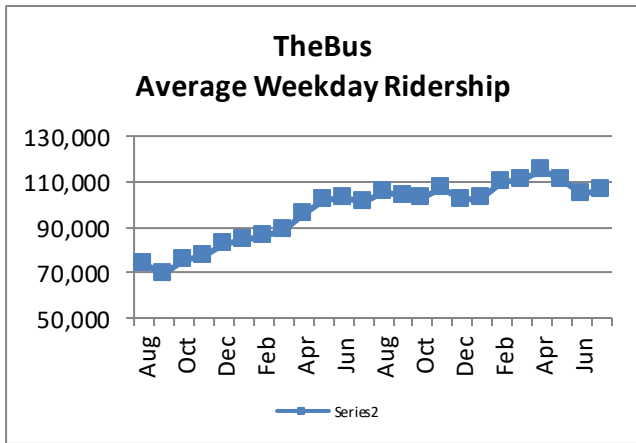**Oahu Transit Services - Fixed Route**
Monthly Performance Report
For the Month Ending July FY 2023

Key Performance Indicators (KPI)	July FY 2023	July FY 2022	July FY 2019 Pre-Covid	Percent Change FY 2022-2023	YTD for FY 2023	YTD for FY 2022	July FY 2019 Pre-Covid	Percent Change FY 2022-2023	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	2,953,343	2,840,755	5,023,765	4%	2,953,343	2,840,755	5,023,765	4%	61,140,545	
Average Weekday Ridership	106,543	101,147	183,108	5.3%	106,543	101,147	183,108	5.33%	189,944	
Percent of Trips On-Time	72.8%	74%	73%	-1.2%	72.8%	74%	73%	-1.20%	71.23%	75%
Bus Availability	84%	89%	90.4%	-5%	84%	89.4%	90.4%	-5%	91%	90%
Bus Miles/Major Collisions	572,919	343,125	369,195	66.97%	572,919	343,125	369,195	66.97%	398,688	400,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.01	2.37	1.62	-15.19%	1.75	3.00
Bus Miles/Mechanical Road Calls	12,827	11,671	9,978	9.90%	12,827	11,671	9,978	9.9%	11,336	10,000
Spare Ratio	31.3%	53.4%	20.4%	-22.14%	31.27%	53.4%	20.4%	-22%	20.2%	>20%
Percent of Inspections Comp. On-Time	99.5%	100%	100%	-0.5%	99.5%	100%	100%	-1%	100%	100%
Percent Maintained Pullouts	99.6%	99.7%	98.6%	-0.39%	99.6%	99.7%	98.6%	-0.4%	99.18%	100%
Cost per Service Hour*	$184.24	$170.19	$144.58	8%	$184.24	$170.19	$144.58	8%	$130.05	$153.59
Cost per Passenger Trip*	$7.70	$7.47	$3.89	3%	$7.70	$7.47	$3.89	3.1%	$3.44	$7.41
Cost per Mile	$13.24	$12.37	$10.59	7%	$13.24	$12.37	$10.59	7%	$9.52	
Passenger Trips per Hour*	23.92	22.77	37.14	5.02%	23.92	22.77	37.14	5.02%	37.88	20.7
Farebox Recovery	14.49%	11.75%	22.85%	23.33%	14.49%	11.75%	22.8%	23.3%	26.28%	27%
Trips per Mile	1.72	1.66	2.72	4%	1.72	1.66	2.72	3.8%	2.77	
Average System Speed	12.76	12.75	12.75	0%	12.76	12.75	12.75	0.08%	12.72	
Percent Complete in 30 Days (Customer)	97%	99%	97%	-2%	97%	99%	97%	-2%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	13.78	17.18	9.89	-19.78%	13.78	17.18	9.89	-19.78%	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

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Average System Speed

TheBus
Complaint Rate