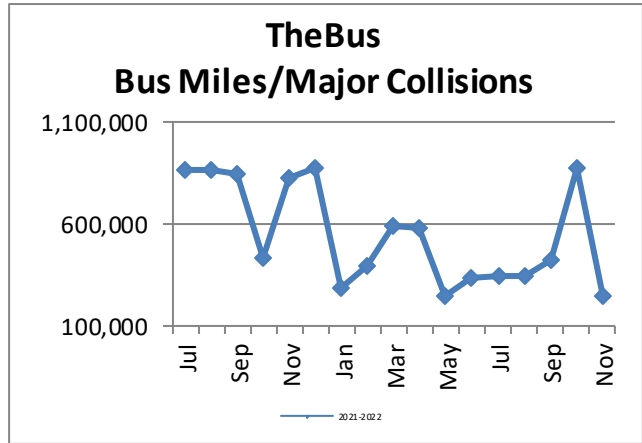
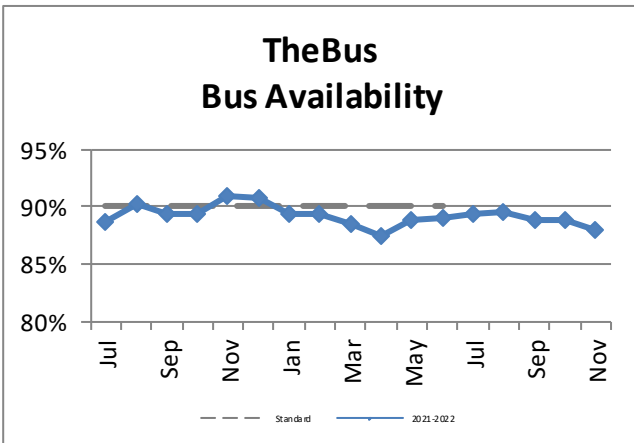
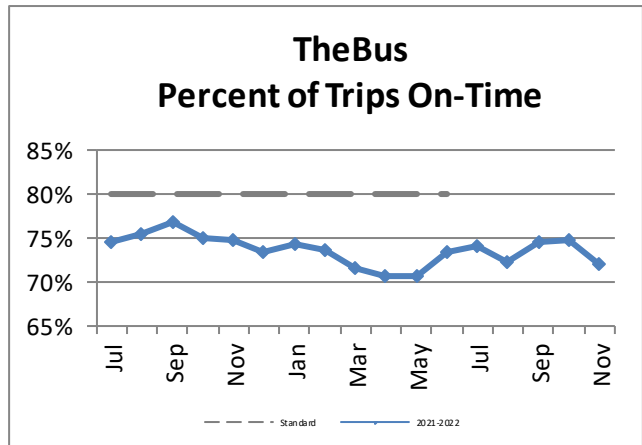
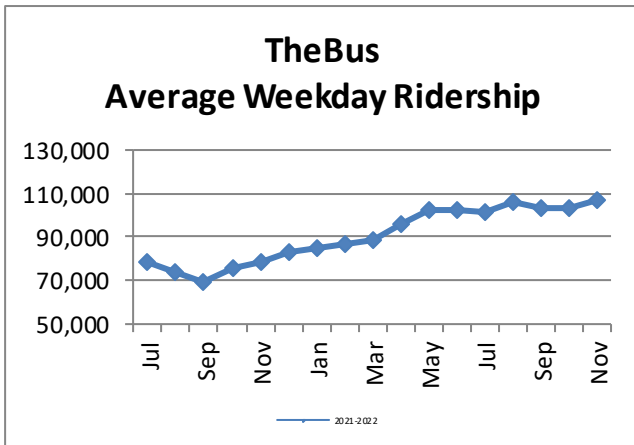


**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
For the Month Ending November FY 2022**

Key Performance Indicators (KPI)	November FY 2022	November FY 2021	November FY 2019 Pre-Covid	Percent Change FY 2021-2022	YTD for FY 2022	YTD for FY 2021	November FY 2019 Pre-Covid	Percent Change FY 2021-2022	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	2,846,760	2,079,531	5,176,120	36.89%	14,283,723	10,289,850	26,075,045	38.8%	61,140,545	
Average Weekday Ridership	107,157	77,851	197,191	37.64%	104,213	75,005	192,311	38.94%	189,944	
Percent of Trips On-Time	72.1%	74.8%	69.8%	-2.7%	73.5%	75.3%	70.8%	-1.83%	71.23%	75%
Bus Availability	88%	90.9%	91.6%	-3%	88.9%	89.7%	91%	-1%	91%	90%
Bus Miles/Major Collisions	241,496	821,187	200,321	-70.59%	444,996	765,082	228,046	-41.84%	398,688	200,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.78	1.79	1.70	55.31%	1.75	3.00
Bus Miles/Mechanical Road Calls	10,184	11,327	12,608	-10.09%	11,663	11,865	11,504	-1.70%	11,336	10,000
Spare Ratio	50.84%	60.65%	20.35%	-9.81%	51.52%	63%	20.4%	-11.69%	20.19%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	100%	100%	100%	0%	100%	100%
Percent Maintained Pullouts	99.73%	99.67%	98.4%	-0.27%	99.6%	99.6%	98.5%	-0.4%	99.18%	100%
Cost per Service Hour*	\$138.42	\$148.52	\$129.29	-6.8%	\$148.23	\$149.39	\$130.87	-0.8%	\$130.05	\$153.59
Cost per Passenger Trip*	\$5.93	\$8.32	\$3.31	-28.7%	\$6.43	\$8.87	\$3.40	-27.53%	\$3.44	\$7.41
Cost per Mile	\$9.99	\$10.54	\$9.51	-5.2%	\$10.70	\$10.70	\$9.68	0.02%	\$9.52	
Passenger Trips per Hour*	23.33	17.85	39.03	30.71%	23.07	16.87	38.96	36.75%	37.88	20.7
Farebox Recovery	16.37%	10.68%	25.66%	53.3%	14.21%	9.84%	25.8%	44.4%	26.28%	27%
Trips per Mile	1.68	1.27	2.87	33%	1.67	1.21	2.85	37.9%	2.77	
Average System Speed	12.77	13.28	12.76	-4%	12.75	13.23	12.74	-3.64%	12.72	
Percent Complete in 30 Days (Customer)	99%	98%	96%	1%	97.8%	96%	96.6%	2%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	13.56	17.41	8.38	-22.11%	16.03	21.10	9.45	-24.03%	9.24	12

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



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