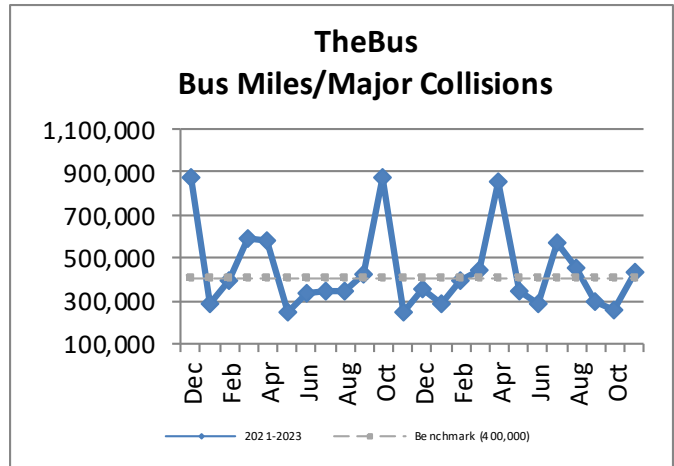
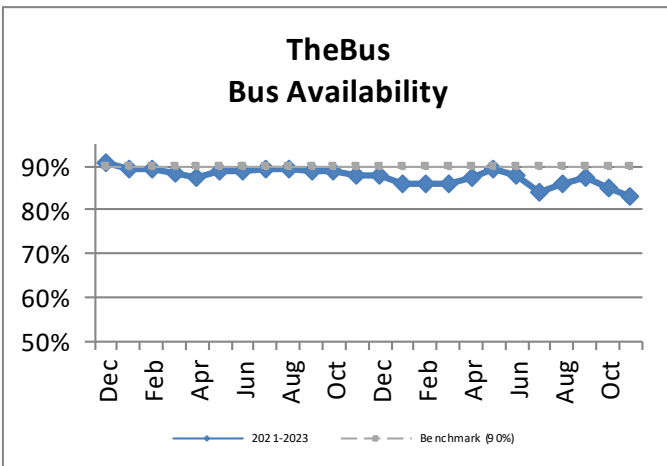
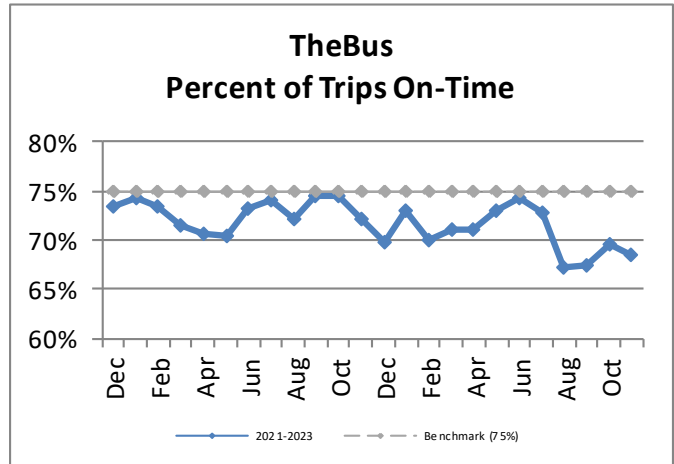
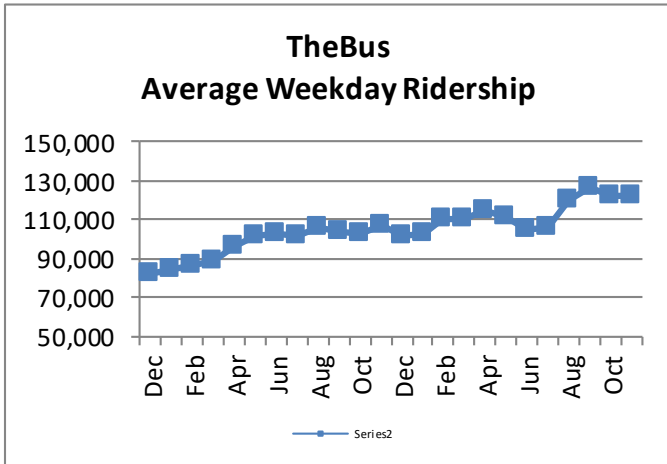


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending November FY 2023**

Key Performance Indicators (KPI)	November FY 2023	November FY 2022	November FY 2019 Pre-Covid	Percent Change FY 2022-2023	YTD for FY 2023	YTD for FY 2022	November FY 2019 Pre-Covid	Percent Change FY 2022-2023	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,246,864	2,846,760	5,176,120	14%	16,383,151	14,283,723	26,075,045	15%	61,140,545	
Average Weekday Ridership	122,740	107,157	197,191	15%	119,598	104,213	192,311	14.76%	189,944	
Percent of Trips On-Time	68.6%	72%	70%	-3%	69%	73%	71%	-4.35%	71.23%	75%
Bus Availability	83%	88%	92%	-5%	85%	88.9%	91.2%	-4%	91%	90%
Bus Miles/Major Collisions	436,859	241,496	200,321	80.90%	401,644	444,996	228,046	-9.74%	398,688	400,000
Preventable Acc./Mil. MIs. (Rolling 12 Mos.)					2.45	2.78	1.79	-11.87%	1.75	3.00
Bus Miles/Mechanical Road Calls	12,663	10,184	12,608	24.34%	12,670	11,663	11,504	8.6%	11,336	10,000
Spare Ratio	24.9%	50.8%	20.4%	-25.91%	28.15%	51.5%	20.4%	-23%	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%	99.5%	-0.30%	99.6%	99.6%	99.5%	-0.4%	99.18%	100%
Cost per Service Hour*	\$158.33	\$138.42	\$129.29	14%	\$157.67	\$148.23	\$130.87	6%	\$130.05	\$153.59
Cost per Passenger Trip*	\$5.81	\$5.93	\$3.31	-2%	\$6.03	\$6.43	\$3.40	-6.1%	\$3.44	\$7.41
Cost per Mile	\$10.95	\$9.99	\$9.51	10%	\$11.24	\$10.70	\$9.68	5%	\$9.52	
Passenger Trips per Hour*	26.16	23.33	39.03	12.13%	26.03	23.07	38.96	13%	37.88	20.7
Farebox Recovery	16.74%	16.37%	25.66%	2.30%	16.55%	14.21%	25.8%	16.4%	26.28%	27%
Trips per Mile	1.86	1.68	2.87	10%	1.86	1.67	2.85	11.5%	2.77	
Average System Speed	12.64	12.77	12.76	-1%	12.60	12.75	12.74	-1.19%	12.72	
Percent Complete in 30 Days (Customer)	93%	99%	96%	-6%	93%	98%	97%	-5%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	10.81	13.56	8.38	-20.27%	13.35	16.03	10.87	-16.68%	9.24	12

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



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